

## MONTHLY OPERATIONS REPORT

	Mar-19	Feb-19	Percent Change	Mar-18	Percent Change
<b>PASSENGERS</b>					
Adult	121,377	126,493	-4.0%	126,713	-4.2%
Senior	1,909	1,613	18.4%	2,000	-4.6%
Disabled	849	704	20.6%	1,021	-16.8%
Wheelchair	321	240	33.8%	364	-11.8%
Child	11,386	12,610	-9.7%	12,940	-12.0%
Child under 5	466	284	64.1%	378	23.3%
<b>Total Passengers</b>	<b>136,308</b>	<b>141,944</b>	<b>-4.0%</b>	<b>143,416</b>	<b>-5.0%</b>
<b>FARES</b>	<b>\$33,512.75</b>	<b>\$33,706.85</b>	<b>-0.6%</b>	<b>\$31,020.80</b>	<b>8.0%</b>
<b>SERVICE MILES</b>	<b>83,360</b>	<b>73,028</b>	<b>14.1%</b>	<b>87,741</b>	<b>-5.0%</b>
<b>SERVICE HOURS</b>	<b>5,254</b>	<b>4,874</b>	<b>7.8%</b>	<b>5,464</b>	<b>-3.9%</b>
<b>Passengers per Hour</b>	<b>25.95</b>	<b>29.12</b>	<b>-10.9%</b>	<b>26.25</b>	<b>-1.1%</b>

## RIDERSHIP COMPARISON

### REPORT MONTH - THIS YEAR/LAST YEAR

Route	Mar-19	Mar-18	Variance	% Change
Mammoth Express	534	398	136	34.2%
Lone Pine to Bishop	241	220	21	9.5%
Lone Pine DAR	367	442	-75	-17.0%
Tecopa	9	8	1	12.5%
Walker DAR	98	183	-85	-46.4%
Bridgeport to G'Ville	14	30	-16	-53.3%
Benton to Bishop	22	35	-13	-37.1%
Bishop DAR	3,663	3,925	-262	-6.7%
Nite Rider	373	322	51	15.8%
Mammoth FR	27,342	26,169	1,173	4.5%
Mammoth DAR	605	378	227	60.1%
Reno	524	485	39	8.0%
Lancaster	451	390	61	15.6%
MMSA	101,410	110,104	-8,694	-7.9%
<b>TOTALS</b>	<b>136,308</b>	<b>143,416</b>	<b>-7,108</b>	<b>-5.0%</b>

## PASSENGERS PER SERVICE HOUR

REPORT MONTH - THIS YEAR/LAST YEAR				PAX MILES/ SVC HOUR
Route	Mar-19	Mar-18	% Change	
Mammoth Express	6.99	4.72	48.0%	
Lone Pine to Bishop	2.32	2.15	7.8%	
Lone Pine DAR	2.50	2.87	-13.0%	
Tecopa	0.78	0.74	4.4%	
Walker DAR	0.62	1.10	-43.7%	
Bridgeport to G'Ville	0.57	1.35	-57.6%	
Benton to Bishop	1.63	2.22	-26.5%	
Bishop DAR	4.05	4.11	-1.5%	
Nite Rider	5.04	4.77	5.7%	
Mammoth FR	30.12	27.90	8.0%	
Mammoth DAR	3.32	2.05	61.5%	
Reno	1.93	1.65	16.9%	165.13
Lancaster	2.05	1.69	21.1%	222.96
MMSA	50.03	51.46	-2.8%	
<b>Total</b>	25.95	26.25	-1.1%	

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
<b>Mar-19</b>																	
Mammoth Express	\$2,819.50	474	36	4	5	13	2	534	90	76	3,654	3,566	5.28	.79	6.99	47.9	0.15
Lone Pine Express	\$1,147.50	108	83	24	24	2	0	241	124	104	5,001	4,682	4.76	.25	2.32	48.1	0.05
Lone Pine DAR	\$944.00	11	206	63	26	61	0	367	154	147	1,792	1,788	2.57	.53	2.50	12.2	0.21
Tecopa	\$45.00	0	9	0	0	0	0	9	12	12	316	316	5.00	.14	.78	27.3	0.03
Walker DAR	\$240.60	0	3	94	0	1	0	98	168	158	720	597	2.46	.40	.62	4.6	0.16
Bridgeport to G'Ville	\$98.00	0	2	12	0	0	0	14	30	25	853	560	7.00	.18	.57	34.8	0.03
Benton to Bishop	\$114.00	8	9	3	0	0	2	22	27	13	1,185	601	5.18	.19	1.63	87.9	0.04
Specials	\$0.00	218	0	0	0	0	0	218	34	32	76	59	N/A	N/A			
Bishop DAR	\$8,305.10	1,281	1,360	547	220	44	211	3,663	971	905	10,120	9,411	2.27	.88	4.05	11.2	0.39
Nite Rider	\$1,462.60	262	37	43	10	10	11	373	75	74	933	897	3.92	1.63	5.04	12.6	0.42
Mammoth FR	\$0.00	25,156	0	1	0	2,185	0	27,342	960	908	11,894	11,227	N/A	N/A	30.12	13.1	2.44
Mammoth DAR	\$985.20	318	28	0	19	9	231	605	183	182	831	721	1.63	1.37	3.32	4.6	0.84
Reno	\$9,754.50	391	68	34	10	18	3	524	290	272	11,624	11,325	18.62	.86	1.93	42.8	0.05
Lancaster	\$7,581.75	328	68	22	7	20	6	451	245	220	10,716	10,533	16.81	.72	2.05	48.6	0.04
MMSA	\$0.00	92,385	0	2	0	9,023	0	101,410	2,130	2,027	25,726	24,412	N/A	N/A	50.03	12.7	4.15
June Lake Shuttle	\$15.00	437	0	0	0	0	0	437	118	99	2,944	2,665	.03	.01	4.43	29.8	0.16
<b>Total</b>	<b>\$33,512.75</b>	<b>121,377</b>	<b>1,909</b>	<b>849</b>	<b>321</b>	<b>11,386</b>	<b>466</b>	<b>136,308</b>	<b>5,610</b>	<b>5,254</b>	<b>88,385</b>	<b>83,360</b>	<b>.25</b>	<b>.40</b>	<b>25.95</b>	<b>16.8</b>	<b>1.64</b>

<b>Mar-18</b>																	
Mammoth Express	\$2,202.00	344	43	2	0	3	6	398	102	84	4,003	3,887	5.53	.57	4.72	47.5	0.10
Lone Pine Express	\$1,076.25	102	71	38	4	3	2	220	128	102	5,450	4,829	4.89	.22	2.15	53.3	0.05
Lone Pine DAR	\$1,092.80	20	265	76	18	63	0	442	161	154	1,951	1,951	2.47	.56	2.87	12.7	0.23
Tecopa	\$40.00	0	8	0	0	0	0	8	11	11	328	328	5.00	.12	.74	30.5	0.02
Walker DAR	\$521.60	10	19	154	0	0	0	183	176	166	1,249	1,150	2.85	.45	1.10	7.5	0.16
Bridgeport to G'Ville	\$186.00	0	30	0	0	0	0	30	26	22	602	439	6.20	.42	1.35	27.1	0.07
Benton to Bishop	\$193.50	8	18	9	0	0	0	35	34	16	1,455	715	5.53	.27	2.22	92.3	0.05
Specials	\$0.00	110	0	53	0	0	0	163	13	12	126	109	N/A	N/A			
Bishop DAR	\$8,782.00	1,387	1,348	503	324	121	242	3,925	1,020	956	10,997	10,094	2.24	.87	4.11	11.5	0.39
Nite Rider	\$1,262.40	220	23	51	17	2	9	322	68	68	986	986	3.92	1.28	4.77	14.6	0.33
Mammoth FR	\$0.00	24,128	0	8	0	2,033	0	26,169	992	938	12,903	12,195	N/A	N/A	27.90	13.8	2.15
Mammoth DAR	\$781.00	217	14	33	0	3	111	378	186	184	705	612	2.07	1.28	2.05	3.8	0.62
Reno	\$8,538.75	320	88	48	1	24	4	485	333	294	13,391	12,248	17.61	.70	1.65	45.5	0.04
Lancaster	\$6,289.50	264	73	42	0	7	4	390	255	231	11,200	10,991	16.13	.57	1.69	48.5	0.04
MMSA	\$0.00	99,423	0	4	0	10,677	0	110,104	2,267	2,140	26,281	24,853	.00	.00	51.46	12.3	4.43
June Lake Shuttle	\$55.00	160	0	0	0	4	0	164	106	88	2,603	2,354	.34	.02	1.86	29.5	0.07
<b>Total</b>	<b>\$31,020.80</b>	<b>126,713</b>	<b>2,000</b>	<b>1,021</b>	<b>364</b>	<b>12,940</b>	<b>378</b>	<b>143,416</b>	<b>5,878</b>	<b>5,464</b>	<b>94,230</b>	<b>87,741</b>	<b>.22</b>	<b>.35</b>	<b>26.25</b>	<b>17.2</b>	<b>1.63</b>

VARIANCE BY ROUTE (RAW NUMBERS) – March 2019 to March 2018																	
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	\$617.50	130	-7	2	5	10	-4	136	-12	-8	-349	-321	-0.25	0.22	2.27	0.34	0.05
Lone Pine Express	\$71.25	6	12	-14	20	-1	-2	21	-4	2	-449	-147	-0.13	0.02	0.17	-5.15	0.01
Lone Pine DAR	-\$148.80	-9	-59	-13	8	-2	0	-75	-7	-7	-159	-163	0.10	-0.03	-0.37	-0.48	-0.02
Tecopa	\$5.00	0	1	0	0	0	0	1	1	1	-12	-12	0.00	0.02	0.03	-3.23	0.00
Walker DAR	-\$281.00	-10	-16	-60	0	1	0	-85	-8	-8	-529	-553	-0.40	-0.05	-0.48	-2.97	0.01
Bridgeport to G'Ville	-\$88.00	0	-28	12	0	0	0	-16	4	2	251	121	0.80	-0.25	-0.78	7.76	-0.04
Benton to Bishop	-\$79.50	0	-9	-6	0	0	2	-13	-7	-2	-270	-114	-0.35	-0.08	-0.59	-4.40	-0.01
Bishop DAR	-\$476.90	-106	12	44	-104	-77	-31	-262	-49	-50	-877	-683	0.03	0.01	-0.06	-0.33	0.00
Nite Rider	\$200.20	42	14	-8	-7	8	2	51	7	7	-53	-89	0.00	0.35	0.27	-2.00	0.09
Mammoth FR	\$0.00	1028	0	-7	0	152	0	1173	-32	-30	-1009	-968	N/A	N/A	2.22	-0.65	0.29
Mammoth DAR	\$204.20	101	14	-33	19	6	120	227	-3	-2	126	109	-0.44	0.09	1.26	0.73	0.22
Reno	\$1,215.75	71	-20	-14	9	-6	-1	39	-42	-22	-1767	-923	1.01	0.16	0.28	-2.75	0.01
Lancaster	\$1,292.25	64	-5	-20	7	13	2	61	-10	-10	-484	-458	0.68	0.15	0.36	0.09	0.01
MMSA	\$0.00	-7,038	0	-2	0	-1,654	0	-8,694	-137	-113	-555	-441					

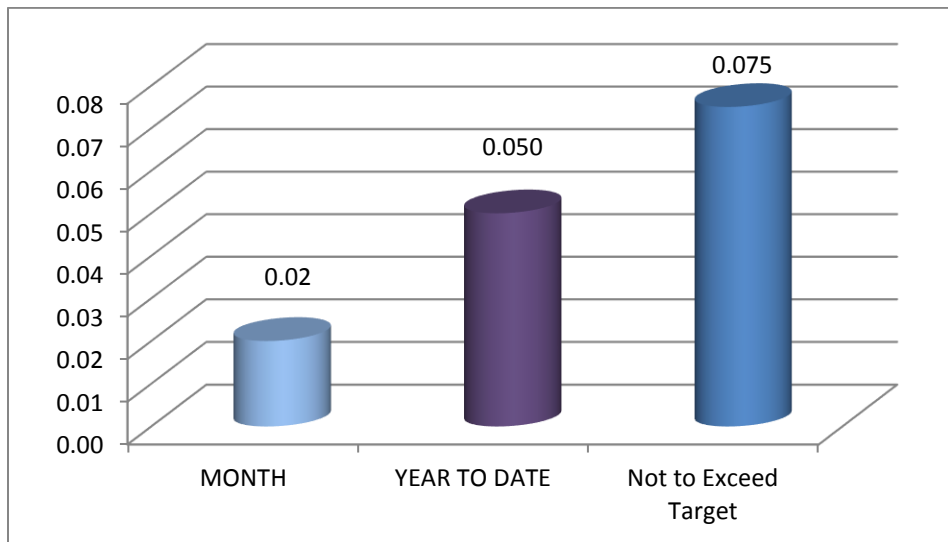
VARIANCE BY ROUTE (PERCENTAGE) – March 2019 to March 2018																	
Route	Fares	Adults	Snr	Dis	W/C	Child	Free	Total Pax	Yd Hrs	Total Svc Hours	Yd Mi	TOT SVC MILES	AVG FARE	REV/SVC MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
Mammoth Express	28%	38%	-16%	100%		333%	-67%	34%	-12%	-9%	-9%	-8%	-5%	40%	48%	1%	46%
Lone Pine Express	7%	6%	17%	-37%	500%	-33%	-100%	10%	-3%	2%	-8%	-3%	-3%	10%	8%	-10%	13%
Lone Pine DAR	-14%	-45%	-22%	-17%	44%	-3%		-17%	-5%	-5%	-8%	-8%	4%	-6%	-13%	-4%	-9%
Tecopa	13%		13%					13%	6%	8%	-4%	-4%	0%	17%	4%	-11%	17%
Walker DAR	-54%	-100%	-84%	-39%				-46%	-5%	-5%	-42%	-48%	-14%	-11%	-44%	-39%	3%
Bridgeport to G'Ville	-47%		-93%					-53%	16%	10%	42%	28%	13%	-59%	-58%	29%	-63%
Benton to Bishop	-41%	0%	-50%	-67%				-37%	-20%	-14%	-19%	-16%	-6%	-30%	-26%	-5%	-25%
Bishop DAR	-5.4%	-7.6%	0.9%	8.7%	-32.1%	-63.6%	-12.8%	-6.7%	-4.8%	-5.3%	-8.0%	-6.8%	1.3%	1.4%	-1.5%	-2.8%	0.1%
Nite Rider	16%	19%	61%	-16%	-41%	400%	22%	16%	10%	10%	-5%	-9%	0%	27%	6%	-14%	27%
Mammoth FR		4%		-88%		7%		4%	-3%	-3%	-8%	-8%	N/A	N/A	8%	-5%	13%
Mammoth DAR	26%	47%	100%	-100%		200%	108%	60%	-2%	-1%	18%	18%	-21%	7%	62%	19%	36%
Reno	14%	22%	-23%	-29%	900%	-25%	-25%	8%	-13%	-8%	-13%	-8%	6%	24%	17%	-6%	17%
Lancaster	21%	24%	-7%	-48%		186%	50%	16%	-4%	-5%	-4%	-4%	4%	26%	21%	0%	21%
MMSA		-7%		-50%		-15%		-8%	-6%	-5%	-2%	-2%					

## Customer Comments

There were four comments received for the month of March 2019.

- 3/13: Customer emailed wanting to give a compliment to driver Carl for driving safely and navigating the streets lined with huge snowbanks. Driver was also on time, polite, informative, and helpful.
- 3/13: Customer called and stated that he was walking southbound from Cerro Coso College in Mammoth with his dog and child. The bus driving in that area came very close to him, spraying him with cinders, and frightening them.
- 3/17: Passenger called to state that they felt our driver wasn't driving safely. Passenger said driver did not stop to let people off at more than one stop, left a stop 7 minutes early, and just wasn't very friendly to passengers.
- 3/18: Customer emailed that the Lancaster (395 South) bus did not come into the Inyokern Transfer Hub stop, and passed by on the highway and without stopping.
- 3/25: Mammoth local customer called to compliment driver Donnie on his consistently great customer service.

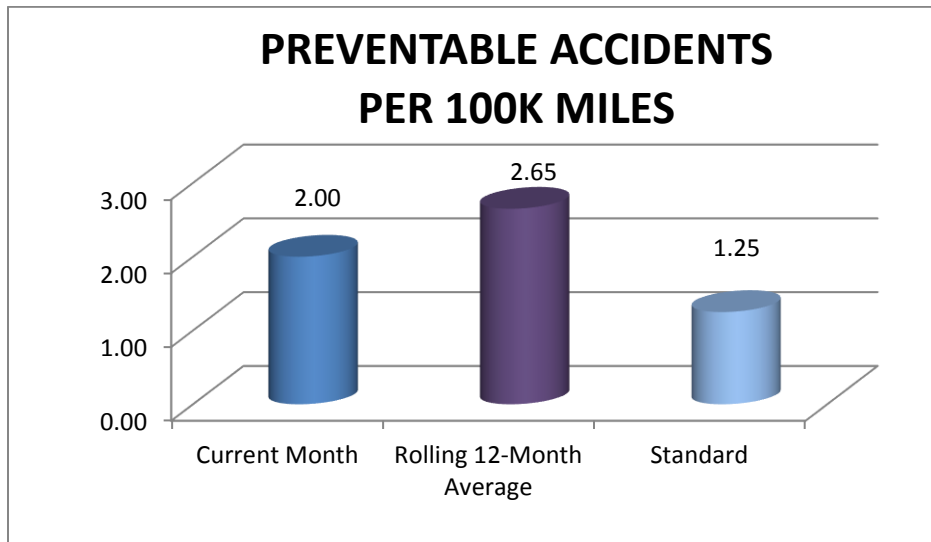
### COMPLAINTS PER 1,000 PASSENGERS



## Accident/Incidents

There were two preventable accidents in March 2019.

- 3/1: Driver sideswiped a parked SUV while pulling over next to Stop #75 on the Blue Line.
- 3/29: Driver hit a snow stake while avoiding another vehicle near the Village on the Blue Line.



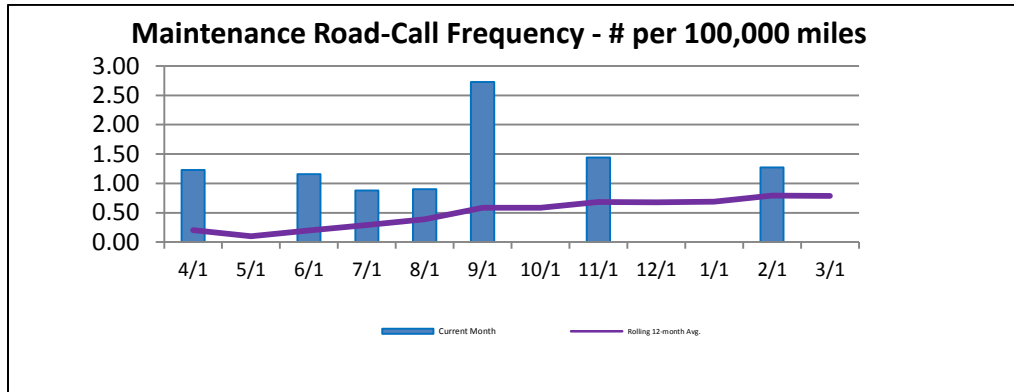
## Missed Runs

There were approximately 15 missed/late runs in March 2019.

- 3/1: Blue line missed one trip due to collision.
- 3/3: Red line missed two trips due to driver call off.
- 3/5: Red Line missed one run due to road/weather conditions.
- 3/11: Blue line missed one run due to fueling delay.
- 3/26: Night Trolley ran at 30-minute intervals due to driver call off.
- 3/29: Blue line missed one trip due to mechanical issue.

## Road Call Frequency

There were no Road Calls during the month of March 2019. The rolling 12-month road call frequency is 0.79 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. – 6:00 p.m.)

### FEBRUARY 2019

	PERCENT	GOAL
<b>IMMEDIATE RESPONSE TRIPS</b>		
Total Trips:	2,200	79.4%
Average Wait Time (min.):	13	< 20 Minutes
Trips > 30 Minute Wait:	106	4.8%
<b>ADVANCE RESERVATION TRIPS</b>		
Total Trips:	570	20.6%
On Time Trips (± 10 min.)	461	80.9%
<b>TOTAL SCHEDULED TRIPS</b>		
No-Shows Including Checkpoints	229	8.3%
No-Shows Excluding Checkpoints	141	5.1%
Cancellations	91	3.3%