



April 5, 2017

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

RE: YARTS Monthly Report March 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 March 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 3/1/2017 to 3/31/2017

A total of 6,058 passengers were carried on the HWY 140 system by VIA. Of these, 717 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
3/1/2017	0	26	0	26	91	3	36	2	8	138	166
3/2/2017	6	17	0	23	80	3	30	3	8	121	147
3/3/2017	3	13	0	16	88	9	23	3	25	145	164
3/4/2017	0	0	8	8	94	2	16	0	14	126	134
3/5/2017	1	3	4	8	125	4	12	2	15	156	166
3/6/2017	0	31	0	31	167	8	46	9	23	244	284
3/7/2017	0	35	0	35	149	6	47	5	16	218	258
3/8/2017	12	26	2	40	58	7	46	3	11	122	165
3/9/2017	0	23	1	24	83	8	40	5	20	151	180
3/10/2017	4	23	0	27	104	3	14	3	19	140	170
3/11/2017	0	0	0	0	94	5	12	2	28	139	141
3/12/2017	0	1	0	1	91	3	10	3	35	139	143
3/13/2017	11	26	1	38	146	14	48	2	24	232	272
3/14/2017	0	31	0	31	113	1	50	0	9	173	204
3/15/2017	4	35	2	41	82	7	33	2	19	141	184
3/16/2017	8	19	0	27	87	3	31	3	27	148	178
3/17/2017	0	12	0	12	87	5	27	1	34	153	166
3/18/2017	0	0	0	0	67	3	7	1	31	108	109
3/19/2017	4	1	5	10	104	9	5	2	42	160	172
3/20/2017	1	34	7	42	89	9	30	0	30	158	200
3/21/2017	4	26	0	30	114	5	79	5	19	217	252
3/22/2017	5	68	0	73	139	5	25	0	27	196	269
3/23/2017	4	24	0	28	100	5	46	2	22	173	203
3/24/2017	22	13	0	35	81	6	13	2	29	129	166
3/25/2017	1	1	0	2	94	15	12	2	53	174	178
3/26/2017	0	1	13	14	90	5	56	1	39	190	205
3/27/2017	9	44	0	53	128	2	62	2	15	207	262
3/28/2017	9	51	0	60	100	8	51	1	31	190	251
3/29/2017	0	37	0	37	162	21	40	2	13	236	275
3/30/2017	6	29	5	40	97	6	40	1	13	156	197
3/31/2017	0	14	0	14	139	9	17	0	18	183	197
Total	114	664	48	826	3,243	199	1,004	69	717	5,163	6,058
Percent	1.88%	10.96%	0.79%	13.63%	53.53%	3.28%	16.57%	1.14%	11.84%	85.23%	100.00%

Ridership Excluding Amtrak

Date	Armrk	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
3/1/2017	0	26	0	26	91	36	2	3	130	158
3/2/2017	6	17	0	23	80	30	3	3	113	139
3/3/2017	3	13	0	16	88	23	3	9	120	139
3/4/2017	0	0	8	8	94	16	0	2	112	120
3/5/2017	1	3	4	8	125	12	2	4	141	151
3/6/2017	0	31	0	31	167	46	9	8	221	261
3/7/2017	0	35	0	35	149	47	5	6	202	242
3/8/2017	12	26	2	40	58	46	3	7	111	154
3/9/2017	0	23	1	24	83	40	5	8	131	160
3/10/2017	4	23	0	27	104	14	3	3	121	151
3/11/2017	0	0	0	0	94	12	2	5	111	113
3/12/2017	0	1	0	1	91	10	3	3	104	108
3/13/2017	11	26	1	38	146	48	2	14	208	248
3/14/2017	0	31	0	31	113	50	0	1	164	195
3/15/2017	4	35	2	41	82	33	2	7	122	165
3/16/2017	8	19	0	27	87	31	3	3	121	151
3/17/2017	0	12	0	12	87	27	1	5	119	132
3/18/2017	0	0	0	0	67	7	1	3	77	78
3/19/2017	4	1	5	10	104	5	2	9	118	130
3/20/2017	1	34	7	42	89	30	0	9	128	170
3/21/2017	4	26	0	30	114	79	5	5	198	233
3/22/2017	5	68	0	73	139	25	0	5	169	242
3/23/2017	4	24	0	28	100	46	2	5	151	181
3/24/2017	22	13	0	35	81	13	2	6	100	137
3/25/2017	1	1	0	2	94	12	2	15	121	125
3/26/2017	0	1	13	14	90	56	1	5	151	166
3/27/2017	9	44	0	53	128	62	2	2	192	247
3/28/2017	9	51	0	60	100	51	1	8	159	220
3/29/2017	0	37	0	37	162	40	2	21	223	262
3/30/2017	6	29	5	40	97	40	1	6	143	184
3/31/2017	0	14	0	14	139	17	0	9	165	179
Total	114	664	48	826	3,243	1,004	69	199	4,446	5,341
Percent	2.13%	12.43%	0.90%	15.47%	60.72%	18.80%	1.29%	3.73%	83.24%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Airport	23	0.38%
Amtrak	802	13.24%
Barium Mine Rd	42	0.69%
Bug Hostel	249	4.11%
Catheys Valley	112	1.85%
Cedar Lodge	185	3.05%
Downtown (Court	14	0.23%
El Portal PO	124	2.05%
Half Dome Villag	304	5.02%
KOA	76	1.25%
Mall (PG&E)	7	0.12%
Mariposa Park &	389	6.42%
Merced College	49	0.81%
Merced Mall/Targ	42	0.69%
MidPines	358	5.91%
MPMidtown	13	0.21%
MPPO	120	1.98%
NPS Maintenance	204	3.37%
Other	19	0.31%
Roadside Rest	427	7.05%
The Majestic Hote	188	3.10%
Transpo	229	3.78%
UC Merced	27	0.45%
Yosemite Valley L	68	1.12%
YosVCenter	1078	17.79%
YV Lodge	909	15.00%

Pick-up Location	Riders	Percentage
Totals	6058	100.00%

LOAD FACTOR ANALYSIS : 3/1/2017 - 3/31/2017

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 3/1/2017 through 3/31/2017. 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	1,127	445	39.49%	Inbound 5:28am service from Catheys Valley to Y
02C.5	1,470	517	35.17%	Inbound 5:58am service from Catheys Valley to Y
03	1,127	595	52.80%	Inbound 6:45am service from Merced to YV
04	1,519	739	48.65%	Inbound 10:20am service from Merced to YV
05	1,519	372	24.49%	Inbound 1:20pm service from Merced to YV
06	1,519	432	28.44%	Inbound 4:30pm service from Merced to YV
07	1,127	176	15.62%	Outbound 6:20am service from Midpines to Merce
08	1,519	622	40.95%	Outbound 9:32am service from YV to Merced
09	1,519	898	59.12%	Outbound 3:40pm service from YV to Merced
10	1,127	309	27.42%	Outbound 4:15pm service from YV to Mariposa
11	1,519	594	39.10%	Outbound 4:35pm service from YV to Merced
12	1,519	359	23.63%	Outbound 5:45pm service from YV to Merced
Total	16,611	6,058	36.47%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,127	445	39.49%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,127	382	33.90%	Inbound 5:58am service from Catheys Valley to YV
03	1,127	595	52.80%	Inbound 6:45am service from Merced to YV
04	1,127	437	38.78%	Inbound 10:20am service from Merced to YV
05	1,127	264	23.43%	Inbound 1:20pm service from Merced to YV
06	1,127	348	30.88%	Inbound 4:30pm service from Merced to YV
07	1,127	176	15.62%	Outbound 6:20am service from Midpines to Merced
08	1,127	482	42.77%	Outbound 9:32am service from YV to Merced
09	1,127	698	61.93%	Outbound 3:40pm service from YV to Merced
10	1,127	309	27.42%	Outbound 4:15pm service from YV to Mariposa
11	1,127	421	37.36%	Outbound 4:35pm service from YV to Merced
12	1,127	253	22.45%	Outbound 5:45pm service from YV to Merced
Total	13,524	4,810	35.57%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	343	135	39.36%	Inbound 5:58am service from Catheys Valley to YV
04	392	302	77.04%	Inbound 10:20am service from Merced to YV
05	392	108	27.55%	Inbound 1:20pm service from Merced to YV
06	392	84	21.43%	Inbound 4:30pm service from Merced to YV
08	392	140	35.71%	Outbound 9:32am service from YV to Merced
09	392	200	51.02%	Outbound 3:40pm service from YV to Merced
11	392	173	44.13%	Outbound 4:35pm service from YV to Merced
12	392	106	27.04%	Outbound 5:45pm service from YV to Merced
Total	3,087	1,248	40.43%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,127	441	39.13%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,470	517	35.17%	Inbound 5:58am service from Catheys Valley to YV
03	1,127	593	52.62%	Inbound 6:45am service from Merced to YV
04	1,519	514	33.84%	Inbound 10:20am service from Merced to YV
05	1,519	279	18.37%	Inbound 1:20pm service from Merced to YV
06	1,519	396	26.07%	Inbound 4:30pm service from Merced to YV
07	1,127	174	15.44%	Outbound 6:20am service from Midpines to Merced
08	1,519	483	31.80%	Outbound 9:32am service from YV to Merced
09	1,519	728	47.93%	Outbound 3:40pm service from YV to Merced
10	1,127	309	27.42%	Outbound 4:15pm service from YV to Mariposa
11	1,519	582	38.31%	Outbound 4:35pm service from YV to Merced
12	1,519	325	21.40%	Outbound 5:45pm service from YV to Merced
Total	16,611	5,341	32.15%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,127	441	39.13%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,127	382	33.90%	Inbound 5:58am service from Catheys Valley to YV
03	1,127	593	52.62%	Inbound 6:45am service from Merced to YV
04	1,127	311	27.60%	Inbound 10:20am service from Merced to YV
05	1,127	208	18.46%	Inbound 1:20pm service from Merced to YV
06	1,127	326	28.93%	Inbound 4:30pm service from Merced to YV
07	1,127	174	15.44%	Outbound 6:20am service from Midpines to Merced
08	1,127	392	34.78%	Outbound 9:32am service from YV to Merced
09	1,127	563	49.96%	Outbound 3:40pm service from YV to Merced
10	1,127	309	27.42%	Outbound 4:15pm service from YV to Mariposa
11	1,127	416	36.91%	Outbound 4:35pm service from YV to Merced
12	1,127	235	20.85%	Outbound 5:45pm service from YV to Merced
Total	13,524	4,350	32.17%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	343	135	39.36%	Inbound 5:58am service from Catheys Valley to YV
04	392	203	51.79%	Inbound 10:20am service from Merced to YV
05	392	71	18.11%	Inbound 1:20pm service from Merced to YV
06	392	70	17.86%	Inbound 4:30pm service from Merced to YV
08	392	91	23.21%	Outbound 9:32am service from YV to Merced
09	392	165	42.09%	Outbound 3:40pm service from YV to Merced
11	392	166	42.35%	Outbound 4:35pm service from YV to Merced
12	392	90	22.96%	Outbound 5:45pm service from YV to Merced
Total	3,087	991	32.10%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 3/1/2017 through 3/31/2017.

Daily - All Routes

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	5	208	0	123	4	1	100	4	445
02C.5	18	142	13	197	12	30	105	0	517
03	4	39	1	367	3	45	134	2	595
04	31	1	6	381	8	26	61	225	739
05	0	1	0	245	3	24	6	93	372
06	0	0	1	310	2	3	80	36	432
07	0	5	0	69	2	9	89	2	176
08	4	1	5	412	6	29	26	139	622
09	6	163	14	379	14	20	132	170	898
10	14	58	1	124	2	3	107	0	309
11	32	40	7	348	8	3	144	12	594
12	0	6	0	288	5	6	20	34	359
Total	114	664	48	3,243	69	199	1,004	717	6,058
Percent	1.88%	10.96%	0.79%	53.53%	1.14%	3.28%	16.57%	11.84%	100.00%

Weekdays

Run	Aramrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	5	208	0	123	4	1	100	4	445
02C.5	16	138	7	101	10	25	85	0	382
03	4	39	1	367	3	45	134	2	595
04	31	1	4	231	7	16	21	126	437
05	0	1	0	189	2	10	6	56	264
06	0	0	0	249	0	3	74	22	348
07	0	5	0	69	2	9	89	2	176
08	4	1	2	333	5	27	20	90	482
09	3	162	0	272	11	10	105	135	698
10	14	58	1	124	2	3	107	0	309
11	31	39	3	220	5	0	118	5	421
12	0	5	0	206	5	4	15	18	253
Total	108	657	18	2,484	56	153	874	460	4,810
Percent	2.25%	13.66%	0.37%	51.64%	1.16%	3.18%	18.17%	9.56%	100.00%

Weekends/Holidays

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02C.5	2	4	6	96	2	5	20	0	135
04	0	0	2	150	1	10	40	99	302
05	0	0	0	56	1	14	0	37	108
06	0	0	1	61	2	0	6	14	84
08	0	0	3	79	1	2	6	49	140
09	3	1	14	107	3	10	27	35	200
11	1	1	4	128	3	3	26	7	173
12	0	1	0	82	0	2	5	16	106
Total	6	7	30	759	13	46	130	257	1,248
Percent	0.48%	0.56%	2.40%	60.82%	1.04%	3.69%	10.42%	20.59%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	5	208	0	123	4	1	100	441
02C.5	18	142	13	197	12	30	105	517
03	4	39	1	367	3	45	134	593
04	31	1	6	381	8	26	61	514
05	0	1	0	245	3	24	6	279
06	0	0	1	310	2	3	80	396
07	0	5	0	69	2	9	89	174
08	4	1	5	412	6	29	26	483
09	6	163	14	379	14	20	132	728
10	14	58	1	124	2	3	107	309
11	32	40	7	348	8	3	144	582
12	0	6	0	288	5	6	20	325
Total	114	664	48	3,243	69	199	1,004	5,341
Percent	2.13%	12.43%	0.90%	60.72%	1.29%	3.73%	18.80%	100.00%

Weekdays

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	5	208	0	123	4	1	100	441
02C.5	16	138	7	101	10	25	85	382
03	4	39	1	367	3	45	134	593
04	31	1	4	231	7	16	21	311
05	0	1	0	189	2	10	6	208
06	0	0	0	249	0	3	74	326
07	0	5	0	69	2	9	89	174
08	4	1	2	333	5	27	20	392
09	3	162	0	272	11	10	105	563
10	14	58	1	124	2	3	107	309
11	31	39	3	220	5	0	118	416
12	0	5	0	206	5	4	15	235
Total	108	657	18	2,484	56	153	874	4,350
Percent	2.48%	15.10%	0.41%	57.10%	1.29%	3.52%	20.09%	100.00%

Weekends/Holidays

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02C.5	2	4	6	96	2	5	20	135
04	0	0	2	150	1	10	40	203
05	0	0	0	56	1	14	0	71
06	0	0	1	61	2	0	6	70
08	0	0	3	79	1	2	6	91
09	3	1	14	107	3	10	27	165
11	1	1	4	128	3	3	26	166
12	0	1	0	82	0	2	5	90
Total	6	7	30	759	13	46	130	991
Percent	0.61%	0.71%	3.03%	76.59%	1.31%	4.64%	13.12%	100.00%

OPERATING STATISTICS

REVENUE MILES 3/1/2017 - 3/31/2017

From 3/1/2017 through 3/31/2017 VIA HWY 140 operated a total of 26,975 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Catheys Valley	01C.5	23	69	1,587
	Catheys Valley	02C.5	23	69	1,587
	Merced	03	23	87	2,001
	Merced	04	23	87	2,001
	Merced	05	23	87	2,001
	Merced	06	23	87	2,001
	Midpines	07	23	51	1,173
	Yosemite	08	23	87	2,001
	Yosemite	09	23	87	2,001
	Yosemite	10	23	55	1,265
	Yosemite	11	23	87	2,001
	Yosemite	12	23	87	2,001
Total Mileage					21,620

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Catheys Valley	02C.5	7	69	483
	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					5,355
Grand Total					26,975
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					26,975

REVENUE HOURS

From 3/1/2017 through 3/31/2017 VIA HWY 140 provided a total of 1,026.80 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Catheys Valley	01C.5	23	2.30	52.90
	Catheys Valley	02C.5	23	2.30	52.90
	Merced	03	23	3.20	73.60
	Merced	04	23	3.50	80.50
	Merced	05	23	2.80	64.40
	Merced	06	23	3.90	89.70
	Midpines	07	23	2.20	50.60
	Yosemite	08	23	3.80	87.40
	Yosemite	09	23	3.30	75.90
	Yosemite	10	23	2.00	46.00
	Yosemite	11	23	3.20	73.60
	Yosemite	12	23	3.20	73.60
Total Hours					821.10

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Catheys Valley	02C.5	7	2.30	16.10
	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					205.70
Grand Total					1,026.80
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					1,026.80

Wheelchair Usage

Run Date	Route	Total
3/5/2017	04	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 March 01-31, 2017.

ROAD CALLS

There were three (3) road calls for the period of March 01-31, 2017.

03/13/17	Run 6	Run delayed 40 minutes due to mechanical issue en route.
03/21/17	Run 6	Run delayed 1.5 hours due to mechanical issue.
03/31/17	Run 3	Run delayed 1hour due to mechanical issue en route.

SERVICE DELAYS

There were nine (9) service delays during the month of March 01-31, 2017. Total on time service for all corridors was 98.85%.

Hwy 140

03/7/17	Run 12	Run delayed 25 minutes due to road closed at Half Dome.
03/13/17	Run 6	Run delayed 40 minutes due to mechanical issue en route.
03/14/17	Run 6	Run delayed 30 minutes due to high passenger count.
03/16/17	Run 3	Run delayed 1 hour due to operational issue. See missed runs.
03/21/17	Run 6	Run delayed 1.5 hours due to mechanical issue en route.
03/25/17	Run 2	Missed run due to operational issue. See missed runs.
03/28/17	Run 4	Run delayed 1.5 hours due to operational issue. See missed runs.
03/28/17	Run 5	Run delayed 1 hour due to operational issue. See missed runs.
03/31/17	Run 3	Run delayed 1 hour due to mechanical issue en route.

Hwy 41

Not in service March 01-31, 2017.

Hwy 120/395 Mammoth

Not in service March 01-31, 2017.

Hwy 120 Sonora

Not in service March 01-31, 2017.

MISSED RUNS

There were four (4) missed YARTS trips during the period of March 01-31, 2017.

Hwy 140

03/16/17	Run 3	Run delayed 1 hour due to operational issue. See missed runs.
03/25/17	Run 2	Missed run due to operational issue. See missed runs.
03/28/17	Run 4	Run delayed 1.5 hours due to operational issue. See missed runs.
03/28/17	Run 5	Run delayed 1 hour due to operational issue. See missed runs.

Hwy 41

Not in service March 01-31, 2017.

Mammoth Routes

Not in service March 01-31, 2017.

Sonora Routes

Not in service March 01-31, 2017.

EXTRA RUNS

There were no extra runs during the month of March 01-31, 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 **653** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from March 01-31, 2017. A comprehensive log of incoming calls by type, including calls regarding customer complaints, commendations, and recommendations is maintained and monitored continually.

- 356** Calls received on schedule issues and questions for Hwy 140 Corridor
- 141** Calls received on Fresno HWY 41 schedule information.
- 12** Calls received on Mammoth Lake schedule information.
- 10** Calls received on Sonora/Groveland schedule information.
- 121** Calls received on park information (lodging, tours, camping, etc.)
- 12** Miscellaneous calls (lost & found, hang up calls, etc.)

- 1 Calls received as customer complaints.
- 653 Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

- 03/20/17 Rider said driver was very nice, but was concerned that driver was looking at cell phone periodically on way from Amtrak to Catheys Valley and had hit the road audio strips on one occasion. Follow up showed that the cell phone holder is right below the atomic clock. The driver was actually glancing at the clock, rather than the phone. Driver was advised that it was not necessary to look at timing between stops, but rather drive the route safely and note times at the stop destinations. The contractor's number one goal is safety, and they totally agree with reducing the distractions that might cause drivers to not be perceived as safe. This information has been relayed to the entire driving force.
- 03/25/17 Received a call from Yosemite Dispatch wanting to know what happened to Run 2 and whether Runs 4 and 5 were operating. Run 2 was missed due to an operational error. Advised dispatch that Runs 4 and 5 were running on schedule. Dispatched driver to park to cover afternoon run connected to Run 2.
- 03/27/17 Customer contacted YARTS to inform them that the YARTS after-hours message still said that the road was closed to the park. Follow up showed that the message was from a previous road closure. The contractor changes the message to reflect current road conditions/closures that affect YARTS schedule operations. Normally, once the conditions change and everything is running as usual, the message is reverted back to the original standard YARTS greeting. This message was thought to have been changed back, however was inadvertently left unchanged. Contractor has added a step to the process to ensure that messages are changed in a timely manner and that the correct message content is running.

Kudos

- 03/31/17 "We wanted to recognize our bus driver for her expertise and sharing of knowledge of Yosemite. And more importantly her great driving skills!she took extra care of us going down. We so appreciated her caring attitude."

Wheel Chair Requests

There were no wheelchair requests filled for the month of March 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 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.

The traffic pattern in the park has changed due to construction. Southside Drive is 2-way traffic, while Sentinel Bridge is a one-way pattern. Runs 1 and 2 are dropping at Half Dome Village first, since it adds an additional 20+ minutes to reach Half Dome Village from the Visitor Center with not being able to access Sentinel Bridge using the normal route. Drivers must use El Capitan crossover to get back to Half Dome Village from this side of the park. Run 4 is going directly to the Yosemite Valley Lodge first to accommodate Amtrak and other passengers with tram tour reservations, then proceeding back to Half Dome Village and other stops as needed to drop off guests. This has added 20+ minutes to the routing for this run.

With less parking for cars, the congestion has increased. The Park is looking into alternate parking options for YARTS buses to free up some spaces for commercial vehicles and cars this season. YARTS staff and contractor are in touch with park representatives and are reviewing options at this time.

Subpoena

MCAG received a subpoena for YARTS manifests dating from 9/1/2015 to 9/30/2015 and driver information for a specific date. Legal staff was involved in the process. Copies of all manifests from this time period were submitted to MCAG as requested, who in turn reviewed them and gave them to the law firm that requested them. Driver contact information was not available as driver is no longer employed at VIA.

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 remained opened for all four summer schedules, and is being continually monitored by YARTS staff.