



April 2, 2014

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

RE: YARTS Monthly Report: March 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 March 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 3/1/2014 to 3/31/2014

A total of 5,803 passengers were carried on the HWY 140 system by VIA. Of these, 877 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
3/1/2014	0	10	0	10	46	0	13	1	43	102	113
3/2/2014	0	6	4	10	52	8	6	1	42	108	119
3/3/2014	0	56	0	56	62	1	52	6	23	138	200
3/4/2014	8	76	7	91	63	3	49	5	25	140	236
3/5/2014	0	56	0	56	72	2	69	3	16	159	218
3/6/2014	1	68	9	78	64	3	37	0	18	122	200
3/7/2014	4	23	9	36	69	6	34	4	20	129	169
3/8/2014	6	6	2	14	43	6	20	13	16	85	112
3/9/2014	0	6	9	15	53	13	12	0	26	104	119
3/10/2014	0	46	4	50	41	11	62	1	53	167	218
3/11/2014	3	56	3	62	56	5	47	2	24	132	196
3/12/2014	6	53	3	62	56	4	54	3	13	127	192
3/13/2014	0	48	5	53	39	4	48	2	51	142	197
3/14/2014	2	27	7	36	85	14	23	8	27	149	193
3/15/2014	0	13	14	27	70	2	13	7	22	107	141
3/16/2014	0	8	9	17	82	3	12	2	21	118	137
3/17/2014	4	45	7	56	66	1	66	1	68	201	258
3/18/2014	3	59	3	65	77	3	72	5	21	173	243
3/19/2014	1	36	14	51	65	1	93	0	27	186	237
3/20/2014	0	31	0	31	64	6	83	1	18	171	203
3/21/2014	7	8	0	15	68	2	52	3	65	187	205
3/22/2014	0	10	5	15	84	1	8	3	17	110	128
3/23/2014	0	9	1	10	69	3	10	0	31	113	123
3/24/2014	0	38	0	38	89	2	65	3	19	175	216
3/25/2014	7	79	10	96	60	7	50	2	26	143	241
3/26/2014	14	35	2	51	101	4	89	6	41	235	292
3/27/2014	0	47	2	49	112	10	46	11	23	191	251
3/28/2014	1	17	11	29	88	6	40	5	23	157	191
3/29/2014	1	10	4	15	61	3	11	0	23	98	113
3/30/2014	2	9	0	11	73	6	12	1	18	109	121
3/31/2014	0	53	1	54	61	6	76	7	17	160	221
Total	70	1,044	145	1,259	2,091	146	1,324	106	877	4,438	5,803
Percent	1.21%	17.99%	2.50%	21.70%	36.03%	2.52%	22.82%	1.83%	15.11%	76.48%	100.00%

Ridership Excluding Amtrak

Date	DNC	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
3/1/2014	0	10	0	10	46	13	1	0	59	70
3/2/2014	0	6	4	10	52	6	1	8	66	77
3/3/2014	0	56	0	56	62	52	6	1	115	177
3/4/2014	8	76	7	91	63	49	5	3	115	211
3/5/2014	0	56	0	56	72	69	3	2	143	202
3/6/2014	1	68	9	78	64	37	0	3	104	182
3/7/2014	4	23	9	36	69	34	4	6	109	149
3/8/2014	6	6	2	14	43	20	13	6	69	96
3/9/2014	0	6	9	15	53	12	0	13	78	93
3/10/2014	0	46	4	50	41	62	1	11	114	165
3/11/2014	3	56	3	62	56	47	2	5	108	172
3/12/2014	6	53	3	62	56	54	3	4	114	179
3/13/2014	0	48	5	53	39	48	2	4	91	146
3/14/2014	2	27	7	36	85	23	8	14	122	166
3/15/2014	0	13	14	27	70	13	7	2	85	119
3/16/2014	0	8	9	17	82	12	2	3	97	116
3/17/2014	4	45	7	56	66	66	1	1	133	190
3/18/2014	3	59	3	65	77	72	5	3	152	222
3/19/2014	1	36	14	51	65	93	0	1	159	210
3/20/2014	0	31	0	31	64	83	1	6	153	185
3/21/2014	7	8	0	15	68	52	3	2	122	140
3/22/2014	0	10	5	15	84	8	3	1	93	111
3/23/2014	0	9	1	10	69	10	0	3	82	92
3/24/2014	0	38	0	38	89	65	3	2	156	197
3/25/2014	7	79	10	96	60	50	2	7	117	215
3/26/2014	14	35	2	51	101	89	6	4	194	251
3/27/2014	0	47	2	49	112	46	11	10	168	228
3/28/2014	1	17	11	29	88	40	5	6	134	168
3/29/2014	1	10	4	15	61	11	0	3	75	90
3/30/2014	2	9	0	11	73	12	1	6	91	103
3/31/2014	0	53	1	54	61	76	7	6	143	204
Total	70	1,044	145	1,259	2,091	1,324	106	146	3,561	4,926
Percent	1.42%	21.19%	2.94%	25.56%	42.45%	26.88%	2.15%	2.96%	72.29%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	41	0.71%
Airport	15	0.26%
Merced College	54	0.93%
Mall (PG&E)	3	0.05%
Downtown (Court	11	0.19%
Amtrak	844	14.54%
Transpo	281	4.84%
Catheys Valley	110	1.90%
MPMidtown	252	4.34%
Roadside Rest	455	7.84%
Mariposa Park &	445	7.67%
KOA	50	0.86%
MidPines	342	5.89%
MPPO	139	2.40%
Bug Hostel	216	3.72%
Cedar Lodge	50	0.86%
NPS Maintenance	390	6.72%
Barium Mine Rd	47	0.81%
El Portal PO	196	3.38%
YV Lodge	158	2.72%
YosVCenter	571	9.84%
Curry Village	375	6.46%
Ahwahnee	157	2.71%
YosLodge	577	9.94%
UC Merced	24	0.41%
Totals	5803	100.00%

LOAD FACTOR ANALYSIS : March 01 - March 31, 2014

Below please find the load factor calculations for the HWY 140 runs operated by VIA for March 01 through March 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	456	39.48%	Inbound 5:28am service from Catheys Valley to Y
02C.5	1,705	565	33.14%	Inbound 5:58am service from Catheys Valley to Y
03	1,705	493	28.91%	Inbound 6:45am service from Merced to YV
04	49	31	63.27%	Inbound 10:20 am service from Merced to YV
04	1,705	587	34.43%	Inbound 10:20am service from Merced to YV
05	1,705	300	17.60%	Inbound 1:20pm service from Merced to YV
06	1,705	542	31.79%	Inbound 4:30pm service from Merced to YV
07	1,155	253	21.90%	Outbound 6:20am service from Midpines to Merce
08	96	31	32.29%	Outbound 9:32am service from YV to Merced
08	1,705	628	36.83%	Outbound 9:32am service from YV to Merced
09	1,650	856	51.88%	Outbound 3:40pm service from YV to Merced
10	1,705	381	22.35%	Outbound 4:25pm service from YV to Mariposa
11	1,705	347	20.35%	Outbound 4:55pm service from YV to Merced
12	1,705	333	19.53%	Outbound 5:45pm service from YV to Merced
Total	19,450	5,803	29.84%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,155	456	39.48%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,155	438	37.92%	Inbound 5:58am service from Catheys Valley to YV
03	1,155	373	32.29%	Inbound 6:45am service from Merced to YV
04	49	31	63.27%	Inbound 10:20 am service from Merced to YV
04	1,155	389	33.68%	Inbound 10:20am service from Merced to YV
05	1,155	213	18.44%	Inbound 1:20pm service from Merced to YV
06	1,155	424	36.71%	Inbound 4:30pm service from Merced to YV
07	1,155	253	21.90%	Outbound 6:20am service from Midpines to Merced
08	96	31	32.29%	Outbound 9:32am service from YV to Merced
08	1,155	479	41.47%	Outbound 9:32am service from YV to Merced
09	1,100	703	63.91%	Outbound 3:40pm service from YV to Merced
10	1,155	318	27.53%	Outbound 4:25pm service from YV to Mariposa
11	1,155	251	21.73%	Outbound 4:55pm service from YV to Merced
12	1,155	218	18.87%	Outbound 5:45pm service from YV to Merced
Total	13,950	4,577	32.81%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	550	127	23.09%	Inbound 5:58am service from Catheys Valley to YV
03	550	120	21.82%	Inbound 6:45am service from Merced to YV
04	550	198	36.00%	Inbound 10:20am service from Merced to YV
05	550	87	15.82%	Inbound 1:20pm service from Merced to YV
06	550	118	21.45%	Inbound 4:30pm service from Merced to YV
08	550	149	27.09%	Outbound 9:32am service from YV to Merced
09	550	153	27.82%	Outbound 3:40pm service from YV to Merced
10	550	63	11.45%	Outbound 4:25pm service from YV to Mariposa
11	550	96	17.45%	Outbound 4:55pm service from YV to Merced
12	550	115	20.91%	Outbound 5:45pm service from YV to Merced
Total	5,500	1,226	22.29%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,155	456	39.48%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,705	565	33.14%	Inbound 5:58am service from Catheys Valley to YV
03	1,705	489	28.68%	Inbound 6:45am service from Merced to YV
04	1,705	316	18.53%	Inbound 10:20am service from Merced to YV
05	1,705	235	13.78%	Inbound 1:20pm service from Merced to YV
06	1,705	445	26.10%	Inbound 4:30pm service from Merced to YV
07	1,155	245	21.21%	Outbound 6:20am service from Midpines to Merced
08	1,705	453	26.57%	Outbound 9:32am service from YV to Merced
09	1,650	694	42.06%	Outbound 3:40pm service from YV to Merced
10	1,705	381	22.35%	Outbound 4:25pm service from YV to Mariposa
11	1,705	342	20.06%	Outbound 4:55pm service from YV to Merced
12	1,705	305	17.89%	Outbound 5:45pm service from YV to Merced
Total	19,305	4,926	25.52%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,155	456	39.48%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,155	438	37.92%	Inbound 5:58am service from Catheys Valley to YV
03	1,155	369	31.95%	Inbound 6:45am service from Merced to YV
04	1,155	233	20.17%	Inbound 10:20am service from Merced to YV
05	1,155	167	14.46%	Inbound 1:20pm service from Merced to YV
06	1,155	365	31.60%	Inbound 4:30pm service from Merced to YV
07	1,155	245	21.21%	Outbound 6:20am service from Midpines to Merced
08	1,155	343	29.70%	Outbound 9:32am service from YV to Merced
09	1,100	577	52.45%	Outbound 3:40pm service from YV to Merced
10	1,155	318	27.53%	Outbound 4:25pm service from YV to Mariposa
11	1,155	247	21.39%	Outbound 4:55pm service from YV to Merced
12	1,155	201	17.40%	Outbound 5:45pm service from YV to Merced
Total	13,805	3,959	28.68%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	550	127	23.09%	Inbound 5:58am service from Catheys Valley to YV
03	550	120	21.82%	Inbound 6:45am service from Merced to YV
04	550	83	15.09%	Inbound 10:20am service from Merced to YV
05	550	68	12.36%	Inbound 1:20pm service from Merced to YV
06	550	80	14.55%	Inbound 4:30pm service from Merced to YV
08	550	110	20.00%	Outbound 9:32am service from YV to Merced
09	550	117	21.27%	Outbound 3:40pm service from YV to Merced
10	550	63	11.45%	Outbound 4:25pm service from YV to Mariposa
11	550	95	17.27%	Outbound 4:55pm service from YV to Merced
12	550	104	18.91%	Outbound 5:45pm service from YV to Merced
Total	5,500	967	17.58%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 3/1/2014 through 3/31/2014.

Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	15	223	6	18	13	0	181	0	456
02C.5	17	246	8	91	8	8	187	0	565
03	8	53	15	253	16	24	120	4	493
04	5	7	10	221	16	30	27	302	618
05	1	0	5	172	3	13	41	65	300
06	0	0	12	262	5	11	155	97	542
07	0	0	9	75	1	2	158	8	253
08	0	2	10	356	4	29	52	206	659
09	10	178	14	272	24	14	182	162	856
10	7	182	23	76	3	7	83	0	381
11	5	73	10	139	8	2	105	5	347
12	2	80	23	156	5	6	33	28	333
Total	70	1,044	145	2,091	106	146	1,324	877	5,803
Percent	1.21%	17.99%	2.50%	36.03%	1.83%	2.52%	22.82%	15.11%	100.00%

Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	15	223	6	18	13	0	181	0	456
02C.5	15	203	6	46	8	4	156	0	438
03	5	51	10	167	9	17	110	4	373
04	5	6	8	163	12	21	18	187	420
05	1	0	0	121	0	8	37	46	213
06	0	0	8	194	4	10	149	59	424
07	0	0	9	75	1	2	158	8	253
08	0	2	9	258	2	26	46	167	510
09	6	172	11	191	18	11	168	126	703
10	7	174	20	44	1	1	71	0	318
11	5	70	10	72	6	0	84	4	251
12	2	56	0	109	4	1	29	17	218
Total	61	957	97	1,458	78	101	1,207	618	4,577
Percent	1.33%	20.91%	2.12%	31.85%	1.70%	2.21%	26.37%	13.50%	100.00%

Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02C.5	2	43	2	45	0	4	31	0	127
03	3	2	5	86	7	7	10	0	120
04	0	1	2	58	4	9	9	115	198
05	0	0	5	51	3	5	4	19	87
06	0	0	4	68	1	1	6	38	118
08	0	0	1	98	2	3	6	39	149
09	4	6	3	81	6	3	14	36	153
10	0	8	3	32	2	6	12	0	63
11	0	3	0	67	2	2	21	1	96
12	0	24	23	47	1	5	4	11	115
Total	9	87	48	633	28	45	117	259	1,226
Percent	0.73%	7.10%	3.92%	51.63%	2.28%	3.67%	9.54%	21.13%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	15	223	6	18	13	0	181	456
02C.5	17	246	8	91	8	8	187	565
03	8	53	15	253	16	24	120	489
04	5	7	10	221	16	30	27	316
05	1	0	5	172	3	13	41	235
06	0	0	12	262	5	11	155	445
07	0	0	9	75	1	2	158	245
08	0	2	10	356	4	29	52	453
09	10	178	14	272	24	14	182	694
10	7	182	23	76	3	7	83	381
11	5	73	10	139	8	2	105	342
12	2	80	23	156	5	6	33	305
Total	70	1,044	145	2,091	106	146	1,324	4,926
Percent	1.42%	21.19%	2.94%	42.45%	2.15%	2.96%	26.88%	100.00%

Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	15	223	6	18	13	0	181	456
02C.5	15	203	6	46	8	4	156	438
03	5	51	10	167	9	17	110	369
04	5	6	8	163	12	21	18	233
05	1	0	0	121	0	8	37	167
06	0	0	8	194	4	10	149	365
07	0	0	9	75	1	2	158	245
08	0	2	9	258	2	26	46	343
09	6	172	11	191	18	11	168	577
10	7	174	20	44	1	1	71	318
11	5	70	10	72	6	0	84	247
12	2	56	0	109	4	1	29	201
Total	61	957	97	1,458	78	101	1,207	3,959
Percent	1.54%	24.17%	2.45%	36.83%	1.97%	2.55%	30.49%	100.00%

Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02C.5	2	43	2	45	0	4	31	127
03	3	2	5	86	7	7	10	120
04	0	1	2	58	4	9	9	83
05	0	0	5	51	3	5	4	68
06	0	0	4	68	1	1	6	80
08	0	0	1	98	2	3	6	110
09	4	6	3	81	6	3	14	117
10	0	8	3	32	2	6	12	63
11	0	3	0	67	2	2	21	95
12	0	24	23	47	1	5	4	104
Total	9	87	48	633	28	45	117	967
Percent	0.93%	9.00%	4.96%	65.46%	2.90%	4.65%	12.10%	100.00%

OPERATING STATISTICS

REVENUE MILES March 01 - March 31 2014

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

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Catheys Valley	01C.5	21	69	1,449
	Catheys Valley	02C.5	21	69	1,449
	Merced	03	21	87	1,827
	Merced	04	21	87	1,827
	Merced	05	21	87	1,827
	Merced	06	21	87	1,827
	Midpines	07	21	51	1,071
	Yosemite	08	21	87	1,827
	Yosemite	09	20	87	1,740
	Yosemite	10	21	55	1,155
	Yosemite	11	21	87	1,827
	Yosemite	12	21	87	1,827
Total Mileage					19,653

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Catheys Valley	02C.5	10	69	690
	Merced	03	10	87	870
	Merced	04	10	87	870
	Merced	05	10	87	870
	Merced	06	10	87	870
	Yosemite	08	10	87	870
	Yosemite	09	10	87	870
	Yosemite	10	10	55	550
	Yosemite	11	10	87	870
	Yosemite	12	10	87	870
Total Mileage					8,200
Grand Total					27,853
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					27,853

REVENUE HOURS

From March 01 through March 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
Weekdays					
	Catheys Valley	01C.5	21	2.30	48.30
	Catheys Valley	02C.5	21	2.30	48.30
	Merced	03	21	3.20	67.20
	Merced	04	21	3.50	73.50
	Merced	05	21	2.80	58.80
	Merced	06	21	3.90	81.90
	Midpines	07	21	2.20	46.20
	Yosemite	08	21	3.80	79.80
	Yosemite	09	20	3.20	64.00
	Yosemite	10	21	2.00	42.00
	Yosemite	11	21	3.20	67.20
	Yosemite	12	21	3.20	67.20
Total Hours					744.40

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Catheys Valley	02C.5	10	2.30	23.00
	Merced	03	10	3.20	32.00
	Merced	04	10	3.50	35.00
	Merced	05	10	2.80	28.00
	Merced	06	10	3.90	39.00
	Yosemite	08	10	3.80	38.00
	Yosemite	09	10	3.20	32.00
	Yosemite	10	10	2.00	20.00
	Yosemite	11	10	3.20	32.00
	Yosemite	12	10	3.20	32.00
Total Hours					311.00
Grand Total					1,055.40
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					1,055.40

Passengers Left / Wheelchair Usage

Wheel Chair

Run Date	Route	Total
3/20/2014	11	1
3/20/2014	04	1
3/21/2014	12	1
3/24/2014	03	1
	Grand Total	4

ACCIDENTS/INCIDENTS

There was one (1) reported vehicular accident on YARTS runs for the month of March 1-31, 2014. On 03/04/14, the California Highway Patrol called in to YARTS Operations to report a possible accident on Highway 140 involving a YARTS bus. A motorist claimed the YARTS driver came over into their lane on a passing lane and scraped the side of their car as the vehicle was passing the YARTS bus. The YARTS Operations Manager provided Mariposa CHP with the YARTS videos from the bus. CHP reviewed the videos from the bus and found that the results were inconclusive and no fault could be assigned to the YARTS driver or the other motorist. VIA is ordering the final report from CHP for record keeping.

ROAD CALLS

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

SERVICE DELAYS

There were two (2) service delays during the month of March 1-31, 2014. Total on time service for all corridors was 99.78 %.

03/14/14 Run 2 was delayed 20 minutes due to an operational issue (see missed runs).

03/23/14 Run 3 was delayed 30 minutes due to a vehicle fire not involving YARTS on Highway 140.

MISSED RUNS

There was one (1) missed VIA YARTS trips during the period of March 1-31, 2014.

03/14/14 Run 2 was delayed 20 minutes due 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 **229** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from March 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

132	Calls received on schedule issues and questions for Hwy 140 Corridor.
21	Calls received on Mammoth Lake schedule information.
11	Calls received on Sonora/Groveland schedule information.
18	Calls received on park information (lodging, tours, camping, etc.)
47	Miscellaneous calls (lost & found, hang up calls, etc.)
0	Calls received as customer complaints.
229	Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

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

Wheel Chair Requests

There were four (4) wheelchair requests filled for the month of March 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 snowy conditions, road work and traffic.