

**STAFF REPORT**

**Subject: Operations Report December 2019**  
**Presented by: Phil Moores, Executive Director**

**Executive Summary**

Overall ridership increased in December 2019 compared to last year. Noteworthy variances are a 56% increase in the Mammoth Express, 16% increase in Bishop DAR, and 10% decreases in Mammoth fixed Routes. Road calls (0) and customer comments (4) met the monthly goals. There were two preventable accidents and Bishop Dial-a-Ride wait times did not meet the goals. We missed 82 trips in October due to driver shortages and chain installation.

	Dec-19	Nov-19	Percent Change	Dec-18	Percent Change
<b>PASSENGERS</b>					
Adult	121,981	36,915	230.4%	119,347	2.2%
Senior	1,880	1,670	12.6%	1,618	16.2%
Disabled	641	602	6.5%	672	-4.6%
Wheelchair	315	231	36.4%	282	11.7%
Child	13,784	5,247	162.7%	13,661	0.9%
Child under 5	619	143	332.9%	254	143.7%
<b>Total Passengers</b>	<b>139,220</b>	<b>44,808</b>	<b>210.7%</b>	<b>135,834</b>	<b>2.5%</b>
<b>FARES</b>	<b>\$35,775.40</b>	<b>\$25,866.40</b>	<b>38.3%</b>	<b>\$35,462.00</b>	<b>0.9%</b>
<b>SERVICE MILES</b>	<b>81,486</b>	<b>62,747</b>	<b>29.9%</b>	<b>81,404</b>	<b>0.1%</b>
<b>SERVICE HOURS</b>	<b>5,279</b>	<b>3,772</b>	<b>40.0%</b>	<b>5,205</b>	<b>1.4%</b>
<b>Passengers per Hour</b>	<b>26.37</b>	<b>11.88</b>	<b>122.0%</b>	<b>26.10</b>	<b>1.1%</b>

<b>RIDERSHIP COMPARISON</b>				
<b>REPORT MONTH - THIS YEAR/LAST YEAR</b>				
<b>Route</b>	<b>Dec-19</b>	<b>Dec-18</b>	<b>Variance</b>	<b>% Change</b>
Mammoth Express	630	403	227	56.3%
Lone Pine Express	222	187	35	18.7%
Lone Pine DAR	417	329	88	26.7%
Tecopa	10	11	-1	-9.1%
Walker DAR	26	107	-81	-75.7%
Bridgeport to G'Ville	24	10	14	140.0%
Benton to Bishop	33	35	-2	-5.7%
Bishop DAR	3,816	3,271	545	16.7%
Nite Rider	404	379	25	6.6%
Mammoth FR	24,999	27,883	-2,884	-10.3%
Mammoth DAR	183	210	-27	-12.9%
Reno	625	557	68	12.2%
Lancaster	419	373	46	12.3%
MMSA	105,606	99,931	5,675	5.7%
<b>TOTALS</b>	<b>139,220</b>	<b>135,834</b>	<b>3,386</b>	<b>2.5%</b>

<b>PASSENGERS PER SERVICE HOUR</b>				
<b>REPORT MONTH - THIS YEAR/LAST YEAR</b>				<b>PAX MILES/</b>
<b>Route</b>	<b>Dec-19</b>	<b>Dec-18</b>	<b>% Change</b>	<b>SVC HOUR</b>
Mammoth Express	7.79	5.24	48.8%	
Lone Pine Express	2.16	1.92	12.9%	
Lone Pine DAR	2.84	2.35	20.9%	
Tecopa	0.83	0.75	10.5%	
Walker DAR	0.22	0.71	-69.8%	
Bridgeport to G'Ville	1.38	0.47	192.3%	
Benton to Bishop	1.89	3.23	-41.6%	
Bishop DAR	4.15	3.74	10.8%	
Nite Rider	5.99	5.02	19.2%	
Mammoth FR	27.64	29.18	-5.3%	
Mammoth DAR	1.03	1.29	-20.7%	
Reno	2.29	2.10	9.3%	233.36
Lancaster	1.84	1.78	3.7%	220.99
MMSA	48.35	48.39	-0.1%	
<b>Total</b>	<b>26.37</b>	<b>26.10</b>	<b>1.1%</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>Dec-19</b>																	
Mammoth Express	\$2,074.50	583	22	1	0	6	18	630	91	81	3,674	3,611	3.29	.57	7.79	45.4	0.17
Lone Pine Express	\$1,126.50	117	91	12	1	0	1	222	116	103	4,793	4,658	5.07	.24	2.16	46.7	0.05
Lone Pine DAR	\$1,050.20	13	276	49	10	69	0	417	154	147	1,738	1,738	2.52	.60	2.84	11.8	0.24
Tecopa	\$50.00	0	10	0	0	0	0	10	12	12	302	302	5.00	.17	.83	25.2	0.03
Walker DAR	\$83.10	8	15	3	0	0	0	26	128	121	351	343	3.20	.24	.22	2.9	0.08
Bridgeport to G'Ville	\$132.00	0	0	24	0	0	0	24	18	17	258	248	5.50	.53	1.38	14.8	0.10
Benton to Bishop	\$183.00	6	15	12	0	0	0	33	35	18	1,479	769	5.55	.24	1.89	84.5	0.04
Specials	\$0.00	1570	30	0	0	206	0	1806	30	27	435	403	N/A	N/A			
Bishop DAR	\$7,961.00	1,277	1,233	438	286	24	558	3,816	984	920	10,252	9,394	2.09	.85	4.15	11.1	0.41
Nite Rider	\$1,603.20	298	23	56	17	5	5	404	69	68	1,001	978	3.97	1.64	5.99	14.8	0.41
Mammoth FR	\$0.00	23,101	0	5	0	1,893	0	24,999	958	904	11,720	11,093	N/A	N/A	27.64	13.0	2.25
Mammoth DAR	\$443.40	124	9	10	0	8	32	183	180	178	865	749	2.42	.59	1.03	4.8	0.24
Reno	\$13,599.00	522	82	7	1	12	1	625	291	273	11,622	11,471	21.76	1.19	2.29	42.6	0.05
Lancaster	\$7,469.50	313	74	19	0	9	4	419	252	227	10,734	10,515	17.83	.71	1.84	47.2	0.04
MMSA	\$0.00	94,049	0	5	0	11,552	0	105,606	2,302	2,184	27,267	25,214	N/A	N/A	48.35	12.5	4.19
<b>Total</b>	<b>\$35,775.40</b>	<b>121,981</b>	<b>1,880</b>	<b>641</b>	<b>315</b>	<b>13,784</b>	<b>619</b>	<b>139,220</b>	<b>5,620</b>	<b>5,279</b>	<b>86,491</b>	<b>81,486</b>	<b>.26</b>	<b>.44</b>	<b>26.37</b>	<b>16.4</b>	<b>1.71</b>

<b>Dec-18</b>																	
Mammoth Express	\$2,396.00	344	38	4	3	8	6	403	87	77	3,520	3,453	5.95	.69	5.24	45.7	0.12
Lone Pine Express	\$957.25	83	61	17	19	4	3	187	119	98	4,882	4,498	5.12	.21	1.92	50.0	0.04
Lone Pine DAR	\$826.80	24	149	64	25	67	0	329	147	140	1,340	1,324	2.51	.62	2.35	9.6	0.25
Tecopa	\$55.00	0	11	0	0	0	0	11	15	15	344	344	5.00	.16	.75	23.6	0.03
Walker DAR	\$289.80	1	1	104	0	1	0	107	160	150	733	615	2.71	.47	.71	4.9	0.17
Bridgeport to G'Ville	\$75.00	0	0	10	0	0	0	10	22	21	549	213	7.50	.35	.47	25.8	0.05
Benton to Bishop	\$198.50	12	19	3	1	0	0	35	22	11	962	483	5.67	.41	3.23	88.8	0.07
Specials	\$0.00	1,704	0	0	0	230	0	1,934	25	24	267	242	N/A	N/A			
Bishop DAR	\$7,378.00	1,243	1,166	373	215	91	183	3,271	941	874	9,718	8,930	2.26	.83	3.74	11.1	0.37
Nite Rider	\$1,537.20	301	28	36	10	0	4	379	80	76	1,058	1,058	4.06	1.45	5.02	14.0	0.36
Mammoth FR	\$0.00	25,508	0	1	0	2,374	0	27,883	1,012	955	12,842	12,110	N/A	N/A	29.18	13.4	2.30
Mammoth DAR	\$492.20	139	4	17	0	1	49	210	175	162	971	908	2.34	.54	1.29	6.0	0.23
Reno	\$11,427.00	434	83	17	7	14	2	557	283	266	11,450	11,060	20.52	1.03	2.10	43.1	0.05
Lancaster	\$6,127.25	276	58	24	2	6	7	373	231	210	10,189	9,984	16.43	.61	1.78	48.5	0.04
MMSA	\$0.00	89,067	0	1	0	10,863	0	99,931	2,176	2,065	26,764	24,842	.00	.00	48.39	13.0	4.02
<b>Total</b>	<b>\$35,462.00</b>	<b>119,347</b>	<b>1,618</b>	<b>672</b>	<b>282</b>	<b>13,661</b>	<b>254</b>	<b>135,834</b>	<b>5,567</b>	<b>5,205</b>	<b>87,057</b>	<b>81,404</b>	<b>.26</b>	<b>.44</b>	<b>26.10</b>	<b>16.7</b>	<b>1.67</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 MILES	SVC MILES	AVG FARE	REV/SV C MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
Mammoth Express	-\$321.50	239	-16	-3	-3	-2	12	227	5	4	154	158	-2.65	-0.12	2.56	-0.30	0.06
Lone Pine Express	\$169.25	34	30	-5	-18	-4	-2	35	-3	5	-89	160	-0.04	0.03	0.25	-3.33	0.01
Lone Pine DAR	\$223.40	-11	127	-15	-15	2	0	88	7	7	398	414	0.01	-0.02	0.49	2.27	-0.01
Tecopa	-\$5.00	0	-1	0	0	0	0	-1	-3	-3	-42	-42	0.00	0.01	0.08	1.58	0.00
Walker DAR	-\$206.70	7	14	-101	0	-1	0	-81	-32	-30	-382	-272	0.49	-0.23	-0.50	-1.97	-0.10
Bridgeport to G'Ville	\$57.00	0	0	14	0	0	0	14	-4	-4	-291	35	-2.00	0.18	0.90	-11.05	0.05
Benton to Bishop	-\$15.50	-6	-4	9	-1	0	0	-2	13	7	517	286	-0.13	-0.17	-1.35	-4.29	-0.03
Bishop DAR	\$583.00	34	67	65	71	-67	375	545	42	47	534	464	-0.17	0.02	0.40	0.02	0.04
Nite Rider	\$66.00	-3	-5	20	7	5	1	25	-11	-8	-57	-80	-0.09	0.19	0.97	0.82	0.05
Mammoth FR	\$0.00	-2407	0	4	0	-481	0	-2884	-54	-51	-1122	-1017	N/A	N/A	-1.54	-0.48	-0.05
Mammoth DAR	-\$48.80	-15	5	-7	0	7	-17	-27	5	16	-106	-159	0.08	0.05	-0.27	-1.13	0.01
Reno	\$2,172.00	88	-1	-10	-6	-2	-1	68	8	7	172	411	1.24	0.15	0.19	-0.49	0.00
Lancaster	\$1,342.25	37	16	-5	-2	3	-3	46	21	17	545	531	1.40	0.10	0.07	-1.32	0.00
MMSA	\$0.00	4,982	0	4	0	689	0	5,675	126	119	503	372					

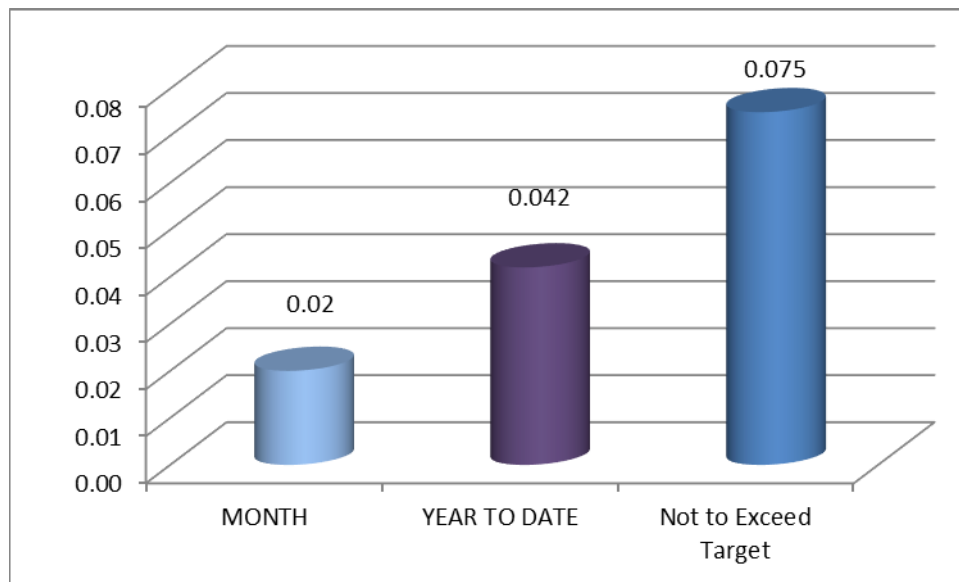
VARIANCE BY ROUTE (PERCENTAGE) – December 2019 to December 2018																	
ROUTES	FARES	ADULTS	SNR	DIS	W/C	CHILD	FREE	TOTAL PAX	YD HOURS	SVC HOURS	YD MILES	SVC MILES	AVG FARE	REV/SV C MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
Mammoth Express	-13%	69%	-42%	-75%	-100%	-25%	200%	56%	5%	5%	4%	5%	-45%	-17%	49%	-1%	49%
Lone Pine Express	18%	41%	49%	-29%	-95%	-100%	-67%	19%	-2%	5%	-2%	4%	-1%	14%	13%	-7%	15%
Lone Pine DAR	27%	-46%	85%	-23%	-60%	3%		27%	4%	5%	30%	31%	0%	-3%	21%	24%	-3%
Tecopa	-9%		-9%					-9%	-18%	-18%	-12%	-12%	0%	4%	10%	7%	4%
Walker DAR	-71%	700%	1400%	-97%		-100%		-76%	-20%	-20%	-52%	-44%	18%	-49%	-70%	-40%	-56%
Bridgeport to G'Ville	76%			140%				140%	-17%	-18%	-53%	16%	-27%	51%	192%	-43%	106%
Benton to Bishop	-8%	-50%	-21%	300%	-100%			-6%	58%	62%	54%	59%	-2%	-42%	-42%	-5%	-41%
Bishop DAR	7.9%	2.7%	5.7%	17.4%	33.0%	-73.6%	204.9%	16.7%	4.5%	5.3%	5.5%	5.2%	-7.5%	2.6%	10.8%	0.2%	10.9%
Nite Rider	4%	-1%	-18%	56%	70%		25%	7%	-13%	-11%	-5%	-8%	-2%	13%	19%	6%	15%
Mammoth FR		-9%		400%		-20%		-10%	-5%	-5%	-9%	-8%	N/A	N/A	-5%	-4%	-2%
Mammoth DAR	-10%	-11%	125%	-41%		700%	-35%	-13%	3%	10%	-11%	-18%	3%	9%	-21%	-19%	6%
Reno	19%	20%	-1%	-59%	-86%	-14%	-50%	12%	3%	3%	2%	4%	6%	15%	9%	-1%	8%
Lancaster	22%	13%	28%	-21%	-100%	50%	-43%	12%	9%	8%	5%	5%	9%	16%	4%	-3%	7%
MMSA		6%		400%		6%		6%	6%	6%	2%	1%					

## Customer Comments

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

- 12/3: Customer called to complain that the Purple Line had not stopped at the Visitor Center for over 30 minutes. Driver was unfamiliar with route, and stopped shortly thereafter.
- 12/5: A Bishop resident called to complain that an ESTA driver had used the entrance to his driveway to turn the bus around. Driver advised to not use private property to turn.
- 12/9: Customer called to compliment ESTA service and drivers, especially driver Cathy Liberato who she has ridden with to Lancaster on several occasions.
- 12/27: Customer called to complain that a Red Line driver was rude with passengers boarding her bus.

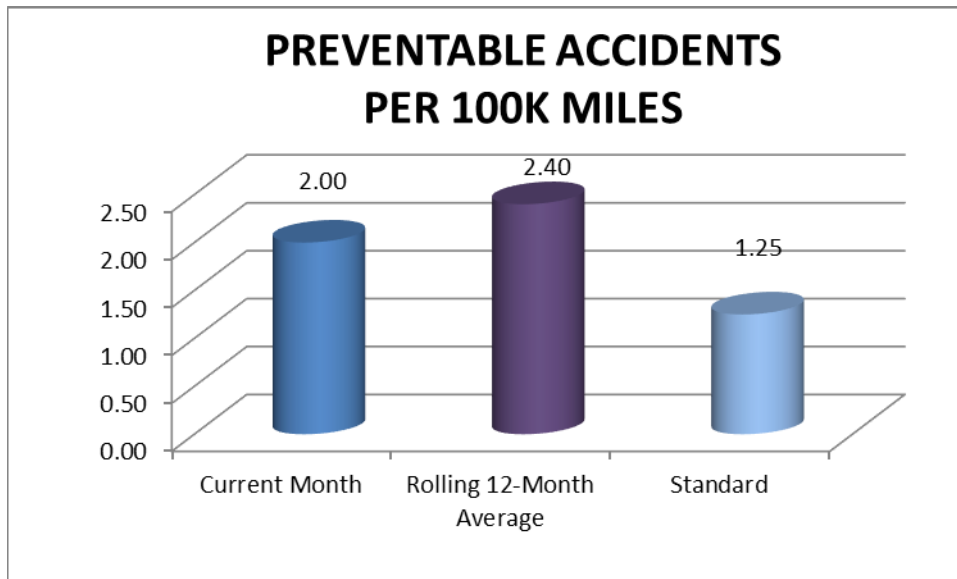
### COMPLAINTS PER 1,000 PASSENGERS



## Accident/Incidents

There were two preventable accidents in December 2019.

- 12/21: Driver sideswiped another ESTA vehicle when pulling out of a parking space at ESTA Mammoth yard
- 12/24: Driver grazed protective post next to fuel pump with rear bumper causing minor damage.



## Road Call Frequency

There were no road calls during the month of December 2019 where a service vehicle had to be called to repair in place or tow a transit vehicle. There were 6 vehicle exchanges during the month of December 2019 due to mechanical issues requiring a replacement transit vehicle be placed into service. The average Road Call frequency is 0.82 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

### Missed Runs

There were 82 missed/late runs in December 2019.

- 12/2: Purple Line 1 run missed due to tire chain repair.  
Night Trolley 6 runs missed due to driver callout.
- 12/3: Night Trolley 1 run missed due to driver late for shift.
- 12/4: Purple Line 1 run missed to tire chain repair.  
Walker DAR reduced service due to staffing issue.
- 12/8: Green/Yellow Line 4 runs missed due to driver no show.  
Green Line 2 runs missed due to bus switch out.
- 12/10: Night Trolley 6 runs missed due to driver illness.
- 12/11: Blue Line 1 run missed due to driver illness.  
Walker DAR reduced service due to staffing issue.
- 12/12: Blue Line 2 runs missed due to chain install.  
Purple Line 1 run missed due to flat tire.
- 12/13: Purple Line 2 runs due to driver callout.  
Blue Line 5 runs missed due to chain install/heavy snow.  
Yellow Line 2 runs missed due to chain install/accident along route.  
Green Line 1 run missed due to chain install.
- 12/16: Night Trolley 4 runs missed due to driver illness.
- 12/17: Night Trolley 6 runs missed due to driver callout.
- 12/23: Night Trolley 6 runs missed due to driver illness.
- 12/24: Purple Line 2 runs missed due to chain install/heavy snow.  
Blue Line 1 run missed due to chain install/heavy snow.  
Yellow Line 2 runs missed due to chain install/heavy snow.  
Green Line 5 runs missed due to chain install/heavy snow.  
Walker DAR no service due to staffing issue.
- 12/25: Green Line 2 runs missed due to chain uninstall/heavy snow.  
Purple Line 1 run missed due disabled passenger drop-off.
- 12/26: Blue Line 4 runs missed due to chain install/heavy snow.  
Green Line 5 runs missed due to chain install/heavy snow.



- Walker DAR no service due to staffing issue.
- 12/27: Walker DAR no service due to staffing issue.
- 12/31: Blue Line 4 runs missed due to mechanical issue.

### **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.)

<b>DECEMBER 2019</b>			
		<b>PERCENT</b>	<b>GOAL</b>
<b>IMMEDIATE RESPONSE TRIPS</b>			
Total Trips:	2,197	81.5%	
Average Wait Time (min.):	14		<i>&lt; 20 Minutes</i>
Trips > 30 Minute Wait:	137	6.2%	<i>&lt; 5%</i>
<b>ADVANCE RESERVATION TRIPS</b>			
Total Trips:	498	18.5%	
On Time Trips (± 10 min.)	403	80.9%	
<b>TOTAL SCHEDULED TRIPS</b>			
	2,695		
No-Shows Including Checkpoints	301	11.2%	
No-Shows Excluding Checkpoints	201	7.5%	
Cancellations	104	3.9%	