

## MONTHLY OPERATIONS REPORT

	Apr-19	Mar-19	Percent Change	Apr-18	Percent Change
<b>PASSENGERS</b>					
Adult	73,949	121,377	-39.1%	54,672	35.3%
Senior	1,900	1,909	-0.5%	1,987	-4.4%
Disabled	863	849	1.6%	818	5.5%
Wheelchair	349	321	8.7%	403	-13.4%
Child	11,356	11,386	-0.3%	9,436	20.3%
Child under 5	433	466	-7.1%	406	6.7%
<b>Total Passengers</b>	88,850	136,308	-34.8%	67,722	31.2%
<b>FARES</b>	\$31,452.25	\$33,512.75	-6.1%	\$30,585.00	2.8%
<b>SERVICE MILES</b>	80,760	83,360	-3.1%	75,856	6.5%
<b>SERVICE HOURS</b>	4,993	5,254	-5.0%	4,460	12.0%
<b>Passengers per Hour</b>	17.79	25.95	-31.4%	15.19	17.2%

## RIDERSHIP COMPARISON

### REPORT MONTH - THIS YEAR/LAST YEAR

Route	Apr-19	Apr-18	Variance	% Change
Mammoth Express	380	369	11	3.0%
Lone Pine to Bishop	209	225	-16	-7.1%
Lone Pine DAR	396	403	-7	-1.7%
Tecopa	8	10	-2	-20.0%
Walker DAR	117	131	-14	-10.7%
Bridgeport to G'Ville	19	38	-19	-50.0%
Benton to Bishop	22	29	-7	-24.1%
Bishop DAR	3,652	3,840	-188	-4.9%
Nite Rider	309	336	-27	-8.0%
Mammoth FR	19,018	17,708	1,310	7.4%
Mammoth DAR	498	278	220	79.1%
Reno	549	510	39	7.6%
Lancaster	487	401	86	21.4%
MMSA	63,132	43,190	19,942	46.2%
<b>TOTALS</b>	<b>88,850</b>	<b>67,722</b>	<b>21,128</b>	<b>31.2%</b>

## PASSENGERS PER SERVICE HOUR

REPORT MONTH - THIS YEAR/LAST YEAR				PAX MILES/ SVC HOUR
Route	Apr-19	Apr-18	% Change	
Mammoth Express	4.82	4.73	1.8%	
Lone Pine to Bishop	2.02	2.30	-12.1%	
Lone Pine DAR	2.57	2.74	-6.2%	
Tecopa	0.63	0.70	-10.1%	
Walker DAR	0.71	0.92	-22.8%	
Bridgeport to G'Ville	1.25	1.50	-17.2%	
Benton to Bishop	1.52	2.15	-29.4%	
Bishop DAR	3.94	4.17	-5.7%	
Nite Rider	5.15	5.60	-8.0%	
Mammoth FR	20.47	17.38	17.8%	
Mammoth DAR	2.60	1.59	64.1%	
Reno	1.93	1.86	3.6%	151.94
Lancaster	2.10	1.91	9.9%	213.04
MMSA	35.02	34.64	1.1%	
<b>Total</b>	17.79	15.19	17.2%	

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
<b>Apr-19</b>																	
Mammoth Express	\$1,903.50	304	39	0	3	23	11	380	91	79	3,729	3,668	5.01	.52	4.82	47.3	0.10
Lone Pine Express	\$1,054.75	117	73	11	7	0	1	209	124	103	5,227	4,736	5.05	.22	2.02	50.6	0.04
Lone Pine DAR	\$1,006.20	29	207	78	21	61	0	396	161	154	1,645	1,639	2.54	.61	2.57	10.7	0.24
Tecopa	\$40.00	0	8	0	0	0	0	8	13	13	329	323	5.00	.12	.63	25.8	0.02
Walker DAR	\$311.50	12	9	91	0	5	0	117	176	165	560	468	2.66	.67	.71	3.4	0.25
Bridgeport to G'Ville	\$118.50	0	0	15	4	0	0	19	21	15	634	388	6.24	.31	1.25	41.6	0.05
Benton to Bishop	\$118.00	5	5	11	0	0	1	22	27	14	1,235	642	5.36	.18	1.52	85.4	0.03
Specials	\$0.00	0	0	0	0	0	0	0	0	0	0	0	N/A	N/A			
Bishop DAR	\$8,448.10	1,245	1,299	565	285	76	182	3,652	997	928	10,417	9,650	2.31	.88	3.94	11.2	0.38
Nite Rider	\$1,191.60	209	22	46	12	6	14	309	60	60	862	819	3.86	1.45	5.15	14.4	0.38
Mammoth FR	\$0.00	16,550	0	1	0	2,467	0	19,018	981	929	12,283	11,614	N/A	N/A	20.47	13.2	1.64
Mammoth DAR	\$864.60	271	14	0	0	2	211	498	193	191	960	879	1.74	.98	2.60	5.0	0.57
Reno	\$9,348.50	383	118	16	6	26	0	549	313	284	12,525	12,006	17.03	.78	1.93	44.0	0.05
Lancaster	\$7,037.00	319	106	25	11	13	13	487	255	232	11,117	10,969	14.45	.64	2.10	47.9	0.04
MMSA	\$0.00	54,451	0	4	0	8,677	0	63,132	1,887	1,803	23,523	22,355	N/A	N/A	35.02	13.0	2.82
June Lake Shuttle	\$10.00	54	0	0	0	0	0	54	27	22	736	604	.19	.02	2.43	33.2	0.09
<b>Total</b>	<b>\$31,452.25</b>	<b>73,949</b>	<b>1,900</b>	<b>863</b>	<b>349</b>	<b>11,356</b>	<b>433</b>	<b>88,850</b>	<b>5,328</b>	<b>4,993</b>	<b>85,782</b>	<b>80,760</b>	<b>.35</b>	<b>.39</b>	<b>17.79</b>	<b>17.2</b>	<b>1.10</b>

<b>Apr-18</b>																	
Mammoth Express	\$1,725.50	297	48	5	0	5	14	369	93	78	3,743	3,670	4.68	.47	4.73	48.0	0.10
Lone Pine Express	\$1,160.50	122	66	27	4	3	3	225	124	98	5,179	4,680	5.16	.25	2.30	52.9	0.05
Lone Pine DAR	\$1,004.40	12	258	66	15	52	0	403	154	147	1,723	1,720	2.49	.58	2.74	11.7	0.23
Tecopa	\$51.00	2	8	0	0	0	0	10	14	14	334	334	5.10	.15	.70	23.3	0.03
Walker DAR	\$396.00	1	21	109	0	0	0	131	152	143	849	742	3.02	.53	.92	5.9	0.18
Bridgeport to G'Ville	\$253.00	2	36	0	0	0	0	38	32	25	928	617	6.66	.41	1.50	36.8	0.06
Benton to Bishop	\$159.00	2	20	7	0	0	0	29	28	13	1,207	594	5.48	.27	2.15	89.6	0.05
Specials	\$0.00	236	0	0	0	0	0	236	13	12	158	128	N/A	N/A			
Bishop DAR	\$8,680.20	1,362	1,282	476	367	91	262	3,840	996	920	10,730	9,925	2.26	.87	4.17	11.7	0.39
Nite Rider	\$1,320.60	251	30	23	15	0	17	336	62	60	877	877	3.93	1.51	5.60	14.6	0.38
Mammoth FR	\$0.00	15,303	0	3	0	2,402	0	17,708	1,069	1,019	13,939	13,162	N/A	N/A	17.38	13.7	1.35
Mammoth DAR	\$487.80	136	16	17	0	14	95	278	176	175	464	385	1.75	1.27	1.59	2.6	0.72
Reno	\$9,221.25	313	118	50	1	22	6	510	309	274	12,447	11,596	18.08	.80	1.86	45.4	0.04
Lancaster	\$6,095.75	268	84	31	1	8	9	401	247	210	11,206	10,944	15.20	.56	1.91	53.3	0.04
MMSA	\$0.00	36,348	0	4	0	6,838	0	43,190	1,308	1,247	16,564	15,818	.00	.00	34.64	13.3	2.73
June Lake Shuttle	\$30.00	17	0	0	0	1	0	18	28	24	728	664	1.67	.05	.76	30.5	0.03
<b>Total</b>	<b>\$30,585.00</b>	<b>54,672</b>	<b>1,987</b>	<b>818</b>	<b>403</b>	<b>9,436</b>	<b>406</b>	<b>67,722</b>	<b>4,804</b>	<b>4,460</b>	<b>81,076</b>	<b>75,856</b>	<b>.45</b>	<b>.40</b>	<b>15.19</b>	<b>18.2</b>	<b>0.89</b>

VARIANCE BY ROUTE (RAW NUMBERS) – February 2019 to February 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	\$178.00	7	-9	-5	3	18	-3	11	-2	1	-14	-2	0.33	0.05	0.09	-0.71	0.00
Lone Pine Express	-\$105.75	-5	7	-16	3	-3	-2	-16	0	6	48	56	-0.11	-0.03	-0.28	-2.35	0.00
Lone Pine DAR	\$1.80	17	-51	12	6	9	0	-7	7	7	-78	-81	0.05	0.03	-0.17	-1.04	0.01
Tecopa	-\$11.00	-2	0	0	0	0	0	-2	-2	-2	-5	-11	-0.10	-0.03	-0.07	2.50	-0.01
Walker DAR	-\$84.50	11	-12	-18	0	5	0	-14	24	23	-289	-274	-0.36	0.13	-0.21	-2.56	0.07
Bridgeport to G'Ville	-\$134.50	-2	-36	15	4	0	0	-19	-10	-10	-294	-229	-0.42	-0.10	-0.26	4.82	-0.01
Benton to Bishop	-\$41.00	3	-15	4	0	0	1	-7	0	1	28	48	-0.12	-0.08	-0.63	-4.26	-0.01
Bishop DAR	-\$232.10	-117	17	89	-82	-15	-80	-188	1	8	-313	-275	0.05	0.00	-0.24	-0.43	-0.01
Nite Rider	-\$129.00	-42	-8	23	-3	6	-3	-27	-2	0	-15	-58	-0.07	-0.05	-0.45	-0.25	-0.01
Mammoth FR	\$0.00	1247	0	-2	0	65	0	1310	-87	-90	-1656	-1548	N/A	N/A	3.09	-0.46	0.29
Mammoth DAR	\$376.80	135	-2	-17	0	-12	116	220	16	16	496	494	-0.02	-0.28	1.02	2.37	-0.16
Reno	\$127.25	70	0	-34	5	4	-6	39	4	11	78	410	-1.05	-0.02	0.07	-1.42	0.00
Lancaster	\$941.25	51	22	-6	10	5	4	86	8	22	-89	25	-0.75	0.08	0.19	-5.46	0.01
MMSA	\$0.00	18,103	0	0	0	1,839	0	19,942	580	556	6,959	6,537					

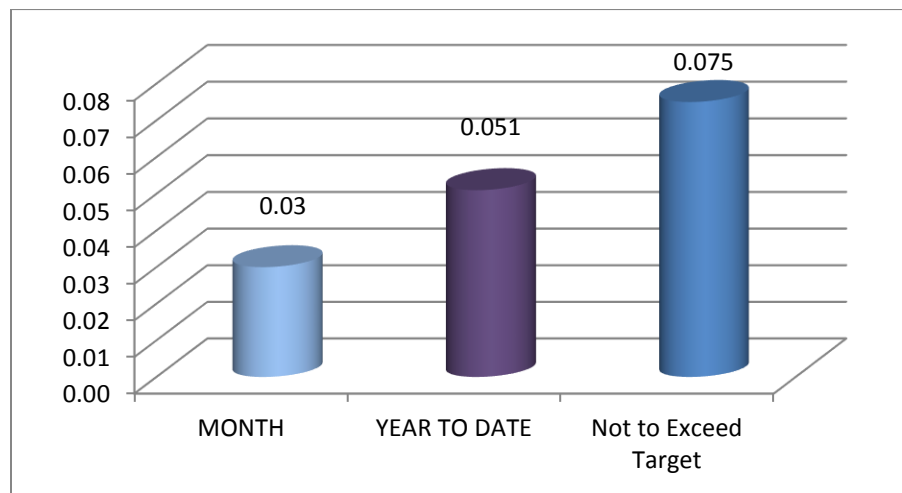
VARIANCE BY ROUTE (PERCENTAGE) – February 2019 to February 2018																	
Route	Fares	Adults	Snr	Dis	W/C	Child	Free	Total Pax	Yd Hrs	Total Svc Hours	Yd Mi	TOT SVC MILES	AVG FARE	REV/SVC MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
Mammoth Express	10%	2%	-19%	-100%		360%	-21%	3%	-2%	1%	0%	0%	7%	10%	2%	-1%	3%
Lone Pine Express	-9%	-4%	11%	-59%	75%	-100%	-67%	-7%	0%	6%	1%	1%	-2%	-10%	-12%	-4%	-8%
Lone Pine DAR	0%	142%	-20%	18%	40%	17%		-2%	5%	5%	-5%	-5%	2%	5%	-6%	-9%	3%
Tecopa	-22%	-100%	0%					-20%	-11%	-11%	-1%	-3%	-2%	-19%	-10%	11%	-17%
Walker DAR	-21%	1100%	-57%	-17%				-11%	16%	16%	-34%	-37%	-12%	25%	-23%	-43%	42%
Bridgeport to G'Ville	-53%	-100%	-100%					-50%	-33%	-40%	-32%	-37%	-6%	-26%	-17%	13%	-20%
Benton to Bishop	-26%	150%	-75%	57%				-24%	-1%	7%	2%	8%	-2%	-31%	-29%	-5%	-30%
Bishop DAR	-2.7%	-8.6%	1.3%	18.7%	-22.3%	-16.5%	-30.5%	-4.9%	0.1%	0.8%	-2.9%	-2.8%	2.3%	0.1%	-5.7%	-3.7%	-2.2%
Nite Rider	-10%	-17%	-27%	100%	-20%		-18%	-8%	-2%	0%	-2%	-7%	-2%	-3%	-8%	-2%	-2%
Mammoth FR		8%		-67%		3%		7%	-8%	-9%	-12%	-12%	N/A	N/A	18%	-3%	22%
Mammoth DAR	77%	99%	-13%	-100%		-86%	122%	79%	9%	9%	107%	128%	-1%	-22%	64%	90%	-22%
Reno	1%	22%	0%	-68%	500%	18%	-100%	8%	1%	4%	1%	4%	-6%	-2%	4%	-3%	4%
Lancaster	15%	19%	26%	-19%	1000%	63%	44%	21%	3%	11%	-1%	0%	-5%	15%	10%	-10%	21%
MMSA		50%		0%		27%		46%	44%	45%	42%	41%					

## Customer Comments

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

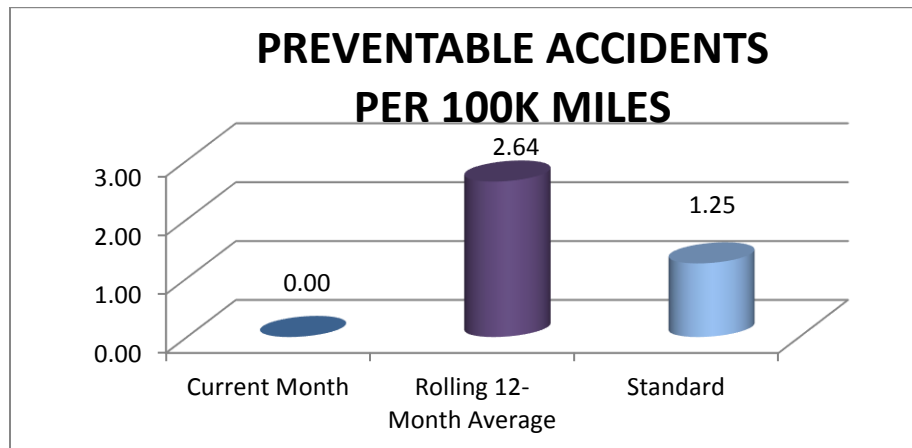
- 4/10: Customer called to complain that the driver was using his cell phone while operating the bus from Reno to Bishop. Investigated and disciplinary action taken.
- 4/10: Customer complained that the Red Line bus was 9 minutes late on the 7:10 departure from Snowcreek. She stated that she relies on bus to get to work on time. Driver spoken to about communicating delays to dispatch.
- 4/18: Bishop customer wanted to pass along that all of the drivers in Bishop are very nice to her disabled sister who lives at the Bishop care center. She wanted to compliment driver Wayne Berlie who helps her get to church on Sundays. The family appreciates how kind, patient and helpful Wayne is.
- 4/26: Customer called to inform us that the driver who was heading into Gardnerville from Walker on the 395 was driving erratically. Driver spoken with about speed.

### COMPLAINTS PER 1,000 PASSENGERS



## Accident/Incidents

There were no preventable accidents in April 2019.



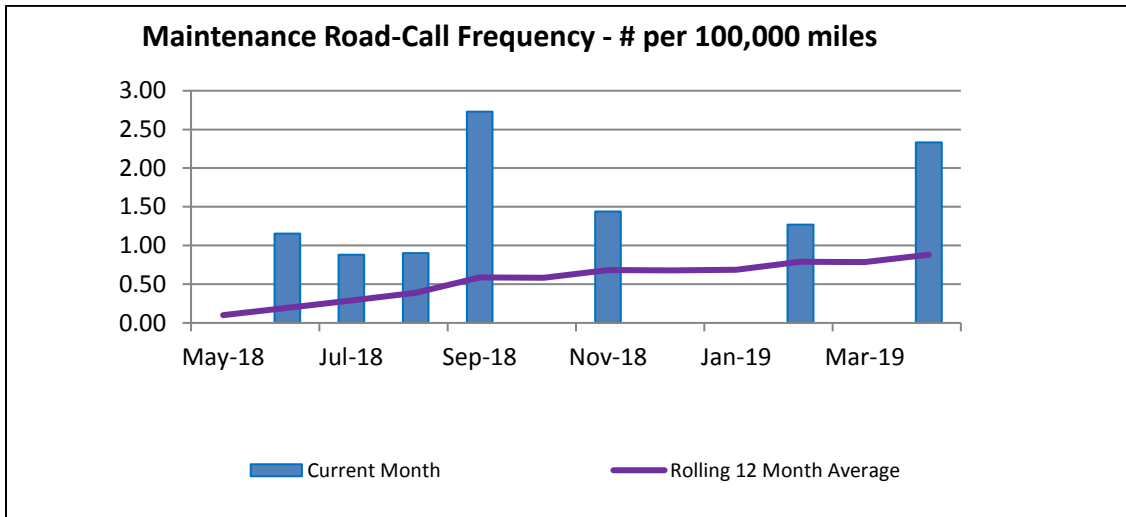
## Missed Runs

There were 3 missed/late runs in April 2019.

- 4/4: Purple Line missed one run due to being rear ended by another vehicle.
- 4/24: Blue Line missed one run due to coolant leak/vehicle swap.
- 4/26: Blue Line missed two runs due to fuel system issue/vehicle swap.

## Road Call Frequency

There were two Road Calls during the month of April 2019. The rolling 12-month road call frequency is 0.88 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.)

**APRIL 2019**

	PERCENT	GOAL
<b>IMMEDIATE RESPONSE TRIPS</b>		
Total Trips:	2,185	78.6%
Average Wait Time (min.):	13	<i>&lt; 20 Minutes</i>
Trips > 30 Minute Wait:	112	<i>&lt; 5%</i>
<b>ADVANCE RESERVATION TRIPS</b>		
Total Trips:	594	21.4%
On Time Trips (± 10 min.)	494	83.2%
<b>TOTAL SCHEDULED TRIPS</b>		
	2,779	
No-Shows Including Checkpoints	234	8.4%
No-Shows Excluding Checkpoints	138	5.0%
Cancellations	81	2.9%