

## MONTHLY OPERATIONS REPORT

	Jan-19	Dec-18	Percent Change	Jan-18	Percent Change
<b>PASSENGERS</b>					
Adult	142,377	119,347	19.3%	130,055	9.5%
Senior	1,646	1,618	1.7%	1,801	-8.6%
Disabled	811	672	20.7%	1,018	-20.3%
Wheelchair	283	282	0.4%	352	-19.6%
Child	14,520	13,661	6.3%	14,222	2.1%
Child under 5	330	254	29.9%	354	-6.8%
<b>Total Passengers</b>	159,967	135,834	17.8%	147,802	8.2%
<b>FARES</b>	\$40,223.45	\$35,462.00	13.4%	\$36,669.85	9.7%
<b>SERVICE MILES</b>	88,291	81,404	8.5%	90,932	-2.9%
<b>SERVICE HOURS</b>	5,582	5,205	7.2%	5,514	1.2%
<b>Passengers per Hour</b>	28.66	26.10	9.8%	26.80	6.9%

## RIDERSHIP COMPARISON

### REPORT MONTH - THIS YEAR/LAST YEAR

Route	Jan-19	Jan-18	Variance	% Change
Mammoth Express	564	402	162	40.3%
Lone Pine to Bishop	273	242	31	12.8%
Lone Pine DAR	370	352	18	5.1%
Tecopa	10	10	0	0.0%
Walker DAR	116	173	-57	-32.9%
Bridgeport to G'Ville	12	60	-48	-80.0%
Benton to Bishop	28	35	-7	-20.0%
Bishop DAR	3,637	3,673	-36	-1.0%
Nite Rider	230	303	-73	-24.1%
Mammoth FR	30,798	28,893	1,905	6.6%
Mammoth DAR	426	383	43	11.2%
Reno	606	588	18	3.1%
Lancaster	356	334	22	6.6%
MMSA	121,230	111,316	9,914	8.9%
<b>TOTALS</b>	<b>159,967</b>	<b>147,802</b>	<b>12,165</b>	<b>8.2%</b>

## PASSENGERS PER SERVICE HOUR

REPORT MONTH - THIS YEAR/LAST YEAR				PAX MILES/ SVC HOUR
Route	Jan-19	Jan-18	% Change	
Mammoth Express	6.41	4.93	30.1%	
Lone Pine to Bishop	2.56	2.32	10.7%	
Lone Pine DAR	2.40	2.29	5.1%	
Tecopa	0.63	0.73	-14.1%	
Walker DAR	0.73	1.08	-32.6%	
Bridgeport to G'Ville	0.45	1.81	-75.1%	
Benton to Bishop	1.86	2.57	-27.8%	
Bishop DAR	3.89	3.95	-1.6%	
Nite Rider	3.38	5.01	-32.5%	
Mammoth FR	33.03	29.81	10.8%	
Mammoth DAR	2.27	1.96	15.8%	
Reno	2.10	2.04	2.8%	177.65
Lancaster	1.51	1.47	3.1%	173.47
MMSA	54.28	51.33	5.8%	
<b>Total</b>	<b>28.66</b>	<b>26.80</b>	<b>6.9%</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>Jan-19</b>																	
Mammoth Express	\$3,305.50	497	42	2	4	14	5	564	100	88	3,924	3,825	5.86	.86	6.41	44.6	0.15
Lone Pine to Bishop	\$1,395.50	136	81	33	19	3	1	273	134	107	5,493	4,858	5.11	.29	2.56	51.6	0.06
Lone Pine DAR	\$937.00	12	212	58	38	50	0	370	161	154	1,507	1,507	2.53	.62	2.40	9.8	0.25
Tecopa	\$50.00	0	10	0	0	0	0	10	16	16	464	464	5.00	.11	.63	29.0	0.02
Walker DAR	\$308.10	11	1	104	0	0	0	116	168	159	820	693	2.66	.44	.73	5.2	0.17
Bridgeport to G'Ville	\$87.00	0	6	6	0	0	0	12	32	27	864	584	7.25	.15	.45	32.4	0.02
Benton to Bishop	\$159.50	11	11	5	1	0	0	28	28	15	1,224	625	5.70	.26	1.86	81.1	0.04
Specials	\$0.00	682	0	0	0	0	0	682	32	30	94	72	N/A	N/A			
Bishop DAR	\$8,239.10	1,557	1,145	492	203	65	175	3,637	1,013	936	10,598	9,778	2.27	.84	3.89	11.3	0.37
Nite Rider	\$898.80	154	13	49	9	1	4	230	71	68	774	774	3.91	1.16	3.38	11.4	0.30
Mammoth FR	\$0.00	28,724	0	5	0	2,069	0	30,798	989	932	12,423	11,724	N/A	N/A	33.03	13.3	2.63
Mammoth DAR	\$850.20	266	8	4	2	8	138	426	192	188	941	860	2.00	.99	2.27	5.0	0.50
Reno	\$10,998.50	506	47	32	5	16	0	606	318	288	13,180	12,245	18.15	.90	2.10	45.7	0.05
Lancaster	\$5,303.25	250	70	21	2	6	7	356	259	236	11,223	11,066	14.90	.48	1.51	47.6	0.03
MMSA	\$0.00	108,945	0	0	0	12,285	0	121,230	2,358	2,233	27,946	26,445	N/A	N/A	54.28	12.5	4.58
June Lake Shuttle	\$7,691.00	626	0	0	0	3	0	629	126	105	3,076	2,771	12.23	2.78	5.99	29.3	0.23
<b>Total</b>	<b>\$40,223.45</b>	<b>142,377</b>	<b>1,646</b>	<b>811</b>	<b>283</b>	<b>14,520</b>	<b>330</b>	<b>159,967</b>	<b>5,996</b>	<b>5,582</b>	<b>94,551</b>	<b>88,291</b>	<b>.25</b>	<b>.46</b>	<b>28.66</b>	<b>16.9</b>	<b>1.81</b>

<b>Jan-18</b>																	
Mammoth Express	\$1,937.00	342	42	9	0	2	7	402	97	82	3,863	3,765	4.82	.51	4.93	47.4	0.11
Lone Pine to Bishop	\$1,205.00	125	76	24	6	8	3	242	127	105	5,388	4,881	4.98	.25	2.32	51.6	0.05
Lone Pine DAR	\$920.90	12	212	75	7	44	2	352	161	154	1,635	1,635	2.62	.56	2.29	10.6	0.22
Tecopa	\$50.00	0	10	0	0	0	0	10	14	14	357	357	5.00	.14	.73	26.0	0.03
Walker DAR	\$492.00	13	28	130	0	2	0	173	168	160	1,197	1,070	2.84	.46	1.08	7.5	0.16
Bridgeport to G'Ville	\$390.50	8	52	0	0	0	0	60	40	33	1,097	746	6.51	.52	1.81	33.0	0.08
Benton to Bishop	\$196.50	8	15	11	0	1	0	35	29	14	1,288	626	5.61	.31	2.57	94.6	0.06
Specials	\$0.00	519	0	12	0	45	0	576	15	14	170	151	N/A	N/A			
Bishop DAR	\$8,283.40	1,311	1,151	574	323	84	230	3,673	996	931	11,305	9,836	2.26	.84	3.95	12.1	0.37
Nite Rider	\$1,169.40	215	18	43	13	0	14	303	61	61	883	883	3.86	1.32	5.01	14.6	0.34
Mammoth FR	\$0.00	26,865	0	0	0	2,028	0	28,893	1,029	969	13,439	12,621	N/A	N/A	29.81	13.9	2.29
Mammoth DAR	\$815.40	209	11	63	0	10	90	383	195	195	1,045	962	2.13	.85	1.96	5.4	0.40
Reno	\$8,321.25	405	121	31	2	27	2	588	322	288	13,043	12,094	14.15	.69	2.04	45.4	0.05
Lancaster	\$5,222.50	231	65	28	1	3	6	334	252	228	11,298	11,094	15.64	.47	1.47	49.6	0.03
MMSA	\$0.00	99,331	0	18	0	11,967	0	111,316	2,344	2,169	29,371	27,562	.00	.00	51.33	13.5	4.04
June Lake Shuttle	\$7,666.00	461	0	0	0	1	0	462	122	101	3,106	2,649	16.59	2.89	4.60	30.9	0.17
<b>Total</b>	<b>\$36,669.85</b>	<b>130,055</b>	<b>1,801</b>	<b>1,018</b>	<b>352</b>	<b>14,222</b>	<b>354</b>	<b>147,802</b>	<b>5,972</b>	<b>5,514</b>	<b>98,485</b>	<b>90,932</b>	<b>.25</b>	<b>.40</b>	<b>26.80</b>	<b>17.9</b>	<b>1.63</b>

VARIANCE BY ROUTE (RAW NUMBERS) – January 2019 to January 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	\$1,368.50	155	0	-7	4	12	-2	162	3	6	61	60	1.04	0.35	1.48	-2.75	0.04
Lone Pine to Bishop	\$190.50	11	5	9	13	-5	-2	31	7	2	105	-23	0.13	0.04	0.25	0.02	0.01
Lone Pine DAR	\$16.10	0	0	-17	31	6	-2	18	0	0	-128	-128	-0.08	0.06	0.12	-0.83	0.03
Tecopa	\$0.00	0	0	0	0	0	0	0	2	2	107	107	0.00	-0.03	-0.10	3.04	-0.01
Walker DAR	-\$183.90	-2	-27	-26	0	-2	0	-57	0	-1	-377	-377	-0.19	-0.02	-0.35	-2.34	0.01
Bridgeport to G'Ville	-\$303.50	-8	-46	6	0	0	0	-48	-8	-7	-233	-162	0.74	-0.37	-1.36	-0.64	-0.06
Benton to Bishop	-\$37.00	3	-4	-6	1	-1	0	-7	-1	1	-64	-1	0.08	-0.06	-0.71	-13.44	-0.01
Bishop DAR	-\$44.30	246	-6	-82	-120	-19	-55	-36	16	6	-707	-58	0.01	0.00	-0.06	-0.83	0.00
Nite Rider	-\$270.60	-61	-5	6	-4	1	-10	-73	11	8	-109	-109	0.05	-0.16	-1.63	-3.21	-0.05
Mammoth FR	\$0.00	1859	0	5	0	41	0	1905	-41	-37	-1016	-897	N/A	N/A	3.22	-0.54	0.34
Mammoth DAR	\$34.80	57	-3	-59	2	-2	48	43	-3	-8	-104	-102	-0.13	0.14	0.31	-0.33	0.10
Reno	\$2,677.25	101	-74	1	3	-11	-2	18	-4	1	137	151	4.00	0.21	0.06	0.38	0.00
Lancaster	\$80.75	19	5	-7	1	3	1	22	7	8	-75	-28	-0.74	0.01	0.05	-1.94	0.00
MMSA	\$0.00	9,614	0	-18	0	318	0	9,914	15	64	-1,425	-1,117					

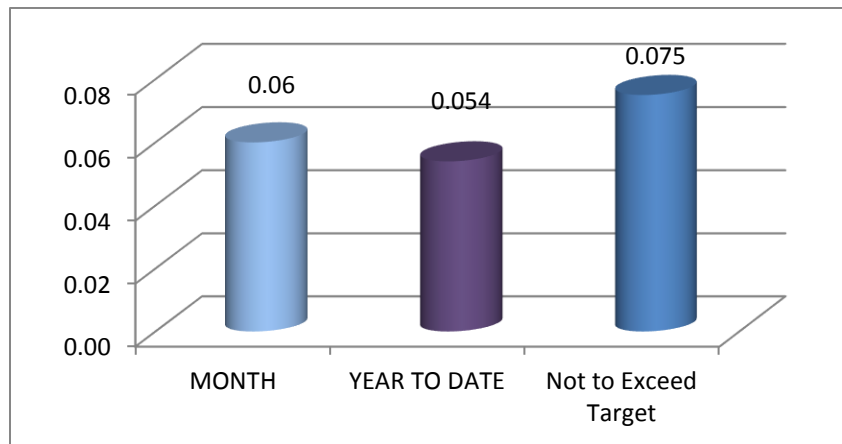
VARIANCE BY ROUTE (PERCENTAGE) – January 2019 to January 2018																	
Route	Fares	Adults	Snr	Dis	W/C	Child	Free	Total Pax	Yd Hrs	Total Svc Hours	Yd Mi	TOT SVC MILES	AVG FARE	REV/SVC MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
Mammoth Express	71%	45%	0%	-78%		600%	-29%	40%	3%	8%	2%	2%	22%	68%	30%	-6%	38%
Lone Pine to Bishop	16%	9%	7%	38%	217%	-63%	-67%	13%	6%	2%	2%	0%	3%	16%	11%	0%	13%
Lone Pine DAR	2%	0%	0%	-23%	443%	14%	-100%	5%	0%	0%	-8%	-8%	-3%	10%	5%	-8%	14%
Tecopa	0%		0%					0%	16%	16%	30%	30%	0%	-23%	-14%	12%	-23%
Walker DAR	-37%	-15%	-96%	-20%		-100%		-33%	0%	0%	-31%	-35%	-7%	-3%	-33%	-31%	4%
Bridgeport to G'Ville	-78%	-100%	-88%					-80%	-21%	-20%	-21%	-22%	11%	-72%	-75%	-2%	-74%
Benton to Bishop	-19%	38%	-27%	-55%		-100%		-20%	-3%	11%	-5%	0%	1%	-19%	-28%	-14%	-20%
Bishop DAR	-0.5%	18.8%	-0.5%	14.3%	37.2%	22.6%	23.9%	-1.0%	1.6%	0.6%	-6.3%	-0.6%	0.4%	0.1%	-1.6%	-6.8%	-0.4%
Nite Rider	-23%	-28%	-28%	14%	-31%		-71%	-24%	17%	12%	-12%	-12%	1%	-12%	-32%	-22%	-13%
Mammoth FR		7%				2%		7%	-4%	-4%	-8%	-7%	N/A	N/A	11%	-4%	15%
Mammoth DAR	4%	27%	-27%	-94%		-20%	53%	11%	-2%	-4%	-10%	-11%	-6%	17%	16%	-6%	24%
Reno	32%	25%	-61%	3%	150%	-41%	-100%	3%	-1%	0%	1%	1%	28%	31%	3%	1%	2%
Lancaster	2%	8%	8%	-25%	100%	100%	17%	7%	3%	3%	-1%	0%	-5%	2%	3%	-4%	7%
MMSA		10%		-100%		3%		9%	1%	3%	-5%	-4%					

## Comments

There were seven comments received for the month of January 2019.

- 1/3: Driver in Mammoth Lakes area called to complain that a bus pulled out in front of him.
- 1/4: Passenger called to complain that the Reno bus was cold and that they were uncomfortable.
- 1/5: Passenger was upset because she wanted to be picked up at Wave Rave (Bishop) but bus stopped for pickup by Chevron. Driver could not pull into Wave Rave safely due to excessively full parking lot.
- 1/5: Passenger called to complain that a driver was talking crudely (swearing) while dealing with another inebriated passenger.
- 1/5: Driver called to complain that an ESTA bus signaled for another car to proceed through an intersection, and that that car nearly hit them.
- 1/14: Customer called to complain that a Night Trolley left a stop even though the driver allegedly saw him approaching the bus attempting to board.
- 1/21: Customer called to complement our drivers in Bishop and Mammoth. She appreciates how kind all of our drivers are.

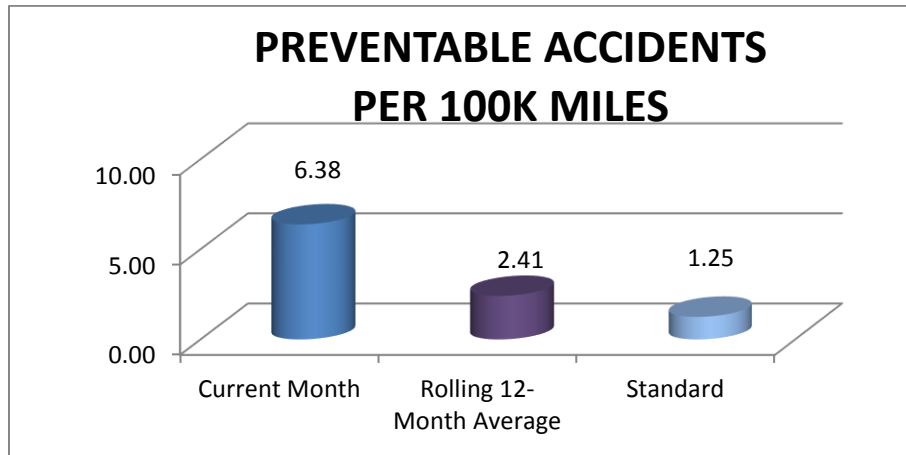
### COMPLAINTS PER 1,000 PASSENGERS



## Accident/Incidents

There were six preventable accidents in January 2019.

- 1/5: Driver hit a snow stake near Canyon Lodge.
- 1/10: Driver slid into snow bank on Meridian.
- 1/12: Driver sideswiped a car on Minaret near the Earthquake Fault.
- 1/15: Driver hit a snow stack on Chateau.
- 1/20: Driver drove away from fuel pump in Bishop without removing nozzle.
- 1/28: Driver hit a stopped car near Chateau and Old Mammoth.



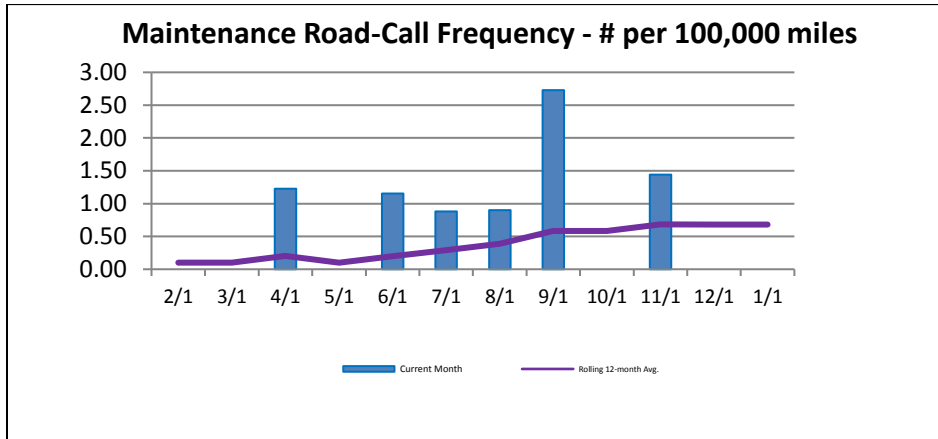
## Missed Runs

There were five missed/late runs in January 2019.

- 1/1: 7:00am Red Line trip late due to traffic.
- 1/3: 16:20pm Red Line trip missed due to traffic.
- 1/5: 10:15am Yellow Line trip missed due to chain application.
- 1/18: 12:45pm & 1:00pm Blue Line trips missed due to mechanical issue.

## Road Call Frequency

There were no Road Calls during the month of January 2019. The rolling 12-month road call frequency is 0.68 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.)

### JANUARY 2019

		PERCENT	GOAL
<b>IMMEDIATE RESPONSE TRIPS</b>			
Total Trips:	2,280	80.9%	
Average Wait Time (min.):	11		< 20 Minutes
Trips > 30 Minute Wait:	78	3.4%	< 5%
<b>ADVANCE RESERVATION TRIPS</b>			
Total Trips:	540	19.1%	
On Time Trips (± 10 min.)	474	87.8%	
<b>TOTAL SCHEDULED TRIPS</b>			
No-Shows Including Checkpoints	209	7.4%	
No-Shows Excluding Checkpoints	121	4.3%	
Cancellations	108	3.8%	