



January 7, 2015

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

RE: YARTS Monthly Report: December 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 December 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 12/1/2014 to 12/31/2014

A total of 6,023 passengers were carried on the HWY 140 system by VIA. Of these, 1,112 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
12/1/2014	1	46	2	49	43	4	42	1	15	104	154
12/2/2014	2	61	0	63	51	3	48	3	28	130	196
12/3/2014	0	39	4	43	45	1	59	2	13	118	163
12/4/2014	1	52	3	56	41	2	55	1	12	110	167
12/5/2014	0	19	4	23	69	4	15	0	19	107	130
12/6/2014	2	10	0	12	50	7	18	1	24	99	112
12/7/2014	4	5	2	11	48	2	12	3	32	94	108
12/8/2014	3	69	2	74	68	0	35	2	29	132	208
12/9/2014	4	63	3	70	68	6	40	1	18	132	203
12/10/2014	2	53	0	55	86	2	35	4	15	138	197
12/11/2014	0	51	3	54	47	4	28	6	27	106	166
12/12/2014	2	16	4	22	89	32	30	1	30	181	204
12/13/2014	0	5	0	5	78	8	15	4	45	146	155
12/14/2014	1	4	3	8	69	6	17	0	50	142	150
12/15/2014	2	47	0	49	93	3	42	0	26	164	213
12/16/2014	1	43	0	44	75	2	70	0	20	167	211
12/17/2014	2	48	3	53	80	0	25	2	32	137	192
12/18/2014	1	39	3	43	73	4	35	0	33	145	188
12/19/2014	1	12	1	14	108	4	27	5	36	175	194
12/20/2014	0	8	4	12	100	4	24	1	37	165	178
12/21/2014	0	5	0	5	95	3	48	8	45	191	204
12/22/2014	1	25	4	30	71	7	56	2	48	182	214
12/23/2014	0	33	4	37	124	9	27	9	52	212	258
12/24/2014	0	5	15	20	108	5	21	11	51	185	216
12/25/2014	2	5	1	8	121	4	15	14	61	201	223
12/26/2014	1	4	0	5	133	2	30	12	68	233	250
12/27/2014	0	3	3	6	131	1	59	13	67	258	277
12/28/2014	0	4	4	8	133	5	35	21	49	222	251
12/29/2014	1	34	2	37	86	6	40	24	63	195	256
12/30/2014	0	37	2	39	102	3	51	23	57	213	275
12/31/2014	0	4	0	4	74	3	16	3	10	103	110
Total	34	849	76	959	2,559	146	1,070	177	1,112	4,887	6,023
Percent	0.56%	14.10%	1.26%	15.92%	42.49%	2.42%	17.77%	2.94%	18.46%	81.14%	100.00%

From 12/1/2014 to 12/31/2014

Ridership Excluding Amtrak

Date	DNC	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
12/1/2014	1	46	2	49	43	42	1	4	89	139
12/2/2014	2	61	0	63	51	48	3	3	102	168
12/3/2014	0	39	4	43	45	59	2	1	105	150
12/4/2014	1	52	3	56	41	55	1	2	98	155
12/5/2014	0	19	4	23	69	15	0	4	88	111
12/6/2014	2	10	0	12	50	18	1	7	75	88
12/7/2014	4	5	2	11	48	12	3	2	62	76
12/8/2014	3	69	2	74	68	35	2	0	103	179
12/9/2014	4	63	3	70	68	40	1	6	114	185
12/10/2014	2	53	0	55	86	35	4	2	123	182
12/11/2014	0	51	3	54	47	28	6	4	79	139
12/12/2014	2	16	4	22	89	30	1	32	151	174
12/13/2014	0	5	0	5	78	15	4	8	101	110
12/14/2014	1	4	3	8	69	17	0	6	92	100
12/15/2014	2	47	0	49	93	42	0	3	138	187
12/16/2014	1	43	0	44	75	70	0	2	147	191
12/17/2014	2	48	3	53	80	25	2	0	105	160
12/18/2014	1	39	3	43	73	35	0	4	112	155
12/19/2014	1	12	1	14	108	27	5	4	139	158
12/20/2014	0	8	4	12	100	24	1	4	128	141
12/21/2014	0	5	0	5	95	48	8	3	146	159
12/22/2014	1	25	4	30	71	56	2	7	134	166
12/23/2014	0	33	4	37	124	27	9	9	160	206
12/24/2014	0	5	15	20	108	21	11	5	134	165
12/25/2014	2	5	1	8	121	15	14	4	140	162
12/26/2014	1	4	0	5	133	30	12	2	165	182
12/27/2014	0	3	3	6	131	59	13	1	191	210
12/28/2014	0	4	4	8	133	35	21	5	173	202
12/29/2014	1	34	2	37	86	40	24	6	132	193
12/30/2014	0	37	2	39	102	51	23	3	156	218
12/31/2014	0	4	0	4	74	16	3	3	93	100
Total	34	849	76	959	2,559	1,070	177	146	3,775	4,911
Percent	0.69%	17.29%	1.55%	19.53%	52.11%	21.79%	3.60%	2.97%	76.87%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	43	0.71%
Airport	22	0.37%
Merced College	9	0.15%
Mall (PG&E)	3	0.05%
Amtrak	1065	17.68%
Transpo	221	3.67%
Catheys Valley	68	1.13%
MPMidtown	267	4.43%
Roadside Rest	382	6.34%
Mariposa Park &	540	8.97%
KOA	23	0.38%
MidPines	222	3.69%
MPPO	143	2.37%
Bug Hostel	207	3.44%
Cedar Lodge	163	2.71%
NPS Maintenance	261	4.33%
Barium Mine Rd	54	0.90%
El Portal PO	128	2.13%
YV Lodge	190	3.15%
YosVCenter	743	12.34%
Curry Village	357	5.93%
Ahwahnee	208	3.45%
YosLodge	681	11.31%
UC Merced	23	0.38%
Totals	6023	100.00%

LOAD FACTOR ANALYSIS : December 01 - December 31, 2014

Below please find the load factor calculations for the HWY 140 runs operated by VIA for December 01 through December 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	1,210	366	30.25%	Inbound 5:28am service from Catheys Valley to Y
02C.5	1,705	573	33.61%	Inbound 5:58am service from Catheys Valley to Y
03	1,650	597	36.18%	Inbound 6:45am service from Merced to YV
04	1,705	761	44.63%	Inbound 10:20am service from Merced to YV
05	1,705	339	19.88%	Inbound 1:20pm service from Merced to YV
06	1,705	505	29.62%	Inbound 4:30pm service from Merced to YV
07	1,210	172	14.21%	Outbound 6:20am service from Midpines to Merce
08	1,705	607	35.60%	Outbound 9:32am service from YV to Merced
09	1,705	918	53.84%	Outbound 3:40pm service from YV to Merced
10	1,650	368	22.30%	Outbound 4:25pm service from YV to Mariposa
11	1,705	449	26.33%	Outbound 4:55pm service from YV to Merced
12	1,705	368	21.58%	Outbound 5:45pm service from YV to Merced
Total	19,360	6,023	31.11%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,210	366	30.25%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,210	418	34.55%	Inbound 5:58am service from Catheys Valley to YV
03	1,155	389	33.68%	Inbound 6:45am service from Merced to YV
04	1,210	474	39.17%	Inbound 10:20am service from Merced to YV
05	1,210	242	20.00%	Inbound 1:20pm service from Merced to YV
06	1,210	393	32.48%	Inbound 4:30pm service from Merced to YV
07	1,210	172	14.21%	Outbound 6:20am service from Midpines to Merced
08	1,210	422	34.88%	Outbound 9:32am service from YV to Merced
09	1,210	635	52.48%	Outbound 3:40pm service from YV to Merced
10	1,210	290	23.97%	Outbound 4:25pm service from YV to Mariposa
11	1,210	313	25.87%	Outbound 4:55pm service from YV to Merced
12	1,210	251	20.74%	Outbound 5:45pm service from YV to Merced
Total	14,465	4,365	30.18%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	495	22	4.44%	Inbound 5:58am service from Catheys Valley to YV
02C.5	495	133	26.87%	Inbound 5:58am service from Catheys Valley to YV
03	495	177	35.76%	Inbound 6:45am service from Merced to YV
03	495	31	6.26%	Inbound 6:45am service from Merced to YV
04	495	242	48.89%	Inbound 10:20am service from Merced to YV
04	495	45	9.09%	Inbound 10:20am service from Merced to YV
05	495	85	17.17%	Inbound 1:20pm service from Merced to YV
05	495	12	2.42%	Inbound 1:20pm service from Merced to YV
06	495	10	2.02%	Inbound 4:30pm service from Merced to YV
06	495	102	20.61%	Inbound 4:30pm service from Merced to YV
08	495	17	3.43%	Outbound 9:32am service from YV to Merced
08	495	168	33.94%	Outbound 9:32am service from YV to Merced
09	495	236	47.68%	Outbound 3:40pm service from YV to Merced
09	495	47	9.49%	Outbound 3:40pm service from YV to Merced
10	440	72	16.36%	Outbound 4:25pm service from YV to Mariposa
10	440	6	1.36%	Outbound 4:25pm service from YV to Mariposa
11	495	118	23.84%	Outbound 4:55pm service from YV to Merced
11	495	18	3.64%	Outbound 4:55pm service from YV to Merced
12	495	15	3.03%	Outbound 5:45pm service from YV to Merced
12	495	102	20.61%	Outbound 5:45pm service from YV to Merced
Total	9,790	1,658	16.94%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,210	366	30.25%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,705	567	33.26%	Inbound 5:58am service from Catheys Valley to YV
03	1,650	589	35.70%	Inbound 6:45am service from Merced to YV
04	1,705	399	23.40%	Inbound 10:20am service from Merced to YV
05	1,705	237	13.90%	Inbound 1:20pm service from Merced to YV
06	1,705	373	21.88%	Inbound 4:30pm service from Merced to YV
07	1,210	160	13.22%	Outbound 6:20am service from Midpines to Merced
08	1,705	402	23.58%	Outbound 9:32am service from YV to Merced
09	1,705	687	40.29%	Outbound 3:40pm service from YV to Merced
10	1,650	367	22.24%	Outbound 4:25pm service from YV to Mariposa
11	1,705	444	26.04%	Outbound 4:55pm service from YV to Merced
12	1,705	320	18.77%	Outbound 5:45pm service from YV to Merced
Total	19,360	4,911	25.37%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,210	366	30.25%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,210	412	34.05%	Inbound 5:58am service from Catheys Valley to YV
03	1,155	385	33.33%	Inbound 6:45am service from Merced to YV
04	1,210	267	22.07%	Inbound 10:20am service from Merced to YV
05	1,210	176	14.55%	Inbound 1:20pm service from Merced to YV
06	1,210	296	24.46%	Inbound 4:30pm service from Merced to YV
07	1,210	160	13.22%	Outbound 6:20am service from Midpines to Merced
08	1,210	279	23.06%	Outbound 9:32am service from YV to Merced
09	1,210	500	41.32%	Outbound 3:40pm service from YV to Merced
10	1,210	289	23.88%	Outbound 4:25pm service from YV to Mariposa
11	1,210	311	25.70%	Outbound 4:55pm service from YV to Merced
12	1,210	222	18.35%	Outbound 5:45pm service from YV to Merced
Total	14,465	3,663	25.32%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	495	22	4.44%	Inbound 5:58am service from Catheys Valley to YV
02C.5	495	133	26.87%	Inbound 5:58am service from Catheys Valley to YV
03	495	173	34.95%	Inbound 6:45am service from Merced to YV
03	495	31	6.26%	Inbound 6:45am service from Merced to YV
04	495	111	22.42%	Inbound 10:20am service from Merced to YV
04	495	21	4.24%	Inbound 10:20am service from Merced to YV
05	495	57	11.52%	Inbound 1:20pm service from Merced to YV
05	495	4	0.81%	Inbound 1:20pm service from Merced to YV
06	495	5	1.01%	Inbound 4:30pm service from Merced to YV
06	495	72	14.55%	Inbound 4:30pm service from Merced to YV
08	495	12	2.42%	Outbound 9:32am service from YV to Merced
08	495	111	22.42%	Outbound 9:32am service from YV to Merced
09	495	159	32.12%	Outbound 3:40pm service from YV to Merced
09	495	28	5.66%	Outbound 3:40pm service from YV to Merced
10	440	72	16.36%	Outbound 4:25pm service from YV to Mariposa
10	440	6	1.36%	Outbound 4:25pm service from YV to Mariposa
11	495	115	23.23%	Outbound 4:55pm service from YV to Merced
11	495	18	3.64%	Outbound 4:55pm service from YV to Merced
12	495	15	3.03%	Outbound 5:45pm service from YV to Merced
12	495	83	16.77%	Outbound 5:45pm service from YV to Merced
Total	9,790	1,248	12.75%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 12/1/2014 through 12/31/2014.

Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	1	218	2	58	5	0	82	0	366
02C.5	5	193	3	166	11	8	181	6	573
03	2	43	8	364	37	16	119	8	597
04	0	1	3	303	17	30	45	362	761
05	3	6	4	172	5	12	35	102	339
06	1	0	9	238	6	8	111	132	505
07	1	3	1	58	2	14	81	12	172
08	0	6	0	318	22	23	33	205	607
09	2	134	4	400	32	17	98	231	918
10	4	102	14	141	13	14	79	1	368
11	1	86	22	186	16	4	129	5	449
12	14	57	6	155	11	0	77	48	368
Total	34	849	76	2,559	177	146	1,070	1,112	6,023
Percent	0.56%	14.10%	1.26%	42.49%	2.94%	2.42%	17.77%	18.46%	100.00%

Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	1	218	2	58	5	0	82	0	366
02C.5	2	163	3	92	8	6	138	6	418
03	2	42	7	221	21	14	78	4	389
04	0	1	0	207	9	20	30	207	474
05	2	6	4	125	5	8	26	66	242
06	0	0	0	191	2	4	99	97	393
07	1	3	1	58	2	14	81	12	172
08	0	6	0	224	9	12	28	143	422
09	1	131	4	252	27	11	74	135	635
10	4	101	14	89	9	14	58	1	290
11	1	81	18	111	6	3	91	2	313
12	11	48	6	106	9	0	42	29	251
Total	25	800	59	1,734	112	106	827	702	4,365
Percent	0.57%	18.33%	1.35%	39.73%	2.57%	2.43%	18.95%	16.08%	100.00%

Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02C.5	3	30	0	74	3	2	43	0	155
03	0	1	1	143	16	2	41	4	208
04	0	0	3	96	8	10	15	155	287
05	1	0	0	47	0	4	9	36	97
06	1	0	9	47	4	4	12	35	112
08	0	0	0	94	13	11	5	62	185
09	1	3	0	148	5	6	24	96	283
10	0	1	0	52	4	0	21	0	78
11	0	5	4	75	10	1	38	3	136
12	3	9	0	49	2	0	35	19	117
Total	9	49	17	825	65	40	243	410	1,658
Percent	0.54%	2.96%	1.03%	49.76%	3.92%	2.41%	14.66%	24.73%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	1	218	2	58	5	0	82	366
02C.5	5	193	3	166	11	8	181	567
03	2	43	8	364	37	16	119	589
04	0	1	3	303	17	30	45	399
05	3	6	4	172	5	12	35	237
06	1	0	9	238	6	8	111	373
07	1	3	1	58	2	14	81	160
08	0	6	0	318	22	23	33	402
09	2	134	4	400	32	17	98	687
10	4	102	14	141	13	14	79	367
11	1	86	22	186	16	4	129	444
12	14	57	6	155	11	0	77	320
Total	34	849	76	2,559	177	146	1,070	4,911
Percent	0.69%	17.29%	1.55%	52.11%	3.60%	2.97%	21.79%	100.00%

Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	1	218	2	58	5	0	82	366
02C.5	2	163	3	92	8	6	138	412
03	2	42	7	221	21	14	78	385
04	0	1	0	207	9	20	30	267
05	2	6	4	125	5	8	26	176
06	0	0	0	191	2	4	99	296
07	1	3	1	58	2	14	81	160
08	0	6	0	224	9	12	28	279
09	1	131	4	252	27	11	74	500
10	4	101	14	89	9	14	58	289
11	1	81	18	111	6	3	91	311
12	11	48	6	106	9	0	42	222
Total	25	800	59	1,734	112	106	827	3,663
Percent	0.68%	21.84%	1.61%	47.34%	3.06%	2.89%	22.58%	100.00%

Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02C.5	3	30	0	74	3	2	43	155
03	0	1	1	143	16	2	41	204
04	0	0	3	96	8	10	15	132
05	1	0	0	47	0	4	9	61
06	1	0	9	47	4	4	12	77
08	0	0	0	94	13	11	5	123
09	1	3	0	148	5	6	24	187
10	0	1	0	52	4	0	21	78
11	0	5	4	75	10	1	38	133
12	3	9	0	49	2	0	35	98
Total	9	49	17	825	65	40	243	1,248
Percent	0.72%	3.93%	1.36%	66.11%	5.21%	3.21%	19.47%	100.00%

OPERATING STATISTICS

REVENUE MILES December 01 - December 31 2014

From December 01 through December 31, 2014 VIA HWY 140 operated a total of 27,918 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	21	87	1,827
	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					20,593

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	7	55	385
	Yosemite	11	8	87	696
	Yosemite	12	8	87	696
Total Mileage					6,505

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Holidays					
	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
Total Mileage					820
Grand Total					27,918
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					27,918

REVENUE HOURS

From December 01 through December 31, 2014 VIA HWY 140 provided a total of 1,070.3 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	21	3.20	67.20
	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	3.60	79.20
	Yosemite	10	22	2.00	44.00
	Yosemite	11	22	3.20	70.40
	Yosemite	12	22	3.20	70.40
Total Hours					788.80

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	3.60	28.80
	Yosemite	10	7	2.00	14.00
	Yosemite	11	8	3.20	25.60
	Yosemite	12	8	3.20	25.60
Total Hours					250.00

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Holidays					
	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	3.60	3.60
	Yosemite	10	1	2.00	2.00
	Yosemite	11	1	3.20	3.20
	Yosemite	12	1	3.20	3.20
Total Hours					31.50
Grand Total					1,070.30
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					1,070.30

Passengers Left / Wheelchair Usage

Run Date	Route	Total
	Grand Total	0

ACCIDENTS/INCIDENTS

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

ROAD CALLS

There were zero (0) road call during the month of December 1-31, 2014.

SERVICE DELAYS

There were four (4) service delays during the month of December 1-31. 2014. Total on time service for all corridors was 99.73%

12/17/14	Run 5	Missed due to an operational issue (see missed runs).
12/31/14	Runs 2, 3 & 8	Delayed by 2 hours due to Hwy 140 closure at park entrance by NPS due to high winds weather alert.

MISSED RUNS

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

12/17/14	Run 5	Missed due to an operational issue.
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EXTRA TRIPS

There were zero (0) extra VIA YARTS trip operating during the period of December 1-31, 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 **266** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from December 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

199	Calls received on schedule issues and questions for Hwy 140 Corridor.
5	Calls received on Mammoth Lake schedule information.
2	Calls received on Sonora/Groveland schedule information.
9	Calls received on park information (lodging, tours, camping, etc.)
50	Miscellaneous calls (lost & found, hang up calls, etc.)
1	Call received as a customer complaint.
266	Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were two (2) customer complaints received during the month of December 1-31, 2014.

12/5/2014

A passenger called and stated that the Run 5 bus never stopped at Amtrak. He didn't leave any contact information. To follow up, the driver was contacted and confirmed he did stop at Amtrak, and did not leave early. The manifest corroborates this information, as several passengers were picked up at Amtrak headed to Yosemite National Park.

12/27/14

The YARTS Manager received an email complaint from the Mariposa Visitors Center who had guests come in who said they had waited at Midtown in order to catch the 8:02am bus to Yosemite. At 8:10am, they saw the bus and tried to wave the driver down but the driver kept going. Then said they saw another bus that passed them again a short while later. Follow up by the Operations Manager showed that the customers were waiting for Run 3, which does not leave Mariposa at 8:02am. There is no 8:02am departure from Mariposa, so guests may have had an old schedule. The first bus they saw was out of service deadheading to the park to become Run 8. The second bus may have been the Run 3 driver, but driver stopped as normal for pickup, so guests may have been waiting at the incorrect stop location.

The Operations Manager requested more information for further follow up. However, the guests did not leave any contact information and the Visitor Center, who called on the guests behalf, did not have any specific details on where the guests were waiting or what schedule they were referencing.

Wheel Chair Requests

There were zero (0) wheelchair requests filled for the month of December 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, weather conditions, and heavy traffic.