

STAFF REPORT

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

Executive Summary

Overall ridership decreased by 94% in April compared to last year. The greatest declines occurred in the Mammoth routes. Road calls (1) and customer comments (2), Bishop DAR, and preventable accidents (0) met the monthly goals. We missed 54 trips in April due to driver shortages, mechanicals, and Covid-19 related absence. 1813 hours of service reductions took place due to Covid-19.

| | Apr-20 | Mar-20 | Percent Change | Apr-19 | Percent Change |
|----------------------------|-------------------|--------------------|----------------|--------------------|----------------|
| PASSENGERS | | | | | |
| Adult | 3,851 | 47,345 | -91.9% | 73,962 | -94.8% |
| Senior | 780 | 1,394 | -44.0% | 1,916 | -59.3% |
| Disabled | 270 | 492 | -45.1% | 869 | -68.9% |
| Wheelchair | 56 | 169 | -66.9% | 353 | -84.1% |
| Child | 97 | 3,049 | -96.8% | 11,356 | -99.1% |
| Child under 5 | 38 | 139 | -72.7% | 435 | -91.3% |
| Total Passengers | 5,092 | 52,588 | -90.3% | 88,891 | -94.3% |
| | | | | | |
| | | | | | |
| FARES | \$7,820.05 | \$22,677.15 | -65.5% | \$31,538.85 | -75.2% |
| | | | | | |
| SERVICE MILES | 45,151 | 74,260 | -39.2% | 80,848 | -44.2% |
| | | | | | |
| SERVICE HOURS | 3,203 | 4,755 | -32.6% | 5,001 | -35.9% |
| | | | | | |
| Passengers per Hour | 1.59 | 11.06 | -85.6% | 17.78 | -91.1% |

| RIDERSHIP COMPARISON | | | | |
|---|---------------|---------------|-----------------|-----------------|
| REPORT MONTH - THIS YEAR/LAST YEAR | | | | |
| Route | Apr-20 | Apr-19 | Variance | % Change |
| Mammoth Express | 96 | 380 | -284 | -74.7% |
| Lone Pine Express | 106 | 209 | -103 | -49.3% |
| Lone Pine DAR | 299 | 396 | -97 | -24.5% |
| Tecopa | 6 | 8 | -2 | -25.0% |
| Walker DAR | 25 | 117 | -92 | -78.6% |
| Bridgeport to G'Ville | 20 | 19 | 1 | 5.3% |
| Benton to Bishop | 2 | 22 | -20 | -90.9% |
| Bishop DAR | 1,354 | 3,693 | -2,339 | -63.3% |
| Nite Rider | 57 | 309 | -252 | -81.6% |
| Mammoth FR | 2,942 | 19,018 | -16,076 | -84.5% |
| Mammoth DAR | 28 | 498 | -470 | -94.4% |
| Reno | 84 | 549 | -465 | -84.7% |
| Lancaster | 73 | 487 | -414 | -85.0% |
| MMSA | 0 | 63,132 | -63,132 | -100.0% |
| TOTALS | 5,092 | 88,891 | -83,799 | -94.3% |

| PASSENGERS PER SERVICE HOUR | | | | |
|---|---------------|---------------|-----------------|-------------------|
| REPORT MONTH - THIS YEAR/LAST YEAR | | | | PAX MILES/ |
| Route | Apr-20 | Apr-19 | % Change | SVC HOUR |
| Mammoth Express | 1.08 | 4.82 | -77.7% | |
| Lone Pine Express | 1.01 | 2.02 | -49.8% | |
| Lone Pine DAR | 1.94 | 2.57 | -24.5% | |
| Tecopa | 0.52 | 0.63 | -17.4% | |
| Walker DAR | 0.17 | 0.71 | -75.6% | |
| Bridgeport to G'Ville | 0.86 | 1.25 | -31.0% | |
| Benton to Bishop | 0.27 | 1.52 | -82.1% | |
| Bishop DAR | 1.82 | 3.95 | -53.8% | |
| Nite Rider | 1.47 | 5.15 | -71.5% | |
| Mammoth FR | 2.43 | 20.47 | -88.1% | |
| Mammoth DAR | 0.07 | 2.60 | -97.2% | |
| Reno | 0.51 | 1.93 | -73.3% | 211.86 |
| Lancaster | 0.55 | 2.10 | -73.8% | 207.98 |
| MMSA | #DIV/0! | 35.02 | #DIV/0! | |
| Total | 1.59 | 17.78 | -91.1% | |

| 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 |
|----------------------|--------------------|---------------|--------------|------------|------------|---------------|------------|---------------|--------------|--------------|---------------|---------------|------------|--------------|--------------|-------------|--------------|
| Apr-20 | | | | | | | | | | | | | | | | | |
| Mammoth Express | \$486.50 | 87 | 8 | 0 | 0 | 0 | 1 | 96 | 101 | 89 | 3,950 | 3,875 | 5.07 | .13 | 108 | 44.3 | 0.02 |
| Lone Pine Express | \$904.75 | 67 | 29 | 7 | 0 | 2 | 1 | 106 | 121 | 105 | 5,066 | 4,884 | 8.54 | .19 | 101 | 48.5 | 0.02 |
| Lone Pine DAR | \$769.20 | 24 | 233 | 28 | 9 | 5 | 0 | 299 | 161 | 154 | 1,344 | 1,332 | 2.57 | .58 | 194 | 8.7 | 0.22 |
| Tecopa | \$3100 | 2 | 4 | 0 | 0 | 0 | 0 | 6 | 12 | 12 | 292 | 292 | 5.17 | .11 | .52 | 25.2 | 0.02 |
| Walker DAR | \$87.00 | 10 | 12 | 3 | 0 | 0 | 0 | 25 | 159 | 145 | 569 | 440 | 3.48 | .20 | .17 | 3.9 | 0.06 |
| Bridgeport to G'Vill | \$110.00 | 0 | 0 | 20 | 0 | 0 | 0 | 20 | 24 | 23 | 420 | 408 | 5.50 | .27 | .86 | 18.1 | 0.05 |
| Benton to Bishop | \$12.00 | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 13 | 7 | 647 | 354 | 6.00 | .03 | .27 | 88.2 | 0.01 |
| Specials | \$0.00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | N/A | N/A | | | |
| Bishop DAR | \$3,306.80 | 640 | 452 | 182 | 47 | 1 | 32 | 1,354 | 810 | 743 | 5,766 | 4,798 | 2.44 | .69 | 182 | 7.8 | 0.28 |
| Nite Rider | \$212.40 | 30 | 2 | 22 | 0 | 0 | 3 | 57 | 39 | 39 | 308 | 308 | 3.73 | .69 | 147 | 7.9 | 0.19 |
| Mammoth FR | \$0.00 | 2,853 | 0 | 2 | 0 | 87 | 0 | 2,942 | 1,257 | 1,209 | 15,780 | 14,655 | N/A | N/A | 2.43 | 13.0 | 0.20 |
| Mammoth DAR | \$83.15 | 25 | 3 | 0 | 0 | 0 | 0 | 28 | 386 | 382 | 402 | 352 | 2.97 | .24 | .07 | 1.1 | 0.08 |
| Reno | \$953.00 | 52 | 28 | 4 | 0 | 0 | 0 | 84 | 174 | 163 | 7,471 | 7,370 | 11.35 | .13 | .51 | 45.8 | 0.01 |
| Lancaster | \$864.25 | 59 | 9 | 2 | 0 | 2 | 1 | 73 | 141 | 133 | 6,152 | 6,083 | 11.84 | .14 | .55 | 46.3 | 0.01 |
| M MSA | \$0.00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | N/A | N/A | | | |
| Total | \$7,820.05 | 3,851 | 780 | 270 | 56 | 97 | 38 | 5,092 | 3,397 | 3,203 | 48,167 | 45,151 | 154 | .17 | 159 | 15.0 | 0.11 |
| Apr-19 | | | | | | | | | | | | | | | | | |
| Mammoth Express | \$1903.50 | 304 | 39 | 0 | 3 | 23 | 11 | 380 | 91 | 79 | 3,729 | 3,668 | 5.01 | .52 | 4.82 | 47.3 | 0.10 |
| Lone Pine Express | \$1054.75 | 117 | 73 | 11 | 7 | 0 | 1 | 209 | 124 | 103 | 5,227 | 4,736 | 5.05 | .22 | 2.02 | 50.6 | 0.04 |
| Lone Pine DAR | \$1006.20 | 29 | 207 | 78 | 21 | 61 | 0 | 396 | 161 | 154 | 1,645 | 1,639 | 2.54 | .61 | 2.57 | 10.7 | 0.24 |
| Tecopa | \$40.00 | 0 | 8 | 0 | 0 | 0 | 0 | 8 | 13 | 13 | 329 | 323 | 5.00 | .12 | .63 | 25.8 | 0.02 |
| Walker DAR | \$311.50 | 12 | 9 | 91 | 0 | 5 | 0 | 117 | 176 | 165 | 560 | 468 | 2.66 | .67 | .71 | 3.4 | 0.25 |
| Bridgeport to G'Vill | \$118.50 | 0 | 0 | 15 | 4 | 0 | 0 | 19 | 21 | 15 | 634 | 388 | 6.24 | .31 | 1.25 | 41.6 | 0.05 |
| Benton to Bishop | \$118.00 | 5 | 5 | 11 | 0 | 0 | 1 | 22 | 27 | 14 | 1,235 | 642 | 5.36 | .18 | 1.52 | 85.4 | 0.03 |
| Specials | \$0.00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | N/A | N/A | | | |
| Bishop DAR | \$8,534.70 | 1,258 | 1,315 | 571 | 289 | 76 | 184 | 3,693 | 1,005 | 935 | 10,516 | 9,738 | 2.31 | .88 | 3.95 | 11.2 | 0.38 |
| Nite Rider | \$1,191.60 | 209 | 22 | 46 | 12 | 6 | 14 | 309 | 60 | 60 | 862 | 819 | 3.86 | 1.45 | 5.15 | 14.4 | 0.38 |
| Mammoth FR | \$0.00 | 16,550 | 0 | 1 | 0 | 2,467 | 0 | 19,018 | 981 | 929 | 12,283 | 11,614 | N/A | N/A | 20.47 | 13.2 | 1.64 |
| Mammoth DAR | \$864.60 | 271 | 14 | 0 | 0 | 2 | 211 | 498 | 193 | 191 | 960 | 879 | 1.74 | .98 | 2.60 | 5.0 | 0.57 |
| Reno | \$9,348.50 | 383 | 118 | 16 | 6 | 26 | 0 | 549 | 313 | 284 | 12,525 | 12,006 | 17.03 | .78 | 1.93 | 44.0 | 0.05 |
| Lancaster | \$7,037.00 | 319 | 106 | 25 | 11 | 13 | 13 | 487 | 255 | 232 | 11,117 | 10,969 | 14.45 | .64 | 2.10 | 47.9 | 0.04 |
| M MSA | \$0.00 | 54,451 | 0 | 4 | 0 | 8,677 | 0 | 63,132 | 1,887 | 1,803 | 23,523 | 22,355 | .00 | .00 | 35.02 | 13.0 | 2.82 |
| Total | \$31,538.85 | 73,962 | 1,916 | 869 | 353 | 11,356 | 435 | 88,891 | 5,335 | 5,001 | 85,881 | 80,848 | .35 | .39 | 17.78 | 17.2 | 1.10 |

| VARIANCE BY ROUTE (RAW NUMBERS) – April 2020 to April 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 | -\$1417.00 | -217 | -31 | 0 | -3 | -23 | -10 | -284 | 10 | 10 | 221 | 207 | 0.06 | -0.39 | -3.74 | -3.00 | -0.08 |
| Lone Pine Express | -\$150.00 | -50 | -44 | -4 | -7 | 2 | 0 | -103 | -3 | 1 | -161 | 148 | 3.49 | -0.04 | -1.01 | -2.10 | -0.02 |
| Lone Pine DAR | -\$237.00 | -5 | 26 | -50 | -12 | -56 | 0 | -97 | 0 | 0 | -301 | -307 | 0.03 | -0.04 | -0.63 | -1.95 | -0.02 |
| Tecopa | -\$9.00 | 2 | -4 | 0 | 0 | 0 | 0 | -2 | -1 | -1 | -37 | -31 | 0.17 | -0.02 | -0.11 | -0.60 | 0.00 |
| Walker DAR | -\$224.50 | -2 | 3 | -88 | 0 | -5 | 0 | -92 | -18 | -21 | 9 | -28 | 0.82 | -0.47 | -0.54 | 0.54 | -0.19 |
| Bridgeport to G'Ville | -\$8.50 | 0 | 0 | 5 | -4 | 0 | 0 | 1 | 2 | 8 | -24 | 20 | -0.74 | -0.04 | -0.39 | -23.51 | 0.00 |
| Benton to Bishop | -\$106.00 | -3 | -5 | -11 | 0 | 0 | -1 | -20 | -15 | -7 | -588 | -288 | 0.64 | -0.15 | -1.25 | 2.86 | -0.03 |
| Bishop DAR | -\$5,227.90 | -618 | -863 | -389 | -242 | -75 | -152 | -2339 | -195 | -192 | -4750 | -4940 | 0.13 | -0.19 | -2.13 | -3.48 | -0.10 |
| Nite Rider | -\$979.20 | -179 | -20 | -24 | -12 | -6 | -11 | -252 | -21 | -21 | -554 | -511 | -0.13 | -0.77 | -3.68 | -6.44 | -0.19 |
| Mammoth FR | \$0.00 | -13697 | 0 | 1 | 0 | -2380 | 0 | -16076 | 276 | 280 | 3497 | 3041 | N/A | N/A | -18.04 | -0.17 | -1.44 |
| Mammoth DAR | -\$781.45 | -246 | -11 | 0 | 0 | -2 | -211 | -470 | 193 | 191 | -558 | -527 | 1.23 | -0.75 | -2.53 | -3.97 | -0.49 |
| Reno | -\$8,395.50 | -331 | -90 | -12 | -6 | -26 | 0 | -465 | -139 | -121 | -5054 | -4636 | -5.68 | -0.65 | -1.42 | 1.76 | -0.03 |
| Lancaster | -\$6,172.75 | -260 | -97 | -23 | -11 | -11 | -12 | -414 | -14 | -99 | -4965 | -4886 | -2.61 | -0.50 | -1.55 | -1.55 | -0.03 |
| MMSA | \$0.00 | -54,451 | 0 | -4 | 0 | -8,677 | 0 | -63,132 | -1,887 | -1,803 | -23,523 | -22,355 | | | | | |

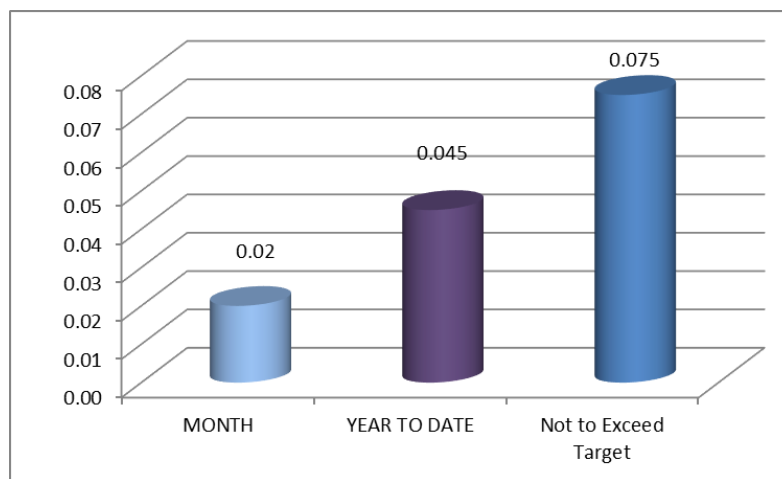
| VARIANCE BY ROUTE (PERCENTAGE) – April 2020 to April 2019 | | | | | | | | | | | | | | | | | |
|---|--------|--------|--------|--------|--------|--------|--------|-----------|----------|-----------|----------|-----------|----------|---------------|--------------|-------------|--------------|
| ROUTES | 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 | -74% | -71% | -79% | | -100% | -100% | -91% | -75% | 11% | 13% | 6% | 6% | 1% | -76% | -78% | -6% | -76% |
| Lone Pine Express | -14% | -43% | -60% | -36% | -100% | | 0% | -49% | -2% | 1% | -3% | 3% | 69% | -17% | -50% | -4% | -51% |
| Lone Pine DAR | -24% | -17% | 13% | -64% | -57% | -92% | | -24% | 0% | 0% | -18% | -19% | 1% | -6% | -24% | -18% | -7% |
| Tecopa | -23% | | -50% | | | | | -25% | -9% | -9% | -11% | -10% | 3% | -14% | -17% | -2% | -17% |
| Walker DAR | -72% | -17% | 33% | -97% | | -100% | | -79% | -10% | -12% | 2% | -6% | 31% | -70% | -76% | 16% | -77% |
| Bridgeport to G'Ville | -7% | | | 33% | -100% | | | 5% | 11% | 52% | -34% | 5% | -12% | -12% | -31% | -57% | 0% |
| Benton to Bishop | -90% | -60% | -100% | -100% | | | -100% | -91% | -53% | -49% | -48% | -45% | 12% | -82% | -82% | 3% | -84% |
| Bishop DAR | -61.3% | -49.1% | -65.6% | -68.1% | -83.7% | -98.7% | -82.6% | -63.3% | -19.4% | -20.6% | -45.2% | -50.7% | 5.7% | -21.4% | -53.8% | -31.0% | -25.6% |
| Nite Rider | -82% | -86% | -9% | -52% | -100% | -100% | -79% | -82% | -35% | -35% | -64% | -62% | -3% | -53% | -71% | -45% | -51% |
| Mammoth FR | | -83% | | 100% | | -96% | | -85% | 28% | 30% | 28% | 26% | N/A | N/A | -88% | -1% | -88% |
| Mammoth DAR | -90% | -91% | -79% | | | -100% | -100% | -94% | 100% | 100% | -58% | -60% | 71% | -76% | -97% | -79% | -86% |
| Reno | -90% | -86% | -76% | -75% | -100% | -100% | | -85% | -44% | -43% | -40% | -39% | -33% | -83% | -73% | 4% | -75% |
| Lancaster | -88% | -82% | -92% | -92% | -100% | -85% | -92% | -85% | -45% | -43% | -45% | -45% | -18% | -78% | -74% | -3% | -73% |
| MMSA | | -100% | | -100% | | -100% | | -100% | -100% | -100% | -100% | -100% | | | | | |

Customer Comments

There were 2 comments received for the month of April 2020.

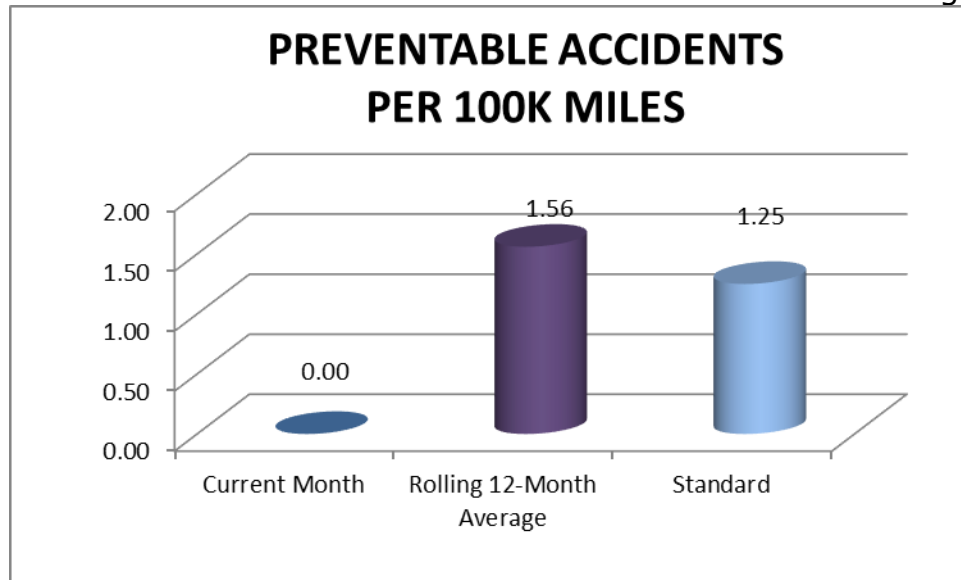
- 4/15: A customer called to complain that a Bishop Dial-a-Ride driver told her that she would be required to wear a face covering, or she would not be allowed on the bus. Inyo County Health directive explained to the passenger.
- 4/29: A customer called to complain that the Purple Line had no stopped at stop 25 for over 45 minutes. It was explained to the passenger that there was a small in service due to a lunch break transition.

COMPLAINTS PER 1,000 PASSENGERS



Accident/Incidents

There were no preventable accidents in April 2020.



Road Call Frequency

There was one road call during the month of April 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 April 2020 due to mechanical issues requiring a replacement transit vehicle be placed into service. The year to date average Road Call frequency is 0.63 per 100,00 miles.

| Date | Road Calls | Bus Exchange | Miles | Road Calls / 100K Miles | Year to Date Avg. |
|--------|------------|--------------|--------|-------------------------|-------------------|
| 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 | 0.75 |
| Feb-20 | 0 | 8 | 82099 | 0.00 | 0.65 |
| Mar-20 | 0 | 9 | 78591 | 0.00 | 0.65 |
| Apr-20 | 1 | 5 | 48167 | 2.08 | 0.63 |

Missed Runs

There were 10 missed runs in April 2020.

- 4/1: Walker DAR reduced hours due to staffing.
- 4/7: Mammoth DAR reduced hours due to staffing.
- 4/8: Walker DAR reduced hours due to staffing.
- 4/13: Mammoth DAR reduced hours due to staffing.

- 4/14: Mammoth DAR reduced hours due to staffing.
- 4/15: Walker DAR reduced hours due to staffing.
- 4/17: Purple Line missed 1 run due to mechanical issue.
- 4/22: Walker DAR reduced hours due to staffing.
- 4/23: Town Trolley missed 1 run due to mechanical issue.
- 4/29: Walker DAR reduced hours due to staffing.

COVID-19 Service Reductions/Cancelations

- Bishop Dial-a-Ride: 206 hours of service reduced.
- 395 North (Bishop-Reno): 22 runs cancelled.
- 395 South (Bishop-Lancaster): 22 runs cancelled.
- MMSA Routes: 1421 hours of service reduced.
- Night Trolley: 186 hours of service reduced.

Bishop Dial-A-Ride Wait Times

| April 2020 | | | |
|----------------------------------|-------|----------------|--------------|
| | | PERCENT | GOAL |
| IMMEDIATE RESPONSE TRIPS | | | |
| Total Trips: | 1,121 | 90.9% | |
| Average Wait Time (min.): | 8 | | < 20 Minutes |
| Trips > 30 Minute Wait: | 1 | 0.1% | < 5% |
| ADVANCE RESERVATION TRIPS | | | |
| Total Trips: | 112 | 9.1% | |
| On Time Trips (± 10 min.) | 96 | 85.7% | |
| TOTAL SCHEDULED TRIPS | | | |
| No-Shows Including Checkpoints | 179 | 14.5% | |
| No-Shows Excluding Checkpoints | 26 | 2.1% | |
| Cancellations | 51 | 4.1% | |