



November 7, 2014

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

RE: YARTS Monthly Report: October 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 October 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 10/1/2014 to 10/31/2014

A total of 5,059 passengers were carried on the HWY 140 system by VIA. Of these, 718 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
10/1/2014	3	43	5	51	85	0	35	3	33	153	207
10/2/2014	3	60	3	66	69	2	53	0	32	156	222
10/3/2014	0	8	6	14	86	7	46	3	36	175	192
10/4/2014	2	5	0	7	78	4	14	6	40	136	149
10/5/2014	0	3	4	7	35	4	33	0	40	112	119
10/6/2014	1	52	6	59	88	7	61	0	37	193	252
10/7/2014	0	33	1	34	86	8	41	3	24	159	196
10/8/2014	0	11	0	11	19	0	18	0	3	40	51
10/9/2014	0	28	0	28	14	4	24	1	10	52	81
10/10/2014	0	9	0	9	34	0	15	3	3	52	64
10/11/2014	0	0	1	1	16	1	0	0	11	28	29
10/12/2014	2	4	2	8	52	7	18	2	29	106	116
10/13/2014	3	5	10	18	74	9	25	0	33	141	159
10/14/2014	4	49	2	55	77	3	57	5	22	159	219
10/15/2014	0	27	0	27	86	2	75	1	27	190	218
10/16/2014	0	32	4	36	71	4	46	4	22	143	183
10/17/2014	0	16	0	16	64	3	47	5	30	144	165
10/18/2014	0	2	0	2	57	5	13	5	39	114	121
10/19/2014	0	3	0	3	94	6	42	2	31	173	178
10/20/2014	2	50	4	56	79	6	42	2	27	154	212
10/21/2014	2	28	6	36	61	2	68	14	17	148	198
10/22/2014	0	70	0	70	51	2	54	4	21	128	202
10/23/2014	0	47	0	47	54	8	54	0	12	128	175
10/24/2014	0	15	5	20	71	5	37	3	18	131	154
10/25/2014	5	3	0	8	55	7	17	5	7	86	99
10/26/2014	0	2	2	4	50	7	17	3	16	90	97
10/27/2014	0	54	6	60	92	3	55	3	12	162	225
10/28/2014	1	32	0	33	78	2	107	2	18	205	240
10/29/2014	0	26	0	26	47	2	81	5	21	151	182
10/30/2014	0	47	5	52	75	3	43	1	17	138	191
10/31/2014	0	19	1	20	76	6	29	2	30	141	163
Total	28	783	73	884	1,974	129	1,267	87	718	4,088	5,059
Percent	0.55%	15.48%	1.44%	17.47%	39.02%	2.55%	25.04%	1.72%	14.19%	80.81%	100.00%

From 10/1/2014 to 10/31/2014

Ridership Excluding Amtrak

Date	DNC	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
10/1/2014	3	43	5	51	85	35	3	0	120	174
10/2/2014	3	60	3	66	69	53	0	2	124	190
10/3/2014	0	8	6	14	86	46	3	7	139	156
10/4/2014	2	5	0	7	78	14	6	4	96	109
10/5/2014	0	3	4	7	35	33	0	4	72	79
10/6/2014	1	52	6	59	88	61	0	7	156	215
10/7/2014	0	33	1	34	86	41	3	8	135	172
10/8/2014	0	11	0	11	19	18	0	0	37	48
10/9/2014	0	28	0	28	14	24	1	4	42	71
10/10/2014	0	9	0	9	34	15	3	0	49	61
10/11/2014	0	0	1	1	16	0	0	1	17	18
10/12/2014	2	4	2	8	52	18	2	7	77	87
10/13/2014	3	5	10	18	74	25	0	9	108	126
10/14/2014	4	49	2	55	77	57	5	3	137	197
10/15/2014	0	27	0	27	86	75	1	2	163	191
10/16/2014	0	32	4	36	71	46	4	4	121	161
10/17/2014	0	16	0	16	64	47	5	3	114	135
10/18/2014	0	2	0	2	57	13	5	5	75	82
10/19/2014	0	3	0	3	94	42	2	6	142	147
10/20/2014	2	50	4	56	79	42	2	6	127	185
10/21/2014	2	28	6	36	61	68	14	2	131	181
10/22/2014	0	70	0	70	51	54	4	2	107	181
10/23/2014	0	47	0	47	54	54	0	8	116	163
10/24/2014	0	15	5	20	71	37	3	5	113	136
10/25/2014	5	3	0	8	55	17	5	7	79	92
10/26/2014	0	2	2	4	50	17	3	7	74	81
10/27/2014	0	54	6	60	92	55	3	3	150	213
10/28/2014	1	32	0	33	78	107	2	2	187	222
10/29/2014	0	26	0	26	47	81	5	2	130	161
10/30/2014	0	47	5	52	75	43	1	3	121	174
10/31/2014	0	19	1	20	76	29	2	6	111	133
Total	28	783	73	884	1,974	1,267	87	129	3,370	4,341
Percent	0.65%	18.04%	1.68%	20.36%	45.47%	29.19%	2.00%	2.97%	77.63%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	76	1.50%
Merced College	65	1.28%
Downtown (Court	15	0.30%
Amtrak	756	14.94%
Transpo	183	3.62%
Catheys Valley	114	2.25%
MPMidtown	156	3.08%
Roadside Rest	383	7.57%
Mariposa Park &	378	7.47%
KOA	109	2.15%
MidPines	276	5.46%
MPPO	102	2.02%
Bug Hostel	266	5.26%
Cedar Lodge	56	1.11%
NPS Maintenance	272	5.38%
Barium Mine Rd	87	1.72%
El Portal PO	152	3.00%
YV Lodge	169	3.34%
YosVCenter	534	10.56%
Curry Village	315	6.23%
Ahwahnee	94	1.86%
YosLodge	455	8.99%
UC Merced	46	0.91%
Totals	5059	100.00%

LOAD FACTOR ANALYSIS : October 01 - October 31, 2014

Below please find the load factor calculations for the HWY 140 runs operated by VIA for October 01 through October 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	1,265	405	32.02%	Inbound 5:28am service from Catheys Valley to Y
02C.5	1,705	524	30.73%	Inbound 5:58am service from Catheys Valley to Y
03	1,485	326	21.95%	Inbound 6:45am service from Merced to YV
04	1,746	559	32.02%	Inbound 10:20am service from Merced to YV
05	1,430	261	18.25%	Inbound 1:20pm service from Merced to YV
06	1,705	650	38.12%	Inbound 4:30pm service from Merced to YV
07	1,210	203	16.78%	Outbound 6:20am service from Midpines to Merce
08	55	8	14.55%	Outbound 9:32am service from YV to Merced
08	1,705	593	34.78%	Outbound 9:32am service from YV to Merced
09	1,650	680	41.21%	Outbound 3:40pm service from YV to Merced
10	1,650	217	13.15%	Outbound 4:25pm service from YV to Mariposa
11	1,471	302	20.53%	Outbound 4:55pm service from YV to Merced
12	1,485	331	22.29%	Outbound 5:45pm service from YV to Merced
Total	18,562	5,059	27.25%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,265	405	32.02%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,265	418	33.04%	Inbound 5:58am service from Catheys Valley to YV
03	1,100	265	24.09%	Inbound 6:45am service from Merced to YV
04	1,265	392	30.99%	Inbound 10:20am service from Merced to YV
05	1,100	208	18.91%	Inbound 1:20pm service from Merced to YV
06	1,265	522	41.26%	Inbound 4:30pm service from Merced to YV
07	1,210	203	16.78%	Outbound 6:20am service from Midpines to Merced
08	55	8	14.55%	Outbound 9:32am service from YV to Merced
08	1,265	479	37.87%	Outbound 9:32am service from YV to Merced
09	1,210	542	44.79%	Outbound 3:40pm service from YV to Merced
10	1,210	193	15.95%	Outbound 4:25pm service from YV to Mariposa
11	1,045	259	24.78%	Outbound 4:55pm service from YV to Merced
12	1,100	257	23.36%	Outbound 5:45pm service from YV to Merced
Total	14,355	4,151	28.92%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	440	106	24.09%	Inbound 5:58am service from Catheys Valley to YV
03	385	61	15.84%	Inbound 6:45am service from Merced to YV
04	481	167	34.72%	Inbound 10:20am service from Merced to YV
05	330	53	16.06%	Inbound 1:20pm service from Merced to YV
06	440	128	29.09%	Inbound 4:30pm service from Merced to YV
08	440	114	25.91%	Outbound 9:32am service from YV to Merced
09	440	138	31.36%	Outbound 3:40pm service from YV to Merced
10	440	24	5.45%	Outbound 4:25pm service from YV to Mariposa
11	426	43	10.09%	Outbound 4:55pm service from YV to Merced
12	385	74	19.22%	Outbound 5:45pm service from YV to Merced
Total	4,207	908	21.58%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,265	405	32.02%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,705	524	30.73%	Inbound 5:58am service from Catheys Valley to YV
03	1,485	320	21.55%	Inbound 6:45am service from Merced to YV
04	1,746	315	18.04%	Inbound 10:20am service from Merced to YV
05	1,430	205	14.34%	Inbound 1:20pm service from Merced to YV
06	1,705	539	31.61%	Inbound 4:30pm service from Merced to YV
07	1,210	198	16.36%	Outbound 6:20am service from Midpines to Merced
08	55	5	9.09%	Outbound 9:32am service from YV to Merced
08	1,705	459	26.92%	Outbound 9:32am service from YV to Merced
09	1,650	554	33.58%	Outbound 3:40pm service from YV to Merced
10	1,650	217	13.15%	Outbound 4:25pm service from YV to Mariposa
11	1,471	302	20.53%	Outbound 4:55pm service from YV to Merced
12	1,485	298	20.07%	Outbound 5:45pm service from YV to Merced
Total	18,562	4,341	23.39%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,265	405	32.02%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,265	418	33.04%	Inbound 5:58am service from Catheys Valley to YV
03	1,100	259	23.55%	Inbound 6:45am service from Merced to YV
04	1,265	240	18.97%	Inbound 10:20am service from Merced to YV
05	1,100	159	14.45%	Inbound 1:20pm service from Merced to YV
06	1,265	448	35.42%	Inbound 4:30pm service from Merced to YV
07	1,210	198	16.36%	Outbound 6:20am service from Midpines to Merced
08	55	5	9.09%	Outbound 9:32am service from YV to Merced
08	1,265	378	29.88%	Outbound 9:32am service from YV to Merced
09	1,210	449	37.11%	Outbound 3:40pm service from YV to Merced
10	1,210	193	15.95%	Outbound 4:25pm service from YV to Mariposa
11	1,045	259	24.78%	Outbound 4:55pm service from YV to Merced
12	1,100	235	21.36%	Outbound 5:45pm service from YV to Merced
Total	14,355	3,646	25.40%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	440	106	24.09%	Inbound 5:58am service from Catheys Valley to YV
03	385	61	15.84%	Inbound 6:45am service from Merced to YV
04	481	75	15.59%	Inbound 10:20am service from Merced to YV
05	330	46	13.94%	Inbound 1:20pm service from Merced to YV
06	440	91	20.68%	Inbound 4:30pm service from Merced to YV
08	440	81	18.41%	Outbound 9:32am service from YV to Merced
09	440	105	23.86%	Outbound 3:40pm service from YV to Merced
10	440	24	5.45%	Outbound 4:25pm service from YV to Mariposa
11	426	43	10.09%	Outbound 4:55pm service from YV to Merced
12	385	63	16.36%	Outbound 5:45pm service from YV to Merced
Total	4,207	695	16.52%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 10/1/2014 through 10/31/2014.

Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	5	225	8	32	0	3	132	0	405
02C.5	11	161	16	110	13	5	208	0	524
03	0	35	7	186	6	23	63	6	326
04	1	14	7	193	11	35	54	244	559
05	0	2	0	152	7	7	37	56	261
06	0	3	12	307	16	7	194	111	650
07	0	1	1	40	2	2	152	5	203
08	0	2	5	361	10	22	64	137	601
09	2	162	4	256	11	12	107	126	680
10	0	82	2	72	5	1	55	0	217
11	3	65	11	110	3	8	102	0	302
12	6	31	0	155	3	4	99	33	331
Total	28	783	73	1,974	87	129	1,267	718	5,059
Percent	0.55%	15.48%	1.44%	39.02%	1.72%	2.55%	25.04%	14.19%	100.00%

Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	5	225	8	32	0	3	132	0	405
02C.5	6	147	14	68	11	5	167	0	418
03	0	35	7	140	6	14	57	6	265
04	1	14	6	155	9	20	35	152	392
05	0	2	0	121	4	4	28	49	208
06	0	3	6	245	7	2	185	74	522
07	0	1	1	40	2	2	152	5	203
08	0	1	5	294	9	15	59	104	487
09	2	159	4	172	6	10	96	93	542
10	0	80	2	61	5	1	44	0	193
11	3	65	11	91	3	8	78	0	259
12	2	29	0	118	2	4	80	22	257
Total	19	761	64	1,537	64	88	1,113	505	4,151
Percent	0.46%	18.33%	1.54%	37.03%	1.54%	2.12%	26.81%	12.17%	100.00%

Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02C.5	5	14	2	42	2	0	41	0	106
03	0	0	0	46	0	9	6	0	61
04	0	0	1	38	2	15	19	92	167
05	0	0	0	31	3	3	9	7	53
06	0	0	6	62	9	5	9	37	128
08	0	1	0	67	1	7	5	33	114
09	0	3	0	84	5	2	11	33	138
10	0	2	0	11	0	0	11	0	24
11	0	0	0	19	0	0	24	0	43
12	4	2	0	37	1	0	19	11	74
Total	9	22	9	437	23	41	154	213	908
Percent	0.99%	2.42%	0.99%	48.13%	2.53%	4.52%	16.96%	23.46%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	5	225	8	32	0	3	132	405
02C.5	11	161	16	110	13	5	208	524
03	0	35	7	186	6	23	63	320
04	1	14	7	193	11	35	54	315
05	0	2	0	152	7	7	37	205
06	0	3	12	307	16	7	194	539
07	0	1	1	40	2	2	152	198
08	0	2	5	361	10	22	64	464
09	2	162	4	256	11	12	107	554
10	0	82	2	72	5	1	55	217
11	3	65	11	110	3	8	102	302
12	6	31	0	155	3	4	99	298
Total	28	783	73	1,974	87	129	1,267	4,341
Percent	0.65%	18.04%	1.68%	45.47%	2.00%	2.97%	29.19%	100.00%

Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	5	225	8	32	0	3	132	405
02C.5	6	147	14	68	11	5	167	418
03	0	35	7	140	6	14	57	259
04	1	14	6	155	9	20	35	240
05	0	2	0	121	4	4	28	159
06	0	3	6	245	7	2	185	448
07	0	1	1	40	2	2	152	198
08	0	1	5	294	9	15	59	383
09	2	159	4	172	6	10	96	449
10	0	80	2	61	5	1	44	193
11	3	65	11	91	3	8	78	259
12	2	29	0	118	2	4	80	235
Total	19	761	64	1,537	64	88	1,113	3,646
Percent	0.52%	20.87%	1.76%	42.16%	1.76%	2.41%	30.53%	100.00%

Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02C.5	5	14	2	42	2	0	41	106
03	0	0	0	46	0	9	6	61
04	0	0	1	38	2	15	19	75
05	0	0	0	31	3	3	9	46
06	0	0	6	62	9	5	9	91
08	0	1	0	67	1	7	5	81
09	0	3	0	84	5	2	11	105
10	0	2	0	11	0	0	11	24
11	0	0	0	19	0	0	24	43
12	4	2	0	37	1	0	19	63
Total	9	22	9	437	23	41	154	695
Percent	1.29%	3.17%	1.29%	62.88%	3.31%	5.90%	22.16%	100.00%

OPERATING STATISTICS

REVENUE MILES October 01 - October 31 2014

From October 01 through October 31, 2014 VIA HWY 140 operated a total of 26,421 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Catheys Valley	01C.5	23	69	1,587
	Catheys Valley	02C.5	23	69	1,587
	Merced	03	20	87	1,740
	Merced	04	23	87	2,001
	Merced	05	20	87	1,740
	Merced	06	23	87	2,001
	Midpines	07	22	51	1,122
	Yosemite	08	23	87	2,001
	Yosemite	09	22	87	1,914
	Yosemite	10	22	55	1,210
	Yosemite	11	19	87	1,653
	Yosemite	12	20	87	1,740
Total Mileage					20,296

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Catheys Valley	02C.5	8	69	552
	Merced	03	7	87	609
	Merced	04	8	87	696
	Merced	05	6	87	522
	Merced	06	8	87	696
	Yosemite	08	8	87	696
	Yosemite	09	8	87	696
	Yosemite	10	8	55	440
	Yosemite	11	7	87	609
	Yosemite	12	7	87	609
Total Mileage					6,125
Grand Total					26,421
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					26,421

REVENUE HOURS

From October 01 through October 31, 2014 VIA HWY 140 provided a total of 1,016.6 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Catheys Valley	01C.5	23	2.30	52.90
	Catheys Valley	02C.5	23	2.30	52.90
	Merced	03	20	3.20	64.00
	Merced	04	23	3.50	80.50
	Merced	05	20	2.80	56.00
	Merced	06	23	3.90	89.70
	Midpines	07	22	2.20	48.40
	Yosemite	08	23	3.80	87.40
	Yosemite	09	22	3.60	79.20
	Yosemite	10	22	2.00	44.00
	Yosemite	11	19	3.20	60.80
	Yosemite	12	20	3.20	64.00
Total Hours					779.80

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Catheys Valley	02C.5	8	2.30	18.40
	Merced	03	7	3.20	22.40
	Merced	04	8	3.50	28.00
	Merced	05	6	2.80	16.80
	Merced	06	8	3.90	31.20
	Yosemite	08	8	3.80	30.40
	Yosemite	09	8	3.60	28.80
	Yosemite	10	8	2.00	16.00
	Yosemite	11	7	3.20	22.40
	Yosemite	12	7	3.20	22.40
Total Hours					236.80
Grand Total					1,016.60
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					1,016.60

Passengers Left / Wheelchair Usage

Run Date	Route	Total
	Grand Total	0

ACCIDENTS/INCIDENTS

There were zero (0) accidents for YARTS during the period of October 1- 31, 2014.

ROAD CALLS

There was one (1) road call during the month of October 1-31, 2014. On 10/11/2014, the Run 2 bus was found to have a mechanical issue in Midpines. A mobile maintenance unit was dispatched and the bus was replaced. This caused an hour delay in service.

SERVICE DELAYS

There were two (2) service delays during the month of October 1-31, 2014. Total on time service for all corridors was 99.7%

10/01/14 Run 3 Missed due to an operational issue (**see missed runs**).

10/11/14 Run 2 Delayed by 1 hour in Midpines due to a mechanical issue.

MISSED RUNS

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

10/01/14 Run 3 Missed run due to an operational issue.

SUSPENDED RUNS

There were fourteen (14) suspended VIA YARTS trip during the month of October 1-31, 2014 due to the Dog Rock fire. In addition, Runs that ran only traveled as far as Yosemite View Lodge in El Portal due the gate closure on Highway 140.

10/08/14 Runs 5 & 11 were suspended

10/09/14 Runs 3, 5, 11, & 12 were suspended

10/10/14 Runs 3, 5, 11 & 12 were suspended

10/11/14 Runs 3, 5 11 & 12 were suspended

EXTRA TRIPS

There were three (3) extra VIA YARTS trip operating during the period of October 1-31, 2014.

10/08/14 Run 9 Rerouted from Yosemite Lodge to Modesto Amtrak via Highway 120, resulting in an additional 4 hours of service time.

10/08/14 Run 10 Rerouted from Yosemite Lodge to Merced via Highway 41 and back to El Portal via Highway 140, resulting in an additional 4 hours of service time.

10/09/14 Run 8 Held in Yosemite Park on 10/08/14 to provide service to passengers from the park to Merced via Highway 41.

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 **398** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from October 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

- 300 Calls received on schedule issues and questions for Hwy 140 Corridor.
- 13 Calls received on Mammoth Lake schedule information.
- 9 Calls received on Sonora/Groveland schedule information.
- 9 Calls received on park information (lodging, tours, camping, etc.)
- 64 Miscellaneous calls (lost & found, hang up calls, etc.)
- 3 Calls received as customer complaints.

398 Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were four (4) customer complaints received during the month of October 1-31, 2014.

- 10/01/14** The Transit Manager received an email from a commuter who stated that he waited for the 7:10 am bus to Yosemite (Run #3). He was informed that there was an operational issue and the bus was currently behind schedule by two hours. The Operations Manager followed up and explained that we do not give out specific information regarding delays, but will provide an estimated time of arrival for the next bus.
- 10/8/14** A passenger called with a complaint that he was dissatisfied that YARTS would not travel to Yosemite via Highway 41 during the Highway 140 closure. Staff apologized for any inconvenience and the customer was encouraged to visit the YARTS website for updates and contact the Transit Manager for comments regarding scheduling during the Dog Rock fire.
- 10/8/14** A commuter called with a complaint that they were unable to get to work because YARTS would not travel to Yosemite via Highway 140 during the Dog Rock fire. Staff apologized for any inconvenience and suggested that the customer find alternate transportation while the road closure was in effect.

10/10/14

A customer sent an email expressing concern that she had not heard from YARTS on a complaint she made the month prior about being left at a YARTS stop. The guest mistakenly thought the driver was signaling for them to wait, so did not come forward to board the bus at Curry Village. Guest had to pay \$125 for transportation back to Yosemite View Lodge.

Follow up showed that the VIA Operations Manager had immediately followed up on the complaint, but misunderstood that she needed to contact the guest directly. The guest was contacted and informed that the driver's behavior had been misinterpreted and was not directed towards her. In good faith VIA refunded the cost of their transportation back to Yosemite View Lodge and YARTS offered her 2 complimentary round trip tickets, which she plans to use upon her return to Yosemite next year.

Wheel Chair Requests

There were zero (0) wheelchair requests filled for the month of October 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 Delays

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