



February 14, 2017

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

RE: YARTS Monthly Report January 01-31, 2017

Dear Mr. Whittington,

In accordance with the 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 January 01-31, 2017.

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 1/1/2017 to 1/31/2017

A total of 6,097 passengers were carried on the HWY 140 system by VIA. Of these, 565 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
1/1/2017	0	0	9	9	137	5	17	10	17	176	195
1/2/2017	0	0	13	13	197	13	35	19	39	284	316
1/3/2017	4	23	0	27	275	3	59	23	18	355	405
1/4/2017	1	5	0	6	245	2	78	22	24	349	377
1/5/2017	6	9	0	15	147	6	63	10	20	236	261
1/6/2017	0	9	0	9	202	16	19	12	29	266	287
1/7/2017	0	0	0	0	11	0	3	1	2	16	17
1/8/2017	0	0	0	0	5	0	0	0	2	7	7
1/9/2017	0	12	0	12	26	1	8	2	0	35	49
1/10/2017	0	9	1	10	49	1	19	0	6	75	85
1/11/2017	0	22	0	22	59	8	40	4	12	119	145
1/12/2017	0	20	0	20	62	2	26	3	3	93	116
1/13/2017	2	14	0	16	147	6	22	11	11	186	213
1/14/2017	0	0	0	0	132	2	12	3	16	162	165
1/15/2017	0	0	3	3	181	8	5	5	34	228	236
1/16/2017	4	1	0	5	153	16	27	8	11	207	220
1/17/2017	0	15	3	18	130	5	48	6	5	188	212
1/18/2017	6	33	5	44	78	9	48	1	8	143	188
1/19/2017	10	22	0	32	86	7	33	8	16	142	182
1/20/2017	0	12	0	12	102	9	51	4	16	178	194
1/21/2017	0	0	0	0	171	10	16	19	16	213	232
1/22/2017	0	13	0	13	52	6	1	5	24	83	101
1/23/2017	2	31	0	33	115	6	34	10	27	182	225
1/24/2017	6	35	1	42	130	14	48	4	21	213	259
1/25/2017	6	18	0	24	175	13	64	9	25	277	310
1/26/2017	4	16	5	25	133	4	39	1	20	196	222
1/27/2017	1	9	0	10	114	11	34	3	35	194	207
1/28/2017	0	3	0	3	138	4	4	2	15	161	166
1/29/2017	0	1	0	1	71	8	14	3	63	156	160
1/30/2017	0	37	0	37	71	4	24	8	15	114	159
1/31/2017	0	26	0	26	99	1	44	1	15	159	186
Total	52	395	40	487	3,693	200	935	217	565	5,393	6,097
Percent	0.85%	6.48%	0.66%	7.99%	60.57%	3.28%	15.34%	3.56%	9.27%	88.45%	100.00%

Ridership Excluding Amtrak

Date	Armkr	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
1/1/2017	0	0	9	9	137	17	10	5	159	178
1/2/2017	0	0	13	13	197	35	19	13	245	277
1/3/2017	4	23	0	27	275	59	23	3	337	387
1/4/2017	1	5	0	6	245	78	22	2	325	353
1/5/2017	6	9	0	15	147	63	10	6	216	241
1/6/2017	0	9	0	9	202	19	12	16	237	258
1/7/2017	0	0	0	0	11	3	1	0	14	15
1/8/2017	0	0	0	0	5	0	0	0	5	5
1/9/2017	0	12	0	12	26	8	2	1	35	49
1/10/2017	0	9	1	10	49	19	0	1	69	79
1/11/2017	0	22	0	22	59	40	4	8	107	133
1/12/2017	0	20	0	20	62	26	3	2	90	113
1/13/2017	2	14	0	16	147	22	11	6	175	202
1/14/2017	0	0	0	0	132	12	3	2	146	149
1/15/2017	0	0	3	3	181	5	5	8	194	202
1/16/2017	4	1	0	5	153	27	8	16	196	209
1/17/2017	0	15	3	18	130	48	6	5	183	207
1/18/2017	6	33	5	44	78	48	1	9	135	180
1/19/2017	10	22	0	32	86	33	8	7	126	166
1/20/2017	0	12	0	12	102	51	4	9	162	178
1/21/2017	0	0	0	0	171	16	19	10	197	216
1/22/2017	0	13	0	13	52	1	5	6	59	77
1/23/2017	2	31	0	33	115	34	10	6	155	198
1/24/2017	6	35	1	42	130	48	4	14	192	238
1/25/2017	6	18	0	24	175	64	9	13	252	285
1/26/2017	4	16	5	25	133	39	1	4	176	202
1/27/2017	1	9	0	10	114	34	3	11	159	172
1/28/2017	0	3	0	3	138	4	2	4	146	151
1/29/2017	0	1	0	1	71	14	3	8	93	97
1/30/2017	0	37	0	37	71	24	8	4	99	144
1/31/2017	0	26	0	26	99	44	1	1	144	171
Total	52	395	40	487	3,693	935	217	200	4,828	5,532
Percent	0.94%	7.14%	0.72%	8.80%	66.76%	16.90%	3.92%	3.62%	87.27%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Airport	26	0.43%
Amtrak	622	10.20%
Barium Mine Rd	70	1.15%
Bug Hostel	206	3.38%
Catheys Valley	57	0.93%
Cedar Lodge	184	3.02%
El Portal PO	105	1.72%
Half Dome Villag	352	5.77%
KOA	37	0.61%
Mall (PG&E)	2	0.03%
Mariposa Park &	637	10.45%
Merced College	30	0.49%
Merced Mall/Targ	40	0.66%
MidPines	231	3.79%
MPMidtown	218	3.58%
MPPO	153	2.51%
NPS Maintenance	141	2.31%
Other	6	0.10%
Roadside Rest	500	8.20%
The Majestic Hote	297	4.87%
Transpo	216	3.54%
UC Merced	20	0.33%
Yaqui Gulch	11	0.18%
Yosemite Valley L	517	8.48%
YosVCenter	940	15.42%
YV Lodge	479	7.86%

Pick-up Location	Riders	Percentage
Totals	6097	100.00%

LOAD FACTOR ANALYSIS : 1/1/2017 - 1/31/2017

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 1/1/2017 through 1/31/2017. 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	1,078	277	25.70%	Inbound 5:28am service from Catheys Valley to Y
02C.5	1,421	629	44.26%	Inbound 5:58am service from Catheys Valley to Y
03	1,202	697	57.99%	Inbound 6:45am service from Merced to YV
04	1,519	863	56.81%	Inbound 10:20am service from Merced to YV
05	1,372	369	26.90%	Inbound 1:20pm service from Merced to YV
06	1,421	318	22.38%	Inbound 4:30pm service from Merced to YV
07	1,078	128	11.87%	Outbound 6:20am service from Midpines to Merce
08	1,519	641	42.20%	Outbound 9:32am service from YV to Merced
09	1,421	977	68.75%	Outbound 3:40pm service from YV to Merced
10	1,225	336	27.43%	Outbound 4:15pm service from YV to Mariposa
11	1,421	592	41.66%	Outbound 4:35pm service from YV to Merced
12	1,372	270	19.68%	Outbound 5:45pm service from YV to Merced
Total	16,049	6,097	37.99%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,078	277	25.70%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,078	409	37.94%	Inbound 5:58am service from Catheys Valley to YV
03	1,055	696	65.97%	Inbound 6:45am service from Merced to YV
04	1,078	551	51.11%	Inbound 10:20am service from Merced to YV
05	1,029	285	27.70%	Inbound 1:20pm service from Merced to YV
06	1,078	271	25.14%	Inbound 4:30pm service from Merced to YV
07	1,078	128	11.87%	Outbound 6:20am service from Midpines to Merced
08	1,078	526	48.79%	Outbound 9:32am service from YV to Merced
09	1,078	778	72.17%	Outbound 3:40pm service from YV to Merced
10	1,078	325	30.15%	Outbound 4:15pm service from YV to Mariposa
11	1,078	393	36.46%	Outbound 4:35pm service from YV to Merced
12	1,029	179	17.40%	Outbound 5:45pm service from YV to Merced
Total	12,815	4,818	37.60%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	343	30	8.75%	Inbound 5:58am service from Catheys Valley to YV
02C.5	343	190	55.39%	Inbound 5:58am service from Catheys Valley to YV
03	147	1	0.68%	Inbound 6:45am service from Merced to YV
04	441	257	58.28%	Inbound 10:20am service from Merced to YV
04	441	55	12.47%	Inbound 10:20am service from Merced to YV
05	343	80	23.32%	Inbound 1:20pm service from Merced to YV
05	343	4	1.17%	Inbound 1:20pm service from Merced to YV
06	343	6	1.75%	Inbound 4:30pm service from Merced to YV
06	343	41	11.95%	Inbound 4:30pm service from Merced to YV
08	441	24	5.44%	Outbound 9:32am service from YV to Merced
08	441	91	20.63%	Outbound 9:32am service from YV to Merced
09	343	174	50.73%	Outbound 3:40pm service from YV to Merced
09	343	25	7.29%	Outbound 3:40pm service from YV to Merced
10	147	2	1.36%	Outbound 4:15pm service from YV to Mariposa
10	147	9	6.12%	Outbound 4:15pm service from YV to Mariposa
11	343	175	51.02%	Outbound 4:35pm service from YV to Merced
11	343	24	7.00%	Outbound 4:35pm service from YV to Merced
12	343	18	5.25%	Outbound 5:45pm service from YV to Merced
12	343	73	21.28%	Outbound 5:45pm service from YV to Merced
Total	6,321	1,279	20.23%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,078	277	25.70%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,421	629	44.26%	Inbound 5:58am service from Catheys Valley to YV
03	1,202	697	57.99%	Inbound 6:45am service from Merced to YV
04	1,519	685	45.10%	Inbound 10:20am service from Merced to YV
05	1,372	278	20.26%	Inbound 1:20pm service from Merced to YV
06	1,421	283	19.92%	Inbound 4:30pm service from Merced to YV
07	1,078	128	11.87%	Outbound 6:20am service from Midpines to Merced
08	1,519	526	34.63%	Outbound 9:32am service from YV to Merced
09	1,421	876	61.65%	Outbound 3:40pm service from YV to Merced
10	1,225	333	27.18%	Outbound 4:15pm service from YV to Mariposa
11	1,421	566	39.83%	Outbound 4:35pm service from YV to Merced
12	1,372	254	18.51%	Outbound 5:45pm service from YV to Merced
Total	16,049	5,532	34.47%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,078	277	25.70%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,078	409	37.94%	Inbound 5:58am service from Catheys Valley to YV
03	1,055	696	65.97%	Inbound 6:45am service from Merced to YV
04	1,078	453	42.02%	Inbound 10:20am service from Merced to YV
05	1,029	217	21.09%	Inbound 1:20pm service from Merced to YV
06	1,078	247	22.91%	Inbound 4:30pm service from Merced to YV
07	1,078	128	11.87%	Outbound 6:20am service from Midpines to Merced
08	1,078	421	39.05%	Outbound 9:32am service from YV to Merced
09	1,078	722	66.98%	Outbound 3:40pm service from YV to Merced
10	1,078	322	29.87%	Outbound 4:15pm service from YV to Mariposa
11	1,078	378	35.06%	Outbound 4:35pm service from YV to Merced
12	1,029	172	16.72%	Outbound 5:45pm service from YV to Merced
Total	12,815	4,442	34.66%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	343	30	8.75%	Inbound 5:58am service from Catheys Valley to YV
02C.5	343	190	55.39%	Inbound 5:58am service from Catheys Valley to YV
03	147	1	0.68%	Inbound 6:45am service from Merced to YV
04	441	189	42.86%	Inbound 10:20am service from Merced to YV
04	441	43	9.75%	Inbound 10:20am service from Merced to YV
05	343	57	16.62%	Inbound 1:20pm service from Merced to YV
05	343	4	1.17%	Inbound 1:20pm service from Merced to YV
06	343	4	1.17%	Inbound 4:30pm service from Merced to YV
06	343	32	9.33%	Inbound 4:30pm service from Merced to YV
08	441	23	5.22%	Outbound 9:32am service from YV to Merced
08	441	82	18.59%	Outbound 9:32am service from YV to Merced
09	343	131	38.19%	Outbound 3:40pm service from YV to Merced
09	343	23	6.71%	Outbound 3:40pm service from YV to Merced
10	147	2	1.36%	Outbound 4:15pm service from YV to Mariposa
10	147	9	6.12%	Outbound 4:15pm service from YV to Mariposa
11	343	164	47.81%	Outbound 4:35pm service from YV to Merced
11	343	24	7.00%	Outbound 4:35pm service from YV to Merced
12	343	18	5.25%	Outbound 5:45pm service from YV to Merced
12	343	64	18.66%	Outbound 5:45pm service from YV to Merced
Total	6,321	1,090	17.24%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 1/1/2017 through 1/31/2017.

Daily - All Routes

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	21	111	1	57	1	1	85	0	277
02C.5	10	100	10	312	24	18	155	0	629
03	0	25	0	489	39	32	112	0	697
04	0	0	1	559	44	52	29	178	863
05	0	3	2	235	9	8	21	91	369
06	0	0	0	195	3	14	71	35	318
07	0	0	0	59	1	6	62	0	128
08	3	5	14	409	17	24	54	115	641
09	12	91	1	576	37	25	134	101	977
10	0	31	9	217	10	5	61	3	336
11	3	19	2	402	23	7	110	26	592
12	3	10	0	183	9	8	41	16	270
Total	52	395	40	3,693	217	200	935	565	6,097
Percent	0.85%	6.48%	0.66%	60.57%	3.56%	3.28%	15.34%	9.27%	100.00%

Weekdays

Run	Aramrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	21	111	1	57	1	1	85	0	277
02C.5	10	91	7	154	14	8	125	0	409
03	0	25	0	488	39	32	112	0	696
04	0	0	1	356	30	41	25	98	551
05	0	2	2	183	5	6	19	68	285
06	0	0	0	166	2	13	66	24	271
07	0	0	0	59	1	6	62	0	128
08	3	5	14	316	15	19	49	105	526
09	12	91	1	442	32	15	129	56	778
10	0	31	0	216	10	5	60	3	325
11	3	14	2	238	16	7	98	15	393
12	3	8	0	120	4	4	33	7	179
Total	52	378	28	2,795	169	157	863	376	4,818
Percent	1.08%	7.85%	0.58%	58.01%	3.51%	3.26%	17.91%	7.80%	100.00%

Weekends/Holidays

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02C.5	0	9	3	158	10	10	30	0	220
03	0	0	0	1	0	0	0	0	1
04	0	0	0	203	14	11	4	80	312
05	0	1	0	52	4	2	2	23	84
06	0	0	0	29	1	1	5	11	47
08	0	0	0	93	2	5	5	10	115
09	0	0	0	134	5	10	5	45	199
10	0	0	9	1	0	0	1	0	11
11	0	5	0	164	7	0	12	11	199
12	0	2	0	63	5	4	8	9	91
Total	0	17	12	898	48	43	72	189	1,279
Percent	0.00%	1.33%	0.94%	70.21%	3.75%	3.36%	5.63%	14.78%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	21	111	1	57	1	1	85	277
02C.5	10	100	10	312	24	18	155	629
03	0	25	0	489	39	32	112	697
04	0	0	1	559	44	52	29	685
05	0	3	2	235	9	8	21	278
06	0	0	0	195	3	14	71	283
07	0	0	0	59	1	6	62	128
08	3	5	14	409	17	24	54	526
09	12	91	1	576	37	25	134	876
10	0	31	9	217	10	5	61	333
11	3	19	2	402	23	7	110	566
12	3	10	0	183	9	8	41	254
Total	52	395	40	3,693	217	200	935	5,532
Percent	0.94%	7.14%	0.72%	66.76%	3.92%	3.62%	16.90%	100.00%

Weekdays

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	21	111	1	57	1	1	85	277
02C.5	10	91	7	154	14	8	125	409
03	0	25	0	488	39	32	112	696
04	0	0	1	356	30	41	25	453
05	0	2	2	183	5	6	19	217
06	0	0	0	166	2	13	66	247
07	0	0	0	59	1	6	62	128
08	3	5	14	316	15	19	49	421
09	12	91	1	442	32	15	129	722
10	0	31	0	216	10	5	60	322
11	3	14	2	238	16	7	98	378
12	3	8	0	120	4	4	33	172
Total	52	378	28	2,795	169	157	863	4,442
Percent	1.17%	8.51%	0.63%	62.92%	3.80%	3.53%	19.43%	100.00%

Weekends/Holidays

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02C.5	0	9	3	158	10	10	30	220
03	0	0	0	1	0	0	0	1
04	0	0	0	203	14	11	4	232
05	0	1	0	52	4	2	2	61
06	0	0	0	29	1	1	5	36
08	0	0	0	93	2	5	5	105
09	0	0	0	134	5	10	5	154
10	0	0	9	1	0	0	1	11
11	0	5	0	164	7	0	12	188
12	0	2	0	63	5	4	8	82
Total	0	17	12	898	48	43	72	1,090
Percent	0.00%	1.56%	1.10%	82.39%	4.40%	3.94%	6.61%	100.00%

OPERATING STATISTICS

REVENUE MILES 1/1/2017 - 1/31/2017

From 1/1/2017 through 1/31/2017 VIA HWY 140 operated a total of 26,026 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	22	87	1,914
	Merced	04	22	87	1,914
	Merced	05	21	87	1,827
	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	21	87	1,827
Total Mileage					20,506

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Catheys Valley	02C.5	6	69	414
	Merced	03	2	87	174
	Merced	04	8	87	696
	Merced	05	6	87	522
	Merced	06	6	87	522
	Yosemite	08	8	87	696
	Yosemite	09	6	87	522
	Yosemite	10	2	55	110
	Yosemite	11	6	87	522
	Yosemite	12	6	87	522
Total Mileage					4,700

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					26,026
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					26,026

REVENUE HOURS

From 1/1/2017 through 1/31/2017 VIA HWY 140 provided a total of 991.60 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	22	3.20	70.40
	Merced	04	22	3.50	77.00
	Merced	05	21	2.80	58.80
	Merced	06	22	3.90	85.80
	Midpines	07	22	2.20	48.40
	Yosemite	08	22	3.80	83.60
	Yosemite	09	22	3.30	72.60
	Yosemite	10	22	2.00	44.00
	Yosemite	11	22	3.20	70.40
	Yosemite	12	21	3.20	67.20
Total Hours					779.40

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Catheys Valley	02C.5	6	2.30	13.80
	Merced	03	2	3.20	6.40
	Merced	04	8	3.50	28.00
	Merced	05	6	2.80	16.80
	Merced	06	6	3.90	23.40
	Yosemite	08	8	3.80	30.40
	Yosemite	09	6	3.30	19.80
	Yosemite	10	2	2.00	4.00
	Yosemite	11	6	3.20	19.20
	Yosemite	12	6	3.20	19.20
Total Hours					181.00

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	3.30	3.30
	Yosemite	10	1	2.00	2.00
	Yosemite	11	1	3.20	3.20
	Yosemite	12	1	3.20	3.20
Total Hours					31.20
Grand Total					991.60
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					991.60

Wheelchair Usage

Run Date	Route	Total
	Grand Total	0

Passengers Left

Run Date	Route	Total
1/4/2017	09	2
1/4/2017	09	1
1/14/2017	04	10
	Grand Total	13

ACCIDENTS/INCIDENTS

There were zero (0) YARTS accidents for the month of January 1-31, 2017.

ROAD CALLS

There were three (3) road calls for the period of January 1-31, 2017.

01/02/17	Run 12	Run delayed 1 hour en route due to mechanical issue.
01/19/17	Run 7	Run delayed 1 hour due to mechanical issue.
01/30/17	Run 2	Run delayed 20 minutes due to mechanical issue.

SERVICE DELAYS

There were eight (8) service delays during the month of January 1-31, 2017. Total on time service for all corridors was 98.17%.

Hwy 140

01/02/17	Run 12	Run delayed 1 hour en route due to mechanical issue.
01/03/17	Run 4	Run delayed 15 minutes en route-mechanical/loading passengers.
01/04/17	Run 12	Run delayed 1 hour stuck in snow-en route.
01/04/17	Run 3	Run delayed 15 minutes starting due to mechanical. (1 st mechanical).
01/19/17	Run 7	Run delayed 1 hour due to mechanical issue. (2 nd mechanical).
01/29/17	Run 6	Run delayed 2 hours due to operational issue. See missed runs.
01/30/17	Run 2	Run delayed 20 minutes due to mechanical issue. (3 rd mechanical).
01/31/17	Run 6	Run delayed 20 minutes due to late train at Amtrak.

Hwy 41

Not in service January 1-31, 2017.

Hwy 120/395 Mammoth

Not in service January 1-31, 2017.

Hwy 120 Sonora

Not in service January 1-31, 2017.

MISSED RUNS

There was one (1) missed YARTS trip during the period of January 1-31, 2017.

Hwy 140

01/29/17 Run 6 Run delayed 2 hours due to operational issue.

Hwy 41

Not in service January 1-31, 2017.

Mammoth Routes

Not in service January 1-31, 2017.

Sonora Routes

Not in service January 1-31, 2017.

EXTRA RUNS

There were two (2) extra runs on January 1, 2017 for New Year's Day. Runs 3 and 10 were added back into the schedule to accommodate for holiday ridership increases.

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 **581** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from January 1-31, 2017. A comprehensive log of incoming calls by type, including calls regarding customer complaints, commendations, and recommendations is maintained and monitored continually.

- 327** Calls received on schedule issues and questions for Hwy 140 Corridor
- 25** Calls received on Fresno HWY 41 schedule information.
- 19** Calls received on Mammoth Lake schedule information.
- 7** Calls received on Sonora/Groveland schedule information.
- 180** Calls received on park information (lodging, tours, camping, etc.)
- 21** Miscellaneous calls (lost & found, hang up calls, etc.)
- 2** Calls received as customer complaints.
- 581** Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were six (6) complaints received during the month of January 1-31, 2017 by email. When complaints arise, all operational issues are addressed and rectified so they can be avoided in the future.

01/03/17 Customer called and said their group of 17 had pre-purchased tickets online for December 28th. When they boarded the bus the seats had not been saved, and they had to stand for the ride to Yosemite. They requested a refund.

Follow up showed the driver knew of the reservation, but was confused on how to save seats and turn away passengers, or advise them they would have to stand once the reserved passengers boarded, since the stop was an hour further on the route. Up until the holidays, the seating capacity and reservations were not an issue because there was never any overflow. This was the first time drivers were experiencing being at capacity and having to turn passengers away for reservations. The reservation process and the drivers' responsibility has now been clarified to all drivers, and this should flow smoother going forward.

Drivers have been instructed that they need to count their reservations before departing the yard and know how many seats they need available at each stop. Once they pass a stop if the reservation is a no show, they can then sell those seats. If non-reserved passengers at a stop will cause there to be no seats available for reserved passengers, those passengers should be referred to the next bus, or told they will have to stand, with only up to 12 standees allowed. YARTS staff apologized to the group and refunded the fares.

01/3/17 Customer called YARTS Staff and said that when she called on the YARTS line, she was told YARTS did not have disabled fares, and that she would not be able to go the Bug Resort if she purchased a round trip ticket to Yosemite.

Follow up shows that account was inaccurate. The staff answering the YARTS line told customer we had accessible buses and disabled fares, but we were unsure whether she could use her clipper card for disabled fares on YARTS. She was referred to YARTS Staff for follow up on that question. She was also given extensive information regarding times and scheduled stops, and was advised that she could disembark anywhere along the route at scheduled stops with a round trip Yosemite ticket and re-board later to access the park, though the YARTS bus could not wait for her to drop her luggage and return to the bus to go into the park. Additionally, she was given phone numbers and further information for additional questions she had regarding Yosemite, trails, weather conditions, etc.

YARTS Staff also spoke to the customer and reaffirmed what she had been previously told. They informed her that the clipper card was not accepted for YARTS fares. Staff also advised her of the distance to the Bug Resort from the stop and put her in touch with the manager of the Bug for assistance with her luggage.

01/4/17 Customer called to say that when they attempted to take the 6pm bus (Run 12) back to Merced for their Amtrak connection. They were inside the Yosemite Valley Lodge and claimed the bus drove past and did not stop. They had to stay an extra night and wanted reimbursement for their hotel room.

Follow up showed the bus was delayed departing 1½ hours due to weather issues. The driver did stop at the Yosemite Valley Lodge, but did not check inside for passengers. The GPS shows the bus was there. Driver was informed in the future to check inside, especially when there are delays due to inclement weather, since it is most likely passengers are waiting in the lobby to stay out of the elements. Though the bus did stop, VIA has agreed to refund the passenger's room costs in the interest of keeping good public relations.

01/5/17 Customer called saying he waited for Run 12 for 45 minutes then left. He later found it was delayed due to weather conditions. He wanted a way to be notified when the bus was delayed. Follow up shows that YARTS currently has a notification system and the delay was posted on the YARTS website and Facebook page. Normally the stops with phone access are also contacted with information about the delays to relay to their customers.

01/10/17 Passenger said that when Run 3 arrived at Yosemite View Lodge they were parked for 3 hours. During those 3 hours the engine was off and the front door was open. Driver was asked to close the door, but refused to do so, saying he could be in violation of state or federal law in regards to locking out the driver and the driver not having access to the bus. Passengers claimed driver had an attitude as well.

Follow up showed that the park had closed due to weather conditions and buses were staging at Yosemite View until it reopened. This bus was delayed about 3 hours. The driver was correct in that because passengers were getting on and off, he could not leave the door closed if he was not on the bus. Drivers are not required to stay with bus in situations like this, unless there is a safety issue or emergency that requires them to do so, due to service hour concerns. Normally passengers disembark at Yosemite View lodge and go into the lobby or restaurant to wait until the bus is free to depart. If passengers choose to remain on board and the driver is there, the door can remain closed. When the driver leaves the bus, if passengers are on board, the door remains open so they have access, or they will ask passengers to disembark until they return and lock the door. These passengers wanted to remain on the bus. For security reasons, passengers are not shown how to open and close the door, since the engine start button is in that same vicinity, and drivers do not want to risk getting locked out of the vehicle or having passengers purposefully or inadvertently start the bus. The driver left the bus, so left the door open for passengers to enter and exit as desired during the long wait.

The driver was correct in their actions, but should have explained in a more clear and professional manner the situation, and offered alternatives to the passengers of waiting inside until they were clear to depart. The driver has been advised of proper protocol for future situations.

01/18/17 Passengers called saying they were waiting for Run 11 and the bus had not shown. Follow up review of the GPS system on the bus and with the driver showed the driver left early because they were still following the old initial winter schedule rather than the changed updated schedule. Run 12 driver was instructed to pick up the passengers. Run 11 driver was given another updated schedule to ensure they run on the correct timing for future runs.

Kudos

01/3/17 “Excellent driver this morning on Run 2! Very pleasant transaction buying pass!! A great experience!! Give him a raise!!! =)”

Wheel Chair Requests

There were no wheelchair requests filled for the month of January 1-31, 2017. There have been regular unannounced wheelchair riders on various YARTS runs. Eighteen (18) wheelchair buses (YARTS owned and VIA supplemental fleet) are available to accommodate YARTS passengers on all corridors in accordance with ADA guidelines.

Cal-Trans/Park Road Closures, Traffic & Construction Delays

There were 5-minute to 3-hour delays on Hwy 140 route throughout the month due to construction, traffic congestion, non-YARTS traffic accidents, road closures and conditions, and high passenger counts.

Hwy 140 Road closures & Hours adjustments

There were several road closures due to weather, flooding and rockslides for the month of January 1-31, 2017. Hwy 140 was closed from January 6th through 8th and partially on January 9th and January 12th. Modified schedules ran as far as Yosemite View or Midpines. On January 13th and January 23rd, YARTS buses were allowed into the park, though the park remained closed to visitors. YARTS Staff coordinates with the contractor on all road closures and develops an alternate schedule to best accommodate riders during these incidents.

The following adjustments were made to the service hour totals based on the actual hours ran during the closures.

Hwy 140 YARTS Rockslide, Flooding hours adjustment

01/07/2017	Run 3	-1.00 hour
01/07/2017	Run 8	-1.00 hour
01/07/2017	Run 4	-1.00 hour
01//08/2017	Run 3	-1.00 hour
01/08/2017	Run 8	-1.00 hour
01/05/2017	Run 4	-1.00 hour
01/09/2017	Run 6	-1.00 hour
01/12/2017	Run 6	-1.50 hour

Total Credit Hours -8.5 hours

These runs went only as far as Yosemite View rather than all the way into the park.

The adjusted total service hours for January 1-31, 2017 are 983.10.

Site Visit Hydroelectric Buses

On January 26th, YARTS Staff, Dick Whittington and Cindy Kelly, and contractor President, Curtis Riggs and the VIA Operations Manager, Fleet Maintenance Manager, and Safety Director toured the AC Transit Emeryville facility to look at their hydrogen electric buses and fueling station and gather information to help with future planning to meet upcoming California Air Resources Board (CARB) requirements. Tour was headed by Salvador Llamas, Director of Maintenance, and included a Q & A session in addition to said tours.

YARTS 2017 Spring/Summer Schedules

Summer 2017 schedules for Hwy 41, Hwy140, Hwy 120 Tuolumne County and Hwy 120/395 Mono County are now available online. Printed schedules should be available soon. The reservation system has also been opened for all four summer schedules, and is being monitored by YARTS staff.

Holiday Ridership

There was a significant increase in holiday ridership. From Christmas to New Year's, several runs reached capacity and some passengers were left. Runs 3 and 10 were added to the schedule on Saturday and Sunday during the New Year's weekend to help deal with overages.