



May 6, 2013

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

RE: YARTS Monthly Report: April 1-30, 2013

Dear Mr. Whittington,

In accordance with the summer contract agreement between the Yosemite Area Regional Transportation System Joint Powers Authority (YARTS JPA) and VIA Adventures, Inc. attached please find the monthly summary of operating statistics for April 1 – 30, 2013.

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 4/1/2013 to 4/30/2013

A total of 6,126 passengers were carried on the HWY 140 system by VIA. Of these, 867 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
4/1/2013	2	64	0	66	80	3	17	6	59	159	231
4/2/2013	2	78	6	86	99	9	29	13	33	170	269
4/3/2013	8	67	4	79	135	3	27	27	54	219	325
4/4/2013	2	56	4	62	83	1	46	14	21	151	227
4/5/2013	7	26	6	39	77	13	12	3	45	147	189
4/6/2013	0	11	1	12	53	0	21	4	13	87	103
4/7/2013	2	9	0	11	61	6	11	5	31	109	125
4/8/2013	6	61	2	69	69	10	49	4	23	151	224
4/9/2013	4	89	3	96	60	6	31	0	24	121	217
4/10/2013	5	69	0	74	90	21	55	3	23	189	266
4/11/2013	5	67	3	75	89	5	34	3	28	156	234
4/12/2013	4	36	2	42	77	1	28	1	26	132	175
4/13/2013	1	8	0	9	72	2	12	0	20	106	115
4/14/2013	0	9	0	9	66	1	13	2	55	135	146
4/15/2013	4	84	3	91	70	9	55	2	25	159	252
4/16/2013	2	83	1	86	73	9	32	6	45	159	251
4/17/2013	3	63	2	68	80	4	62	3	38	184	255
4/18/2013	1	65	2	68	66	11	42	2	51	170	240
4/19/2013	5	43	6	54	86	6	21	8	40	153	215
4/20/2013	0	7	0	7	58	1	14	2	15	88	97
4/21/2013	0	14	0	14	62	6	20	5	15	103	122
4/22/2013	5	73	14	92	73	2	52	4	20	147	243
4/23/2013	2	72	5	79	78	6	41	8	10	135	222
4/24/2013	11	66	0	77	84	10	47	5	22	163	245
4/25/2013	5	65	3	73	67	5	57	6	4	133	212
4/26/2013	0	38	2	40	81	6	34	1	26	147	188
4/27/2013	0	5	4	9	56	4	15	0	21	96	105
4/28/2013	3	7	1	11	90	4	18	1	25	137	149
4/29/2013	1	62	1	64	93	3	51	6	31	178	248
4/30/2013	3	79	3	85	77	8	37	5	24	146	236
Total	93	1,476	78	1,647	2,305	175	983	149	867	4,330	6,126
Percent	1.52%	24.09%	1.27%	26.89%	37.63%	2.86%	16.05%	2.43%	14.15%	70.68%	100.00%

Ridership Excluding Amtrak

Date	DNC	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
4/1/2013	2	64	0	66	80	17	6	3	100	172
4/2/2013	2	78	6	86	99	29	13	9	137	236
4/3/2013	8	67	4	79	135	27	27	3	165	271
4/4/2013	2	56	4	62	83	46	14	1	130	206
4/5/2013	7	26	6	39	77	12	3	13	102	144
4/6/2013	0	11	1	12	53	21	4	0	74	90
4/7/2013	2	9	0	11	61	11	5	6	78	94
4/8/2013	6	61	2	69	69	49	4	10	128	201
4/9/2013	4	89	3	96	60	31	0	6	97	193
4/10/2013	5	69	0	74	90	55	3	21	166	243
4/11/2013	5	67	3	75	89	34	3	5	128	206
4/12/2013	4	36	2	42	77	28	1	1	106	149
4/13/2013	1	8	0	9	72	12	0	2	86	95
4/14/2013	0	9	0	9	66	13	2	1	80	91
4/15/2013	4	84	3	91	70	55	2	9	134	227
4/16/2013	2	83	1	86	73	32	6	9	114	206
4/17/2013	3	63	2	68	80	62	3	4	146	217
4/18/2013	1	65	2	68	66	42	2	11	119	189
4/19/2013	5	43	6	54	86	21	8	6	113	175
4/20/2013	0	7	0	7	58	14	2	1	73	82
4/21/2013	0	14	0	14	62	20	5	6	88	107
4/22/2013	5	73	14	92	73	52	4	2	127	223
4/23/2013	2	72	5	79	78	41	8	6	125	212
4/24/2013	11	66	0	77	84	47	5	10	141	223
4/25/2013	5	65	3	73	67	57	6	5	129	208
4/26/2013	0	38	2	40	81	34	1	6	121	162
4/27/2013	0	5	4	9	56	15	0	4	75	84
4/28/2013	3	7	1	11	90	18	1	4	112	124
4/29/2013	1	62	1	64	93	51	6	3	147	217
4/30/2013	3	79	3	85	77	37	5	8	122	212
Total	93	1,476	78	1,647	2,305	983	149	175	3,463	5,259
Percent	1.77%	28.07%	1.48%	31.32%	43.83%	18.69%	2.83%	3.33%	65.85%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	35	0.57%
Airport	4	0.07%
Merced College	50	0.82%
Mall (PG&E)	3	0.05%
Downtown (Court	18	0.29%
Amtrak	851	13.89%
Transpo	235	3.84%
Catheys Valley	69	1.13%
MPMidtown	185	3.02%
Roadside Rest	516	8.42%
Mariposa Park &	471	7.69%
KOA	136	2.22%
MidPines	283	4.62%
MPPO	171	2.79%
Bug Hostel	296	4.83%
Cedar Lodge	121	1.98%
NPS Maintenance	465	7.59%
Barium Mine Rd	100	1.63%
El Portal PO	180	2.94%
YV Lodge	218	3.56%
YosVCenter	614	10.02%
Curry Village	402	6.56%
Ahwahnee	108	1.76%
YosLodge	581	9.48%
UC Merced	14	0.23%
Totals	6126	100.00%

LOAD FACTOR ANALYSIS : April 01 - April 30, 2013

Below please find the load factor calculations for the HWY 140 runs operated by VIA for April 01 through April 30, 2013. 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.2	1,155	477	41.30%	Inbound 5:28am service from Catheys Valley to Y
02C.2	1,650	784	47.52%	Inbound 5:58am service from Catheys Valley to Y
3.1	1,155	432	37.40%	Inbound 7:00am service from Merced to YV
4.4	1,650	721	43.70%	Inbound 10:20am service from Merced to YV
5.5	1,650	451	27.33%	Inbound 1:20pm service from Merced to YV
6.2	165	26	15.76%	Inbound 3:45am special service Merced to YV
6.3	1,210	258	21.32%	Inbound 4:30pm service from Merced to Midpines
7.1	1,210	191	15.79%	Outbound 6:20am service from Hostel to Merced
8.1	1,650	562	34.06%	Outbound 10:00am service from YV to Merced
9.6	1,650	961	58.24%	Outbound 3:45pm service from YV to Merced
10.2	1,210	356	29.42%	Outbound 4:40pm service from YV to Mariposa
11.3	1,650	522	31.64%	Outbound 5:10pm service from YV to Merced
12.4	1,650	385	23.33%	Outbound 6:00pm service from YV to Merced
Total	17,655	6,126	34.70%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.2	1,155	477	41.30%	Inbound 5:28am service from Catheys Valley to YV
02C.2	1,210	576	47.60%	Inbound 5:58am service from Catheys Valley to YV
3.1	1,155	432	37.40%	Inbound 7:00am service from Merced to YV
4.4	1,210	528	43.64%	Inbound 10:20am service from Merced to YV
5.5	1,210	333	27.52%	Inbound 1:20pm service from Merced to YV
6.2	165	26	15.76%	Inbound 3:45am special service Merced to YV
6.3	1,210	258	21.32%	Inbound 4:30pm service from Merced to Midpines
7.1	1,210	191	15.79%	Outbound 6:20am service from Hostel to Merced
8.1	1,210	461	38.10%	Outbound 10:00am service from YV to Merced
9.6	1,210	840	69.42%	Outbound 3:45pm service from YV to Merced
10.2	1,210	356	29.42%	Outbound 4:40pm service from YV to Mariposa
11.3	1,210	416	34.38%	Outbound 5:10pm service from YV to Merced
12.4	1,210	270	22.31%	Outbound 6:00pm service from YV to Merced
Total	14,575	5,164	35.43%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.2	440	208	47.27%	Inbound 5:58am service from Catheys Valley to YV
4.4	440	193	43.86%	Inbound 10:20am service from Merced to YV
5.5	440	118	26.82%	Inbound 1:20pm service from Merced to YV
8.1	440	101	22.95%	Outbound 10:00am service from YV to Merced
9.6	440	121	27.50%	Outbound 3:45pm service from YV to Merced
11.3	440	106	24.09%	Outbound 5:10pm service from YV to Merced
12.4	440	115	26.14%	Outbound 6:00pm service from YV to Merced
Total	3,080	962	31.23%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C.2	1,155	477	41.30%	Inbound 5:28am service from Catheys Valley to YV
02C.2	1,650	781	47.33%	Inbound 5:58am service from Catheys Valley to YV
3.1	1,155	424	36.71%	Inbound 7:00am service from Merced to YV
4.4	1,650	462	28.00%	Inbound 10:20am service from Merced to YV
5.5	1,650	276	16.73%	Inbound 1:20pm service from Merced to YV
6.3	1,210	245	20.25%	Inbound 4:30pm service from Merced to Midpines
7.1	1,210	188	15.54%	Outbound 6:20am service from Hostel to Merced
8.1	1,650	398	24.12%	Outbound 10:00am service from YV to Merced
9.6	1,650	795	48.18%	Outbound 3:45pm service from YV to Merced
10.2	1,210	349	28.84%	Outbound 4:40pm service from YV to Mariposa
11.3	1,650	502	30.42%	Outbound 5:10pm service from YV to Merced
12.4	1,650	362	21.94%	Outbound 6:00pm service from YV to Merced
Total	17,490	5,259	30.07%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.2	1,155	477	41.30%	Inbound 5:28am service from Catheys Valley to YV
02C.2	1,210	574	47.44%	Inbound 5:58am service from Catheys Valley to YV
3.1	1,155	424	36.71%	Inbound 7:00am service from Merced to YV
4.4	1,210	340	28.10%	Inbound 10:20am service from Merced to YV
5.5	1,210	208	17.19%	Inbound 1:20pm service from Merced to YV
6.3	1,210	245	20.25%	Inbound 4:30pm service from Merced to Midpines
7.1	1,210	188	15.54%	Outbound 6:20am service from Hostel to Merced
8.1	1,210	325	26.86%	Outbound 10:00am service from YV to Merced
9.6	1,210	713	58.93%	Outbound 3:45pm service from YV to Merced
10.2	1,210	349	28.84%	Outbound 4:40pm service from YV to Mariposa
11.3	1,210	396	32.73%	Outbound 5:10pm service from YV to Merced
12.4	1,210	253	20.91%	Outbound 6:00pm service from YV to Merced
Total	14,410	4,492	31.17%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.2	440	207	47.05%	Inbound 5:58am service from Catheys Valley to YV
4.4	440	122	27.73%	Inbound 10:20am service from Merced to YV
5.5	440	68	15.45%	Inbound 1:20pm service from Merced to YV
8.1	440	73	16.59%	Outbound 10:00am service from YV to Merced
9.6	440	82	18.64%	Outbound 3:45pm service from YV to Merced
11.3	440	106	24.09%	Outbound 5:10pm service from YV to Merced
12.4	440	109	24.77%	Outbound 6:00pm service from YV to Merced
Total	3,080	767	24.90%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 4/1/2013 through 4/30/2013.

Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.2	9	351	13	31	10	2	61	0	477
02C.2	18	334	19	210	15	8	177	3	784
10.2	16	182	11	94	5	8	33	7	356
11.3	7	171	6	194	13	1	110	20	522
12.4	11	96	3	204	8	1	39	23	385
3.1	15	85	11	178	15	44	76	8	432
4.4	7	0	2	354	16	45	38	259	721
5.5	1	1	0	224	13	7	30	175	451
6.2	0	0	0	0	0	0	0	26	26
6.3	0	0	0	112	2	9	122	13	258
7.1	0	0	0	51	1	4	132	3	191
8.1	3	10	0	316	19	13	37	164	562
9.6	6	246	13	337	32	33	128	166	961
Total	93	1,476	78	2,305	149	175	983	867	6,126
Percent	1.52%	24.09%	1.27%	37.63%	2.43%	2.86%	16.05%	14.15%	100.00%

Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.2	9	351	13	31	10	2	61	0	477
02C.2	16	299	17	100	10	6	126	2	576
10.2	16	182	11	94	5	8	33	7	356
11.3	4	156	5	141	9	1	80	20	416
12.4	11	82	3	128	7	1	21	17	270
3.1	15	85	11	178	15	44	76	8	432
4.4	7	0	1	250	14	38	30	188	528
5.5	1	1	0	165	11	5	25	125	333
6.2	0	0	0	0	0	0	0	26	26
6.3	0	0	0	112	2	9	122	13	258
7.1	0	0	0	51	1	4	132	3	191
8.1	2	10	0	260	15	7	31	136	461
9.6	6	240	11	277	31	26	122	127	840
Total	87	1,406	72	1,787	130	151	859	672	5,164
Percent	1.68%	27.23%	1.39%	34.60%	2.52%	2.92%	16.63%	13.01%	100.00%

Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02C.2	2	35	2	110	5	2	51	1	208
11.3	3	15	1	53	4	0	30	0	106
12.4	0	14	0	76	1	0	18	6	115
4.4	0	0	1	104	2	7	8	71	193
5.5	0	0	0	59	2	2	5	50	118
8.1	1	0	0	56	4	6	6	28	101
9.6	0	6	2	60	1	7	6	39	121
Total	6	70	6	518	19	24	124	195	962
Percent	0.62%	7.28%	0.62%	53.85%	1.98%	2.49%	12.89%	20.27%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.2	9	351	13	31	10	2	61	477
02C.2	18	334	19	210	15	8	177	781
10.2	16	182	11	94	5	8	33	349
11.3	7	171	6	194	13	1	110	502
12.4	11	96	3	204	8	1	39	362
3.1	15	85	11	178	15	44	76	424
4.4	7	0	2	354	16	45	38	462
5.5	1	1	0	224	13	7	30	276
6.2	0	0	0	0	0	0	0	0
6.3	0	0	0	112	2	9	122	245
7.1	0	0	0	51	1	4	132	188
8.1	3	10	0	316	19	13	37	398
9.6	6	246	13	337	32	33	128	795
Total	93	1,476	78	2,305	149	175	983	5,259
Percent	1.77%	28.07%	1.48%	43.83%	2.83%	3.33%	18.69%	100.00%

Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.2	9	351	13	31	10	2	61	477
02C.2	16	299	17	100	10	6	126	574
10.2	16	182	11	94	5	8	33	349
11.3	4	156	5	141	9	1	80	396
12.4	11	82	3	128	7	1	21	253
3.1	15	85	11	178	15	44	76	424
4.4	7	0	1	250	14	38	30	340
5.5	1	1	0	165	11	5	25	208
6.2	0	0	0	0	0	0	0	0
6.3	0	0	0	112	2	9	122	245
7.1	0	0	0	51	1	4	132	188
8.1	2	10	0	260	15	7	31	325
9.6	6	240	11	277	31	26	122	713
Total	87	1,406	72	1,787	130	151	859	4,492
Percent	1.94%	31.30%	1.60%	39.78%	2.89%	3.36%	19.12%	100.00%

Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02C.2	2	35	2	110	5	2	51	207
11.3	3	15	1	53	4	0	30	106
12.4	0	14	0	76	1	0	18	109
4.4	0	0	1	104	2	7	8	122
5.5	0	0	0	59	2	2	5	68
8.1	1	0	0	56	4	6	6	73
9.6	0	6	2	60	1	7	6	82
Total	6	70	6	518	19	24	124	767
Percent	0.78%	9.13%	0.78%	67.54%	2.48%	3.13%	16.17%	100.00%

OPERATING STATISTICS

REVENUE MILES April 01 - April 30 2013

From April 01 through April 30, 2013 VIA HWY 140 operated a total of 24,721 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Catheys Valley	01C.2	21	69	1,449
	Catheys Valley	02C.2	22	69	1,518
	Merced	3.1	21	87	1,827
	Merced	4.4	22	87	1,914
	Merced	5.5	22	87	1,914
	Merced	6.2	3	87	261
	Merced	6.3	22	51	1,122
	Midpines	7.1	22	51	1,122
	Yosemite	10.2	22	55	1,210
	Yosemite	11.3	22	87	1,914
	Yosemite	12.4	22	87	1,914
	Yosemite	8.1	22	87	1,914
	Yosemite	9.6	22	87	1,914
Total Mileage					19,993

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Catheys Valley	02C.2	8	69	552
	Merced	4.4	8	87	696
	Merced	5.5	8	87	696
	Yosemite	11.3	8	87	696
	Yosemite	12.4	8	87	696
	Yosemite	8.1	8	87	696
	Yosemite	9.6	8	87	696
Total Mileage					4,728
Grand Total					24,721
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					24,721

REVENUE HOURS

From April 01 through April 30, 2013 VIA HWY 140 provided a total of 911.6 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Catheys Valley	01C.2	21	2.30	48.30
	Catheys Valley	02C.2	22	2.30	50.60
	Merced	3.1	21	3.20	67.20
	Merced	4.4	22	3.40	74.80
	Merced	5.5	22	2.80	61.60
	Merced	6.2	3	3.10	9.30
	Merced	6.3	22	2.40	52.80
	Midpines	7.1	22	1.70	37.40
	Yosemite	10.2	22	1.80	39.60
	Yosemite	11.3	22	3.00	66.00
	Yosemite	12.4	22	3.00	66.00
	Yosemite	8.1	22	3.80	83.60
	Yosemite	9.6	22	3.60	79.20
Total Hours					736.40

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Catheys Valley	02C.2	8	2.30	18.40
	Merced	4.4	8	3.40	27.20
	Merced	5.5	8	2.80	22.40
	Yosemite	11.3	8	3.00	24.00
	Yosemite	12.4	8	3.00	24.00
	Yosemite	8.1	8	3.80	30.40
	Yosemite	9.6	8	3.60	28.80
Total Hours					175.20
Grand Total					911.60
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					911.60

Passengers Left / Wheelchair Usage

Wheel Chair

Run Date	Route	Total
4/9/2013	9.6	1
4/26/2013	7.1	1
4/28/2013	5.5	1
	Grand Total	3

ACCIDENTS/INCIDENTS

There were zero (0) vehicular incident/accidents on VIA YARTS vehicles during the month of April 1-30, 2013.

ROAD CALLS

There were zero (0) road calls during the month of April 1-30, 2013.

SERVICE DELAYS

There were nine (9) service delays during the month of April 1-30, 2013.

04/01/13	Run 1	Service delayed 30 minutes due to operational issues. (see missed runs).
04/08/13	Run 2	Service delayed 45 minutes due to operational issues (see missed runs).
04/09/13	Run 4	Service delayed 20 minutes due to roadwork on Briceburg Grade.
04/16/13	Run 4	Service delayed 15 minutes due to snowy road conditions in park.
04/20/13	Run 2	Service delayed 30 minutes due to operational issues. (see missed runs)
	Run 8	Service delayed 30 minutes at Sentinel Bridge due to heavy traffic.
	Run 11	Service delayed 15 minutes due to heavy traffic leaving park.
04/25/13	Run 5	Service delayed 10 minutes due to late train.
04/28/13	Run 5	Service delayed 20 minutes at Amtrak for loading of wheelchair passenger.

MISSED RUNS

There were three (3) missed VIA YARTS trips during the period of April 1-30, 2013.

04/01/13	Run 1	Service delayed 30 minutes due to operational issues.
04/08/13	Run 2	Service delayed 45 minutes due to operational issues.
04/20/13	Run 2	Service delayed 30 minutes due to operational issues.

EXTRA TRIPS

There were three (3) extra Highway 140 VIA YARTS trips operating during the period of April 1-30, 2013 due to late trains.

04/01/13	Run 6	Nine (9) Amtrak passengers taken to park.
04/02/13	Run 6	Eleven (11) Amtrak passengers taken to park.
04/23/13	Run 6	Eight (8) Amtrak passengers taken to park.

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 **250** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from April 1-30, 2013. 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

151	Calls received on schedule issues and questions for Hwy 140 Corridor.
33	Calls received on Mammoth Lake schedule information.
16	Calls received on Sonora/Groveland schedule information.
17	Calls received on park information (lodging, tours, camping, etc.)
33	Miscellaneous calls (lost & found, hang up calls, etc.)
0	Calls received as customer complaints.
250	Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were no customer complaints received by phone during the month of April 1-30, 2013.

OTHER

Wheel Chair Requests

There were three (3) wheelchair requests filled for the month of April 1-31, 2013. Ten (10) wheelchair buses are available to accommodate YARTS passengers in accordance with ADA guidelines.

Cal-Trans & Traffic Delays

There were 5- to 30-minutes delays throughout the month on separate runs due to road work, snow and icy conditions, and heavy traffic.