



May 8, 2017

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

RE: YARTS Monthly Report April 01-30, 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 April 01-30, 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 4/1/2017 to 4/30/2017

A total of 6,405 passengers were carried on the HWY 140 system by VIA. Of these, 850 were Amtrak passengers utilizing the YARTS service.

Ridership - All

Date	Armkr Emp	NPS	Other	Total Employees	Adult Paid	Sr/Child Paid	Commuter Paid	Child Free	Amtrak Paid	Total Paid	Total
4/1/2017	0	1	4	5	103	6	17	4	35	161	170
4/2/2017	1	3	0	4	103	8	10	4	54	175	183
4/3/2017	0	19	0	19	138	7	30	0	22	197	216
4/4/2017	15	23	3	41	119	15	32	3	48	214	258
4/5/2017	0	29	0	29	142	6	28	4	34	210	243
4/6/2017	3	23	0	26	104	7	37	3	11	159	188
4/7/2017	0	19	0	19	115	4	9	6	29	157	182
4/8/2017	0	5	0	5	76	7	40	3	30	153	161
4/9/2017	1	3	8	12	98	5	7	7	14	124	143
4/10/2017	3	35	0	38	131	17	33	10	24	205	253
4/11/2017	4	28	1	33	136	27	40	18	48	251	302
4/12/2017	3	27	0	30	197	10	68	30	33	308	368
4/13/2017	6	14	6	26	109	1	17	8	22	149	183
4/14/2017	3	11	8	22	113	10	17	9	77	217	248
4/15/2017	0	9	0	9	88	7	10	14	19	124	147
4/16/2017	2	2	0	4	119	2	7	3	23	151	158
4/17/2017	5	14	4	23	112	2	43	1	25	182	206
4/18/2017	0	22	0	22	115	7	73	3	19	214	239
4/19/2017	0	33	10	43	144	22	30	3	25	221	267
4/20/2017	0	16	0	16	102	29	65	6	26	222	244
4/21/2017	0	10	6	16	139	9	16	4	22	186	206
4/22/2017	0	3	0	3	128	9	23	11	24	184	198
4/23/2017	0	3	0	3	117	8	18	1	24	167	171
4/24/2017	0	21	0	21	131	13	27	5	28	199	225
4/25/2017	5	21	0	26	190	15	33	2	22	260	288
4/26/2017	10	21	0	31	115	13	50	3	11	189	223
4/27/2017	0	26	9	35	131	11	25	5	20	187	227
4/28/2017	1	5	17	23	106	10	16	1	17	149	173
4/29/2017	0	0	0	0	89	12	18	5	14	133	138
4/30/2017	0	0	0	0	88	35	22	2	50	195	197
Total	62	446	76	584	3,598	334	861	178	850	5,643	6,405
Percent	0.97%	6.96%	1.19%	9.12%	56.17%	5.21%	13.44%	2.78%	13.27%	88.10%	100.00%

Ridership Excluding Amtrak

Date	Armrk	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
4/1/2017	0	1	4	5	103	17	4	6	126	135
4/2/2017	1	3	0	4	103	10	4	8	121	129
4/3/2017	0	19	0	19	138	30	0	7	175	194
4/4/2017	15	23	3	41	119	32	3	15	166	210
4/5/2017	0	29	0	29	142	28	4	6	176	209
4/6/2017	3	23	0	26	104	37	3	7	148	177
4/7/2017	0	19	0	19	115	9	6	4	128	153
4/8/2017	0	5	0	5	76	40	3	7	123	131
4/9/2017	1	3	8	12	98	7	7	5	110	129
4/10/2017	3	35	0	38	131	33	10	17	181	229
4/11/2017	4	28	1	33	136	40	18	27	203	254
4/12/2017	3	27	0	30	197	68	30	10	275	335
4/13/2017	6	14	6	26	109	17	8	1	127	161
4/14/2017	3	11	8	22	113	17	9	10	140	171
4/15/2017	0	9	0	9	88	10	14	7	105	128
4/16/2017	2	2	0	4	119	7	3	2	128	135
4/17/2017	5	14	4	23	112	43	1	2	157	181
4/18/2017	0	22	0	22	115	73	3	7	195	220
4/19/2017	0	33	10	43	144	30	3	22	196	242
4/20/2017	0	16	0	16	102	65	6	29	196	218
4/21/2017	0	10	6	16	139	16	4	9	164	184
4/22/2017	0	3	0	3	128	23	11	9	160	174
4/23/2017	0	3	0	3	117	18	1	8	143	147
4/24/2017	0	21	0	21	131	27	5	13	171	197
4/25/2017	5	21	0	26	190	33	2	15	238	266
4/26/2017	10	21	0	31	115	50	3	13	178	212
4/27/2017	0	26	9	35	131	25	5	11	167	207
4/28/2017	1	5	17	23	106	16	1	10	132	156
4/29/2017	0	0	0	0	89	18	5	12	119	124
4/30/2017	0	0	0	0	88	22	2	35	145	147
Total	62	446	76	584	3,598	861	178	334	4,793	5,555
Percent	1.12%	8.03%	1.37%	10.51%	64.77%	15.50%	3.20%	6.01%	86.28%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Airport	20	0.31%
Amtrak	789	12.32%
Barium Mine Rd	70	1.09%
Bug Hostel	298	4.65%
Catheys Valley	51	0.80%
Cedar Lodge	235	3.67%
Downtown (Court	4	0.06%
El Portal PO	97	1.51%
Half Dome Villag	506	7.90%
KOA	225	3.51%
Mall (PG&E)	9	0.14%
Mariposa Park &	327	5.11%
Merced College	47	0.73%
Merced Mall/Targ	55	0.86%
MidPines	450	7.03%
MPMidtown	4	0.06%
MPPO	141	2.20%
NPS Maintenance	143	2.23%
Other	7	0.11%
Roadside Rest	359	5.60%
The Majestic Hote	196	3.06%
Transpo	265	4.14%
UC Merced	3	0.05%
YosVCenter	1285	20.06%
YV Lodge	819	12.79%
Totals	6405	100.00%

LOAD FACTOR ANALYSIS : 4/1/2017 - 4/30/2017

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 4/1/2017 through 4/30/2017. 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	316	32.24%	Inbound 5:28am service from Catheys Valley to Y
02C.5	1,470	638	43.40%	Inbound 5:58am service from Catheys Valley to Y
03	1,176	692	58.84%	Inbound 6:45am service from Merced to YV
04	1,470	861	58.57%	Inbound 10:20am service from Merced to YV
05	1,470	335	22.79%	Inbound 1:20pm service from Merced to YV
06	1,470	468	31.84%	Inbound 4:30pm service from Merced to YV
07	980	148	15.10%	Outbound 6:20am service from Midpines to Merce
08	1,470	692	47.07%	Outbound 9:32am service from YV to Merced
09	1,470	896	60.95%	Outbound 3:40pm service from YV to Merced
10	1,176	335	28.49%	Outbound 4:15pm service from YV to Mariposa
11	1,470	608	41.36%	Outbound 4:35pm service from YV to Merced
12	1,470	416	28.30%	Outbound 5:45pm service from YV to Merced
Total	16,072	6,405	39.85%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	980	316	32.24%	Inbound 5:28am service from Catheys Valley to YV
02C.5	980	376	38.37%	Inbound 5:58am service from Catheys Valley to YV
03	980	664	67.76%	Inbound 6:45am service from Merced to YV
04	980	507	51.73%	Inbound 10:20am service from Merced to YV
05	980	247	25.20%	Inbound 1:20pm service from Merced to YV
06	980	340	34.69%	Inbound 4:30pm service from Merced to YV
07	980	148	15.10%	Outbound 6:20am service from Midpines to Merced
08	980	493	50.31%	Outbound 9:32am service from YV to Merced
09	980	638	65.10%	Outbound 3:40pm service from YV to Merced
10	980	301	30.71%	Outbound 4:15pm service from YV to Mariposa
11	980	407	41.53%	Outbound 4:35pm service from YV to Merced
12	980	302	30.82%	Outbound 5:45pm service from YV to Merced
Total	11,760	4,739	40.30%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	490	262	53.47%	Inbound 5:58am service from Catheys Valley to YV
03	196	28	14.29%	Inbound 6:45am service from Merced to YV
04	490	354	72.24%	Inbound 10:20am service from Merced to YV
05	490	88	17.96%	Inbound 1:20pm service from Merced to YV
06	490	128	26.12%	Inbound 4:30pm service from Merced to YV
08	490	199	40.61%	Outbound 9:32am service from YV to Merced
09	490	258	52.65%	Outbound 3:40pm service from YV to Merced
10	196	34	17.35%	Outbound 4:15pm service from YV to Mariposa
11	490	201	41.02%	Outbound 4:35pm service from YV to Merced
12	490	114	23.27%	Outbound 5:45pm service from YV to Merced
Total	4,312	1,666	38.64%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	980	316	32.24%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,470	635	43.20%	Inbound 5:58am service from Catheys Valley to YV
03	1,176	687	58.42%	Inbound 6:45am service from Merced to YV
04	1,470	605	41.16%	Inbound 10:20am service from Merced to YV
05	1,470	248	16.87%	Inbound 1:20pm service from Merced to YV
06	1,470	395	26.87%	Inbound 4:30pm service from Merced to YV
07	980	145	14.80%	Outbound 6:20am service from Midpines to Merced
08	1,470	488	33.20%	Outbound 9:32am service from YV to Merced
09	1,470	731	49.73%	Outbound 3:40pm service from YV to Merced
10	1,176	335	28.49%	Outbound 4:15pm service from YV to Mariposa
11	1,470	595	40.48%	Outbound 4:35pm service from YV to Merced
12	1,470	375	25.51%	Outbound 5:45pm service from YV to Merced
Total	16,072	5,555	34.56%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	980	316	32.24%	Inbound 5:28am service from Catheys Valley to YV
02C.5	980	375	38.27%	Inbound 5:58am service from Catheys Valley to YV
03	980	659	67.24%	Inbound 6:45am service from Merced to YV
04	980	365	37.24%	Inbound 10:20am service from Merced to YV
05	980	193	19.69%	Inbound 1:20pm service from Merced to YV
06	980	281	28.67%	Inbound 4:30pm service from Merced to YV
07	980	145	14.80%	Outbound 6:20am service from Midpines to Merced
08	980	335	34.18%	Outbound 9:32am service from YV to Merced
09	980	533	54.39%	Outbound 3:40pm service from YV to Merced
10	980	301	30.71%	Outbound 4:15pm service from YV to Mariposa
11	980	401	40.92%	Outbound 4:35pm service from YV to Merced
12	980	272	27.76%	Outbound 5:45pm service from YV to Merced
Total	11,760	4,176	35.51%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	490	260	53.06%	Inbound 5:58am service from Catheys Valley to YV
03	196	28	14.29%	Inbound 6:45am service from Merced to YV
04	490	240	48.98%	Inbound 10:20am service from Merced to YV
05	490	55	11.22%	Inbound 1:20pm service from Merced to YV
06	490	114	23.27%	Inbound 4:30pm service from Merced to YV
08	490	153	31.22%	Outbound 9:32am service from YV to Merced
09	490	198	40.41%	Outbound 3:40pm service from YV to Merced
10	196	34	17.35%	Outbound 4:15pm service from YV to Mariposa
11	490	194	39.59%	Outbound 4:35pm service from YV to Merced
12	490	103	21.02%	Outbound 5:45pm service from YV to Merced
Total	4,312	1,379	31.98%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 4/1/2017 through 4/30/2017.

Daily - All Routes

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	30	145	4	53	6	5	73	0	316
02C.5	9	124	5	308	25	40	124	3	638
03	0	12	19	450	28	91	87	5	692
04	10	7	5	470	27	67	19	256	861
05	0	0	0	210	6	6	26	87	335
06	0	0	10	300	0	25	60	73	468
07	0	0	0	83	0	3	59	3	148
08	0	4	3	368	15	27	71	204	692
09	3	93	0	484	20	30	101	165	896
10	6	32	21	172	14	6	84	0	335
11	1	19	5	395	25	25	125	13	608
12	3	10	4	305	12	9	32	41	416
Total	62	446	76	3,598	178	334	861	850	6,405
Percent	0.97%	6.96%	1.19%	56.17%	2.78%	5.21%	13.44%	13.27%	100.00%

Weekdays

Run	Aramrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	30	145	4	53	6	5	73	0	316
02C.5	9	101	5	142	13	24	81	1	376
03	0	12	19	424	28	90	86	5	664
04	10	7	3	293	9	31	12	142	507
05	0	0	0	161	4	3	25	54	247
06	0	0	0	213	0	25	43	59	340
07	0	0	0	83	0	3	59	3	148
08	0	3	3	250	12	13	54	158	493
09	2	90	0	342	12	20	67	105	638
10	6	32	21	148	13	6	75	0	301
11	0	19	5	254	16	12	95	6	407
12	1	8	4	226	11	3	19	30	302
Total	58	417	64	2,589	124	235	689	563	4,739
Percent	1.22%	8.80%	1.35%	54.63%	2.62%	4.96%	14.54%	11.88%	100.00%

Weekends/Holidays

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02C.5	0	23	0	166	12	16	43	2	262
03	0	0	0	26	0	1	1	0	28
04	0	0	2	177	18	36	7	114	354
05	0	0	0	49	2	3	1	33	88
06	0	0	10	87	0	0	17	14	128
08	0	1	0	118	3	14	17	46	199
09	1	3	0	142	8	10	34	60	258
10	0	0	0	24	1	0	9	0	34
11	1	0	0	141	9	13	30	7	201
12	2	2	0	79	1	6	13	11	114
Total	4	29	12	1,009	54	99	172	287	1,666
Percent	0.24%	1.74%	0.72%	60.56%	3.24%	5.94%	10.32%	17.23%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRA

Daily - All Routes

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	30	145	4	53	6	5	73	316
02C.5	9	124	5	308	25	40	124	635
03	0	12	19	450	28	91	87	687
04	10	7	5	470	27	67	19	605
05	0	0	0	210	6	6	26	248
06	0	0	10	300	0	25	60	395
07	0	0	0	83	0	3	59	145
08	0	4	3	368	15	27	71	488
09	3	93	0	484	20	30	101	731
10	6	32	21	172	14	6	84	335
11	1	19	5	395	25	25	125	595
12	3	10	4	305	12	9	32	375
Total	62	446	76	3,598	178	334	861	5,555
Percent	1.12%	8.03%	1.37%	64.77%	3.20%	6.01%	15.50%	100.00%

Weekdays

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	30	145	4	53	6	5	73	316
02C.5	9	101	5	142	13	24	81	375
03	0	12	19	424	28	90	86	659
04	10	7	3	293	9	31	12	365
05	0	0	0	161	4	3	25	193
06	0	0	0	213	0	25	43	281
07	0	0	0	83	0	3	59	145
08	0	3	3	250	12	13	54	335
09	2	90	0	342	12	20	67	533
10	6	32	21	148	13	6	75	301
11	0	19	5	254	16	12	95	401
12	1	8	4	226	11	3	19	272
Total	58	417	64	2,589	124	235	689	4,176
Percent	1.39%	9.99%	1.53%	62.00%	2.97%	5.63%	16.50%	100.00%

Weekends/Holidays

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02C.5	0	23	0	166	12	16	43	260
03	0	0	0	26	0	1	1	28
04	0	0	2	177	18	36	7	240
05	0	0	0	49	2	3	1	55
06	0	0	10	87	0	0	17	114
08	0	1	0	118	3	14	17	153
09	1	3	0	142	8	10	34	198
10	0	0	0	24	1	0	9	34
11	1	0	0	141	9	13	30	194
12	2	2	0	79	1	6	13	103
Total	4	29	12	1,009	54	99	172	1,379
Percent	0.29%	2.10%	0.87%	73.17%	3.92%	7.18%	12.47%	100.00%

OPERATING STATISTICS

REVENUE MILES 4/1/2017 - 4/30/2017

From 4/1/2017 through 4/30/2017 VIA HWY 140 operated a total of 26,148 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	20	87	1,740
	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	20	55	1,100
	Yosemite	11	20	87	1,740
	Yosemite	12	20	87	1,740
Total Mileage					18,800

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Catheys Valley	02C.5	10	69	690
	Merced	03	4	87	348
	Merced	04	10	87	870
	Merced	05	10	87	870
	Merced	06	10	87	870
	Yosemite	08	10	87	870
	Yosemite	09	10	87	870
	Yosemite	10	4	55	220
	Yosemite	11	10	87	870
	Yosemite	12	10	87	870
Total Mileage					7,348
Grand Total					26,148
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					26,148

REVENUE HOURS

From 4/1/2017 through 4/30/2017 VIA HWY 140 provided a total of 994.80 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	20	3.20	64.00
	Merced	04	20	3.50	70.00
	Merced	05	20	2.80	56.00
	Merced	06	20	3.90	78.00
	Midpines	07	20	2.20	44.00
	Yosemite	08	20	3.80	76.00
	Yosemite	09	20	3.30	66.00
	Yosemite	10	20	2.00	40.00
	Yosemite	11	20	3.20	64.00
	Yosemite	12	20	3.20	64.00
Total Hours					714.00

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Catheys Valley	02C.5	10	2.30	23.00
	Merced	03	4	3.20	12.80
	Merced	04	10	3.50	35.00
	Merced	05	10	2.80	28.00
	Merced	06	10	3.90	39.00
	Yosemite	08	10	3.80	38.00
	Yosemite	09	10	3.30	33.00
	Yosemite	10	4	2.00	8.00
	Yosemite	11	10	3.20	32.00
	Yosemite	12	10	3.20	32.00
Total Hours					280.80
Grand Total					994.80
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					994.80

Wheelchair Usage

Run Date	Route	Total
4/11/2017	05	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 April 01-30, 2017.

ROAD CALLS

There were zero (0) road calls for the period of April 01-30, 2017.

SERVICE DELAYS

There were five (5) service delays during the month of April 01-30, 2017. Total on time service for all corridors was **99.78%**.

Hwy 140

04/01/17	Run 4	Run delayed 30 minutes due to train delays.
04/01/17	Run 11	Run delayed 30 minutes due to traffic.
04/04/17	Run 3	Run delayed 30 minutes due to passenger loading and delays.
04/13/17	Run 7	Run delayed 1 hour due to operational issue. See missed runs.
04/18/17	Run 5	Run delayed 1 hour at Cedar Lodge due to non YARTS traffic accident.

Hwy 41

Not in service April 01-30, 2017.

Hwy 120/395 Mammoth

Not in service April 01-30, 2017.

Hwy 120 Sonora

Not in service April 01-30, 2017.

MISSED RUNS

There was one (1) missed YARTS trip during the period of April 01-30, 2017.

Hwy 140

04/13/17	Run 7	Run delayed 1 hour due to operational issue.
----------	-------	----------------------------------------------

Hwy 41

Not in service April 01-30, 2017.

Mammoth Routes

Not in service April 01-30, 2017.

Sonora Routes

Not in service April 01-30, 2017.

EXTRA RUNS

There were no extra runs during the month of April 01-30, 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 **322** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from April 01-30, 2017. A comprehensive log of incoming calls by type, including calls regarding customer complaints, commendations, and recommendations is maintained and monitored continually.

- 167** Calls received on schedule issues and questions for Hwy 140 Corridor
- 98** Calls received on Fresno HWY 41 schedule information.
- 12** Calls received on Mammoth Lake schedule information.
- 10** Calls received on Sonora/Groveland schedule information.
- 98** Calls received on park information (lodging, tours, camping, etc.)
- 22** Miscellaneous calls (lost & found, hang up calls, etc.)
- 1** Calls received as customer complaints.
- 322** Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were three (3) complaints received during the month of April 1-30, 2017 by phone. When complaints arise, all operational issues are addressed and rectified so they can be avoided in the future.

4/4/17 Run 3 Family of customer emailed in and said they had a tour scheduled for 10am. The bus was scheduled to arrive at 9:52am to Yosemite Valley Lodge, however the bus was about 30-40 minutes late and they missed their tour. The family wanted a refund of their \$200 they paid for the tour.

Follow up showed that the bus was delayed due to construction and unforeseen issues in the park. Additionally, the bus currently goes to Half Dome Village first due to the detour and then to the remaining Valley Floor locations. YARTS Staff advised customer that the schedule does say to allow at least 15-minutes for unexpected delays, so therefore no refund would be appropriate.

4/19/17 Run 8 Received complaint from family of a rider disembarked Run 8 at the Roadside rest. The family said the rider told the driver she was going to use the rest room and would be back. The family said that while the mother was in the restroom the driver of Run 8 left the mother stranded and she missed a very important appointment, and had also left her bag on board. The family said when the passenger contacted the YARTS line; the responders were rude and said the passenger was at fault. Family was requesting a refund and an apology from the driver.

Follow up showed that the rider never informed the driver that she was disembarking or made any such communications with the driver. The driver also searched for the bags to be able to return them at Amtrak, but there were no bags on board, and the family members were not there to meet the bus and retrieve luggage as they had said.

The Operations Manager for the contractor actually heard all conversations pertaining to this call and said that at no time was either of the employees who answered the YARTS line and interacted with this passenger rude. They were professional as usual and aimed to be helpful. One of them never even spoke directly to the passenger, but talked to the driver of Run 4 and communicated through him to the passenger to find out what happen and make suggestions on how to get back to Merced on later runs. At no point did either of the employees point fault at the rider, but informed her that since the driver was not aware that she was returning, he left on schedule, which is the normal protocol. The family and passenger were referred to YARTS staff for more information.

4/19/17 Run 4 Caller was currently on Run 4 and was upset that the driver had spent 10-15 minutes assisting a person who had been left behind on the other bus. The rider said they had paid their money for transit and the driver should be running on schedule and not assisting other people not riding the route. Caller requested a refund.

The person answering the phone advised the caller that the driver was providing good customer service in assisting a passenger that was stranded with information on the YARTS routes and schedules to help her get to her destination, as well as Amtrak contact information so she could change her reservation. Told caller this was proper protocol, and the driver would be back on route shortly. Caller continued the transit run into Yosemite as scheduled.

Wheel Chair Requests

There were no wheelchair requests filled for the month of April 01-30, 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 2-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.

With less parking for cars, traffic congestion is increasing in the park. The bus lane is currently open and lanes are clearly marked with large signs posting violation costs. This seems to be deterring cars from driving in the bus lane and has allowed a smooth flow for buses in the park.

Easter Weekend and Earth Day

On April 15-16, 2017 Runs 3 and 10 were added for the weekend to accommodate the high expected passenger counts for Easter and the free park entrance weekend.

On April 22-23, 2017 Runs 3 and 10 were added for the weekend to accommodate the high expected passenger counts for Earth Day weekend.

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.

YARTS Reservations

YARTS staff trained the contractor staff on use of the new tablet reservation ticket scanning function. Drivers were provided detailed printed instructions, and tablets for each corridor. Drivers will be able to scan tickets, and the tablet will give drivers information as to whether the tickets are valid or not. The scanning will take effect as of May 15, 2017.