



February 9, 2015

Mr. Whittington  
Merced County Association of Governments  
369 W. 18<sup>th</sup> Street  
Merced, CA 95340

**RE: YARTS Monthly Report: January 1-31, 2015**

Dear Mr. Whittington,

In accordance with the contract agreement between the Yosemite Area Transportation System Joint Powers Authority (YARTS JPA) and VIA Adventures, Inc. attached please find the monthly summary of operating statistics for January 1-31, 2015.

Please feel free to contact me directly at 384-1315 should you have questions or need additional information.

Sincerely,

Denise Demery  
YARTS Program Manager

**RIDERSHIP**

From 1/1/2015 to 1/31/2015

A total of 4,774 passengers were carried on the HWY 140 system by VIA. Of these, 755 were Amtrak passengers utilizing the YARTS service.

**Ridership - All**

Date	DNC	NPS	Other	Total Employees	Adult Paid	Sr/Child Paid	Commuter Paid	Child Free	Amtrak Paid	Total Paid	Total
1/1/2015	0	2	0	2	73	1	33	0	45	152	154
1/2/2015	0	12	0	12	106	7	20	16	53	186	214
1/3/2015	0	8	0	8	81	0	41	13	36	158	179
1/4/2015	0	6	0	6	97	3	25	3	55	180	189
1/5/2015	0	48	11	59	51	1	45	0	29	126	185
1/6/2015	2	55	4	61	59	2	31	1	17	109	171
1/7/2015	0	45	1	46	61	6	25	7	21	113	166
1/8/2015	1	52	4	57	56	2	26	8	28	112	177
1/9/2015	1	20	0	21	57	4	26	1	36	123	145
1/10/2015	0	7	5	12	60	5	18	1	19	102	115
1/11/2015	0	2	0	2	64	5	27	3	46	142	147
1/12/2015	0	61	0	61	32	6	46	0	29	113	174
1/13/2015	4	61	17	82	45	1	35	4	9	90	176
1/14/2015	0	49	7	56	72	5	30	0	25	132	188
1/15/2015	2	42	8	52	54	2	41	1	18	115	168
1/16/2015	2	19	1	22	60	0	34	2	24	118	142
1/17/2015	0	7	3	10	44	3	31	2	6	84	96
1/18/2015	5	6	0	11	54	5	15	5	17	91	107
1/19/2015	0	4	4	8	49	4	19	2	42	114	124
1/20/2015	1	60	6	67	44	3	43	2	19	109	178
1/21/2015	11	44	2	57	63	3	38	2	26	130	189
1/22/2015	0	22	1	23	46	3	52	0	24	125	148
1/23/2015	1	15	4	20	66	5	22	1	18	111	132
1/24/2015	0	6	7	13	44	3	14	0	14	75	88
1/25/2015	1	10	0	11	60	2	15	1	21	98	110
1/26/2015	0	52	2	54	62	8	42	2	13	125	181
1/27/2015	1	64	11	76	46	5	41	0	10	102	178
1/28/2015	0	66	0	66	49	3	33	7	9	94	167
1/29/2015	0	52	4	56	39	7	49	2	16	111	169
1/30/2015	0	12	0	12	51	6	20	3	16	93	108
1/31/2015	0	10	0	10	60	4	18	3	14	96	109
<b>Total</b>	32	919	102	1,053	1,805	114	955	92	755	3,629	4,774
<b>Percent</b>	0.67%	19.25%	2.14%	22.06%	37.81%	2.39%	20.00%	1.93%	15.81%	76.02%	100.00%

## Ridership Excluding Amtrak

Date	DNC	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
1/1/2015	0	2	0	2	73	33	0	1	107	109
1/2/2015	0	12	0	12	106	20	16	7	133	161
1/3/2015	0	8	0	8	81	41	13	0	122	143
1/4/2015	0	6	0	6	97	25	3	3	125	134
1/5/2015	0	48	11	59	51	45	0	1	97	156
1/6/2015	2	55	4	61	59	31	1	2	92	154
1/7/2015	0	45	1	46	61	25	7	6	92	145
1/8/2015	1	52	4	57	56	26	8	2	84	149
1/9/2015	1	20	0	21	57	26	1	4	87	109
1/10/2015	0	7	5	12	60	18	1	5	83	96
1/11/2015	0	2	0	2	64	27	3	5	96	101
1/12/2015	0	61	0	61	32	46	0	6	84	145
1/13/2015	4	61	17	82	45	35	4	1	81	167
1/14/2015	0	49	7	56	72	30	0	5	107	163
1/15/2015	2	42	8	52	54	41	1	2	97	150
1/16/2015	2	19	1	22	60	34	2	0	94	118
1/17/2015	0	7	3	10	44	31	2	3	78	90
1/18/2015	5	6	0	11	54	15	5	5	74	90
1/19/2015	0	4	4	8	49	19	2	4	72	82
1/20/2015	1	60	6	67	44	43	2	3	90	159
1/21/2015	11	44	2	57	63	38	2	3	104	163
1/22/2015	0	22	1	23	46	52	0	3	101	124
1/23/2015	1	15	4	20	66	22	1	5	93	114
1/24/2015	0	6	7	13	44	14	0	3	61	74
1/25/2015	1	10	0	11	60	15	1	2	77	89
1/26/2015	0	52	2	54	62	42	2	8	112	168
1/27/2015	1	64	11	76	46	41	0	5	92	168
1/28/2015	0	66	0	66	49	33	7	3	85	158
1/29/2015	0	52	4	56	39	49	2	7	95	153
1/30/2015	0	12	0	12	51	20	3	6	77	92
1/31/2015	0	10	0	10	60	18	3	4	82	95
<b>Total</b>	32	919	102	1,053	1,805	955	92	114	2,874	4,019
<b>Percent</b>	0.80%	22.87%	2.54%	26.20%	44.91%	23.76%	2.29%	2.84%	71.51%	100.00%

## Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	36	0.75%
Airport	15	0.31%
Merced College	13	0.27%
Amtrak	739	15.48%
Transpo	233	4.88%
Catheys Valley	70	1.47%
MPMidtown	141	2.95%
Roadside Rest	424	8.88%
Mariposa Park &	381	7.98%
KOA	53	1.11%
MidPines	237	4.96%
MPPO	117	2.45%
Bug Hostel	185	3.88%
Cedar Lodge	63	1.32%
NPS Maintenance	290	6.07%
Barium Mine Rd	79	1.65%
El Portal PO	94	1.97%
YV Lodge	109	2.28%
YosVCenter	488	10.22%
Curry Village	243	5.09%
Ahwahnee	155	3.25%
YosLodge	596	12.48%
UC Merced	13	0.27%
<b>Totals</b>	<b>4774</b>	<b>100.00%</b>

**LOAD FACTOR ANALYSIS : January 01 - January 31, 2015**

Below please find the load factor calculations for the HWY 140 runs operated by VIA for January 01 through January 31, 2015. The load factor analysis is broken down by daily-all routes, weekday, and weekend service.

**WITH AMTRAK**

Daily - All Runs

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,100	316	28.73%	Inbound 5:28am service from Catheys Valley to Y
02C.5	1,705	498	29.21%	Inbound 5:58am service from Catheys Valley to Y
03	1,705	391	22.93%	Inbound 6:45am service from Merced to YV
04	1,430	561	39.23%	Inbound 10:20am service from Merced to YV
05	1,701	279	16.40%	Inbound 1:20pm service from Merced to YV
06	1,705	407	23.87%	Inbound 4:30pm service from Merced to YV
07	1,100	137	12.45%	Outbound 6:20am service from Midpines to Merce
08	1,705	586	34.37%	Outbound 9:32am service from YV to Merced
09	1,650	748	45.33%	Outbound 3:40pm service from YV to Merced
10	1,650	283	17.15%	Outbound 4:25pm service from YV to Mariposa
11	1,430	314	21.96%	Outbound 4:55pm service from YV to Merced
12	1,701	254	14.93%	Outbound 5:45pm service from YV to Merced
Total	18,582	4,774	25.69%	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,100	316	28.73%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,100	382	34.73%	Inbound 5:58am service from Catheys Valley to YV
03	1,100	258	23.45%	Inbound 6:45am service from Merced to YV
04	990	321	32.42%	Inbound 10:20am service from Merced to YV
05	1,096	182	16.61%	Inbound 1:20pm service from Merced to YV
06	1,100	289	26.27%	Inbound 4:30pm service from Merced to YV
07	1,100	137	12.45%	Outbound 6:20am service from Midpines to Merced
08	1,100	373	33.91%	Outbound 9:32am service from YV to Merced
09	1,045	494	47.27%	Outbound 3:40pm service from YV to Merced
10	1,100	217	19.73%	Outbound 4:25pm service from YV to Mariposa
11	990	229	23.13%	Outbound 4:55pm service from YV to Merced
12	1,096	158	14.42%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>12,917</b>	<b>3,356</b>	<b>25.98%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	605	18	2.98%	Inbound 5:58am service from Catheys Valley to YV
02C.5	605	98	16.20%	Inbound 5:58am service from Catheys Valley to YV
03	605	111	18.35%	Inbound 6:45am service from Merced to YV
03	605	22	3.64%	Inbound 6:45am service from Merced to YV
04	440	175	39.77%	Inbound 10:20am service from Merced to YV
04	440	65	14.77%	Inbound 10:20am service from Merced to YV
05	605	80	13.22%	Inbound 1:20pm service from Merced to YV
05	605	17	2.81%	Inbound 1:20pm service from Merced to YV
06	605	28	4.63%	Inbound 4:30pm service from Merced to YV
06	605	90	14.88%	Inbound 4:30pm service from Merced to YV
08	605	43	7.11%	Outbound 9:32am service from YV to Merced
08	605	170	28.10%	Outbound 9:32am service from YV to Merced
09	605	204	33.72%	Outbound 3:40pm service from YV to Merced
09	605	50	8.26%	Outbound 3:40pm service from YV to Merced
10	550	59	10.73%	Outbound 4:25pm service from YV to Mariposa
10	550	7	1.27%	Outbound 4:25pm service from YV to Mariposa
11	440	65	14.77%	Outbound 4:55pm service from YV to Merced
11	440	20	4.55%	Outbound 4:55pm service from YV to Merced
12	605	8	1.32%	Outbound 5:45pm service from YV to Merced
12	605	88	14.55%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>11,330</b>	<b>1,418</b>	<b>12.52%</b>	

**WITHOUT AMTRAK**

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,100	316	28.73%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,705	498	29.21%	Inbound 5:58am service from Catheys Valley to YV
03	1,705	389	22.82%	Inbound 6:45am service from Merced to YV
04	1,430	303	21.19%	Inbound 10:20am service from Merced to YV
05	1,701	219	12.87%	Inbound 1:20pm service from Merced to YV
06	1,705	348	20.41%	Inbound 4:30pm service from Merced to YV
07	1,100	137	12.45%	Outbound 6:20am service from Midpines to Merced
08	1,705	400	23.46%	Outbound 9:32am service from YV to Merced
09	1,650	583	35.33%	Outbound 3:40pm service from YV to Merced
10	1,650	277	16.79%	Outbound 4:25pm service from YV to Mariposa
11	1,430	312	21.82%	Outbound 4:55pm service from YV to Merced
12	1,701	237	13.93%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>18,582</b>	<b>4,019</b>	<b>21.63%</b>	



## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,100	316	28.73%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,100	382	34.73%	Inbound 5:58am service from Catheys Valley to YV
03	1,100	257	23.36%	Inbound 6:45am service from Merced to YV
04	990	168	16.97%	Inbound 10:20am service from Merced to YV
05	1,096	146	13.32%	Inbound 1:20pm service from Merced to YV
06	1,100	250	22.73%	Inbound 4:30pm service from Merced to YV
07	1,100	137	12.45%	Outbound 6:20am service from Midpines to Merced
08	1,100	259	23.55%	Outbound 9:32am service from YV to Merced
09	1,045	411	39.33%	Outbound 3:40pm service from YV to Merced
10	1,100	211	19.18%	Outbound 4:25pm service from YV to Mariposa
11	990	228	23.03%	Outbound 4:55pm service from YV to Merced
12	1,096	151	13.78%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>12,917</b>	<b>2,916</b>	<b>22.57%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	605	18	2.98%	Inbound 5:58am service from Catheys Valley to YV
02C.5	605	98	16.20%	Inbound 5:58am service from Catheys Valley to YV
03	605	110	18.18%	Inbound 6:45am service from Merced to YV
03	605	22	3.64%	Inbound 6:45am service from Merced to YV
04	440	111	25.23%	Inbound 10:20am service from Merced to YV
04	440	24	5.45%	Inbound 10:20am service from Merced to YV
05	605	60	9.92%	Inbound 1:20pm service from Merced to YV
05	605	13	2.15%	Inbound 1:20pm service from Merced to YV
06	605	20	3.31%	Inbound 4:30pm service from Merced to YV
06	605	78	12.89%	Inbound 4:30pm service from Merced to YV
08	605	31	5.12%	Outbound 9:32am service from YV to Merced
08	605	110	18.18%	Outbound 9:32am service from YV to Merced
09	605	144	23.80%	Outbound 3:40pm service from YV to Merced
09	605	28	4.63%	Outbound 3:40pm service from YV to Merced
10	550	59	10.73%	Outbound 4:25pm service from YV to Mariposa
10	550	7	1.27%	Outbound 4:25pm service from YV to Mariposa
11	440	64	14.55%	Outbound 4:55pm service from YV to Merced
11	440	20	4.55%	Outbound 4:55pm service from YV to Merced
12	605	8	1.32%	Outbound 5:45pm service from YV to Merced
12	605	78	12.89%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>11,330</b>	<b>1,103</b>	<b>9.74%</b>	

## PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 1/1/2015 through 1/31/2015.

### Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	2	208	2	33	0	1	70	0	316
02C.5	6	236	10	63	20	10	153	0	498
03	2	45	10	238	15	24	55	2	391
04	0	0	0	210	12	21	60	258	561
05	0	0	9	150	6	6	48	60	279
06	0	0	4	220	4	6	114	59	407
07	0	1	0	32	0	1	103	0	137
08	0	9	18	301	4	22	46	186	586
09	15	127	13	300	14	10	104	165	748
10	4	138	18	55	7	9	46	6	283
11	2	85	5	107	6	4	103	2	314
12	1	70	13	96	4	0	53	17	254
<b>Total</b>	32	919	102	1,805	92	114	955	755	4,774
<b>Percent</b>	0.67%	19.25%	2.14%	37.81%	1.93%	2.39%	20.00%	15.81%	100.00%

**Weekdays**

<b>Run</b>	<b>DNC</b>	<b>NPS</b>	<b>Other</b>	<b>Adult</b>	<b>Child Free</b>	<b>Sr/Child</b>	<b>Commuter</b>	<b>Amtrak</b>	<b>Total</b>
01C.5	2	208	2	33	0	1	70	0	316
02C.5	2	200	10	41	19	6	104	0	382
03	2	45	6	138	9	17	40	1	258
04	0	0	0	119	3	14	32	153	321
05	0	0	9	96	4	3	34	36	182
06	0	0	1	143	0	5	101	39	289
07	0	1	0	32	0	1	103	0	137
08	0	9	13	191	3	17	26	114	373
09	13	124	13	189	9	4	59	83	494
10	4	131	11	24	6	9	26	6	217
11	2	82	5	64	5	2	68	1	229
12	1	51	13	49	1	0	36	7	158
<b>Total</b>	26	851	83	1,119	59	79	699	440	3,356
<b>Percent</b>	0.77%	25.36%	2.47%	33.34%	1.76%	2.35%	20.83%	13.11%	100.00%

## Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02C.5	4	36	0	22	1	4	49	0	116
03	0	0	4	100	6	7	15	1	133
04	0	0	0	91	9	7	28	105	240
05	0	0	0	54	2	3	14	24	97
06	0	0	3	77	4	1	13	20	118
08	0	0	5	110	1	5	20	72	213
09	2	3	0	111	5	6	45	82	254
10	0	7	7	31	1	0	20	0	66
11	0	3	0	43	1	2	35	1	85
12	0	19	0	47	3	0	17	10	96
<b>Total</b>	6	68	19	686	33	35	256	315	1,418
<b>Percent</b>	0.42%	4.80%	1.34%	48.38%	2.33%	2.47%	18.05%	22.21%	100.00%

## PASSENGER FARES BY TYPE EXCLUDING AMTRA

### Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	2	208	2	33	0	1	70	316
02C.5	6	236	10	63	20	10	153	498
03	2	45	10	238	15	24	55	389
04	0	0	0	210	12	21	60	303
05	0	0	9	150	6	6	48	219
06	0	0	4	220	4	6	114	348
07	0	1	0	32	0	1	103	137
08	0	9	18	301	4	22	46	400
09	15	127	13	300	14	10	104	583
10	4	138	18	55	7	9	46	277
11	2	85	5	107	6	4	103	312
12	1	70	13	96	4	0	53	237
<b>Total</b>	32	919	102	1,805	92	114	955	4,019
<b>Percent</b>	0.80%	22.87%	2.54%	44.91%	2.29%	2.84%	23.76%	100.00%

## Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	2	208	2	33	0	1	70	316
02C.5	2	200	10	41	19	6	104	382
03	2	45	6	138	9	17	40	257
04	0	0	0	119	3	14	32	168
05	0	0	9	96	4	3	34	146
06	0	0	1	143	0	5	101	250
07	0	1	0	32	0	1	103	137
08	0	9	13	191	3	17	26	259
09	13	124	13	189	9	4	59	411
10	4	131	11	24	6	9	26	211
11	2	82	5	64	5	2	68	228
12	1	51	13	49	1	0	36	151
<b>Total</b>	26	851	83	1,119	59	79	699	2,916
<b>Percent</b>	0.89%	29.18%	2.85%	38.37%	2.02%	2.71%	23.97%	100.00%

## Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02C.5	4	36	0	22	1	4	49	116
03	0	0	4	100	6	7	15	132
04	0	0	0	91	9	7	28	135
05	0	0	0	54	2	3	14	73
06	0	0	3	77	4	1	13	98
08	0	0	5	110	1	5	20	141
09	2	3	0	111	5	6	45	172
10	0	7	7	31	1	0	20	66
11	0	3	0	43	1	2	35	84
12	0	19	0	47	3	0	17	86
<b>Total</b>	6	68	19	686	33	35	256	1,103
<b>Percent</b>	0.54%	6.17%	1.72%	62.19%	2.99%	3.17%	23.21%	100.00%



## OPERATING STATISTICS

### **REVENUE MILES January 01 - January 31 2015**

From January 01 through January 31, 2015 VIA HWY 140 operated a total of 27,591 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekdays</b>					
	Catheys Valley	01C.5	20	69	1,380
	Catheys Valley	02C.5	20	69	1,380
	Merced	03	20	87	1,740
	Merced	04	19	87	1,653
	Merced	05	20	87	1,740
	Merced	06	20	87	1,740
	Midpines	07	20	51	1,020
	Yosemite	08	20	87	1,740
	Yosemite	09	19	87	1,653
	Yosemite	10	20	55	1,100
	Yosemite	11	20	87	1,740
	Yosemite	12	20	87	1,740
<b>Total Mileage</b>					<b>18,626</b>

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Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekends</b>					
	Catheys Valley	02C.5	9	69	621
	Merced	03	9	87	783
	Merced	04	9	87	783
	Merced	05	9	87	783
	Merced	06	9	87	783
	Yosemite	08	9	87	783
	Yosemite	09	9	87	783
	Yosemite	10	9	55	495
	Yosemite	11	9	87	783
	Yosemite	12	9	87	783
<b>Total Mileage</b>					<b>7,380</b>

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Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Holidays</b>					
	Catheys Valley	02C.5	2	69	138
	Merced	03	2	87	174
	Merced	04	2	87	174
	Merced	05	2	87	174
	Merced	06	2	87	174
	Yosemite	08	2	87	174
	Yosemite	09	2	87	174
	Yosemite	10	1	55	55
	Yosemite	11	2	87	174
	Yosemite	12	2	87	174
<b>Total Mileage</b>					<b>1,585</b>
<b>Grand Total</b>					<b>27,591</b>
<b>Nonchargeable YARTS runs 5 and 9</b>					<b>0</b>
<b>Nonchargeable YARTS extras</b>					<b>0</b>
<b>YARTS Total</b>					<b>27,591</b>

## REVENUE HOURS

From January 01 through January 31, 2015 VIA HWY 140 provided a total of 1,057.4 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekdays</b>					
	Catheys Valley	01C.5	20	2.30	46.00
	Catheys Valley	02C.5	20	2.30	46.00
	Merced	03	20	3.20	64.00
	Merced	04	19	3.50	66.50
	Merced	05	20	2.80	56.00
	Merced	06	20	3.90	78.00
	Midpines	07	20	2.20	44.00
	Yosemite	08	20	3.80	76.00
	Yosemite	09	19	3.60	68.40
	Yosemite	10	20	2.00	40.00
	Yosemite	11	20	3.20	64.00
	Yosemite	12	20	3.20	64.00
<b>Total Hours</b>					<b>712.90</b>

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Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekends</b>					
	Catheys Valley	02C.5	9	2.30	20.70
	Merced	03	9	3.20	28.80
	Merced	04	9	3.50	31.50
	Merced	05	9	2.80	25.20
	Merced	06	9	3.90	35.10
	Yosemite	08	9	3.80	34.20
	Yosemite	09	9	3.60	32.40
	Yosemite	10	9	2.00	18.00
	Yosemite	11	9	3.20	28.80
	Yosemite	12	9	3.20	28.80
<b>Total Hours</b>					<b>283.50</b>

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Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Holidays</b>					
	Catheys Valley	02C.5	2	2.30	4.60
	Merced	03	2	3.20	6.40
	Merced	04	2	3.50	7.00
	Merced	05	2	2.80	5.60
	Merced	06	2	3.90	7.80
	Yosemite	08	2	3.80	7.60
	Yosemite	09	2	3.60	7.20
	Yosemite	10	1	2.00	2.00
	Yosemite	11	2	3.20	6.40
	Yosemite	12	2	3.20	6.40
<b>Total Hours</b>					<b>61.00</b>
<b>Grand Total</b>					<b>1,057.40</b>
<b>Nonchargeable YARTS runs 5 and 9</b>					<b>0.00</b>
<b>Nonchargeable YARTS extras</b>					<b>0.00</b>
<b>YARTS Total</b>					<b>1,057.40</b>

## **Passengers Left / Wheelchair Usage**

### **Multi-Use Passes**

<b>Run Date</b>	<b>Route</b>	<b>Total</b>
1/4/2015	05	2
	<b>Grand Total</b>	<b>2</b>

### **Wheel Chair**

<b>Run Date</b>	<b>Route</b>	<b>Total</b>
1/3/2015	09	1
1/29/2015	08	1
	<b>Grand Total</b>	<b>2</b>

### **ACCIDENTS/INCIDENTS**

There were zero (0) accidents for YARTS during the period of January 1-31, 2015.

### **ROAD CALLS**

There were two (2) road calls during the month of January 1-31, 2015.

<b>01/19/15</b>	Run 11	Mechanical issue at Midpines Park and Ride. Bus replaced.
<b>01/30/15</b>	Run 2	Mechanical issue at Arch Rock gate. Bus repaired.

### **SERVICE DELAYS**

There were two (2) service delays during the month of January 1-31, 2015. Total on time service for all corridors was 99%.

<b>01/19/15</b>	Run 11	Delayed by 30 minutes due to a mechanical issue. ( <b>1<sup>st</sup> mechanical</b> )
<b>01/30/15</b>	Run 2	Delayed by 1.5 hours due to a mechanical issue. ( <b>2<sup>nd</sup> mechanical</b> )

### **MISSED RUNS**

There were zero (0) missed VIA YARTS trip during the period of January 1-31, 2015.

### **EXTRA TRIPS**

There were zero (0) extra VIA YARTS trip operating during the period of January 1-31, 2015.

### **MAINTENANCE**

VIA YARTS Buses are kept maintained regularly. Currently buses are rotated among runs to evenly distribute miles across the fleet. Regular buses are assigned to each route.

### **CUSTOMER SERVICE**

A total of **216** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from January 1-31, 2015. A comprehensive log of incoming calls by type, including calls regarding customer complaints, commendations, and recommendations is maintained and monitored continually.

### **Count on All Calls**

138	Calls received on schedule issues and questions for Hwy 140 Corridor.
9	Calls received on Mammoth Lake schedule information.
4	Calls received on Sonora/Groveland schedule information.
12	Calls received on park information (lodging, tours, camping, etc.)
51	Miscellaneous calls (lost & found, hang up calls, etc.)
2	Call received as a customer complaint.



216 Total

### **CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS**

There were two (2) customer complaints received during the month of January 1-31, 2015.

**01/23/15**

At 7:25 am received a call from a customer at the El Portal Post Office that the bus left early (7:17 am is the scheduled time). Customer indicated several people were waiting for the bus. Referred to operations manager for follow up.

Operations manager contacted customer and apologized for any inconvenience and suggested they arrive 5 to 10 minutes early to account for any differences in clock time. Driver said he did not leave early, so could have been differences in clock times between employees and YARTS bus.

General complaint

Run 4—Employee said that because the stop is grayed out on the YARTS schedule some drivers are not letting him off at Midpines Post Office as desired. He requested drivers be allowed to drop him off at this stop on Run 4. Operations manager concurred and informed all YARTS drivers that Midpines Post Office is approved to drop when requested on Run 4 since it is on the route, a safe normal stop and does not significantly delay the run.

### **Wheel Chair Requests**

There were two (2) wheelchair requests filled for the month of January 1-31, 2015. Additionally in the last month or two there have been regular unannounced wheelchair riders on various YARTS runs. Ten (10) wheelchair buses are available to accommodate YARTS passengers in accordance with ADA guidelines.

### **Cal-Trans & Traffic Delays**

There were 5-minute to 1-hour delays throughout the month on separate runs due to road work, weather conditions, and heavy traffic.