

STAFF REPORT

Subject: Operations Report February 2020
Presented by: Phil Moores, Executive Director

Executive Summary

Overall ridership decreased in February compared to last year. Noteworthy variances are a decrease in the Mammoth routes. Road calls (0) and customer comments (5), Bishop DAR, and preventable accidents met the monthly goals. We missed 12 trips in February due to driver shortages and chain installation.

	Feb-20	Jan-20	Percent Change	Feb-19	Percent Change
PASSENGERS					
Adult	112,774	128,043	-11.9%	126,493	-10.8%
Senior	1,787	1,957	-8.7%	1,613	10.8%
Disabled	723	697	3.7%	704	2.7%
Wheelchair	288	275	4.7%	240	20.0%
Child	10,651	13,160	-19.1%	12,610	-15.5%
Child under 5	166	209	-20.6%	284	-41.5%
Total Passengers	126,389	144,341	-12.4%	141,944	-11.0%
FARES	\$27,122.98	\$31,613.95	-14.2%	\$33,706.85	-19.5%
SERVICE MILES	77,563	84,337	-8.0%	73,028	6.2%
SERVICE HOURS	4,939	5,436	-9.2%	4,874	1.3%
Passengers per Hour	25.59	26.55	-3.6%	29.12	-12.1%

RIDERSHIP COMPARISON				
REPORT MONTH - THIS YEAR/LAST YEAR				
Route	Feb-20	Feb-19	Variance	% Change
Mammoth Express	405	446	-41	-9.2%
Lone Pine Express	213	174	39	22.4%
Lone Pine DAR	450	331	119	36.0%
Tecopa	22	8	14	175.0%
Walker DAR	45	94	-49	-52.1%
Bridgeport to G'Ville	18	14	4	28.6%
Benton to Bishop	38	33	5	15.2%
Bishop DAR	3,399	3,279	120	3.7%
Nite Rider	276	300	-24	-8.0%
Mammoth FR	25,725	27,317	-1,592	-5.8%
Mammoth DAR	121	309	-188	-60.8%
Reno	457	408	49	12.0%
Lancaster	310	378	-68	-18.0%
MMSA	94,668	108,157	-13,489	-12.5%
TOTALS	126,389	141,944	-15,555	-11.0%

PASSENGERS PER SERVICE HOUR				
REPORT MONTH - THIS YEAR/LAST YEAR				PAX MILES/
Route	Feb-20	Feb-19	% Change	SVC HOUR
Mammoth Express	5.54	6.17	-10.3%	
Lone Pine Express	2.33	1.96	19.2%	
Lone Pine DAR	3.36	2.49	35.2%	
Tecopa	1.48	0.60	148.7%	
Walker DAR	0.31	0.69	-55.3%	
Bridgeport to G'Ville	0.78	0.53	49.1%	
Benton to Bishop	2.71	2.13	27.2%	
Bishop DAR	4.01	3.97	0.8%	
Nite Rider	4.56	5.04	-9.5%	
Mammoth FR	29.75	33.09	-10.1%	
Mammoth DAR	0.75	2.11	-64.5%	
Reno	1.93	1.61	20.2%	151.15
Lancaster	1.55	1.86	-16.5%	162.36
MMSA	46.10	55.16	-16.4%	
Total	25.59	29.12	-12.1%	

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
Feb-20																	
Mammoth Express	\$2,078.00	378	23	0	0	3	1	405	86	73	3,397	3,301	5.13	.63	5.54	46.4	0.12
Lone Pine Express	\$1,079.97	11	89	12	1	0	0	213	105	91	4,845	4,229	5.07	.26	2.33	53.1	0.05
Lone Pine DAR	\$1,144.20	19	284	50	16	81	0	450	140	134	1,558	1,554	2.54	.74	3.36	11.6	0.29
Tecopa	\$75.00	0	22	0	0	0	0	22	15	15	333	333	3.41	.23	1.48	22.4	0.07
Walker DAR	\$160.80	25	0	19	1	0	0	45	152	146	715	568	3.57	.28	.31	4.9	0.08
Bridgeport to G'Ville	\$96.00	0	6	12	0	0	0	18	24	23	430	416	5.33	.23	.78	18.7	0.04
Benton to Bishop	\$197.00	10	20	6	0	0	2	38	28	14	1,272	642	5.18	.31	2.71	90.6	0.06
Specials	\$0.00	242	0	0	0	0	0	242	18	17	70	58	N/A	N/A			
Bishop DAR	\$8,045.00	1,238	1,23	508	260	31	13	3,399	913	849	10,004	9,165	2.37	.88	4.01	11.8	0.37
Nite Rider	\$1,110.60	201	7	50	9	7	2	276	62	61	868	847	4.02	1.3	4.56	14.3	0.33
Mammoth FR	\$0.00	24,090	0	40	0	1,595	0	25,725	918	865	11,534	10,957	N/A	N/A	29.75	13.3	2.35
Mammoth DAR	\$299.40	89	0	4	0	4	24	121	163	162	562	500	2.47	.60	.75	3.5	0.24
Reno	\$7,786.50	353	57	8	1	35	3	457	253	237	10,56	10,419	17.04	.75	1.93	44.6	0.04
Lancaster	\$5,050.51	242	48	12	0	5	3	310	220	200	9,607	9,482	16.29	.53	1.55	48.0	0.03
MMSA	\$0.00	85,776	0	2	0	8,890	0	94,668	2,15	2,054	26,343	25,092	N/A	N/A	46.10	12.8	3.77
Total	\$27,122.98	112,774	1,787	723	288	10,65	166	126,389	5,249	4,939	82,099	77,563	.21	.35	25.59	16.6	1.63
Feb-19																	
Mammoth Express	\$2,464.00	407	26	3	1	6	3	446	82	72	3,094	3,013	5.52	.82	6.17	42.8	0.15
Lone Pine Express	\$896.00	104	38	14	13	4	1	174	108	89	4,521	4,106	5.15	.22	1.96	50.9	0.04
Lone Pine DAR	\$885.00	13	163	55	41	59	0	331	139	133	1,456	1,456	2.67	.61	2.49	10.9	0.23
Tecopa	\$41.00	2	6	0	0	0	0	8	13	13	267	267	5.13	.15	.60	19.9	0.03
Walker DAR	\$228.30	1	4	89	0	0	0	94	145	136	476	360	2.43	.63	.69	3.5	0.26
Bridgeport to G'Ville	\$77.00	0	8	6	0	0	0	14	32	27	864	584	5.50	.13	.53	32.4	0.02
Benton to Bishop	\$188.00	13	14	6	0	0	0	33	30	16	1,266	680	5.70	.28	2.13	81.7	0.05
Specials	\$0.00	220	0	0	0	34	0	254	21	20	62	50	N/A	N/A			
Bishop DAR	\$7,611.00	1,217	1,22	431	168	84	158	3,279	892	825	9,335	8,586	2.32	.89	3.97	11.3	0.38
Nite Rider	\$1,229.40	242	16	35	5	2	0	300	63	60	967	967	4.10	1.27	5.04	16.3	0.31
Mammoth FR	\$0.00	25,213	0	0	0	2,104	0	27,317	878	826	10,44	9,542	N/A	N/A	33.09	12.6	2.86
Mammoth DAR	\$572.40	178	10	0	0	1	120	309	147	146	568	505	1.85	1.13	2.1	3.9	0.61
Reno	\$6,658.00	310	43	31	1	12	1	408	276	254	11,082	10,568	16.32	.63	1.6	43.6	0.04
Lancaster	\$6,656.75	294	64	16	1	2	1	378	227	204	9,525	9,253	17.6	.72	1.86	46.8	0.04
MMSA	\$0.00	97,837	0	18	0	10,302	0	108,157	2,078	1,96	22,128	20,696	.00	.00	55.16	11.3	5.23
Total	\$33,706.85	126,493	1,613	704	240	12,610	284	141,944	5,245	4,874	78,681	73,028	.24	.46	29.12	16.1	1.94

VARIANCE BY ROUTE (RAW NUMBERS) – February 2020 to February 2019																	
ROUTES	FARES	ADULTS	SNR	DIS	W/C	CHILD	FREE	TOTAL PAX	YD HOURS	SVC HOURS	YD MILES	SVC MILES	AVG FARE	REV/SV C MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
Mammoth Express	-\$386.00	-29	-3	-3	-1	-3	-2	-41	4	1	303	288	-0.39	-0.19	-0.63	3.62	-0.03
Lone Pine Express	\$183.97	7	51	-2	-12	-4	-1	39	-3	2	324	123	-0.08	0.04	0.38	2.23	0.01
Lone Pine DAR	\$259.20	6	121	-5	-25	22	0	119	1	1	102	98	-0.13	0.13	0.88	0.70	0.06
Tecopa	\$34.00	-2	16	0	0	0	0	14	1	1	66	66	-1.72	0.07	0.89	2.55	0.04
Walker DAR	-\$67.50	24	-4	-70	1	0	0	-49	8	10	239	208	1.14	-0.35	-0.38	1.41	-0.18
Bridgeport to G'Ville	\$19.00	0	-2	6	0	0	0	4	-8	-4	-434	-168	-0.17	0.10	0.26	-13.70	0.02
Benton to Bishop	\$9.00	-3	6	0	0	0	2	5	-2	-1	6	-38	-0.51	0.03	0.58	8.96	0.01
Bishop DAR	\$434.00	21	10	77	92	-53	-27	120	21	23	669	579	0.05	-0.01	0.03	0.48	-0.01
Nite Rider	-\$118.80	-41	-9	15	4	5	2	-24	-1	1	-99	-120	-0.07	0.04	-0.48	-1.90	0.02
Mammoth FR	\$0.00	-1123	0	40	0	-509	0	-1592	40	39	1093	1415	N/A	N/A	-3.34	0.69	-0.52
Mammoth DAR	-\$273.00	-89	-10	4	0	3	-96	-188	16	15	-6	-5	0.62	-0.53	-1.36	-0.40	-0.37
Reno	\$1,128.50	43	14	-23	-10	23	2	49	-23	-17	-521	-149	0.72	0.12	0.32	0.97	0.01
Lancaster	-\$1,606.24	-52	-16	-4	-1	3	2	-68	-6	-4	82	229	-1.32	-0.19	-0.31	1.27	-0.01
MMSA	\$0.00	-12,061	0	-16	0	-1,412	0	-13,489	72	93	4,215	4,396					

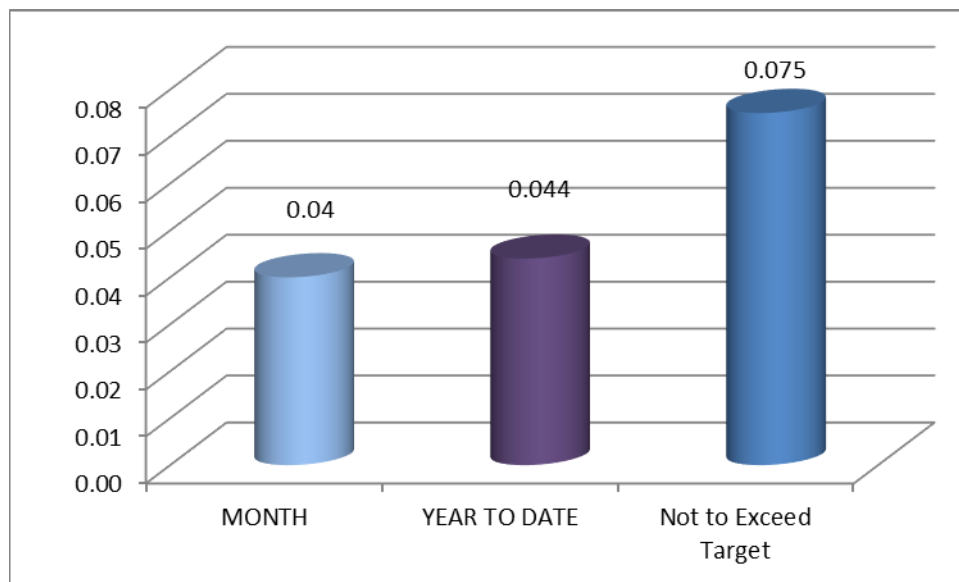
VARIANCE BY ROUTE (PERCENTAGE) – February 2020 to February 2019																	
ROUTES	FARES	ADULTS	SNR	DIS	W/C	CHILD	FREE	TOTAL PAX	YD HOURS	SVC HOURS	YD MILES	SVC MILES	AVG FARE	REV/SV C MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
Mammoth Express	-16%	-7%	-12%	-100%	-100%	-50%	-67%	-9%	5%	1%	10%	10%	-7%	-23%	-10%	8%	-17%
Lone Pine Express	21%	7%	134%	-14%	-92%	-100%	-100%	22%	-3%	3%	7%	3%	-2%	17%	19%	4%	19%
Lone Pine DAR	29%	46%	74%	-9%	-61%	37%		36%	0%	1%	7%	7%	-5%	21%	35%	6%	27%
Tecopa	83%	-100%	267%					175%	11%	11%	25%	25%	-33%	47%	149%	13%	120%
Walker DAR	-30%	2400%	-100%	-79%				-52%	5%	7%	50%	58%	47%	-55%	-55%	40%	-70%
Bridgeport to G'Ville	25%		-25%	100%				29%	-25%	-14%	-50%	-29%	-3%	75%	49%	-42%	80%
Benton to Bishop	5%	-23%	43%	0%				15%	-6%	-9%	0%	-6%	-9%	11%	27%	11%	22%
Bishop DAR	5.7%	1.7%	0.8%	17.9%	54.8%	-63.1%	-17.1%	3.7%	2.4%	2.8%	7.2%	6.7%	2.0%	-1.0%	0.8%	4.2%	-2.9%
Nite Rider	-10%	-17%	-56%	43%	80%	250%		-8%	-1%	2%	-10%	-12%	-2%	3%	-10%	-12%	5%
Mammoth FR		-4%				-24%		-6%	5%	5%	10%	15%	N/A	N/A	-10%	5%	-18%
Mammoth DAR	-48%	-50%	-100%			300%	-80%	-61%	11%	10%	-1%	-1%	34%	-47%	-65%	-10%	-60%
Reno	17%	14%	33%	-74%	-91%	192%	200%	12%	-8%	-7%	-5%	-1%	4%	19%	20%	2%	14%
Lancaster	-24%	-18%	-25%	-25%	-100%	150%	200%	-18%	-3%	-2%	1%	2%	-7%	-26%	-16%	3%	-20%
MMSA		-12%		-89%		-14%		-12%	3%	5%	19%	21%					

Customer Comments

There were five comments received for the month of February 2020.

- 2/2: Customer left message to complain that two Night Trolleys had passed him at Juniper Spring Resort. Attempts was made to contact.
- 2/17: Customer called to complain that a bus nearly hit him as it was exiting Juniper Springs Resort. Driver also report the incident, stating that a person ran out in front of the bus.
- 2/18: Customer called to complain that no bus came for him the previous day despite having a reservation. Previous day was a service holiday (President's Day) and a reservation was accidentally made. Comped ride for customer on the following day.
- 2/19: Customer called to complain that they could not get a standing pickup early in the morning everyday from Bishop Dial-a-Ride. Reservation policy explained to the customer.
- 2/29: Customer called to complain that he and his wife were accosted by a Red Line driver for allowing their groceries to block the aisle. Driver counselled.

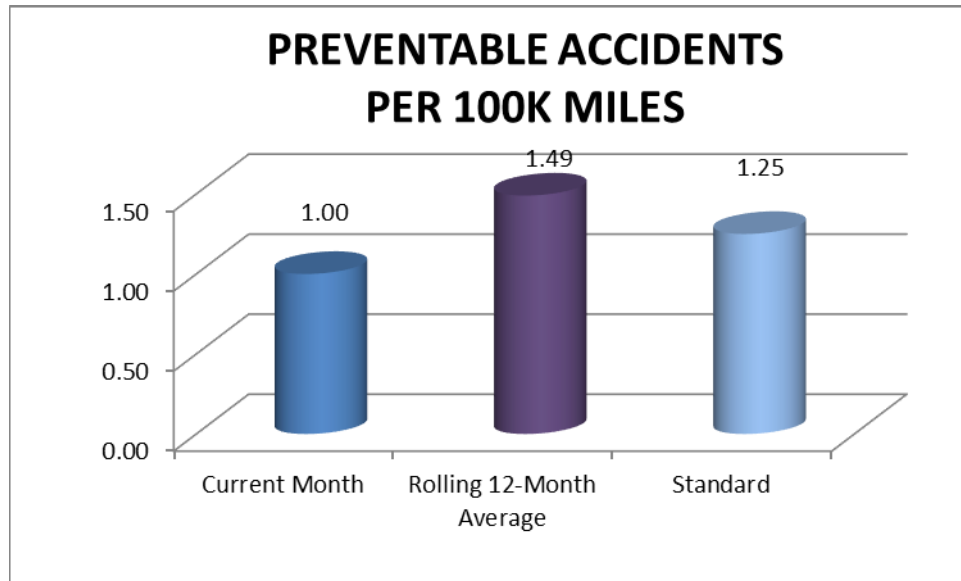
COMPLAINTS PER 1,000 PASSENGERS



Accident/Incidents

There was one preventable accident in February 2020.

- 2/7: Red Line driver struck a bust stop pole with the mirror of the bus, breaking the mirror housing.



Road Call Frequency

There were no road calls during the month of February 2020 where a service vehicle had to be called to repair in place or tow a transit vehicle. There were 8 vehicle exchanges during the month of February 2020 due to mechanical issues requiring a replacement transit vehicle be placed into service. The average Road Call frequency is 0.65 per 100,00 miles.

Date	Road Calls	Bus Exchange	Miles	Road Calls / 100K Miles
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
Aug-19	0	11	109797	0.00
Sep-19	0	12	72042	0.00
Oct-19	1	8	68833	1.45
Nov-19	0	8	66663	0.00
Dec-19	0	6	86491	0.00
Jan-20	0	5	89448	0.00
Feb-20	0	8	82099	0.00

Missed Runs

There were 12 missed/late runs in February 2020.

- 2/2: Purple Line missed 1 run due to mechanical issue (Check Engine Lamp).
- 2/5: Walker DAR reduced hours due to staffing.
- 2/12: Walker DAR reduced hours due to staffing.
- 2/12: Night Trolley missed 1 run due to mechanical issue (Electrical)
- 2/14: Night Rider missed 1 runs due to staffing.
- 2/15: Night Rider missed 1 runs due to staffing.
- 2/18: Night Trolley missed 2 runs due to staffing.
- 2/19: Walker DAR reduced hours due to staffing.
- 2/23: Red Line missed one run due to mechanical issue (Suspension Damage)
- 2/26: Walker DAR reduced hours due to staffing.
- 2/29: Night Trolley missed one run due to minor accident.

Bishop Area Dial-A-Ride Wait Times

Wait times for the Bishop Area Dial-A-Ride

*Excludes Nite Rider and first two weekends of February 2020

FEBRUARY 2020			
		PERCENT	GOAL
IMMEDIATE RESPONSE TRIPS			
Total Trips:	2,392	83.5%	
Average Wait Time (min.):	15		< 20 Minutes
Trips > 30 Minute Wait:	118	4.9%	< 5%
ADVANCE RESERVATION TRIPS			
Total Trips:	471	16.5%	
On Time Trips (± 10 min.)	338	71.8%	
TOTAL SCHEDULED TRIPS			
No-Shows Including Checkpoints	238	8.3%	
No-Shows Excluding Checkpoints	156	5.4%	
Cancellations	102	3.6%	