

STAFF REPORT

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

Executive Summary

Overall ridership decreased by 75% in June compared to last year, but up slightly from an 82% decrease in May. Bishop DAR and Express routes are recovering at the fastest rates, with Mammoth Town routes recovering slowest. Road calls (0) and customer comments (2), Bishop DAR, and preventable accidents (0) met the monthly goals. We missed 11 trips better than the 29 trips in May due to driver shortages, mechanicals, and Covid-19 related absence. Covid related cancelled service is Reds Meadow and Bishop Nite Rider.

June 2020

	Jun-20	May-20	Percent Change	Jun-19	Percent Change
PASSENGERS					
Adult	7,837	4,490	74.5%	32,482	-75.9%
Senior	1,207	788	53.2%	1,790	-32.6%
Disabled	308	223	38.1%	767	-59.8%
Wheelchair	101	74	36.5%	306	-67.0%
Child	652	121	438.8%	4,986	-86.9%
Child under 5	75	53	41.5%	410	-81.7%
Total Passengers	10,180	5,749	77.1%	40,741	-75.0%
FARES	\$18,575.00	\$9,330.70	99.1%	\$43,111.70	-56.9%
SERVICE MILES	60,345	44,741	34.9%	60,988	-1.1%
SERVICE HOURS	3,404	2,851	19.4%	3,665	-7.1%
Passengers per Hour	2.99	2.02	48.3%	11.12	-73.1%

RIDERSHIP COMPARISON				
REPORT MONTH - THIS YEAR/LAST YEAR				
Route	Jun-20	Jun-19	Variance	% Change
Mammoth Express	251	435	-184	-42.3%
Lone Pine Express	261	395	-134	-33.9%
Lone Pine DAR	299	326	-27	-8.3%
Tecopa	7	10	-3	-30.0%
Walker DAR	22	98	-76	-77.6%
Bridgeport to G'Ville	7	22	-15	-68.2%
Benton to Bishop	1	47	-46	-97.9%
Bishop DAR	2,110	3,229	-1,119	-34.7%
Nite Rider	108	339	-231	-68.1%
Mammoth FR	6,434	33,080	-26,646	-80.6%
Mammoth DAR	79	395	-316	-80.0%
Reno	289	753	-464	-61.6%
Lancaster	273	581	-308	-53.0%
TOTALS	10,180	40,741	-30,561	-75.0%

PASSENGERS PER SERVICE HOUR				
REPORT MONTH - THIS YEAR/LAST YEAR				PAX MILES/
Route	Jun-20	Jun-19	% Change	SVC HOUR
Mammoth Express	2.94	5.85	-49.7%	
Lone Pine Express	2.50	4.08	-38.8%	
Lone Pine DAR	1.94	2.33	-16.6%	
Tecopa	0.68	0.91	-25.5%	
Walker DAR	0.20	0.69	-70.7%	
Bridgeport to G'Ville	0.53	0.84	-37.6%	
Benton to Bishop	0.11	3.12	-96.4%	
Bishop DAR	2.43	3.70	-34.2%	
Nite Rider	2.83	5.02	-43.7%	
Mammoth FR	5.21	21.55	-75.8%	
Mammoth DAR	0.44	2.24	-80.5%	
Reno	1.05	2.83	-63.0%	91.02
Lancaster	1.15	2.72	-57.6%	90.07
Total	2.99	11.12	-73.1%	

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
Jun-20																	
Mammoth Express	\$1,500.60	220	22	0	0	0	9	251	99	85	3,843	3,759	5.98	.40	2.94	45.1	0.07
Lone Pine Express	\$1,479.50	173	76	9	2	1	0	261	124	105	5,063	4,869	5.67	.30	2.50	48.4	0.05
Lone Pine DAR	\$850.80	24	232	36	5	2	0	299	161	154	1,439	1,439	2.85	.59	1.94	9.3	0.21
Tecopa	\$35.00	0	7	0	0	0	0	7	11	10	270	270	5.00	.13	.68	26.1	0.03
Walker DAR	\$70.20	18	2	0	0	2	0	22	123	109	2,046	615	3.19	.11	.20	18.8	0.04
Bridgeport to G'Ville	\$34.50	4	0	0	0	3	0	7	21	13	505	227	4.93	.15	.53	38.0	0.03
Benton to Bishop	\$5.50	0	1	0	0	0	0	1	17	9	754	425	5.50	.01	.11	83.8	0.00
Specials	\$0.00	0	0	0	0	0	0	0	0	0	0	0	N/A	N/A			
Bishop DAR	\$5,124.00	983	750	220	87	6	64	2,110	958	867	8,263	7,185	2.43	.71	2.43	9.5	0.29
Nite Rider	\$455.40	84	3	14	6	1	0	108	38	38	406	406	4.22	1.12	2.83	10.6	0.27
Mammoth FR	\$0.00	5,799	0	0	0	635	0	6,434	1,281	1,236	16,078	15,499	N/A	N/A	5.21	13.0	0.42
Mammoth DAR	\$238.00	63	12	4	0	0	0	79	185	181	604	492	3.01	.48	.44	3.3	0.16
Reno	\$5,095.25	233	50	5	1	0	0	289	296	276	12,433	12,066	17.63	.42	1.05	45.1	0.02
Lancaster	\$3,496.25	199	51	19	0	2	2	273	256	237	11,243	11,085	12.81	.32	1.15	47.4	0.02
Bishop Creek	\$190.00	37	1	1	0	0	0	39	92	84	2,085	2,008	4.87	.09	.46	24.8	0.02
Total	\$18,575.00	7,837	1,207	308	101	652	75	10,180	3,661	3,404	65,032	60,345	1.82	.31	2.99	19.1	0.17
Jun-19																	
Mammoth Express	\$1,890.00	394	35	1	2	2	1	435	87	74	3,491	3,439	4.34	.55	5.85	47.0	0.13
Lone Pine Express	\$2,366.00	295	59	22	2	14	3	395	113	97	4,538	4,406	5.99	.54	4.08	46.9	0.09
Lone Pine DAR	\$840.80	14	198	79	16	18	1	326	147	140	1,286	1,283	2.58	.66	2.33	9.2	0.25
Tecopa	\$52.00	4	6	0	0	0	0	10	11	11	315	315	5.20	.17	.91	28.6	0.03
Walker DAR	\$267.60	13	0	85	0	0	0	98	152	143	473	380	2.73	.70	.69	3.3	0.26
Bridgeport to G'Ville	\$135.00	0	0	22	0	0	0	22	29	26	568	425	6.14	.32	.84	21.8	0.05
Benton to Bishop	\$261.00	12	29	6	0	0	0	47	30	15	1,295	653	5.55	.40	3.12	85.9	0.07
Specials	\$0.00	970	12	0	0	49	0	1,031	37	27	670	477	N/A	N/A			
Bishop DAR	\$7,460.85	1,132	1,208	429	264	30	166	3,229	953	873	9,118	8,373	2.31	.89	3.70	10.4	0.39
Nite Rider	\$1,351.20	248	19	32	14	16	10	339	68	68	949	910	3.99	1.48	5.02	14.1	0.37
Mammoth FR	\$0.00	28,227	0	16	0	4,837	0	33,080	1,589	1,535	19,514	18,827	N/A	N/A	21.55	12.7	1.76
Mammoth DAR	\$563.00	169	13	0	3	0	210	395	177	176	541	468	1.43	1.20	2.24	3.1	0.84
Reno	\$19,170.75	577	124	46	1	5	0	753	284	266	11,141	10,950	25.46	1.75	2.83	41.9	0.07
Lancaster	\$8,753.50	427	87	29	4	15	19	581	235	214	10,211	10,082	15.07	.87	2.72	47.7	0.06
Bishop Creek	\$460.00	56	19	0	0	53	0	128	63	54	1,806	1,713	3.59	.27	2.35	33.2	0.07
Total	\$43,111.70	32,482	1,790	767	306	4,986	410	40,741	3,912	3,665	64,110	60,988	1.06	.71	11.12	17.5	0.67

VARIANCE BY ROUTE (RAW NUMBERS) – June 2020 to June 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	-\$389.40	-174	-13	-1	-2	-2	8	-184	12	11	352	320	1.63	-0.15	-2.91	-1.87	-0.06
Lone Pine Express	-\$886.50	-122	17	-13	0	-13	-3	-134	11	8	525	463	-0.32	-0.23	-1.59	1.54	-0.04
Lone Pine DAR	\$10.00	10	34	-43	-11	-16	-1	-27	15	14	153	156	0.27	-0.06	-0.39	0.16	-0.05
Tecopa	-\$17.00	-4	1	0	0	0	0	-3	0	-1	-45	-45	-0.20	-0.04	-0.23	-2.51	-0.01
Walker DAR	-\$197.40	5	2	-85	0	2	0	-76	-30	-34	1573	235	0.46	-0.59	-0.49	15.45	-0.22
Bridgeport to G'Ville	-\$100.50	4	0	-22	0	3	0	-15	-8	-13	-63	-198	-1.21	-0.17	-0.32	16.19	-0.02
Benton to Bishop	-\$255.50	-12	-28	-6	0	0	0	-46	-13	-6	-541	-228	-0.05	-0.39	-3.00	-2.08	-0.07
Bishop DAR	-\$2,336.85	-149	-458	-209	-177	-24	-102	-1119	5	-6	-855	-1188	0.12	-0.18	-1.26	-0.91	-0.09
Nite Rider	-\$895.80	-164	-16	-18	-8	-15	-10	-231	-29	-29	-543	-504	0.23	-0.36	-2.19	-3.42	-0.11
Mammoth FR	\$0.00	-22428	0	-16	0	-4202	0	-26646	-308	-300	-3436	-3328	N/A	N/A	-16.34	0.30	-1.34
Mammoth DAR	-\$325.00	-106	-1	4	-3	0	-210	-316	8	4	63	24	1.59	-0.72	-1.80	0.27	-0.68
Reno	-\$14,075.50	-344	-74	-41	0	-5	0	-464	12	10	1292	1116	-7.83	-1.33	-1.78	3.21	-0.04
Lancaster	-\$5,257.25	-228	-36	-10	-4	-13	-17	-308	21	23	1032	1003	-2.26	-0.55	-1.57	-0.35	-0.03
MMSA	\$0.00	0	0	0	0	0	0	0	0	0	0	0					

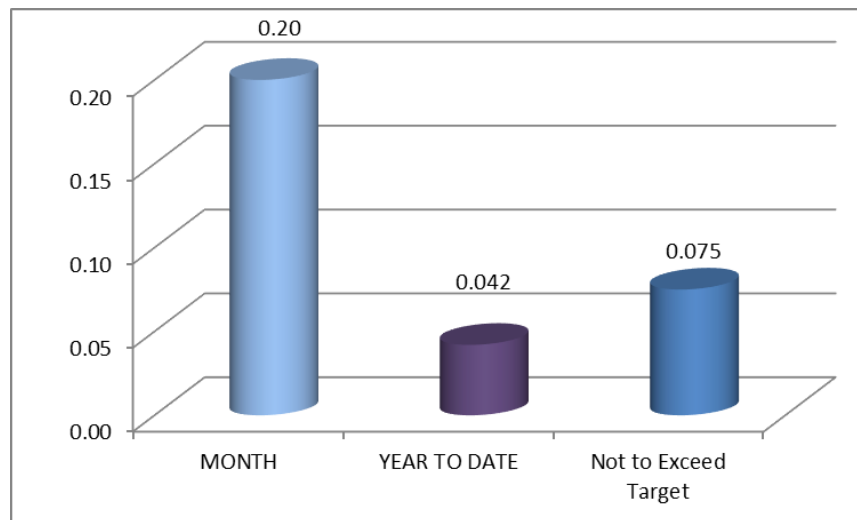
VARIANCE BY ROUTE (PERCENTAGE) – June 2020 to June 2019																	
ROUTES	FARES	ADULTS	SNR	DIS	W/C	CHILD	FREE	TOTAL PAX	YD HOURS	SVC HOURS	YD MILES	SVC MILES	AVG FARE	REV/SV C MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
Mammoth Express	-21%	-44%	-37%	-100%	-100%	-100%	800%	-42%	14%	15%	10%	9%	38%	-27%	-50%	-4%	-47%
Lone Pine Express	-37%	-41%	29%	-59%	0%	-93%	-100%	-34%	10%	8%	12%	11%	-5%	-43%	-39%	3%	-40%
Lone Pine DAR	1%	71%	17%	-54%	-69%	-89%	-100%	-8%	10%	10%	12%	12%	10%	-10%	-17%	2%	-18%
Tecopa	-33%	-100%	17%					-30%	-4%	-6%	-14%	-14%	-4%	-21%	-25%	-9%	-18%
Walker DAR	-74%	38%		-100%				-78%	-19%	-24%	333%	62%	17%	-84%	-71%	466%	-86%
Bridgeport to G'Ville	-74%			-100%				-68%	-29%	-49%	-11%	-47%	-20%	-52%	-38%	74%	-40%
Benton to Bishop	-98%	-100%	-97%	-100%				-98%	-44%	-40%	-42%	-35%	-1%	-97%	-96%	-2%	-97%
Bishop DAR	-31.3%	-13.2%	-37.9%	-48.7%	-67.0%	-80.0%	-61.4%	-34.7%	0.5%	-0.7%	-9.4%	-14.2%	5.1%	-20.0%	-34.2%	-8.7%	-23.9%
Nite Rider	-66%	-66%	-84%	-56%	-57%	-94%	-100%	-68%	-43%	-43%	-57%	-55%	6%	-24%	-44%	-24%	-29%
Mammoth FR		-79%		-100%		-87%		-81%	-19%	-20%	-18%	-18%	N/A	N/A	-76%	2%	-76%
Mammoth DAR	-58%	-63%	-8%		-100%		-100%	-80%	5%	2%	12%	5%	111%	-60%	-80%	9%	-81%
Reno	-73%	-60%	-60%	-89%	0%	-100%		-62%	4%	4%	12%	10%	-31%	-76%	-63%	8%	-65%
Lancaster	-60%	-53%	-41%	-34%	-100%	-87%	-89%	-53%	9%	11%	10%	10%	-15%	-64%	-58%	-1%	-57%
MMSA																	

Customer Comments

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

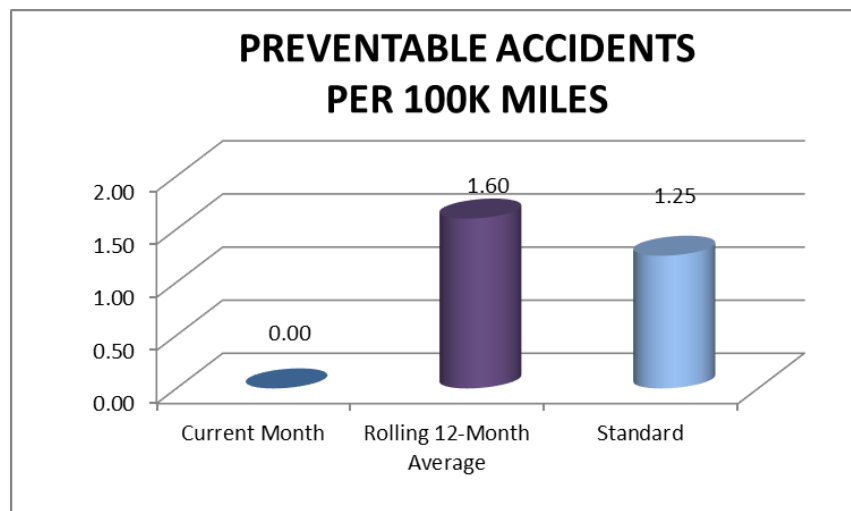
- 6/12: Customer called to complain that the bus to Lancaster passed him in Independence. Driver did not see passenger at stop. Customer may have been located on other side of highway.
- 6/26: Customer wrote via Facebook that she was upset that a driver expressed his dislike of the protest on June 2nd in Bishop. Driver coached on avoiding controversial topics on duty.

COMPLAINTS PER 1,000 PASSENGERS



Accident/Incidents

There were no preventable accidents in June 2020.



Road Call Frequency

There were no road calls during the month of June 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 June 2020 due to mechanical issues requiring a replacement transit vehicle be placed into service. The year to date average Road Call frequency is 0.37 per 100,00 miles.

Date	Road Calls	Bus Exchange	Miles	Road Calls / 100K Miles	Year to Date Avg.
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
Jun-20	0	5	65032	0.00	0.37

Missed Runs

There were 11 missed/late runs in June 2020.

Walker DAR	1	6/2/2020	No Service
Walker DAR	1	6/3/2020	Reduced hours due to staffing issue
Walker DAR	1	6/9/2020	No Service
Walker DAR	1	6/10/2020	Reduced hours due to staffing issue
Walker DAR	1	6/16/2020	No Service
Walker DAR	1	6/17/2020	Reduced hours due to staffing issue
Purple Line	2	6/19/2020	Driver Ill
Walker DAR	1	6/23/2020	No Service
Walker DAR	1	6/24/2020	Reduced hours due to staffing issue
Walker DAR	1	6/30/2020	No Service

COVID-19 Service Reductions/Cancelations

- Reds Meadow Service
- Reduced hours on Bishop Nite Rider

Bishop Dial-A-Ride Wait Times

June 2020

		PERCENT	GOAL
IMMEDIATE RESPONSE TRIPS			
Total Trips:	1,722	89.8%	
Average Wait Time (min.):	10		<i>< 20 Minutes</i>
Trips > 30 Minute Wait:	5	0.3%	<i>< 5%</i>
ADVANCE RESERVATION TRIPS			
Total Trips:	195	10.2%	
On Time Trips (± 10 min.)	164	84.1%	
TOTAL SCHEDULED TRIPS			
	1,917		
No-Shows Including Checkpoints	231	12.1%	
No-Shows Excluding Checkpoints	76	4.0%	
Cancellations	21	1.1%	