



## MONTHLY REPORT

July 2014

	Jul-14	Jun-14	Percent Change	Jul-13	Percent Change
<b>PASSENGERS</b>					
Adult	99,391	46,969	111.6%	94,448	5.2%
Senior	1,384	1,342	3.1%	1,469	-5.8%
Disabled	887	1,032	-14.1%	1,007	-11.9%
Wheelchair	475	534	-11.0%	399	19.0%
Child	29,817	13,579	119.6%	31,427	-5.1%
Child under 5	1,426	636	124.2%	1,074	32.8%
<b>Total Passengers</b>	<b>133,380</b>	<b>64,092</b>	<b>108.1%</b>	<b>129,824</b>	<b>2.7%</b>
<b>FARES</b>	<b>\$211,404.90</b>	<b>\$105,670.55</b>	<b>100.1%</b>	<b>\$206,997.65</b>	<b>2.1%</b>
<b>SERVICE MILES</b>	<b>90,005</b>	<b>69,139</b>	<b>30.2%</b>	<b>89,897</b>	<b>0.1%</b>
<b>SERVICE HOURS</b>	<b>6,035</b>	<b>4,240</b>	<b>42.3%</b>	<b>6,069</b>	<b>-0.6%</b>
<b>Passengers per Hour</b>	<b>22.10</b>	<b>15.12</b>	<b>46.2%</b>	<b>21.39</b>	<b>3.3%</b>

## RIDERSHIP COMPARISON

REPORT MONTH - THIS YEAR/LAST YEAR					FISCAL YEAR TO DATE
Route	Jul-14	Jul-13	Variance	% Change	FY 13/14
Mammoth Express	374	317	57	18.0%	3,167
Lone Pine to Bishop	484	482	2	0.4%	4,883
Lone Pine DAR	304	429	-125	-29.1%	4,179
Tecopa	9	4	5	125.0%	121
Walker (total)	211	205	6	2.9%	2,172
Benton to Bishop	97	52	45	86.5%	579
Bishop DAR	3,230	2,889	341	11.8%	36,494
Nite Rider	247	247	0	0.0%	3,718
Mammoth FR	61,009	62,194	-1,185	-1.9%	369,787
Mammoth DAR	183	115	68	59.1%	4,214
Reno	544	700	-156	-22.3%	5,238
Lancaster	547	622	-75	-12.1%	5,287
Reds Meadow	64,103	58,113	5,990	10.3%	148,548
<b>TOTALS</b>	<b>133,380</b>	<b>129,914</b>	<b>3,466</b>	<b>2.7%</b>	<b>962,130</b>

## PASSENGERS PER SERVICE HOUR

REPORT MONTH - THIS YEAR/LAST YEAR				FISCAL YEAR TO DATE
Route	Jul-14	Jul-13	% Change	FY 13/14
Mammoth Express	5.01	4.68	7.2%	4.06
Lone Pine to Bishop	3.63	4.00	-9.0%	3.61
Lone Pine DAR	1.97	2.77	-28.7%	2.37
Tecopa	0.82	0.80	2.3%	1.20
Walker (total)	1.19	1.21	-1.4%	1.19
Benton to Bishop	3.93	1.96	101.0%	1.88
Bishop DAR	3.82	3.23	18.2%	3.68
Nite Rider	4.05	4.12	-1.6%	4.73
Mammoth FR	29.87	30.82	-3.1%	24.32
Mammoth DAR	1.05	0.45	133.0%	1.77
Reno	2.47	3.13	-21.2%	2.00
Lancaster	4.08	4.13	-1.2%	3.24
Reds Meadow	33.77	31.75	6.4%	30.20
<b>Total</b>	<b>22.10</b>	<b>21.39</b>	<b>3.3%</b>	<b>18.31</b>

Route	Fares	Adults	Snr	Dis	W/C	Child	Free	Total Pax	Yd Hrs	Svc Hours	Yd Mi	SVC MILES	AVG FARE	REV/SVC MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
Jul-14																	
Mammoth Express	\$2,109.00	266	65	8	0	13	22	374	99	75	3,343	3,232	5.64	.65	5.01	44.8	0.12
Lone Pine to Bishop	\$2,837.75	314	61	55	6	42	6	484	155	133	5,480	5,221	5.86	.54	3.63	41.2	0.09
Lone Pine DAR	\$756.80	20	94	67	87	34	2	304	161	154	1,303	1,300	2.49	.58	1.97	8.5	0.23
Tecopa	\$43.00	2	7	0	0	0	0	9	11	11	153	153	4.78	.28	.82	13.9	0.06
Walker (total)	\$753.85	42	57	80	0	32	0	211	192	177	1,820	1,309	3.57	.58	1.19	10.3	0.16
Benton to Bishop	\$393.00	38	30	0	0	0	29	97	28	25	735	732	4.05	.54	3.93	29.8	0.13
Specials	\$0.00	1951	0	0	0	87	0	2038	89	85	1010	969	.00	.00	23.91	11.8	2.10
Bishop DAR	\$7,139.60	1,155	867	594	345	64	205	3,230	904	845	9,912	9,008	2.21	.79	3.82	11.7	0.36
Nite Rider	\$1,001.40	199	7	15	22	2	2	247	62	61	852	852	4.05	1.18	4.05	14.0	0.29
Mammoth FR	\$31.00	46,102	0	8	0	14,898	1	61,009	2,128	2,043	29,332	28,385	N/A	N/A	29.87	14.4	2.15
Mammoth DAR	\$486.40	92	34	1	4	33	19	183	176	174	553	487	2.66	1.00	1.05	3.2	0.38
Reno	\$12,079.10	423	80	27	0	9	5	544	243	221	9,461	9,201	22.20	1.31	2.47	42.9	0.06
Lancaster	\$7,657.00	398	82	32	11	9	15	547	149	134	6,118	6,015	14.00	1.27	4.08	45.6	0.09
Reds Meadow	\$176,117.00	48,389	0	0	0	14,594	1,120	64,103	2,259	1,898	26,112	23,141	2.75	7.61	33.77	13.8	2.77
Total	\$211,404.90	99,391	1,384	887	475	29,817	1,426	133,380	6,658	6,035	96,184	90,005	1.58	2.35	22.10	15.9	1.48
Jul-13																	
Mammoth Express	\$1,796.00	235	42	11	0	8	21	317	93	68	3,077	2,973	5.67	.60	4.68	45.4	0.11
Lone Pine to Bishop	\$2,502.60	293	84	65	9	19	12	482	140	121	5,350	5,179	5.19	.48	4.00	44.3	0.09
Lone Pine DAR	\$1,049.60	53	143	69	123	24	17	429	162	155	1,346	1,344	2.45	.78	2.77	8.7	0.32
Tecopa	\$20.00	0	4	0	0	0	0	4	5	5	100	100	5.00	.20	.80	20.0	0.04
Walker (total)	\$796.30	16	119	63	0	0	7	205	184	169	2,068	1,690	3.88	.47	1.21	12.2	0.12
Benton to Bishop	\$212.50	19	16	3	0	0	14	52	27	27	784	784	4.09	.27	1.96	29.5	0.07
Specials	\$0.00	3,412	0	0	0	43	0	3,455	97	93	1,178	1,144	N/A	N/A	N/A	N/A	N/A
Bishop DAR	\$6,992.40	911	874	546	250	136	172	2,889	981	894	10,323	8,937	2.42	.78	3.23	11.5	0.32
Nite Rider	\$983.40	202	8	17	11	5	4	247	61	60	896	896	3.98	1.10	4.12	14.9	0.28
Mammoth FR	\$0.00	43,879	0	135	0	18,180	0	62,194	2,095	2,018	27,696	26,791	N/A	N/A	30.82	13.7	2.32
Mammoth DAR	\$415.60	83	17	7	3	3	2	115	259	254	927	841	3.61	.49	.45	3.6	0.14
Reno	\$13,451.75	517	97	49	0	22	15	700	242	224	9,741	9,573	19.22	1.41	3.13	43.5	0.07
Lancaster	\$8,929.50	474	65	35	3	28	17	622	170	151	7,313	6,990	14.36	1.28	4.13	48.5	0.09
Reds Meadow	\$169,848.00	44,354	0	7	0	12,959	793	58,113	2,068	1,830	25,458	22,655	2.92	7.50	31.75	13.9	2.57
Total	\$206,997.65	94,448	1,469	1,007	399	31,427	1,074	129,824	6,584	6,069	96,257	89,897	1.59	2.30	21.39	15.9	1.44

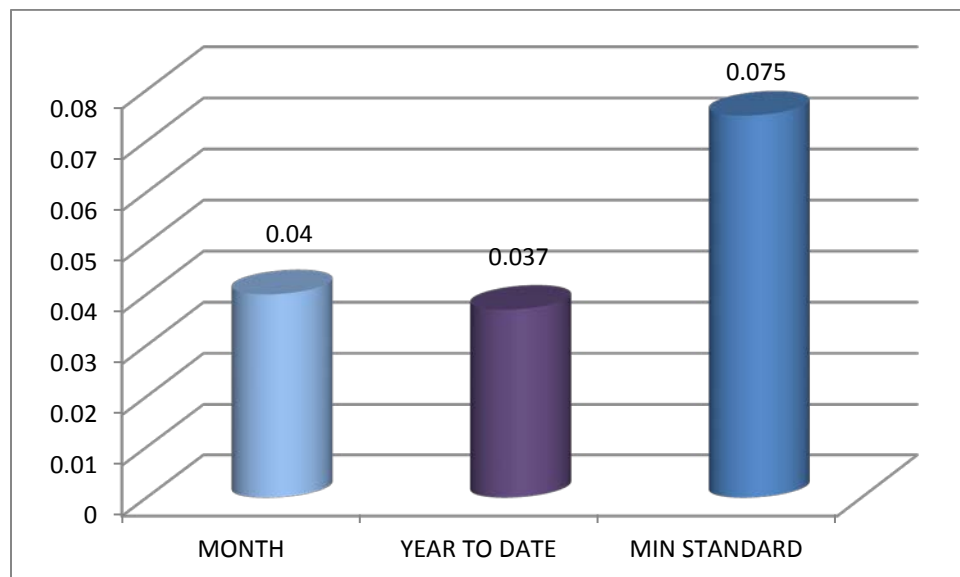
VARIANCE BY ROUTE (RAW NUMBERS) – JULY 2014 TO JULY 2013																	
ROUTES	FARES	ADULTS	SNR	DIS	W/C	CHILD	FREE	TOTAL PAX	YD HOURS	SVC HOURS	YD MILES	SVC MILES	AVG FARE	REV/SVC MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
Mammoth Express	\$313.00	31	23	-3	0	5	1	57	7	7	266	259	-0.03	0.05	0.34	-0.59	0.01
Lone Pine to Bishop	\$335.15	21	-23	-10	-3	23	-6	2	16	13	130	42	0.67	0.06	-0.36	-3.19	0.00
Lone Pine DAR	-\$292.80	-33	-49	-2	-36	10	-15	-125	-1	-1	-43	-44	0.04	-0.20	-0.79	-0.23	-0.09
Tecopa	\$23.00	2	3	0	0	0	0	5	6	6	53	53	-0.22	0.08	0.02	-6.09	0.02
Walker (total)	-\$42.45	26	-62	17	0	32	-7	6	8	8	-248	-381	-0.31	0.10	-0.02	-1.92	0.04
Benton to Bishop	\$180.50	19	14	-3	0	0	15	45	1	-2	-49	-52	-0.03	0.27	1.98	0.31	0.07
Bishop DAR	\$147.20	244	-7	48	95	-72	33	341	-77	-49	-411	71	-0.21	0.01	0.59	0.18	0.04
Nite Rider	\$18.00	-3	-1	-2	11	-3	-2	0	1	1	-44	-44	0.07	0.08	-0.07	-0.97	0.01
Mammoth FR	\$31.00	2223	0	-127	0	-3282	1	-1185	33	24	1636	1594	N/A	N/A	-0.95	0.64	-0.17
Mammoth DAR	\$70.80	9	17	-6	1	30	17	68	-83	-81	-374	-354	-0.96	0.50	0.60	-0.46	0.24
Reno	-\$1,372.65	-94	-17	-22	0	-13	-10	-156	1	-3	-280	-372	2.99	-0.09	-0.66	-0.65	-0.01
Lancaster	-\$1,272.50	-76	17	-3	8	-19	-2	-75	-22	-17	-1195	-975	-0.36	0.00	-0.05	-2.90	0.00
Reds Meadow	\$6,269.00	4035	0	-7	0	1635	327	5990	192	68	654	486	-0.18	0.11	2.02	-0.15	0.20

VARIANCE BY ROUTE (PERCENTAGE) – JULY 2014 TO JULY 2013																	
Route	Fares	Adults	Snr	Dis	W/C	Child	Free	Total Pax	Yd Hrs	Total Svc Hours	Yd Mi	TOT SVC MILES	AVG FARE	REV/SVC MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
Mammoth Express	17%	13%	55%	-27%		63%	5%	18%	7%	10%	9%	9%	0%	8%	7%	-1%	9%
Lone Pine to Bishop	13%	7%	-27%	-15%	-33%	121%	-50%	0%	11%	10%	2%	1%	13%	12%	-9%	-7%	0%
Lone Pine DAR	-28%	-62%	-34%	-3%	-29%	42%	-88%	-29%	-1%	-1%	-3%	-3%	2%	-25%	-29%	-3%	-27%
Tecopa	115%		75%					125%	119%	120%	53%	53%	-4%	41%	2%	-30%	47%
Walker (total)	-5%	163%	-52%	27%			-100%	3%	4%	4%	-12%	-23%	-8%	22%	-1%	-16%	33%
Benton to Bishop	85%	100%	88%	-100%			107%	87%	5%	-7%	-6%	-7%	-1%	98%	101%	1%	100%
Bishop DAR	2%	27%	-1%	9%	38%	-53%	19%	12%	-8%	-5%	-4%	1%	-9%	1%	18%	2%	11%
Nite Rider	2%	-1%	-13%	-12%	100%	-60%	-50%	0%	1%	2%	-5%	-5%	2%	7%	-2%	-6%	5%
Mammoth FR		5%		-94%		-18%		-2%	2%	1%	6%	6%	N/A	N/A	-3%	5%	-7%
Mammoth DAR	17%	11%	100%	-86%	33%	1000%	850%	59%	-32%	-32%	-40%	-42%	-26%	102%	133%	-13%	175%
Reno	-10%	-18%	-18%	-45%		-59%	-67%	-22%	1%	-1%	-3%	-4%	16%	-7%	-21%	-1%	-19%
Lancaster	-14%	-16%	26%	-9%	267%	-68%	-12%	-12%	-13%	-11%	-16%	-14%	-2%	0%	-1%	-6%	2%
Reds Meadow	4%	9%		-100%		13%	41%	10%	9%	4%	3%	2%	-6%	2%	6%	-1%	8%

## Complaints

There were five complaints received during the month of July 2014.

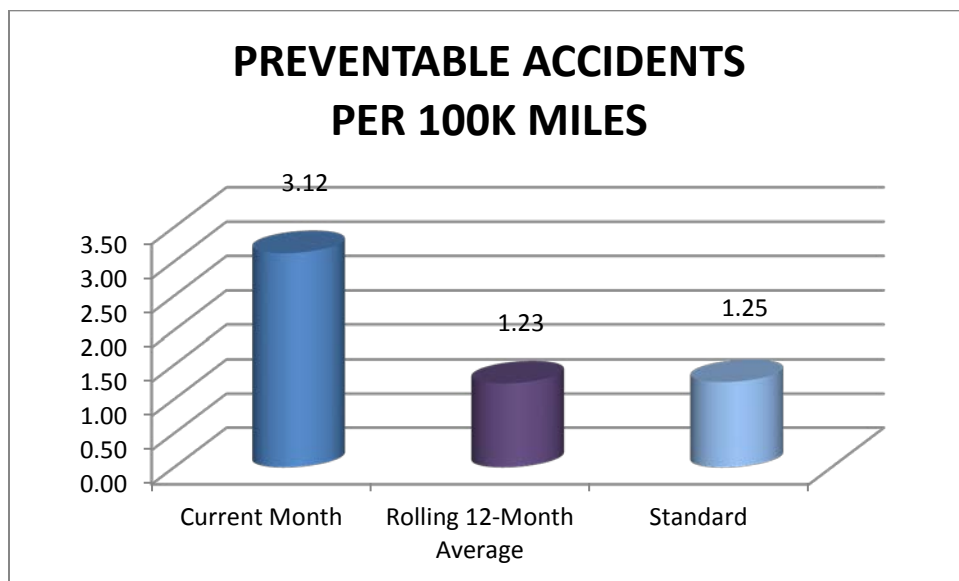
- July 15<sup>th</sup> - Trolley passenger stated that the Trolley departed Snow Creek early, at 9:57am not 10:00am. Drivers were reminded to not depart stops early.
- July 15<sup>th</sup> - Passenger wrote to state that a Reds Meadow driver drove recklessly on the way back to the Adventure Center on July 15th. Driver was counseled and a ride-along evaluation was conducted.
- July 25<sup>th</sup> - Resident wrote to complain that trolleys were speeding on Canyon Boulevard, particularly in the construction area creating a safety hazard and a dust issue. Notice issued to drivers again counseling that speed limits are never to be exceeded.
- July 25<sup>th</sup> – A passenger stated that her group was at the Agnew Meadows outbound stop at 2pm. Three outbound buses passed them by because they were full. The group ended up boarding an in-bound bus in order to get out of the Valley. The passenger stated that she observed empty buses standing by at Reds Meadow Resort. The Dispatchers were apprised of the comment and advised to be cognizant of passengers at late outbound stops.
- July 27<sup>th</sup> - Passenger wrote to state that a dispatcher for the Reds Meadow service had his dog with him at the Reds Meadow Resort and that the ESTA employee's dog attacked his dog. Employee counseled that dogs are not allowed at the workplace without prior authorization and that his dog would not be authorized to be at the workplace based upon this incident.



## Accident/Incidents

There were three preventable accidents in July 2014, all involving stationary objects.

- July 15<sup>th</sup> - ESTA Reds Meadow bus backed into rear bumper of parked trolley
- July 20<sup>th</sup> - ESTA bus scraped rock along roadway making right turn in narrow section of the roadway. Pulled to the right to make room for an oncoming bus.
- July 22<sup>nd</sup> - ESTA bus was turning right from MMI access road onto Minaret Rd and scraped stump used as parking delineator.

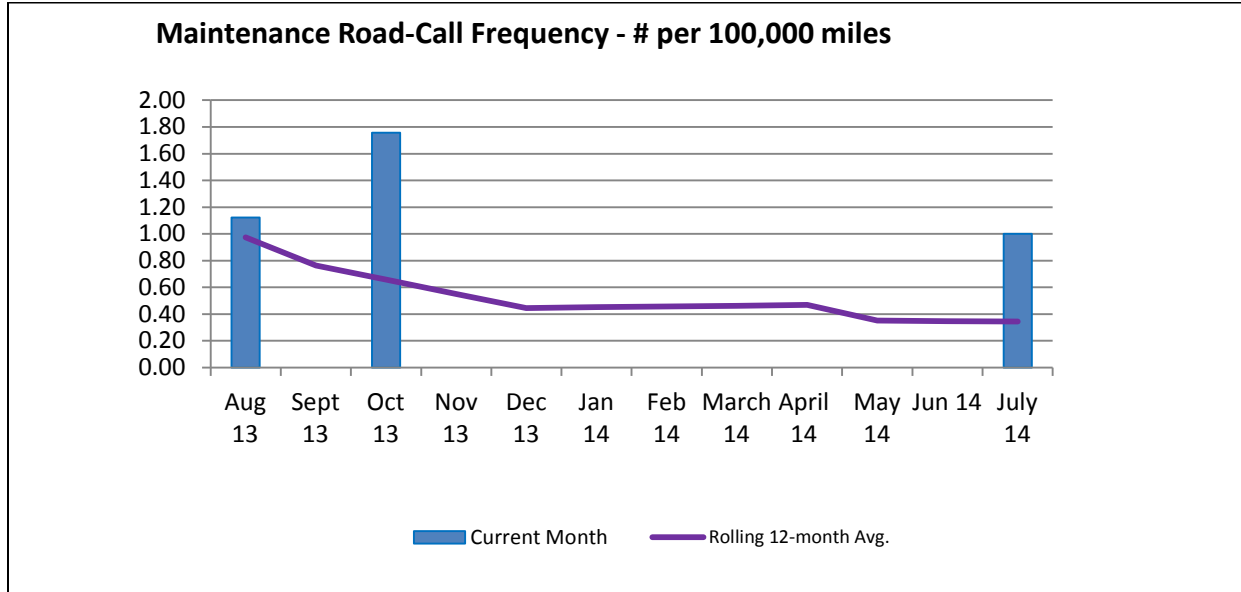


## Missed Runs

The 7:00am run for the Gray Line was missed on July 19, 20, due to driver absence, and the 1:00pm Gray Line run was missed on the 22nd due to bus mechanical problem. The 9:30am run for the Lakes Basin Trolley route was missed on July 31 due to bus mechanical problem.

## Road Call Frequency

There was one Road Call during the month of July 2014. The rolling 12-month road call frequency is 0.34 per 100,000 miles traveled.



## Bishop Area Dial-A-Ride Wait Times

Wait times for the Bishop Area Dial-A-Ride (Mon. through Fri., 7:00 a.m. – 5:00 p.m.)

Month of: JULY 2014

		Percent	Goal
Total Trips:	2,422		
Total Immediate Response Calls:	1,734		
Total Wait Time:	365:24		
Average Daily Wait:	12.6		< 20 minutes
Median Wait Time:	10		
# of Cancelations:	39	2.2 %	
# > 30 minute wait:	75	4.3 %	< 5%

### Bishop Dial-a-Ride Trips by Time of Day

