



December 9, 2013

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

**RE: YARTS Monthly Report: November 1-30, 2013**

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, 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 11/1/2013 to 11/30/2013

A total of 5,195 passengers were carried on the HWY 140 system by VIA. Of these, 560 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
11/1/2013	0	49	5	54	71	7	30	2	12	120	176
11/2/2013	0	4	1	5	81	4	11	1	8	104	110
11/3/2013	0	6	5	11	41	4	18	0	19	82	93
11/4/2013	0	73	1	74	51	4	51	2	17	123	199
11/5/2013	0	78	13	91	107	5	29	2	18	159	252
11/6/2013	1	68	9	78	81	5	51	3	20	157	238
11/7/2013	0	55	9	64	32	2	35	1	13	82	147
11/8/2013	0	17	6	23	53	5	31	2	10	99	124
11/9/2013	3	1	10	14	64	3	13	2	21	101	117
11/10/2013	0	8	2	10	79	1	17	4	32	129	143
11/11/2013	0	4	5	9	55	11	9	6	24	99	114
11/12/2013	1	76	2	79	63	5	48	1	25	141	221
11/13/2013	2	88	5	95	59	7	54	5	13	133	233
11/14/2013	0	53	2	55	38	2	45	1	12	97	153
11/15/2013	4	36	2	42	54	6	43	0	38	141	183
11/16/2013	0	4	0	4	89	3	14	0	13	119	123
11/17/2013	0	5	10	15	78	8	21	2	20	127	144
11/18/2013	4	66	1	71	43	6	55	1	18	122	194
11/19/2013	1	85	6	92	61	7	55	2	16	139	233
11/20/2013	18	58	0	76	70	3	52	3	11	136	215
11/21/2013	1	51	1	53	68	6	52	5	25	151	209
11/22/2013	0	20	7	27	49	1	42	4	7	99	130
11/23/2013	0	5	0	5	58	2	47	1	11	118	124
11/24/2013	1	4	0	5	40	3	15	1	12	70	76
11/25/2013	9	43	5	57	94	1	51	1	23	169	227
11/26/2013	1	63	3	67	61	7	31	7	14	113	187
11/27/2013	0	7	14	21	77	8	28	1	27	140	162
11/28/2013	0	3	0	3	62	2	4	8	30	98	109
11/29/2013	0	9	0	9	221	5	44	10	27	297	316
11/30/2013	0	6	56	62	128	7	13	9	24	172	243
<b>Total</b>	46	1,045	180	1,271	2,128	140	1,009	87	560	3,837	5,195
<b>Percent</b>	0.89%	20.12%	3.46%	24.47%	40.96%	2.69%	19.42%	1.67%	10.78%	73.86%	100.00%

From 11/1/2013 to 11/30/2013

## Ridership Excluding Amtrak

Date	DNC	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
11/1/2013	0	49	5	54	71	30	2	7	108	164
11/2/2013	0	4	1	5	81	11	1	4	96	102
11/3/2013	0	6	5	11	41	18	0	4	63	74
11/4/2013	0	73	1	74	51	51	2	4	106	182
11/5/2013	0	78	13	91	107	29	2	5	141	234
11/6/2013	1	68	9	78	81	51	3	5	137	218
11/7/2013	0	55	9	64	32	35	1	2	69	134
11/8/2013	0	17	6	23	53	31	2	5	89	114
11/9/2013	3	1	10	14	64	13	2	3	80	96
11/10/2013	0	8	2	10	79	17	4	1	97	111
11/11/2013	0	4	5	9	55	9	6	11	75	90
11/12/2013	1	76	2	79	63	48	1	5	116	196
11/13/2013	2	88	5	95	59	54	5	7	120	220
11/14/2013	0	53	2	55	38	45	1	2	85	141
11/15/2013	4	36	2	42	54	43	0	6	103	145
11/16/2013	0	4	0	4	89	14	0	3	106	110
11/17/2013	0	5	10	15	78	21	2	8	107	124
11/18/2013	4	66	1	71	43	55	1	6	104	176
11/19/2013	1	85	6	92	61	55	2	7	123	217
11/20/2013	18	58	0	76	70	52	3	3	125	204
11/21/2013	1	51	1	53	68	52	5	6	126	184
11/22/2013	0	20	7	27	49	42	4	1	92	123
11/23/2013	0	5	0	5	58	47	1	2	107	113
11/24/2013	1	4	0	5	40	15	1	3	58	64
11/25/2013	9	43	5	57	94	51	1	1	146	204
11/26/2013	1	63	3	67	61	31	7	7	99	173
11/27/2013	0	7	14	21	77	28	1	8	113	135
11/28/2013	0	3	0	3	62	4	8	2	68	79
11/29/2013	0	9	0	9	221	44	10	5	270	289
11/30/2013	0	6	56	62	128	13	9	7	148	219
<b>Total</b>	46	1,045	180	1,271	2,128	1,009	87	140	3,277	4,635
<b>Percent</b>	0.99%	22.55%	3.88%	27.42%	45.91%	21.77%	1.88%	3.02%	70.70%	100.00%

## Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	32	0.62%
Airport	11	0.21%
Merced College	34	0.65%
Mall (PG&E)	10	0.19%
Downtown (Court	19	0.37%
Amtrak	659	12.69%
Transpo	217	4.18%
Catheys Valley	139	2.68%
MPMidtown	264	5.08%
Roadside Rest	409	7.87%
Mariposa Park &	408	7.85%
KOA	66	1.27%
MidPines	244	4.70%
MPPO	128	2.46%
Bug Hostel	345	6.64%
Cedar Lodge	65	1.25%
NPS Maintenance	356	6.85%
Barium Mine Rd	76	1.46%
El Portal PO	132	2.54%
YV Lodge	154	2.96%
YosVCenter	563	10.84%
Curry Village	257	4.95%
Ahwahnee	127	2.44%
YosLodge	451	8.68%
UC Merced	29	0.56%
<b>Totals</b>	<b>5195</b>	<b>100.00%</b>

**LOAD FACTOR ANALYSIS : November 01 - November 30, 2013**

Below please find the load factor calculations for the HWY 140 runs operated by VIA for November 01 through November 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.5	990	399	40.30%	Inbound 5:28am service from Catheys Valley to Y
02C.5	1,650	514	31.15%	Inbound 5:58am service from Catheys Valley to Y
03	1,650	456	27.64%	Inbound 6:45am service from Merced to YV
04	1,650	497	30.12%	Inbound 10:20am service from Merced to YV
05	1,685	322	19.11%	Inbound 1:20pm service from Merced to YV
06	1,650	418	25.33%	Inbound 4:30pm service from Merced to YV
07	1,045	228	21.82%	Outbound 6:20am service from Midpines to Merce
08	1,650	596	36.12%	Outbound 9:32am service from YV to Merced
09	1,650	832	50.42%	Outbound 3:40pm service from YV to Merced
10	1,650	320	19.39%	Outbound 4:25pm service from YV to Mariposa
11	1,650	391	23.70%	Outbound 4:55pm service from YV to Merced
12	1,685	222	13.18%	Outbound 5:45pm service from YV to Merced
Total	18,605	5,195	27.92%	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	990	399	40.30%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,100	405	36.82%	Inbound 5:58am service from Catheys Valley to YV
03	1,100	301	27.36%	Inbound 6:45am service from Merced to YV
04	1,100	318	28.91%	Inbound 10:20am service from Merced to YV
05	1,135	232	20.44%	Inbound 1:20pm service from Merced to YV
06	1,100	329	29.91%	Inbound 4:30pm service from Merced to YV
07	1,045	228	21.82%	Outbound 6:20am service from Midpines to Merced
08	1,100	385	35.00%	Outbound 9:32am service from YV to Merced
09	1,100	644	58.55%	Outbound 3:40pm service from YV to Merced
10	1,100	247	22.45%	Outbound 4:25pm service from YV to Mariposa
11	1,100	285	25.91%	Outbound 4:55pm service from YV to Merced
12	1,135	140	12.33%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>13,105</b>	<b>3,913</b>	<b>29.86%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	550	6	1.09%	Inbound 5:58am service from Catheys Valley to YV
02C.5	550	103	18.73%	Inbound 5:58am service from Catheys Valley to YV
03	550	151	27.45%	Inbound 6:45am service from Merced to YV
03	550	4	0.73%	Inbound 6:45am service from Merced to YV
04	550	148	26.91%	Inbound 10:20am service from Merced to YV
04	550	31	5.64%	Inbound 10:20am service from Merced to YV
05	550	71	12.91%	Inbound 1:20pm service from Merced to YV
05	550	19	3.45%	Inbound 1:20pm service from Merced to YV
06	550	10	1.82%	Inbound 4:30pm service from Merced to YV
06	550	79	14.36%	Inbound 4:30pm service from Merced to YV
08	550	13	2.36%	Outbound 9:32am service from YV to Merced
08	550	198	36.00%	Outbound 9:32am service from YV to Merced
09	550	176	32.00%	Outbound 3:40pm service from YV to Merced
09	550	12	2.18%	Outbound 3:40pm service from YV to Merced
10	550	73	13.27%	Outbound 4:25pm service from YV to Mariposa
10	550	0	0.00%	Outbound 4:25pm service from YV to Mariposa
11	550	99	18.00%	Outbound 4:55pm service from YV to Merced
11	550	7	1.27%	Outbound 4:55pm service from YV to Merced
12	550	7	1.27%	Outbound 5:45pm service from YV to Merced
12	550	75	13.64%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>11,000</b>	<b>1,282</b>	<b>11.65%</b>	

**WITHOUT AMTRAK**

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	990	399	40.30%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,650	514	31.15%	Inbound 5:58am service from Catheys Valley to YV
03	1,650	447	27.09%	Inbound 6:45am service from Merced to YV
04	1,650	304	18.42%	Inbound 10:20am service from Merced to YV
05	1,685	284	16.85%	Inbound 1:20pm service from Merced to YV
06	1,650	339	20.55%	Inbound 4:30pm service from Merced to YV
07	1,045	224	21.44%	Outbound 6:20am service from Midpines to Merced
08	1,650	488	29.58%	Outbound 9:32am service from YV to Merced
09	1,650	725	43.94%	Outbound 3:40pm service from YV to Merced
10	1,650	320	19.39%	Outbound 4:25pm service from YV to Mariposa
11	1,650	385	23.33%	Outbound 4:55pm service from YV to Merced
12	1,685	206	12.23%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>18,605</b>	<b>4,635</b>	<b>24.91%</b>	



## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	990	399	40.30%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,100	405	36.82%	Inbound 5:58am service from Catheys Valley to YV
03	1,100	293	26.64%	Inbound 6:45am service from Merced to YV
04	1,100	201	18.27%	Inbound 10:20am service from Merced to YV
05	1,135	210	18.50%	Inbound 1:20pm service from Merced to YV
06	1,100	264	24.00%	Inbound 4:30pm service from Merced to YV
07	1,045	224	21.44%	Outbound 6:20am service from Midpines to Merced
08	1,100	305	27.73%	Outbound 9:32am service from YV to Merced
09	1,100	583	53.00%	Outbound 3:40pm service from YV to Merced
10	1,100	247	22.45%	Outbound 4:25pm service from YV to Mariposa
11	1,100	281	25.55%	Outbound 4:55pm service from YV to Merced
12	1,135	131	11.54%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>13,105</b>	<b>3,543</b>	<b>27.04%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	550	6	1.09%	Inbound 5:58am service from Catheys Valley to YV
02C.5	550	103	18.73%	Inbound 5:58am service from Catheys Valley to YV
03	550	150	27.27%	Inbound 6:45am service from Merced to YV
03	550	4	0.73%	Inbound 6:45am service from Merced to YV
04	550	87	15.82%	Inbound 10:20am service from Merced to YV
04	550	16	2.91%	Inbound 10:20am service from Merced to YV
05	550	60	10.91%	Inbound 1:20pm service from Merced to YV
05	550	14	2.55%	Inbound 1:20pm service from Merced to YV
06	550	7	1.27%	Inbound 4:30pm service from Merced to YV
06	550	68	12.36%	Inbound 4:30pm service from Merced to YV
08	550	9	1.64%	Outbound 9:32am service from YV to Merced
08	550	174	31.64%	Outbound 9:32am service from YV to Merced
09	550	132	24.00%	Outbound 3:40pm service from YV to Merced
09	550	10	1.82%	Outbound 3:40pm service from YV to Merced
10	550	73	13.27%	Outbound 4:25pm service from YV to Mariposa
10	550	0	0.00%	Outbound 4:25pm service from YV to Mariposa
11	550	97	17.64%	Outbound 4:55pm service from YV to Merced
11	550	7	1.27%	Outbound 4:55pm service from YV to Merced
12	550	6	1.09%	Outbound 5:45pm service from YV to Merced
12	550	69	12.55%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>11,000</b>	<b>1,092</b>	<b>9.93%</b>	

## PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 11/1/2013 through 11/30/2013.

### Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	0	259	11	70	5	1	53	0	399
02C.5	1	268	19	90	9	2	125	0	514
03	1	33	14	276	5	44	74	9	456
04	3	1	7	233	9	15	36	193	497
05	0	1	4	221	7	8	43	38	322
06	1	4	0	187	3	12	132	79	418
07	0	3	0	57	0	5	159	4	228
08	1	5	6	342	14	15	105	108	596
09	25	196	38	312	14	16	124	107	832
10	12	130	39	88	4	4	43	0	320
11	1	87	34	145	16	13	89	6	391
12	1	58	8	107	1	5	26	16	222
<b>Total</b>	46	1,045	180	2,128	87	140	1,009	560	5,195
<b>Percent</b>	0.89%	20.12%	3.46%	40.96%	1.67%	2.69%	19.42%	10.78%	100.00%

**Weekdays**

<b>Run</b>	<b>DNC</b>	<b>NPS</b>	<b>Other</b>	<b>Adult</b>	<b>Child Free</b>	<b>Sr/Child</b>	<b>Commuter</b>	<b>Amtrak</b>	<b>Total</b>
01C.5	0	259	11	70	5	1	53	0	399
02C.5	1	247	10	56	8	2	81	0	405
03	0	33	12	140	3	35	70	8	301
04	0	1	6	154	3	9	28	117	318
05	0	1	4	163	3	4	35	22	232
06	1	4	0	120	2	8	129	65	329
07	0	3	0	57	0	5	159	4	228
08	1	5	5	231	9	10	44	80	385
09	25	195	19	211	11	11	111	61	644
10	12	119	14	62	4	3	33	0	247
11	1	83	7	93	11	10	76	4	285
12	1	49	8	51	0	5	17	9	140
<b>Total</b>	42	999	96	1,408	59	103	836	370	3,913
<b>Percent</b>	1.07%	25.53%	2.45%	35.98%	1.51%	2.63%	21.36%	9.46%	100.00%

**Weekends/Holidays**

<b>Run</b>	<b>DNC</b>	<b>NPS</b>	<b>Other</b>	<b>Adult</b>	<b>Child Free</b>	<b>Sr/Child</b>	<b>Commuter</b>	<b>Amtrak</b>	<b>Total</b>
02C.5	0	21	9	34	1	0	44	0	109
03	1	0	2	136	2	9	4	1	155
04	3	0	1	79	6	6	8	76	179
05	0	0	0	58	4	4	8	16	90
06	0	0	0	67	1	4	3	14	89
08	0	0	1	111	5	5	61	28	211
09	0	1	19	101	3	5	13	46	188
10	0	11	25	26	0	1	10	0	73
11	0	4	27	52	5	3	13	2	106
12	0	9	0	56	1	0	9	7	82
<b>Total</b>	4	46	84	720	28	37	173	190	1,282
<b>Percent</b>	0.31%	3.59%	6.55%	56.16%	2.18%	2.89%	13.49%	14.82%	100.00%

## PASSENGER FARES BY TYPE EXCLUDING AMTRAK

### Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	0	259	11	70	5	1	53	399
02C.5	1	268	19	90	9	2	125	514
03	1	33	14	276	5	44	74	447
04	3	1	7	233	9	15	36	304
05	0	1	4	221	7	8	43	284
06	1	4	0	187	3	12	132	339
07	0	3	0	57	0	5	159	224
08	1	5	6	342	14	15	105	488
09	25	196	38	312	14	16	124	725
10	12	130	39	88	4	4	43	320
11	1	87	34	145	16	13	89	385
12	1	58	8	107	1	5	26	206
<b>Total</b>	46	1,045	180	2,128	87	140	1,009	4,635
<b>Percent</b>	0.99%	22.55%	3.88%	45.91%	1.88%	3.02%	21.77%	100.00%

**Weekdays**

<b>Run</b>	<b>DNC</b>	<b>NPS</b>	<b>Other</b>	<b>Adult</b>	<b>Child Free</b>	<b>Sr/Child</b>	<b>Commuter</b>	<b>Total</b>
01C.5	0	259	11	70	5	1	53	399
02C.5	1	247	10	56	8	2	81	405
03	0	33	12	140	3	35	70	293
04	0	1	6	154	3	9	28	201
05	0	1	4	163	3	4	35	210
06	1	4	0	120	2	8	129	264
07	0	3	0	57	0	5	159	224
08	1	5	5	231	9	10	44	305
09	25	195	19	211	11	11	111	583
10	12	119	14	62	4	3	33	247
11	1	83	7	93	11	10	76	281
12	1	49	8	51	0	5	17	131
<b>Total</b>	42	999	96	1,408	59	103	836	3,543
<b>Percent</b>	1.19%	28.20%	2.71%	39.74%	1.67%	2.91%	23.60%	100.00%

**Weekends/Holidays**

<b>Run</b>	<b>DNC</b>	<b>NPS</b>	<b>Other</b>	<b>Adult</b>	<b>Child Free</b>	<b>Sr/Child</b>	<b>Commuter</b>	<b>Total</b>
02C.5	0	21	9	34	1	0	44	109
03	1	0	2	136	2	9	4	154
04	3	0	1	79	6	6	8	103
05	0	0	0	58	4	4	8	74
06	0	0	0	67	1	4	3	75
08	0	0	1	111	5	5	61	183
09	0	1	19	101	3	5	13	142
10	0	11	25	26	0	1	10	73
11	0	4	27	52	5	3	13	104
12	0	9	0	56	1	0	9	75
<b>Total</b>	4	46	84	720	28	37	173	1,092
<b>Percent</b>	0.37%	4.21%	7.69%	65.93%	2.56%	3.39%	15.84%	100.00%



## OPERATING STATISTICS

### REVENUE MILES November 01 - November 30 2013

From November 01 through November 30, 2013 VIA HWY 140 operated a total of 26,811 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekdays</b>					
	Catheys Valley	01C.5	18	69	1,242
	Catheys Valley	02C.5	20	69	1,380
	Merced	03	20	87	1,740
	Merced	04	20	87	1,740
	Merced	05	20	87	1,740
	Merced	06	20	87	1,740
	Midpines	07	19	51	969
	Yosemite	08	20	87	1,740
	Yosemite	09	20	87	1,740
	Yosemite	10	20	55	1,100
	Yosemite	11	20	87	1,740
	Yosemite	12	20	87	1,740
<b>Total Mileage</b>					<b>18,611</b>

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Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekends</b>					
	Catheys Valley	02C.5	9	69	621
	Merced	03	9	87	783
	Merced	04	9	87	783
	Merced	05	9	87	783
	Merced	06	9	87	783
	Yosemite	08	9	87	783
	Yosemite	09	9	87	783
	Yosemite	10	9	55	495
	Yosemite	11	9	87	783
	Yosemite	12	9	87	783
<b>Total Mileage</b>					<b>7,380</b>

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Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Holidays</b>					
	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
<b>Total Mileage</b>					<b>820</b>
<b>Grand Total</b>					<b>26,811</b>
<b>Nonchargeable YARTS runs 5 and 9</b>					<b>0</b>
<b>Nonchargeable YARTS extras</b>					<b>0</b>
<b>YARTS Total</b>					<b>26,811</b>

## REVENUE HOURS

From November 01 through November 30, 2013 VIA HWY 140 provided a total of 1,016.2 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekdays</b>					
	Catheys Valley	01C.5	18	2.30	41.40
	Catheys Valley	02C.5	20	2.30	46.00
	Merced	03	20	3.20	64.00
	Merced	04	20	3.50	70.00
	Merced	05	20	2.80	56.00
	Merced	06	20	3.90	78.00
	Midpines	07	19	2.20	41.80
	Yosemite	08	20	3.80	76.00
	Yosemite	09	20	3.20	64.00
	Yosemite	10	20	2.00	40.00
	Yosemite	11	20	3.20	64.00
	Yosemite	12	20	3.20	64.00
<b>Total Hours</b>					<b>705.20</b>

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Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekends</b>					
	Catheys Valley	02C.5	9	2.30	20.70
	Merced	03	9	3.20	28.80
	Merced	04	9	3.50	31.50
	Merced	05	9	2.80	25.20
	Merced	06	9	3.90	35.10
	Yosemite	08	9	3.80	34.20
	Yosemite	09	9	3.20	28.80
	Yosemite	10	9	2.00	18.00
	Yosemite	11	9	3.20	28.80
	Yosemite	12	9	3.20	28.80
<b>Total Hours</b>					<b>279.90</b>

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Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Holidays</b>					
	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	3.20	3.20
	Yosemite	10	1	2.00	2.00
	Yosemite	11	1	3.20	3.20
	Yosemite	12	1	3.20	3.20
<b>Total Hours</b>					<b>31.10</b>
<b>Grand Total</b>					<b>1,016.20</b>
<b>Nonchargeable YARTS runs 5 and 9</b>					<b>0.00</b>
<b>Nonchargeable YARTS extras</b>					<b>0.00</b>
<b>YARTS Total</b>					<b>1,016.20</b>

## **Passengers Left / Wheelchair Usage**

### **Bus Full / # of Passengers Left**

<b>Run Date</b>	<b>Route</b>	<b>Total</b>
11/14/2013	07	2
	<b>Grand Total</b>	<b>2</b>

### **Wheel Chair**

<b>Run Date</b>	<b>Route</b>	<b>Total</b>
11/8/2013	05	1
	<b>Grand Total</b>	<b>1</b>

## ACCIDENTS/INCIDENTS

There were no vehicular accidents on any YARTS runs for the month of November 1-30, 2013.

## ROAD CALLS

There was one (1) road call for the period of November 1-30, 2013. On November 15<sup>th</sup>, Run 3 stalled in Planada due to a mechanical issue. Another bus was dispatched which put Run 3 approximately 40 minutes behind schedule.

## SERVICE DELAYS

There were two (2) service delays during the month of November 1-30, 2013. Total on time service for all corridors was **99.30%**.

**11/12/13** Run 6 Service delayed 25 minutes due to bus stopping at MCC for a pickup. Normally Run 6 does not stop at the college during weekends and holidays, however 2 young children (5 and 7 years old) called in who were not knowledgeable of the holiday schedule exception. They were stranded with no way to get back to Mariposa, so YARTS made a special one-time stop to accommodate them.

**11/15/13** Run 3 Service delayed 40 minutes due to a mechanical issue. (**1<sup>st</sup> mechanical- see road calls**)

## MISSED RUNS

There were zero (0) missed VIA YARTS trips during the period of November 1-30, 2013.

## 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 **154** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from November 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

- 119 Calls received on schedule issues and questions for Hwy 140 Corridor.
- 0 Calls received on Mammoth Lake schedule information.
- 4 Calls received on Sonora/Groveland schedule information.
- 6 Calls received on park information (lodging, tours, camping, etc.)
- 21 Miscellaneous calls (lost & found, hang up calls, etc.)
- 0 Calls received as customer complaints.
- 154** Total



## **CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS**

There was one (1) customer complaint received during the month of November 1-30, 2013.

**11/7/2013** Customer called YARTS Manager and said driver on Run 4 on November 4th didn't have any monthly commuter passes to sell and would not let the passenger ride the bus unless he paid a one-way fare. He explained that he had to pay for both the one-way fare and then purchase a commuter pass from the next driver.

Follow up showed that the driver was in fact out of commuter passes. The Operations Manager instructed all drivers to accept the TransServe payments issued by NPS for commuter passes and issue receipts for all transactions. Additionally drivers were instructed to not charge one-way fares in the event that passes are unavailable. If no passes are available, the commuter shows the receipt to the next driver to obtain a pass. The YARTS Manager followed up with the commuter to verify that he was able to obtain a monthly pass.

### **Wheel Chair Requests**

There were two (2) wheelchair requests filled for the month of November 1-30, 2013. 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 1.5-hour delays throughout the month on separate runs due to vehicle accidents, road work and very heavy traffic.