

MONTHLY OPERATIONS REPORT

	Aug-19	Jul-19	Percent Change	Aug-18	Percent Change
PASSENGERS					
Adult	108,215	115,287	-6.1%	89,454	21.0%
Senior	2,465	2,114	16.6%	2,341	5.3%
Disabled	961	940	2.2%	893	7.6%
Wheelchair	251	280	-10.4%	354	-29.1%
Child	20,834	28,282	-26.3%	18,649	11.7%
Child under 5	1,111	1,335	-16.8%	1,118	-0.6%
Total Passengers	133,837	148,238	-9.7%	112,809	18.6%
FARES	\$262,792.15	\$286,566.50	-8.3%	\$224,610.15	17.0%
SERVICE MILES	100,928	95,985	5.1%	100,780	0.1%
SERVICE HOURS	6,426	6,255	2.7%	6,411	0.2%
Passengers per Hour	20.83	23.70	-12.1%	17.60	18.4%

RIDERSHIP COMPARISON

REPORT MONTH - THIS YEAR/LAST YEAR

Route	Aug-19	Aug-18	Variance	% Change
Mammoth Express	514	541	-27	-5.0%
Lone Pine Express	390	367	23	6.3%
Lone Pine DAR	360	363	-3	-0.8%
Tecopa	8	6	2	33.3%
Walker DAR	132	135	-3	-2.2%
Bridgeport to G'Ville	6	33	-27	-81.8%
Benton to Bishop	37	37	0	0.0%
Bishop DAR	3,910	4,198	-288	-6.9%
Nite Rider	387	437	-50	-11.4%
Mammoth FR	62,215	57,379	4,836	8.4%
Mammoth DAR	352	305	47	15.4%
Reno	1,246	1,154	92	8.0%
Lancaster	754	932	-178	-19.1%
Reds Meadow	63,221	45,362	17,859	39.4%
Bishop Creek	305	264	41	15.5%
Specials	0	1,468	-1,468	-100.0%
TOTALS	133,837	112,809	21,028	18.6%

PASSENGERS PER SERVICE HOUR

REPORT MONTH - THIS YEAR/LAST YEAR				PAX MILES/ SVC HOUR
Route	Aug-19	Aug-18	% Change	
Mammoth Express	6.14	6.31	-2.7%	
Lone Pine Express	3.71	3.24	14.4%	
Lone Pine DAR	2.29	2.25	1.5%	
Tecopa	0.66	0.40	64.6%	
Walker DAR	0.76	0.78	-2.0%	
Bridgeport to G'Ville	0.55	0.87	-37.1%	
Benton to Bishop	2.19	2.43	-10.1%	
Bishop DAR	4.24	4.15	2.1%	
Nite Rider	6.11	6.33	-3.5%	
Mammoth FR	26.55	24.93	6.5%	
Mammoth DAR	1.85	1.64	13.1%	
Reno	4.22	3.71	13.9%	458.80
Lancaster	3.18	3.80	-16.3%	335.66
Reds Meadow	37.77	29.52	28.0%	
Bishop Creek	2.77	2.52	9.9%	
Specials	0.00	67.49	-100.0%	
Total	20.83	17.60	18.4%	

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
Aug-19																	
Mammoth Express	\$2,574.50	437	48	5	2	9	13	514	98	84	3,851	3,763	5.01	.68	6.14	46.0	0.14
Lone Pine Express	\$2,089.25	219	125	21	2	13	10	390	126	105	5,288	4,814	5.36	.43	3.71	50.3	0.08
Lone Pine DAR	\$983.60	12	247	67	20	12	2	360	164	157	1,805	1,739	2.73	.57	2.29	11.5	0.21
Tecopa	\$40.00	0	8	0	0	0	0	8	12	12	198	198	5.00	.20	.66	16.4	0.04
Walker DAR	\$458.40	24	13	82	0	13	0	132	184	173	1,027	818	3.47	.56	.76	5.9	0.16
Bridgeport to G'Ville	\$33.00	0	0	6	0	0	0	6	14	11	296	191	5.50	.17	.55	27.1	0.03
Benton to Bishop	\$199.50	6	16	15	0	0	0	37	32	17	1,419	702	5.39	.28	2.19	84.0	0.05
Specials	\$0.00	0	0	0	0	0	0	0	0	32	296	296	N/A	N/A			
Bishop DAR	\$9,106.60	1,395	1,534	621	206	18	136	3,910	1,014	923	10,899	10,118	2.33	.90	4.24	11.8	0.39
Nite Rider	\$1,487.40	262	37	44	17	8	19	387	67	63	1,002	991	3.84	1.50	6.11	15.8	0.39
Mammoth FR	\$0.00	53,003	0	1	0	9,211	0	62,215	2,429	2,344	31,504	29,149	N/A	N/A	26.55	13.4	2.13
Mammoth DAR	\$489.60	140	8	12	2	1	189	352	191	190	602	536	1.39	.91	1.85	3.2	0.66
Reno	\$28,519.65	925	208	54	1	56	2	1,246	328	295	12,952	12,132	22.89	2.35	4.22	43.9	0.10
Lancaster	\$12,455.75	582	126	31	1	10	4	754	259	237	11,300	11,072	16.52	1.12	3.18	47.7	0.07
Reds Meadow	\$203,075.00	51,004	0	0	0	11,482	735	63,221	1,891	1,674	23,815	21,017					
Bishop Creek	\$1,279.90	206	95	2	0	1	1	305	124	110	3,543	3,392	4.20	.38	2.77	32.2	0.09
Total	\$262,792.15	108,215	2,465	961	251	20,834	1,111	133,837	6,932	6,426	109,797	100,928	1.96	2.60	20.83	17.1	1.33

Aug-18																	
Mammoth Express	\$3,062.00	431	55	8	5	18	24	541	100	86	3,998	3,904	5.66	.78	6.31	46.7	0.14
Lone Pine Express	\$1,889.00	225	83	27	17	7	8	367	136	113	5,514	5,111	5.15	.37	3.24	48.7	0.07
Lone Pine DAR	\$921.40	13	233	77	17	23	0	363	169	161	1,681	1,681	2.54	.55	2.25	10.4	0.22
Tecopa	\$30.00	0	6	0	0	0	0	6	16	15	344	344	5.00	.09	.40	23.1	0.02
Walker DAR	\$424.10	5	16	111	0	3	0	135	184	173	1,376	1,164	3.14	.36	.78	8.0	0.12
Bridgeport to G'Ville	\$214.55	4	25	4	0	0	0	33	42	38	1,008	1,008	6.50	.21	.87	26.7	0.03
Benton to Bishop	\$203.50	11	12	12	0	1	1	37	28	15	1,211	636	5.50	.32	2.43	79.7	0.06
Specials	\$0.00	1,406	0	5	0	57	0	1,468	22	22	215	207	N/A	N/A			
Bishop DAR	\$9,558.05	1,551	1,516	472	287	75	297	4,198	1,101	1,012	11,078	10,013	2.28	.95	4.15	11.0	0.42
Nite Rider	\$1,661.40	309	33	43	21	2	29	437	76	69	1,063	1,063	3.80	1.56	6.33	15.4	0.41
Mammoth FR	\$0.00	47,686	0	45	0	9,648	0	57,379	2,384	2,301	29,774	28,753	N/A	N/A	24.93	12.9	2.00
Mammoth DAR	\$413.40	105	20	10	0	3	167	305	186	186	576	482	1.36	.86	1.64	3.1	0.63
Reno	\$30,001.50	878	196	47	6	19	8	1,154	344	311	13,573	13,066	26.00	2.30	3.71	43.6	0.09
Lancaster	\$15,231.25	716	146	32	1	13	24	932	282	245	12,051	11,681	16.34	1.30	3.80	49.2	0.08
Reds Meadow	\$160,996.00	36,034	0	0	0	8,768	560	45,362	1,755	1,537	21,863	19,690	3.55	8.18	29.52	14.2	2.30
Bishop Creek	\$1,142.50	196	63	5	0	0	0	264	116	105	3,515	3,363	4.33	.34	2.52	33.6	0.08
Total	\$224,610.15	89,454	2,341	893	354	18,649	1,118	112,809	6,958	6,411	107,465	100,780	1.99	2.23	17.60	16.8	1.12

VARIANCE BY ROUTE (RAW NUMBERS) – August 2019 to August 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	-\$487.50	6	-7	-3	-3	-9	-11	-27	-1	-2	-147	-141	-0.65	-0.10	-0.17	-0.65	0.00
Lone Pine Express	\$200.25	-6	42	-6	-15	6	2	23	-10	-8	-226	-297	0.21	0.06	0.47	1.56	0.01
Lone Pine DAR	\$62.20	-1	14	-10	3	-11	2	-3	-5	-4	124	58	0.19	0.02	0.03	1.04	-0.01
Tecopa	\$10.00	0	2	0	0	0	0	2	-4	-3	-146	-146	0.00	0.11	0.26	-6.68	0.02
Walker DAR	\$34.30	19	-3	-29	0	10	0	-3	-1	0	-349	-346	0.33	0.20	-0.02	-2.01	0.05
Bridgeport to G'Ville	-\$181.55	-4	-25	2	0	0	0	-27	-28	-27	-712	-817	-1.00	-0.04	-0.32	0.41	0.00
Benton to Bishop	-\$4.00	-5	4	3	0	-1	-1	0	4	2	208	66	-0.11	-0.04	-0.24	4.29	-0.01
Bishop DAR	-\$451.45	-156	18	149	-81	-57	-161	-288	-87	-88	-179	105	0.05	-0.05	0.09	0.85	-0.03
Nite Rider	-\$174.00	-47	4	1	-4	6	-10	-50	-9	-6	-61	-72	0.04	-0.06	-0.22	0.42	-0.02
Mammoth FR	\$0.00	5317	0	-44	0	-437	0	4836	45	42	1730	396	N/A	N/A	1.62	0.51	0.14
Mammoth DAR	\$76.20	35	-12	2	2	-2	22	47	5	4	26	54	0.04	0.06	0.21	0.07	0.02
Reno	-\$1,481.85	47	12	7	-5	37	-6	92	-17	-16	-621	-934	-3.11	0.05	0.51	0.28	0.01
Lancaster	-\$2,775.50	-134	-20	-1	0	-3	-20	-178	-23	-8	-751	-609	0.18	-0.18	-0.62	-1.46	-0.01
Reds Meadow	\$42,079.00	14970	0	0	0	2714	175	17859	136	137	1952	1327					
Bishop Creek	\$137.40	10	32	-3	0	1	1	41	7	5	28	29	-0.13	0.04	0.25	-1.38	0.01

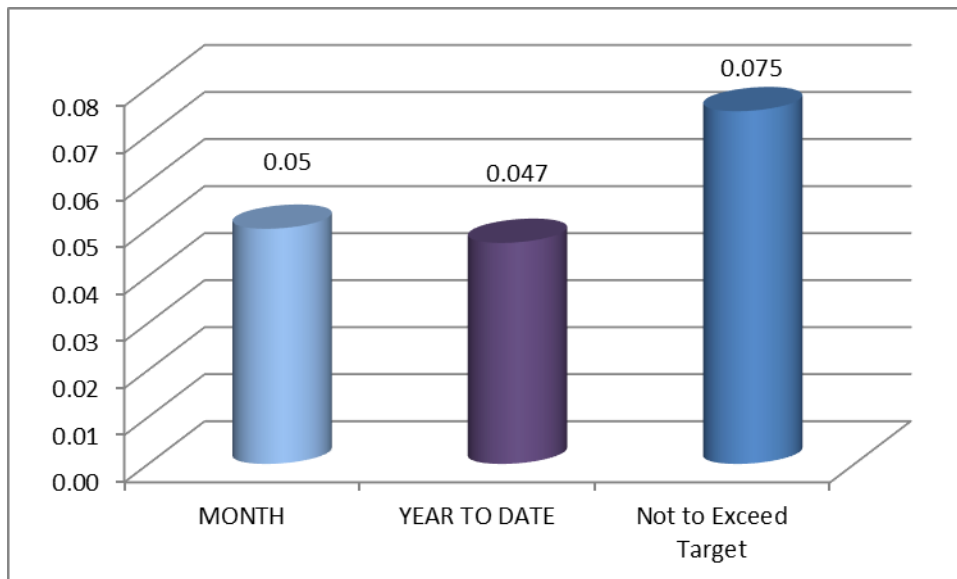
VARIANCE BY ROUTE (PERCENTAGE) – August 2019 to August 2018																	
Route	Fares	Adults	Snr	Dis	W/C	Child	Free	Total Pax	Yd Hrs	Total Svc Hours	Yd Mi	TOT SVC MILES	AVG FARE	REV/SVC MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
Mammoth Express	-16%	1%	-13%	-38%	-60%	-50%	-46%	-5%	-1%	-2%	-4%	-4%	-12%	-13%	-3%	-1%	-1%
Lone Pine Express	11%	-3%	51%	-22%	-88%	86%	25%	6%	-7%	-7%	-4%	-6%	4%	17%	14%	3%	13%
Lone Pine DAR	7%	-8%	6%	-13%	18%	-48%		-1%	-3%	-2%	7%	3%	8%	3%	2%	10%	-4%
Tecopa	33%		33%					33%	-23%	-19%	-42%	-42%	0%	132%	65%	-29%	132%
Walker DAR	8%	380%	-19%	-26%		333%		-2%	0%	0%	-25%	-30%	11%	54%	-2%	-25%	39%
Bridgeport to G'Ville	-85%	-100%	-100%	50%				-82%	-67%	-71%	-71%	-81%	-15%	-19%	-37%	2%	-4%
Benton to Bishop	-2%	-45%	33%	25%		-100%	-100%	0%	13%	11%	17%	10%	-2%	-11%	-10%	5%	-9%
Bishop DAR	-4.7%	-10.1%	1.2%	31.6%	-28.2%	-76.0%	-54.2%	-6.9%	-7.9%	-8.7%	-1.6%	1.0%	2.3%	-5.7%	2.1%	7.8%	-7.8%
Nite Rider	-10%	-15%	12%	2%	-19%	300%	-34%	-11%	-11%	-8%	-6%	-7%	1%	-4%	-4%	3%	-5%
Mammoth FR		11%		-98%		-5%		8%	2%	2%	6%	1%	N/A	N/A	6%	4%	7%
Mammoth DAR	18%	33%	-60%	20%		-67%	13%	15%	3%	2%	5%	11%	3%	7%	13%	2%	4%
Reno	-5%	5%	6%	15%	-83%	195%	-75%	8%	-5%	-5%	-5%	-7%	-12%	2%	14%	1%	16%
Lancaster	-18%	-19%	-14%	-3%	0%	-23%	-83%	-19%	-8%	-3%	-6%	-5%	1%	-14%	-16%	-3%	-15%
Reds Meadow	26%	42%				31%	31%	39%	8%	9%	9%	7%					
Bishop Creek Shuttle	12%	5%	51%	-60%				16%	6%	5%	1%	1%	-3%	11%	10%	-4%	15%

Customer Comments

There were eight comments received for the month of August 2019.

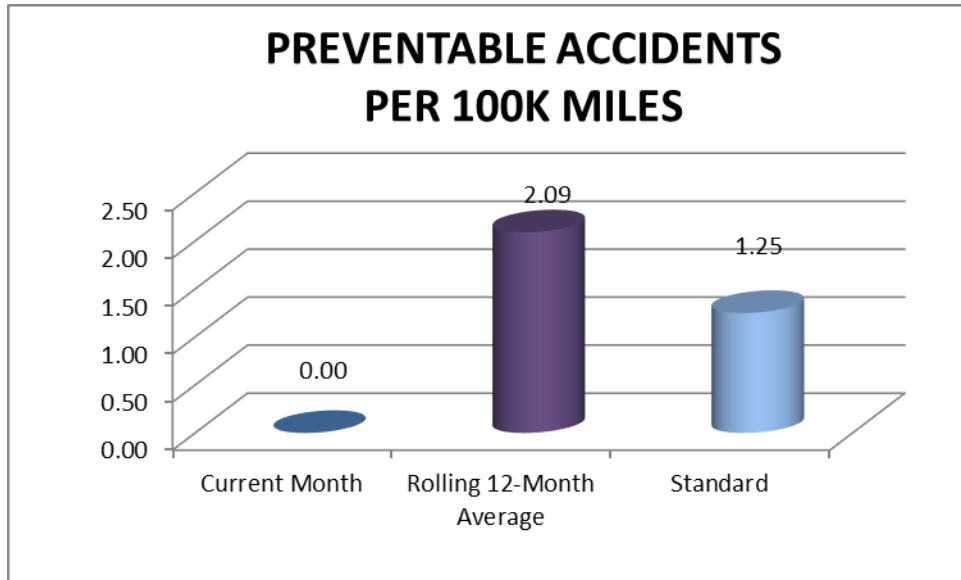
- 8/2: Customer called to report that a reds meadow driver was driving fast in the valley area. Driver identified and counseled on speed.
- 8/8: Staff member called to report that a reds meadow driver was driving fast near Mammoth Mountain Inn. Driver identified and counseled on speed.
- 8/13: Customer called to complain that a driver was rude to another passenger about an unmuzzled dog when boarding the bus.
- 8/13: Customer called to compliment driver Eric Butner on his friendliness and knowledge of how to get around the Mammoth Lakes area.
- 8/16: Customer called to complain that a driver was speeding along Reds Meadow Road.
- 8/20: Customer called to complain that her mother was not picked up on time in Wilkerson, mechanical issue resulted in late bus, supplemental bus sent.
- 8/20: Customer called to compliment all of the Bishop Dial-a-Ride driver she has met stating that they are very nice and helpful to her.
- 8/30: Customer called to compliment drivers Larry Clark and Cathy Liberato for assisting him with loading and unloading his bicycle during his trip.

COMPLAINTS PER 1,000 PASSENGERS



Accident/Incidents

There were no preventable accidents in August 2019.



Missed Runs

There were 10 missed/late runs in August 2019.

- 8/2 & 8/3: Bishop Niterider only operated until 10:00pm due to staffing shortage
- 8/4: Night Trolley ran at a 30-minute rather than 20-minute frequency due to driver injury.
- 8/5: One Lakes Basin Trolley run missed due to driver no show.
- 8/5: Night Trolley ran at a 30-minute rather than 20-minute frequency due to staffing shortage (related to 8/4 driver injury).
- 8/6: One Lakes Basin Trolley run missed due to late driver.
- 8/8: Night Trolley ran at a 30-minute rather than 20-minute frequency due to staffing shortage.
- 8/11: One Town Trolley run missed due to driver no show.
- 8/22: Night Trolley ran at a 30-minute rather than 20-minute frequency after 10:00pm due to driver illness.
- 8/28: One Lakes Basin Trolley run missed due to mechanical issue.

Road Call Frequency

There were no road calls during the month of August 2019 where a service vehicle had to be called to repair in place or tow a transit vehicle. There were 11 vehicle exchanges during the month of August 2019 due to mechanical issues requiring a replacement transit vehicle be placed into service. The average Road Call frequency is 1.08 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
Aug-19	0	11	109797	0.00

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.)

AUGUST 2019			
		PERCENT	GOAL
IMMEDIATE RESPONSE TRIPS			
Total Trips:	2,396	78.5%	
Average Wait Time (min.):	14		<i>< 20 Minutes</i>
Trips > 30 Minute Wait:	188	7.8%	<i>< 5%</i>
ADVANCE RESERVATION TRIPS			
Total Trips:	658	21.5%	
On Time Trips (± 10 min.)	524	79.6%	
TOTAL SCHEDULED TRIPS			
No-Shows Including Checkpoints	241	7.9%	
No-Shows Excluding Checkpoints	153	5.0%	
Cancellations	92	3.0%	

Bishop Creek Shuttle Comparison

Year	Operating Dates	Ridership
2017	June 17-October 15 *Weekends only 9/5-10/15	406
2018	June 16-September 3	657
2019	June 15-September 2	653