



**March 5, 2014**

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

**RE: YARTS Monthly Report: February 1-28, 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 February 1-28, 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 2/1/2014 to 2/28/2014

A total of 4,814 passengers were carried on the HWY 140 system by VIA. Of these, 580 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
2/1/2014	0	5	0	5	43	4	15	1	11	73	79
2/2/2014	0	5	1	6	54	5	11	5	12	82	93
2/3/2014	0	48	9	57	64	6	56	2	17	143	202
2/4/2014	1	58	5	64	61	2	63	5	9	135	204
2/5/2014	0	61	0	61	53	3	65	3	7	128	192
2/6/2014	0	44	14	58	71	3	69	2	14	157	217
2/7/2014	0	25	3	28	71	7	32	4	32	142	174
2/8/2014	0	1	4	5	99	1	11	6	36	147	158
2/9/2014	0	7	25	32	117	2	13	0	29	161	193
2/10/2014	3	68	1	72	71	4	53	3	25	153	228
2/11/2014	2	52	12	66	65	3	52	0	8	128	194
2/12/2014	0	47	5	52	78	1	45	0	12	136	188
2/13/2014	0	45	3	48	52	0	54	5	15	121	174
2/14/2014	1	20	0	21	77	7	22	2	15	121	144
2/15/2014	0	6	2	8	106	4	8	1	24	142	151
2/16/2014	0	6	2	8	99	1	5	9	18	123	140
2/17/2014	0	0	8	8	76	6	23	8	26	131	147
2/18/2014	0	63	3	66	69	2	56	2	11	138	206
2/19/2014	3	68	3	74	57	3	70	4	24	154	232
2/20/2014	2	51	1	54	62	23	38	4	20	143	201
2/21/2014	0	26	3	29	77	6	35	3	67	185	217
2/22/2014	3	7	0	10	62	9	5	4	15	91	105
2/23/2014	0	6	3	9	45	6	10	0	31	92	101
2/24/2014	0	39	0	39	69	2	49	0	19	139	178
2/25/2014	1	68	4	73	55	2	41	0	21	119	192
2/26/2014	8	60	7	75	39	3	46	2	27	115	192
2/27/2014	3	44	1	48	52	2	38	19	9	101	168
2/28/2014	0	22	4	26	54	2	29	7	26	111	144
<b>Total</b>	27	952	123	1,102	1,898	119	1,014	101	580	3,611	4,814
<b>Percent</b>	0.56%	19.78%	2.56%	22.89%	39.43%	2.47%	21.06%	2.10%	12.05%	75.01%	100.00%

## Ridership Excluding Amtrak

Date	DNC	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
2/1/2014	0	5	0	5	43	15	1	4	62	68
2/2/2014	0	5	1	6	54	11	5	5	70	81
2/3/2014	0	48	9	57	64	56	2	6	126	185
2/4/2014	1	58	5	64	61	63	5	2	126	195
2/5/2014	0	61	0	61	53	65	3	3	121	185
2/6/2014	0	44	14	58	71	69	2	3	143	203
2/7/2014	0	25	3	28	71	32	4	7	110	142
2/8/2014	0	1	4	5	99	11	6	1	111	122
2/9/2014	0	7	25	32	117	13	0	2	132	164
2/10/2014	3	68	1	72	71	53	3	4	128	203
2/11/2014	2	52	12	66	65	52	0	3	120	186
2/12/2014	0	47	5	52	78	45	0	1	124	176
2/13/2014	0	45	3	48	52	54	5	0	106	159
2/14/2014	1	20	0	21	77	22	2	7	106	129
2/15/2014	0	6	2	8	106	8	1	4	118	127
2/16/2014	0	6	2	8	99	5	9	1	105	122
2/17/2014	0	0	8	8	76	23	8	6	105	121
2/18/2014	0	63	3	66	69	56	2	2	127	195
2/19/2014	3	68	3	74	57	70	4	3	130	208
2/20/2014	2	51	1	54	62	38	4	23	123	181
2/21/2014	0	26	3	29	77	35	3	6	118	150
2/22/2014	3	7	0	10	62	5	4	9	76	90
2/23/2014	0	6	3	9	45	10	0	6	61	70
2/24/2014	0	39	0	39	69	49	0	2	120	159
2/25/2014	1	68	4	73	55	41	0	2	98	171
2/26/2014	8	60	7	75	39	46	2	3	88	165
2/27/2014	3	44	1	48	52	38	19	2	92	159
2/28/2014	0	22	4	26	54	29	7	2	85	118
<b>Total</b>	27	952	123	1,102	1,898	1,014	101	119	3,031	4,234
<b>Percent</b>	0.64%	22.48%	2.91%	26.03%	44.83%	23.95%	2.39%	2.81%	71.59%	100.00%

## Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	43	0.89%
Airport	7	0.15%
Merced College	63	1.31%
Downtown (Court	11	0.23%
Amtrak	627	13.02%
Transpo	245	5.09%
Catheys Valley	80	1.66%
MPMidtown	239	4.96%
Roadside Rest	419	8.70%
Mariposa Park &	381	7.91%
KOA	22	0.46%
MidPines	298	6.19%
MPPO	119	2.47%
Bug Hostel	209	4.34%
Cedar Lodge	37	0.77%
NPS Maintenance	337	7.00%
Barium Mine Rd	61	1.27%
El Portal PO	127	2.64%
YV Lodge	102	2.12%
YosVCenter	478	9.93%
Curry Village	255	5.30%
Ahwahnee	124	2.58%
YosLodge	509	10.57%
UC Merced	21	0.44%
<b>Totals</b>	<b>4814</b>	<b>100.00%</b>

**LOAD FACTOR ANALYSIS : February 01 - February 28, 2014**

Below please find the load factor calculations for the HWY 140 runs operated by VIA for February 01 through February 28, 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	1,045	389	37.22%	Inbound 5:28am service from Catheys Valley to Y
02C.5	1,540	501	32.53%	Inbound 5:58am service from Catheys Valley to Y
03	1,540	393	25.52%	Inbound 6:45am service from Merced to YV
04	1,540	420	27.27%	Inbound 10:20am service from Merced to YV
05	1,540	266	17.27%	Inbound 1:20pm service from Merced to YV
06	1,540	465	30.19%	Inbound 4:30pm service from Merced to YV
07	1,045	193	18.47%	Outbound 6:20am service from Midpines to Merce
08	1,540	554	35.97%	Outbound 9:32am service from YV to Merced
09	1,540	794	51.56%	Outbound 3:40pm service from YV to Merced
10	1,540	288	18.70%	Outbound 4:25pm service from YV to Mariposa
11	1,540	307	19.94%	Outbound 4:55pm service from YV to Merced
12	1,540	244	15.84%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>17,490</b>	<b>4,814</b>	<b>27.52%</b>	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,045	389	37.22%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,045	378	36.17%	Inbound 5:58am service from Catheys Valley to YV
03	1,045	281	26.89%	Inbound 6:45am service from Merced to YV
04	1,045	224	21.44%	Inbound 10:20am service from Merced to YV
05	1,045	216	20.67%	Inbound 1:20pm service from Merced to YV
06	1,045	389	37.22%	Inbound 4:30pm service from Merced to YV
07	1,045	193	18.47%	Outbound 6:20am service from Midpines to Merced
08	1,045	373	35.69%	Outbound 9:32am service from YV to Merced
09	1,045	595	56.94%	Outbound 3:40pm service from YV to Merced
10	1,045	246	23.54%	Outbound 4:25pm service from YV to Mariposa
11	1,045	210	20.10%	Outbound 4:55pm service from YV to Merced
12	1,045	153	14.64%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>12,540</b>	<b>3,647</b>	<b>29.08%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	495	13	2.63%	Inbound 5:58am service from Catheys Valley to YV
02C.5	495	110	22.22%	Inbound 5:58am service from Catheys Valley to YV
03	495	98	19.80%	Inbound 6:45am service from Merced to YV
03	495	14	2.83%	Inbound 6:45am service from Merced to YV
04	495	184	37.17%	Inbound 10:20am service from Merced to YV
04	495	12	2.42%	Inbound 10:20am service from Merced to YV
05	495	44	8.89%	Inbound 1:20pm service from Merced to YV
05	495	6	1.21%	Inbound 1:20pm service from Merced to YV
06	495	10	2.02%	Inbound 4:30pm service from Merced to YV
06	495	66	13.33%	Inbound 4:30pm service from Merced to YV
08	495	28	5.66%	Outbound 9:32am service from YV to Merced
08	495	153	30.91%	Outbound 9:32am service from YV to Merced
09	495	170	34.34%	Outbound 3:40pm service from YV to Merced
09	495	29	5.86%	Outbound 3:40pm service from YV to Merced
10	495	40	8.08%	Outbound 4:25pm service from YV to Mariposa
10	495	2	0.40%	Outbound 4:25pm service from YV to Mariposa
11	495	70	14.14%	Outbound 4:55pm service from YV to Merced
11	495	27	5.45%	Outbound 4:55pm service from YV to Merced
12	495	6	1.21%	Outbound 5:45pm service from YV to Merced
12	495	85	17.17%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>9,900</b>	<b>1,167</b>	<b>11.79%</b>	

**WITHOUT AMTRAK**

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,045	389	37.22%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,540	501	32.53%	Inbound 5:58am service from Catheys Valley to YV
03	1,540	393	25.52%	Inbound 6:45am service from Merced to YV
04	1,540	245	15.91%	Inbound 10:20am service from Merced to YV
05	1,540	208	13.51%	Inbound 1:20pm service from Merced to YV
06	1,540	392	25.45%	Inbound 4:30pm service from Merced to YV
07	1,045	192	18.37%	Outbound 6:20am service from Midpines to Merced
08	1,540	433	28.12%	Outbound 9:32am service from YV to Merced
09	1,540	655	42.53%	Outbound 3:40pm service from YV to Merced
10	1,540	288	18.70%	Outbound 4:25pm service from YV to Mariposa
11	1,540	305	19.81%	Outbound 4:55pm service from YV to Merced
12	1,540	233	15.13%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>17,490</b>	<b>4,234</b>	<b>24.21%</b>	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,045	389	37.22%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,045	378	36.17%	Inbound 5:58am service from Catheys Valley to YV
03	1,045	281	26.89%	Inbound 6:45am service from Merced to YV
04	1,045	136	13.01%	Inbound 10:20am service from Merced to YV
05	1,045	166	15.89%	Inbound 1:20pm service from Merced to YV
06	1,045	328	31.39%	Inbound 4:30pm service from Merced to YV
07	1,045	192	18.37%	Outbound 6:20am service from Midpines to Merced
08	1,045	281	26.89%	Outbound 9:32am service from YV to Merced
09	1,045	519	49.67%	Outbound 3:40pm service from YV to Merced
10	1,045	246	23.54%	Outbound 4:25pm service from YV to Mariposa
11	1,045	208	19.90%	Outbound 4:55pm service from YV to Merced
12	1,045	145	13.88%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>12,540</b>	<b>3,269</b>	<b>26.07%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	495	13	2.63%	Inbound 5:58am service from Catheys Valley to YV
02C.5	495	110	22.22%	Inbound 5:58am service from Catheys Valley to YV
03	495	98	19.80%	Inbound 6:45am service from Merced to YV
03	495	14	2.83%	Inbound 6:45am service from Merced to YV
04	495	102	20.61%	Inbound 10:20am service from Merced to YV
04	495	7	1.41%	Inbound 10:20am service from Merced to YV
05	495	37	7.47%	Inbound 1:20pm service from Merced to YV
05	495	5	1.01%	Inbound 1:20pm service from Merced to YV
06	495	10	2.02%	Inbound 4:30pm service from Merced to YV
06	495	54	10.91%	Inbound 4:30pm service from Merced to YV
08	495	19	3.84%	Outbound 9:32am service from YV to Merced
08	495	133	26.87%	Outbound 9:32am service from YV to Merced
09	495	117	23.64%	Outbound 3:40pm service from YV to Merced
09	495	19	3.84%	Outbound 3:40pm service from YV to Merced
10	495	40	8.08%	Outbound 4:25pm service from YV to Mariposa
10	495	2	0.40%	Outbound 4:25pm service from YV to Mariposa
11	495	70	14.14%	Outbound 4:55pm service from YV to Merced
11	495	27	5.45%	Outbound 4:55pm service from YV to Merced
12	495	5	1.01%	Outbound 5:45pm service from YV to Merced
12	495	83	16.77%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>9,900</b>	<b>965</b>	<b>9.75%</b>	

## **PASSENGER FARES BY TYPE**

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 2/1/2014 through 2/28/2014.

### **Daily - All Routes**

<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	7	229	0	43	11	1	98	0	389
02C.5	2	230	12	113	15	6	123	0	501
03	0	38	12	207	3	40	93	0	393
04	0	1	8	193	11	17	15	175	420
05	0	0	2	157	5	8	36	58	266
06	0	0	16	197	8	6	165	73	465
07	0	0	1	31	0	1	159	1	193
08	0	5	17	348	3	16	44	121	554
09	1	180	15	265	25	8	161	139	794
10	9	146	14	74	1	6	38	0	288
11	6	58	22	140	12	9	58	2	307
12	2	65	4	130	7	1	24	11	244
<b>Total</b>	27	952	123	1,898	101	119	1,014	580	4,814
<b>Percent</b>	0.56%	19.78%	2.56%	39.43%	2.10%	2.47%	21.06%	12.05%	100.00%

## Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	7	229	0	43	11	1	98	0	389
02C.5	0	210	8	49	10	5	96	0	378
03	0	38	9	115	1	25	93	0	281
04	0	1	5	108	4	10	8	88	224
05	0	0	2	124	4	6	30	50	216
06	0	0	12	146	6	3	161	61	389
07	0	0	1	31	0	1	159	1	193
08	0	5	1	230	1	14	30	92	373
09	0	174	13	158	18	4	152	76	595
10	9	140	14	52	1	3	27	0	246
11	6	57	9	73	8	8	47	2	210
12	2	55	4	68	3	1	12	8	153
<b>Total</b>	24	909	78	1,197	67	81	913	378	3,647
<b>Percent</b>	0.66%	24.92%	2.14%	32.82%	1.84%	2.22%	25.03%	10.36%	100.00%

## Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02C.5	2	20	4	64	5	1	27	0	123
03	0	0	3	92	2	15	0	0	112
04	0	0	3	85	7	7	7	87	196
05	0	0	0	33	1	2	6	8	50
06	0	0	4	51	2	3	4	12	76
08	0	0	16	118	2	2	14	29	181
09	1	6	2	107	7	4	9	63	199
10	0	6	0	22	0	3	11	0	42
11	0	1	13	67	4	1	11	0	97
12	0	10	0	62	4	0	12	3	91
<b>Total</b>	3	43	45	701	34	38	101	202	1,167
<b>Percent</b>	0.26%	3.68%	3.86%	60.07%	2.91%	3.26%	8.65%	17.31%	100.00%

## PASSENGER FARES BY TYPE EXCLUDING AMTRAK

### Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	7	229	0	43	11	1	98	389
02C.5	2	230	12	113	15	6	123	501
03	0	38	12	207	3	40	93	393
04	0	1	8	193	11	17	15	245
05	0	0	2	157	5	8	36	208
06	0	0	16	197	8	6	165	392
07	0	0	1	31	0	1	159	192
08	0	5	17	348	3	16	44	433
09	1	180	15	265	25	8	161	655
10	9	146	14	74	1	6	38	288
11	6	58	22	140	12	9	58	305
12	2	65	4	130	7	1	24	233
<b>Total</b>	27	952	123	1,898	101	119	1,014	4,234
<b>Percent</b>	0.64%	22.48%	2.91%	44.83%	2.39%	2.81%	23.95%	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	7	229	0	43	11	1	98	389
02C.5	0	210	8	49	10	5	96	378
03	0	38	9	115	1	25	93	281
04	0	1	5	108	4	10	8	136
05	0	0	2	124	4	6	30	166
06	0	0	12	146	6	3	161	328
07	0	0	1	31	0	1	159	192
08	0	5	1	230	1	14	30	281
09	0	174	13	158	18	4	152	519
10	9	140	14	52	1	3	27	246
11	6	57	9	73	8	8	47	208
12	2	55	4	68	3	1	12	145
<b>Total</b>	24	909	78	1,197	67	81	913	3,269
<b>Percent</b>	0.73%	27.81%	2.39%	36.62%	2.05%	2.48%	27.93%	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	2	20	4	64	5	1	27	123
03	0	0	3	92	2	15	0	112
04	0	0	3	85	7	7	7	109
05	0	0	0	33	1	2	6	42
06	0	0	4	51	2	3	4	64
08	0	0	16	118	2	2	14	152
09	1	6	2	107	7	4	9	136
10	0	6	0	22	0	3	11	42
11	0	1	13	67	4	1	11	97
12	0	10	0	62	4	0	12	88
<b>Total</b>	3	43	45	701	34	38	101	965
<b>Percent</b>	0.31%	4.46%	4.66%	72.64%	3.52%	3.94%	10.47%	100.00%

## OPERATING STATISTICS

### **REVENUE MILES February 01 - February 28 2014**

From February 01 through February 28, 2014 VIA HWY 140 operated a total of 25,240 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekdays</b>					
	Catheys Valley	01C.5	19	69	1,311
	Catheys Valley	02C.5	19	69	1,311
	Merced	03	19	87	1,653
	Merced	04	19	87	1,653
	Merced	05	19	87	1,653
	Merced	06	19	87	1,653
	Midpines	07	19	51	969
	Yosemite	08	19	87	1,653
	Yosemite	09	19	87	1,653
	Yosemite	10	19	55	1,045
	Yosemite	11	19	87	1,653
	Yosemite	12	19	87	1,653
<b>Total Mileage</b>					<b>17,860</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	1	69	69
	Merced	03	1	87	87
	Merced	04	1	87	87
	Merced	05	1	87	87
	Merced	06	1	87	87
	Yosemite	08	1	87	87
	Yosemite	09	1	87	87
	Yosemite	10	1	55	55
	Yosemite	11	1	87	87
	Yosemite	12	1	87	87
<b>Total Mileage</b>					<b>820</b>
<b>Grand Total</b>					<b>25,240</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>25,240</b>

## REVENUE HOURS

From February 01 through February 28, 2014 VIA HWY 140 provided a total of 956.3 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekdays</b>					
	Catheys Valley	01C.5	19	2.30	43.70
	Catheys Valley	02C.5	19	2.30	43.70
	Merced	03	19	3.20	60.80
	Merced	04	19	3.50	66.50
	Merced	05	19	2.80	53.20
	Merced	06	19	3.90	74.10
	Midpines	07	19	2.20	41.80
	Yosemite	08	19	3.80	72.20
	Yosemite	09	19	3.20	60.80
	Yosemite	10	19	2.00	38.00
	Yosemite	11	19	3.20	60.80
	Yosemite	12	19	3.20	60.80
<b>Total Hours</b>					<b>676.40</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	1	2.30	2.30
	Merced	03	1	3.20	3.20
	Merced	04	1	3.50	3.50
	Merced	05	1	2.80	2.80
	Merced	06	1	3.90	3.90
	Yosemite	08	1	3.80	3.80
	Yosemite	09	1	3.20	3.20
	Yosemite	10	1	2.00	2.00
	Yosemite	11	1	3.20	3.20
	Yosemite	12	1	3.20	3.20
<b>Total Hours</b>					<b>31.10</b>
<b>Grand Total</b>					<b>956.30</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>956.30</b>

## Passengers Left / Wheelchair Usage

### Wheel Chair

<b>Run Date</b>	<b>Route</b>	<b>Total</b>
2/20/2014	03	1
	<b>Grand Total</b>	<b>1</b>

## ACCIDENTS/INCIDENTS

There were no vehicular accidents on any YARTS runs for the month of February 1-28, 2014.

## ROAD CALLS

There was one (1) road call for the period of February 1-28, 2014. On 02/08/2014, Run 2 had a mechanical issue in Cathey's Valley. Another bus was dispatched and the run continued after a 45- minute delay in service.

## SERVICE DELAYS

There were three (3) service delays during the month of February 1-28, 2014. Total on time service for all corridors was **99.77%**.

**02/08/14** Run 2 was delayed 45 minutes due to a mechanical issue (**1st mechanical-see road calls**).

**02/20/14** Run 3 was delayed 1 hour due to a mechanical issue (**2<sup>nd</sup> mechanical**).

**02/21/14** Run 7 was delayed 1.5 hours due to an operational issue (**see missed runs**).

## MISSED RUNS

There was one (1) missed VIA YARTS trips during the period of February 1-28, 2014.

**02/21/14** Run 7 was delayed 1.5 hours to an operational issue.

## 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 **153** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from February 1-28, 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

90	Calls received on schedule issues and questions for Hwy 140 Corridor.
24	Calls received on Mammoth Lake schedule information.
6	Calls received on Sonora/Groveland schedule information.
7	Calls received on park information (lodging, tours, camping, etc.)
25	Miscellaneous calls (lost & found, hang up calls, etc.)
1	Calls received as customer complaints.
<b>153</b>	<b>Total</b>

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

There was one (1) customer complaints-received during the month of February 1-28, 2014. On 02/25/2014, a passenger tried to purchase a 3 for 2 pass for Highway 140 YARTS. The driver informed the passenger that he was currently out of those passes and told the passenger that he would have to pay the full fare for one round trip for his travel that day. . The complaint was forward to the Operations Manager for follow-up.

Follow up with the driver showed that he thought the 3 for 2 was a promotional for a short time until they ran out of passes, since Operations had told him the number of passes available for distribution to drivers was limited. However, he misunderstood that when the drivers run out of passes, they need to inform VIA Operations so they can request more passes, but still give people the 3 for 2 discount and use destination passes instead of the multi-use pass for the return or extra trips until drivers' passes can be replenished. VIA also contacted the YARTS transit manager for replacement passes and increased the distribution amount to reduce the chances of drivers running out so quickly, since the passes are very popular. Additionally, all YARTS drivers were updated on the 3 for 2 pass policy and procedures.

### **Wheel Chair Requests**

There was one (1) wheelchair requests filled for the month of February 1-28, 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 snowy conditions, road work and traffic.