



May 1, 2014

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

RE: YARTS Monthly Report: April 1-30, 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 April 1-30, 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 4/1/2014 to 4/30/2014

A total of 6,581 passengers were carried on the HWY 140 system by VIA. Of these, 887 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
4/1/2014	11	62	0	73	116	7	47	9	20	190	272
4/2/2014	2	49	5	56	90	8	68	3	19	185	244
4/3/2014	2	65	0	67	46	5	53	6	16	120	193
4/4/2014	2	25	7	34	57	8	46	7	22	133	174
4/5/2014	1	11	14	26	96	4	11	10	23	134	170
4/6/2014	1	10	6	17	79	13	12	7	21	125	149
4/7/2014	7	65	4	76	55	2	53	6	25	135	217
4/8/2014	9	54	1	64	76	16	70	3	29	191	258
4/9/2014	2	62	4	68	71	7	54	4	15	147	219
4/10/2014	0	36	6	42	64	6	70	7	13	153	202
4/11/2014	0	24	14	38	69	4	47	8	24	144	190
4/12/2014	1	8	1	10	75	7	20	9	37	139	158
4/13/2014	1	4	0	5	55	4	10	3	48	117	125
4/14/2014	0	63	4	67	78	6	49	5	52	185	257
4/15/2014	1	71	11	83	77	1	59	5	12	149	237
4/16/2014	2	67	18	87	72	3	57	6	20	152	245
4/17/2014	4	28	6	38	90	8	64	7	29	191	236
4/18/2014	0	11	3	14	110	4	32	6	46	192	212
4/19/2014	0	0	12	12	80	4	34	8	21	139	159
4/20/2014	0	2	37	39	88	1	15	17	38	142	198
4/21/2014	3	58	16	77	114	5	41	9	67	227	313
4/22/2014	0	63	0	63	95	2	52	6	15	164	233
4/23/2014	1	60	5	66	87	19	26	4	38	170	240
4/24/2014	1	61	1	63	120	7	28	7	33	188	258
4/25/2014	1	21	4	26	98	4	31	3	38	171	200
4/26/2014	5	3	3	11	155	12	15	11	29	211	233
4/27/2014	3	8	3	14	73	4	17	2	32	126	142
4/28/2014	3	57	6	66	104	30	54	2	26	214	282
4/29/2014	0	53	3	56	95	12	70	2	54	231	289
4/30/2014	5	57	4	66	110	6	63	6	25	204	276
Total	68	1,158	198	1,424	2,595	219	1,268	188	887	4,969	6,581
Percent	1.03%	17.60%	3.01%	21.64%	39.43%	3.33%	19.27%	2.86%	13.48%	75.51%	100.00%

Ridership Excluding Amtrak

Date	DNC	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
4/1/2014	11	62	0	73	116	47	9	7	170	252
4/2/2014	2	49	5	56	90	68	3	8	166	225
4/3/2014	2	65	0	67	46	53	6	5	104	177
4/4/2014	2	25	7	34	57	46	7	8	111	152
4/5/2014	1	11	14	26	96	11	10	4	111	147
4/6/2014	1	10	6	17	79	12	7	13	104	128
4/7/2014	7	65	4	76	55	53	6	2	110	192
4/8/2014	9	54	1	64	76	70	3	16	162	229
4/9/2014	2	62	4	68	71	54	4	7	132	204
4/10/2014	0	36	6	42	64	70	7	6	140	189
4/11/2014	0	24	14	38	69	47	8	4	120	166
4/12/2014	1	8	1	10	75	20	9	7	102	121
4/13/2014	1	4	0	5	55	10	3	4	69	77
4/14/2014	0	63	4	67	78	49	5	6	133	205
4/15/2014	1	71	11	83	77	59	5	1	137	225
4/16/2014	2	67	18	87	72	57	6	3	132	225
4/17/2014	4	28	6	38	90	64	7	8	162	207
4/18/2014	0	11	3	14	110	32	6	4	146	166
4/19/2014	0	0	12	12	80	34	8	4	118	138
4/20/2014	0	2	37	39	88	15	17	1	104	160
4/21/2014	3	58	16	77	114	41	9	5	160	246
4/22/2014	0	63	0	63	95	52	6	2	149	218
4/23/2014	1	60	5	66	87	26	4	19	132	202
4/24/2014	1	61	1	63	120	28	7	7	155	225
4/25/2014	1	21	4	26	98	31	3	4	133	162
4/26/2014	5	3	3	11	155	15	11	12	182	204
4/27/2014	3	8	3	14	73	17	2	4	94	110
4/28/2014	3	57	6	66	104	54	2	30	188	256
4/29/2014	0	53	3	56	95	70	2	12	177	235
4/30/2014	5	57	4	66	110	63	6	6	179	251
Total	68	1,158	198	1,424	2,595	1,268	188	219	4,082	5,694
Percent	1.19%	20.34%	3.48%	25.01%	45.57%	22.27%	3.30%	3.85%	71.69%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	73	1.11%
Airport	5	0.08%
Merced College	40	0.61%
Mall (PG&E)	4	0.06%
Downtown (Court	13	0.20%
Amtrak	898	13.65%
Transpo	364	5.53%
Catheys Valley	124	1.88%
MPMidtown	239	3.63%
Roadside Rest	477	7.25%
Mariposa Park &	450	6.84%
MPVstrCenter	0	0.00%
KOA	164	2.49%
MidPines	313	4.76%
MPPO	192	2.92%
Bug Hostel	316	4.80%
Cedar Lodge	101	1.53%
NPS Maintenance	415	6.31%
Barium Mine Rd	94	1.43%
El Portal PO	151	2.29%
YV Lodge	204	3.10%
YosVCenter	741	11.26%
Curry Village	449	6.82%
Ahwahnee	170	2.58%
YosLodge	557	8.46%
UC Merced	27	0.41%

Pick-up Location	Riders	Percentage
Totals	6581	100.00%

LOAD FACTOR ANALYSIS : April 01 - April 30, 2014

Below please find the load factor calculations for the HWY 140 runs operated by VIA for April 01 through April 30, 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	1,210	517	42.73%	Inbound 5:28am service from Catheys Valley to Y
02C.5	1,650	603	36.55%	Inbound 5:58am service from Catheys Valley to Y
03	1,650	676	40.97%	Inbound 6:45am service from Merced to YV
04	55	30	54.55%	Inbound 10:20 am service from Merced to YV
04	1,650	638	38.67%	Inbound 10:20am service from Merced to YV
05	1,650	364	22.06%	Inbound 1:20pm service from Merced to YV
06	1,650	600	36.36%	Inbound 4:30pm service from Merced to YV
07	1,210	239	19.75%	Outbound 6:20am service from Midpines to Merce
08	1,650	635	38.48%	Outbound 9:32am service from YV to Merced
09	1,650	976	59.15%	Outbound 3:40pm service from YV to Merced
10	1,650	490	29.70%	Outbound 4:25pm service from YV to Mariposa
11	1,650	402	24.36%	Outbound 4:55pm service from YV to Merced
12	1,650	411	24.91%	Outbound 5:45pm service from YV to Merced
Total	18,975	6,581	34.68%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,210	517	42.73%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,210	494	40.83%	Inbound 5:58am service from Catheys Valley to YV
03	1,210	468	38.68%	Inbound 6:45am service from Merced to YV
04	55	30	54.55%	Inbound 10:20 am service from Merced to YV
04	1,210	413	34.13%	Inbound 10:20am service from Merced to YV
05	1,210	275	22.73%	Inbound 1:20pm service from Merced to YV
06	1,210	516	42.64%	Inbound 4:30pm service from Merced to YV
07	1,210	239	19.75%	Outbound 6:20am service from Midpines to Merced
08	1,210	501	41.40%	Outbound 9:32am service from YV to Merced
09	1,210	782	64.63%	Outbound 3:40pm service from YV to Merced
10	1,210	396	32.73%	Outbound 4:25pm service from YV to Mariposa
11	1,210	310	25.62%	Outbound 4:55pm service from YV to Merced
12	1,210	306	25.29%	Outbound 5:45pm service from YV to Merced
Total	14,575	5,247	36.00%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	440	109	24.77%	Inbound 5:58am service from Catheys Valley to YV
03	440	208	47.27%	Inbound 6:45am service from Merced to YV
04	440	225	51.14%	Inbound 10:20am service from Merced to YV
05	440	89	20.23%	Inbound 1:20pm service from Merced to YV
06	440	84	19.09%	Inbound 4:30pm service from Merced to YV
08	440	134	30.45%	Outbound 9:32am service from YV to Merced
09	440	194	44.09%	Outbound 3:40pm service from YV to Merced
10	440	94	21.36%	Outbound 4:25pm service from YV to Mariposa
11	440	92	20.91%	Outbound 4:55pm service from YV to Merced
12	440	105	23.86%	Outbound 5:45pm service from YV to Merced
Total	4,400	1,334	30.32%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,210	517	42.73%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,650	603	36.55%	Inbound 5:58am service from Catheys Valley to YV
03	1,650	662	40.12%	Inbound 6:45am service from Merced to YV
04	1,650	377	22.85%	Inbound 10:20am service from Merced to YV
05	1,650	285	17.27%	Inbound 1:20pm service from Merced to YV
06	1,650	497	30.12%	Inbound 4:30pm service from Merced to YV
07	1,210	233	19.26%	Outbound 6:20am service from Midpines to Merced
08	1,650	453	27.45%	Outbound 9:32am service from YV to Merced
09	1,650	807	48.91%	Outbound 3:40pm service from YV to Merced
10	1,650	487	29.52%	Outbound 4:25pm service from YV to Mariposa
11	1,650	389	23.58%	Outbound 4:55pm service from YV to Merced
12	1,650	384	23.27%	Outbound 5:45pm service from YV to Merced
Total	18,920	5,694	30.10%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,210	517	42.73%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,210	494	40.83%	Inbound 5:58am service from Catheys Valley to YV
03	1,210	459	37.93%	Inbound 6:45am service from Merced to YV
04	1,210	268	22.15%	Inbound 10:20am service from Merced to YV
05	1,210	217	17.93%	Inbound 1:20pm service from Merced to YV
06	1,210	429	35.45%	Inbound 4:30pm service from Merced to YV
07	1,210	233	19.26%	Outbound 6:20am service from Midpines to Merced
08	1,210	358	29.59%	Outbound 9:32am service from YV to Merced
09	1,210	647	53.47%	Outbound 3:40pm service from YV to Merced
10	1,210	393	32.48%	Outbound 4:25pm service from YV to Mariposa
11	1,210	305	25.21%	Outbound 4:55pm service from YV to Merced
12	1,210	289	23.88%	Outbound 5:45pm service from YV to Merced
Total	14,520	4,609	31.74%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	440	109	24.77%	Inbound 5:58am service from Catheys Valley to YV
03	440	203	46.14%	Inbound 6:45am service from Merced to YV
04	440	109	24.77%	Inbound 10:20am service from Merced to YV
05	440	68	15.45%	Inbound 1:20pm service from Merced to YV
06	440	68	15.45%	Inbound 4:30pm service from Merced to YV
08	440	95	21.59%	Outbound 9:32am service from YV to Merced
09	440	160	36.36%	Outbound 3:40pm service from YV to Merced
10	440	94	21.36%	Outbound 4:25pm service from YV to Mariposa
11	440	84	19.09%	Outbound 4:55pm service from YV to Merced
12	440	95	21.59%	Outbound 5:45pm service from YV to Merced
Total	4,400	1,085	24.66%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 4/1/2014 through 4/30/2014.

Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	2	271	6	33	17	2	186	0	517
02C.5	12	279	23	129	9	4	147	0	603
03	4	44	17	379	32	84	102	14	676
04	1	9	11	259	26	34	37	291	668
05	0	2	5	216	6	9	47	79	364
06	0	1	23	287	6	8	172	103	600
07	0	0	3	73	1	6	150	6	239
08	5	2	11	365	10	15	45	182	635
09	8	213	31	361	33	18	143	169	976
10	17	204	29	140	21	13	63	3	490
11	7	56	21	158	11	12	124	13	402
12	12	77	18	195	16	14	52	27	411
Total	68	1,158	198	2,595	188	219	1,268	887	6,581
Percent	1.03%	17.60%	3.01%	39.43%	2.86%	3.33%	19.27%	13.48%	100.00%

Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	2	271	6	33	17	2	186	0	517
02C.5	10	262	16	86	7	3	110	0	494
03	4	44	13	228	13	65	92	9	468
04	1	3	5	190	17	30	22	175	443
05	0	2	5	156	5	8	41	58	275
06	0	0	20	230	4	7	168	87	516
07	0	0	3	73	1	6	150	6	239
08	1	2	6	290	9	10	40	143	501
09	6	209	14	263	19	12	124	135	782
10	14	200	18	83	11	11	56	3	396
11	7	53	11	113	6	7	108	5	310
12	11	66	5	149	12	9	37	17	306
Total	56	1,112	122	1,894	121	170	1,134	638	5,247
Percent	1.07%	21.19%	2.33%	36.10%	2.31%	3.24%	21.61%	12.16%	100.00%

Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02C.5	2	17	7	43	2	1	37	0	109
03	0	0	4	151	19	19	10	5	208
04	0	6	6	69	9	4	15	116	225
05	0	0	0	60	1	1	6	21	89
06	0	1	3	57	2	1	4	16	84
08	4	0	5	75	1	5	5	39	134
09	2	4	17	98	14	6	19	34	194
10	3	4	11	57	10	2	7	0	94
11	0	3	10	45	5	5	16	8	92
12	1	11	13	46	4	5	15	10	105
Total	12	46	76	701	67	49	134	249	1,334
Percent	0.90%	3.45%	5.70%	52.55%	5.02%	3.67%	10.04%	18.67%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	2	271	6	33	17	2	186	517
02C.5	12	279	23	129	9	4	147	603
03	4	44	17	379	32	84	102	662
04	1	9	11	259	26	34	37	377
05	0	2	5	216	6	9	47	285
06	0	1	23	287	6	8	172	497
07	0	0	3	73	1	6	150	233
08	5	2	11	365	10	15	45	453
09	8	213	31	361	33	18	143	807
10	17	204	29	140	21	13	63	487
11	7	56	21	158	11	12	124	389
12	12	77	18	195	16	14	52	384
Total	68	1,158	198	2,595	188	219	1,268	5,694
Percent	1.19%	20.34%	3.48%	45.57%	3.30%	3.85%	22.27%	100.00%

Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	2	271	6	33	17	2	186	517
02C.5	10	262	16	86	7	3	110	494
03	4	44	13	228	13	65	92	459
04	1	3	5	190	17	30	22	268
05	0	2	5	156	5	8	41	217
06	0	0	20	230	4	7	168	429
07	0	0	3	73	1	6	150	233
08	1	2	6	290	9	10	40	358
09	6	209	14	263	19	12	124	647
10	14	200	18	83	11	11	56	393
11	7	53	11	113	6	7	108	305
12	11	66	5	149	12	9	37	289
Total	56	1,112	122	1,894	121	170	1,134	4,609
Percent	1.22%	24.13%	2.65%	41.09%	2.63%	3.69%	24.60%	100.00%

Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02C.5	2	17	7	43	2	1	37	109
03	0	0	4	151	19	19	10	203
04	0	6	6	69	9	4	15	109
05	0	0	0	60	1	1	6	68
06	0	1	3	57	2	1	4	68
08	4	0	5	75	1	5	5	95
09	2	4	17	98	14	6	19	160
10	3	4	11	57	10	2	7	94
11	0	3	10	45	5	5	16	84
12	1	11	13	46	4	5	15	95
Total	12	46	76	701	67	49	134	1,085
Percent	1.11%	4.24%	7.00%	64.61%	6.18%	4.52%	12.35%	100.00%

OPERATING STATISTICS

REVENUE MILES April 01 - April 30 2014

From April 01 through April 30, 2014 VIA HWY 140 operated a total of 27,240 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Catheys Valley	01C.5	22	69	1,518
	Catheys Valley	02C.5	22	69	1,518
	Merced	03	22	87	1,914
	Merced	04	22	87	1,914
	Merced	05	22	87	1,914
	Merced	06	22	87	1,914
	Midpines	07	22	51	1,122
	Yosemite	08	22	87	1,914
	Yosemite	09	22	87	1,914
	Yosemite	10	22	55	1,210
	Yosemite	11	22	87	1,914
	Yosemite	12	22	87	1,914
Total Mileage					20,680

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	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
Total Mileage					6,560
Grand Total					27,240
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					27,240

REVENUE HOURS

From April 01 through April 30, 2014 VIA HWY 140 provided a total of 1,032. vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Catheys Valley	01C.5	22	2.30	50.60
	Catheys Valley	02C.5	22	2.30	50.60
	Merced	03	22	3.20	70.40
	Merced	04	22	3.50	77.00
	Merced	05	22	2.80	61.60
	Merced	06	22	3.90	85.80
	Midpines	07	22	2.20	48.40
	Yosemite	08	22	3.80	83.60
	Yosemite	09	22	3.20	70.40
	Yosemite	10	22	2.00	44.00
	Yosemite	11	22	3.20	70.40
	Yosemite	12	22	3.20	70.40
Total Hours					783.20

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	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
Total Hours					248.80
Grand Total					1,032.00
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					1,032.00

Passengers Left / Wheelchair Usage

Wheel Chair

Run Date	Route	Total
4/30/2014	09	1
	Grand Total	1

ACCIDENTS/INCIDENTS

There were zero (0) reported vehicular accident on YARTS runs for the month of April 1-30, 2014.

ROAD CALLS

There was one (1) road call for the period of April 1- 30, 2014. On 04/14/14, Run 2 was delayed one hour at Arch Rock entrance in Yosemite Park due to a mechanical issue. Run 1 retrieved passengers and a replacement bus was dispatched from Merced to cover Run 9. The mechanics were able to get the Run 2 bus operational and returned with it to the yard for further service.

SERVICE DELAYS

There was one (1) service delay during the month of April 1-30, 2014. Total on time service for all corridors was **99.99 %**.

04/14/14 Run 2 was delayed one hour at Arch Rock entrance into the park due to a mechanical issue.

MISSED RUNS

There were zero (0) missed VIA YARTS trips during the period of April 1-30, 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 **204** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from April 1-30, 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

- 106** Calls received on schedule issues and questions for Hwy 140 Corridor.
- 28** Calls received on Mammoth Lake schedule information.
- 20** Calls received on Sonora/Groveland schedule information.
- 20** Calls received on park information (lodging, tours, camping, etc.)
- 29** Miscellaneous calls (lost & found, hang up calls, etc.)
- 1** Calls received as customer complaints.
- 204** Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There was one (1) customer complaint received during the month of April 1-30, 2014. On 4/10/14, a customer called because she had not been picked up at the courthouse by Run 6. When the driver of Run 6 was contacted, he informed ops staff that he had picked up passengers at the courthouse and was currently enroute to Cathey's Valley. The driver's manifest supported this and showed that he had in fact picked up three passengers at the courthouse stop. The customer was offered to have the bus turned

around to pick her up, but she declined and stated that she would find alternate transportation for that day.

Wheel Chair Requests

There was one (1) wheelchair request filled for the month of April 1-30, 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.