VIA ADVENTURES, INC.

December 12, 2016

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

RE: YARTS Monthly Report November 01-30, 2016

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, 2016.

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 11/1/2016 to 11/30/2016

A total of 4,900 passengers were carried on the HWY 140 system by VIA. Of these, 629 were Amtrak passengers utilizing the YARTS service.

Ridership - All

Date	Armrk Emp	NPS	Other	Total Employees	Adult Paid	Sr/Child Paid	Commuter Paid	Child Free	Amtrak Paid	Total Paid	Total
11/1/2016	0	9	0	9	30	4	15	0	19	68	77
11/2/2016	0	35	3	38	81	4	40	0	10	135	173
11/3/2016	7	17	0	24	69	6	45	0	27	147	171
11/4/2016	5	16	0	21	67	8	26	0	21	122	143
11/5/2016	0	0	6	6	53	0	14	0	14	81	87
11/6/2016	0	1	0	1	66	9	13	0	17	105	106
11/7/2016	0	22	0	22	75	8	66	0	20	169	191
11/8/2016	7	25	0	32	60	5	26	2	11	102	136
11/9/2016	0	12	0	12	56	3	81	1	27	167	180
11/10/2016	1	4	0	5	48	11	53	2	26	138	145
11/11/2016	0	1	0	1	63	4	28	1	22	117	119
11/12/2016	0	1	0	1	63	3	18	1	24	108	110
11/13/2016	0	1	0	1	61	4	11	4	20	96	101
11/14/2016	1	38	3	42	53	9	50	0	31	143	185
11/15/2016	2	35	3	40	68	5	33	1	14	120	161
11/16/2016	2	40	0	42	50	4	35	1	17	106	149
11/17/2016	0	9	0	9	58	2	25	1	10	95	105
11/18/2016	0	29	0	29	63	4	17	0	13	97	126
11/19/2016	0	1	0	1	76	7	22	4	12	117	122
11/20/2016	0	3	4	7	48	5	20	4	27	100	111
11/21/2016	1	14	5	20	73	9	58	4	19	159	183
11/22/2016	0	18	8	26	130	15	67	6	13	225	257
11/23/2016	5	14	3	22	112	20	36	13	20	188	223
11/24/2016	0	0	6	6	110	4	9	0	41	164	170
11/25/2016	0	5	0	5	197	6	24	6	42	269	280
11/26/2016	0	1	30	31	148	2	18	6	35	203	240
11/27/2016	0	1	4	5	136	10	49	3	41	236	244
11/28/2016	0	38	0	38	111	15	43	2	11	180	220
11/29/2016	3	5	2	10	106	9	52	5	11	178	193
11/30/2016	0	30	0	30	92	9	45	2	14	160	192
Total	34	425	77	536	2,423	204	1,039	69	629	4,295	4,900
Percent	0.69%	8.67%	1.57%	10.94%	49.45%	4.16%	21.20%	1.41%	12.84%	87.65%	100.00%

From 11/1/2016 to 11/30/2016

Ridership Excluding Amtrak

Date	Armrk	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
11/1/2016	0	9	0	9	30	15	0	4	49	58
11/2/2016	0	35	3	38	81	40	0	4	125	163
11/3/2016	7	17	0	24	69	45	0	6	120	144
11/4/2016	5	16	0	21	67	26	0	8	101	122
11/5/2016	0	0	6	6	53	14	0	0	67	73
11/6/2016	0	1	0	1	66	13	0	9	88	89
11/7/2016	0	22	0	22	75	66	0	8	149	171
11/8/2016	7	25	0	32	60	26	2	5	91	125
11/9/2016	0	12	0	12	56	81	1	3	140	153
11/10/2016	1	4	0	5	48	53	2	11	112	119
11/11/2016	0	1	0	1	63	28	1	4	95	97
11/12/2016	0	1	0	1	63	18	1	3	84	86
11/13/2016	0	1	0	1	61	11	4	4	76	81
11/14/2016	1	38	3	42	53	50	0	9	112	154
11/15/2016	2	35	3	40	68	33	1	5	106	147
11/16/2016	2	40	0	42	50	35	1	4	89	132
11/17/2016	0	9	0	9	58	25	1	2	85	95
11/18/2016	0	29	0	29	63	17	0	4	84	113
11/19/2016	0	1	0	1	76	22	4	7	105	110
11/20/2016	0	3	4	7	48	20	4	5	73	84
11/21/2016	1	14	5	20	73	58	4	9	140	164
11/22/2016	0	18	8	26	130	67	6	15	212	244
11/23/2016	5	14	3	22	112	36	13	20	168	203
11/24/2016	0	0	6	6	110	9	0	4	123	129
11/25/2016	0	5	0	5	197	24	6	6	227	238
11/26/2016	0	1	30	31	148	18	6	2	168	205
11/27/2016	0	1	4	5	136	49	3	10	195	203
11/28/2016	0	38	0	38	111	43	2	15	169	209
11/29/2016	3	5	2	10	106	52	5	9	167	182
11/30/2016	0	30	0	30	92	45	2	9	146	178
Total	34	425	77	536	2,423	1,039	69	204	3,666	4,271
Percent	0.80%	9.95%	1.80%	12.55%	56.73%	24.33%	1.62%	4.78%	85.83%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Airport	20	0.41%
Amtrak	667	13.61%
Barium Mine Rd	49	1.00%
Bug Hostel	223	4.55%
Catheys Valley	57	1.16%
Cedar Lodge	132	2.69%
El Portal PO	98	2.00%
Half Dome Villag	322	6.57%
KOA	24	0.49%
Mall (PG&E)	1	0.02%
Mariposa Park &	352	7.18%
Merced College	61	1.24%
Merced Mall/Targ	49	1.00%
MidPines	147	3.00%
MPMidtown	144	2.94%
MPPO	208	4.24%
NPS Maintenance	118	2.41%
Other	4	0.08%
Roadside Rest	374	7.63%
The Majestic Hote	111	2.27%
Transpo	169	3.45%
UC Merced	21	0.43%
Yaqui Gulch	6	0.12%
Yosemite Valley L	471	9.61%
YosVCenter	652	13.31%
YV Lodge	420	8.57%

Pick-up Location	Riders	Percentage
Totals	4900	100.00%

LOAD FACTOR ANALYSIS : 11/1/2016 - 11/30/2016

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 11/1/2016 through 11/30/2016. 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	980	306	31.22%	Inbound 5:28am service from Catheys Valley to Y
02C.5	1,470	545	37.07%	Inbound 5:58am service from Catheys Valley to Y
03	931	355	38.13%	Inbound 6:45am service from Merced to YV
04	1,470	538	36.60%	Inbound 10:20am service from Merced to YV
05	1,470	279	18.98%	Inbound 1:20pm service from Merced to YV
06	1,470	445	30.27%	Inbound 4:30pm service from Merced to YV
07	980	175	17.86%	Outbound 6:20am service from Midpines to Merce
08	1,470	541	36.80%	Outbound 9:32am service from YV to Merced
09	1,470	787	53.54%	Outbound 3:40pm service from YV to Merced
10	980	213	21.73%	Outbound 4:15pm service from YV to Mariposa
11	1,470	358	24.35%	Outbound 4:35pm service from YV to Merced
12	1,470	358	24.35%	Outbound 5:45pm service from YV to Merced
Total	15,631	4,900	31.35%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	980	306	31.22%	Inbound 5:28am service from Catheys Valley to YV
02C.5	980	317	32.35%	Inbound 5:58am service from Catheys Valley to YV
03	931	355	38.13%	Inbound 6:45am service from Merced to YV
04	980	287	29.29%	Inbound 10:20am service from Merced to YV
05	980	190	19.39%	Inbound 1:20pm service from Merced to YV
06	980	338	34.49%	Inbound 4:30pm service from Merced to YV
07	980	175	17.86%	Outbound 6:20am service from Midpines to Merced
08	980	358	36.53%	Outbound 9:32am service from YV to Merced
09	980	577	58.88%	Outbound 3:40pm service from YV to Merced
10	931	153	16.43%	Outbound 4:15pm service from YV to Mariposa
11	980	218	22.24%	Outbound 4:35pm service from YV to Merced
12	980	216	22.04%	Outbound 5:45pm service from YV to Merced
Total	11,662	3,490	29.93%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	490	44	8.98%	Inbound 5:58am service from Catheys Valley to YV
02C.5	490	184	37.55%	Inbound 5:58am service from Catheys Valley to YV
04	490	179	36.53%	Inbound 10:20am service from Merced to YV
04	490	72	14.69%	Inbound 10:20am service from Merced to YV
05	490	64	13.06%	Inbound 1:20pm service from Merced to YV
05	490	25	5.10%	Inbound 1:20pm service from Merced to YV
06	490	17	3.47%	Inbound 4:30pm service from Merced to YV
06	490	90	18.37%	Inbound 4:30pm service from Merced to YV
08	490	42	8.57%	Outbound 9:32am service from YV to Merced
08	490	141	28.78%	Outbound 9:32am service from YV to Merced
09	490	169	34.49%	Outbound 3:40pm service from YV to Merced
09	490	41	8.37%	Outbound 3:40pm service from YV to Merced
10	49	60	122.45%	Outbound 4:15pm service from YV to Mariposa
11	490	117	23.88%	Outbound 4:35pm service from YV to Merced
11	490	23	4.69%	Outbound 4:35pm service from YV to Merced
12	490	25	5.10%	Outbound 5:45pm service from YV to Merced
12	490	117	23.88%	Outbound 5:45pm service from YV to Merced
Total	7,889	1,410	17.87%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	980	306	31.22%	Inbound 5:28am service from Catheys Valley to Y V
02C.5	1,470	536	36.46%	Inbound 5:58am service from Catheys Valley to Y V
03	931	348	37.38%	Inbound 6:45am service from Merced to YV
04	1,470	373	25.37%	Inbound 10:20am service from Merced to YV
05	1,470	199	13.54%	Inbound 1:20pm service from Merced to YV
06	1,470	376	25.58%	Inbound 4:30pm service from Merced to YV
07	980	173	17.65%	Outbound 6:20am service from Midpines to Merc ed
08	1,470	418	28.44%	Outbound 9:32am service from YV to Merced
09	1,470	674	45.85%	Outbound 3:40pm service from YV to Merced
10	980	200	20.41%	Outbound 4:15pm service from YV to Mariposa
11	1,470	348	23.67%	Outbound 4:35pm service from YV to Merced
12	1,470	320	21.77%	Outbound 5:45pm service from YV to Merced
Total	15,631	4,271	27.32%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	980	306	31.22%	Inbound 5:28am service from Catheys Valley to YV
02C.5	980	315	32.14%	Inbound 5:58am service from Catheys Valley to YV
03	931	348	37.38%	Inbound 6:45am service from Merced to YV
04	980	193	19.69%	Inbound 10:20am service from Merced to YV
05	980	135	13.78%	Inbound 1:20pm service from Merced to YV
06	980	291	29.69%	Inbound 4:30pm service from Merced to YV
07	980	173	17.65%	Outbound 6:20am service from Midpines to Merced
08	980	283	28.88%	Outbound 9:32am service from YV to Merced
09	980	512	52.24%	Outbound 3:40pm service from YV to Merced
10	931	153	16.43%	Outbound 4:15pm service from YV to Mariposa
11	980	217	22.14%	Outbound 4:35pm service from YV to Merced
12	980	188	19.18%	Outbound 5:45pm service from YV to Merced
Total	11,662	3,114	26.70%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	490	44	8.98%	Inbound 5:58am service from Catheys Valley to YV
02C.5	490	177	36.12%	Inbound 5:58am service from Catheys Valley to YV
04	490	141	28.78%	Inbound 10:20am service from Merced to YV
04	490	39	7.96%	Inbound 10:20am service from Merced to YV
05	490	46	9.39%	Inbound 1:20pm service from Merced to YV
05	490	18	3.67%	Inbound 1:20pm service from Merced to YV
06	490	17	3.47%	Inbound 4:30pm service from Merced to YV
06	490	68	13.88%	Inbound 4:30pm service from Merced to YV
08	490	32	6.53%	Outbound 9:32am service from YV to Merced
08	490	103	21.02%	Outbound 9:32am service from YV to Merced
09	490	134	27.35%	Outbound 3:40pm service from YV to Merced
09	490	28	5.71%	Outbound 3:40pm service from YV to Merced
10	49	47	95.92%	Outbound 4:15pm service from YV to Mariposa
11	490	108	22.04%	Outbound 4:35pm service from YV to Merced
11	490	23	4.69%	Outbound 4:35pm service from YV to Merced
12	490	25	5.10%	Outbound 5:45pm service from YV to Merced
12	490	107	21.84%	Outbound 5:45pm service from YV to Merced
Total	7,889	1,157	14.67%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 11/1/2016 through 11/30/2016.

Daily - All Routes

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	8	149	1	73	2	0	73	0	306
02C.5	8	80	6	241	12	12	177	9	545
03	0	43	1	198	4	36	66	7	355
04	0	1	9	303	14	22	24	165	538
05	0	0	2	149	8	23	17	80	279
06	0	0	8	203	1	12	152	69	445
07	0	1	0	59	0	2	111	2	175
08	1	2	3	316	1	32	63	123	541
09	4	82	35	372	9	34	138	113	787
10	3	34	8	110	2	3	40	13	213
11	9	22	2	203	4	10	98	10	358
12	1	11	2	196	12	18	80	38	358
Total	34	425	77	2,423	69	204	1,039	629	4,900
Percent	0.69%	8.67%	1.57%	49.45%	1.41%	4.16%	21.20%	12.84%	100.00%

Weekdays

Run	Aramrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	8	149	1	73	2	0	73	0	306
02C.5	8	74	2	102	10	5	114	2	317
03	0	43	1	198	4	36	66	7	355
04	0	0	3	155	7	15	13	94	287
05	0	0	2	107	2	14	10	55	190
06	0	0	2	155	0	10	124	47	338
07	0	1	0	59	0	2	111	2	175
08	1	2	1	213	0	28	38	75	358
09	4	82	3	279	9	26	109	65	577
10	3	34	8	65	0	3	40	0	153
11	9	20	2	97	2	6	81	1	218
12	1	10	2	96	10	11	58	28	216
Total	34	415	27	1,599	46	156	837	376	3,490
Percent	0.97%	11.89%	0.77%	45.82%	1.32%	4.47%	23.98%	10.77%	100.00%

Weekends/Holidays

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02C.5	0	6	4	139	2	7	63	7	228
04	0	1	6	148	7	7	11	71	251
05	0	0	0	42	6	9	7	25	89
06	0	0	6	48	1	2	28	22	107
08	0	0	2	103	1	4	25	48	183
09	0	0	32	93	0	8	29	48	210
10	0	0	0	45	2	0	0	13	60
11	0	2	0	106	2	4	17	9	140
12	0	1	0	100	2	7	22	10	142
Total	0	10	50	824	23	48	202	253	1,410
Percent	0.00%	0.71%	3.55%	58.44%	1.63%	3.40%	14.33%	17.94%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	8	149	1	73	2	0	73	306
02C.5	8	80	6	241	12	12	177	536
03	0	43	1	198	4	36	66	348
04	0	1	9	303	14	22	24	373
05	0	0	2	149	8	23	17	199
06	0	0	8	203	1	12	152	376
07	0	1	0	59	0	2	111	173
08	1	2	3	316	1	32	63	418
09	4	82	35	372	9	34	138	674
10	3	34	8	110	2	3	40	200
11	9	22	2	203	4	10	98	348
12	1	11	2	196	12	18	80	320
Total	34	425	77	2,423	69	204	1,039	4,271
Percent	0.80%	9.95%	1.80%	56.73%	1.62%	4.78%	24.33%	100.00%

Weekdays

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	8	149	1	73	2	0	73	306
02C.5	8	74	2	102	10	5	114	315
03	0	43	1	198	4	36	66	348
04	0	0	3	155	7	15	13	193
05	0	0	2	107	2	14	10	135
06	0	0	2	155	0	10	124	291
07	0	1	0	59	0	2	111	173
08	1	2	1	213	0	28	38	283
09	4	82	3	279	9	26	109	512
10	3	34	8	65	0	3	40	153
11	9	20	2	97	2	6	81	217
12	1	10	2	96	10	11	58	188
Total	34	415	27	1,599	46	156	837	3,114
Percent	1.09%	13.33%	0.87%	51.35%	1.48%	5.01%	26.88%	100.00%

Weekends/Holidays

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02C.5	0	6	4	139	2	7	63	221
04	0	1	6	148	7	7	11	180
05	0	0	0	42	6	9	7	64
06	0	0	6	48	1	2	28	85
08	0	0	2	103	1	4	25	135
09	0	0	32	93	0	8	29	162
10	0	0	0	45	2	0	0	47
11	0	2	0	106	2	4	17	131
12	0	1	0	100	2	7	22	132
Total	0	10	50	824	23	48	202	1,157
Percent	0.00%	0.86%	4.32%	71.22%	1.99%	4.15%	17.46%	100.00%

OPERATING STATISTICS

REVENUE MILES 11/1/2016 - 11/30/2016

From 11/1/2016 through 11/30/2016 VIA HWY 140 operated a total of 25,493 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Catheys Valley	01C.5	20	69	1,380
	Catheys Valley	02C.5	20	69	1,380
	Merced	03	19	87	1,653
	Merced	04	20	87	1,740
	Merced	05	20	87	1,740
	Merced	06	20	87	1,740
	Midpines	07	20	51	1,020
	Yosemite	08	20	87	1,740
	Yosemite	09	20	87	1,740
	Yosemite	10	19	55	1,045
	Yosemite	11	20	87	1,740
	Yosemite	12	20	87	1,740
				Total Mileage	**18,658**

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Catheys Valley	02C.5	8	69	552
	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	1	55	55
	Yosemite	11	8	87	696
	Yosemite	12	8	87	696
				Total Mileage	**5,479**

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Holidays					
	Catheys Valley	02C.5	2	69	138
	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	11	2	87	174
	Yosemite	12	2	87	174
				Total Mileage	**1,356**
				Grand Total	**25,493**
				Nonchargeable YARTS runs 5 and 9	**0**
				Nonchargeable YARTS extras	**0**
				YARTS Total	**25,493**

REVENUE HOURS

From 11/1/2016 through 11/30/2016 VIA HWY 140 provided a total of 970.80 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Catheys Valley	01C.5	20	2.30	46.00
	Catheys Valley	02C.5	20	2.30	46.00
	Merced	03	19	3.20	60.80
	Merced	04	20	3.50	70.00
	Merced	05	20	2.80	56.00
	Merced	06	20	3.90	78.00
	Midpines	07	20	2.20	44.00
	Yosemite	08	20	3.80	76.00
	Yosemite	09	20	3.30	66.00
	Yosemite	10	19	2.00	38.00
	Yosemite	11	20	3.20	64.00
	Yosemite	12	20	3.20	64.00
				Total Hours	**708.80**

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Catheys Valley	02C.5	8	2.30	18.40
	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	3.30	26.40
	Yosemite	10	1	2.00	2.00
	Yosemite	11	8	3.20	25.60
	Yosemite	12	8	3.20	25.60
				Total Hours	**210.00**

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Holidays					
	Catheys Valley	02C.5	2	2.30	4.60
	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	3.30	6.60
	Yosemite	11	2	3.20	6.40
	Yosemite	12	2	3.20	6.40
				Total Hours	**52.00**
				Grand Total	**970.80**
				Nonchargeable YARTS runs 5 and 9	**0.00**
				Nonchargeable YARTS extras	**0.00**
				YARTS Total	**970.80**

Wheelchair Usage

Run Date	Route	Total
11/21/2016	08	1
	Grand Total	**1**

Passengers Left

Run Date	Route	Total
	Grand Total	0

ACCIDENTS/INCIDENTS
There were zero (0) YARTS accidents for the month of November 01-30, 2016.

ROAD CALLS
There were four (4) road calls for the period of November 1-30, 2016.

11/08/16	Run 7	Run delayed 20 minutes en route due to mechanical issue.
11/20/16	Run 4	Run delayed 1 hour en route due to mechanical issue.
11/23/16	Run 10	Run delayed 20 minutes en route due to mechanical issue.
11/27/16	Run 4	Run delayed 20 minutes en route due to mechanical issue.

SERVICE DELAYS

There were eight (8) service delays during the month of November 1-30, 2016. Total on time service for all corridors was 97.53%.

Hwy 140

11/05/16	Run 5	Ran off schedule due to operational issue. See missed runs.
11/08/16	Run 7	Run delayed 20 minutes en route due to mechanical issue.
11/11/16	Run 4	Run delayed 30 minutes due to operational issue. See missed runs.
11/20/16	Run 4	Run delayed 1 hour en route due to mechanical issue.
11/23/16	Run 10	Run delayed 20 minutes en route due to mechanical issue.
11/26/16	Run 3	Run did not run due to operational issue. See missed runs.
11/26/16	Run 9	Run delayed 30 minutes due to operational issue. See missed runs.
11/27/16	Run 4	Run delayed 20 minutes en route due to mechanical issue.

Hwy 41

Not in service November 1-30, 2016.

Hwy 120/395 Mammoth

Not in service November 1-30, 2016.

Hwy 120 Sonora

Not in service November 1-30, 2016.

MISSED RUNS
There were four (4) missed YARTS trips during the period of November 1-30, 2016.

Hwy 140

11/05/16	Run 5	Ran off schedule due to operational issue.
11/11/16	Run 4	Run delayed 30 minutes due to operational issue.
11/26/16	Run 3	Run did not run due to operational issue.
11/26/16	Run 9	Run delayed 30 minutes due to operational issue.

Hwy 41

Not in service November 1-30, 2016.

Mammoth Routes
Not in service November 1-30, 2016.

Sonora Routes
Not in service November 1-30, 2016.

EXTRA RUNS
There were no extra runs during the month of November 1-30, 2016.

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. Maintenance reports are submitted to YARTS Transit Manager for all service and repairs.

CUSTOMER SERVICE
A total of 199 YARTS customer inquiry calls were received in the VIA YARTS offices during the period from November 1-30, 2016. 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

143	Calls received on schedule issues and questions for Hwy 140 Corridor
39	Calls received on Fresno HWY 41 schedule information.
2	Calls received on Mammoth Lake schedule information.
2	Calls received on Sonora/Groveland schedule information.
13	Calls received on park information (lodging, tours, camping, etc.)
0	Miscellaneous calls (lost & found, hang up calls, etc.)
0	Calls received as customer complaints.

199 Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There was one (1) complaint received during the month of November 1-30, 2016 by phone. When complaints arise, all operational issues are addressed and rectified so they can be avoided in the future.

11/26/16 Received call from customer waiting on Run 3 saying the bus had not arrived. Follow up showed that the run had been inadvertently cancelled as a weekend run. However, Run 3 was added as a special run for this Saturday only to assist with high passenger counts during the Thanksgiving holiday. Passengers caught Run 4 into the park, and an additional run was added for outbound passengers. This run was noted as a missed run.

Wheel Chair Requests

There were (0) wheelchair requests filled for the month of November 1-30, 2016. There have been regular unannounced wheelchair riders on various YARTS runs. Nineteen (19) wheelchair buses (YARTS owned and VIA supplemental fleet) are available to accommodate YARTS passengers on all corridors in accordance with ADA guidelines.

Cal-Trans, Traffic & Construction Delays

There were 5-minute to 45-minute delays on all routes throughout the month on separate runs on all corridors due to construction, traffic congestion, non-YARTS traffic accidents, road conditions and a high passenger counts.

Hwy 140 Rockslide

On November 1, 2016 YARTS ran a reduced schedule due to the rockslide. Rockslide occurred on October 31, 2016 on El Portal Road about four miles from the park line to Cascades picnic area. The highway was closed due to rock fall because of the size of the boulders that fell. The road remained closed overnight. The highway reopened the evening of the November 1st and all evening schedules except Run 10 ran from the park as normally scheduled.