



February 3, 2014

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

**RE: YARTS Monthly Report: January 1-31, 2014**

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, 2014. .

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 1/1/2014 to 1/31/2014

A total of 5,292 passengers were carried on the HWY 140 system by VIA. Of these, 831 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
1/1/2014	0	6	2	8	83	2	34	16	36	155	179
1/2/2014	0	11	3	14	94	4	58	4	34	190	208
1/3/2014	1	16	2	19	85	6	24	7	12	127	153
1/4/2014	0	9	0	9	84	5	18	5	29	136	150
1/5/2014	0	1	4	5	54	10	23	2	21	108	115
1/6/2014	0	72	4	76	62	0	32	0	13	107	183
1/7/2014	2	67	5	74	76	3	40	2	24	143	219
1/8/2014	3	65	1	69	65	3	34	0	18	120	189
1/9/2014	3	77	11	91	54	6	36	3	7	103	197
1/10/2014	0	26	0	26	68	1	50	2	24	143	171
1/11/2014	0	6	0	6	84	2	7	1	15	108	115
1/12/2014	0	5	6	11	56	7	12	2	6	81	94
1/13/2014	0	78	22	100	62	0	37	3	23	122	225
1/14/2014	2	56	4	62	58	1	54	2	15	128	192
1/15/2014	5	61	6	72	48	4	49	2	17	118	192
1/16/2014	0	54	10	64	59	4	36	2	11	110	176
1/17/2014	0	14	0	14	55	6	35	4	10	106	124
1/18/2014	0	2	2	4	69	6	12	4	58	145	153
1/19/2014	0	1	0	1	62	5	18	2	8	93	96
1/20/2014	0	2	1	3	58	2	9	3	8	77	83
1/21/2014	3	68	7	78	40	0	43	6	181	264	348
1/22/2014	2	68	6	76	39	5	53	2	10	107	185
1/23/2014	0	62	0	62	44	4	47	5	9	104	171
1/24/2014	0	22	0	22	56	6	37	4	124	223	249
1/25/2014	0	5	1	6	56	3	11	4	9	79	89
1/26/2014	2	7	1	10	32	3	13	2	25	73	85
1/27/2014	0	71	0	71	44	4	50	4	8	106	181
1/28/2014	2	65	3	70	54	3	52	4	13	122	196
1/29/2014	2	35	4	41	48	5	90	5	37	180	226
1/30/2014	2	74	0	76	48	6	50	3	7	111	190
1/31/2014	0	17	20	37	59	5	38	0	19	121	158
<b>Total</b>	29	1,123	125	1,277	1,856	121	1,102	105	831	3,910	5,292
<b>Percent</b>	0.55%	21.22%	2.36%	24.13%	35.07%	2.29%	20.82%	1.98%	15.70%	73.89%	100.00%

## Ridership Excluding Amtrak

Date	DNC	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
1/1/2014	0	6	2	8	83	34	16	2	119	143
1/2/2014	0	11	3	14	94	58	4	4	156	174
1/3/2014	1	16	2	19	85	24	7	6	115	141
1/4/2014	0	9	0	9	84	18	5	5	107	121
1/5/2014	0	1	4	5	54	23	2	10	87	94
1/6/2014	0	72	4	76	62	32	0	0	94	170
1/7/2014	2	67	5	74	76	40	2	3	119	195
1/8/2014	3	65	1	69	65	34	0	3	102	171
1/9/2014	3	77	11	91	54	36	3	6	96	190
1/10/2014	0	26	0	26	68	50	2	1	119	147
1/11/2014	0	6	0	6	84	7	1	2	93	100
1/12/2014	0	5	6	11	56	12	2	7	75	88
1/13/2014	0	78	22	100	62	37	3	0	99	202
1/14/2014	2	56	4	62	58	54	2	1	113	177
1/15/2014	5	61	6	72	48	49	2	4	101	175
1/16/2014	0	54	10	64	59	36	2	4	99	165
1/17/2014	0	14	0	14	55	35	4	6	96	114
1/18/2014	0	2	2	4	69	12	4	6	87	95
1/19/2014	0	1	0	1	62	18	2	5	85	88
1/20/2014	0	2	1	3	58	9	3	2	69	75
1/21/2014	3	68	7	78	40	43	6	0	83	167
1/22/2014	2	68	6	76	39	53	2	5	97	175
1/23/2014	0	62	0	62	44	47	5	4	95	162
1/24/2014	0	22	0	22	56	37	4	6	99	125
1/25/2014	0	5	1	6	56	11	4	3	70	80
1/26/2014	2	7	1	10	32	13	2	3	48	60
1/27/2014	0	71	0	71	44	50	4	4	98	173
1/28/2014	2	65	3	70	54	52	4	3	109	183
1/29/2014	2	35	4	41	48	90	5	5	143	189
1/30/2014	2	74	0	76	48	50	3	6	104	183
1/31/2014	0	17	20	37	59	38	0	5	102	139
<b>Total</b>	29	1,123	125	1,277	1,856	1,102	105	121	3,079	4,461
<b>Percent</b>	0.65%	25.17%	2.80%	28.63%	41.61%	24.70%	2.35%	2.71%	69.02%	100.00%

## Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	50	0.94%
Airport	36	0.68%
Merced College	57	1.08%
Mall (PG&E)	1	0.02%
Downtown (Court	9	0.17%
Amtrak	695	13.13%
Transpo	227	4.29%
Catheys Valley	118	2.23%
MPMidtown	201	3.80%
Roadside Rest	447	8.45%
Mariposa Park &	456	8.62%
KOA	36	0.68%
MidPines	333	6.29%
MPPO	142	2.68%
Bug Hostel	222	4.20%
Cedar Lodge	58	1.10%
NPS Maintenance	400	7.56%
Barium Mine Rd	54	1.02%
El Portal PO	133	2.51%
YV Lodge	83	1.57%
YosVCenter	488	9.22%
Curry Village	374	7.07%
Ahwahnee	139	2.63%
YosLodge	516	9.75%
UC Merced	17	0.32%
<b>Totals</b>	<b>5292</b>	<b>100.00%</b>

## LOAD FACTOR ANALYSIS : January 01 - January 31, 2014

Below please find the load factor calculations for the HWY 140 runs operated by VIA for January 01 through January 31, 2014. 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	1,155	374	32.38%	Inbound 5:28am service from Catheys Valley to Y
02C.5	1,705	574	33.67%	Inbound 5:58am service from Catheys Valley to Y
03	1,650	356	21.58%	Inbound 6:45am service from Merced to YV
04	161	158	98.14%	Inbound 10:20 am service from Merced to YV
04	1,705	397	23.28%	Inbound 10:20am service from Merced to YV
05	1,705	278	16.30%	Inbound 1:20pm service from Merced to YV
06	1,705	524	30.73%	Inbound 4:30pm service from Merced to YV
07	1,155	220	19.05%	Outbound 6:20am service from Midpines to Merce
08	54	54	100.00%	Outbound 9:32am service from YV to Merced
08	1,705	601	35.25%	Outbound 9:32am service from YV to Merced
09	55	109	198.18%	Outbound 3:40pm service from YV to Merced
09	1,705	785	46.04%	Outbound 3:40pm service from YV to Merced
10	1,705	335	19.65%	Outbound 4:25pm service from YV to Mariposa
11	1,705	268	15.72%	Outbound 4:55pm service from YV to Merced
12	1,705	259	15.19%	Outbound 5:45pm service from YV to Merced
Total	19,575	5,292	27.03%	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,155	374	32.38%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,155	481	41.65%	Inbound 5:58am service from Catheys Valley to YV
03	1,100	248	22.55%	Inbound 6:45am service from Merced to YV
04	106	104	98.11%	Inbound 10:20 am service from Merced to YV
04	1,155	237	20.52%	Inbound 10:20am service from Merced to YV
05	1,155	205	17.75%	Inbound 1:20pm service from Merced to YV
06	1,210	430	35.54%	Inbound 4:30pm service from Merced to YV
07	1,155	220	19.05%	Outbound 6:20am service from Midpines to Merced
08	54	54	100.00%	Outbound 9:32am service from YV to Merced
08	1,155	412	35.67%	Outbound 9:32am service from YV to Merced
09	55	109	198.18%	Outbound 3:40pm service from YV to Merced
09	1,155	654	56.62%	Outbound 3:40pm service from YV to Merced
10	1,155	279	24.16%	Outbound 4:25pm service from YV to Mariposa
11	1,155	184	15.93%	Outbound 4:55pm service from YV to Merced
12	1,210	183	15.12%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>14,130</b>	<b>4,174</b>	<b>29.54%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	550	16	2.91%	Inbound 5:58am service from Catheys Valley to YV
02C.5	550	77	14.00%	Inbound 5:58am service from Catheys Valley to YV
03	550	77	14.00%	Inbound 6:45am service from Merced to YV
03	550	31	5.64%	Inbound 6:45am service from Merced to YV
04	550	118	21.45%	Inbound 10:20am service from Merced to YV
04	550	42	7.64%	Inbound 10:20am service from Merced to YV
04	55	54	98.18%	Inbound 10:20 am service from Merced to YV
05	550	59	10.73%	Inbound 1:20pm service from Merced to YV
05	550	14	2.55%	Inbound 1:20pm service from Merced to YV
06	495	8	1.62%	Inbound 4:30pm service from Merced to YV
06	495	86	17.37%	Inbound 4:30pm service from Merced to YV
08	550	47	8.55%	Outbound 9:32am service from YV to Merced
08	550	142	25.82%	Outbound 9:32am service from YV to Merced
09	550	93	16.91%	Outbound 3:40pm service from YV to Merced
09	550	38	6.91%	Outbound 3:40pm service from YV to Merced
10	550	48	8.73%	Outbound 4:25pm service from YV to Mariposa
10	550	8	1.45%	Outbound 4:25pm service from YV to Mariposa
11	550	70	12.73%	Outbound 4:55pm service from YV to Merced
11	550	14	2.55%	Outbound 4:55pm service from YV to Merced
12	495	3	0.61%	Outbound 5:45pm service from YV to Merced
12	495	73	14.75%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>10,835</b>	<b>1,118</b>	<b>10.32%</b>	

**WITHOUT AMTRAK**

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,155	374	32.38%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,705	574	33.67%	Inbound 5:58am service from Catheys Valley to YV
03	1,650	356	21.58%	Inbound 6:45am service from Merced to YV
04	1,705	264	15.48%	Inbound 10:20am service from Merced to YV
05	1,705	230	13.49%	Inbound 1:20pm service from Merced to YV
06	1,705	469	27.51%	Inbound 4:30pm service from Merced to YV
07	1,155	215	18.61%	Outbound 6:20am service from Midpines to Merced
08	1,705	452	26.51%	Outbound 9:32am service from YV to Merced
09	1,705	692	40.59%	Outbound 3:40pm service from YV to Merced
10	1,705	335	19.65%	Outbound 4:25pm service from YV to Mariposa
11	1,705	268	15.72%	Outbound 4:55pm service from YV to Merced
12	1,705	232	13.61%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>19,305</b>	<b>4,461</b>	<b>23.11%</b>	



## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,155	374	32.38%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,155	481	41.65%	Inbound 5:58am service from Catheys Valley to YV
03	1,100	248	22.55%	Inbound 6:45am service from Merced to YV
04	1,155	155	13.42%	Inbound 10:20am service from Merced to YV
05	1,155	176	15.24%	Inbound 1:20pm service from Merced to YV
06	1,210	385	31.82%	Inbound 4:30pm service from Merced to YV
07	1,155	215	18.61%	Outbound 6:20am service from Midpines to Merced
08	1,155	318	27.53%	Outbound 9:32am service from YV to Merced
09	1,155	574	49.70%	Outbound 3:40pm service from YV to Merced
10	1,155	279	24.16%	Outbound 4:25pm service from YV to Mariposa
11	1,155	184	15.93%	Outbound 4:55pm service from YV to Merced
12	1,210	165	13.64%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>13,915</b>	<b>3,554</b>	<b>25.54%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	550	16	2.91%	Inbound 5:58am service from Catheys Valley to YV
02C.5	550	77	14.00%	Inbound 5:58am service from Catheys Valley to YV
03	550	77	14.00%	Inbound 6:45am service from Merced to YV
03	550	31	5.64%	Inbound 6:45am service from Merced to YV
04	550	84	15.27%	Inbound 10:20am service from Merced to YV
04	550	25	4.55%	Inbound 10:20am service from Merced to YV
05	550	44	8.00%	Inbound 1:20pm service from Merced to YV
05	550	10	1.82%	Inbound 1:20pm service from Merced to YV
06	495	8	1.62%	Inbound 4:30pm service from Merced to YV
06	495	76	15.35%	Inbound 4:30pm service from Merced to YV
08	550	33	6.00%	Outbound 9:32am service from YV to Merced
08	550	101	18.36%	Outbound 9:32am service from YV to Merced
09	550	85	15.45%	Outbound 3:40pm service from YV to Merced
09	550	33	6.00%	Outbound 3:40pm service from YV to Merced
10	550	48	8.73%	Outbound 4:25pm service from YV to Mariposa
10	550	8	1.45%	Outbound 4:25pm service from YV to Mariposa
11	550	70	12.73%	Outbound 4:55pm service from YV to Merced
11	550	14	2.55%	Outbound 4:55pm service from YV to Merced
12	495	3	0.61%	Outbound 5:45pm service from YV to Merced
12	495	64	12.93%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>10,780</b>	<b>907</b>	<b>8.41%</b>	

## PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 1/1/2014 through 1/31/2014.

### Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	1	268	3	28	9	0	65	0	374
02C.5	6	301	19	54	10	12	172	0	574
03	0	41	15	186	8	19	87	0	356
04	4	0	15	176	16	22	31	291	555
05	0	0	2	185	5	7	31	48	278
06	0	0	10	272	10	12	165	55	524
07	0	1	0	39	0	1	174	5	220
08	0	5	1	353	11	18	64	203	655
09	0	197	20	268	15	17	175	202	894
10	15	185	29	75	6	3	22	0	335
11	2	64	10	99	5	8	80	0	268
12	1	61	1	121	10	2	36	27	259
<b>Total</b>	29	1,123	125	1,856	105	121	1,102	831	5,292
<b>Percent</b>	0.55%	21.22%	2.36%	35.07%	1.98%	2.29%	20.82%	15.70%	100.00%

## Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	1	268	3	28	9	0	65	0	374
02C.5	6	281	16	23	10	5	140	0	481
03	0	41	15	96	2	12	82	0	248
04	4	0	12	110	3	11	15	186	341
05	0	0	0	140	5	5	26	29	205
06	0	0	9	206	7	9	154	45	430
07	0	1	0	39	0	1	174	5	220
08	0	5	0	256	7	15	35	148	466
09	0	193	20	181	10	9	161	189	763
10	14	177	28	37	6	3	14	0	279
11	2	59	5	49	3	6	60	0	184
12	0	55	0	71	10	1	28	18	183
<b>Total</b>	27	1,080	108	1,236	72	77	954	620	4,174
<b>Percent</b>	0.65%	25.87%	2.59%	29.61%	1.72%	1.84%	22.86%	14.85%	100.00%

## Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02C.5	0	20	3	31	0	7	32	0	93
03	0	0	0	90	6	7	5	0	108
04	0	0	3	66	13	11	16	105	214
05	0	0	2	45	0	2	5	19	73
06	0	0	1	66	3	3	11	10	94
08	0	0	1	97	4	3	29	55	189
09	0	4	0	87	5	8	14	13	131
10	1	8	1	38	0	0	8	0	56
11	0	5	5	50	2	2	20	0	84
12	1	6	1	50	0	1	8	9	76
<b>Total</b>	2	43	17	620	33	44	148	211	1,118
<b>Percent</b>	0.18%	3.85%	1.52%	55.46%	2.95%	3.94%	13.24%	18.87%	100.00%

## PASSENGER FARES BY TYPE EXCLUDING AMTRAK

### Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	1	268	3	28	9	0	65	374
02C.5	6	301	19	54	10	12	172	574
03	0	41	15	186	8	19	87	356
04	4	0	15	176	16	22	31	264
05	0	0	2	185	5	7	31	230
06	0	0	10	272	10	12	165	469
07	0	1	0	39	0	1	174	215
08	0	5	1	353	11	18	64	452
09	0	197	20	268	15	17	175	692
10	15	185	29	75	6	3	22	335
11	2	64	10	99	5	8	80	268
12	1	61	1	121	10	2	36	232
<b>Total</b>	29	1,123	125	1,856	105	121	1,102	4,461
<b>Percent</b>	0.65%	25.17%	2.80%	41.61%	2.35%	2.71%	24.70%	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>Total</b>
01C.5	1	268	3	28	9	0	65	374
02C.5	6	281	16	23	10	5	140	481
03	0	41	15	96	2	12	82	248
04	4	0	12	110	3	11	15	155
05	0	0	0	140	5	5	26	176
06	0	0	9	206	7	9	154	385
07	0	1	0	39	0	1	174	215
08	0	5	0	256	7	15	35	318
09	0	193	20	181	10	9	161	574
10	14	177	28	37	6	3	14	279
11	2	59	5	49	3	6	60	184
12	0	55	0	71	10	1	28	165
<b>Total</b>	27	1,080	108	1,236	72	77	954	3,554
<b>Percent</b>	0.76%	30.39%	3.04%	34.78%	2.03%	2.17%	26.84%	100.00%

## Weekends/Holidays

<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>Total</b>
02C.5	0	20	3	31	0	7	32	93
03	0	0	0	90	6	7	5	108
04	0	0	3	66	13	11	16	109
05	0	0	2	45	0	2	5	54
06	0	0	1	66	3	3	11	84
08	0	0	1	97	4	3	29	134
09	0	4	0	87	5	8	14	118
10	1	8	1	38	0	0	8	56
11	0	5	5	50	2	2	20	84
12	1	6	1	50	0	1	8	67
<b>Total</b>	2	43	17	620	33	44	148	907
<b>Percent</b>	0.22%	4.74%	1.87%	68.36%	3.64%	4.85%	16.32%	100.00%



## OPERATING STATISTICS

### **REVENUE MILES January 01 - January 31 2014**

From January 01 through January 31, 2014 VIA HWY 140 operated a total of 27,853 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekdays</b>					
	Catheys Valley	01C.5	21	69	1,449
	Catheys Valley	02C.5	21	69	1,449
	Merced	03	20	87	1,740
	Merced	04	21	87	1,827
	Merced	05	21	87	1,827
	Merced	06	22	87	1,914
	Midpines	07	21	51	1,071
	Yosemite	08	21	87	1,827
	Yosemite	09	21	87	1,827
	Yosemite	10	21	55	1,155
	Yosemite	11	21	87	1,827
	Yosemite	12	22	87	1,914
<b>Total Mileage</b>					<b>19,827</b>

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Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekends</b>					
	Catheys Valley	02C.5	8	69	552
	Merced	03	8	87	696
	Merced	04	8	87	696
	Merced	05	8	87	696
	Merced	06	8	87	696
	Yosemite	08	8	87	696
	Yosemite	09	8	87	696
	Yosemite	10	8	55	440
	Yosemite	11	8	87	696
	Yosemite	12	8	87	696
<b>Total Mileage</b>					<b>6,560</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	1	87	87
	Yosemite	08	2	87	174
	Yosemite	09	2	87	174
	Yosemite	10	2	55	110
	Yosemite	11	2	87	174
	Yosemite	12	1	87	87
<b>Total Mileage</b>					<b>1,466</b>
<b>Grand Total</b>					<b>27,853</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>27,853</b>

## REVENUE HOURS

From January 01 through January 31, 2014 VIA HWY 140 provided a total of 1,055.4 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekdays</b>					
	Catheys Valley	01C.5	21	2.30	48.30
	Catheys Valley	02C.5	21	2.30	48.30
	Merced	03	20	3.20	64.00
	Merced	04	21	3.50	73.50
	Merced	05	21	2.80	58.80
	Merced	06	22	3.90	85.80
	Midpines	07	21	2.20	46.20
	Yosemite	08	21	3.80	79.80
	Yosemite	09	21	3.20	67.20
	Yosemite	10	21	2.00	42.00
	Yosemite	11	21	3.20	67.20
	Yosemite	12	22	3.20	70.40
<b>Total Hours</b>					<b>751.50</b>

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Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekends</b>					
	Catheys Valley	02C.5	8	2.30	18.40
	Merced	03	8	3.20	25.60
	Merced	04	8	3.50	28.00
	Merced	05	8	2.80	22.40
	Merced	06	8	3.90	31.20
	Yosemite	08	8	3.80	30.40
	Yosemite	09	8	3.20	25.60
	Yosemite	10	8	2.00	16.00
	Yosemite	11	8	3.20	25.60
	Yosemite	12	8	3.20	25.60
<b>Total Hours</b>					<b>248.80</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	1	3.90	3.90
	Yosemite	08	2	3.80	7.60
	Yosemite	09	2	3.20	6.40
	Yosemite	10	2	2.00	4.00
	Yosemite	11	2	3.20	6.40
	Yosemite	12	1	3.20	3.20
<b>Total Hours</b>					<b>55.10</b>
<b>Grand Total</b>					<b>1,055.40</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>1,055.40</b>

**Passengers Left / Wheelchair Usage**

Run Date	Route	Total
	<b>Grand Total</b>	<b>0</b>

## **ACCIDENTS/INCIDENTS**

There were no vehicular accidents on any YARTS runs for the month of January 1- 31, 2014.

## **ROAD CALLS**

There were zero (0) road calls for the period of January 1- 31, 2014.

## **SERVICE DELAYS**

There was one (1) service delay during the month of January 1-31, 2014. Total on time service for all corridors was **99.91%**.

**01/24/14** Run 4 delayed 17 minutes due to a mechanical issue (1st mechanical).

## **MISSED RUNS**

There were zero (0) missed VIA YARTS trips during the period of January 1-31, 2014.

## **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 **144** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from January 1-31, 2014. 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**

- 98 Calls received on schedule issues and questions for Hwy 140 Corridor.
- 12 Calls received on Mammoth Lake schedule information.
- 2 Calls received on Sonora/Groveland schedule information.
- 5 Calls received on park information (lodging, tours, camping, etc.)
- 27 Miscellaneous calls (lost & found, hang up calls, etc.)
- 0 Calls received as customer complaints.
- 144** Total

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

There were zero (0) customer complaints received during the month of January 1-31, 2014.

### **Wheel Chair Requests**

There were zero (0) wheelchair requests filled for the month of January 1-31, 2014. 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 & Construction Delays**

There were 5-minute to 10 minute delays throughout the month on separate runs due to icy conditions, road work and traffic.