

MONTHLY OPERATIONS REPORT

	May-19	Apr-19	Percent Change	May-18	Percent Change
PASSENGERS					
Adult	26,157	73,962	-64.6%	20,314	28.8%
Senior	2,014	1,916	5.1%	2,246	-10.3%
Disabled	938	869	7.9%	920	2.0%
Wheelchair	294	353	-16.7%	436	-32.6%
Child	3,027	11,356	-73.3%	3,626	-16.5%
Child under 5	492	435	13.1%	465	5.8%
Total Passengers	32,922	88,891	-63.0%	28,007	17.5%
FARES	\$36,972.30	\$31,538.85	17.2%	\$37,459.60	-1.3%
SERVICE MILES	62,152	80,848	-23.1%	65,483	-5.1%
SERVICE HOURS	3,583	5,001	-28.4%	3,710	-3.4%
Passengers per Hour	9.19	17.78	-48.3%	7.55	21.7%

RIDERSHIP COMPARISON

REPORT MONTH - THIS YEAR/LAST YEAR

Route	May-19	May-18	Variance	% Change
Mammoth Express	430	357	73	20.4%
Lone Pine to Bishop	302	402	-100	-24.9%
Lone Pine DAR	367	412	-45	-10.9%
Tecopa	8	12	-4	-33.3%
Walker DAR	137	147	-10	-6.8%
Bridgeport to G'Ville	11	40	-29	-72.5%
Benton to Bishop	29	36	-7	-19.4%
Bishop DAR	3,635	4,171	-536	-12.9%
Nite Rider	379	423	-44	-10.4%
Mammoth FR	24,209	20,246	3,963	19.6%
Mammoth DAR	566	316	250	79.1%
Reno	689	685	4	0.6%
Lancaster	525	442	83	18.8%
MMSA	1,200	0	1,200	#DIV/0!
TOTALS	32,922	28,007	4,915	17.5%

PASSENGERS PER SERVICE HOUR

REPORT MONTH - THIS YEAR/LAST YEAR				PAX MILES/ SVC HOUR
Route	May-19	May-18	% Change	
Mammoth Express	5.20	4.33	20.2%	
Lone Pine to Bishop	2.86	3.73	-23.3%	
Lone Pine DAR	2.37	2.67	-11.2%	
Tecopa	0.74	0.78	-5.1%	
Walker DAR	0.83	0.93	-11.0%	
Bridgeport to G'Ville	0.59	1.21	-50.9%	
Benton to Bishop	1.87	2.32	-19.4%	
Bishop DAR	3.98	4.32	-7.9%	
Nite Rider	5.53	6.41	-13.7%	
Mammoth FR	19.09	14.86	28.4%	
Mammoth DAR	2.96	1.75	69.6%	
Reno	2.41	2.37	1.9%	217.46
Lancaster	2.24	1.94	15.0%	212.80
MMSA	32.88	#DIV/0!	#DIV/0!	
Total	9.19	7.55	21.7%	

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
May-19																	
Mammoth Express	\$2,012.00	381	37	3	2	4	3	430	96	83	3,810	3,720	4.68	.54	5.20	46.1	0.12
Lone Pine Express	\$1,635.75	194	75	20	3	8	2	302	127	105	5,296	4,802	5.42	.34	2.86	50.2	0.06
Lone Pine DAR	\$936.80	22	173	74	15	83	0	367	162	155	1,428	1,425	2.55	.66	2.37	9.2	0.26
Tecopa	\$40.00	0	8	0	0	0	0	8	11	11	299	299	5.00	.13	.74	27.6	0.03
Walker DAR	\$384.60	11	9	109	0	8	0	137	176	165	723	514	2.81	.75	.83	4.4	0.27
Bridgeport to G'Ville	\$81.50	0	2	9	0	0	0	11	22	19	570	300	7.41	.27	.59	30.8	0.04
Benton to Bishop	\$161.00	3	15	11	0	0	0	29	29	16	1,265	646	5.55	.25	1.87	81.6	0.04
Specials	\$0.00	0	0	0	0	0	0	0	0	0	0	0	N/A	N/A			
Bishop DAR	\$8,380.40	1,162	1,385	604	258	55	171	3,635	999	913	9,991	9,243	2.31	.91	3.98	10.9	0.39
Mule Days	\$431.00	316	64	1	0	49	5	435	34	31	257	243	.99	1.77	13.95	8.2	1.79
Nite Rider	\$1,509.00	283	15	51	12	9	9	379	69	69	961	935	3.98	1.61	5.53	14.0	0.41
Mammoth FR	\$0.00	21,567	0	3	0	2,639	0	24,209	1,317	1,268	16,445	15,821	N/A	N/A	19.09	13.0	1.53
Mammoth DAR	\$838.00	267	6	0	0	0	293	566	192	191	747	667	1.48	1.26	2.96	3.9	0.85
Reno	\$13,096.00	489	126	37	1	36	0	689	309	286	12,526	11,989	19.01	1.09	2.41	43.8	0.06
Lancaster	\$7,466.25	393	99	16	3	5	9	525	261	235	11,190	11,037	14.22	.68	2.24	47.7	0.05
MMSA	\$0.00	1,069	0	0	0	131	0	1,200	38	37	542	511	N/A	N/A	32.88	14.8	2.35
Total	\$36,972.30	26,157	2,014	938	294	3,027	492	32,922	3,841	3,583	66,050	62,152	1.12	.59	9.19	18.4	0.53

May-18																	
Mammoth Express	\$1,841.40	286	50	3	0	5	13	357	97	83	3,934	3,845	5.16	.48	4.33	47.7	0.09
Lone Pine Express	\$2,200.00	247	99	38	11	3	4	402	128	108	5,211	4,784	5.47	.46	3.73	48.4	0.08
Lone Pine DAR	\$1,028.40	18	226	93	17	58	0	412	162	155	1,586	1,582	2.50	.65	2.67	10.3	0.26
Tecopa	\$61.00	2	8	0	0	2	0	12	15	15	345	345	5.08	.18	.78	22.4	0.03
Walker DAR	\$459.90	5	21	121	0	0	0	147	168	158	1,165	1,059	3.13	.43	.93	7.4	0.14
Bridgeport to G'Ville	\$262.00	0	40	0	0	0	0	40	43	33	1,314	827	6.55	.32	1.21	39.8	0.05
Benton to Bishop	\$200.00	4	23	9	0	0	0	36	31	16	1,304	678	5.56	.29	2.32	84.1	0.05
Specials	\$0.00	0	0	0	0	0	0	0	0	0	0	0	N/A	N/A			
Bishop DAR	\$9,210.80	1,376	1,459	497	386	170	283	4,171	1,045	966	11,106	10,249	2.21	.90	4.32	11.5	0.41
Mule Days	\$291.50	214	62	1	0	27	14	318	57	52	338	315	.92	.93	6.10	6.5	1.01
Nite Rider	\$1,678.80	314	33	39	15	4	18	423	68	66	1,057	1,057	3.97	1.59	6.41	16.0	0.40
Mammoth FR	\$0.00	16,913	0	0	0	3,333	0	20,246	1,423	1,362	17,988	17,097	N/A	N/A	14.86	13.2	1.18
Mammoth DAR	\$532.80	134	13	35	1	3	130	316	183	181	684	594	1.69	.90	1.75	3.8	0.53
Reno	\$12,915.50	490	129	43	4	16	3	685	329	290	13,205	12,112	18.85	1.07	2.37	45.6	0.06
Lancaster	\$6,777.50	311	83	41	2	5	0	442	252	227	11,113	10,939	15.33	.62	1.94	48.9	0.04
Total	\$37,459.60	20,314	2,246	920	436	3,626	465	28,007	3,999	3,710	70,350	65,483	1.34	.57	7.55	19.0	0.43

VARIANCE BY ROUTE (RAW NUMBERS) – May 2019 to May 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	\$170.60	95	-13	0	2	-1	-10	73	-2	0	-124	-125	-0.48	0.06	0.87	-1.61	0.02
Lone Pine Express	-\$564.25	-53	-24	-18	-8	5	-2	-100	0	-2	85	18	-0.06	-0.12	-0.87	1.81	-0.02
Lone Pine DAR	-\$91.60	4	-53	-19	-2	25	0	-45	0	1	-158	-157	0.06	0.01	-0.30	-1.05	0.00
Tecopa	-\$21.00	-2	0	0	0	-2	0	-4	-5	-5	-46	-46	-0.08	-0.04	-0.04	5.22	-0.01
Walker DAR	-\$75.30	6	-12	-12	0	8	0	-10	8	7	-442	-545	-0.32	0.31	-0.10	-3.01	0.13
Bridgeport to G'Ville	-\$180.50	0	-38	9	0	0	0	-29	-21	-15	-744	-527	0.86	-0.05	-0.62	-8.95	-0.01
Benton to Bishop	-\$39.00	-1	-8	2	0	0	0	-7	-2	0	-39	-32	0.00	-0.05	-0.45	-2.52	-0.01
Bishop DAR	-\$830.40	-214	-74	107	-128	-115	-112	-536	-46	-52	-1115	-1006	0.10	0.01	-0.34	-0.56	-0.01
Nite Rider	-\$169.80	-31	-18	12	-3	5	-9	-44	1	3	-96	-122	0.01	0.03	-0.88	-1.99	0.01
Mammoth FR	\$0.00	4654	0	3	0	-694	0	3963	-107	-94	-1543	-1276	N/A	N/A	4.23	-0.24	0.35
Mammoth DAR	\$305.20	133	-7	-35	-1	-3	163	250	9	10	63	73	-0.21	0.36	1.22	0.13	0.32
Reno	\$180.50	-1	-3	-6	-3	20	-3	4	-20	-4	-679	-123	0.15	0.03	0.05	-1.78	0.00
Lancaster	\$688.75	82	16	-25	1	0	9	83	9	7	77	98	-1.11	0.06	0.29	-1.21	0.01
MMSA	\$0.00	1,069	0	0	0	131	0	1,200	38	37	542	511					

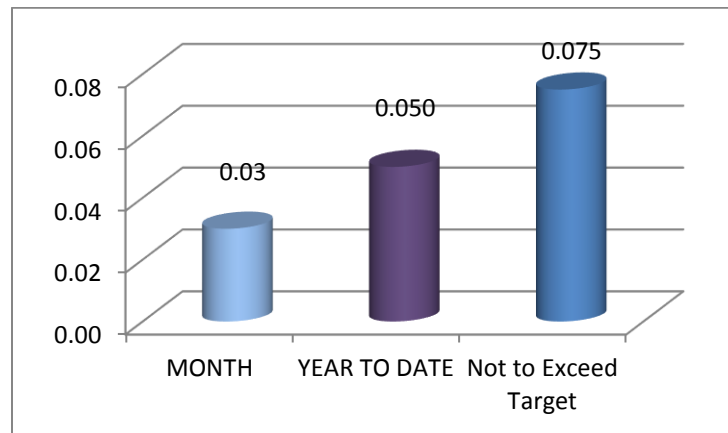
VARIANCE BY ROUTE (PERCENTAGE) – May 2019 to May 2018																	
Route	Fares	Adults	Snr	Dis	W/C	Child	Free	Total Pax	Yd Hrs	Total Svc Hours	Yd Mi	TOT SVC MILES	AVG FARE	REV/SVC MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
Mammoth Express	9%	33%	-26%	0%		-20%	-77%	20%	-2%	0%	-3%	-3%	-9%	13%	20%	-3%	24%
Lone Pine Express	-26%	-21%	-24%	-47%	-73%	167%	-50%	-25%	0%	-2%	2%	0%	-1%	-26%	-23%	4%	-25%
Lone Pine DAR	-9%	22%	-23%	-20%	-12%	43%		-11%	0%	0%	-10%	-10%	2%	1%	-11%	-10%	-1%
Tecopa	-34%	-100%	0%			-100%		-33%	-30%	-30%	-13%	-13%	-2%	-24%	-5%	23%	-23%
Walker DAR	-16%	120%	-57%	-10%				-7%	5%	5%	-38%	-51%	-10%	72%	-11%	-41%	92%
Bridgeport to G'Ville	-69%		-95%					-73%	-48%	-44%	-57%	-64%	13%	-14%	-51%	-23%	-24%
Benton to Bishop	-20%	-25%	-35%	22%				-19%	-6%	0%	-3%	-5%	0%	-16%	-19%	-3%	-15%
Bishop DAR	-9.0%	-15.6%	-5.1%	21.5%	-33.2%	-67.6%	-39.6%	-12.9%	-4.4%	-5.4%	-10.0%	-9.8%	4.4%	0.9%	-7.9%	-4.9%	-3.4%
Nite Rider	-10%	-10%	-55%	31%	-20%	125%	-50%	-10%	2%	4%	-9%	-12%	0%	2%	-14%	-12%	1%
Mammoth FR		28%				-21%		20%	-7%	-7%	-9%	-7%	N/A	N/A	28%	-2%	29%
Mammoth DAR	57%	99%	-54%	-100%	-100%	-100%	125%	79%	5%	6%	9%	12%	-12%	40%	70%	3%	60%
Reno	1%	0%	-2%	-14%	-75%	125%	-100%	1%	-6%	-1%	-5%	-1%	1%	2%	2%	-4%	2%
Lancaster	10%	26%	19%	-61%	50%	0%		19%	4%	3%	1%	1%	-7%	9%	15%	-2%	18%
MMSA																	

Customer Comments

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

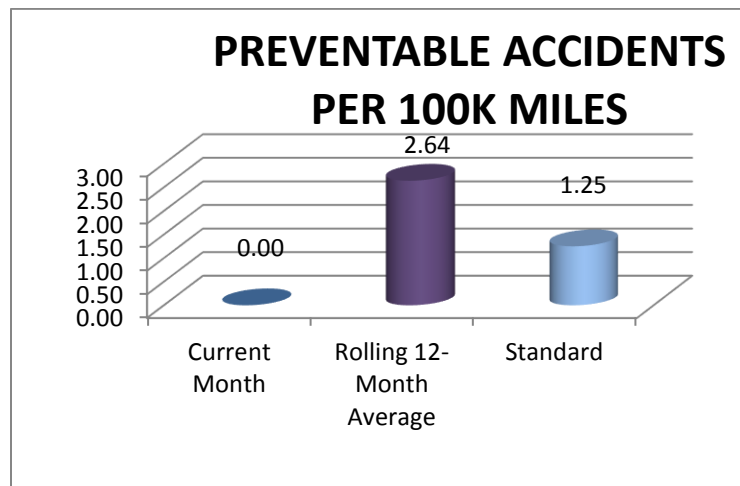
- 5/20: Customer called to complain about no seats being available on Lancaster Route in Mojave. Driver had to take a van instead of a larger bus due to high profile vehicle restriction due to heavy wind conditions.
- 5/29: Customer called to complain that a driver was rude to her family member and did not have a bus pass to sell.
- 5/29: Customer emailed to compliment driver Phil Therrien stating that he was a very skilled driver and knowledgeable about ESTA routes and connections to other systems.

COMPLAINTS PER 1,000 PASSENGERS



Accident/Incidents

There were no preventable accidents in May 2019.



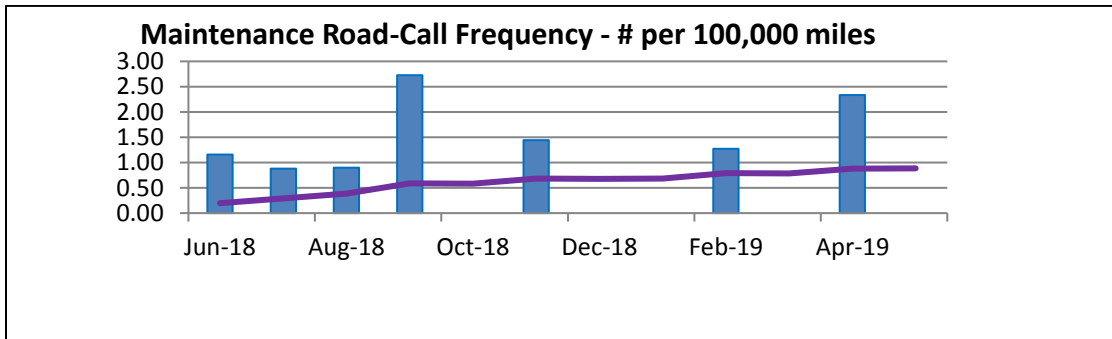
Missed Runs

There were 3 missed/late runs in May 2019.

- 5/13: One Trolley run missed due to mechanical issue.
- 5/13: One Purple run missed due to electrical issue.
- 5/15: One Trolley run missed due to mechanical issue.

Road Call Frequency

There were no Road Calls during the month of May 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.)

MAY 2019

	PERCENT	GOAL
IMMEDIATE RESPONSE TRIPS		
Total Trips:	2,213	78.4%
Average Wait Time (min.):	13	<i>< 20 Minutes</i>
Trips > 30 Minute Wait:	86	<i>< 5%</i>
ADVANCE RESERVATION TRIPS		
Total Trips:	609	21.6%
On Time Trips (± 10 min.)	543	89.2%
TOTAL SCHEDULED TRIPS		
	2,822	
No-Shows Including Checkpoints	212	7.5%
No-Shows Excluding Checkpoints	120	4.3%
Cancellations	72	2.6%