



January 09, 2014

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

RE: YARTS Monthly Report: December 1-31, 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 December 1-31, 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 12/1/2013 to 12/31/2013

A total of 6,125 passengers were carried on the HWY 140 system by VIA. Of these, 965 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
12/1/2013	0	5	3	8	54	12	16	4	30	112	124
12/2/2013	30	49	11	90	57	8	43	1	45	153	244
12/3/2013	2	77	8	87	61	3	42	3	29	135	225
12/4/2013	1	77	5	83	52	4	59	2	13	128	213
12/5/2013	9	65	7	81	65	2	44	3	23	134	218
12/6/2013	3	38	11	52	60	4	21	3	19	104	159
12/7/2013	0	8	0	8	117	7	12	2	11	147	157
12/8/2013	0	22	1	23	146	5	22	4	12	185	212
12/9/2013	29	27	0	56	94	5	50	3	15	164	223
12/10/2013	7	64	5	76	61	10	35	1	15	121	198
12/11/2013	0	48	21	69	78	6	45	8	14	143	220
12/12/2013	0	64	14	78	98	26	47	3	24	195	276
12/13/2013	1	31	5	37	93	6	21	11	18	138	186
12/14/2013	0	6	12	18	90	1	6	4	6	103	125
12/15/2013	1	7	2	10	120	3	20	0	35	178	188
12/16/2013	0	61	1	62	78	3	47	7	11	139	208
12/17/2013	0	78	6	84	65	13	38	4	18	134	222
12/18/2013	4	48	7	59	106	6	35	3	14	161	223
12/19/2013	10	52	13	75	80	2	18	1	27	127	203
12/20/2013	4	14	2	20	71	3	28	5	26	128	153
12/21/2013	1	5	0	6	78	7	9	2	23	117	125
12/22/2013	5	6	6	17	64	2	11	12	34	111	140
12/23/2013	5	50	2	57	72	4	24	0	62	162	219
12/24/2013	0	12	4	16	88	2	17	7	44	151	174
12/25/2013	1	5	2	8	87	7	13	2	32	139	149
12/26/2013	10	7	28	45	120	9	9	3	76	214	262
12/27/2013	1	14	0	15	147	7	24	6	104	282	303
12/28/2013	0	3	34	37	115	6	10	14	36	167	218
12/29/2013	2	5	6	13	85	6	9	9	59	159	181
12/30/2013	2	44	0	46	82	4	25	7	52	163	216
12/31/2013	1	17	3	21	65	3	31	3	38	137	161
Total	129	1,009	219	1,357	2,649	186	831	137	965	4,631	6,125
Percent	2.11%	16.47%	3.58%	22.16%	43.25%	3.04%	13.57%	2.24%	15.76%	75.61%	100.00%

From 12/1/2013 to 12/31/2013

Ridership Excluding Amtrak

Date	DNC	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
12/1/2013	0	5	3	8	54	16	4	12	82	94
12/2/2013	30	49	11	90	57	43	1	8	108	199
12/3/2013	2	77	8	87	61	42	3	3	106	196
12/4/2013	1	77	5	83	52	59	2	4	115	200
12/5/2013	9	65	7	81	65	44	3	2	111	195
12/6/2013	3	38	11	52	60	21	3	4	85	140
12/7/2013	0	8	0	8	117	12	2	7	136	146
12/8/2013	0	22	1	23	146	22	4	5	173	200
12/9/2013	29	27	0	56	94	50	3	5	149	208
12/10/2013	7	64	5	76	61	35	1	10	106	183
12/11/2013	0	48	21	69	78	45	8	6	129	206
12/12/2013	0	64	14	78	98	47	3	26	171	252
12/13/2013	1	31	5	37	93	21	11	6	120	168
12/14/2013	0	6	12	18	90	6	4	1	97	119
12/15/2013	1	7	2	10	120	20	0	3	143	153
12/16/2013	0	61	1	62	78	47	7	3	128	197
12/17/2013	0	78	6	84	65	38	4	13	116	204
12/18/2013	4	48	7	59	106	35	3	6	147	209
12/19/2013	10	52	13	75	80	18	1	2	100	176
12/20/2013	4	14	2	20	71	28	5	3	102	127
12/21/2013	1	5	0	6	78	9	2	7	94	102
12/22/2013	5	6	6	17	64	11	12	2	77	106
12/23/2013	5	50	2	57	72	24	0	4	100	157
12/24/2013	0	12	4	16	88	17	7	2	107	130
12/25/2013	1	5	2	8	87	13	2	7	107	117
12/26/2013	10	7	28	45	120	9	3	9	138	186
12/27/2013	1	14	0	15	147	24	6	7	178	199
12/28/2013	0	3	34	37	115	10	14	6	131	182
12/29/2013	2	5	6	13	85	9	9	6	100	122
12/30/2013	2	44	0	46	82	25	7	4	111	164
12/31/2013	1	17	3	21	65	31	3	3	99	123
Total	129	1,009	219	1,357	2,649	831	137	186	3,666	5,160
Percent	2.50%	19.55%	4.24%	26.30%	51.34%	16.10%	2.66%	3.60%	71.05%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	35	0.57%
Airport	14	0.23%
Merced College	7	0.11%
Downtown (Court	5	0.08%
Amtrak	927	15.13%
Transpo	289	4.72%
Catheys Valley	130	2.12%
MPMidtown	256	4.18%
Roadside Rest	467	7.62%
Mariposa Park &	478	7.80%
KOA	28	0.46%
MidPines	273	4.46%
MPPO	139	2.27%
Bug Hostel	272	4.44%
Cedar Lodge	119	1.94%
NPS Maintenance	354	5.78%
Barium Mine Rd	89	1.45%
El Portal PO	163	2.66%
YV Lodge	146	2.38%
YosVCenter	677	11.05%
Curry Village	308	5.03%
Ahwahnee	234	3.82%
YosLodge	697	11.38%
UC Merced	18	0.29%
Totals	6125	100.00%

LOAD FACTOR ANALYSIS : December 01 - December 31, 2013

Below please find the load factor calculations for the HWY 140 runs operated by VIA for December 01 through December 31, 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	
04	144	48	33.33%	Inbound 10:20 am service from Merced to YV
01C.5	1,155	442	38.27%	Inbound 5:28am service from Catheys Valley to Y
02C.5	1,705	521	30.56%	Inbound 5:58am service from Catheys Valley to Y
03	1,705	569	33.37%	Inbound 6:45am service from Merced to YV
04	1,746	779	44.62%	Inbound 10:20am service from Merced to YV
05	1,705	325	19.06%	Inbound 1:20pm service from Merced to YV
06	1,705	440	25.81%	Inbound 4:30pm service from Merced to YV
07	1,155	159	13.77%	Outbound 6:20am service from Midpines to Merce
08	1,705	644	37.77%	Outbound 9:32am service from YV to Merced
09	96	10	10.42%	Outbound 3:40pm service from YV to Merced
09	1,705	1,157	67.86%	Outbound 3:40pm service from YV to Merced
10	1,705	361	21.17%	Outbound 4:25pm service from YV to Mariposa
11	1,746	387	22.16%	Outbound 4:55pm service from YV to Merced
12	1,650	283	17.15%	Outbound 5:45pm service from YV to Merced
Total	19,627	6,125	31.21%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
04	144	48	33.33%	Inbound 10:20 am service from Merced to YV
01C.5	1,155	442	38.27%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,155	375	32.47%	Inbound 5:58am service from Catheys Valley to YV
03	1,155	373	32.29%	Inbound 6:45am service from Merced to YV
04	1,196	487	40.72%	Inbound 10:20am service from Merced to YV
05	1,155	247	21.39%	Inbound 1:20pm service from Merced to YV
06	1,155	336	29.09%	Inbound 4:30pm service from Merced to YV
07	1,155	159	13.77%	Outbound 6:20am service from Midpines to Merced
08	1,155	428	37.06%	Outbound 9:32am service from YV to Merced
09	96	10	10.42%	Outbound 3:40pm service from YV to Merced
09	1,155	834	72.21%	Outbound 3:40pm service from YV to Merced
10	1,155	262	22.68%	Outbound 4:25pm service from YV to Mariposa
11	1,196	296	24.75%	Outbound 4:55pm service from YV to Merced
12	1,155	209	18.10%	Outbound 5:45pm service from YV to Merced
Total	14,182	4,506	31.77%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	550	11	2.00%	Inbound 5:58am service from Catheys Valley to YV
02C.5	550	135	24.55%	Inbound 5:58am service from Catheys Valley to YV
03	550	175	31.82%	Inbound 6:45am service from Merced to YV
03	550	21	3.82%	Inbound 6:45am service from Merced to YV
04	550	264	48.00%	Inbound 10:20am service from Merced to YV
04	550	28	5.09%	Inbound 10:20am service from Merced to YV
05	550	61	11.09%	Inbound 1:20pm service from Merced to YV
05	550	17	3.09%	Inbound 1:20pm service from Merced to YV
06	550	8	1.45%	Inbound 4:30pm service from Merced to YV
06	550	96	17.45%	Inbound 4:30pm service from Merced to YV
08	550	12	2.18%	Outbound 9:32am service from YV to Merced
08	550	204	37.09%	Outbound 9:32am service from YV to Merced
09	550	301	54.73%	Outbound 3:40pm service from YV to Merced
09	550	22	4.00%	Outbound 3:40pm service from YV to Merced
10	550	89	16.18%	Outbound 4:25pm service from YV to Mariposa
10	550	10	1.82%	Outbound 4:25pm service from YV to Mariposa
11	550	86	15.64%	Outbound 4:55pm service from YV to Merced
11	550	5	0.91%	Outbound 4:55pm service from YV to Merced
12	495	15	3.03%	Outbound 5:45pm service from YV to Merced
12	495	59	11.92%	Outbound 5:45pm service from YV to Merced
Total	10,890	1,619	14.87%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
04	144	3	2.08%	Inbound 10:20 am service from Merced to YV
01C.5	1,155	442	38.27%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,705	521	30.56%	Inbound 5:58am service from Catheys Valley to YV
03	1,705	562	32.96%	Inbound 6:45am service from Merced to YV
04	1,746	500	28.64%	Inbound 10:20am service from Merced to YV
05	1,705	235	13.78%	Inbound 1:20pm service from Merced to YV
06	1,705	325	19.06%	Inbound 4:30pm service from Merced to YV
07	1,155	152	13.16%	Outbound 6:20am service from Midpines to Merced
08	1,705	464	27.21%	Outbound 9:32am service from YV to Merced
09	96	8	8.33%	Outbound 3:40pm service from YV to Merced
09	1,705	940	55.13%	Outbound 3:40pm service from YV to Merced
10	1,705	360	21.11%	Outbound 4:25pm service from YV to Mariposa
11	1,746	382	21.88%	Outbound 4:55pm service from YV to Merced
12	1,650	266	16.12%	Outbound 5:45pm service from YV to Merced
Total	19,627	5,160	26.29%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
04	144	3	2.08%	Inbound 10:20 am service from Merced to YV
01C.5	1,155	442	38.27%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,155	375	32.47%	Inbound 5:58am service from Catheys Valley to YV
03	1,155	367	31.77%	Inbound 6:45am service from Merced to YV
04	1,196	317	26.51%	Inbound 10:20am service from Merced to YV
05	1,155	181	15.67%	Inbound 1:20pm service from Merced to YV
06	1,155	257	22.25%	Inbound 4:30pm service from Merced to YV
07	1,155	152	13.16%	Outbound 6:20am service from Midpines to Merced
08	1,155	294	25.45%	Outbound 9:32am service from YV to Merced
09	96	8	8.33%	Outbound 3:40pm service from YV to Merced
09	1,155	672	58.18%	Outbound 3:40pm service from YV to Merced
10	1,155	261	22.60%	Outbound 4:25pm service from YV to Mariposa
11	1,196	295	24.67%	Outbound 4:55pm service from YV to Merced
12	1,155	195	16.88%	Outbound 5:45pm service from YV to Merced
Total	14,182	3,819	26.93%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	550	11	2.00%	Inbound 5:58am service from Catheys Valley to YV
02C.5	550	135	24.55%	Inbound 5:58am service from Catheys Valley to YV
03	550	174	31.64%	Inbound 6:45am service from Merced to YV
03	550	21	3.82%	Inbound 6:45am service from Merced to YV
04	550	164	29.82%	Inbound 10:20am service from Merced to YV
04	550	19	3.45%	Inbound 10:20am service from Merced to YV
05	550	45	8.18%	Inbound 1:20pm service from Merced to YV
05	550	9	1.64%	Inbound 1:20pm service from Merced to YV
06	550	2	0.36%	Inbound 4:30pm service from Merced to YV
06	550	66	12.00%	Inbound 4:30pm service from Merced to YV
08	550	8	1.45%	Outbound 9:32am service from YV to Merced
08	550	162	29.45%	Outbound 9:32am service from YV to Merced
09	550	251	45.64%	Outbound 3:40pm service from YV to Merced
09	550	17	3.09%	Outbound 3:40pm service from YV to Merced
10	550	89	16.18%	Outbound 4:25pm service from YV to Mariposa
10	550	10	1.82%	Outbound 4:25pm service from YV to Mariposa
11	550	82	14.91%	Outbound 4:55pm service from YV to Merced
11	550	5	0.91%	Outbound 4:55pm service from YV to Merced
12	495	15	3.03%	Outbound 5:45pm service from YV to Merced
12	495	56	11.31%	Outbound 5:45pm service from YV to Merced
Total	10,890	1,341	12.31%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 12/1/2013 through 12/31/2013.

Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	37	271	26	18	12	2	76	0	442
02C.5	39	214	18	108	12	4	126	0	521
03	9	31	18	375	15	49	65	7	569
04	0	0	18	412	20	28	25	324	827
05	0	0	6	186	4	8	31	90	325
06	0	0	11	202	6	8	98	115	440
07	0	0	8	42	3	4	95	7	159
08	3	13	15	340	13	17	63	180	644
09	18	213	42	500	30	32	113	219	1167
10	6	140	22	114	4	23	51	1	361
11	10	61	34	197	14	8	58	5	387
12	7	66	1	155	4	3	30	17	283
Total	129	1,009	219	2,649	137	186	831	965	6,125
Percent	2.11%	16.47%	3.58%	43.25%	2.24%	3.04%	13.57%	15.76%	100.00%

Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	37	271	26	18	12	2	76	0	442
02C.5	34	181	8	54	11	3	84	0	375
03	9	31	5	223	9	28	62	6	373
04	0	0	17	260	9	18	16	215	535
05	0	0	3	147	1	7	23	66	247
06	0	0	9	145	0	5	98	79	336
07	0	0	8	42	3	4	95	7	159
08	3	4	9	224	6	10	38	134	428
09	16	206	23	289	19	21	106	164	844
10	6	128	11	55	2	23	36	1	262
11	10	55	34	133	12	7	44	1	296
12	4	61	0	103	0	2	25	14	209
Total	119	937	153	1,693	84	130	703	687	4,506
Percent	2.64%	20.79%	3.40%	37.57%	1.86%	2.89%	15.60%	15.25%	100.00%

Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02C.5	5	33	10	54	1	1	42	0	146
03	0	0	13	152	6	21	3	1	196
04	0	0	1	152	11	10	9	109	292
05	0	0	3	39	3	1	8	24	78
06	0	0	2	57	6	3	0	36	104
08	0	9	6	116	7	7	25	46	216
09	2	7	19	211	11	11	7	55	323
10	0	12	11	59	2	0	15	0	99
11	0	6	0	64	2	1	14	4	91
12	3	5	1	52	4	1	5	3	74
Total	10	72	66	956	53	56	128	278	1,619
Percent	0.62%	4.45%	4.08%	59.05%	3.27%	3.46%	7.91%	17.17%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	37	271	26	18	12	2	76	442
02C.5	39	214	18	108	12	4	126	521
03	9	31	18	375	15	49	65	562
04	0	0	18	412	20	28	25	503
05	0	0	6	186	4	8	31	235
06	0	0	11	202	6	8	98	325
07	0	0	8	42	3	4	95	152
08	3	13	15	340	13	17	63	464
09	18	213	42	500	30	32	113	948
10	6	140	22	114	4	23	51	360
11	10	61	34	197	14	8	58	382
12	7	66	1	155	4	3	30	266
Total	129	1,009	219	2,649	137	186	831	5,160
Percent	2.50%	19.55%	4.24%	51.34%	2.66%	3.60%	16.10%	100.00%

Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	37	271	26	18	12	2	76	442
02C.5	34	181	8	54	11	3	84	375
03	9	31	5	223	9	28	62	367
04	0	0	17	260	9	18	16	320
05	0	0	3	147	1	7	23	181
06	0	0	9	145	0	5	98	257
07	0	0	8	42	3	4	95	152
08	3	4	9	224	6	10	38	294
09	16	206	23	289	19	21	106	680
10	6	128	11	55	2	23	36	261
11	10	55	34	133	12	7	44	295
12	4	61	0	103	0	2	25	195
Total	119	937	153	1,693	84	130	703	3,819
Percent	3.12%	24.54%	4.01%	44.33%	2.20%	3.40%	18.41%	100.00%

Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02C.5	5	33	10	54	1	1	42	146
03	0	0	13	152	6	21	3	195
04	0	0	1	152	11	10	9	183
05	0	0	3	39	3	1	8	54
06	0	0	2	57	6	3	0	68
08	0	9	6	116	7	7	25	170
09	2	7	19	211	11	11	7	268
10	0	12	11	59	2	0	15	99
11	0	6	0	64	2	1	14	87
12	3	5	1	52	4	1	5	71
Total	10	72	66	956	53	56	128	1,341
Percent	0.75%	5.37%	4.92%	71.29%	3.95%	4.18%	9.55%	100.00%

OPERATING STATISTICS

REVENUE MILES December 01 - December 31 2013

From December 01 through December 31, 2013 VIA HWY 140 operated a total of 27,853 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Catheys Valley	01C.5	21	69	1,449
	Catheys Valley	02C.5	21	69	1,449
	Merced	03	21	87	1,827
	Merced	04	23	87	2,001
	Merced	05	21	87	1,827
	Merced	06	21	87	1,827
	Midpines	07	21	51	1,071
	Yosemite	08	21	87	1,827
	Yosemite	09	21	87	1,827
	Yosemite	10	21	55	1,155
	Yosemite	11	21	87	1,827
	Yosemite	12	21	87	1,827
Total Mileage					19,914

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	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	8	87	696
Total Mileage					7,293

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					28,027
Nonchargeable YARTS runs 5 and 9					-174
Nonchargeable YARTS extras					0
YARTS Total					27,853

REVENUE HOURS

From December 01 through December 31, 2013 VIA HWY 140 provided a total of 1,055.4 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Catheys Valley	01C.5	21	2.30	48.30
	Catheys Valley	02C.5	21	2.30	48.30
	Merced	03	21	3.20	67.20
	Merced	04	23	3.50	80.50
	Merced	05	21	2.80	58.80
	Merced	06	21	3.90	81.90
	Midpines	07	21	2.20	46.20
	Yosemite	08	21	3.80	79.80
	Yosemite	09	21	3.20	67.20
	Yosemite	10	21	2.00	42.00
	Yosemite	11	21	3.20	67.20
	Yosemite	12	21	3.20	67.20
Total Hours					754.60

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	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	8	3.20	25.60
Total Hours					276.70

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	3.20	3.20
	Yosemite	10	1	2.00	2.00
	Yosemite	11	1	3.20	3.20
	Yosemite	12	1	3.20	3.20
Total Hours					31.10
Grand Total					1,062.40
Nonchargeable YARTS runs 5 and 9					-7.00
Nonchargeable YARTS extras					0.00
YARTS Total					1,055.40

Passengers Left / Wheelchair Usage

Bus Full / # of Passengers Left

Run Date	Route	Total
12/27/2013	09	10
12/27/2013	04	15
	Grand Total	25

Wheel Chair

Run Date	Route	Total
12/28/2013	04	1
12/29/2013	11	2
	Grand Total	3

ACCIDENTS/INCIDENTS

There were no vehicular accidents on any YARTS runs for the month of December 1-31, 2013.

ROAD CALLS

There was one (1) road call for the period of December 1-31, 2013. On December 8th, Run 2 stalled in Midpines at the Bug Hostel Resort due to a mechanical issue. The fleet staff was able to get the bus running after a 45 minute delay.

SERVICE DELAYS

There were twelve (12) service delays during the month of December 1-31, 2013. Total on time service for all corridors was **98.50%**.

12/04/13	Run 6	Service delayed 1 hour due to a mechanical issue (1st mechanical).
12/06/13	Run 3	Service delayed 40 minutes due to an operational issue (see missed runs).
12/07/13	Run 11	Service delayed 1 hour due to inclement weather (snow).
12/08/13	Run 2	Service delayed 45 minutes due to a mechanical issue (2nd mechanical- see road calls).
12/09/13	Run 2	Service delayed 1 hour due to an operational issue (see missed runs).
12/09/13	Run 1	Service delayed 30 minutes at Yosemite gate due to icy roads.
12/09/13	Run 8	Service delayed 15 minutes from Yosemite due to icy roads.
12/10/13	Run 5	Service delayed 20 minutes at Yosemite gate due to icy conditions.
12/10/13	Run 11	Service delayed 1 hour due to a mechanical issue (3rd mechanical).
12/11/13	Run 11	Service delayed 30 minutes from Yosemite due to icy conditions.
12/23/14	Run 4	Service delayed 30 minutes at Bryceburg due to a car accident.
12/27/13	Run 4	Service delayed 1 hour due to an influx of Amtrak passengers at Amtrak.

MISSED RUNS

There were two (2) missed VIA YARTS trips during the period of December 1-31, 2013.

12/06/13	Run 3	Service delayed 40 minutes due to an operational issue.
12/09/13	Run 2	Service delayed 1 hour due to an operational issue.

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 **121** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from December 1-31, 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

96	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.
1	Calls received on park information (lodging, tours, camping, etc.)
19	Miscellaneous calls (lost & found, hang up calls, etc.)
0	Calls received as customer complaints.
121	Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There was one (1) customer complaint received by email during the month of December 1-31, 2013.

12/9/13 Customer claimed to have a medical condition that makes him prone to muscle spasms, When the bus arrived, he said was not the first to enter and was forced to stand with his back to the open door, where the cool air put him in jeopardy of a back spasm. He asked the driver to close the door (on his back), but the driver indicated that there was a potential for the door hitting him so the door was closed after one of the customers finished and moved out of the way.

The customer said that he had an Amtrak reservation, but only had a number, no e-ticket. The driver was not able to confirm that the ticket claim was valid and charged the rider \$6 for the ride to Merced. Rider claimed the driver did not accompany him into the station to get ticket and refund the money.

Also, the rider complained that the driver was driving too slowly for the conditions because he was tapping his brakes to slow for what appeared to be a drunk driver.

Follow up showed that the driver didn't close the door for the passenger's safety. The customer was waiting for passengers to disembark, then waiting his turn in line to board the bus. The driver said the door would have smashed into the customer, so he had to wait until the line was clear and the passenger was totally inside before closing the door.

The driver also did go inside Amtrak to retrieve the ticket, however said the rider left the bus immediately and directly boarded the train without going inside himself; so he may not have seen the driver go inside. The driver did sign in at Amtrak which affirms that he went inside the station.

As for the “braking for a drunk driver”, and “driving too slowly for conditions”, that is totally acceptable safety protocol, and normally not a complaint issue. Most riders appreciate drivers who are paying attention and avoiding problems by braking appropriately and slowing down when needed. VIA Operations defers to the driver on whether they need to slow down to safely maneuver the bus on any route at any time. They are the professionals on site and are the ones who are aware of the possible issues that may be arising as they are driving. YARTS drivers are trained to have good judgment and make good safety decisions. So if the driver was slowing down, there was certainly a need to do so as a safety precaution in his professional judgment.

Wheel Chair Requests

There were four (4) wheelchair requests filled for the month of December 1-31, 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.