

**STAFF REPORT**

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

**Executive Summary**

Overall ridership decreased in January compared to last year. Noteworthy variances are a decrease in the Mammoth routes. Road calls (0) and customer comments (8), Bishop DAR, and preventable accidents met the monthly goals. We missed 22 trips in January due to driver shortages and chain installation.

	Jan-20	Dec-19	Percent Change	Jan-19	Percent Change
<b>PASSENGERS</b>					
Adult	128,043	121,981	5.0%	142,377	-10.1%
Senior	1,957	1,880	4.1%	1,646	18.9%
Disabled	697	641	8.7%	813	-14.3%
Wheelchair	275	315	-12.7%	283	-2.8%
Child	13,160	13,784	-4.5%	14,520	-9.4%
Child under 5	209	619	-66.2%	330	-36.7%
<b>Total Passengers</b>	<b>144,341</b>	<b>139,220</b>	<b>3.7%</b>	<b>159,969</b>	<b>-9.8%</b>
<b>FARES</b>	<b>\$31,613.95</b>	<b>\$35,775.40</b>	<b>-11.6%</b>	<b>\$32,618.95</b>	<b>-3.1%</b>
<b>SERVICE MILES</b>	<b>84,337</b>	<b>81,486</b>	<b>3.5%</b>	<b>88,437</b>	<b>-4.6%</b>
<b>SERVICE HOURS</b>	<b>5,436</b>	<b>5,279</b>	<b>3.0%</b>	<b>5,588</b>	<b>-2.7%</b>
<b>Passengers per Hour</b>	<b>26.55</b>	<b>26.37</b>	<b>0.7%</b>	<b>28.63</b>	<b>-7.2%</b>

<b>RIDERSHIP COMPARISON</b>				
<b>REPORT MONTH - THIS YEAR/LAST YEAR</b>				
<b>Route</b>	<b>Jan-20</b>	<b>Jan-19</b>	<b>Variance</b>	<b>% Change</b>
Mammoth Express	520	564	-44	-7.8%
Lone Pine Express	272	273	-1	-0.4%
Lone Pine DAR	481	370	111	30.0%
Tecopa	14	10	4	40.0%
Walker DAR	32	116	-84	-72.4%
Bridgeport to G'Ville	20	14	6	42.9%
Benton to Bishop	38	28	10	35.7%
Bishop DAR	3,492	3,637	-145	-4.0%
Nite Rider	324	230	94	40.9%
Mammoth FR	28,658	30,798	-2,140	-6.9%
Mammoth DAR	151	426	-275	-64.6%
Reno	592	606	-14	-2.3%
Lancaster	383	356	27	7.6%
MMSA	108,752	121,230	-12,478	-10.3%
<b>TOTALS</b>	<b>144,341</b>	<b>159,969</b>	<b>-15,628</b>	<b>-9.8%</b>

<b>PASSENGERS PER SERVICE HOUR</b>				
<b>REPORT MONTH - THIS YEAR/LAST YEAR</b>				<b>PAX MILES/</b>
<b>Route</b>	<b>Jan-20</b>	<b>Jan-19</b>	<b>% Change</b>	<b>SVC HOUR</b>
Mammoth Express	5.98	6.41	-6.8%	
Lone Pine Express	2.47	2.56	-3.4%	
Lone Pine DAR	3.10	2.40	29.2%	
Tecopa	0.76	0.63	21.1%	
Walker DAR	0.20	0.73	-73.1%	
Bridgeport to G'Ville	0.85	0.42	102.6%	
Benton to Bishop	2.32	1.86	25.2%	
Bishop DAR	3.72	3.89	-4.4%	
Nite Rider	4.73	3.38	39.8%	
Mammoth FR	30.77	33.03	-6.8%	
Mammoth DAR	0.81	2.27	-64.4%	
Reno	2.20	2.10	4.7%	167.93
Lancaster	1.63	1.51	7.9%	186.96
MMSA	49.16	54.28	-9.4%	
<b>Total</b>	<b>26.55</b>	<b>28.63</b>	<b>-7.2%</b>	

Route	Fares	Adults	Snr	Dis	W/C	Child	Free	Total Pax	Yd Hrs	Svc Hours	Yd Mi	SVC MILE S	AVG FARE	REV/SVC MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
Jan-20																	
Mammoth Express	\$2,742.50	485	24	0	0	2	9	520	103	87	3,923	3,824	5.27	.72	5.98	45.1	0.14
Lone Pine Express	\$1,364.75	160	96	15	0	0	1	272	125	10	5,191	5,038	5.02	.27	2.47	47.2	0.05
Lone Pine DAR	\$1,271.00	25	293	62	20	81	0	481	162	155	1,814	1,809	2.64	.70	3.10	117	0.27
Tecopa	\$70.00	0	14	0	0	0	0	14	19	19	456	456	5.00	.15	.76	24.6	0.03
Walker DAR	\$96.30	10	7	15	0	0	0	32	168	163	330	289	3.01	.33	.20	2.0	0.11
Bridgeport to G'Vill	\$10.00	0	0	20	0	0	0	20	24	24	334	318	5.50	.35	.85	14.2	0.06
Benton to Bishop	\$198.00	10	21	5	0	0	2	38	34	16	1,403	743	5.21	.27	2.32	85.8	0.05
Specials	\$0.00	610	0	0	0	2	0	612	22	20	106	83	N/A	N/A			
Bishop DAR	\$8,157.00	1291	1295	495	238	27	146	3,492	1015	940	10,322	9,432	2.34	.86	3.72	110	0.37
Nite Rider	\$1,302.00	232	11	48	14	16	3	324	71	69	942	933	4.02	140	4.73	13.8	0.35
Mammoth FR	\$0.00	26,740	0	0	0	1918	0	28,658	988	931	12,287	11,670	N/A	N/A	30.77	13.2	2.46
Mammoth DAR	\$338.40	100	11	0	0	0	40	151	189	187	672	534	2.24	.63	.81	3.6	0.28
Reno	\$9,562.75	456	116	5	2	11	2	592	287	269	12,264	12,101	16.6	.79	2.20	45.6	0.05
Lancaster	\$6,401.25	278	69	25	1	4	6	383	258	235	11,255	11,025	16.71	.58	163	47.9	0.03
MM SA	\$0.00	97,646	0	7	0	11099	0	108,752	2,326	2,212	28,149	26,082	N/A	N/A	49.16	12.7	4.17
<b>Total</b>	<b>\$31,618.95</b>	<b>128,043</b>	<b>1957</b>	<b>697</b>	<b>275</b>	<b>13,160</b>	<b>209</b>	<b>144,341</b>	<b>5,790</b>	<b>5,436</b>	<b>89,448</b>	<b>84,337</b>	<b>22</b>	<b>.37</b>	<b>28.55</b>	<b>16.5</b>	<b>17.1</b>
Jan-19																	
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 Express	\$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'Vill	\$108.50	0	6	8	0	0	0	14	40	33	1,080	730	7.75	.15	.42	32.4	0.02
Benton to Bishop	\$159.50	11	11	5	1	0	0	28	28	16	1,224	625	5.70	.26	186	811	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	1557	1145	492	203	65	175	3,637	1013	936	10,598	9,778	2.27	.84	3.89	113	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	18.6	.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	15.1	47.6	0.03
MM SA	\$0.00	108,945	0	0	0	12,285	0	121,230	2,358	2,233	27,946	26,445	.00	.00	54.28	12.5	4.58
<b>Total</b>	<b>\$32,618.95</b>	<b>142,377</b>	<b>1646</b>	<b>813</b>	<b>283</b>	<b>14,520</b>	<b>330</b>	<b>159,969</b>	<b>6,004</b>	<b>5,588</b>	<b>94,767</b>	<b>88,437</b>	<b>20</b>	<b>.37</b>	<b>28.63</b>	<b>17.0</b>	<b>18.1</b>

VARIANCE BY ROUTE (RAW NUMBERS) – December 2019 to December 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/SV C MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
M ammoth Express	-\$563.00	-12	-8	-2	-4	-12	4	-44	3	-1	-1	-1	-0.59	-0.15	-0.43	0.48	-0.01
Lone Pine Express	-\$30.75	24	15	-8	-19	-3	0	-1	-9	3	-302	180	-0.09	-0.02	-0.09	-4.34	0.00
Lone Pine DAR	\$334.00	13	81	4	-18	31	0	111	1	1	307	302	0.11	0.08	0.70	192	0.02
Tecopa	\$20.00	0	4	0	0	0	0	4	3	3	-8	-8	0.00	0.05	0.13	-4.35	0.01
Walker DAR	-\$211.80	-1	6	-89	0	0	0	-84	-1	4	-490	-404	0.35	-0.11	-0.53	-3.14	-0.06
Bridgeport to G'Ville	\$150	0	-6	12	0	0	0	6	-16	-10	-746	-412	-2.25	0.20	0.43	-18.19	0.04
Benton to Bishop	\$38.50	-1	10	0	-1	0	2	10	6	1	179	118	-0.49	0.01	0.47	4.66	0.01
Bishop DAR	-\$82.10	-266	60	3	35	-38	-29	-145	2	4	-276	-346	0.07	0.02	-0.17	-0.34	0.00
Nite Rider	\$403.20	78	-2	-1	5	15	-1	94	0	1	168	159	0.11	0.23	135	2.37	0.05
M ammoth FR	\$0.00	-1984	0	-5	0	-151	0	-2140	0	-1	-186	-54	N/A	N/A	-2.26	-0.13	-0.17
M ammoth DAR	-\$511.80	-166	3	-4	-2	-8	-98	-275	-3	-1	-269	-326	0.25	-0.35	-1.46	-1.42	-0.21
Reno	-\$1,435.75	-50	69	-27	-3	-5	2	-14	-31	-19	-916	-144	-2.00	-0.11	0.10	-0.14	0.00
Lancaster	\$1,098.00	28	-1	4	-1	-2	-1	27	-1	-1	32	-41	1.82	0.10	0.12	0.27	0.00
M M SA	\$0.00	-11,299	0	7	0	-1,186	0	-2,478	-32	-21	203	-363	0.00%	0.00%	0.00%	0.00%	0.00%

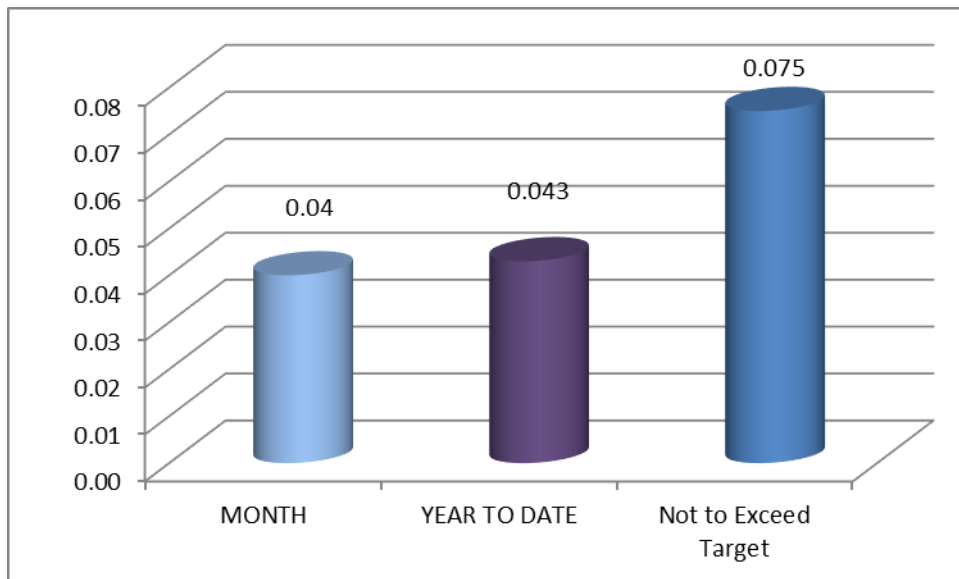
VARIANCE BY ROUTE (PERCENTAGE) – December 2019 to December 2018																	
ROUTES	FARES	ADULTS	SNR	DIS	W/C	CHILD	FREE	TOTAL PAX	YD HOURS	SVC HOURS	YD MILE S	SVC MILE S	AVG FARE	REV/SV C MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
M ammoth Express	-17%	-2%	-43%	-100%	-100%	-86%	80%	-8%	3%	-1%	0%	0%	-10%	-17%	-7%	1%	-8%
Lone Pine Express	-2%	18%	19%	-55%	-100%	-100%	0%	0%	-7%	3%	-5%	4%	-2%	-6%	-3%	-8%	-4%
Lone Pine DAR	36%	108%	38%	7%	-47%	62%		30%	1%	1%	20%	20%	4%	13%	29%	20%	8%
Tecopa	40%		40%					40%	16%	16%	-2%	-2%	0%	42%	21%	-15%	42%
Walker DAR	-69%	-9%	600%	-86%				-72%	0%	3%	-60%	-58%	13%	-25%	-73%	-61%	-34%
Bridgeport to G'Ville	1%		-100%	150%				43%	-41%	-30%	-69%	-56%	-29%	133%	103%	-56%	228%
Benton to Bishop	24%	-9%	91%	0%	-100%			36%	21%	8%	15%	19%	-9%	4%	25%	6%	14%
Bishop DAR	-10%	-17.1%	13.1%	0.6%	17.2%	-58.5%	-16.6%	-4.0%	0.2%	0.4%	-2.6%	-3.5%	3.1%	2.6%	-4.4%	-3.0%	-0.5%
Nite Rider	45%	51%	-15%	-2%	56%	100%	-25%	41%	0%	1%	22%	21%	3%	20%	40%	21%	17%
M ammoth FR		-7%		-100%		-7%		-7%	0%	0%	-1%	0%	N/A	N/A	-7%	-1%	-7%
M ammoth DAR	-60%	-62%	38%	-100%	-100%	-100%	-71%	-65%	-2%	0%	-29%	-38%	12%	-36%	-64%	-28%	-43%
Reno	-13%	-10%	147%	-84%	-60%	-31%	-2%	-2%	-10%	-7%	-7%	-1%	-11%	-12%	5%	0%	-1%
Lancaster	21%	11%	-1%	19%	-50%	-33%	-14%	8%	0%	0%	0%	0%	12%	21%	8%	1%	8%
M M SA		-10%				-10%		-10%	-1%	-1%	1%	-1%	0.00%	0.00%	0.00%	0.00%	0.00%

## Customer Comments

There were eight comments received for the month of January 2020.

- 1/6: An anonymous called to complain that an ESTA bus was blocking the Bishop Paiute Palace Casino entryway. Driver had dropped off passenger and was inside using the restroom briefly.
- 1/6: Customer called to compliment the two drivers, Shawn Edwards and Phil Therrien, whom she had on her trip from Bishop to Reno and back.
- 1/8: Staff member of Coleville High School called to complain that the 395 North bus had not picked up kids to go to Bridgeport. Driver misunderstood instructions for pickup.
- 1/8: Customer called to complain about Red Line driver who was being rude and raising her voice with passengers on several occasions. Driver counselled on courteous behavior.
- 1/16: Customer called to express the need for service between Bishop and Mammoth on the weekend.
- 1/17: Customer called to complain that a bus drove right past her, making her 20 minutes late to work.
- 1/17: Customer called and emailed to complain that a driver told her that she would have to switch busses and offered no explanation as to why. Bus was experiencing a mechanical issue that required it to immediately stop for repairs.
- 1/28: Customer called to complain that a bus passed her stop and did not attempt to pick up her or other waiting. Bus was a tripper traveling to handle overloads at another stop.

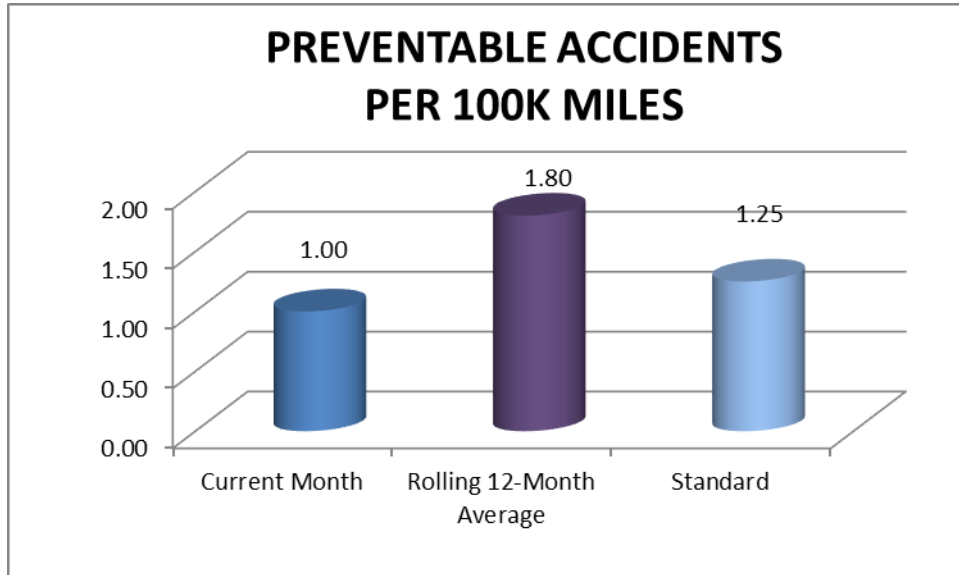
### COMPLAINTS PER 1,000 PASSENGERS



## Accident/Incidents

There was one preventable accident in January 2020.

- 1/10: Driver struck the rear window of a trolley with the mirror of another trolley, causing the window to shatter and damage to the mirror.



## Road Call Frequency

There were no road calls during the month of January 2020 where a service vehicle had to be called to repair in place or tow a transit vehicle. There were 5 vehicle exchanges during the month of January 2020 due to mechanical issues requiring a replacement transit vehicle be placed into service. The average Road Call frequency is 0.75 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
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



### Missed Runs

There were 22 missed/late runs in January 2020.

- 1/3: Blue Line missed 4 runs due to mechanical issue (coolant leak).
- 1/7: Purple Line missed 1 run due to mechanical issue (brake problems).
- 1/8: Walker DAR reduced hours due to staffing.
- 1/15: Walker DAR reduced hours due to staffing.
- 1/16: Red Line missed 3 runs due to chain install.  
     Blue Line missed 3 runs due to chain install.  
     Yellow Line missed 3 runs due to chain install.
- 1/22: Walker DAR reduced hours due to staffing.
- 1/27: Blue Line missed 4 runs due to traffic accident blocking Lakeview Blvd.
- 1/29: Walker DAR reduced hours due to staffing.

### 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 2020			
		PERCENT	GOAL
<b>IMMEDIATE RESPONSE TRIPS</b>			
Total Trips:	2,305	82.9%	
Average Wait Time (min.):	11		< 20 Minutes
Trips > 30 Minute Wait:	67	2.9%	< 5%
<b>ADVANCE RESERVATION TRIPS</b>			
Total Trips:	476	17.1%	
On Time Trips (± 10 min.)	399	83.8%	
<b>TOTAL SCHEDULED TRIPS</b>			
No-Shows Including Checkpoints	261	9.4%	
No-Shows Excluding Checkpoints	153	5.5%	
Cancellations	102	3.7%	