



MONTHLY REPORT

June 2014

	Jun-14	May-14	Percent Change	Jun-13	Percent Change
PASSENGERS					
Adult	48,287	29,239	65.1%	33,762	43.0%
Senior	1,342	1,529	-12.2%	1,406	-4.6%
Disabled	1,051	1,115	-5.7%	1,088	-3.4%
Wheelchair	534	524	1.9%	424	25.9%
Child	13,606	8,999	51.2%	12,281	10.8%
Child under 5	636	633	0.5%	631	0.8%
TOTAL PASSENGERS	65,456	42,039	55.7%	49,592	32.0%
FARES	\$105,670.55	\$50,465.24	109.4%	\$70,633.25	49.6%
SERVICE MILES	69,577	63,064	10.3%	62,099	12.0%
SERVICE HOURS	4,279	3,721	15.0%	3,845	11.3%
PASSENGER PER HOURS	15.30	11.30	35.4%	12.90	18.6%

RIDERSHIP COMPARISON

REPORT MONTH - THIS YEAR/LAST YEAR					FISCAL YEAR TO DATE			
Route	Jun-14	Jun-13	Variance	% Change	FY 13/14	FY 12/13	Variance	% Change
Mammoth Express	300	307	-7	-2.3%	3,167	3,107	60	1.9%
Lone Pine to Bishop	655	637	18	2.8%	4,883	5,429	-546	-10.1%
Lone Pine DAR	309	423	-114	-27.0%	4,179	5,459	-1,280	-23.4%
Tecopa	12	2	10	500.0%	121	118	3	2.5%
Walker (total)	201	145	56	38.6%	2,172	2,113	59	2.8%
Benton to Bishop	66	28	38	135.7%	579	497	82	16.5%
Bishop DAR	3,059	3,000	59	2.0%	36,494	40,870	-4,376	-10.7%
Nite Rider	330	279	51	18.3%	3,718	2,853	865	30.3%
Mammoth FR	33,115	28,840	4,275	14.8%	369,787	365,320	4,467	1.2%
Mammoth DAR	372	540	-168	-31.1%	4,214	6,342	-2,128	-33.6%
Reno	474	525	-51	-9.7%	5,238	5,122	116	2.3%
Lancaster	571	531	40	7.5%	5,287	5,471	-184	-3.4%
Reds Meadow	24,628	13,531	11,097	82.0%	148,548	148,413	135	0.1%
TOTALS	65,456	49,682	15,774	31.7%	962,130	1,121,848	-159,853	-14.2%

PASSENGERS PER SERVICE HOUR

REPORT MONTH - THIS YEAR/LAST YEAR				FISCAL YEAR TO DATE		
Route	Jun-14	Jun-13	% Change	FY 13/14	FY 12/13	% Change
Mammoth Express	3.99	5.01	-20.3%	4.06	4.07	-0.4%
Lone Pine to Bishop	5.82	5.13	13.3%	3.61	3.92	-7.8%
Lone Pine DAR	2.10	3.02	-30.6%	2.37	3.15	-24.5%
Tecopa	1.09	0.40	172.7%	1.20	1.05	14.9%
Walker (total)	1.36	1.02	32.8%	1.19	1.16	2.1%
Benton to Bishop	2.70	1.17	131.7%	1.88	1.67	12.1%
Bishop DAR	3.69	3.46	6.6%	3.68	3.89	-5.2%
Nite Rider	5.50	4.17	31.8%	4.73	3.80	24.6%
Mammoth FR	21.70	22.08	-1.7%	24.32	24.59	-1.1%
Mammoth DAR	2.18	2.16	0.7%	1.77	1.95	-9.6%
Reno	2.18	2.49	-12.2%	2.00	1.95	2.7%
Lancaster	4.07	4.12	-1.1%	3.24	3.33	-2.7%
Reds Meadow	31.65	26.94	17.5%	30.20	30.54	-1.1%
Total	15.30	12.90	18.6%	18.31	19.48	-6.0%

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
Jun-14																	
Mammoth Express	\$1,547.00	187	51	15	1	19	27	300	97	75	3,292	3,191	5.16	.48	3.99	43.8	0.09
Lone Pine to Bishop	\$3,560.50	491	64	37	3	50	10	655	133	113	5,028	4,816	5.44	.74	5.82	44.6	0.14
Lone Pine DAR	\$757.00	37	68	77	82	41	4	309	154	147	1,348	1,348	2.45	.56	2.10	9.1	0.23
Tecopa	\$60.00	0	3	9	0	0	0	12	11	11	184	184	5.00	.33	1.09	16.7	0.07
Walker (total)	\$659.30	37	38	94	0	32	0	201	160	148	1,621	1,244	3.28	.53	1.36	11.0	0.16
Benton to Bishop	\$292.50	24	27	0	0	0	15	66	28	24	732	732	4.43	.40	2.70	30.0	0.09
Specials	\$0.00	1318	0	19	0	27	0	1364	49	39	571	438	.00	.00	34.56	14.5	3.11
Bishop DAR	\$6,986.60	962	910	514	423	101	149	3,059	889	829	9,511	8,767	2.28	.80	3.69	11.5	0.35
Nite Rider	\$1,267.80	265	6	20	15	2	22	330	61	60	975	975	3.84	1.30	5.50	16.3	0.34
Mammoth FR	\$0.00	24,676	0	9	0	8,430	0	33,115	1,586	1,526	22,560	21,882	N/A	N/A	21.70	14.8	1.51
Mammoth DAR	\$858.60	137	22	168	1	13	31	372	173	171	760	692	2.31	1.24	2.18	4.4	0.54
Reno	\$9,661.25	319	91	40	2	18	4	474	239	217	9,605	9,119	20.38	1.06	2.18	44.3	0.05
Lancaster	\$7,294.00	427	62	49	7	16	10	571	160	140	6,602	6,479	12.77	1.13	4.07	47.1	0.09
Reds Meadow	\$72,726.00	19,407	0	0	0	4,857	364	24,628	915	778	10,950	9,710	2.95	7.49	31.65	14.1	2.54
Total	\$105,670.55	48,287	1,342	1,051	534	13,606	636	65,456	4,656	4,279	73,739	69,577	1.61	1.52	15.30	17.2	0.94
Jun-13																	
Mammoth Express	\$1,688.50	222	25	16	1	20	23	307	85	61	2,807	2,712	5.50	.62	5.01	45.8	0.11
Lone Pine to Bishop	\$3,358.75	440	90	40	12	44	11	637	141	124	4,838	4,627	5.27	.73	5.13	39.0	0.14
Lone Pine DAR	\$1,049.40	36	117	80	97	83	10	423	147	140	1,382	1,365	2.48	.77	3.02	9.9	0.31
Tecopa	\$10.00	0	2	0	0	0	0	2	5	5	144	144	5.00	.07	.40	28.8	0.01
Walker (total)	\$601.50	7	91	47	0	0	0	145	154	142	1,574	1,274	4.15	.47	1.02	11.1	0.11
Benton to Bishop	\$129.20	4	19	0	0	1	4	28	24	24	694	694	4.61	.19	1.17	28.9	0.04
Specials	\$0.00	798	0	0	0	6	0	804	24	17	303	234	N/A	N/A	N/A	N/A	N/A
Bishop DAR	\$7,112.80	913	888	535	289	107	268	3,000	928	866	10,143	9,139	2.37	.78	3.46	11.7	0.33
Nite Rider	\$1,056.90	214	8	27	15	1	14	279	69	67	1,082	1,078	3.79	.98	4.17	16.2	0.26
Mammoth FR	\$0.00	19,657	0	83	0	9,100	0	28,840	1,342	1,306	19,075	18,592	N/A	N/A	22.08	14.6	1.55
Mammoth DAR	\$1,374.60	235	20	184	0	33	68	540	255	250	1,576	1,496	2.55	.92	2.16	6.3	0.36
Reno	\$9,027.10	338	96	44	3	32	12	525	230	211	9,054	8,820	17.19	1.02	2.49	42.9	0.06
Lancaster	\$6,519.50	404	50	32	7	11	27	531	146	129	6,072	5,959	12.28	1.09	4.12	47.1	0.09
Reds Meadow	\$38,705.00	10,494	0	0	0	2,843	194	13,531	574	502	6,928	5,965	2.86	6.49	26.94	13.8	2.27
Total	\$70,633.25	33,762	1,406	1,088	424	12,281	631	49,592	4,123	3,845	65,672	62,099	1.42	1.14	12.90	17.1	0.80

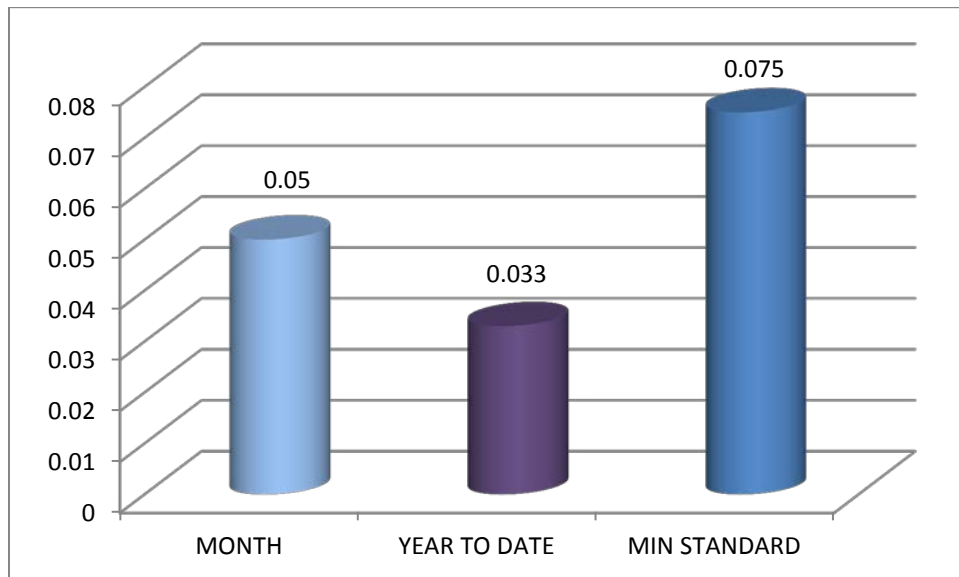
VARIANCE BY ROUTE (RAW NUMBERS) – JUNE 2014 TO JUNE 2013																	
ROUTES	FARES	ADULTS	SNR	DIS	W/C	CHILD	FREE	TOTAL PAX	YD HOURS	SVC HOURS	YD MILES	SVC MILES	AVG FARE	REV/SVC MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
Mammoth Express	-\$141.50	-35	26	-1	0	-1	4	-7	12	14	485	479	-0.34	-0.14	-1.02	-1.99	-0.02
Lone Pine to Bishop	\$201.75	51	-26	-3	-9	6	-1	18	-8	-11	190	189	0.16	0.01	0.68	5.66	0.00
Lone Pine DAR	-\$292.40	1	-49	-3	-15	-42	-6	-114	8	7	-34	-17	-0.03	-0.21	-0.93	-0.73	-0.08
Tecopa	\$50.00	0	1	9	0	0	0	10	6	6	40	40	0.00	0.26	0.69	-12.07	0.05
Walker (total)	\$57.80	30	-53	47	0	32	0	56	7	6	47	-30	-0.87	0.06	0.34	-0.15	0.05
Benton to Bishop	\$163.30	20	8	0	0	-1	11	38	4	0	38	38	-0.18	0.21	1.54	1.06	0.05
Bishop DAR	-\$126.20	49	22	-21	134	-6	-119	59	-40	-38	-632	-372	-0.09	0.02	0.23	-0.23	0.02
Nite Rider	\$210.90	51	-2	-7	0	1	8	51	-7	-7	-107	-103	0.05	0.32	1.33	0.06	0.08
Mammoth FR	\$0.00	5019	0	-74	0	-670	0	4275	244	220	3485	3290	N/A	N/A	-0.38	0.18	-0.04
Mammoth DAR	-\$516.00	-98	2	-16	1	-20	-37	-168	-82	-79	-816	-804	-0.24	0.32	0.02	-1.86	0.18
Reno	\$634.15	-19	-5	-4	-1	-14	-8	-51	10	6	551	299	3.19	0.04	-0.30	1.34	-0.01
Lancaster	\$774.50	23	12	17	0	5	-17	40	14	11	530	520	0.50	0.03	-0.04	0.02	0.00
Reds Meadow	\$34,021.00	8913	0	0	0	2014	170	11097	342	276	4022	3745	N/A	N/A	4.72	0.28	0.27

VARIANCE BY ROUTE (PERCENTAGE) – JUNE 2014 TO JUNE 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	-8%	-16%	104%	-6%	0%	-5%	17%	-2%	14%	23%	17%	18%	-6%	-22%	-20%	-4%	-17%
Lone Pine to Bishop	6%	12%	-29%	-8%	-75%	14%	-9%	3%	-6%	-9%	4%	4%	3%	2%	13%	15%	-1%
Lone Pine DAR	-28%	3%	-42%	-4%	-15%	-51%	-60%	-27%	5%	5%	-2%	-1%	-1%	-27%	-31%	-7%	-26%
Tecopa	500%		50%					500%	119%	120%	28%	28%	0%	370%	173%	-42%	370%
Walker (total)	10%	429%	-58%	100%				39%	4%	4%	3%	-2%	-21%	12%	33%	-1%	42%
Benton to Bishop	126%	500%	42%			-100%	275%	136%	17%	2%	5%	5%	-4%	115%	132%	4%	123%
Bishop DAR	-2%	5%	2%	-4%	46%	-6%	-44%	2%	-4%	-4%	-6%	-4%	-4%	2%	7%	-2%	6%
Nite Rider	20%	24%	-25%	-26%	0%	100%	57%	18%	-11%	-10%	-10%	-10%	1%	33%	32%	0%	31%
Mammoth FR		26%		-89%		-7%		15%	18%	17%	18%	18%	N/A	N/A	-2%	1%	-2%
Mammoth DAR	-38%	-42%	10%	-9%		-61%	-54%	-31%	-32%	-32%	-52%	-54%	-9%	35%	1%	-29%	49%
Reno	7%	-6%	-5%	-9%	-33%	-44%	-67%	-10%	4%	3%	6%	3%	19%	4%	-12%	3%	-13%
Lancaster	12%	6%	24%	53%	0%	45%	-63%	8%	9%	9%	9%	9%	4%	3%	-1%	0%	-1%
Reds Meadow	88%	85%				71%	88%	82%	60%	55%	58%	63%	#VALUE!	#VALUE!	18%	2%	12%
Mammoth Express	-8%	-16%	104%	-6%	0%	-5%	17%	-2%	14%	23%	17%	18%	-6%	-22%	-20%	-4%	-17%
Lone Pine to Bishop	6%	12%	-29%	-8%	-75%	14%	-9%	3%	-6%	-9%	4%	4%	3%	2%	13%	15%	-1%

Complaints

There were three complaints received during the month of June 2014.

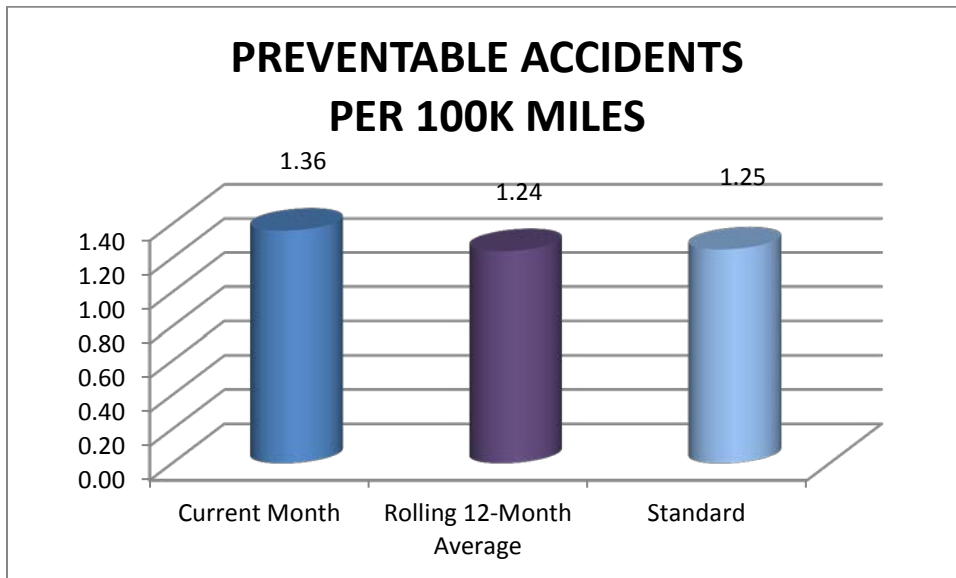
- June 13th - Passenger wrote to complain that the NextBus predictions weren't consistent or reliable for the trolley. Response was sent indicating that the shoulder season service without exact schedule times was problematic for the NextBus system. A solution is being worked on with the NextBus.
- June 17th - Passenger called to state that her 12-year old grandson was not allowed to lower a folded-up seat as there were no other seats available on the bus. Driver indicated that a wheelchair and multiple backpacks were in the area where the seats were folded up. Driver was counseled on effective communications techniques to defuse passenger complaints.
- June 27th - Passenger called to state that a trolley driver refused to wait for her while she put a muzzle on her dog. Driver was counseled regarding appropriate customer service.



Accident/Incidents

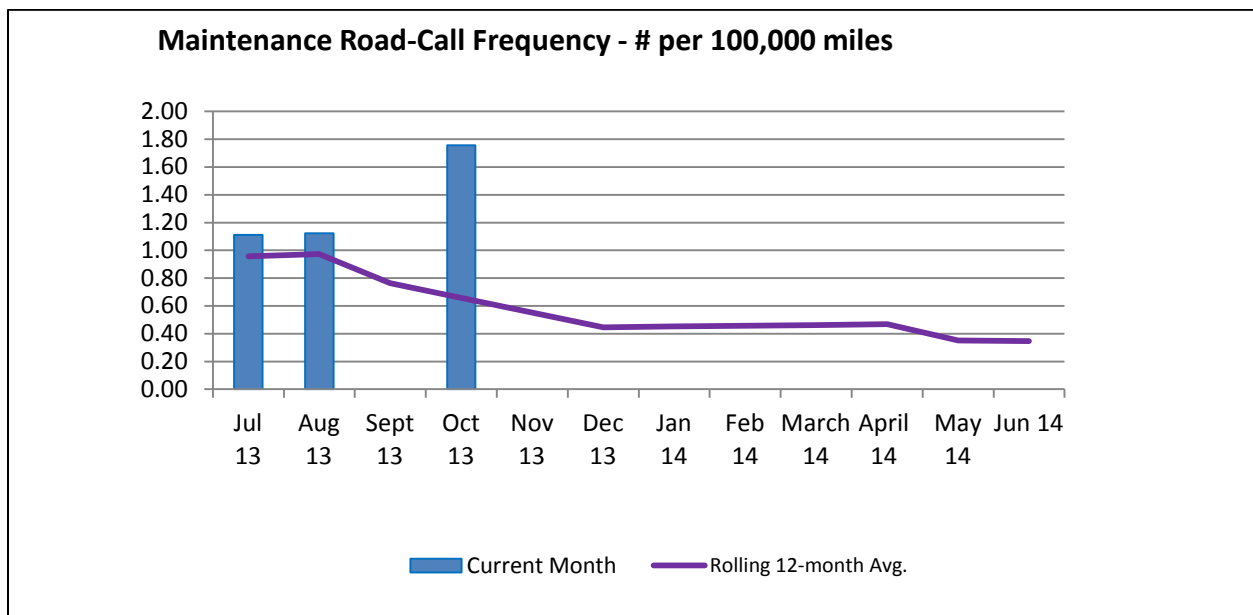
There was one preventable accident in June 2014.

- June 20th - ESTA bus moved to the right to avoid oncoming car and hit curb causing bus to jolt. Passenger complained of pain in neck and ribs on right side.



Road Call Frequency

There were no Road Calls during the month of June 2014. The rolling 12-month road call frequency is 0.35 per 100,000 miles traveled.



Missed Runs

There were no missed run in June 2014.

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: JUNE 2014

		Percent	Goal
Total Trips:	2392		
Total Immediate Response Calls:	1714		
Total Wait Time:	385:45		
Average Daily Wait:	13.5		< 20 minutes
Median Wait Time:	12		
# of Cancelations:	62	2.6 %	
# > 30 minute wait:	119	6.9 %	< 5%

