



MONTHLY REPORT

March 2014

	Mar-14	Feb-14	Percent Change	Mar-13	Percent Change
PASSENGERS					
Adult	95,599	91,543	4.4%	111,819	-14.5%
Senior	1,382	1,271	8.7%	1,358	1.8%
Disabled	1,093	923	18.4%	1,285	-14.9%
Wheelchair	403	381	5.8%	422	-4.5%
Child	10,691	11,640	-8.2%	15,181	-29.6%
Child under 5	229	245	-6.5%	430	-46.7%
Total Passengers	109,397	106,003	3.2%	130,495	-16.2%
FARES	\$32,168.30	\$30,934.25	4.0%	\$32,459.45	-0.9%
SERVICE MILES	74,896	67,868	10.4%	87,917	-14.8%
SERVICE HOURS	4,676	4,274	9.4%	5,641	-17.1%
Passengers per Hour	23.39	24.80	-5.7%	23.13	1.1%

RIDERSHIP COMPARISON

REPORT MONTH - THIS YEAR/LAST YEAR					FISCAL YEAR TO DATE			
Route	Mar-14	Mar-13	Variance	% Change	FY 13/14	FY 12/13	Variance	% Change
Mammoth Express	207	257	-50	-19.5%	2,364	2,290	74	3.2%
Lone Pine to Bishop	354	428	-74	-17.3%	3,418	3,771	-353	-9.4%
Lone Pine DAR	288	478	-190	-39.7%	3,266	4,110	-844	-20.5%
Tecopa	24	12	12	100.0%	81	102	-21	-20.6%
Walker (total)	193	165	28	17.0%	1,629	1,600	29	1.8%
Benton to Bishop	80	32	48	150.0%	385	389	-4	-1.0%
Bishop DAR	3,094	3,364	-270	-8.0%	26,837	30,693	-3,856	-12.6%
Nite Rider	284	304	-20	-6.6%	2,682	1,941	741	38.2%
Mammoth FR	33,880	30,766	3,114	10.1%	299,189	299,885	-696	-0.2%
Mammoth DAR	445	536	-91	-17.0%	3,050	4,745	-1,695	-35.7%
Reno	326	383	-57	-14.9%	4,112	3,770	342	9.1%
Lancaster	414	468	-54	-11.5%	3,866	4,041	-175	-4.3%
MMSA	69,242	93,257	-24,015	-25.8%	316,254	464,679	-148,425	-31.9%
June Lake Shuttle	566	45	521	1157.8%	2,270	1,041	1,229	118.1%
TOTALS	109,397	130,585	-21,188	-16.2%	669,403	823,057	-153,654	-18.7%

PASSENGERS PER SERVICE HOUR

REPORT MONTH - THIS YEAR/LAST YEAR				FISCAL YEAR TO DATE		
Route	Mar-14	Mar-13	% Change	FY 13/14	FY 12/13	% Change
Mammoth Express	3.27	4.11	-20.5%	4.15	4.06	2.2%
Lone Pine to Bishop	3.14	3.75	-16.3%	3.39	3.73	-9.1%
Lone Pine DAR	1.96	3.25	-39.8%	2.49	3.20	-22.1%
Tecopa	2.18	1.20	81.8%	1.19	1.16	2.0%
Walker (total)	1.25	1.12	11.6%	1.19	1.18	0.8%
Benton to Bishop	3.27	1.25	160.2%	1.67	1.75	-4.4%
Bishop DAR	3.64	3.73	-2.4%	3.62	3.94	-8.1%
Nite Rider	4.24	4.34	-2.3%	4.54	3.47	30.7%
Mammoth FR	29.38	26.52	10.8%	25.30	25.72	-1.6%
Mammoth DAR	2.49	2.07	20.3%	1.64	1.89	-13.0%
Reno	1.51	1.74	-13.2%	2.09	1.92	8.8%
Lancaster	2.91	3.34	-12.9%	3.15	3.27	-3.5%
MMSA	47.42	39.97	18.6%	44.39	44.06	0.7%
June Lake Shuttle	5.92	0.90	557.9%	6.25	4.60	35.8%
Total	24.82	25.61	-3.1%	17.37	19.55	-11.2%

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
Mar-14																	
Mammoth Express	\$1,241.00	151	31	13	3	6	3	207	87	63	2,909	2,800	6.00	.44	3.27	45.9	0.07
Lone Pine to Bishop	\$1,714.30	202	47	65	3	18	19	354	136	113	5,242	4,921	4.84	.35	3.14	46.5	0.07
Lone Pine DAR	\$720.60	28	70	42	80	66	2	288	175	147	1,244	1,219	2.50	.59	1.96	8.5	0.24
Tecopa	\$119.00	15	9	0	0	0	0	24	11	11	182	102	4.96	1.17	2.18	16.5	0.24
Walker (total)	\$696.90	39	101	53	0	0	0	193	179	155	1,685	1,234	3.61	.56	1.25	10.9	0.16
Benton to Bishop	\$395.50	30	39	1	0	0	10	80	27	25	761	761	4.94	.52	3.27	31.1	0.11
Specials	\$0.00	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Bishop DAR	\$7,151.00	989	959	541	291	158	156	3,094	1,006	850	9,920	9,101	2.31	.79	3.64	11.7	0.34
Nite Rider	\$1,126.80	240	6	6	20	1	11	284	78	67	966	928	3.97	1.21	4.24	14.4	0.31
Mammoth FR	\$0.00	28,659	0	0	0	5,221	0	33,880	1,233	1,153	16,719	16,112	N/A	N/A	29.38	14.5	2.10
Mammoth DAR	\$979.80	147	10	270	0	6	12	445	187	179	944	848	2.20	1.16	2.49	5.3	0.52
Reno	\$5,388.25	195	57	43	5	22	4	326	251	216	9,481	9,141	16.53	.59	1.51	44.0	0.04
Lancaster	\$5,620.15	289	53	50	1	9	12	414	171	142	6,591	6,475	13.58	.87	2.91	46.3	0.06
MMSA	\$0.00	64,049	0	9	0	5,184	0	69,242	1,599	1,460	19,580	18,596	N/A	N/A	47.42	13.4	3.72
June Lake Shuttle	\$7,015.00	566	0	0	0	0	0	566	114	96	3,012	2,658	12.39	2.64	5.92	31.5	0.21
Total	\$32,168.30	95,599	1,382	1,093	403	10,691	229	109,397	5,254	4,676	79,236	74,896	.29	.43	23.39	16.9	1.46
Mar-13																	
Mammoth Express	\$1,447.50	195	21	11	0	3	27	257	88	63	2,910	2,798	5.63	.52	4.11	46.6	0.09
Lone Pine to Bishop	\$2,158.10	276	62	63	10	9	8	428	131	114	4,990	4,821	5.04	.45	3.75	43.8	0.09
Lone Pine DAR	\$1,009.40	42	145	70	92	46	83	478	175	147	1,515	1,515	2.11	.67	3.25	10.3	0.32
Tecopa	\$60.00	0	12	0	0	0	0	12	12	10	310	310	5.00	.19	1.20	31.0	0.04
Walker (total)	\$626.50	12	101	42	0	0	10	165	170	148	1,776	1,407	3.80	.45	1.12	12.0	0.12
Benton to Bishop	\$142.00	6	19	0	0	1	6	32	26	26	816	816	4.44	.17	1.25	32.0	0.04
Specials	\$0.00	0	0	0	0	0	0	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A
Bishop DAR	\$8,168.60	1,111	846	701	293	173	240	3,364	1,058	903	11,015	9,872	2.43	.83	3.73	12.2	0.34
Nite Rider	\$1,207.20	230	8	41	15	2	8	304	84	70	990	894	3.97	1.35	4.34	14.1	0.34
Mammoth FR	\$0.00	24,407	0	5	0	6,354	0	30,766	1,239	1,160	16,456	15,893	N/A	N/A	26.52	14.2	1.94
Mammoth DAR	\$1,437.80	230	8	261	0	20	17	536	264	259	1,406	1,327	2.68	1.08	2.07	5.4	0.40
Reno	\$6,404.60	248	74	46	2	7	6	383	253	220	9,573	9,234	16.72	.69	1.74	43.6	0.04
Lancaster	\$5,597.75	335	62	27	10	9	25	468	173	140	6,653	6,471	11.96	.87	3.34	47.5	0.07
MMSA	\$0.00	84,682	0	18	0	8,557	0	93,257	2,474	2,333	62,736	31,264	N/A	N/A	39.97	26.9	2.98
June Lake Shuttle	\$4,200.00	45	0	0	0	0	0	45	64	50	1,602	1,295	93.33	3.24	.90	32.0	0.03
Total	\$32,459.45	111,819	1,358	1,285	422	15,181	430	130,495	6,211	5,641	122,748	87,917	.25	.37	23.13	21.8	1.48

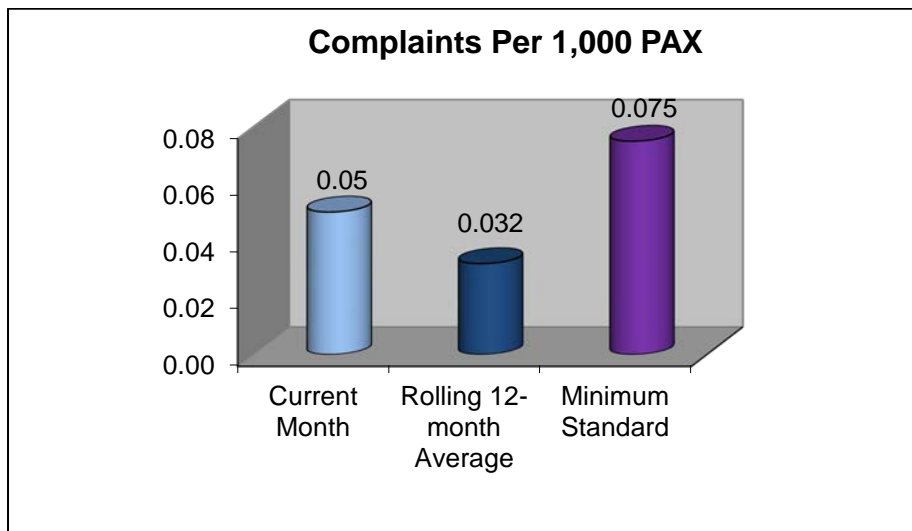
VARIANCE BY ROUTE (RAW NUMBERS) – March 2014 TO March 2013																	
ROUTES	FARES	ADULTS	SNR	DIS	W/C	CHILD	FREE	TOTAL PAX	YD HOURS	SVC HOURS	YD MILES	SVC MILES	AVG FARE	REV/SVC MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
Mammoth Express	-\$206.50	-44	10	2	3	3	-24	-50	-1	1	-1	2	0.36	-0.07	-0.84	-0.64	-0.02
Lone Pine to Bishop	-\$443.80	-74	-15	2	-7	9	11	-74	5	-1	252	100	-0.20	-0.10	-0.61	2.78	-0.02
Lone Pine DAR	-\$288.80	-14	-75	-28	-12	20	-81	-190	0	0	-271	-296	0.39	-0.08	-1.29	-1.84	-0.08
Tecopa	\$59.00	15	-3	0	0	0	0	12	0	1	-128	-208	-0.04	0.97	0.98	-14.45	0.20
Walker (total)	\$70.40	27	0	11	0	0	-10	28	9	7	-91	-173	-0.19	0.12	0.13	-1.14	0.04
Benton to Bishop	\$253.50	24	20	1	0	-1	4	48	1	-1	-55	-55	0.51	0.35	2.01	-0.94	0.07
Bishop DAR	-\$1,017.60	-122	113	-160	-2	-15	-84	-270	-52	-52	-1095	-771	-0.12	-0.04	-0.09	-0.54	0.00
Nite Rider	-\$80.40	10	-2	-35	5	-1	3	-20	-6	-3	-24	34	0.00	-0.14	-0.10	0.29	-0.03
Mammoth FR	\$0.00	4252	0	-5	0	-1133	0	3114	-6	-7	263	219	N/A	N/A	2.86	0.31	0.17
Mammoth DAR	-\$458.00	-83	2	9	0	-14	-5	-91	-78	-80	-462	-479	-0.48	0.07	0.42	-0.15	0.12
Reno	-\$1,016.35	-53	-17	-3	3	15	-2	-57	-2	-4	-92	-93	-0.19	-0.10	-0.23	0.42	-0.01
Lancaster	\$22.40	-46	-9	23	-9	0	-13	-54	-2	2	-62	4	1.61	0.00	-0.43	-1.19	-0.01
MMSA	\$0.00	-20,633	0	-9	0	-3,373	0	-24,015	-875	-873	-43,156	-12,668	N/A	N/A	7.45	-13.48	0.74
June Lake Shuttle	\$2,815.00	521	0	0	0	0	0	521	51	46	1410	1363	-80.94	-0.60	5.02	-0.53	0.18

VARIANCE BY ROUTE (PERCENTAGE) –March 2014 TO March 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	-14%	-23%	48%	18%		100%	-89%	-19%	-1%	1%	0%	0%	6%	-14%	-21%	-1%	-20%
Lone Pine to Bishop	-21%	-27%	-24%	3%	-70%	100%	138%	-17%	4%	-1%	5%	2%	-4%	-22%	-16%	6%	-19%
Lone Pine DAR	-29%	-33%	-52%	-40%	-13%	43%	-98%	-40%	0%	0%	-18%	-20%	18%	-11%	-40%	-18%	-25%
Tecopa	98%		-25%					100%	-1%	10%	-41%	-67%	-1%	503%	82%	-47%	508%
Walker (total)	11%	225%	0%	26%			-100%	17%	5%	5%	-5%	-12%	-5%	27%	12%	-10%	33%
Benton to Bishop	179%	400%	105%			-100%	67%	150%	5%	-4%	-7%	-7%	11%	199%	160%	-3%	168%
Bishop DAR	-12%	-11%	13%	-23%	-1%	-9%	-35%	-8%	-5%	-6%	-10%	-8%	-5%	-5%	-2%	-4%	0%
Nite Rider	-7%	4%	-25%	-85%	33%	-50%	38%	-7%	-7%	-4%	-2%	4%	0%	-10%	-2%	2%	-10%
Mammoth FR		17%		-100%		-18%		10%	-1%	-1%	2%	1%	N/A	N/A	11%	2%	9%
Mammoth DAR	-32%	-36%	25%	3%		-70%	-29%	-17%	-29%	-31%	-33%	-36%	-18%	7%	20%	-3%	30%
Reno	-16%	-21%	-23%	-7%	150%	214%	-33%	-15%	-1%	-2%	-1%	-1%	-1%	-15%	-13%	1%	-14%
Lancaster	0%	-14%	-15%	85%	-90%	0%	-52%	-12%	-1%	2%	-1%	0%	13%	0%	-13%	-3%	-12%
MMSA		-24%		-50%		-39%		-26%	-35%	-37%	-69%	-41%	N/A	N/A	19%	-50%	25%
June Lake Shuttle	67%	1158%						1158%	80%	91%	88%	105%	-87%	-19%	558%	-2%	513%

Complaints

There were six complaints received during the month of March 2014.

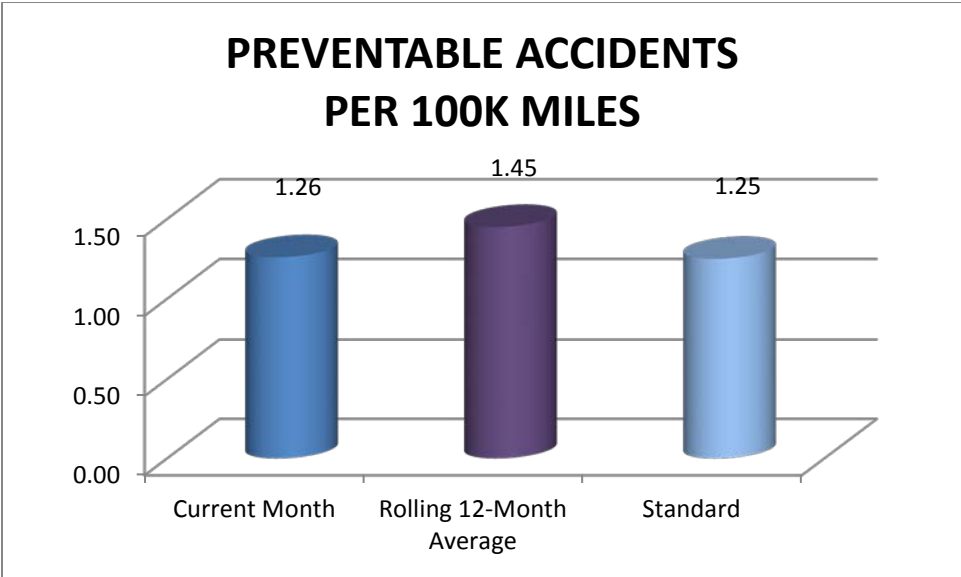
- March 1st - Passenger called MMSA to complain about a driver's response to an incident with multiple passengers aboard the bus. The driver was counseled about appropriate customer service skills.
- March 2nd - Passenger wrote to complain that the trolley had passed him by at stop #17. Driver counseled about being observant for passengers at all stops.
- March 7th - Passenger wrote to complain that trolleys run late. He was not specific about a date or time. Schedule adherence was addressed at the March 20 driver meeting.
- March 12th - Passenger phoned to complain that the trolley had passed her by at stop #10. Driver counseled about being observant for passengers at all stops. Topic scheduled as a safety meeting subject for meeting on March 20th.
- March 16th - Passenger wrote to complain about being passed by the trolley. Driver counseled about not missing passengers and this is a topic for the 3/20 safety meeting.
- March 23rd - Passenger wrote to complain that a driver on a route in Mammoth was rude. Driver was counseled regarding effective passenger relations.



Accident/Incidents

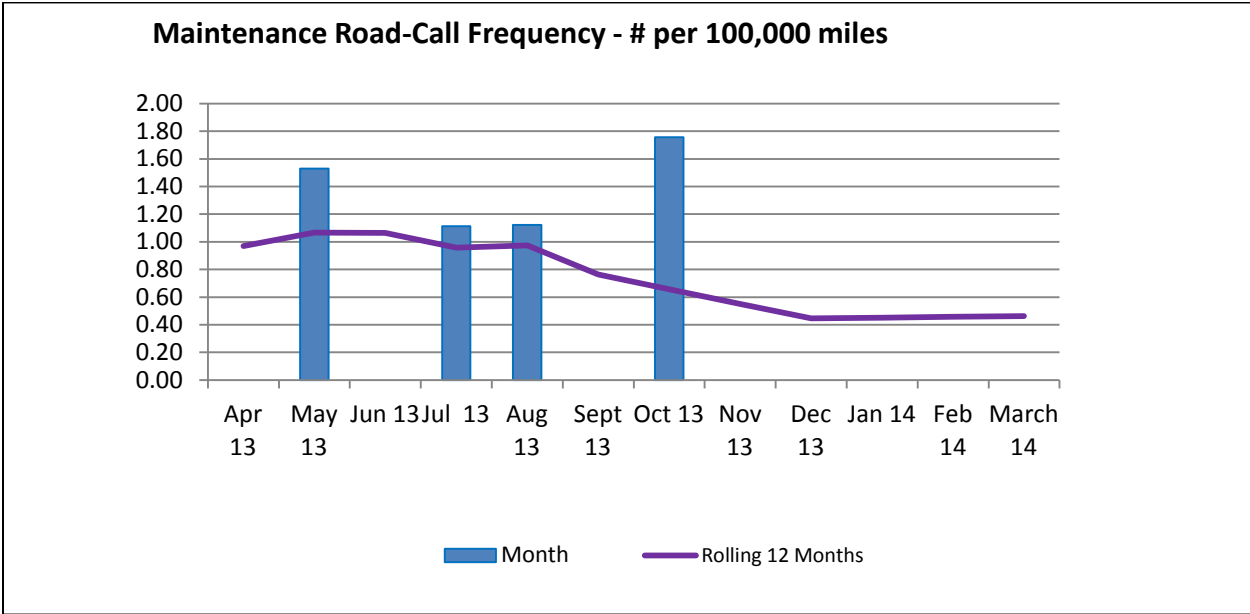
There was one preventable accident in March 2014.

- March 10th - ESTA driver did not see approaching car due to confusion with parked truck's head lights and made left turn in front of oncoming car. No injuries. Significant damage to other party's car



Road Call Frequency

There were no Road Calls during the month of March 2014. The rolling 12-month road call frequency is 0.46 per 100,000 miles traveled.



Missed Runs

There were no missed runs in March 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: March 2014

		Percent	Goal
Total Trips:	2,355		
Total Immediate Response Calls:	1,553		
Total Wait Time:	332:49		
Average Daily Wait:	12.9		
Median Wait Time:	11		< 20 minutes
# of Cancelations:	60	2.5 %	
# > 30 minute wait:	72	4.6 %	

