



March 08, 2017

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

RE: YARTS Monthly Report February 01-28, 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 February 01-28, 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 2/1/2017 to 2/28/2017

A total of 4,800 passengers were carried on the HWY 140 system by VIA. Of these, 563 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
2/1/2017	8	30	0	38	103	2	60	6	23	188	232
2/2/2017	0	23	0	23	99	1	47	9	4	151	183
2/3/2017	5	7	5	17	101	9	28	3	36	174	194
2/4/2017	0	4	0	4	124	2	14	4	18	158	166
2/5/2017	0	1	0	1	68	7	4	4	19	98	103
2/6/2017	3	49	0	52	92	3	29	3	18	142	197
2/7/2017	0	33	0	33	98	1	17	0	11	127	160
2/8/2017	4	16	2	22	80	2	18	3	24	124	149
2/9/2017	2	15	0	17	100	1	44	0	12	157	174
2/10/2017	4	12	0	16	74	2	14	6	16	106	128
2/11/2017	0	0	0	0	86	1	4	6	9	100	106
2/12/2017	2	1	0	3	66	9	3	1	10	88	92
2/13/2017	6	38	1	45	111	7	20	1	26	164	210
2/14/2017	13	35	0	48	76	1	42	3	10	129	180
2/15/2017	2	23	0	25	83	0	44	1	17	144	170
2/16/2017	9	24	0	33	86	6	60	6	18	170	209
2/17/2017	1	7	3	11	103	1	27	17	30	161	189
2/18/2017	1	1	0	2	143	3	41	1	23	210	213
2/19/2017	0	1	1	2	173	9	3	3	24	209	214
2/20/2017	0	3	0	3	119	1	13	2	24	157	162
2/21/2017	1	30	0	31	98	8	26	5	46	178	214
2/22/2017	4	43	9	56	112	4	25	8	7	148	212
2/23/2017	0	24	0	24	85	4	42	0	10	141	165
2/24/2017	2	24	0	26	103	8	31	6	48	190	222
2/25/2017	2	2	4	8	98	4	9	11	17	128	147
2/26/2017	0	1	4	5	73	4	3	0	28	108	113
2/27/2017	5	20	1	26	56	3	16	1	12	87	114
2/28/2017	5	48	2	55	78	4	21	1	23	126	182
Total	79	515	32	626	2,688	107	705	111	563	4,063	4,800
Percent	1.65%	10.73%	0.67%	13.04%	56.00%	2.23%	14.69%	2.31%	11.73%	84.65%	100.00%

Ridership Excluding Amtrak

Date	Armrk	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
2/1/2017	8	30	0	38	103	60	6	2	165	209
2/2/2017	0	23	0	23	99	47	9	1	147	179
2/3/2017	5	7	5	17	101	28	3	9	138	158
2/4/2017	0	4	0	4	124	14	4	2	140	148
2/5/2017	0	1	0	1	68	4	4	7	79	84
2/6/2017	3	49	0	52	92	29	3	3	124	179
2/7/2017	0	33	0	33	98	17	0	1	116	149
2/8/2017	4	16	2	22	80	18	3	2	100	125
2/9/2017	2	15	0	17	100	44	0	1	145	162
2/10/2017	4	12	0	16	74	14	6	2	90	112
2/11/2017	0	0	0	0	86	4	6	1	91	97
2/12/2017	2	1	0	3	66	3	1	9	78	82
2/13/2017	6	38	1	45	111	20	1	7	138	184
2/14/2017	13	35	0	48	76	42	3	1	119	170
2/15/2017	2	23	0	25	83	44	1	0	127	153
2/16/2017	9	24	0	33	86	60	6	6	152	191
2/17/2017	1	7	3	11	103	27	17	1	131	159
2/18/2017	1	1	0	2	143	41	1	3	187	190
2/19/2017	0	1	1	2	173	3	3	9	185	190
2/20/2017	0	3	0	3	119	13	2	1	133	138
2/21/2017	1	30	0	31	98	26	5	8	132	168
2/22/2017	4	43	9	56	112	25	8	4	141	205
2/23/2017	0	24	0	24	85	42	0	4	131	155
2/24/2017	2	24	0	26	103	31	6	8	142	174
2/25/2017	2	2	4	8	98	9	11	4	111	130
2/26/2017	0	1	4	5	73	3	0	4	80	85
2/27/2017	5	20	1	26	56	16	1	3	75	102
2/28/2017	5	48	2	55	78	21	1	4	103	159
Total	79	515	32	626	2,688	705	111	107	3,500	4,237
Percent	1.86%	12.15%	0.76%	14.77%	63.44%	16.64%	2.62%	2.53%	82.61%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Airport	29	0.60%
Amtrak	618	12.88%
Barium Mine Rd	46	0.96%
Bug Hostel	185	3.85%
Catheys Valley	50	1.04%
Cedar Lodge	82	1.71%
Downtown (Court	4	0.08%
El Portal PO	91	1.90%
Half Dome Villag	257	5.35%
KOA	26	0.54%
Mariposa Park &	370	7.71%
Merced College	36	0.75%
Merced Mall/Targ	28	0.58%
MidPines	358	7.46%
MPMidtown	2	0.04%
MPPO	143	2.98%
NPS Maintenance	157	3.27%
Other	20	0.42%
Roadside Rest	410	8.54%
The Majestic Hote	227	4.73%
Transpo	181	3.77%
UC Merced	23	0.48%
YosVCenter	732	15.25%
YV Lodge	725	15.10%
Totals	4800	100.00%

LOAD FACTOR ANALYSIS : 2/1/2017 - 2/28/2017

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 2/1/2017 through 2/28/2017. 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	980	347	35.41%	Inbound 5:28am service from Catheys Valley to Y
02C.5	1,372	475	34.62%	Inbound 5:58am service from Catheys Valley to Y
03	980	423	43.16%	Inbound 6:45am service from Merced to YV
04	1,372	571	41.62%	Inbound 10:20am service from Merced to YV
05	1,372	278	20.26%	Inbound 1:20pm service from Merced to YV
06	1,372	365	26.60%	Inbound 4:30pm service from Merced to YV
07	980	128	13.06%	Outbound 6:20am service from Midpines to Merce
08	1,372	571	41.62%	Outbound 9:32am service from YV to Merced
09	1,372	827	60.28%	Outbound 3:40pm service from YV to Merced
10	980	237	24.18%	Outbound 4:15pm service from YV to Mariposa
11	1,372	327	23.83%	Outbound 4:35pm service from YV to Merced
12	1,372	251	18.29%	Outbound 5:45pm service from YV to Merced
Total	14,896	4,800	32.22%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	931	330	35.45%	Inbound 5:28am service from Catheys Valley to YV
02C.5	931	284	30.50%	Inbound 5:58am service from Catheys Valley to YV
03	931	413	44.36%	Inbound 6:45am service from Merced to YV
04	931	281	30.18%	Inbound 10:20am service from Merced to YV
05	931	206	22.13%	Inbound 1:20pm service from Merced to YV
06	931	293	31.47%	Inbound 4:30pm service from Merced to YV
07	931	118	12.67%	Outbound 6:20am service from Midpines to Merced
08	931	425	45.65%	Outbound 9:32am service from YV to Merced
09	931	621	66.70%	Outbound 3:40pm service from YV to Merced
10	931	222	23.85%	Outbound 4:15pm service from YV to Mariposa
11	931	171	18.37%	Outbound 4:35pm service from YV to Merced
12	931	120	12.89%	Outbound 5:45pm service from YV to Merced
Total	11,172	3,484	31.19%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	49	17	34.69%	Inbound 5:28am service from Catheys Valley to YV
02C.5	441	189	42.86%	Inbound 5:58am service from Catheys Valley to YV
02C.5	441	2	0.45%	Inbound 5:58am service from Catheys Valley to YV
03	49	10	20.41%	Inbound 6:45am service from Merced to YV
04	441	272	61.68%	Inbound 10:20am service from Merced to YV
04	441	18	4.08%	Inbound 10:20am service from Merced to YV
05	441	64	14.51%	Inbound 1:20pm service from Merced to YV
05	441	8	1.81%	Inbound 1:20pm service from Merced to YV
06	441	6	1.36%	Inbound 4:30pm service from Merced to YV
06	441	66	14.97%	Inbound 4:30pm service from Merced to YV
07	49	10	20.41%	Outbound 6:20am service from Midpines to Merced
08	441	114	25.85%	Outbound 9:32am service from YV to Merced
08	441	32	7.26%	Outbound 9:32am service from YV to Merced
09	441	185	41.95%	Outbound 3:40pm service from YV to Merced
09	441	21	4.76%	Outbound 3:40pm service from YV to Merced
10	49	15	30.61%	Outbound 4:15pm service from YV to Mariposa
11	441	135	30.61%	Outbound 4:35pm service from YV to Merced
11	441	21	4.76%	Outbound 4:35pm service from YV to Merced
12	441	2	0.45%	Outbound 5:45pm service from YV to Merced
12	441	129	29.25%	Outbound 5:45pm service from YV to Merced
Total	7,252	1,316	18.15%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	980	328	33.47%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,372	469	34.18%	Inbound 5:58am service from Catheys Valley to YV
03	980	413	42.14%	Inbound 6:45am service from Merced to YV
04	1,372	408	29.74%	Inbound 10:20am service from Merced to YV
05	1,372	196	14.29%	Inbound 1:20pm service from Merced to YV
06	1,372	317	23.10%	Inbound 4:30pm service from Merced to YV
07	980	127	12.96%	Outbound 6:20am service from Midpines to Merced
08	1,372	485	35.35%	Outbound 9:32am service from YV to Merced
09	1,372	706	51.46%	Outbound 3:40pm service from YV to Merced
10	980	233	23.78%	Outbound 4:15pm service from YV to Mariposa
11	1,372	320	23.32%	Outbound 4:35pm service from YV to Merced
12	1,372	235	17.13%	Outbound 5:45pm service from YV to Merced
Total	14,896	4,237	28.44%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	931	311	33.40%	Inbound 5:28am service from Catheys Valley to YV
02C.5	931	284	30.50%	Inbound 5:58am service from Catheys Valley to YV
03	931	403	43.29%	Inbound 6:45am service from Merced to YV
04	931	189	20.30%	Inbound 10:20am service from Merced to YV
05	931	153	16.43%	Inbound 1:20pm service from Merced to YV
06	931	261	28.03%	Inbound 4:30pm service from Merced to YV
07	931	117	12.57%	Outbound 6:20am service from Midpines to Merced
08	931	355	38.13%	Outbound 9:32am service from YV to Merced
09	931	523	56.18%	Outbound 3:40pm service from YV to Merced
10	931	218	23.42%	Outbound 4:15pm service from YV to Mariposa
11	931	166	17.83%	Outbound 4:35pm service from YV to Merced
12	931	113	12.14%	Outbound 5:45pm service from YV to Merced
Total	11,172	3,093	27.69%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	49	17	34.69%	Inbound 5:28am service from Catheys Valley to YV
02C.5	441	183	41.50%	Inbound 5:58am service from Catheys Valley to YV
02C.5	441	2	0.45%	Inbound 5:58am service from Catheys Valley to YV
03	49	10	20.41%	Inbound 6:45am service from Merced to YV
04	441	211	47.85%	Inbound 10:20am service from Merced to YV
04	441	8	1.81%	Inbound 10:20am service from Merced to YV
05	441	38	8.62%	Inbound 1:20pm service from Merced to YV
05	441	5	1.13%	Inbound 1:20pm service from Merced to YV
06	441	6	1.36%	Inbound 4:30pm service from Merced to YV
06	441	50	11.34%	Inbound 4:30pm service from Merced to YV
07	49	10	20.41%	Outbound 6:20am service from Midpines to Merced
08	441	104	23.58%	Outbound 9:32am service from YV to Merced
08	441	26	5.90%	Outbound 9:32am service from YV to Merced
09	441	167	37.87%	Outbound 3:40pm service from YV to Merced
09	441	16	3.63%	Outbound 3:40pm service from YV to Merced
10	49	15	30.61%	Outbound 4:15pm service from YV to Mariposa
11	441	133	30.16%	Outbound 4:35pm service from YV to Merced
11	441	21	4.76%	Outbound 4:35pm service from YV to Merced
12	441	2	0.45%	Outbound 5:45pm service from YV to Merced
12	441	120	27.21%	Outbound 5:45pm service from YV to Merced
Total	7,252	1,144	15.77%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 2/1/2017 through 2/28/2017.

Daily - All Routes

Run	Armkr	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	14	147	3	97	4	6	57	19	347
02C.5	22	122	10	199	13	12	91	6	475
03	4	40	0	262	22	15	70	10	423
04	0	1	2	332	20	15	38	163	571
05	0	2	0	177	1	12	4	82	278
06	2	1	3	247	1	2	61	48	365
07	0	0	0	72	1	6	48	1	128
08	1	9	5	401	9	19	41	86	571
09	11	114	1	388	22	11	159	121	827
10	9	52	3	105	5	1	58	4	237
11	12	13	1	215	11	4	64	7	327
12	4	14	4	193	2	4	14	16	251
Total	79	515	32	2,688	111	107	705	563	4,800
Percent	1.65%	10.73%	0.67%	56.00%	2.31%	2.23%	14.69%	11.73%	100.00%

Weekdays

Run	Aramrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	14	145	3	86	4	5	54	19	330
02C.5	22	114	9	57	9	3	70	0	284
03	4	40	0	252	22	15	70	10	413
04	0	0	2	147	7	1	32	92	281
05	0	2	0	136	1	11	3	53	206
06	2	1	0	198	1	1	58	32	293
07	0	0	0	62	1	6	48	1	118
08	1	9	5	286	3	13	38	70	425
09	10	114	1	255	20	6	117	98	621
10	9	52	3	90	5	1	58	4	222
11	8	11	0	90	4	3	50	5	171
12	4	13	0	79	2	2	13	7	120
Total	74	501	23	1,738	79	67	611	391	3,484
Percent	2.12%	14.38%	0.66%	49.89%	2.27%	1.92%	17.54%	11.22%	100.00%

Weekends/Holidays

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	0	2	0	11	0	1	3	0	17
02C.5	0	8	1	142	4	9	21	6	191
03	0	0	0	10	0	0	0	0	10
04	0	1	0	185	13	14	6	71	290
05	0	0	0	41	0	1	1	29	72
06	0	0	3	49	0	1	3	16	72
07	0	0	0	10	0	0	0	0	10
08	0	0	0	115	6	6	3	16	146
09	1	0	0	133	2	5	42	23	206
10	0	0	0	15	0	0	0	0	15
11	4	2	1	125	7	1	14	2	156
12	0	1	4	114	0	2	1	9	131
Total	5	14	9	950	32	40	94	172	1,316
Percent	0.38%	1.06%	0.68%	72.19%	2.43%	3.04%	7.14%	13.07%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	14	147	3	97	4	6	57	328
02C.5	22	122	10	199	13	12	91	469
03	4	40	0	262	22	15	70	413
04	0	1	2	332	20	15	38	408
05	0	2	0	177	1	12	4	196
06	2	1	3	247	1	2	61	317
07	0	0	0	72	1	6	48	127
08	1	9	5	401	9	19	41	485
09	11	114	1	388	22	11	159	706
10	9	52	3	105	5	1	58	233
11	12	13	1	215	11	4	64	320
12	4	14	4	193	2	4	14	235
Total	79	515	32	2,688	111	107	705	4,237
Percent	1.86%	12.15%	0.76%	63.44%	2.62%	2.53%	16.64%	100.00%

Weekdays

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	14	145	3	86	4	5	54	311
02C.5	22	114	9	57	9	3	70	284
03	4	40	0	252	22	15	70	403
04	0	0	2	147	7	1	32	189
05	0	2	0	136	1	11	3	153
06	2	1	0	198	1	1	58	261
07	0	0	0	62	1	6	48	117
08	1	9	5	286	3	13	38	355
09	10	114	1	255	20	6	117	523
10	9	52	3	90	5	1	58	218
11	8	11	0	90	4	3	50	166
12	4	13	0	79	2	2	13	113
Total	74	501	23	1,738	79	67	611	3,093
Percent	2.39%	16.20%	0.74%	56.19%	2.55%	2.17%	19.75%	100.00%

Weekends/Holidays

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	0	2	0	11	0	1	3	17
02C.5	0	8	1	142	4	9	21	185
03	0	0	0	10	0	0	0	10
04	0	1	0	185	13	14	6	219
05	0	0	0	41	0	1	1	43
06	0	0	3	49	0	1	3	56
07	0	0	0	10	0	0	0	10
08	0	0	0	115	6	6	3	130
09	1	0	0	133	2	5	42	183
10	0	0	0	15	0	0	0	15
11	4	2	1	125	7	1	14	154
12	0	1	4	114	0	2	1	122
Total	5	14	9	950	32	40	94	1,144
Percent	0.44%	1.22%	0.79%	83.04%	2.80%	3.50%	8.22%	100.00%

OPERATING STATISTICS

REVENUE MILES 2/1/2017 - 2/28/2017

From 2/1/2017 through 2/28/2017 VIA HWY 140 operated a total of 24,224 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Catheys Valley	01C.5	19	69	1,311
	Catheys Valley	02C.5	19	69	1,311
	Merced	03	19	87	1,653
	Merced	04	19	87	1,653
	Merced	05	19	87	1,653
	Merced	06	19	87	1,653
	Midpines	07	19	51	969
	Yosemite	08	19	87	1,653
	Yosemite	09	19	87	1,653
	Yosemite	10	19	55	1,045
	Yosemite	11	19	87	1,653
	Yosemite	12	19	87	1,653
Total Mileage					17,860

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	11	8	87	696
	Yosemite	12	8	87	696
Total Mileage					5,424

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Holidays					
	Catheys Valley	01C.5	1	69	69
	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
	Midpines	07	1	51	51
	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					940
Grand Total					24,224
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					24,224

REVENUE HOURS

From 2/1/2017 through 2/28/2017 VIA HWY 140 provided a total of 922.00 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Catheys Valley	01C.5	19	2.30	43.70
	Catheys Valley	02C.5	19	2.30	43.70
	Merced	03	19	3.20	60.80
	Merced	04	19	3.50	66.50
	Merced	05	19	2.80	53.20
	Merced	06	19	3.90	74.10
	Midpines	07	19	2.20	41.80
	Yosemite	08	19	3.80	72.20
	Yosemite	09	19	3.30	62.70
	Yosemite	10	19	2.00	38.00
	Yosemite	11	19	3.20	60.80
	Yosemite	12	19	3.20	60.80
Total Hours					678.30

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	11	8	3.20	25.60
	Yosemite	12	8	3.20	25.60
Total Hours					208.00

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Holidays					
	Catheys Valley	01C.5	1	2.30	2.30
	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
	Midpines	07	1	2.20	2.20
	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					35.70
Grand Total					922.00
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					922.00

Wheelchair Usage

Run Date	Route	Total
2/3/2017	07	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 February 01-28, 2017.

ROAD CALLS

There were two (2) road calls for the period of February 01-28, 2017.

02/13/17	Run 8	Run delayed 14 minutes en route due to mechanical issue.
02/27/17	Run 2	Run delayed 2 hours en route due to mechanical issue.

SERVICE DELAYS

There were eight (8) service delays during the month of February 01-28, 2017. Total on time service for all corridors was 98.21%.

Hwy 140

02/01/17	Run 8	Run delayed 30 minutes due to high passenger counts.
02/03/17	Run 8	Run delayed 1 hour due to mechanical issue en route
02/13/17	Run 8	Run delayed 14 minutes due to mechanical issue en route.
02/13/17	Run 5	Run delayed 1 hour due to operational issue. See missed runs.
02/23/17	Run 6	Run delayed 2 hours due to operational issue. See missed runs.
02/25/17	Run 8	Run delayed 30 minutes due to road work en route.
02/27/17	Run 2	Run delayed 2 hours due to mechanical issue en route
02/28/17	Run 4	Run delayed 15 minutes due to late train at Amtrak.

Hwy 41

Not in service February 01-28, 2017.

Hwy 120/395 Mammoth

Not in service February 01-28, 2017.

Hwy 120 Sonora

Not in service February 01-28, 2017.

MISSED RUNS

There were two (2) missed YARTS trips during the period of February 01-28, 2017.

Hwy 140

02/13/17 Run 5 Run delayed 1 hour due to operational issue.
02/23/17 Run 6 Run delayed 2 hours due to operational issue.

Hwy 41

Not in service February 01-28, 2017.

Mammoth Routes

Not in service February 01-28, 2017.

Sonora Routes

Not in service February 01-28, 2017.

EXTRA RUNS

There were no extra runs during the month of February 01-28, 2017.

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 **574** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from February 01-28, 2017. A comprehensive log of incoming calls by type, including calls regarding customer complaints, commendations, and recommendations is maintained and monitored continually.

- 421** Calls received on schedule issues and questions for Hwy 140 Corridor
- 21** Calls received on Fresno HWY 41 schedule information.
- 6** Calls received on Mammoth Lake schedule information.
- 7** Calls received on Sonora/Groveland schedule information.
- 94** Calls received on park information (lodging, tours, camping, etc.)
- 24** Miscellaneous calls (lost & found, hang up calls, etc.)
- 1** Calls received as customer complaints.
- 574** Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There was one (1) complaint received during the month of February 1-28, 2017 by phone. When complaints arise, all operational issues are addressed and rectified so they can be avoided in the future.

02/23/17 Customer called and said Run 11 departed early. Operations Manager followed up and customer was looking at an old YARTS schedule.

Kudos

02/10/2017 Entire YARTS team was complimented for great service. Customer sent comment as follows: "I want to send a big thank you to the driver this evening. He demonstrated superb professionalism and skill while driving under extreme unfavorable conditions. And thank you to all YARTS drivers and staff for providing great customer service, reliability, and communication. As an NPS commuter, I can say that your service improves my quality of life".

Wheel Chair Requests

There were no wheelchair requests filled for the month of February 1-28, 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

On February 8, 2017 Hwy 140 was closed due to flooding. The following schedule adjustments were made. Run 5 entered and exited the park via Hwys 41 and 49. Runs 9, 10 and 11 departed the park at 5:00 pm. Riders were split up by destinations so that there was one bus expressed to Merced, one to Mariposa/Midpines and one to El Portal. Run 12 left on time and took all passengers to all stops. Run 6 went as far as Yosemite View Lodge. On February 9, 2017 all runs ran on schedule and held at Yosemite View Lodge. Run 8 left on schedule from Yosemite View Lodge. All remaining runs entered the park once re-opened and left on schedule for all afternoon runs.

Hwy 140 YARTS Rockslide, Flooding hours adjustment

The following adjustments were made to the service hour totals based on the actual hours ran during the closures. Extra service hours were incurred due to the Hwy 140 closure.

02/8/17	Run 5	+2 hours
02/8/17	Run 6	- 1 hour
02/8/17	Run 9	+1 hour
02/8/17	Run 10	+2.5 hours
02/8/17	Run 11	+ 2 hours
02/8/17	Run 12	+2.5 hours
02/9/17	Run 1	-1 hour
02/9/17	Run 8	-1 hour

Total Credit Hours +7.00 hours

The adjusted total service hours for February 01-28, 21017 are 929.00.

Mariposa Park and Ride Sink Hole Issue

On February 27, 2017 Mariposa Park and Ride was temporarily closed due to safety concerns about a sink hole. The stop was re-opened on February 28, 2017 to passengers for boarding. The area with the sink hole was barricaded until geotechnical engineering firm could evaluate. YARTS staff posted info on the website and Facebook page.

YARTS 2017 Spring/Summer Schedules

Summer 2017 schedules for Hwy 41, Hwy 140, Hwy 120 Tuolumne County and Hwy 120/395 Mono County are now available online. Printed schedules are also currently available. The reservation system has also been opened for all four summer schedules, and is being monitored by YARTS staff.