



December 2, 2014

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

RE: YARTS Monthly Report: November 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 November 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 11/1/2014 to 11/30/2014

A total of 4,778 passengers were carried on the HWY 140 system by VIA. Of these, 681 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
11/1/2014	0	5	0	5	55	1	32	4	34	122	131
11/2/2014	0	5	0	5	61	3	8	2	13	85	92
11/3/2014	2	56	7	65	44	5	47	3	47	143	211
11/4/2014	0	33	3	36	53	5	81	2	10	149	187
11/5/2014	1	64	9	74	57	3	51	3	15	126	203
11/6/2014	0	51	0	51	41	1	62	1	18	122	174
11/7/2014	0	14	0	14	72	3	40	2	27	142	158
11/8/2014	0	8	0	8	69	3	16	1	16	104	113
11/9/2014	3	1	2	6	69	4	18	4	20	111	121
11/10/2014	0	29	6	35	65	5	36	3	28	134	172
11/11/2014	0	10	2	12	78	0	39	13	34	151	176
11/12/2014	0	65	9	74	66	3	33	4	19	121	199
11/13/2014	0	49	0	49	51	3	48	0	22	124	173
11/14/2014	0	32	2	34	68	1	42	5	25	136	175
11/15/2014	0	4	3	7	59	0	21	1	8	88	96
11/16/2014	0	9	0	9	47	3	20	2	20	90	101
11/17/2014	4	51	1	56	52	5	39	2	21	117	175
11/18/2014	0	63	0	63	50	11	46	5	17	124	192
11/19/2014	8	52	6	66	49	1	26	5	10	86	157
11/20/2014	0	49	1	50	36	4	81	3	18	139	192
11/21/2014	3	23	3	29	59	5	39	3	18	121	153
11/22/2014	0	4	3	7	65	3	26	2	6	100	109
11/23/2014	5	7	1	13	51	5	2	2	12	70	85
11/24/2014	0	50	0	50	56	3	44	3	25	128	181
11/25/2014	8	38	4	50	61	0	50	4	33	144	198
11/26/2014	0	6	0	6	64	1	16	1	26	107	114
11/27/2014	1	5	0	6	56	1	16	1	26	99	106
11/28/2014	0	6	0	6	182	8	17	6	38	245	257
11/29/2014	5	6	0	11	187	0	12	4	27	226	241
11/30/2014	0	5	0	5	49	4	30	0	48	131	136
Total	40	800	62	902	1,972	94	1,038	91	681	3,785	4,778
Percent	0.84%	16.74%	1.30%	18.88%	41.27%	1.97%	21.72%	1.90%	14.25%	79.22%	100.00%

Ridership Excluding Amtrak

Date	DNC	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
11/1/2014	0	5	0	5	55	32	4	1	88	97
11/2/2014	0	5	0	5	61	8	2	3	72	79
11/3/2014	2	56	7	65	44	47	3	5	96	164
11/4/2014	0	33	3	36	53	81	2	5	139	177
11/5/2014	1	64	9	74	57	51	3	3	111	188
11/6/2014	0	51	0	51	41	62	1	1	104	156
11/7/2014	0	14	0	14	72	40	2	3	115	131
11/8/2014	0	8	0	8	69	16	1	3	88	97
11/9/2014	3	1	2	6	69	18	4	4	91	101
11/10/2014	0	29	6	35	65	36	3	5	106	144
11/11/2014	0	10	2	12	78	39	13	0	117	142
11/12/2014	0	65	9	74	66	33	4	3	102	180
11/13/2014	0	49	0	49	51	48	0	3	102	151
11/14/2014	0	32	2	34	68	42	5	1	111	150
11/15/2014	0	4	3	7	59	21	1	0	80	88
11/16/2014	0	9	0	9	47	20	2	3	70	81
11/17/2014	4	51	1	56	52	39	2	5	96	154
11/18/2014	0	63	0	63	50	46	5	11	107	175
11/19/2014	8	52	6	66	49	26	5	1	76	147
11/20/2014	0	49	1	50	36	81	3	4	121	174
11/21/2014	3	23	3	29	59	39	3	5	103	135
11/22/2014	0	4	3	7	65	26	2	3	94	103
11/23/2014	5	7	1	13	51	2	2	5	58	73
11/24/2014	0	50	0	50	56	44	3	3	103	156
11/25/2014	8	38	4	50	61	50	4	0	111	165
11/26/2014	0	6	0	6	64	16	1	1	81	88
11/27/2014	1	5	0	6	56	16	1	1	73	80
11/28/2014	0	6	0	6	182	17	6	8	207	219
11/29/2014	5	6	0	11	187	12	4	0	199	214
11/30/2014	0	5	0	5	49	30	0	4	83	88
Total	40	800	62	902	1,972	1,038	91	94	3,104	4,097
Percent	0.98%	19.53%	1.51%	22.02%	48.13%	25.34%	2.22%	2.29%	75.76%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	55	1.15%
Airport	16	0.33%
Merced College	48	1.00%
Downtown (Court	3	0.06%
Amtrak	699	14.63%
Transpo	158	3.31%
Catheys Valley	74	1.55%
MPMidtown	150	3.14%
Roadside Rest	334	6.99%
Mariposa Park &	408	8.54%
KOA	38	0.80%
MidPines	257	5.38%
MPPO	107	2.24%
Bug Hostel	301	6.30%
Cedar Lodge	57	1.19%
NPS Maintenance	265	5.55%
Barium Mine Rd	78	1.63%
El Portal PO	128	2.68%
YV Lodge	112	2.34%
YosVCenter	574	12.01%
Curry Village	344	7.20%
Ahwahnee	135	2.83%
YosLodge	402	8.41%
UC Merced	35	0.73%
Totals	4778	100.00%

LOAD FACTOR ANALYSIS : November 01 - November 30, 2014

Below please find the load factor calculations for the HWY 140 runs operated by VIA for November 01 through November 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	990	312	31.52%	Inbound 5:28am service from Catheys Valley to Y
02C.5	1,650	546	33.09%	Inbound 5:58am service from Catheys Valley to Y
03	1,643	395	24.04%	Inbound 6:45am service from Merced to YV
04	1,650	505	30.61%	Inbound 10:20am service from Merced to YV
05	1,650	283	17.15%	Inbound 1:20pm service from Merced to YV
06	1,650	430	26.06%	Inbound 4:30pm service from Merced to YV
07	990	169	17.07%	Outbound 6:20am service from Midpines to Merce
08	1,650	551	33.39%	Outbound 9:32am service from YV to Merced
09	1,650	678	41.09%	Outbound 3:40pm service from YV to Merced
10	1,643	288	17.53%	Outbound 4:25pm service from YV to Mariposa
11	1,650	353	21.39%	Outbound 4:55pm service from YV to Merced
12	1,650	268	16.24%	Outbound 5:45pm service from YV to Merced
Total	18,466	4,778	25.87%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	990	312	31.52%	Inbound 5:28am service from Catheys Valley to YV
02C.5	990	359	36.26%	Inbound 5:58am service from Catheys Valley to YV
03	990	259	26.16%	Inbound 6:45am service from Merced to YV
04	990	300	30.30%	Inbound 10:20am service from Merced to YV
05	990	159	16.06%	Inbound 1:20pm service from Merced to YV
06	990	317	32.02%	Inbound 4:30pm service from Merced to YV
07	990	169	17.07%	Outbound 6:20am service from Midpines to Merced
08	990	351	35.45%	Outbound 9:32am service from YV to Merced
09	990	442	44.65%	Outbound 3:40pm service from YV to Merced
10	990	220	22.22%	Outbound 4:25pm service from YV to Mariposa
11	990	234	23.64%	Outbound 4:55pm service from YV to Merced
12	990	149	15.05%	Outbound 5:45pm service from YV to Merced
Total	11,880	3,271	27.53%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	660	25	3.79%	Inbound 5:58am service from Catheys Valley to YV
02C.5	660	162	24.55%	Inbound 5:58am service from Catheys Valley to YV
03	653	105	16.08%	Inbound 6:45am service from Merced to YV
03	653	31	4.75%	Inbound 6:45am service from Merced to YV
04	660	167	25.30%	Inbound 10:20am service from Merced to YV
04	660	38	5.76%	Inbound 10:20am service from Merced to YV
05	660	97	14.70%	Inbound 1:20pm service from Merced to YV
05	660	27	4.09%	Inbound 1:20pm service from Merced to YV
06	660	21	3.18%	Inbound 4:30pm service from Merced to YV
06	660	92	13.94%	Inbound 4:30pm service from Merced to YV
08	660	42	6.36%	Outbound 9:32am service from YV to Merced
08	660	158	23.94%	Outbound 9:32am service from YV to Merced
09	660	195	29.55%	Outbound 3:40pm service from YV to Merced
09	660	41	6.21%	Outbound 3:40pm service from YV to Merced
10	653	61	9.34%	Outbound 4:25pm service from YV to Mariposa
10	653	7	1.07%	Outbound 4:25pm service from YV to Mariposa
11	660	84	12.73%	Outbound 4:55pm service from YV to Merced
11	660	35	5.30%	Outbound 4:55pm service from YV to Merced
12	660	15	2.27%	Outbound 5:45pm service from YV to Merced
12	660	104	15.76%	Outbound 5:45pm service from YV to Merced
Total	13,172	1,507	11.44%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	990	312	31.52%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,650	546	33.09%	Inbound 5:58am service from Catheys Valley to YV
03	1,643	393	23.92%	Inbound 6:45am service from Merced to YV
04	1,650	265	16.06%	Inbound 10:20am service from Merced to YV
05	1,650	230	13.94%	Inbound 1:20pm service from Merced to YV
06	1,650	379	22.97%	Inbound 4:30pm service from Merced to YV
07	990	160	16.16%	Outbound 6:20am service from Midpines to Merced
08	1,650	381	23.09%	Outbound 9:32am service from YV to Merced
09	1,650	554	33.58%	Outbound 3:40pm service from YV to Merced
10	1,643	288	17.53%	Outbound 4:25pm service from YV to Mariposa
11	1,650	349	21.15%	Outbound 4:55pm service from YV to Merced
12	1,650	240	14.55%	Outbound 5:45pm service from YV to Merced
Total	18,466	4,097	22.19%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	990	312	31.52%	Inbound 5:28am service from Catheys Valley to YV
02C.5	990	359	36.26%	Inbound 5:58am service from Catheys Valley to YV
03	990	257	25.96%	Inbound 6:45am service from Merced to YV
04	990	169	17.07%	Inbound 10:20am service from Merced to YV
05	990	125	12.63%	Inbound 1:20pm service from Merced to YV
06	990	281	28.38%	Inbound 4:30pm service from Merced to YV
07	990	160	16.16%	Outbound 6:20am service from Midpines to Merced
08	990	238	24.04%	Outbound 9:32am service from YV to Merced
09	990	369	37.27%	Outbound 3:40pm service from YV to Merced
10	990	220	22.22%	Outbound 4:25pm service from YV to Mariposa
11	990	231	23.33%	Outbound 4:55pm service from YV to Merced
12	990	133	13.43%	Outbound 5:45pm service from YV to Merced
Total	11,880	2,854	24.02%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	660	25	3.79%	Inbound 5:58am service from Catheys Valley to YV
02C.5	660	162	24.55%	Inbound 5:58am service from Catheys Valley to YV
03	653	105	16.08%	Inbound 6:45am service from Merced to YV
03	653	31	4.75%	Inbound 6:45am service from Merced to YV
04	660	85	12.88%	Inbound 10:20am service from Merced to YV
04	660	11	1.67%	Inbound 10:20am service from Merced to YV
05	660	80	12.12%	Inbound 1:20pm service from Merced to YV
05	660	25	3.79%	Inbound 1:20pm service from Merced to YV
06	660	16	2.42%	Inbound 4:30pm service from Merced to YV
06	660	82	12.42%	Inbound 4:30pm service from Merced to YV
08	660	28	4.24%	Outbound 9:32am service from YV to Merced
08	660	115	17.42%	Outbound 9:32am service from YV to Merced
09	660	156	23.64%	Outbound 3:40pm service from YV to Merced
09	660	29	4.39%	Outbound 3:40pm service from YV to Merced
10	653	61	9.34%	Outbound 4:25pm service from YV to Mariposa
10	653	7	1.07%	Outbound 4:25pm service from YV to Mariposa
11	660	83	12.58%	Outbound 4:55pm service from YV to Merced
11	660	35	5.30%	Outbound 4:55pm service from YV to Merced
12	660	15	2.27%	Outbound 5:45pm service from YV to Merced
12	660	92	13.94%	Outbound 5:45pm service from YV to Merced
Total	13,172	1,243	9.44%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 11/1/2014 through 11/30/2014.

Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	6	199	0	11	4	1	91	0	312
02C.5	21	183	22	150	7	0	163	0	546
03	0	34	0	236	11	12	100	2	395
04	0	3	3	195	7	22	35	240	505
05	0	1	4	169	14	3	39	53	283
06	0	0	9	213	3	11	143	51	430
07	0	3	0	24	3	2	128	9	169
08	0	9	4	316	11	14	27	170	551
09	3	156	9	290	12	14	70	124	678
10	2	91	0	122	2	2	69	0	288
11	4	66	7	148	8	7	109	4	353
12	4	55	4	98	9	6	64	28	268
Total	40	800	62	1,972	91	94	1,038	681	4,778
Percent	0.84%	16.74%	1.30%	41.27%	1.90%	1.97%	21.72%	14.25%	100.00%

Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	6	199	0	11	4	1	91	0	312
02C.5	13	149	21	75	6	0	95	0	359
03	0	34	0	132	6	8	77	2	259
04	0	3	3	124	5	19	15	131	300
05	0	1	4	82	5	1	32	34	159
06	0	0	2	134	2	7	136	36	317
07	0	3	0	24	3	2	128	9	169
08	0	8	1	188	7	12	22	113	351
09	2	147	9	153	8	8	42	73	442
10	2	85	0	86	2	0	45	0	220
11	3	63	7	70	3	5	80	3	234
12	0	39	4	47	4	4	35	16	149
Total	26	731	51	1,126	55	67	798	417	3,271
Percent	0.79%	22.35%	1.56%	34.42%	1.68%	2.05%	24.40%	12.75%	100.00%

Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02C.5	8	34	1	75	1	0	68	0	187
03	0	0	0	104	5	4	23	0	136
04	0	0	0	71	2	3	20	109	205
05	0	0	0	87	9	2	7	19	124
06	0	0	7	79	1	4	7	15	113
08	0	1	3	128	4	2	5	57	200
09	1	9	0	137	4	6	28	51	236
10	0	6	0	36	0	2	24	0	68
11	1	3	0	78	5	2	29	1	119
12	4	16	0	51	5	2	29	12	119
Total	14	69	11	846	36	27	240	264	1,507
Percent	0.93%	4.58%	0.73%	56.14%	2.39%	1.79%	15.93%	17.52%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	6	199	0	11	4	1	91	312
02C.5	21	183	22	150	7	0	163	546
03	0	34	0	236	11	12	100	393
04	0	3	3	195	7	22	35	265
05	0	1	4	169	14	3	39	230
06	0	0	9	213	3	11	143	379
07	0	3	0	24	3	2	128	160
08	0	9	4	316	11	14	27	381
09	3	156	9	290	12	14	70	554
10	2	91	0	122	2	2	69	288
11	4	66	7	148	8	7	109	349
12	4	55	4	98	9	6	64	240
Total	40	800	62	1,972	91	94	1,038	4,097
Percent	0.98%	19.53%	1.51%	48.13%	2.22%	2.29%	25.34%	100.00%

Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	6	199	0	11	4	1	91	312
02C.5	13	149	21	75	6	0	95	359
03	0	34	0	132	6	8	77	257
04	0	3	3	124	5	19	15	169
05	0	1	4	82	5	1	32	125
06	0	0	2	134	2	7	136	281
07	0	3	0	24	3	2	128	160
08	0	8	1	188	7	12	22	238
09	2	147	9	153	8	8	42	369
10	2	85	0	86	2	0	45	220
11	3	63	7	70	3	5	80	231
12	0	39	4	47	4	4	35	133
Total	26	731	51	1,126	55	67	798	2,854
Percent	0.91%	25.61%	1.79%	39.45%	1.93%	2.35%	27.96%	100.00%

Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02C.5	8	34	1	75	1	0	68	187
03	0	0	0	104	5	4	23	136
04	0	0	0	71	2	3	20	96
05	0	0	0	87	9	2	7	105
06	0	0	7	79	1	4	7	98
08	0	1	3	128	4	2	5	143
09	1	9	0	137	4	6	28	185
10	0	6	0	36	0	2	24	68
11	1	3	0	78	5	2	29	118
12	4	16	0	51	5	2	29	107
Total	14	69	11	846	36	27	240	1,243
Percent	1.13%	5.55%	0.88%	68.06%	2.90%	2.17%	19.31%	100.00%

OPERATING STATISTICS

REVENUE MILES November 01 - November 30 2014

From November 01 through November 30, 2014 VIA HWY 140 operated a total of 26,760 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Catheys Valley	01C.5	18	69	1,242
	Catheys Valley	02C.5	18	69	1,242
	Merced	03	18	87	1,566
	Merced	04	18	87	1,566
	Merced	05	18	87	1,566
	Merced	06	18	87	1,566
	Midpines	07	18	51	918
	Yosemite	08	18	87	1,566
	Yosemite	09	18	87	1,566
	Yosemite	10	18	55	990
	Yosemite	11	18	87	1,566
	Yosemite	12	18	87	1,566
Total Mileage					16,920

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

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Holidays					
	Catheys Valley	02C.5	2	69	138
	Merced	03	2	87	174
	Merced	04	2	87	174
	Merced	05	2	87	174
	Merced	06	2	87	174
	Yosemite	08	2	87	174
	Yosemite	09	2	87	174
	Yosemite	10	2	55	110
	Yosemite	11	2	87	174
	Yosemite	12	2	87	174
Total Mileage					1,640
Grand Total					26,760
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					26,760

REVENUE HOURS

From November 01 through November 30, 2014 VIA HWY 140 provided a total of 1,026. vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Catheys Valley	01C.5	18	2.30	41.40
	Catheys Valley	02C.5	18	2.30	41.40
	Merced	03	18	3.20	57.60
	Merced	04	18	3.50	63.00
	Merced	05	18	2.80	50.40
	Merced	06	18	3.90	70.20
	Midpines	07	18	2.20	39.60
	Yosemite	08	18	3.80	68.40
	Yosemite	09	18	3.60	64.80
	Yosemite	10	18	2.00	36.00
	Yosemite	11	18	3.20	57.60
	Yosemite	12	18	3.20	57.60
Total Hours					648.00

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	3.60	36.00
	Yosemite	10	10	2.00	20.00
	Yosemite	11	10	3.20	32.00
	Yosemite	12	10	3.20	32.00
Total Hours					315.00

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Holidays					
	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	2	3.90	7.80
	Yosemite	08	2	3.80	7.60
	Yosemite	09	2	3.60	7.20
	Yosemite	10	2	2.00	4.00
	Yosemite	11	2	3.20	6.40
	Yosemite	12	2	3.20	6.40
Total Hours					63.00
Grand Total					1,026.00
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					1,026.00

Passengers Left / Wheelchair Usage

Run Date	Route	Total
	Grand Total	0

ACCIDENTS/INCIDENTS

There were zero (0) accidents for YARTS during the period of November 1-30, 2014.

ROAD CALLS

There was one (1) road call during the month of November 1-30, 2014. On 11/26/2014, the Run 1 bus was found to have a mechanical issue between Cathey's Valley and Mariposa. A mobile maintenance unit was dispatched and the bus was replaced.

SERVICE DELAYS

There was one (1) service delay during the month of November 1-30, 2014. Total on time service for all corridors was 99.8%

11/26/14 Run 1 Missed due to a mechanical issue (see missed runs-1st mechanical).

MISSED RUNS

There was one (1) missed VIA YARTS trip during the period of November 1-30, 2014.

11/26/14 Run 1 Missed due to a mechanical issue.

EXTRA TRIPS .

There were zero (0) extra VIA YARTS trip operating during the period of November 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 **139** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from November 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

- 84 Calls received on schedule issues and questions for Hwy 140 Corridor.
- 4 Calls received on Mammoth Lake schedule information.
- 1 Calls received on Sonora/Groveland schedule information.
- 8 Calls received on park information (lodging, tours, camping, etc.)
- 41 Miscellaneous calls (lost & found, hang up calls, etc.)
- 1 Call received as a customer complaint.
- 139 Total**

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were two (2) customer complaints received during the month of November 1-30, 2014.

11/4/2014 A passenger called to complain that the driver on Run 1 kept his lights on in the rear of the bus and she was unable to sleep. She stated that all the other drivers turn the interior lights off. Staff explained to her that they would speak with the driver to find out the circumstances, but that it was at the discretion of the driver as to whether the interior lights were left on or off. When the driver was asked about leaving the lights on, he stated that there was a safety concern because a “non- regular, suspicious” person boarded the bus in Merced and he wanted to be able to monitor that person until he disembarked.

11/24/14 The Operations Manager received a complaint about the Run 9 bus leaving 15 seconds early from the NPS maintenance stop. The Operations Manager told the employee that she understood the importance of drivers not leaving stops early, but 15 seconds is too close to judge. She was encouraged to be at the stop early to account for differences in clock times.

Wheel Chair Requests

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

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