

## MONTHLY OPERATIONS REPORT MAY 2020

	May-20	Apr-20	Percent Change	May-19	Percent Change
<b>PASSENGERS</b>					
Adult	4,490	3,851	16.6%	26,180	-82.8%
Senior	788	780	1.0%	2,014	-60.9%
Disabled	223	270	-17.4%	938	-76.2%
Wheelchair	74	56	32.1%	294	-74.8%
Child	121	97	24.7%	3,053	-96.0%
Child under 5	53	38	39.5%	492	-89.2%
<b>Total Passengers</b>	5,749	5,092	12.9%	32,971	-82.6%
<b>FARES</b>	\$9,330.70	\$7,820.05	19.3%	\$37,021.30	-74.8%
<b>SERVICE MILES</b>	44,741	45,151	-0.9%	62,184	-28.1%
<b>SERVICE HOURS</b>	2,851	3,203	-11.0%	3,587	-20.5%
<b>Passengers per Hour</b>	2.02	1.59	26.9%	9.19	-78.1%

<b>RIDERSHIP COMPARISON</b>				
<b>REPORT MONTH - THIS YEAR/LAST YEAR</b>				
<b>Route</b>	<b>May-20</b>	<b>May-19</b>	<b>Variance</b>	<b>% Change</b>
Mammoth Express	110	430	-320	-74.4%
Lone Pine Express	163	302	-139	-46.0%
Lone Pine DAR	216	367	-151	-41.1%
Tecopa	4	8	-4	-50.0%
Walker DAR	18	137	-119	-86.9%
Bridgeport to G'Ville	6	11	-5	-45.5%
Benton to Bishop	2	29	-27	-93.1%
Bishop DAR	1,523	3,635	-2,112	-58.1%
Nite Rider	78	379	-301	-79.4%
Mammoth FR	3,403	24,209	-20,806	-85.9%
Mammoth DAR	49	566	-517	-91.3%
Reno	95	689	-594	-86.2%
Lancaster	82	525	-443	-84.4%
<b>TOTALS</b>	<b>5,749</b>	<b>32,971</b>	<b>-27,222</b>	<b>-82.6%</b>

<b>PASSENGERS PER SERVICE HOUR</b>				
<b>REPORT MONTH - THIS YEAR/LAST YEAR</b>				<b>PAX MILES/</b>
<b>Route</b>	<b>May-20</b>	<b>May-19</b>	<b>% Change</b>	<b>SVC HOUR</b>
Mammoth Express	1.40	5.20	-73.2%	
Lone Pine Express	1.69	2.86	-41.1%	
Lone Pine DAR	1.54	2.37	-34.9%	
Tecopa	0.43	0.74	-42.0%	
Walker DAR	0.17	0.83	-79.6%	
Bridgeport to G'Ville	0.38	0.59	-36.6%	
Benton to Bishop	0.22	1.87	-88.2%	
Bishop DAR	2.16	3.98	-45.6%	
Nite Rider	1.63	5.53	-70.6%	
Mammoth FR	2.86	19.09	-85.0%	
Mammoth DAR	0.29	2.96	-90.2%	
Reno	0.64	2.41	-73.4%	233.10
Lancaster	0.60	2.24	-73.1%	202.81
<b>Total</b>	<b>2.02</b>	<b>9.19</b>	<b>-78.1%</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>May-20</b>																	
Mammoth Express	\$594.00	106	3	0	0	0	1	110	88	79	3,542	3,468	5.40	.17	140	44.9	0.03
Lone Pine Express	\$842.75	95	57	7	0	4	0	163	114	97	4,594	4,415	5.17	.19	169	47.6	0.04
Lone Pine DAR	\$684.60	15	167	26	7	1	0	216	147	140	1,394	1,363	3.17	.50	154	10.0	0.16
Tecopa	\$20.00	0	4	0	0	0	0	4	9	9	237	237	5.00	.08	.43	25.4	0.02
Walker DAR	\$65.10	12	6	0	0	0	0	18	116	107	1,130	441	3.62	.15	.17	10.6	0.04
Bridgeport to G'Vill	\$33.00	0	0	6	0	0	0	6	21	16	409	279	5.50	.12	.38	25.7	0.02
Benton to Bishop	\$12.00	2	0	0	0	0	0	2	16	9	769	404	6.00	.03	.22	85.0	0.00
Specials	\$0.00	0	0	0	0	0	0	0	0	0	0	0	N/A	N/A			
Bishop DAR	\$3,668.40	757	497	151	62	4	52	1,523	760	704	6,104	5,322	2.41	.69	2.16	8.7	0.29
Nite Rider	\$364.20	62	1	10	5	0	0	78	49	48	524	524	4.67	.70	163	10.9	0.15
Mammoth FR	\$0.00	3,288	0	3	0	112	0	3,403	1,232	1,189	15,592	15,090	N/A	N/A	2.86	13.1	0.23
Mammoth DAR	\$137.40	33	6	10	0	0	0	49	173	169	481	406	2.80	.34	.29	2.8	0.12
Reno	\$1,760.50	60	34	1	0	0	0	95	159	148	6,773	6,674	18.53	.26	.64	45.7	0.01
Lancaster	\$1,148.75	60	13	9	0	0	0	82	147	136	6,197	6,118	14.01	.19	.60	45.5	0.01
MMSA	\$0.00	0	0	0	0	0	0	0	0	0	0	0	N/A	N/A			
<b>Total</b>	<b>\$9,330.70</b>	<b>4,490</b>	<b>788</b>	<b>223</b>	<b>74</b>	<b>121</b>	<b>53</b>	<b>5,749</b>	<b>3,030</b>	<b>2,851</b>	<b>47,746</b>	<b>44,741</b>	<b>162</b>	<b>.21</b>	<b>2.02</b>	<b>16.7</b>	<b>0.13</b>
<b>May-19</b>																	
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'Vill	\$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
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	153
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	.00	.00	32.88	14.8	2.35
<b>Total</b>	<b>\$37,021.30</b>	<b>26,180</b>	<b>2,014</b>	<b>938</b>	<b>294</b>	<b>3,053</b>	<b>492</b>	<b>32,971</b>	<b>3,846</b>	<b>3,587</b>	<b>66,085</b>	<b>62,184</b>	<b>1.12</b>	<b>.60</b>	<b>9.19</b>	<b>18.4</b>	<b>0.53</b>

VARIANCE BY ROUTE (RAW NUMBERS) – May 2020 to May 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	-\$1,418.00	-275	-34	-3	-2	-4	-2	-320	-7	-4	-268	-252	0.72	-0.37	-3.80	-1.14	-0.08
Lone Pine Express	-\$793.00	-99	-18	-13	-3	-4	-2	-139	-14	-9	-702	-387	-0.25	-0.15	-1.18	-2.67	-0.03
Lone Pine DAR	-\$252.20	-7	-6	-48	-8	-82	0	-151	-16	-15	-34	-62	0.62	-0.16	-0.83	0.74	-0.10
Tecopa	-\$20.00	0	-4	0	0	0	0	-4	-2	-2	-62	-62	0.00	-0.05	-0.31	-2.21	-0.01
Walker DAR	-\$319.50	1	-3	-109	0	-8	0	-119	-61	-59	407	-73	0.81	-0.60	-0.66	6.23	-0.23
Bridgeport to G'Ville	-\$48.50	0	-2	-3	0	0	0	-5	-1	-3	-161	-21	-1.91	-0.15	-0.22	-5.11	-0.02
Benton to Bishop	-\$149.00	-1	-15	-11	0	0	0	-27	-13	-6	-496	-242	0.45	-0.22	-1.65	3.36	-0.04
Bishop DAR	-\$4,712.00	-405	-888	-453	-196	-51	-119	-2112	-239	-210	-3887	-3921	0.10	-0.22	-1.81	-2.26	-0.11
Nite Rider	-\$1,144.80	-221	-14	-41	-7	-9	-9	-301	-20	-21	-437	-411	0.69	-0.92	-3.91	-3.11	-0.26
Mammoth FR	\$0.00	-18279	0	0	0	-2527	0	-20806	-84	-79	-853	-731	N/A	N/A	-16.23	0.15	-1.30
Mammoth DAR	-\$700.60	-234	0	10	0	0	-293	-517	-19	-22	-266	-261	1.32	-0.92	-2.67	-1.07	-0.73
Reno	-\$1,335.50	-429	-92	-36	-1	-36	0	-594	-150	-138	-5753	-5315	-0.48	-0.83	-1.77	1.84	-0.04
Lancaster	-\$6,317.50	-333	-86	-7	-3	-5	-9	-443	-114	-99	-4993	-4919	-0.21	-0.49	-1.63	-2.16	-0.03
MMSA	\$0.00	-1,069	0	0	0	-131	0	-1,200	-38	-37	-542	-511					

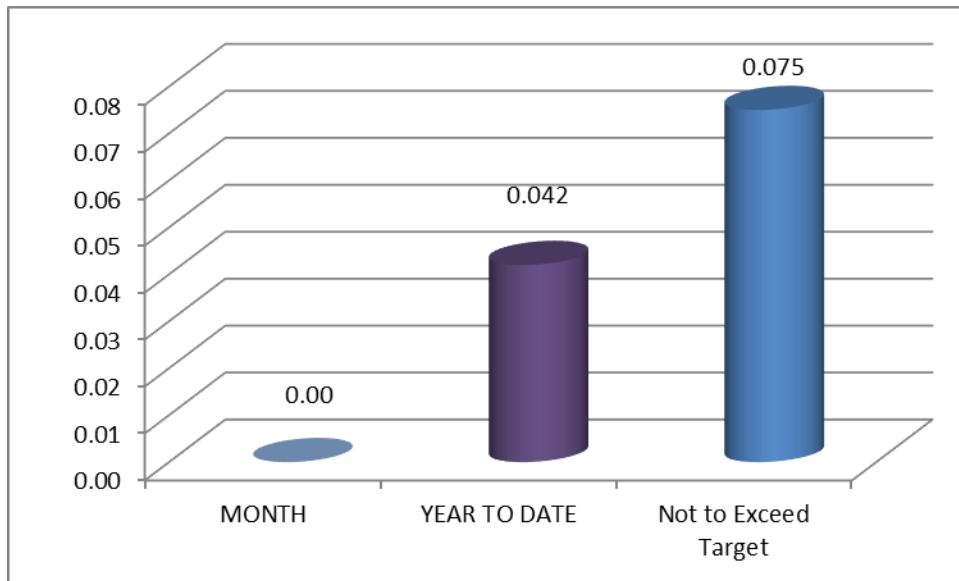
VARIANCE BY ROUTE (PERCENTAGE) – May 2020 to May 2019																	
ROUTES	FARES	ADULTS	SNR	DIS	W/C	CHILD	FREE	TOTAL PAX	YD HOURS	SVC HOURS	YD MILES	SVC MILES	AVG FARE	REV/SV C MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
Mammoth Express	-70%	-72%	-92%	-100%	-100%	-100%	-67%	-74%	-8%	-5%	-7%	-7%	15%	-68%	-73%	-2%	-73%
Lone Pine Express	-48%	-51%	-24%	-65%	-100%	-50%	-100%	-46%	-11%	-8%	-13%	-8%	-5%	-44%	-41%	-5%	-41%
Lone Pine DAR	-27%	-32%	-3%	-65%	-53%	-99%		-41%	-10%	-10%	-2%	-4%	24%	-24%	-35%	8%	-38%
Tecopa	-50%		-50%					-50%	-14%	-14%	-21%	-21%	0%	-37%	-42%	-8%	-37%
Walker DAR	-83%	9%	-33%	-100%		-100%		-87%	-34%	-36%	56%	-14%	29%	-80%	-80%	142%	-85%
Bridgeport to G'Ville	-60%		-100%	-33%				-45%	-6%	-14%	-28%	-7%	-26%	-56%	-37%	-17%	-41%
Benton to Bishop	-93%	-33%	-100%	-100%				-93%	-46%	-42%	-39%	-37%	8%	-88%	-88%	4%	-89%
Bishop DAR	-56.2%	-34.9%	-64.1%	-75.0%	-76.0%	-92.7%	-69.6%	-58.1%	-23.9%	-23.0%	-38.9%	-42.4%	4.5%	-24.0%	-45.6%	-20.7%	-27.2%
Nite Rider	-76%	-78%	-93%	-80%	-58%	-100%	-100%	-79%	-29%	-30%	-45%	-44%	17%	-57%	-71%	-22%	-63%
Mammoth FR		-85%		0%		-96%		-86%	-6%	-6%	-5%	-5%	N/A	N/A	-85%	1%	-85%
Mammoth DAR	-84%	-88%	0%				-100%	-91%	-10%	-11%	-36%	-39%	89%	-73%	-90%	-27%	-86%
Reno	-87%	-88%	-73%	-97%	-100%	-100%		-86%	-48%	-48%	-46%	-44%	-3%	-76%	-73%	4%	-75%
Lancaster	-85%	-85%	-87%	-44%	-100%	-100%	-100%	-84%	-44%	-42%	-45%	-45%	-1%	-72%	-73%	-5%	-72%
MMSA		-100%				-100%		-100%	-100%	-100%	-100%	-100%					

## Customer Comments

There was 1 comment received for the month of May 2020.

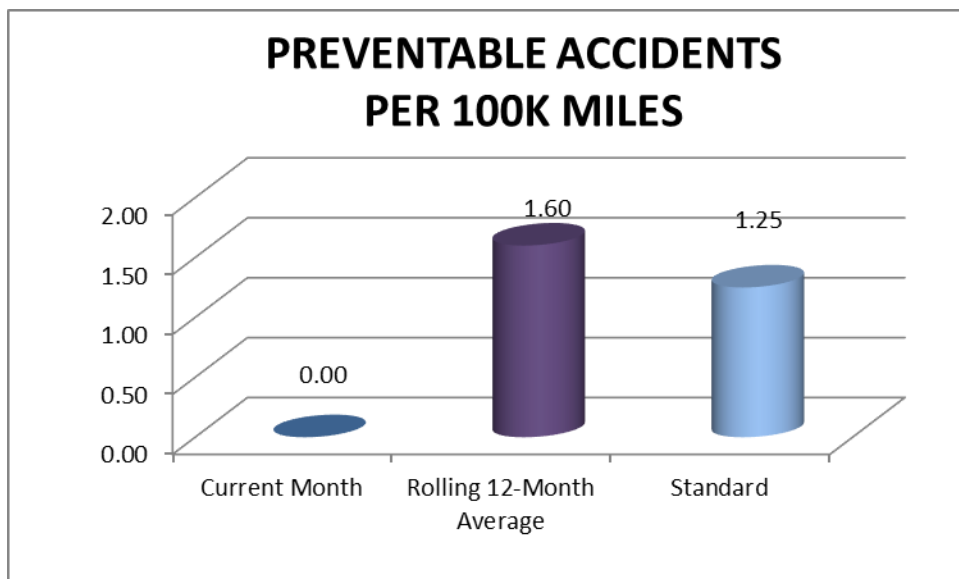
- 5/29: A frequent Bishop DAR rider called to compliment all of the drivers about the extra care and patience they have had with the senior population during COVID-19, and that ESTA has kept services running so that she can still get to the hospital and grocery stores.

### COMPLAINTS PER 1,000 PASSENGERS



## Accident/Incidents

There were no preventable accidents in May 2020.



## Road Call Frequency

There were no road calls during the month of May 2020 where a service vehicle had to be called to repair in place or tow a transit vehicle. There were 8 vehicle exchanges during the month of May 2020 due to mechanical issues requiring a replacement transit vehicle be placed into service. The year to date average Road Call frequency is 0.50 per 100,00 miles.

Date	Road Calls	Bus Exchange	Miles	Road Calls / 100K Miles	Year to Date Avg.
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
May-20	0	8	47746	0.00	0.50

## Missed Runs

There were 10 missed/late runs in May 2020.

- 5/6: Walker DAR reduced hours due to staffing.
- 5/12: Walker DAR no service due to staffing.
- 5/12: Town Trolley missed 1 run due to mechanical issue. (flat tire)
- 5/13: Walker DAR reduced hours due to staffing.
- 5/19: Walker DAR no service due to staffing.
- 5/20: Walker DAR reduced hours due to staffing.
- 5/22: Town Trolley missed 1 run due to mechanical issue. (electrical)
- 5/26: Walker DAR no service due to staffing.
- 5/26: Town Trolley missed 1 run due to mechanical issue. (check engine)
- 5/27: Walker DAR reduced hours due to staffing.

## COVID-19 Service Reductions/Cancelations

- Bishop Dial-a-Ride: 228 hours of service reduced.
- 395 North (Bishop-Reno): 10 runs cancelled.
- 395 South (Bishop-Lancaster): 9 runs cancelled.
- Night Trolley: 72 hours of service reduced.

## Bishop Dial-A-Ride Wait Times

May 2020			
		PERCENT	GOAL
<b>IMMEDIATE RESPONSE TRIPS</b>			
Total Trips:	1,234	90.6%	
Average Wait Time (min.):	9		<i>&lt; 20 Minutes</i>
Trips > 30 Minute Wait:	11	0.9%	<i>&lt; 5%</i>
<b>ADVANCE RESERVATION TRIPS</b>			
Total Trips:	128	9.4%	
On Time Trips ( $\pm$ 10 min.)	113	88.3%	
<b>TOTAL SCHEDULED TRIPS</b>			
No-Shows Including Checkpoints	187	13.7%	
No-Shows Excluding Checkpoints	57	4.2%	
Cancellations	46	3.4%	