

## MONTHLY OPERATIONS REPORT

|                            | Jul-19       | Jun-19      | Percent Change | Jul-18       | Percent Change |
|----------------------------|--------------|-------------|----------------|--------------|----------------|
| <b>PASSENGERS</b>          |              |             |                |              |                |
| Adult                      | 115,453      | 32,482      | 255.4%         | 115,448      | 0.0%           |
| Senior                     | 2,147        | 1,790       | 19.9%          | 2,250        | -4.6%          |
| Disabled                   | 940          | 767         | 22.6%          | 799          | 17.6%          |
| Wheelchair                 | 280          | 306         | -8.5%          | 375          | -25.3%         |
| Child                      | 28,283       | 4,986       | 467.2%         | 29,499       | -4.1%          |
| Child under 5              | 1,335        | 410         | 225.6%         | 1,303        | 2.5%           |
| <b>Total Passengers</b>    | 148,438      | 40,741      | 264.3%         | 149,674      | -0.8%          |
|                            |              |             |                |              |                |
| <b>FARES</b>               | \$287,481.50 | \$43,111.70 | 566.8%         | \$295,570.45 | -2.7%          |
|                            |              |             |                |              |                |
| <b>SERVICE MILES</b>       | 99,376       | 60,988      | 62.9%          | 102,792      | -3.3%          |
|                            |              |             |                |              |                |
| <b>SERVICE HOURS</b>       | 6,363        | 3,665       | 73.6%          | 6,761        | -5.9%          |
|                            |              |             |                |              |                |
| <b>Passengers per Hour</b> | 23.33        | 11.12       | 109.9%         | 22.14        | 5.4%           |

| <b>RIDERSHIP COMPARISON</b>               |                |                |                 |                 |
|---|----------------|----------------|-----------------|-----------------|
| <b>REPORT MONTH - THIS YEAR/LAST YEAR</b> |                |                |                 |                 |
| <b>Route</b>                              | <b>Jul-19</b>  | <b>Jul-18</b>  | <b>Variance</b> | <b>% Change</b> |
| Mammoth Express                           | 600            | 479            | 121             | 25.3%           |
| Lone Pine Express                         | 440            | 371            | 69              | 18.6%           |
| Lone Pine DAR                             | 371            | 318            | 53              | 16.7%           |
| Tecopa                                    | 8              | 16             | -8              | -50.0%          |
| Walker DAR                                | 114            | 125            | -11             | -8.8%           |
| Bridgeport to G'Ville                     | 17             | 17             | 0               | 0.0%            |
| Benton to Bishop                          | 27             | 37             | -10             | -27.0%          |
| Bishop DAR                                | 3,489          | 3,838          | -349            | -9.1%           |
| Nite Rider                                | 294            | 260            | 34              | 13.1%           |
| Mammoth FR                                | 69,639         | 71,030         | -1,391          | -2.0%           |
| Mammoth DAR                               | 451            | 253            | 198             | 78.3%           |
| Reno                                      | 1,068          | 1,043          | 25              | 2.4%            |
| Lancaster                                 | 754            | 846            | -92             | -10.9%          |
| Reds Meadow                               | 70,966         | 70,781         | 185             | 0.3%            |
| Bishop Creek                              | 200            | 202            | -2              | -1.0%           |
| Specials                                  | 0              | 30             | -30             | -100.0%         |
| <b>TOTALS</b>                             | <b>148,438</b> | <b>149,674</b> | <b>-1,236</b>   | <b>-0.8%</b>    |

| <b>PASSENGERS PER SERVICE HOUR</b>        |               |               |                 |                   |
|---|---------------|---------------|-----------------|-------------------|
| <b>REPORT MONTH - THIS YEAR/LAST YEAR</b> |               |               |                 | <b>PAX MILES/</b> |
| <b>Route</b>                              | <b>Jul-19</b> | <b>Jul-18</b> | <b>% Change</b> | <b>SVC HOUR</b>   |
| Mammoth Express                           | 7.30          | 6.08          | 20.2%           |                   |
| Lone Pine Express                         | 4.09          | 3.51          | 16.6%           |                   |
| Lone Pine DAR                             | 2.41          | 2.16          | 11.4%           |                   |
| Tecopa                                    | 0.86          | 0.73          | 18.0%           |                   |
| Walker DAR                                | 0.66          | 0.77          | -14.1%          |                   |
| Bridgeport to G'Ville                     | 0.93          | 0.85          | 8.9%            |                   |
| Benton to Bishop                          | 1.59          | 2.16          | -26.1%          |                   |
| Bishop DAR                                | 4.01          | 4.09          | -1.9%           |                   |
| Nite Rider                                | 4.90          | 3.94          | 24.4%           |                   |
| Mammoth FR                                | 29.22         | 29.00         | 0.8%            |                   |
| Mammoth DAR                               | 2.29          | 1.47          | 55.9%           |                   |
| Reno                                      | 3.68          | 3.65          | 0.7%            | 421.04            |
| Lancaster                                 | 3.24          | 3.84          | -15.7%          | 319.58            |
| Reds Meadow                               | 42.72         | 39.14         | 9.1%            |                   |
| Bishop Creek                              | 1.86          | 1.89          | -1.8%           |                   |
| Specials                                  | #DIV/0!       | 4.52          | #DIV/0!         |                   |
| <b>Total</b>                              | <b>23.33</b>  | <b>22.14</b>  | <b>5.4%</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 |
|----------------------|---------------------|----------------|--------------|------------|------------|---------------|--------------|----------------|--------------|--------------|----------------|----------------|-------------|--------------|--------------|-------------|--------------|
| <b>Jul-19</b>        |                     |                |              |            |            |               |              |                |              |              |                |                |             |              |              |             |              |
| Mammoth Express      | \$3,214.00          | 504            | 58           | 8          | 2          | 17            | 11           | 600            | 97           | 82           | 3,845          | 3,790          | 5.36        | .85          | 7.30         | 46.8        | 0.16         |
| Lone Pine Express    | \$2,541.25          | 290            | 110          | 22         | 11         | 7             | 0            | 440            | 128          | 108          | 5,186          | 4,871          | 5.78        | .52          | 4.09         | 48.2        | 0.09         |
| Lone Pine DAR        | \$1,010.60          | 30             | 221          | 90         | 19         | 9             | 2            | 371            | 161          | 154          | 1,494          | 1,482          | 2.72        | .68          | 2.41         | 9.7         | 0.25         |
| Tecopa               | \$40.00             | 0              | 8            | 0          | 0          | 0             | 0            | 8              | 9            | 9            | 308            | 308            | 5.00        | .13          | .86          | 33.3        | 0.03         |
| Walker DAR           | \$372.70            | 12             | 0            | 102        | 0          | 0             | 0            | 114            | 184          | 173          | 894            | 767            | 3.27        | .49          | .66          | 5.2         | 0.15         |
| Bridgeport to G'Vill | \$146.50            | 3              | 0            | 14         | 0          | 0             | 0            | 17             | 24           | 18           | 694            | 495            | 8.62        | .30          | .93          | 38.0        | 0.03         |
| Benton to Bishop     | \$178.00            | 2              | 20           | 4          | 1          | 0             | 0            | 27             | 33           | 17           | 1,430          | 762            | 6.59        | .23          | 1.59         | 84.4        | 0.04         |
| Specials             | \$0.00              | 0              | 0            | 0          | 0          | 0             | 0            | 0              | 0            | 0            | 0              | 0              | N/A         | N/A          |              |             |              |
| Bishop DAR           | \$7,770.80          | 1,298          | 1,391        | 433        | 223        | 22            | 122          | 3,489          | 962          | 870          | 9,658          | 8,906          | 2.23        | .87          | 4.01         | 11.1        | 0.39         |
| Nite Rider           | \$1,121.40          | 177            | 25           | 55         | 16         | 7             | 14           | 294            | 60           | 60           | 793            | 772            | 3.81        | 1.45         | 4.90         | 13.2        | 0.38         |
| Mammoth FR           | \$0.00              | 56,645         | 0            | 138        | 0          | 12,856        | 0            | 69,639         | 2,465        | 2,383        | 30,551         | 29,572         | N/A         | N/A          | 29.22        | 12.8        | 2.35         |
| Mammoth DAR          | \$447.60            | 136            | 9            | 0          | 3          | 47            | 256          | 451            | 197          | 197          | 616            | 528            | .99         | .85          | 2.29         | 3.1         | 0.85         |
| Reno                 | \$26,140.90         | 834            | 163          | 56         | 5          | 7             | 3            | 1,068          | 318          | 291          | 12,620         | 12,150         | 24.48       | 2.15         | 3.68         | 43.4        | 0.09         |
| Lancaster            | \$11,737.75         | 587            | 109          | 18         | 0          | 27            | 13           | 754            | 255          | 233          | 11,107         | 10,970         | 15.57       | 1.07         | 3.24         | 47.7        | 0.07         |
| Reds Meadow          | \$231,845.00        | 54,769         | 0            | 0          | 0          | 15,283        | 914          | 70,966         | 1,863        | 1,661        | 22,913         | 20,612         |             |              |              |             |              |
| Bishop Creek         | \$915.00            | 166            | 33           | 0          | 0          | 1             | 0            | 200            | 120          | 108          | 3,528          | 3,391          | 4.58        | .27          | 1.86         | 32.8        | 0.06         |
| <b>Total</b>         | <b>\$287,481.50</b> | <b>115,453</b> | <b>2,147</b> | <b>940</b> | <b>280</b> | <b>28,283</b> | <b>1,335</b> | <b>148,438</b> | <b>6,877</b> | <b>6,363</b> | <b>105,637</b> | <b>99,376</b>  | <b>1.94</b> | <b>2.89</b>  | <b>23.33</b> | <b>16.6</b> | <b>1.49</b>  |
| <b>Jul-18</b>        |                     |                |              |            |            |               |              |                |              |              |                |                |             |              |              |             |              |
| Mammoth Express      | \$2,850.90          | 367            | 52           | 16         | 3          | 28            | 13           | 479            | 93           | 79           | 3,716          | 3,626          | 5.95        | .79          | 6.08         | 47.1        | 0.13         |
| Lone Pine Express    | \$2,049.75          | 227            | 71           | 40         | 14         | 13            | 6            | 371            | 124          | 106          | 4,753          | 4,607          | 5.52        | .44          | 3.51         | 44.9        | 0.08         |
| Lone Pine DAR        | \$806.00            | 16             | 195          | 86         | 14         | 7             | 0            | 318            | 154          | 147          | 1,328          | 1,328          | 2.53        | .61          | 2.16         | 9.0         | 0.24         |
| Tecopa               | \$81.00             | 2              | 12           | 2          | 0          | 0             | 0            | 16             | 22           | 22           | 520            | 520            | 5.06        | .16          | .73          | 23.8        | 0.03         |
| Walker DAR           | \$362.60            | 8              | 46           | 71         | 0          | 0             | 0            | 125            | 172          | 163          | 1,569          | 1,387          | 2.90        | .26          | .77          | 9.6         | 0.09         |
| Bridgeport to G'Vill | \$147.50            | 3              | 14           | 0          | 0          | 0             | 0            | 17             | 25           | 20           | 751            | 428            | 8.68        | .34          | .85          | 37.8        | 0.04         |
| Benton to Bishop     | \$200.25            | 1              | 23           | 12         | 0          | 1             | 0            | 37             | 34           | 17           | 1,372          | 701            | 5.41        | .29          | 2.16         | 80.0        | 0.05         |
| Specials             | \$0.00              | 30             | 0            | 0          | 0          | 0             | 0            | 30             | 7            | 7            | 93             | 88             | N/A         | N/A          |              |             |              |
| Bishop DAR           | \$8,519.60          | 1,419          | 1,502        | 419        | 319        | 33            | 146          | 3,838          | 1,011        | 939          | 10,334         | 9,533          | 2.22        | .89          | 4.09         | 11.0        | 0.40         |
| Nite Rider           | \$975.60            | 168            | 32           | 25         | 18         | 1             | 16           | 260            | 70           | 66           | 823            | 823            | 3.75        | 1.19         | 3.94         | 12.5        | 0.32         |
| Mammoth FR           | \$0.00              | 57,308         | 0            | 52         | 0          | 13,670        | 0            | 71,030         | 2,534        | 2,449        | 32,520         | 31,308         | N/A         | N/A          | 29.00        | 13.3        | 2.27         |
| Mammoth DAR          | \$403.60            | 105            | 12           | 4          | 3          | 8             | 121          | 253            | 173          | 172          | 423            | 342            | 1.60        | 1.18         | 1.47         | 2.5         | 0.74         |
| Reno                 | \$29,610.50         | 823            | 158          | 38         | 3          | 14            | 7            | 1,043          | 307          | 286          | 12,249         | 11,906         | 28.39       | 2.49         | 3.65         | 42.9        | 0.09         |
| Lancaster            | \$13,231.75         | 649            | 133          | 33         | 1          | 21            | 9            | 846            | 251          | 220          | 10,938         | 10,574         | 15.64       | 1.25         | 3.84         | 49.7        | 0.08         |
| Reds Meadow          | \$236,302.40        | 54,146         | 0            | 0          | 0          | 15,650        | 985          | 70,781         | 1,902        | 1,808        | 25,005         | 21,991         | 3.34        | 10.75        | 39.14        | 13.8        | 3.22         |
| Bishop Creek         | \$852.50            | 139            | 55           | 4          | 0          | 2             | 2            | 202            | 116          | 107          | 3,449          | 3,311          | 4.22        | .26          | 1.89         | 32.3        | 0.06         |
| <b>Total</b>         | <b>\$295,570.45</b> | <b>115,448</b> | <b>2,250</b> | <b>799</b> | <b>375</b> | <b>29,499</b> | <b>1,303</b> | <b>149,674</b> | <b>7,154</b> | <b>6,761</b> | <b>110,380</b> | <b>102,792</b> | <b>1.97</b> | <b>2.88</b>  | <b>22.14</b> | <b>16.3</b> | <b>1.46</b>  |

| VARIANCE BY ROUTE (RAW NUMBERS) – July 2019 to July 2018 |             |        |      |     |     |       |      |           |          |           |           |            |          |               |              |             |              |
|--|-------------|--------|------|-----|-----|-------|------|-----------|----------|-----------|-----------|------------|----------|---------------|--------------|-------------|--------------|
| ROUTES   | FARES       | ADULTS | SNR  | DIS | W/C | CHILD | FREE | TOTAL PAX | YD HOURS | SVC HOURS | YD MILE S | SVC MILE S | AVG FARE | REV/S VC MILE | PAX / SVC HR | MT / SVC HR | PAX / SVC MI |
| Mammoth Express  | \$363.10    | 137    | 6    | -8  | -1  | -11   | -2   | 121       | 4        | 3         | 129       | 164        | -0.60    | 0.06          | 123          | -0.34       | 0.03         |
| Lone Pine Express  | \$49150     | 63     | 39   | -18 | -3  | -6    | -6   | 69        | 4        | 2         | 433       | 264        | 0.25     | 0.08          | 0.58         | 3.29        | 0.01         |
| Lone Pine DAR  | \$204.60    | 14     | 26   | 4   | 5   | 2     | 2    | 53        | 7        | 7         | 166       | 154        | 0.19     | 0.07          | 0.25         | 0.67        | 0.01         |
| Tecopa   | -\$4100     | -2     | -4   | -2  | 0   | 0     | 0    | -8        | -13      | -13       | -212      | -212       | -0.06    | -0.03         | 0.13         | 9.48        | 0.00         |
| Walker DAR   | \$10.10     | 4      | -46  | 31  | 0   | 0     | 0    | -11       | 13       | 10        | -675      | -620       | 0.37     | 0.22          | -0.11        | -4.46       | 0.06         |
| Bridgeport to G'Ville                                    | -\$1.00     | 0      | -14  | 14  | 0   | 0     | 0    | 0         | -2       | -2        | -57       | 67         | -0.06    | -0.05         | 0.08         | 0.26        | -0.01        |
| Benton to Bishop   | -\$22.25    | 1      | -3   | -8  | 1   | -1    | 0    | -10       | -1       | 0         | 58        | 61         | 1.18     | -0.05         | -0.56        | 4.45        | -0.02        |
| Bishop DAR   | -\$748.80   | -121   | -111 | 14  | -96 | -11   | -24  | -349      | -49      | -69       | -676      | -627       | 0.01     | -0.02         | -0.08        | 0.09        | -0.01        |
| Nite Rider   | \$145.80    | 9      | -7   | 30  | -2  | 6     | -2   | 34        | -10      | -6        | -30       | -51        | 0.06     | 0.27          | 0.96         | 0.75        | 0.06         |
| Mammoth FR   | \$0.00      | -663   | 0    | 86  | 0   | -814  | 0    | -1391     | -69      | -66       | -1969     | -1736      | N/A      | N/A           | 0.22         | -0.46       | 0.09         |
| Mammoth DAR  | \$44.00     | 31     | -3   | -4  | 0   | 39    | 135  | 198       | 25       | 25        | 193       | 186        | -0.60    | -0.33         | 0.82         | 0.67        | 0.11         |
| Reno   | -\$3,469.60 | 11     | 5    | 18  | 2   | -7    | -4   | 25        | 11       | 5         | 371       | 244        | -3.91    | -0.34         | 0.02         | 0.55        | 0.00         |
| Lancaster  | -\$1,494.00 | -62    | -24  | -15 | -1  | 6     | 4    | -92       | 5        | 12        | 169       | 396        | -0.07    | -0.18         | -0.60        | -1.94       | -0.01        |
| Reds Meadow  | -\$4,457.40 | 623    | 0    | 0   | 0   | -367  | -71  | 185       | -39      | -147      | -2092     | -1379      |          |               |              |             |              |
| Bishop Creek   | \$62.50     | 27     | -22  | -4  | 0   | -1    | -2   | -2        | 4        | 1         | 79        | 80         | 0.35     | 0.01          | -0.03        | 0.48        | 0.00         |

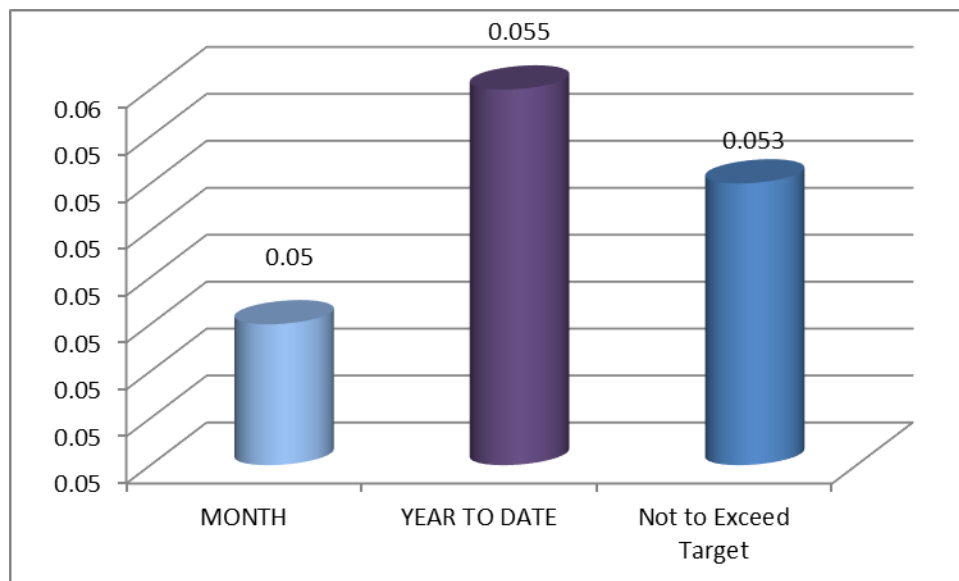
| VARIANCE BY ROUTE (PERCENTAGE) – July 2019 to July 2018 |       |        |       |       |        |        |        |           |        |           |       |          |          |         |        |        |        |
|---|-------|--------|-------|-------|--------|--------|--------|-----------|--------|-----------|-------|----------|----------|---------|--------|--------|--------|
| Route   | Fares | Adults | Snr   | Dis   | W/C    | Child  | Free   | Total Pax | Yd Hrs | Svc Hours | Yd Mi | SVC MILE | AVG FARE | VC MILE | SVC HR | SVC HR | SVC MI |
| Mammoth Express   | 13%   | 37%    | 12%   | -50%  | -33%   | -39%   | -15%   | 25%       | 4%     | 4%        | 3%    | 5%       | -10%     | 8%      | 20%    | -1%    | 20%    |
| Lone Pine Express                                       | 24%   | 28%    | 55%   | -45%  | -21%   | -46%   | -100%  | 19%       | 3%     | 2%        | 9%    | 6%       | 5%       | 17%     | 17%    | 7%     | 12%    |
| Lone Pine DAR   | 25%   | 88%    | 13%   | 5%    | 36%    | 29%    |        | 17%       | 5%     | 5%        | 13%   | 12%      | 7%       | 12%     | 11%    | 7%     | 5%     |
| Tecopa  | -51%  | -100%  | -33%  | -100% |        |        |        | -50%      | -58%   | -58%      | -41%  | -41%     | -1%      | -17%    | 18%    | 40%    | -16%   |
| Walker DAR  | 3%    | 50%    | -100% | 44%   |        |        |        | -9%       | 7%     | 6%        | -43%  | -45%     | 13%      | 86%     | -14%   | -46%   | 65%    |
| Bridgeport to G'Ville                                   | -1%   | 0%     | -100% |       |        |        |        | 0%        | -7%    | -8%       | -8%   | 16%      | -1%      | -14%    | 9%     | 1%     | -14%   |
| Benton to Bishop  | -11%  | 100%   | -13%  | -67%  |        | -100%  |        | -27%      | -2%    | -1%       | 4%    | 9%       | 22%      | -18%    | -26%   | 6%     | -33%   |
| Bishop DAR  | -8.8% | -8.5%  | -7.4% | 3.3%  | -30.1% | -33.3% | -16.4% | -9.1%     | -4.9%  | -7.3%     | -6.5% | -6.6%    | 0.3%     | -2.4%   | -1.9%  | 0.8%   | -2.7%  |
| Nite Rider  | 15%   | 5%     | -22%  | 120%  | -11%   | 600%   | -13%   | 13%       | -14%   | -9%       | -4%   | -6%      | 2%       | 23%     | 24%    | 6%     | 21%    |
| Mammoth FR  |       | -1%    |       | 165%  |        | -6%    |        | -2%       | -3%    | -3%       | -6%   | -6%      | N/A      | N/A     | 1%     | -3%    | 4%     |
| Mammoth DAR   | 11%   | 30%    | -25%  | -100% | 0%     | 488%   | 112%   | 78%       | 14%    | 14%       | 46%   | 54%      | -38%     | -28%    | 56%    | 27%    | 15%    |
| Reno  | -12%  | 1%     | 3%    | 47%   | 67%    | -50%   | -57%   | 2%        | 4%     | 2%        | 3%    | 2%       | -14%     | -13%    | 1%     | 1%     | 0%     |
| Lancaster   | -11%  | -10%   | -18%  | -45%  | -100%  | 29%    | 44%    | -11%      | 2%     | 6%        | 2%    | 4%       | 0%       | -14%    | -16%   | -4%    | -14%   |
| Reds Meadow   | -2%   | 1%     |       |       |        | -2%    | -7%    | 0%        | -2%    | -8%       | -8%   | -6%      |          |         |        |        |        |
| Bishop Creek Shuttle                                    | 7%    | 19%    | -40%  | -100% |        | -50%   | -100%  | -1%       | 3%     | 1%        | 2%    | 2%       | 8%       | 5%      | -2%    | 1%     | -3%    |

## Customer Comments

There were ten comments received for the month of July 2019.

- 7/6: Customer wrote in that Reds Meadow driver was rude and abrasive when passengers were boarding the bus and asking questions. Feedback discussed with driver.
- 7/11: Customer complained that the first Town Trolley to Snow Creek arrived and departed late, causing him to be late for work. At least some of the lateness was caused by a mechanical issue with the first trolley leaving the yard.
- 7/12: Customer called to complain about a bus passing very close to her vehicle near a campground that scared her. Presumed Reds Meadow, no further description given.
- 7/14: Customer wrote in that she witnessed a driver arguing with passengers while loading at Devils Postpile. Unable to determine driver due to lack of description or details.
- 7/15: Customer called to complain that he was not allowed to bring his fat tire bike aboard the bus since it does not fit in the bike rack.
- 7/16: Customer wrote in about a Town Trolley driver yelling at another driver and driving aggressively. Unable to determine which driver due to lack of description or details.
- 7/18: Customer called to compliment driver Jim Hohmann for his driving skill and excellent customer service.
- 7/19: Customer called to compliment driver Ron Lowe for his exceptional customer service.
- 7/22: Customer called about a close call where the Lakes Basin Trolley pulled out in front of a cyclist on Canyon Blvd., causing him to make an evasive maneuver to avoid collision with the towed bike trailer. Situational awareness and sharing the road with cyclists discussed with the driver.
- 7/25: Customer called to complain that the 395 South (Lancaster) bus driver was confrontational and rude when speaking to her about her disabled neighbor whom she helps get to the bus. Passenger situation explained to the driver and strategies on discourse about difficult issues with passengers discussed.

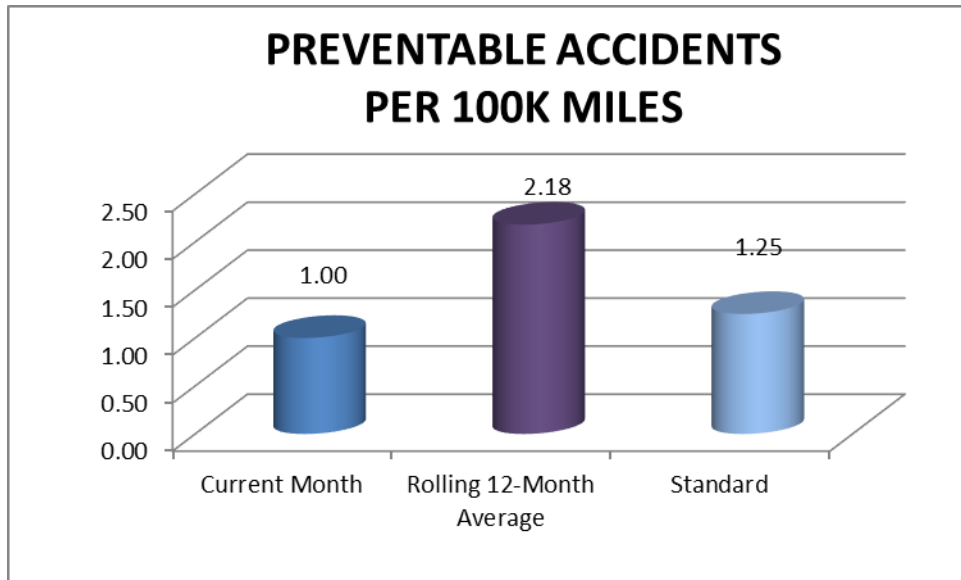
### COMPLAINTS PER 1,000 PASSENGERS



## Accident/Incidents

There was one preventable accident in July 2019.

- 7/25: Bicycle on front bike rack of bus clipped snow stake as the bus pulled out of a stop, bending the rim. No damage to snow stake or bus.



## Missed Runs

There were 6 missed/late runs in July 2019.

- 7/1: Night Trolley ran at 30 minute frequency rather than 20 minute due to last minute driver callout.
- 7/4: Modified Town Trolley routes and no Purple Line service due to Parade between 10:00am and 1:30pm.
- 7/4: Late Reds Meadow Shuttle 3:00pm departure due to mechanical issue.
- 7/8: Night Trolley ran at 30 minute frequency rather than 20 minute due to last minute driver callout.
- 7/10: Night Trolley ran at 30 minute frequency rather than 20 minute due to driver shortage.
- 7/11: Night Trolley ran at 30 minute frequency rather than 20 minute due to driver shortage.

\* Extended wait times for Reds Meadow Shuttle on 7/4 and 7/5 for most of the day.

## Road Call Frequency

There was one road call during the month of June 2019 where a service vehicle had to be called to repair in place or tow a transit vehicle. There were 16 vehicle exchanges during the month of July 2019 due to mechanical issues requiring a replacement transit vehicle be placed into service. The average Road Call frequency is 1.26 per 100,00 miles.

| Date   | Road Calls | Bus Exchange | Miles  | Road Calls / 100K Miles |
|--------|------------|--------------|--------|-------------------------|
| Feb-19 | 1          | 5            | 78666  | 1.27                    |
| Mar-19 | 0          | 7            | 88385  | 0.00                    |
| Apr-19 | 2          | 6            | 85782  | 2.33                    |
| May-19 | 1          | 5            | 66050  | 1.51                    |
| Jun-19 | 1          | 8            | 65973  | 1.52                    |
| Jul-19 | 1          | 16           | 105637 | 0.95                    |

## 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.)

| JULY 2019                        |       |         |                        |
|----------------------------------|-------|---------|------------------------|
|                                  |       | PERCENT | GOAL                   |
| <b>IMMEDIATE RESPONSE TRIPS</b>  |       |         |                        |
| Total Trips:                     | 2,139 | 80.1%   |                        |
| Average Wait Time (min.):        | 12    |         | <i>&lt; 20 Minutes</i> |
| Trips > 30 Minute Wait:          | 106   | 5.0%    | <i>&lt; 5%</i>         |
| <b>ADVANCE RESERVATION TRIPS</b> |       |         |                        |
| Total Trips:                     | 532   | 19.9%   |                        |
| On Time Trips (± 10 min.)        | 412   | 77.4%   |                        |
| <b>TOTAL SCHEDULED TRIPS</b>     |       |         |                        |
| No-Shows Including Checkpoints   | 196   | 7.3%    |                        |
| No-Shows Excluding Checkpoints   | 122   | 4.6%    |                        |
| Cancellations                    | 75    | 2.8%    |                        |