

MONTHLY OPERATIONS REPORT

	Jun-19	May-19	Percent Change	Jun-18	Percent Change
PASSENGERS					
Adult	32,540	26,180	24.3%	54,678	-40.5%
Senior	1,809	2,014	-10.2%	2,314	-21.8%
Disabled	767	938	-18.2%	848	-9.6%
Wheelchair	306	294	4.1%	383	-20.1%
Child	5,039	3,053	65.1%	10,924	-53.9%
Child under 5	410	492	-16.7%	567	-27.7%
Total Passengers	40,871	32,971	24.0%	69,714	-41.4%
FARES	\$44,931.70	\$37,021.30	21.4%	\$132,786.24	-66.2%
SERVICE MILES	62,760	62,184	0.9%	78,711	-20.3%
SERVICE HOURS	3,722	3,587	3.8%	4,893	-23.9%
Passengers per Hour	10.98	9.19	19.5%	14.25	-22.9%

RIDERSHIP COMPARISON				
REPORT MONTH - THIS YEAR/LAST YEAR				
Route	Jun-19	Jun-18	Variance	% Change
Mammoth Express	435	411	24	5.8%
Lone Pine Express	395	610	-215	-35.2%
Lone Pine DAR	326	366	-40	-10.9%
Tecopa	10	6	4	66.7%
Walker DAR	98	147	-49	-33.3%
Bridgeport to G'Ville	22	28	-6	-21.4%
Benton to Bishop	47	39	8	20.5%
Bishop DAR	3,229	3,924	-695	-17.7%
Nite Rider	339	393	-54	-13.7%
Mammoth FR	33,080	37,758	-4,678	-12.4%
Mammoth DAR	395	249	146	58.6%
Reno	753	877	-124	-14.1%
Lancaster	581	771	-190	-24.6%
Reds Meadow	0	22,854	-22,854	-100.0%
Bishop Creek	130	182	-52	-28.6%
Specials	1,031	1,277	-246	-19.3%
TOTALS	40,871	69,714	-28,843	-41.4%

PASSENGERS PER SERVICE HOUR				
REPORT MONTH - THIS YEAR/LAST YEAR				PAX MILES/
Route	Jun-19	Jun-18	% Change	SVC HOUR
Mammoth Express	5.85	5.30	10.4%	
Lone Pine Express	4.08	5.68	-28.1%	
Lone Pine DAR	2.33	2.49	-6.5%	
Tecopa	0.91	0.42	117.2%	
Walker DAR	0.69	0.95	-27.5%	
Bridgeport to G'Ville	0.84	1.09	-22.4%	
Benton to Bishop	3.12	2.07	50.6%	
Bishop DAR	3.70	4.19	-11.8%	
Nite Rider	5.02	5.10	-1.6%	
Mammoth FR	21.55	21.02	2.5%	
Mammoth DAR	2.24	1.45	54.4%	
Reno	2.83	3.09	-8.4%	326.08
Lancaster	2.72	3.46	-21.4%	258.13
Reds Meadow	#DIV/0!	29.21	#DIV/0!	
Bishop Creek	2.30	3.14	-26.7%	
Specials	37.51	18.64	101.2%	
Total	10.98	14.25	-22.9%	

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-19																		
Mammoth Express	\$1,890.00	394	35	1	2	2	1	435	87	74	3,491	3,439	4.34	.55	5.85	47.0	0.13	
Lone Pine Express	\$2,366.00	295	59	22	2	14	3	395	113	97	4,538	4,406	5.99	.54	4.08	46.9	0.09	
Lone Pine DAR	\$840.80	14	198	79	16	18	1	326	147	140	1,286	1,283	2.58	.66	2.33	9.2	0.25	
Tecopa	\$52.00	4	6	0	0	0	0	10	11	11	315	315	5.20	.17	.91	28.6	0.03	
Walker DAR	\$267.60	13	0	85	0	0	0	98	152	143	473	380	2.73	.70	.69	3.3	0.26	
Bridgeport to G'Vill	\$135.00	0	0	22	0	0	0	22	29	26	568	425	6.14	.32	.84	21.8	0.05	
Benton to Bishop	\$261.00	12	29	6	0	0	0	47	30	15	1,295	653	5.55	.40	3.12	85.9	0.07	
Specials	\$1,350.00	970	12	0	0	49	0	1031	37	27	670	477	N/A	N/A				
Bishop DAR	\$7,460.85	1,132	1,208	429	264	30	166	3,229	953	873	9,118	8,373	2.31	.89	3.70	10.4	0.39	
Nite Rider	\$1,351.20	248	19	32	14	16	10	339	68	68	949	910	3.99	148	5.02	14.1	0.37	
Mammoth FR	\$0.00	28,227	0	16	0	4,837	0	33,080	1,589	1,535	19,514	18,827	N/A	N/A	2155	12.7	1.76	
Mammoth DAR	\$563.00	169	13	0	3	0	210	395	177	176	541	468	143	120	2.24	3.1	0.84	
Reno	\$19,170.75	577	124	46	1	5	0	753	284	266	11,141	10,950	25.46	175	2.83	41.9	0.07	
Lancaster	\$8,753.50	427	87	29	4	15	19	581	235	214	10,211	10,082	15.07	.87	2.72	47.7	0.06	
Reds Meadow	\$0.00	0	0	0	0	0	0	0	0	0	0	0						
Bishop Creek	\$470.00	58	19	0	0	53	0	130	65	56	1,863	1,772	3.62	.27	2.30	33.0	0.07	
Total	\$44,931.70	32,540	1,809	767	306	5,039	410	40,871	3,977	3,722	65,973	62,760	1.10	.72	10.98	17.7	0.65	
Jun-18																		
Mammoth Express	\$2,255.50	325	48	15	0	11	12	411	91	78	3,655	3,576	5.49	.63	5.30	47.1	0.11	
Lone Pine Express	\$3,548.75	437	105	33	17	13	5	610	129	107	4,954	4,688	5.82	.76	5.68	46.1	0.13	
Lone Pine DAR	\$921.60	33	222	72	19	20	0	366	154	147	1,515	1,509	2.52	.61	2.49	10.3	0.24	
Tecopa	\$31.00	2	4	0	0	0	0	6	14	14	430	430	5.17	.07	.42	30.0	0.01	
Walker DAR	\$428.40	5	18	124	0	0	0	147	166	155	1,070	844	2.91	.51	.95	6.9	0.17	
Bridgeport to G'Vill	\$196.00	0	28	0	0	0	0	28	32	26	909	593	7.00	.33	1.09	35.3	0.05	
Benton to Bishop	\$201.50	2	20	15	0	0	2	39	36	19	1,454	717	5.17	.28	2.07	77.1	0.05	
Specials	\$2,065.99	1,128	0	8	0	141	0	1,277	79	69	968	685	N/A	N/A				
Bishop DAR	\$8,866.00	1,420	1,551	441	314	17	181	3,924	1,011	936	10,659	9,767	2.26	.91	4.19	11.4	0.40	
Nite Rider	\$1,554.60	285	39	30	23	7	9	393	81	77	1,181	1,181	3.96	132	5.10	15.3	0.33	
Mammoth FR	\$0.00	31,668	0	17	0	6,073	0	37,758	1,862	1,796	23,116	22,169	N/A	N/A	2102	12.9	1.70	
Mammoth DAR	\$468.40	123	17	13	1	8	87	249	172	172	616	540	1.88	.87	1.45	3.6	0.46	
Reno	\$20,135.00	666	145	41	9	15	1	877	315	284	12,445	11,777	22.96	1.71	3.09	43.8	0.07	
Lancaster	\$10,435.50	591	117	39	0	14	10	771	252	223	11,024	10,447	13.54	1.00	3.46	49.4	0.07	
Reds Meadow	\$81,666.00	17,989	0	0	0	4,605	260	22,854	857	783	10,740	9,650	3.57	8.46	29.21	13.7	2.37	
Bishop Creek	\$645.00	78	24	0	0	80	0	182	66	58	1,823	1,722	3.54	.37	3.14	31.5	0.11	
Total	\$132,786.24	54,678	2,314	848	383	10,924	567	69,714	5,260	4,893	84,878	78,711	1.90	1.69	14.25	17.3	0.89	

VARIANCE BY ROUTE (RAW NUMBERS) – June 2019 to June 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	M1 / SVC HR	PAX / SVC MI
Mammoth Express	-\$365.50	69	-13	-14	2	-9	-11	24	-4	-3	-164	-137	-1.14	-0.08	0.55	-0.19	0.01
Lone Pine Express	-\$1,182.75	-142	-46	-11	-15	1	-2	-215	-16	-11	-416	-282	0.17	-0.22	-160	0.79	-0.04
Lone Pine DAR	-\$80.80	-19	-24	7	-3	-2	1	-40	-7	-7	-229	-226	0.06	0.04	-0.16	-1.12	0.01
Tecopa	\$2100	2	2	0	0	0	0	4	-3	-3	-115	-115	0.03	0.09	0.49	-1.36	0.02
Walker DAR	-\$160.80	8	-18	-39	0	0	0	-49	-14	-13	-597	-464	-0.18	0.20	-0.26	-3.58	0.08
Bridgeport to G'Ville	-\$6100	0	-28	22	0	0	0	-6	-3	0	-341	-168	-0.86	-0.01	-0.24	-13.52	0.00
Benton to Bishop	\$59.50	10	9	-9	0	0	-2	8	-6	-4	-159	-64	0.39	0.12	105	8.72	0.02
Bishop DAR	-\$1405.15	-288	-343	-12	-50	13	-15	-695	-58	-63	-1541	-1394	0.05	-0.02	-0.50	-0.95	-0.02
Nite Rider	-\$203.40	-37	-20	2	-9	9	1	-54	-13	-10	-232	-271	0.03	0.17	-0.08	-1.28	0.04
Mammoth FR	\$0.00	-3441	0	-1	0	-1236	0	-4678	-273	-261	-3602	-3342	N/A	N/A	0.52	-0.16	0.05
Mammoth DAR	\$94.60	46	-4	-13	2	-8	123	146	4	5	-75	-72	-0.46	0.34	0.79	-0.52	0.38
Reno	-\$964.25	-89	-21	5	-8	-10	-1	-124	-31	-18	-1304	-827	2.50	0.04	-0.26	-1.96	-0.01
Lancaster	-\$1682.00	-164	-30	-10	4	1	9	-190	-17	-9	-813	-365	153	-0.13	-0.74	-1.66	-0.02
Reds Meadow	-\$81666.00	-17989	0	0	0	-4605	-260	-22854	-857	-783	-10740	-9650					
Bishop Creek	-\$175.00	-20	-5	0	0	-27	0	-52	-1	-2	40	50	0.07	-0.11	-0.84	155	-0.03

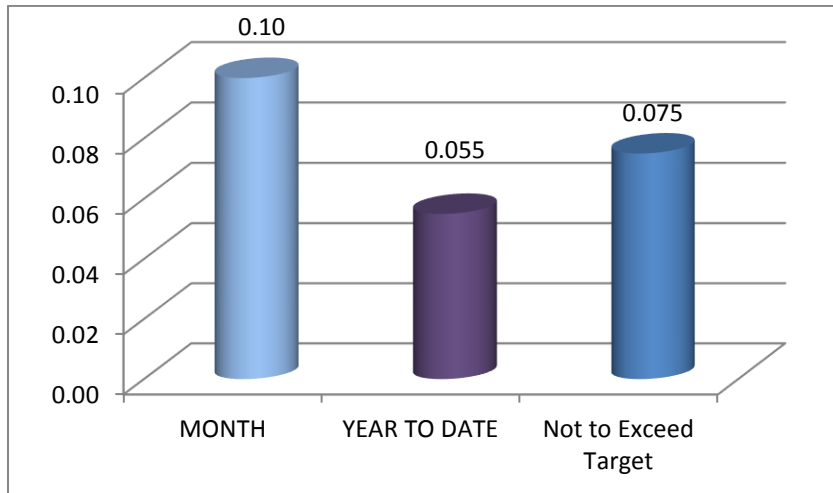
VARIANCE BY ROUTE (PERCENTAGE) – June 2019 to June 2018																	
Route	Fares	Adults	Snr	Dis	W/C	Child	Free	Total Pax	Yd Hrs	Svc Hours	Yd Mi	SVC MILE	AVG FARE	VC MILE	SVC HR	SVC HR	SVC MI
Mammoth Express	-16%	21%	-27%	-93%		-82%	-92%	6%	-4%	-4%	-4%	-4%	-21%	-13%	10%	0%	10%
Lone Pine Express	-33%	-32%	-44%	-33%	-88%	8%	-40%	-35%	-12%	-10%	-8%	-6%	3%	-29%	-28%	2%	-31%
Lone Pine DAR	-9%	-58%	-11%	10%	-16%	-10%		-11%	-5%	-5%	-15%	-15%	2%	7%	-6%	-11%	5%
Tecopa	68%	100%	50%					67%	-23%	-23%	-27%	-27%	1%	129%	117%	-5%	128%
Walker DAR	-38%	160%	-100%	-31%				-33%	-8%	-8%	-56%	-55%	-6%	39%	-27%	-52%	48%
Bridgeport to G'Ville	-31%		-100%					-21%	-8%	1%	-38%	-28%	-12%	-4%	-22%	-38%	10%
Benton to Bishop	30%	500%	45%	-60%			-100%	21%	-17%	-20%	-11%	-9%	7%	42%	51%	11%	32%
Bishop DAR	-15.8%	-20.3%	-22.1%	-2.7%	-15.9%	76.5%	-8.3%	-17.7%	-5.7%	-6.7%	-14.5%	-14.3%	2.3%	-1.8%	-11.8%	-8.3%	-4.0%
Nite Rider	-13%	-13%	-51%	7%	-39%	129%	11%	-14%	-16%	-12%	-20%	-23%	1%	13%	-2%	-8%	12%
Mammoth FR		-11%		-6%		-20%		-12%	-15%	-15%	-16%	-15%	N/A	N/A	2%	-1%	3%
Mammoth DAR	20%	37%	-24%	-100%	200%	-100%	141%	59%	3%	3%	-12%	-13%	-24%	39%	54%	-15%	83%
Reno	-5%	-13%	-14%	12%	-89%	-67%	-100%	-14%	-10%	-6%	-10%	-7%	11%	2%	-8%	-4%	-8%
Lancaster	-16%	-28%	-26%	-26%		7%	90%	-25%	-7%	-4%	-7%	-3%	11%	-13%	-21%	-3%	-22%
Reds Meadow	-100%	-100%				-100%	-100%	-100%	-100%	-100%	-100%	-100%					
Bishop Creek Shuttle	-27%	-26%	-21%			-34%		-29%	-1%	-3%	2%	3%	2%	-29%	-27%	5%	-31%

Customer Comments

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

- 6/3: Customer called to complain that the bus to Reno was late to Bridgeport, causing him to leave the stop and miss the bus.
- 6/19: Customer called to complain that a trolley driver did not allow him to board with unsheathed ice axes.
- 6/22: Customer called to report a trolley speeding on Lakeview Blvd. Complaint confirmed with GPS tracker and appropriate speed addressed with the driver in question.
- 6/25: Customer called to complain about route modifications during the marathon.

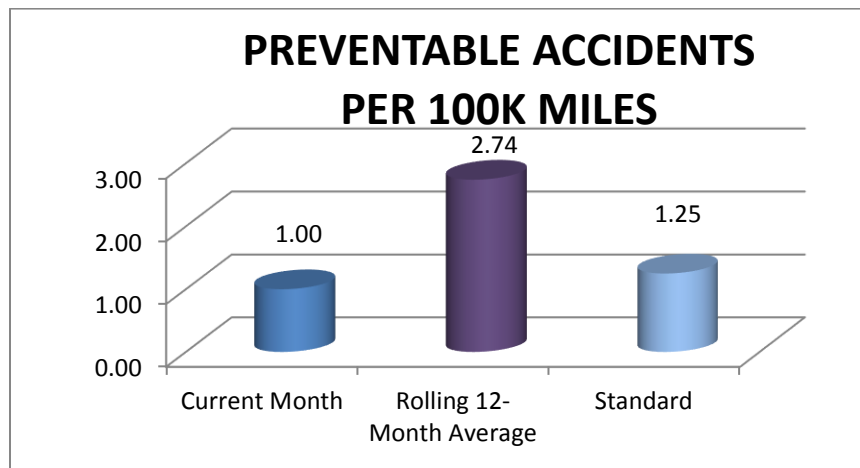
COMPLAINTS PER 1,000 PASSENGERS



Accident/Incidents

There was one preventable accident in June 2019.

- 6/24: Bishop Dial-a-Ride driver backed into a pole at very slow speed causing minor body damage.



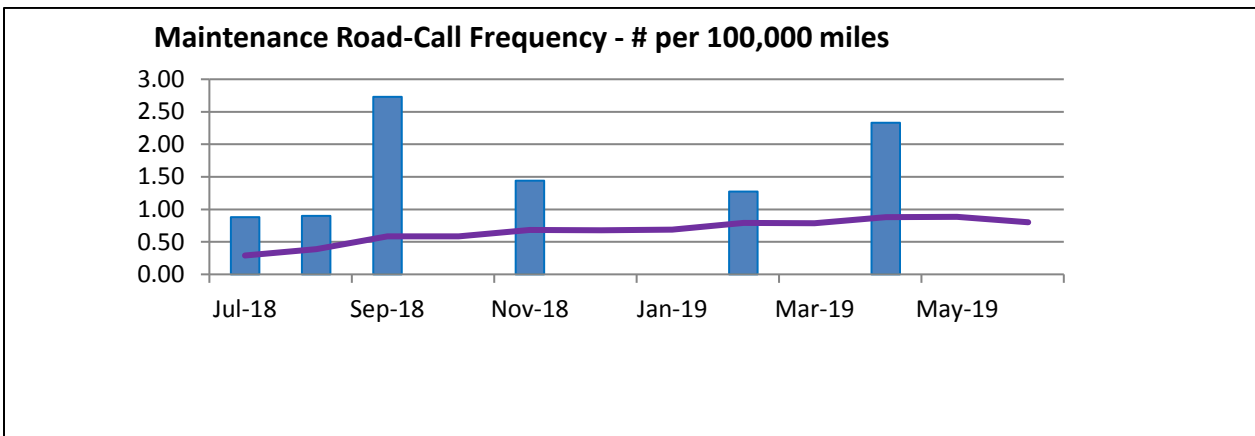
Missed Runs

There were 2 missed/late runs in June 2019.

- 6/9: One Purple run missed due to mechanical issue.
- 6/30: One Lakes Basin Trolley run missed due to mechanical issue with bike trailer.

Road Call Frequency

There were no Road Calls during the month of June 2019. The rolling 12-month road call frequency is 0.80 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.)

JUNE 2019

	PERCENT		GOAL
IMMEDIATE RESPONSE TRIPS			
Total Trips:	1,923	78.3%	
Average Wait Time (min.):	15		<i>< 20 Minutes</i>
Trips > 30 Minute Wait:	102	5.3%	<i>< 5%</i>
ADVANCE RESERVATION TRIPS			
Total Trips:	534	21.7%	
On Time Trips (± 10 min.)	429	80.3%	
TOTAL SCHEDULED TRIPS			
	2,457		
No-Shows Including Checkpoints	223	9.1%	
No-Shows Excluding Checkpoints	139	5.7%	
Cancellations	68	2.8%	