



**August 14, 2017**

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

**RE: YARTS Monthly Report July 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 July 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 7/1/2017 to 7/31/2017

A total of 10,200 passengers were carried on the HWY 140 system by VIA. Of these, 679 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
7/1/2017	5	2	31	38	284	17	29	30	50	380	448
7/2/2017	1	1	15	17	453	14	23	64	31	521	602
7/3/2017	1	8	3	12	320	28	61	25	58	467	504
7/4/2017	3	4	2	9	213	16	34	46	62	325	380
7/5/2017	5	27	12	44	205	9	54	3	21	289	336
7/6/2017	6	14	0	20	307	8	37	26	38	390	436
7/7/2017	0	2	53	55	317	14	37	32	16	384	471
7/8/2017	0	1	5	6	284	15	48	42	52	399	447
7/9/2017	20	3	5	28	163	20	18	24	16	217	269
7/10/2017	0	23	0	23	268	18	63	49	64	413	485
7/11/2017	5	20	0	25	272	11	56	39	26	365	429
7/12/2017	0	37	0	37	349	14	43	36	37	443	516
7/13/2017	1	25	19	45	240	13	99	39	26	378	462
7/14/2017	16	13	11	40	223	14	54	24	26	317	381
7/15/2017	0	0	0	0	294	0	0	0	0	294	294
7/16/2017	0	0	0	0	299	0	10	0	0	309	309
7/17/2017	10	47	0	57	241	11	63	20	30	345	422
7/18/2017	0	21	1	22	261	3	7	14	10	281	317
7/19/2017	0	0	0	0	40	0	0	0	0	40	40
7/20/2017	0	0	0	0	40	0	0	0	0	40	40
7/21/2017	0	0	0	0	25	0	0	0	0	25	25
7/22/2017	0	0	0	0	20	0	0	0	0	20	20
7/23/2017	0	0	0	0	15	0	0	0	0	15	15
7/24/2017	2	6	0	8	114	1	59	5	5	179	192
7/25/2017	12	26	10	48	156	11	90	8	2	259	315
7/26/2017	0	22	0	22	245	4	122	6	21	392	420
7/27/2017	6	8	24	38	212	11	82	16	4	309	363
7/28/2017	0	16	14	30	194	8	96	12	36	334	376
7/29/2017	0	0	24	24	132	7	38	4	7	184	212
7/30/2017	0	0	0	0	267	4	27	27	26	324	351
7/31/2017	10	22	11	43	212	8	41	4	15	276	323
<b>Total</b>	103	348	240	691	6,665	279	1,291	595	679	8,914	10,200
<b>Percent</b>	1.01%	3.41%	2.35%	6.77%	65.34%	2.74%	12.66%	5.83%	6.66%	87.39%	100.00%

## Ridership Excluding Amtrak

Date	Armrk	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
7/1/2017	5	2	31	38	284	29	30	17	330	398
7/2/2017	1	1	15	17	453	23	64	14	490	571
7/3/2017	1	8	3	12	320	61	25	28	409	446
7/4/2017	3	4	2	9	213	34	46	16	263	318
7/5/2017	5	27	12	44	205	54	3	9	268	315
7/6/2017	6	14	0	20	307	37	26	8	352	398
7/7/2017	0	2	53	55	317	37	32	14	368	455
7/8/2017	0	1	5	6	284	48	42	15	347	395
7/9/2017	20	3	5	28	163	18	24	20	201	253
7/10/2017	0	23	0	23	268	63	49	18	349	421
7/11/2017	5	20	0	25	272	56	39	11	339	403
7/12/2017	0	37	0	37	349	43	36	14	406	479
7/13/2017	1	25	19	45	240	99	39	13	352	436
7/14/2017	16	13	11	40	223	54	24	14	291	355
7/15/2017	0	0	0	0	294	0	0	0	294	294
7/16/2017	0	0	0	0	299	10	0	0	309	309
7/17/2017	10	47	0	57	241	63	20	11	315	392
7/18/2017	0	21	1	22	261	7	14	3	271	307
7/19/2017	0	0	0	0	40	0	0	0	40	40
7/20/2017	0	0	0	0	40	0	0	0	40	40
7/21/2017	0	0	0	0	25	0	0	0	25	25
7/22/2017	0	0	0	0	20	0	0	0	20	20
7/23/2017	0	0	0	0	15	0	0	0	15	15
7/24/2017	2	6	0	8	114	59	5	1	174	187
7/25/2017	12	26	10	48	156	90	8	11	257	313
7/26/2017	0	22	0	22	245	122	6	4	371	399
7/27/2017	6	8	24	38	212	82	16	11	305	359
7/28/2017	0	16	14	30	194	96	12	8	298	340
7/29/2017	0	0	24	24	132	38	4	7	177	205
7/30/2017	0	0	0	0	267	27	27	4	298	325
7/31/2017	10	22	11	43	212	41	4	8	261	308
<b>Total</b>	103	348	240	691	6,665	1,291	595	279	8,235	9,521
<b>Percent</b>	1.08%	3.66%	2.52%	7.26%	70.00%	13.56%	6.25%	2.93%	86.49%	100.00%

## Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Airport	31	0.30%
Amtrak	939	9.21%
Barium Mine Rd	36	0.35%
Bug Hostel	288	2.82%
Catheys Valley	69	0.68%
Cedar Lodge	569	5.58%
El Portal PO	159	1.56%
Half Dome Villag	690	6.76%
KOA	594	5.82%
Mall (PG&E)	16	0.16%
Mariposa Park &	498	4.88%
Merced College	35	0.34%
Merced Mall/Targ	38	0.37%
MidPines	352	3.45%
MPMidtown	235	2.30%
MPPO	229	2.25%
NPS Maintenance	191	1.87%
Other	82	0.80%
Roadside Rest	415	4.07%
The Majestic Hote	256	2.51%
Transpo	278	2.73%
UC Merced	2	0.02%
Yosemite Valley L	225	2.21%
YosVCenter	2196	21.53%
YV Lodge	1777	17.42%
<b>Totals</b>	<b>10200</b>	<b>100.00%</b>

**LOAD FACTOR ANALYSIS : 7/1/2017 - 7/31/2017**

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 7/1/2017 through 7/31/2017. 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	
01	147	25	17.01%	Outbound 6:30 pm service from Madera to Merced
01	245	45	18.37%	Inbound 12:00 pm service from El Portal to Yosem
01	1,004	341	33.96%	Inbound 5:28 am service from Cathey's Valley to Y
02	1,557	831	53.37%	Inbound 5:58 am service from Cathey's Valley to Y
02	245	45	18.37%	Outbound 7:30 pm service from Madera to Merced
02	147	25	17.01%	Inbound 1:00 pm service from El Portal to Yosemit
2A	1,436	649	45.19%	Inbound 6:00 am service from Merced to YV
03	1,412	625	44.26%	Inbound 6:45 am service from Merced to YV
3A	1,521	499	32.81%	Inbound 9:00 am service from Mariposa to YV
04	1,464	695	47.47%	Inbound 8:45 am service from Merced to YV
05	1,663	766	46.06%	Inbound 10:20 am service from Merced to YV
06	1,451	527	36.32%	Inbound 4:30 pm service from Merced to YV
07	883	371	42.02%	Outbound 6:20 am service from Mariposa to Merce
08	1,401	622	44.40%	Outbound 9:32 am service from YV to Merced
8A	1,523	812	53.32%	Outbound 3:15 pm service from YV to Mariposa
09	1,359	666	49.01%	Outbound 3:40 pm service from YV to Merced
10	1,430	594	41.54%	Outbound 4:15 pm service from YV to Merced
11	255	121	47.45%	Outbound 4:35pm service from YV to Merced
11	1,103	462	41.89%	Outbound 4:35 pm service from YV to Merced
11A	1,464	523	35.72%	Outbound 5:15 pm service from YV to Mariposa
12	1,476	554	37.53%	Outbound 5:45 pm service from YV to Merced
14	1,411	402	28.49%	Outbound 8:07 pm service from YV to Merced

Runs	Max Load Capacity	Ridership	Load Factor
Total	24,597	10,200	41.47%

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01	147	25	17.01%	Outbound 6:30 pm service from Madera to Merced
01	147	25	17.01%	Inbound 12:00 pm service from El Portal to Yosemite
01	1,004	341	33.96%	Inbound 5:28 am service from Cathey's Valley to YV
02	1,046	592	56.60%	Inbound 5:58 am service from Cathey's Valley to YV
02	147	30	20.41%	Outbound 7:30 pm service from Madera to Merced
02	147	25	17.01%	Inbound 1:00 pm service from El Portal to Yosemite
2A	922	456	49.46%	Inbound 6:00 am service from Merced to YV
03	957	313	32.71%	Inbound 6:45 am service from Merced to YV
3A	1,016	331	32.58%	Inbound 9:00 am service from Mariposa to YV
04	1,017	407	40.02%	Inbound 8:45 am service from Merced to YV
05	1,053	462	43.87%	Inbound 10:20 am service from Merced to YV
06	954	360	37.74%	Inbound 4:30 pm service from Merced to YV
07	883	371	42.02%	Outbound 6:20 am service from Mariposa to Merced
08	901	421	46.73%	Outbound 9:32 am service from YV to Merced
8A	968	541	55.89%	Outbound 3:15 pm service from YV to Mariposa
09	902	443	49.11%	Outbound 3:40 pm service from YV to Merced
10	973	415	42.65%	Outbound 4:15 pm service from YV to Merced
11	54	22	40.74%	Outbound 4:35pm service from YV to Merced
11	859	381	44.35%	Outbound 4:35 pm service from YV to Merced
11A	956	300	31.38%	Outbound 5:15 pm service from YV to Mariposa
12	864	327	37.85%	Outbound 5:45 pm service from YV to Merced
14	953	265	27.81%	Outbound 8:07 pm service from YV to Merced
<b>Total</b>	<b>16,870</b>	<b>6,853</b>	<b>40.62%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
01	98	20	20.41%	Inbound 12:00 pm service from El Portal to Yosemite
02	511	225	44.03%	Inbound 5:58 am service from Cathey's Valley to YV
02	511	14	2.74%	Inbound 5:58 am service from Cathey's Valley to YV
02	98	15	15.31%	Outbound 7:30 pm service from Madera to Merced
2A	514	20	3.89%	Inbound 6:00 am service from Merced to YV
2A	514	173	33.66%	Inbound 6:00 am service from Merced to YV
03	455	24	5.27%	Inbound 6:45 am service from Merced to YV
03	455	288	63.30%	Inbound 6:45 am service from Merced to YV
3A	505	17	3.37%	Inbound 9:00 am service from Mariposa to YV
3A	505	151	29.90%	Inbound 9:00 am service from Mariposa to YV
04	447	258	57.72%	Inbound 8:45 am service from Merced to YV
04	447	30	6.71%	Inbound 8:45 am service from Merced to YV
05	610	242	39.67%	Inbound 10:20 am service from Merced to YV
05	610	62	10.16%	Inbound 10:20 am service from Merced to YV
06	497	22	4.43%	Inbound 4:30 pm service from Merced to YV
06	497	145	29.18%	Inbound 4:30 pm service from Merced to YV
08	500	16	3.20%	Outbound 9:32 am service from YV to Merced
08	500	185	37.00%	Outbound 9:32 am service from YV to Merced
8A	555	47	8.47%	Outbound 3:15 pm service from YV to Mariposa
8A	555	224	40.36%	Outbound 3:15 pm service from YV to Mariposa
09	457	20	4.38%	Outbound 3:40 pm service from YV to Merced
09	457	203	44.42%	Outbound 3:40 pm service from YV to Merced
10	457	9	1.97%	Outbound 4:15 pm service from YV to Merced
10	457	170	37.20%	Outbound 4:15 pm service from YV to Merced
11	201	99	49.25%	Outbound 4:35pm service from YV to Merced
11	244	49	20.08%	Outbound 4:35 pm service from YV to Merced
11	244	32	13.11%	Outbound 4:35 pm service from YV to Merced
11A	508	198	38.98%	Outbound 5:15 pm service from YV to Mariposa
11A	508	25	4.92%	Outbound 5:15 pm service from YV to Mariposa
12	612	195	31.86%	Outbound 5:45 pm service from YV to Merced
12	612	32	5.23%	Outbound 5:45 pm service from YV to Merced
14	458	127	27.73%	Outbound 8:07 pm service from YV to Merced



Runs	Max Load Capacity	Ridership	Load Factor
14	458	10	2.18%
Total	15,057	3,347	22.23%

Outbound 8:07 pm service from YV to Merced

## WITHOUT AMTRAK

### Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01	147	25	17.01%	Outbound 6:30 pm service from Madera to Merced
01	245	45	18.37%	Inbound 12:00 pm service from El Portal to Yosemite
01	1,004	333	33.17%	Inbound 5:28 am service from Cathey's Valley to YV
02	1,557	831	53.37%	Inbound 5:58 am service from Cathey's Valley to YV
02	245	45	18.37%	Outbound 7:30 pm service from Madera to Merced
02	147	25	17.01%	Inbound 1:00 pm service from El Portal to Yosemite
2A	1,436	633	44.08%	Inbound 6:00 am service from Merced to YV
03	1,412	602	42.63%	Inbound 6:45 am service from Merced to YV
3A	1,521	494	32.48%	Inbound 9:00 am service from Mariposa to YV
04	1,464	658	44.95%	Inbound 8:45 am service from Merced to YV
05	1,663	589	35.42%	Inbound 10:20 am service from Merced to YV
06	1,451	429	29.57%	Inbound 4:30 pm service from Merced to YV
07	883	343	38.84%	Outbound 6:20 am service from Mariposa to Merced
08	1,401	538	38.40%	Outbound 9:32 am service from YV to Merced
8A	1,523	767	50.36%	Outbound 3:15 pm service from YV to Mariposa
09	1,359	586	43.12%	Outbound 3:40 pm service from YV to Merced
10	1,430	578	40.42%	Outbound 4:15 pm service from YV to Merced
11	255	119	46.67%	Outbound 4:35pm service from YV to Merced
11	1,103	449	40.71%	Outbound 4:35 pm service from YV to Merced
11A	1,464	521	35.59%	Outbound 5:15 pm service from YV to Mariposa
12	1,476	510	34.55%	Outbound 5:45 pm service from YV to Merced
14	1,411	401	28.42%	Outbound 8:07 pm service from YV to Merced
<b>Total</b>	<b>24,597</b>	<b>9,521</b>	<b>38.71%</b>	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01	147	25	17.01%	Outbound 6:30 pm service from Madera to Merced
01	147	25	17.01%	Inbound 12:00 pm service from El Portal to Yosemite
01	1,004	333	33.17%	Inbound 5:28 am service from Cathey's Valley to YV
02	1,046	592	56.60%	Inbound 5:58 am service from Cathey's Valley to YV
02	147	30	20.41%	Outbound 7:30 pm service from Madera to Merced
02	147	25	17.01%	Inbound 1:00 pm service from El Portal to Yosemite
2A	922	456	49.46%	Inbound 6:00 am service from Merced to YV
03	957	294	30.72%	Inbound 6:45 am service from Merced to YV
3A	1,016	326	32.09%	Inbound 9:00 am service from Mariposa to YV
04	1,017	387	38.05%	Inbound 8:45 am service from Merced to YV
05	1,053	356	33.81%	Inbound 10:20 am service from Merced to YV
06	954	286	29.98%	Inbound 4:30 pm service from Merced to YV
07	883	343	38.84%	Outbound 6:20 am service from Mariposa to Merced
08	901	386	42.84%	Outbound 9:32 am service from YV to Merced
8A	968	517	53.41%	Outbound 3:15 pm service from YV to Mariposa
09	902	383	42.46%	Outbound 3:40 pm service from YV to Merced
10	973	399	41.01%	Outbound 4:15 pm service from YV to Merced
11	54	22	40.74%	Outbound 4:35pm service from YV to Merced
11	859	368	42.84%	Outbound 4:35 pm service from YV to Merced
11A	956	298	31.17%	Outbound 5:15 pm service from YV to Mariposa
12	864	302	34.95%	Outbound 5:45 pm service from YV to Merced
14	953	265	27.81%	Outbound 8:07 pm service from YV to Merced
<b>Total</b>	<b>16,870</b>	<b>6,418</b>	<b>38.04%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
01	98	20	20.41%	Inbound 12:00 pm service from El Portal to Yosemite
02	511	225	44.03%	Inbound 5:58 am service from Cathey's Valley to YV
02	511	14	2.74%	Inbound 5:58 am service from Cathey's Valley to YV
02	98	15	15.31%	Outbound 7:30 pm service from Madera to Merced
2A	514	20	3.89%	Inbound 6:00 am service from Merced to YV
2A	514	157	30.54%	Inbound 6:00 am service from Merced to YV
03	455	24	5.27%	Inbound 6:45 am service from Merced to YV
03	455	284	62.42%	Inbound 6:45 am service from Merced to YV
3A	505	17	3.37%	Inbound 9:00 am service from Mariposa to YV
3A	505	151	29.90%	Inbound 9:00 am service from Mariposa to YV
04	447	243	54.36%	Inbound 8:45 am service from Merced to YV
04	447	28	6.26%	Inbound 8:45 am service from Merced to YV
05	610	196	32.13%	Inbound 10:20 am service from Merced to YV
05	610	37	6.07%	Inbound 10:20 am service from Merced to YV
06	497	12	2.41%	Inbound 4:30 pm service from Merced to YV
06	497	131	26.36%	Inbound 4:30 pm service from Merced to YV
08	500	10	2.00%	Outbound 9:32 am service from YV to Merced
08	500	142	28.40%	Outbound 9:32 am service from YV to Merced
8A	555	42	7.57%	Outbound 3:15 pm service from YV to Mariposa
8A	555	208	37.48%	Outbound 3:15 pm service from YV to Mariposa
09	457	11	2.41%	Outbound 3:40 pm service from YV to Merced
09	457	192	42.01%	Outbound 3:40 pm service from YV to Merced
10	457	9	1.97%	Outbound 4:15 pm service from YV to Merced
10	457	170	37.20%	Outbound 4:15 pm service from YV to Merced
11	201	97	48.26%	Outbound 4:35pm service from YV to Merced
11	244	49	20.08%	Outbound 4:35 pm service from YV to Merced
11	244	32	13.11%	Outbound 4:35 pm service from YV to Merced
11A	508	198	38.98%	Outbound 5:15 pm service from YV to Mariposa
11A	508	25	4.92%	Outbound 5:15 pm service from YV to Mariposa
12	612	181	29.58%	Outbound 5:45 pm service from YV to Merced
12	612	27	4.41%	Outbound 5:45 pm service from YV to Merced
14	458	126	27.51%	Outbound 8:07 pm service from YV to Merced

Runs	Max Load Capacity	Ridership	Load Factor
14	458	10	2.18%
Total	15,057	3,103	20.61%

Outbound 8:07 pm service from YV to Merced

## PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 7/1/2017 through 7/31/2017.

### Daily - All Routes

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01	10	108	5	202	4	2	72	8	411
02	7	60	29	557	29	18	201	0	901
03	4	7	2	429	54	33	73	23	625
04	3	10	14	496	75	29	31	37	695
05	19	2	1	480	46	31	10	177	766
06	1	3	1	312	20	7	85	98	527
07	18	6	6	222	17	15	59	28	371
08	3	34	15	411	11	18	46	84	622
09	0	27	12	422	30	15	80	80	666
10	3	25	0	410	42	3	95	16	594
11	9	10	0	377	25	7	140	15	583
11A	1	10	5	306	52	10	137	2	523
12	3	0	5	435	30	9	28	44	554
14	0	4	0	340	14	7	36	1	402
2A	16	13	49	435	37	31	52	16	649
3A	5	7	2	373	45	34	28	5	499
8A	1	22	94	458	64	10	118	45	812
<b>Total</b>	103	348	240	6,665	595	279	1,291	679	10,200
<b>Percent</b>	1.01%	3.41%	2.35%	65.34%	5.83%	2.74%	12.66%	6.66%	100.00%

## Weekdays

Run	Aramrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01	10	108	5	182	4	2	72	8	391
02	7	57	29	360	18	7	169	0	647
03	4	7	0	198	19	18	48	19	313
04	3	10	14	262	49	19	30	20	407
05	0	2	1	294	22	27	10	106	462
06	0	3	1	189	17	7	69	74	360
07	18	6	6	222	17	15	59	28	371
08	3	34	15	270	11	10	43	35	421
09	0	26	12	244	21	3	77	60	443
10	3	25	0	252	38	3	78	16	415
11	9	8	0	227	20	1	125	13	403
11A	0	9	0	147	17	7	118	2	300
12	0	0	0	263	13	7	19	25	327
14	0	4	0	232	11	6	12	0	265
2A	12	12	14	329	17	22	50	0	456
3A	5	5	2	250	30	24	10	5	331
8A	0	21	59	320	34	8	75	24	541
<b>Total</b>	74	337	158	4,241	358	186	1,064	435	6,853
<b>Percent</b>	1.08%	4.92%	2.31%	61.89%	5.22%	2.71%	15.53%	6.35%	100.00%

## Weekends/Holidays

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01	0	0	0	20	0	0	0	0	20
02	0	3	0	197	11	11	32	0	254
03	0	0	2	231	35	15	25	4	312
04	0	0	0	234	26	10	1	17	288
05	19	0	0	186	24	4	0	71	304
06	1	0	0	123	3	0	16	24	167
08	0	0	0	141	0	8	3	49	201
09	0	1	0	178	9	12	3	20	223
10	0	0	0	158	4	0	17	0	179
11	0	2	0	150	5	6	15	2	180
11A	1	1	5	159	35	3	19	0	223
12	3	0	5	172	17	2	9	19	227
14	0	0	0	108	3	1	24	1	137
2A	4	1	35	106	20	9	2	16	193
3A	0	2	0	123	15	10	18	0	168
8A	1	1	35	138	30	2	43	21	271
<b>Total</b>	29	11	82	2,424	237	93	227	244	3,347
<b>Percent</b>	0.87%	0.33%	2.45%	72.42%	7.08%	2.78%	6.78%	7.29%	100.00%



## PASSENGER FARES BY TYPE EXCLUDING AMTRA

### Daily - All Routes

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01	10	108	5	202	4	2	72	403
02	7	60	29	557	29	18	201	901
03	4	7	2	429	54	33	73	602
04	3	10	14	496	75	29	31	658
05	19	2	1	480	46	31	10	589
06	1	3	1	312	20	7	85	429
07	18	6	6	222	17	15	59	343
08	3	34	15	411	11	18	46	538
09	0	27	12	422	30	15	80	586
10	3	25	0	410	42	3	95	578
11	9	10	0	377	25	7	140	568
11A	1	10	5	306	52	10	137	521
12	3	0	5	435	30	9	28	510
14	0	4	0	340	14	7	36	401
2A	16	13	49	435	37	31	52	633
3A	5	7	2	373	45	34	28	494
8A	1	22	94	458	64	10	118	767
<b>Total</b>	103	348	240	6,665	595	279	1,291	9,521
<b>Percent</b>	1.08%	3.66%	2.52%	70.00%	6.25%	2.93%	13.56%	100.00%

## Weekdays

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01	10	108	5	182	4	2	72	383
02	7	57	29	360	18	7	169	647
03	4	7	0	198	19	18	48	294
04	3	10	14	262	49	19	30	387
05	0	2	1	294	22	27	10	356
06	0	3	1	189	17	7	69	286
07	18	6	6	222	17	15	59	343
08	3	34	15	270	11	10	43	386
09	0	26	12	244	21	3	77	383
10	3	25	0	252	38	3	78	399
11	9	8	0	227	20	1	125	390
11A	0	9	0	147	17	7	118	298
12	0	0	0	263	13	7	19	302
14	0	4	0	232	11	6	12	265
2A	12	12	14	329	17	22	50	456
3A	5	5	2	250	30	24	10	326
8A	0	21	59	320	34	8	75	517
<b>Total</b>	74	337	158	4,241	358	186	1,064	6,418
<b>Percent</b>	1.15%	5.25%	2.46%	66.08%	5.58%	2.90%	16.58%	100.00%

## Weekends/Holidays

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01	0	0	0	20	0	0	0	20
02	0	3	0	197	11	11	32	254
03	0	0	2	231	35	15	25	308
04	0	0	0	234	26	10	1	271
05	19	0	0	186	24	4	0	233
06	1	0	0	123	3	0	16	143
08	0	0	0	141	0	8	3	152
09	0	1	0	178	9	12	3	203
10	0	0	0	158	4	0	17	179
11	0	2	0	150	5	6	15	178
11A	1	1	5	159	35	3	19	223
12	3	0	5	172	17	2	9	208
14	0	0	0	108	3	1	24	136
2A	4	1	35	106	20	9	2	177
3A	0	2	0	123	15	10	18	168
8A	1	1	35	138	30	2	43	250
<b>Total</b>	29	11	82	2,424	237	93	227	3,103
<b>Percent</b>	0.93%	0.35%	2.64%	78.12%	7.64%	3.00%	7.32%	100.00%

## OPERATING STATISTICS

### REVENUE MILES 7/1/2017 - 7/31/2017

From 7/1/2017 through 7/31/2017 VIA HWY 140 operated a total of 33,681 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekdays</b>					
	Cathey's Valley	01	17	69	1,173
	Cathey's Valley	02	17	69	1,173
	El Portal	01	3	30	90
	El Portal	02	3	30	90
	Madera	01	3	87	261
	Madera	02	3	87	261
	Mariposa	07	17	51	867
	Mariposa	3A	17	55	935
	Merced	03	17	87	1,479
	Merced	04	17	87	1,479
	Merced	05	17	87	1,479
	Merced	06	16	87	1,392
	Merced	2A	17	87	1,479
	Yosemite	08	17	87	1,479
	Yosemite	09	17	87	1,479
	Yosemite	10	17	87	1,479

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
	Yosemite	11	17	87	1,479
	Yosemite	11A	17	55	935
	Yosemite	12	16	87	1,392
	Yosemite	14	16	87	1,392
	Yosemite	8A	17	55	935
<b>Total Mileage</b>					<b>22,728</b>

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Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekends</b>					
	Cathey's Valley	02	8	69	552
	El Portal	01	2	30	60
	Madera	02	2	87	174
	Mariposa	3A	8	55	440
	Merced	03	8	87	696
	Merced	04	8	87	696
	Merced	05	8	87	696
	Merced	06	8	87	696
	Merced	2A	8	87	696
	Yosemite	08	8	87	696
	Yosemite	09	8	87	696
	Yosemite	10	8	87	696
	Yosemite	11	8	87	696
	Yosemite	11A	8	55	440
	Yosemite	12	8	87	696
	Yosemite	14	8	87	696
	Yosemite	8A	8	55	440
<b>Total Mileage</b>					<b>9,762</b>

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Holidays</b>					
	Cathey's Valley	02	1	69	69
	Mariposa	3A	1	55	55
	Merced	03	1	87	87
	Merced	04	1	87	87
	Merced	05	1	87	87
	Merced	06	1	87	87
	Merced	2A	1	87	87
	Yosemite	08	1	87	87
	Yosemite	09	1	87	87
	Yosemite	10	1	87	87
	Yosemite	11	1	87	87
	Yosemite	11A	1	55	55
	Yosemite	12	1	87	87
	Yosemite	14	1	87	87
	Yosemite	8A	1	55	55
<b>Total Mileage</b>					<b>1,191</b>
<b>Grand Total</b>					<b>33,681</b>
<b>Nonchargeable YARTS runs 5 and 9</b>					<b>0</b>
<b>Nonchargeable YARTS extras</b>					<b>0</b>
<b>YARTS Total</b>					<b>33,681</b>

## REVENUE HOURS

From 7/1/2017 through 7/31/2017 VIA HWY 140 provided a total of 1,392.90 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekdays</b>					
	Cathey's Valley	01	17	2.30	39.10
	Cathey's Valley	02	17	2.30	39.10
	El Portal	01	3	1.00	3.00
	El Portal	02	3	1.00	3.00
	Madera	01	3	4.00	12.00
	Madera	02	3	4.00	12.00
	Mariposa	07	17	2.20	37.40
	Mariposa	3A	17	2.00	34.00
	Merced	03	17	3.20	54.40
	Merced	04	17	3.20	54.40
	Merced	05	17	3.50	59.50
	Merced	06	16	3.90	62.40
	Merced	2A	17	3.00	51.00
	Yosemite	08	17	4.00	68.00
	Yosemite	09	17	4.55	77.35
	Yosemite	10	17	3.20	54.40
	Yosemite	11	17	3.91	66.40



Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
	Yosemite	11A	17	3.00	51.00
	Yosemite	12	16	3.95	63.20
	Yosemite	14	16	2.90	46.40
	Yosemite	8A	17	3.00	51.00
<b>Total Hours</b>					<b>939.05</b>

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Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekends</b>					
	Cathey's Valley	02	8	2.30	18.40
	El Portal	01	2	1.00	2.00
	Madera	02	2	4.00	8.00
	Mariposa	3A	8	2.00	16.00
	Merced	03	8	3.20	25.60
	Merced	04	8	3.20	25.60
	Merced	05	8	3.50	28.00
	Merced	06	8	3.90	31.20
	Merced	2A	8	3.00	24.00
	Yosemite	08	8	4.00	32.00
	Yosemite	09	8	4.55	36.40
	Yosemite	10	8	3.20	25.60
	Yosemite	11	8	3.58	28.60
	Yosemite	11A	8	3.00	24.00
	Yosemite	12	8	3.95	31.60
	Yosemite	14	8	2.90	23.20
	Yosemite	8A	8	3.00	24.00
<b>Total Hours</b>					<b>404.20</b>

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Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Holidays</b>					
	Cathey's Valley	02	1	2.30	2.30
	Mariposa	3A	1	2.00	2.00
	Merced	03	1	3.20	3.20
	Merced	04	1	3.20	3.20
	Merced	05	1	3.50	3.50
	Merced	06	1	3.90	3.90
	Merced	2A	1	3.00	3.00
	Yosemite	08	1	4.00	4.00
	Yosemite	09	1	4.55	4.55
	Yosemite	10	1	3.20	3.20
	Yosemite	11	1	3.95	3.95
	Yosemite	11A	1	3.00	3.00
	Yosemite	12	1	3.95	3.95
	Yosemite	14	1	2.90	2.90
	Yosemite	8A	1	3.00	3.00
<b>Total Hours</b>					<b>49.65</b>
<b>Grand Total</b>					<b>1,392.90</b>
<b>Nonchargeable YARTS runs 5 and 9</b>					<b>0.00</b>
<b>Nonchargeable YARTS extras</b>					<b>0.00</b>
<b>YARTS Total</b>					<b>1,392.90</b>

## Wheelchair Usage

<b>Run Date</b>	<b>Route</b>	<b>Total</b>
7/12/2017	14	1
	<b>Grand Total</b>	<b>1</b>

**Passengers Left**

Run Date	Route	Total
	<b>Grand Total</b>	<b>0</b>

**RIDERSHIP**

From 7/1/2017 to 7/31/2017

A total of 1934 passengers were carried on the Mammoth HWY 120 East system by VIA. Of these, 0 were Amtrak passengers utilizing the YARTS service.

**Ridership - All**

Date	DNC	NPS	Other	Total Employees	Adult Paid	Sr/Child Paid	Commuter Paid	Child Free	Amtrak Paid	Total Paid	Total
7/1/2017	0	0	0	0	33	2	0	2	0	35	37
7/2/2017	0	0	0	0	35	3	0	0	0	38	38
7/3/2017	0	0	0	0	68	11	0	0	0	79	79
7/4/2017	0	0	0	0	38	0	0	0	0	38	38
7/5/2017	0	0	0	0	48	10	0	4	0	58	62
7/6/2017	0	0	0	0	66	1	0	0	0	67	67
7/7/2017	0	0	0	0	24	3	0	0	0	27	27
7/8/2017	0	0	0	0	28	1	0	0	0	29	29
7/9/2017	0	0	0	0	49	2	5	5	0	56	61
7/10/2017	0	0	0	0	39	0	0	0	0	39	39
7/11/2017	0	0	0	0	54	3	1	1	0	58	59
7/12/2017	0	0	0	0	63	2	0	0	0	65	65
7/13/2017	0	0	0	0	58	2	0	4	0	60	64
7/14/2017	0	0	0	0	37	8	0	2	0	45	47
7/15/2017	0	0	0	0	61	2	0	0	0	63	63
7/16/2017	0	0	0	0	79	5	2	1	0	86	87
7/17/2017	0	0	0	0	42	0	2	1	0	44	45
7/18/2017	0	0	0	0	45	4	10	0	0	59	59
7/19/2017	0	0	0	0	49	2	38	0	0	89	89
7/20/2017	0	0	0	0	34	4	29	0	0	67	67
7/21/2017	0	0	0	0	45	2	24	0	0	71	71
7/22/2017	0	0	0	0	62	4	8	0	0	74	74
7/23/2017	0	0	0	0	64	0	0	2	0	64	66
7/24/2017	0	0	0	0	44	12	0	0	0	56	56
7/25/2017	0	0	0	0	63	15	0	7	0	78	85
7/26/2017	0	0	0	0	43	4	21	0	0	68	68
7/27/2017	0	0	0	0	58	2	25	4	0	85	89
7/28/2017	0	0	0	0	42	2	38	1	0	82	83
7/29/2017	0	4	0	4	62	3	18	2	0	83	89
7/30/2017	0	0	0	0	56	2	0	3	0	58	61
7/31/2017	0	0	0	0	70	0	0	0	0	70	70
<b>Total</b>	0	4	0	4	1,559	111	221	39	0	1,891	1,934
<b>Percent</b>	0.00%	0.21%	0.00%	0.21%	80.61%	5.74%	11.43%	2.02%	0.00%	97.78%	100.00%

## Ridership Excluding Amtrak

Date	DNC	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
7/1/2017	0	0	0	0	33	0	2	2	35	37
7/2/2017	0	0	0	0	35	0	0	3	38	38
7/3/2017	0	0	0	0	68	0	0	11	79	79
7/4/2017	0	0	0	0	38	0	0	0	38	38
7/5/2017	0	0	0	0	48	0	4	10	58	62
7/6/2017	0	0	0	0	66	0	0	1	67	67
7/7/2017	0	0	0	0	24	0	0	3	27	27
7/8/2017	0	0	0	0	28	0	0	1	29	29
7/9/2017	0	0	0	0	49	5	5	2	56	61
7/10/2017	0	0	0	0	39	0	0	0	39	39
7/11/2017	0	0	0	0	54	1	1	3	58	59
7/12/2017	0	0	0	0	63	0	0	2	65	65
7/13/2017	0	0	0	0	58	0	4	2	60	64
7/14/2017	0	0	0	0	37	0	2	8	45	47
7/15/2017	0	0	0	0	61	0	0	2	63	63
7/16/2017	0	0	0	0	79	2	1	5	86	87
7/17/2017	0	0	0	0	42	2	1	0	44	45
7/18/2017	0	0	0	0	45	10	0	4	59	59
7/19/2017	0	0	0	0	49	38	0	2	89	89
7/20/2017	0	0	0	0	34	29	0	4	67	67
7/21/2017	0	0	0	0	45	24	0	2	71	71
7/22/2017	0	0	0	0	62	8	0	4	74	74
7/23/2017	0	0	0	0	64	0	2	0	64	66
7/24/2017	0	0	0	0	44	0	0	12	56	56
7/25/2017	0	0	0	0	63	0	7	15	78	85
7/26/2017	0	0	0	0	43	21	0	4	68	68
7/27/2017	0	0	0	0	58	25	4	2	85	89
7/28/2017	0	0	0	0	42	38	1	2	82	83
7/29/2017	0	4	0	4	62	18	2	3	83	89
7/30/2017	0	0	0	0	56	0	3	2	58	61
7/31/2017	0	0	0	0	70	0	0	0	70	70
<b>Total</b>	0	4	0	4	1,559	221	39	111	1,891	1,934
<b>Percent</b>	0.00%	0.21%	0.00%	0.21%	80.61%	11.43%	2.02%	5.74%	97.78%	100.00%

## Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Mammoth Mounta	163	8.43%
Juniper Springs R	24	1.24%
Mammoth Lakes P	60	3.10%
HWY 203, Shilo I	92	4.76%
Rush Creek Trailh	25	1.29%
Lake View Lodge	134	6.93%
Tioga Mobil Gas	96	4.96%
Tuolumne Meado	232	12.00%
Tuolumne Meado	28	1.45%
Crane Flat Gas Sta	8	0.41%
Yosemite Visitor	887	45.86%
The Village	135	6.98%
Mono Basin Visit	50	2.59%
<b>Totals</b>	<b>1934</b>	<b>100.00%</b>



**LOAD FACTOR ANALYSIS : July 01 - July 31, 2017**

Below please find the load factor calculations for the Mammoth HWY 120 East runs operated by VIA for July 01 through July 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	
06	1,519	112	7.37%	Tuolumne Meadows to Mammoth Mountain Inn
05	1,519	122	8.03%	Mammoth Mountain Inn to Tuolomne Meadows
04	1,519	115	7.57%	Tuolomne Meadows to Mammoth Mountain Inn
03	1,519	111	7.31%	Mammoth Mountain Inn to Tuolumne Meadows
02	1,519	907	59.71%	Yosemite Visitor Center to Mammoth Mountain In
01	1,470	567	38.57%	Mammoth Mountain Inn to Yosemite
Total	9,065	1,934	21.33%	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
06	980	77	7.86%	Tuolumne Meadows to Mammoth Mountain Inn
05	980	79	8.06%	Mammoth Mountain Inn to Tuolumne Meadows
04	980	83	8.47%	Tuolumne Meadows to Mammoth Mountain Inn
03	980	77	7.86%	Mammoth Mountain Inn to Tuolumne Meadows
02	980	616	62.86%	Yosemite Visitor Center to Mammoth Mountain Inn
01	931	359	38.56%	Mammoth Mountain Inn to Yosemite
<b>Total</b>	<b>5,831</b>	<b>1,291</b>	<b>22.14%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
06	539	35	6.49%	Tuolumne Meadows to Mammoth Mountain Inn
05	539	43	7.98%	Mammoth Mountain Inn to Tuolumne Meadows
04	539	32	5.94%	Tuolumne Meadows to Mammoth Mountain Inn
03	539	34	6.31%	Mammoth Mountain Inn to Tuolumne Meadows
02	539	291	53.99%	Yosemite Visitor Center to Mammoth Mountain Inn
01	539	208	38.59%	Mammoth Mountain Inn to Yosemite
<b>Total</b>	<b>3,234</b>	<b>643</b>	<b>19.88%</b>	

**WITHOUT AMTRAK**

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
06	1,519	112	7.37%	Tuolumne Meadows to Mammoth Mountain Inn
05	1,519	122	8.03%	Mammoth Mountain Inn to Tuolomne Meadows
04	1,519	115	7.57%	Tuolomne Meadows to Mammoth Mountain Inn
03	1,519	111	7.31%	Mammoth Mountain Inn to Tuolumne Meadows
02	1,519	907	59.71%	Yosemite Visitor Center to Mammoth Mountain In
01	1,470	567	38.57%	Mammoth Mountain Inn to Yosemite
Total	9,065	1,934	21.33%	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
06	980	77	7.86%	Tuolumne Meadows to Mammoth Mountain Inn
05	980	79	8.06%	Mammoth Mountain Inn to Tuolumne Meadows
04	980	83	8.47%	Tuolumne Meadows to Mammoth Mountain Inn
03	980	77	7.86%	Mammoth Mountain Inn to Tuolumne Meadows
02	980	616	62.86%	Yosemite Visitor Center to Mammoth Mountain Inn
01	931	359	38.56%	Mammoth Mountain Inn to Yosemite
<b>Total</b>	<b>5,831</b>	<b>1,291</b>	<b>22.14%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
06	539	35	6.49%	Tuolumne Meadows to Mammoth Mountain Inn
05	539	43	7.98%	Mammoth Mountain Inn to Tuolumne Meadows
04	539	32	5.94%	Tuolumne Meadows to Mammoth Mountain Inn
03	539	34	6.31%	Mammoth Mountain Inn to Tuolumne Meadows
02	539	291	53.99%	Yosemite Visitor Center to Mammoth Mountain Inn
01	539	208	38.59%	Mammoth Mountain Inn to Yosemite
<b>Total</b>	<b>3,234</b>	<b>643</b>	<b>19.88%</b>	

## PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for Mammoth HWY 120 East runs for July 01 through July 31, 2017.

### Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01	0	0	0	417	19	50	81	0	567
02	0	4	0	753	9	13	128	0	907
03	0	0	0	97	2	12	0	0	111
04	0	0	0	92	5	18	0	0	115
05	0	0	0	107	3	9	3	0	122
06	0	0	0	93	1	9	9	0	112
<b>Total</b>	0	4	0	1,559	39	111	221	0	1,934
<b>Percent</b>	0.00%	0.21%	0.00%	80.61%	2.02%	5.74%	11.43%	0.00%	100.00%

## Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01	0	0	0	255	10	39	55	0	359
02	0	0	0	478	5	10	123	0	616
03	0	0	0	65	2	10	0	0	77
04	0	0	0	65	5	13	0	0	83
05	0	0	0	68	1	8	2	0	79
06	0	0	0	61	1	7	8	0	77
<b>Total</b>	0	0	0	992	24	87	188	0	1,291
<b>Percent</b>	0.00%	0.00%	0.00%	76.84%	1.86%	6.74%	14.56%	0.00%	100.00%



## Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01	0	0	0	162	9	11	26	0	208
02	0	4	0	275	4	3	5	0	291
03	0	0	0	32	0	2	0	0	34
04	0	0	0	27	0	5	0	0	32
05	0	0	0	39	2	1	1	0	43
06	0	0	0	32	0	2	1	0	35
<b>Total</b>	0	4	0	567	15	24	33	0	643
<b>Percent</b>	0.00%	0.62%	0.00%	88.18%	2.33%	3.73%	5.13%	0.00%	100.00%

**PASSENGER FARES BY TYPE EXCLUDING AMTRA**

**Daily - All Routes**

<b>Run</b>	<b>DNC</b>	<b>NPS</b>	<b>Other</b>	<b>Adult</b>	<b>Child Free</b>	<b>Sr/Child</b>	<b>Commuter</b>	<b>Total</b>
01	0	0	0	417	19	50	81	567
02	0	4	0	753	9	13	128	907
03	0	0	0	97	2	12	0	111
04	0	0	0	92	5	18	0	115
05	0	0	0	107	3	9	3	122
06	0	0	0	93	1	9	9	112
<b>Total</b>	0	4	0	1,559	39	111	221	1,934
<b>Percent</b>	0.00%	0.21%	0.00%	80.61%	2.02%	5.74%	11.43%	100.00%

## Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01	0	0	0	255	10	39	55	359
02	0	0	0	478	5	10	123	616
03	0	0	0	65	2	10	0	77
04	0	0	0	65	5	13	0	83
05	0	0	0	68	1	8	2	79
06	0	0	0	61	1	7	8	77
<b>Total</b>	0	0	0	992	24	87	188	1,291
<b>Percent</b>	0.00%	0.00%	0.00%	76.84%	1.86%	6.74%	14.56%	100.00%

## Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01	0	0	0	162	9	11	26	208
02	0	4	0	275	4	3	5	291
03	0	0	0	32	0	2	0	34
04	0	0	0	27	0	5	0	32
05	0	0	0	39	2	1	1	43
06	0	0	0	32	0	2	1	35
<b>Total</b>	0	4	0	567	15	24	33	643
<b>Percent</b>	0.00%	0.62%	0.00%	88.18%	2.33%	3.73%	5.13%	100.00%

## OPERATING STATISTICS

### REVENUE MILES July 01 - July 31 2017

From July 01 through July 31, 2017 VIA Mammoth HWY 120 East operated a total of 13826 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekdays</b>					
	Mammoth Mountain	01	20	125	2,500
	Mammoth Mountain Inn	03	20	49	980
	Mammoth Mountain Inn	05	20	49	980
	Tuolumne Meadows	04	20	49	980
	Tuolumne Meadows	06	20	49	980
	Yosemite Visitor Ctr	02	20	125	2,500
<b>Total Mileage</b>					<b>8,920</b>

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekends</b>					
	Mammoth Mountain	01	10	125	1,250
	Mammoth Mountain Inn	03	10	49	490
	Mammoth Mountain Inn	05	10	49	490
	Tuolumne Meadows	04	10	49	490
	Tuolumne Meadows	06	10	49	490
	Yosemite Visitor Ctr	02	10	125	1,250
<b>Total Mileage</b>					<b>4,460</b>

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Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Holidays</b>					
	Mammoth Mountain	01	1	125	125
	Mammoth Mountain Inn	03	1	49	49
	Mammoth Mountain Inn	05	1	49	49
	Tuolumne Meadows	04	1	49	49
	Tuolumne Meadows	06	1	49	49
	Yosemite Visitor Ctr	02	1	125	125
<b>Total Mileage</b>					<b>446</b>
<b>Grand Total</b>					<b>13,826</b>
<b>Nonchargeable YARTS runs 5 and 9</b>					<b>0</b>
<b>Nonchargeable YARTS extras</b>					<b>0</b>
<b>YARTS Total</b>					<b>13,826</b>

## REVENUE HOURS

From July 01 through July 31, 2017 VIA Mammoth HWY 120 East provided a total of 514.5999999999999 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekdays</b>					
	Mammoth Mountain	01	20	4.10	82.00
	Mammoth Mountain Inn	03	20	2.20	44.00
	Mammoth Mountain Inn	05	20	2.20	44.00
	Tuolomne Meadows	04	20	2.10	42.00
	Tuolumne Meadows	06	20	2.10	42.00
	Yosemite Visitor Ctr	02	20	3.90	78.00
<b>Total Hours</b>					<b>332.00</b>



Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekends</b>					
	Mammoth Mountain	01	10	4.10	41.00
	Mammoth Mountain Inn	03	10	2.20	22.00
	Mammoth Mountain Inn	05	10	2.20	22.00
	Tuolomne Meadows	04	10	2.10	21.00
	Tuolumne Meadows	06	10	2.10	21.00
	Yosemite Visitor Ctr	02	10	3.90	39.00
<b>Total Hours</b>					<b>166.00</b>

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Holidays</b>					
	Mammoth Mountain	01	1	4.10	4.10
	Mammoth Mountain Inn	03	1	2.20	2.20
	Mammoth Mountain Inn	05	1	2.20	2.20
	Tuolumne Meadows	04	1	2.10	2.10
	Tuolumne Meadows	06	1	2.10	2.10
	Yosemite Visitor Ctr	02	1	3.90	3.90
<b>Total Hours</b>					<b>16.60</b>
<b>Grand Total</b>					<b>514.60</b>
<b>Nonchargeable YARTS runs 5 and 9</b>					<b>0.00</b>
<b>Nonchargeable YARTS extras</b>					<b>0.00</b>
<b>YARTS Total</b>					<b>514.60</b>

**Passengers Left / Wheelchair Usage / Multi-Use Pass**

Run Date	Route	Total
	<b>Grand Total</b>	<b>0</b>

**RIDERSHIP**

From 7/1/2017 to 7/31/2017

A total of 4813 passengers were carried on the Sonora HWY 120 North system by VIA. Of these, 0 were Amtrak passengers utilizing the YARTS service.

**Ridership - All**

Date	DNC	NPS	Other	Total Employees	Adult Paid	Sr/Child Paid	Commuter Paid	Child Free	Amtrak Paid	Total Paid	Total
7/1/2017	0	0	0	0	72	9	49	23	0	130	153
7/2/2017	0	0	0	0	91	3	71	49	0	165	214
7/3/2017	0	0	0	0	130	9	92	31	0	231	262
7/4/2017	0	0	0	0	69	2	31	14	0	102	116
7/5/2017	0	0	0	0	99	5	30	13	0	134	147
7/6/2017	0	0	0	0	66	5	18	14	0	89	103
7/7/2017	0	0	0	0	121	4	26	17	0	151	168
7/8/2017	0	0	0	0	42	2	17	6	0	61	67
7/9/2017	0	0	0	0	49	5	54	9	0	108	117
7/10/2017	0	0	0	0	41	12	31	7	0	84	91
7/11/2017	0	0	0	0	91	18	57	26	0	166	192
7/12/2017	0	0	8	8	100	2	55	19	0	157	184
7/13/2017	0	0	0	0	141	36	19	14	0	196	210
7/14/2017	0	0	0	0	104	3	22	17	0	129	146
7/15/2017	0	0	0	0	75	0	15	6	0	90	96
7/16/2017	0	0	0	0	47	3	19	10	0	69	79
7/17/2017	0	0	0	0	65	5	59	34	0	129	163
7/18/2017	0	0	0	0	125	11	17	32	0	153	185
7/19/2017	0	0	0	0	111	3	0	21	0	114	135
7/20/2017	0	0	0	0	189	0	0	7	0	189	196
7/21/2017	0	0	0	0	157	0	0	11	0	157	168
7/22/2017	0	0	0	0	169	0	1	26	0	170	196
7/23/2017	0	0	0	0	70	2	0	19	0	72	91
7/24/2017	0	0	0	0	164	2	0	10	0	166	176
7/25/2017	0	0	0	0	106	2	0	6	0	108	114
7/26/2017	0	0	0	0	112	23	0	18	0	135	153
7/27/2017	0	0	0	0	144	9	1	16	0	154	170
7/28/2017	0	0	0	0	155	6	0	31	0	161	192
7/29/2017	0	0	0	0	149	10	0	51	0	159	210
7/30/2017	0	0	0	0	131	1	3	34	0	135	169
7/31/2017	0	0	0	0	122	4	1	23	0	127	150
<b>Total</b>	0	0	8	8	3,307	196	688	614	0	4,191	4,813
<b>Percent</b>	0.00%	0.00%	0.17%	0.17%	68.71%	4.07%	14.29%	12.76%	0.00%	87.08%	100.00%

## Ridership Excluding Amtrak

Date	DNC	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
7/1/2017	0	0	0	0	72	49	23	9	130	153
7/2/2017	0	0	0	0	91	71	49	3	165	214
7/3/2017	0	0	0	0	130	92	31	9	231	262
7/4/2017	0	0	0	0	69	31	14	2	102	116
7/5/2017	0	0	0	0	99	30	13	5	134	147
7/6/2017	0	0	0	0	66	18	14	5	89	103
7/7/2017	0	0	0	0	121	26	17	4	151	168
7/8/2017	0	0	0	0	42	17	6	2	61	67
7/9/2017	0	0	0	0	49	54	9	5	108	117
7/10/2017	0	0	0	0	41	31	7	12	84	91
7/11/2017	0	0	0	0	91	57	26	18	166	192
7/12/2017	0	0	8	8	100	55	19	2	157	184
7/13/2017	0	0	0	0	141	19	14	36	196	210
7/14/2017	0	0	0	0	104	22	17	3	129	146
7/15/2017	0	0	0	0	75	15	6	0	90	96
7/16/2017	0	0	0	0	47	19	10	3	69	79
7/17/2017	0	0	0	0	65	59	34	5	129	163
7/18/2017	0	0	0	0	125	17	32	11	153	185
7/19/2017	0	0	0	0	111	0	21	3	114	135
7/20/2017	0	0	0	0	189	0	7	0	189	196
7/21/2017	0	0	0	0	157	0	11	0	157	168
7/22/2017	0	0	0	0	169	1	26	0	170	196
7/23/2017	0	0	0	0	70	0	19	2	72	91
7/24/2017	0	0	0	0	164	0	10	2	166	176
7/25/2017	0	0	0	0	106	0	6	2	108	114
7/26/2017	0	0	0	0	112	0	18	23	135	153
7/27/2017	0	0	0	0	144	1	16	9	154	170
7/28/2017	0	0	0	0	155	0	31	6	161	192
7/29/2017	0	0	0	0	149	0	51	10	159	210
7/30/2017	0	0	0	0	131	3	34	1	135	169
7/31/2017	0	0	0	0	122	1	23	4	127	150
<b>Total</b>	0	0	8	8	3,307	688	614	196	4,191	4,813
<b>Percent</b>	0.00%	0.00%	0.17%	0.17%	68.71%	14.29%	12.76%	4.07%	87.08%	100.00%

## Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Rush Creek Lodge	77	1.60%
Sonora Best West	86	1.79%
Cal Inns Washinto	84	1.75%
Jamestown Main	73	1.52%
Mary Laveroni Par	287	5.96%
Yose Pines RV Pa	840	17.45%
Buck Meadows Re	236	4.90%
Yose Lakes Camp	485	10.08%
Big Oak Flat Park	53	1.10%
Crane Flat Gas Sta	110	2.29%
Yosemite Visitor	2461	51.13%
Black Oak Hotel	21	0.44%
<b>Totals</b>	<b>4813</b>	<b>100.00%</b>

**LOAD FACTOR ANALYSIS : July 01 - July 31, 2017**

Below please find the load factor calculations for the Sonora HWY 120 North runs operated by VIA for July 01 through July 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	
S2D	1,519	693	45.62%	Outbound 4:30 pm Service from Yosemite to Tuol
S2C	1,519	833	54.84%	Inbound 7:40 am Service from Tuolm Cnty to Yose
S1D	1,519	934	61.49%	Outbound 4:00 pm Service from Yosemite to Tuol
S3C	1,519	519	34.17%	Inbound 8:40 am Service from Tuolm Cnty to Yose
S1C	1,519	1,089	71.69%	Inbound 6:40 am Service from Tuolm Cnty to Yose
02B	1,519	745	49.05%	Outbound 5:35pm Service from Yosemite to Tulou
Total	9,114	4,813	52.81%	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
S2D	980	506	51.63%	Outbound 4:30 pm Service from Yosemite to Tuolm Cnt
S2C	980	616	62.86%	Inbound 7:40 am Service from Tuolm Cnty to Yosemite
S1D	980	594	60.61%	Outbound 4:00 pm Service from Yosemite to Tuolm Cnt
S3C	980	333	33.98%	Inbound 8:40 am Service from Tuolm Cnty to Yosemite
S1C	980	732	74.69%	Inbound 6:40 am Service from Tuolm Cnty to Yosemite
02B	980	524	53.47%	Outbound 5:35pm Service from Yosemite to Tuloumne
<b>Total</b>	<b>5,880</b>	<b>3,305</b>	<b>56.21%</b>	



**Weekends/Holidays**

Runs	Max Load Capacity	Ridership	Load Factor	
S2D	539	187	34.69%	Outbound 4:30 pm Service from Yosemite to Tuolm Cnty
S2C	539	217	40.26%	Inbound 7:40 am Service from Tuolm Cnty to Yosemite
S1D	539	340	63.08%	Outbound 4:00 pm Service from Yosemite to Tuolm Cnty
S3C	539	186	34.51%	Inbound 8:40 am Service from Tuolm Cnty to Yosemite
S1C	539	357	66.23%	Inbound 6:40 am Service from Tuolm Cnty to Yosemite
02B	539	221	41.00%	Outbound 5:35pm Service from Yosemite to Tuloumne
<b>Total</b>	<b>3,234</b>	<b>1,508</b>	<b>46.63%</b>	

## WITHOUT AMTRAK

### Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
S2D	1,519	693	45.62%	Outbound 4:30 pm Service from Yosemite to Tuolumne County
S2C	1,519	833	54.84%	Inbound 7:40 am Service from Tuolumne County to Yosemite
S1D	1,519	934	61.49%	Outbound 4:00 pm Service from Yosemite to Tuolumne County
S3C	1,519	519	34.17%	Inbound 8:40 am Service from Tuolumne County to Yosemite
S1C	1,519	1,089	71.69%	Inbound 6:40 am Service from Tuolumne County to Yosemite
02B	1,519	745	49.05%	Outbound 5:35pm Service from Yosemite to Tuolumne County
Total	9,114	4,813	52.81%	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
S2D	980	506	51.63%	Outbound 4:30 pm Service from Yosemite to Tuolm Cnt v
S2C	980	616	62.86%	Inbound 7:40 am Service from Tuolm Cnty to Yosemite
S1D	980	594	60.61%	Outbound 4:00 pm Service from Yosemite to Tuolm Cnt v
S3C	980	333	33.98%	Inbound 8:40 am Service from Tuolm Cnty to Yosemite
S1C	980	732	74.69%	Inbound 6:40 am Service from Tuolm Cnty to Yosemite
02B	980	524	53.47%	Outbound 5:35pm Service from Yosemite to Tuloumne
<b>Total</b>	<b>5,880</b>	<b>3,305</b>	<b>56.21%</b>	

### Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
S2D	539	187	34.69%	Outbound 4:30 pm Service from Yosemite to Tuolm Cnt
S2C	539	217	40.26%	Inbound 7:40 am Service from Tuolm Cnty to Yosemite
S1D	539	340	63.08%	Outbound 4:00 pm Service from Yosemite to Tuolm Cnt
S3C	539	186	34.51%	Inbound 8:40 am Service from Tuolm Cnty to Yosemite
S1C	539	357	66.23%	Inbound 6:40 am Service from Tuolm Cnty to Yosemite
02B	539	221	41.00%	Outbound 5:35pm Service from Yosemite to Tuloumne
<b>Total</b>	<b>3,234</b>	<b>1,508</b>	<b>46.63%</b>	

## PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for Sonora HWY 120 North runs for July 01 through July 31, 2017.

### Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02B	0	0	8	571	63	7	96	0	745
S1C	0	0	0	664	136	65	224	0	1089
S1D	0	0	0	652	117	14	151	0	934
S2C	0	0	0	591	145	46	51	0	833
S2D	0	0	0	498	74	0	121	0	693
S3C	0	0	0	331	79	64	45	0	519
<b>Total</b>	0	0	8	3,307	614	196	688	0	4,813
<b>Percent</b>	0.00%	0.00%	0.17%	68.71%	12.76%	4.07%	14.29%	0.00%	100.00%

**Weekdays**

<b>Run</b>	<b>DNC</b>	<b>NPS</b>	<b>Other</b>	<b>Adult</b>	<b>Child Free</b>	<b>Sr/Child</b>	<b>Commuter</b>	<b>Amtrak</b>	<b>Total</b>
02B	0	0	8	407	32	0	77	0	524
S1C	0	0	0	471	72	52	137	0	732
S1D	0	0	0	470	62	14	48	0	594
S2C	0	0	0	431	101	41	43	0	616
S2D	0	0	0	358	55	0	93	0	506
S3C	0	0	0	206	45	52	30	0	333
<b>Total</b>	0	0	8	2,343	367	159	428	0	3,305
<b>Percent</b>	0.00%	0.00%	0.24%	70.89%	11.10%	4.81%	12.95%	0.00%	100.00%

## Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02B	0	0	0	164	31	7	19	0	221
S1C	0	0	0	193	64	13	87	0	357
S1D	0	0	0	182	55	0	103	0	340
S2C	0	0	0	160	44	5	8	0	217
S2D	0	0	0	140	19	0	28	0	187
S3C	0	0	0	125	34	12	15	0	186
<b>Total</b>	0	0	0	964	247	37	260	0	1,508
<b>Percent</b>	0.00%	0.00%	0.00%	63.93%	16.38%	2.45%	17.24%	0.00%	100.00%

**PASSENGER FARES BY TYPE EXCLUDING AMTRA**

**Daily - All Routes**

<b>Run</b>	<b>DNC</b>	<b>NPS</b>	<b>Other</b>	<b>Adult</b>	<b>Child Free</b>	<b>Sr/Child</b>	<b>Commuter</b>	<b>Total</b>
02B	0	0	8	571	63	7	96	745
S1C	0	0	0	664	136	65	224	1089
S1D	0	0	0	652	117	14	151	934
S2C	0	0	0	591	145	46	51	833
S2D	0	0	0	498	74	0	121	693
S3C	0	0	0	331	79	64	45	519
<b>Total</b>	0	0	8	3,307	614	196	688	4,813
<b>Percent</b>	0.00%	0.00%	0.17%	68.71%	12.76%	4.07%	14.29%	100.00%



## Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02B	0	0	8	407	32	0	77	524
S1C	0	0	0	471	72	52	137	732
S1D	0	0	0	470	62	14	48	594
S2C	0	0	0	431	101	41	43	616
S2D	0	0	0	358	55	0	93	506
S3C	0	0	0	206	45	52	30	333
<b>Total</b>	0	0	8	2,343	367	159	428	3,305
<b>Percent</b>	0.00%	0.00%	0.24%	70.89%	11.10%	4.81%	12.95%	100.00%

## Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02B	0	0	0	164	31	7	19	221
S1C	0	0	0	193	64	13	87	357
S1D	0	0	0	182	55	0	103	340
S2C	0	0	0	160	44	5	8	217
S2D	0	0	0	140	19	0	28	187
S3C	0	0	0	125	34	12	15	186
<b>Total</b>	0	0	0	964	247	37	260	1,508
<b>Percent</b>	0.00%	0.00%	0.00%	63.93%	16.38%	2.45%	17.24%	100.00%

OPERATING STATISTICS

**REVENUE MILES July 01 - July 31 2017**

From July 01 through July 31, 2017 VIA Sonora HWY 120 North operated a total of 15624 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekdays</b>					
	Black Oak Tuolumne	S1C	20	84	1,680
	Black Oak Tuolumne	S2C	20	84	1,680
	Black Oak Tuolumne	S3C	20	84	1,680
	Yosemite	02B	20	84	1,680
	Yosemite	S1D	20	84	1,680
	Yosemite	S2D	20	84	1,680
<b>Total Mileage</b>					<b>10,080</b>

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Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekends</b>					
	Black Oak Tuolumne	S1C	10	84	840
	Black Oak Tuolumne	S2C	10	84	840
	Black Oak Tuolumne	S3C	10	84	840
	Yosemite	02B	10	84	840
	Yosemite	S1D	10	84	840
	Yosemite	S2D	10	84	840
<b>Total Mileage</b>					<b>5,040</b>

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Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Holidays</b>					
	Black Oak Tuolumne	S1C	1	84	84
	Black Oak Tuolumne	S2C	1	84	84
	Black Oak Tuolumne	S3C	1	84	84
	Yosemite	02B	1	84	84
	Yosemite	S1D	1	84	84
	Yosemite	S2D	1	84	84
<b>Total Mileage</b>					<b>504</b>
<b>Grand Total</b>					<b>15,624</b>
<b>Nonchargeable YARTS runs 5 and 9</b>					<b>0</b>
<b>Nonchargeable YARTS extras</b>					<b>0</b>
<b>YARTS Total</b>					<b>15,624</b>

## REVENUE HOURS

From July 01 through July 31, 2017 VIA Sonora HWY 120 North provided a total of 548.6999999999999 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekdays</b>					
	Black Oak Tuolumne	S1C	20	2.70	54.00
	Black Oak Tuolumne	S2C	20	2.70	54.00
	Black Oak Tuolumne	S3C	20	2.70	54.00
	Yosemite	02B	20	3.20	64.00
	Yosemite	S1D	20	3.20	64.00
	Yosemite	S2D	20	3.20	64.00
<b>Total Hours</b>					<b>354.00</b>

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekends</b>					
	Black Oak Tuolumne	S1C	10	2.70	27.00
	Black Oak Tuolumne	S2C	10	2.70	27.00
	Black Oak Tuolumne	S3C	10	2.70	27.00
	Yosemite	02B	10	3.20	32.00
	Yosemite	S1D	10	3.20	32.00
	Yosemite	S2D	10	3.20	32.00
<b>Total Hours</b>					<b>177.00</b>

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Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Holidays</b>					
	Black Oak Tuolumne	S1C	1	2.70	2.70
	Black Oak Tuolumne	S2C	1	2.70	2.70
	Black Oak Tuolumne	S3C	1	2.70	2.70
	Yosemite	02B	1	3.20	3.20
	Yosemite	S1D	1	3.20	3.20
	Yosemite	S2D	1	3.20	3.20
<b>Total Hours</b>					<b>17.70</b>
<b>Grand Total</b>					<b>548.70</b>
<b>Nonchargeable YARTS runs 5 and 9</b>					<b>0.00</b>
<b>Nonchargeable YARTS extras</b>					<b>0.00</b>
<b>YARTS Total</b>					<b>548.70</b>



**Passengers Left / Wheelchair Usage / Multi-Use Pass**

<b>Run Date</b>	<b>Route</b>	<b>Total</b>
	<b>Grand Total</b>	<b>0</b>

**RIDERSHIP**

From 7/1/2017 to 7/31/2017

A total of 4,795 passengers were carried on the HWY 41 system by VIA. Of these, 122 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
7/1/2017	0	0	0	0	151	18	4	7	4	177	184
7/2/2017	0	0	2	2	163	9	1	18	6	179	199
7/3/2017	0	0	0	0	189	23	1	26	4	217	243
7/4/2017	0	0	3	3	145	9	3	13	0	157	173
7/5/2017	0	0	0	0	155	1	3	3	1	160	163
7/6/2017	0	0	0	0	134	19	2	20	2	157	177
7/7/2017	0	0	1	1	154	17	4	2	3	178	181
7/8/2017	0	0	0	0	145	17	2	8	0	164	172
7/9/2017	0	0	0	0	105	0	1	6	2	108	114
7/10/2017	0	0	0	0	162	6	0	11	12	180	191
7/11/2017	0	0	0	0	144	7	6	17	0	157	174
7/12/2017	0	0	0	0	112	23	1	16	3	139	155
7/13/2017	0	0	0	0	127	7	1	4	1	136	140
7/14/2017	0	0	0	0	80	4	3	3	2	89	92
7/15/2017	0	0	0	0	131	6	0	4	3	140	144
7/16/2017	0	0	0	0	110	18	1	13	3	132	145
7/17/2017	0	0	0	0	144	4	1	22	0	149	171
7/18/2017	0	0	0	0	117	3	2	5	5	127	132
7/19/2017	0	0	24	24	142	18	0	7	20	180	211
7/20/2017	0	0	0	0	118	15	3	5	5	141	146
7/21/2017	0	0	0	0	96	1	1	2	2	100	102
7/22/2017	0	0	0	0	126	4	0	7	0	130	137
7/23/2017	0	0	0	0	93	3	0	2	0	96	98
7/24/2017	3	0	0	3	134	4	0	8	10	148	159
7/25/2017	0	0	0	0	104	7	6	3	1	118	121
7/26/2017	0	0	0	0	115	7	2	8	10	134	142
7/27/2017	0	0	0	0	118	5	1	0	8	132	132
7/28/2017	0	0	0	0	96	2	0	0	2	100	100
7/29/2017	0	0	0	0	181	10	0	13	6	197	210
7/30/2017	0	0	5	5	119	7	0	8	2	128	141
7/31/2017	0	0	0	0	127	4	2	8	5	138	146
<b>Total</b>	3	0	35	38	4,037	278	51	269	122	4,488	4,795
<b>Percent</b>	0.06%	0.00%	0.73%	0.79%	84.19%	5.80%	1.06%	5.61%	2.54%	93.60%	100.00%

## Ridership Excluding Amtrak

Date	Armrk	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
7/1/2017	0	0	0	0	151	4	7	18	173	180
7/2/2017	0	0	2	2	163	1	18	9	173	193
7/3/2017	0	0	0	0	189	1	26	23	213	239
7/4/2017	0	0	3	3	145	3	13	9	157	173
7/5/2017	0	0	0	0	155	3	3	1	159	162
7/6/2017	0	0	0	0	134	2	20	19	155	175
7/7/2017	0	0	1	1	154	4	2	17	175	178
7/8/2017	0	0	0	0	145	2	8	17	164	172
7/9/2017	0	0	0	0	105	1	6	0	106	112
7/10/2017	0	0	0	0	162	0	11	6	168	179
7/11/2017	0	0	0	0	144	6	17	7	157	174
7/12/2017	0	0	0	0	112	1	16	23	136	152
7/13/2017	0	0	0	0	127	1	4	7	135	139
7/14/2017	0	0	0	0	80	3	3	4	87	90
7/15/2017	0	0	0	0	131	0	4	6	137	141
7/16/2017	0	0	0	0	110	1	13	18	129	142
7/17/2017	0	0	0	0	144	1	22	4	149	171
7/18/2017	0	0	0	0	117	2	5	3	122	127
7/19/2017	0	0	24	24	142	0	7	18	160	191
7/20/2017	0	0	0	0	118	3	5	15	136	141
7/21/2017	0	0	0	0	96	1	2	1	98	100
7/22/2017	0	0	0	0	126	0	7	4	130	137
7/23/2017	0	0	0	0	93	0	2	3	96	98
7/24/2017	3	0	0	3	134	0	8	4	138	149
7/25/2017	0	0	0	0	104	6	3	7	117	120
7/26/2017	0	0	0	0	115	2	8	7	124	132
7/27/2017	0	0	0	0	118	1	0	5	124	124
7/28/2017	0	0	0	0	96	0	0	2	98	98
7/29/2017	0	0	0	0	181	0	13	10	191	204
7/30/2017	0	0	5	5	119	0	8	7	126	139
7/31/2017	0	0	0	0	127	2	8	4	133	141
<b>Total</b>	3	0	35	38	4,037	51	269	278	4,366	4,673
<b>Percent</b>	0.06%	0.00%	0.75%	0.81%	86.39%	1.09%	5.76%	5.95%	93.43%	100.00%

## Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
	3	0.06%
Amtrak/Greyhound	311	6.49%
Big Trees Lodge	227	4.73%
Chuckchansi Gold	126	2.63%
Coarsegold	100	2.09%
Fresno Airport	237	4.94%
Half Dome Village	523	10.91%
Majestic Yose Lod	138	2.88%
North Fresno	142	2.96%
Oakhurst Best We	472	9.84%
Pines & Bass Lake	97	2.02%
Tenaya Lodge	402	8.38%
Wawona Store	186	3.88%
YosLodge	1119	23.34%
YosVCenter	712	14.85%
<b>Totals</b>	<b>4795</b>	<b>100.00%</b>

**LOAD FACTOR ANALYSIS : 7/1/2017 - 7/31/2017**

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 7/1/2017 through 7/31/2017. 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	
31	2,036	267	13.11%	Yosemite outbound to Fresno 6:32 pm
30	1,801	477	26.49%	Fresno inbound to Oakhurst 5:45 pm
29	1,666	552	33.13%	Yosemite outbound to Fresno 5:32 pm
28	1,754	445	25.37%	Fresno inbound to Yosemite 12:45 pm
27	1,566	381	24.33%	Yosemite outbound to Fresno 4:03 pm
26	1,848	382	20.67%	Fresno inbound to Yosemite 9:30 am
25	1,660	384	23.13%	Yosemite outbound to Fresno 3:26 pm
24	1,566	514	32.82%	Fresno inbound to Yosemite 7:23 am
23	1,613	468	29.01%	Yosemite outbound to Fresno 9:23 am
22	1,523	616	40.45%	Fresno inbound to Yosemite 5:37 am
20	1,566	309	19.73%	FAT inbound to Yosemite 3:40 am
Total	18,599	4,795	25.78%	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
31	1,450	152	10.48%	Yosemite outbound to Fresno 6:32 pm
30	1,215	300	24.69%	Fresno inbound to Oakhurst 5:45 pm
29	1,033	323	31.27%	Yosemite outbound to Fresno 5:32 pm
28	1,168	301	25.77%	Fresno inbound to Yosemite 12:45 pm
27	1,027	270	26.29%	Yosemite outbound to Fresno 4:03 pm
26	1,215	229	18.85%	Fresno inbound to Yosemite 9:30 am
25	1,027	254	24.73%	Yosemite outbound to Fresno 3:26 pm
24	1,027	323	31.45%	Fresno inbound to Yosemite 7:23 am
23	980	301	30.71%	Yosemite outbound to Fresno 9:23 am
22	986	430	43.61%	Fresno inbound to Yosemite 5:37 am
20	980	195	19.90%	FAT inbound to Yosemite 3:40 am
<b>Total</b>	<b>12,108</b>	<b>3,078</b>	<b>25.42%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
26	633	29	4.58%	Fresno inbound to Yosemite 9:30 am
20	586	14	2.39%	FAT inbound to Yosemite 3:40 am
22	537	159	29.61%	Fresno inbound to Yosemite 5:37 am
22	537	27	5.03%	Fresno inbound to Yosemite 5:37 am
23	633	151	23.85%	Yosemite outbound to Fresno 9:23 am
23	633	16	2.53%	Yosemite outbound to Fresno 9:23 am
24	539	181	33.58%	Fresno inbound to Yosemite 7:23 am
24	539	10	1.86%	Fresno inbound to Yosemite 7:23 am
25	633	122	19.27%	Yosemite outbound to Fresno 3:26 pm
20	586	100	17.06%	FAT inbound to Yosemite 3:40 am
26	633	124	19.59%	Fresno inbound to Yosemite 9:30 am
31	586	115	19.62%	Yosemite outbound to Fresno 6:32 pm
27	539	100	18.55%	Yosemite outbound to Fresno 4:03 pm
27	539	11	2.04%	Yosemite outbound to Fresno 4:03 pm
28	586	137	23.38%	Fresno inbound to Yosemite 12:45 pm
28	586	7	1.19%	Fresno inbound to Yosemite 12:45 pm
29	633	198	31.28%	Yosemite outbound to Fresno 5:32 pm
29	633	31	4.90%	Yosemite outbound to Fresno 5:32 pm
30	586	157	26.79%	Fresno inbound to Oakhurst 5:45 pm
30	586	20	3.41%	Fresno inbound to Oakhurst 5:45 pm
25	633	8	1.26%	Yosemite outbound to Fresno 3:26 pm
<b>Total</b>	<b>12,396</b>	<b>1,717</b>	<b>13.85%</b>	

## WITHOUT AMTRAK

### Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
31	2,036	261	12.82%	Yosemite outbound to Fresno 6:32 pm
30	1,801	474	26.32%	Fresno inbound to Oakhurst 5:45 pm
29	1,666	538	32.29%	Yosemite outbound to Fresno 5:32 pm
28	1,754	419	23.89%	Fresno inbound to Yosemite 12:45 pm
27	1,566	363	23.18%	Yosemite outbound to Fresno 4:03 pm
26	1,848	372	20.13%	Fresno inbound to Yosemite 9:30 am
25	1,660	376	22.65%	Yosemite outbound to Fresno 3:26 pm
24	1,566	496	31.67%	Fresno inbound to Yosemite 7:23 am
23	1,613	456	28.27%	Yosemite outbound to Fresno 9:23 am
22	1,523	615	40.38%	Fresno inbound to Yosemite 5:37 am
20	1,566	303	19.35%	FAT inbound to Yosemite 3:40 am
<b>Total</b>	<b>18,599</b>	<b>4,673</b>	<b>25.13%</b>	



## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
31	1,450	147	10.14%	Yosemite outbound to Fresno 6:32 pm
30	1,215	297	24.44%	Fresno inbound to Oakhurst 5:45 pm
29	1,033	309	29.91%	Yosemite outbound to Fresno 5:32 pm
28	1,168	277	23.72%	Fresno inbound to Yosemite 12:45 pm
27	1,027	258	25.12%	Yosemite outbound to Fresno 4:03 pm
26	1,215	219	18.02%	Fresno inbound to Yosemite 9:30 am
25	1,027	247	24.05%	Yosemite outbound to Fresno 3:26 pm
24	1,027	312	30.38%	Fresno inbound to Yosemite 7:23 am
23	980	293	29.90%	Yosemite outbound to Fresno 9:23 am
22	986	429	43.51%	Fresno inbound to Yosemite 5:37 am
20	980	194	19.80%	FAT inbound to Yosemite 3:40 am
<b>Total</b>	<b>12,108</b>	<b>2,982</b>	<b>24.63%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
26	633	29	4.58%	Fresno inbound to Yosemite 9:30 am
20	586	14	2.39%	FAT inbound to Yosemite 3:40 am
22	537	159	29.61%	Fresno inbound to Yosemite 5:37 am
22	537	27	5.03%	Fresno inbound to Yosemite 5:37 am
23	633	147	23.22%	Yosemite outbound to Fresno 9:23 am
23	633	16	2.53%	Yosemite outbound to Fresno 9:23 am
24	539	174	32.28%	Fresno inbound to Yosemite 7:23 am
24	539	10	1.86%	Fresno inbound to Yosemite 7:23 am
25	633	121	19.12%	Yosemite outbound to Fresno 3:26 pm
20	586	95	16.21%	FAT inbound to Yosemite 3:40 am
26	633	124	19.59%	Fresno inbound to Yosemite 9:30 am
31	586	114	19.45%	Yosemite outbound to Fresno 6:32 pm
27	539	94	17.44%	Yosemite outbound to Fresno 4:03 pm
27	539	11	2.04%	Yosemite outbound to Fresno 4:03 pm
28	586	135	23.04%	Fresno inbound to Yosemite 12:45 pm
28	586	7	1.19%	Fresno inbound to Yosemite 12:45 pm
29	633	198	31.28%	Yosemite outbound to Fresno 5:32 pm
29	633	31	4.90%	Yosemite outbound to Fresno 5:32 pm
30	586	157	26.79%	Fresno inbound to Oakhurst 5:45 pm
30	586	20	3.41%	Fresno inbound to Oakhurst 5:45 pm
25	633	8	1.26%	Yosemite outbound to Fresno 3:26 pm
<b>Total</b>	<b>12,396</b>	<b>1,691</b>	<b>13.64%</b>	

## PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 41 runs for 7/1/2017 through 7/31/2017.

### Daily - All Routes

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
20	0	0	0	270	10	21	2	6	309
22	0	0	0	504	49	60	2	1	616
23	0	0	6	374	27	39	10	12	468
24	0	0	0	395	52	42	7	18	514
25	0	0	0	342	18	13	3	8	384
26	3	0	23	304	23	17	2	10	382
27	0	0	4	314	12	23	10	18	381
28	0	0	2	363	24	27	3	26	445
29	0	0	0	491	30	10	7	14	552
30	0	0	0	440	12	22	0	3	477
31	0	0	0	240	12	4	5	6	267
<b>Total</b>	3	0	35	4,037	269	278	51	122	4,795
<b>Percent</b>	0.06%	0.00%	0.73%	84.19%	5.61%	5.80%	1.06%	2.54%	100.00%

## Weekdays

Run	Aramrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
20	0	0	0	166	6	20	2	1	195
22	0	0	0	365	30	32	2	1	430
23	0	0	1	230	21	32	9	8	301
24	0	0	0	249	34	23	6	11	323
25	0	0	0	220	13	11	3	7	254
26	3	0	20	168	13	13	2	10	229
27	0	0	2	224	10	14	8	12	270
28	0	0	2	241	14	18	2	24	301
29	0	0	0	291	15	0	3	14	323
30	0	0	0	277	8	12	0	3	300
31	0	0	0	137	6	2	2	5	152
<b>Total</b>	3	0	25	2,568	170	177	39	96	3,078
<b>Percent</b>	0.10%	0.00%	0.81%	83.43%	5.52%	5.75%	1.27%	3.12%	100.00%

## Weekends/Holidays

Run	Armkrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
20	0	0	0	104	4	1	0	5	114
22	0	0	0	139	19	28	0	0	186
23	0	0	5	144	6	7	1	4	167
24	0	0	0	146	18	19	1	7	191
25	0	0	0	122	5	2	0	1	130
26	0	0	3	136	10	4	0	0	153
27	0	0	2	90	2	9	2	6	111
28	0	0	0	122	10	9	1	2	144
29	0	0	0	200	15	10	4	0	229
30	0	0	0	163	4	10	0	0	177
31	0	0	0	103	6	2	3	1	115
<b>Total</b>	0	0	10	1,469	99	101	12	26	1,717
<b>Percent</b>	0.00%	0.00%	0.58%	85.56%	5.77%	5.88%	0.70%	1.51%	100.00%

## PASSENGER FARES BY TYPE EXCLUDING AMTRA

### Daily - All Routes

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
20	0	0	0	270	10	21	2	303
22	0	0	0	504	49	60	2	615
23	0	0	6	374	27	39	10	456
24	0	0	0	395	52	42	7	496
25	0	0	0	342	18	13	3	376
26	3	0	23	304	23	17	2	372
27	0	0	4	314	12	23	10	363
28	0	0	2	363	24	27	3	419
29	0	0	0	491	30	10	7	538
30	0	0	0	440	12	22	0	474
31	0	0	0	240	12	4	5	261
<b>Total</b>	3	0	35	4,037	269	278	51	4,673
<b>Percent</b>	0.06%	0.00%	0.75%	86.39%	5.76%	5.95%	1.09%	100.00%

## Weekdays

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
20	0	0	0	166	6	20	2	194
22	0	0	0	365	30	32	2	429
23	0	0	1	230	21	32	9	293
24	0	0	0	249	34	23	6	312
25	0	0	0	220	13	11	3	247
26	3	0	20	168	13	13	2	219
27	0	0	2	224	10	14	8	258
28	0	0	2	241	14	18	2	277
29	0	0	0	291	15	0	3	309
30	0	0	0	277	8	12	0	297
31	0	0	0	137	6	2	2	147
<b>Total</b>	3	0	25	2,568	170	177	39	2,982
<b>Percent</b>	0.10%	0.00%	0.84%	86.12%	5.70%	5.94%	1.31%	100.00%

## Weekends/Holidays

Run	Armrk	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
20	0	0	0	104	4	1	0	109
22	0	0	0	139	19	28	0	186
23	0	0	5	144	6	7	1	163
24	0	0	0	146	18	19	1	184
25	0	0	0	122	5	2	0	129
26	0	0	3	136	10	4	0	153
27	0	0	2	90	2	9	2	105
28	0	0	0	122	10	9	1	142
29	0	0	0	200	15	10	4	229
30	0	0	0	163	4	10	0	177
31	0	0	0	103	6	2	3	114
<b>Total</b>	0	0	10	1,469	99	101	12	1,691
<b>Percent</b>	0.00%	0.00%	0.59%	86.87%	5.85%	5.97%	0.71%	100.00%



## OPERATING STATISTICS

### REVENUE MILES 7/1/2017 - 7/31/2017

From 7/1/2017 through 7/31/2017 VIA HWY 41 operated a total of 37,888 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekdays</b>					
	Fresno	20	20	103	2,060
	Fresno	22	20	118	2,360
	Fresno	25	20	119	2,380
	Fresno	26	20	118	2,360
	Fresno	28	20	118	2,360
	Fresno	30	20	55	1,100
	Yosemite	23	20	119	2,380
	Yosemite	24	20	119	2,380
	Yosemite	27	20	119	2,380
	Yosemite	29	20	119	2,380
	Yosemite	31	20	119	2,380
<b>Total Mileage</b>					<b>24,520</b>

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Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekends</b>					
	Fresno	20	10	103	1,030
	Fresno	22	9	118	1,062
	Fresno	25	10	119	1,190
	Fresno	26	10	118	1,180
	Fresno	28	10	118	1,180
	Fresno	30	10	55	550
	Yosemite	23	10	119	1,190
	Yosemite	24	10	119	1,190
	Yosemite	27	10	119	1,190
	Yosemite	29	10	119	1,190
	Yosemite	31	10	119	1,190
<b>Total Mileage</b>					<b>12,142</b>

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Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Holidays</b>					
	Fresno	20	1	103	103
	Fresno	22	1	118	118
	Fresno	25	1	119	119
	Fresno	26	1	118	118
	Fresno	28	1	118	118
	Fresno	30	1	55	55
	Yosemite	23	1	119	119
	Yosemite	24	1	119	119
	Yosemite	27	1	119	119
	Yosemite	29	1	119	119
	Yosemite	31	1	119	119
<b>Total Mileage</b>					<b>1,226</b>
<b>Grand Total</b>					<b>37,888</b>
<b>Nonchargeable YARTS runs 5 and 9</b>					<b>0</b>
<b>Nonchargeable YARTS extras</b>					<b>0</b>
<b>YARTS Total</b>					<b>37,888</b>

## REVENUE HOURS

From 7/1/2017 through 7/31/2017 VIA HWY 41 provided a total of 1,313.50 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekdays</b>					
	Fresno	20	20	3.80	76.00
	Fresno	22	20	4.00	80.00
	Fresno	25	20	4.00	80.00
	Fresno	26	20	4.00	80.00
	Fresno	28	20	4.20	84.00
	Fresno	30	20	2.30	46.00
	Yosemite	23	20	4.00	80.00
	Yosemite	24	20	4.00	80.00
	Yosemite	27	20	4.00	80.00
	Yosemite	29	20	4.00	80.00
	Yosemite	31	20	4.20	84.00
<b>Total Hours</b>					<b>850.00</b>

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Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekends</b>					
	Fresno	20	10	3.80	38.00
	Fresno	22	9	4.00	36.00
	Fresno	25	10	4.00	40.00
	Fresno	26	10	4.00	40.00
	Fresno	28	10	4.20	42.00
	Fresno	30	10	2.30	23.00
	Yosemite	23	10	4.00	40.00
	Yosemite	24	10	4.00	40.00
	Yosemite	27	10	4.00	40.00
	Yosemite	29	10	4.00	40.00
	Yosemite	31	10	4.20	42.00
<b>Total Hours</b>					<b>421.00</b>

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Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Holidays</b>					
	Fresno	20	1	3.80	3.80
	Fresno	22	1	4.00	4.00
	Fresno	25	1	4.00	4.00
	Fresno	26	1	4.00	4.00
	Fresno	28	1	4.20	4.20
	Fresno	30	1	2.30	2.30
	Yosemite	23	1	4.00	4.00
	Yosemite	24	1	4.00	4.00
	Yosemite	27	1	4.00	4.00
	Yosemite	29	1	4.00	4.00
	Yosemite	31	1	4.20	4.20
<b>Total Hours</b>					<b>42.50</b>
<b>Grand Total</b>					<b>1,313.50</b>
<b>Nonchargeable YARTS runs 5 and 9</b>					<b>0.00</b>
<b>Nonchargeable YARTS extras</b>					<b>0.00</b>
<b>YARTS Total</b>					<b>1,313.50</b>

## Wheelchair Usage

<b>Run Date</b>	<b>Route</b>	<b>Total</b>
7/15/2017	24	1
	<b>Grand Total</b>	<b>1</b>

**Passengers Left**

Run Date	Route	Total
	<b>Grand Total</b>	<b>0</b>



## **ROAD CALLS**

There were four (4) road calls for the period of July 01-31, 2017.

07/09/17	Run 5	Run delayed 40 minutes due to mechanical issue. 1 <sup>st</sup> mechanical.
07/11/17	Run 2	Run delayed 20 minutes due to mechanical issue. 2 <sup>nd</sup> mechanical.
07/29/17	Mammoth	Run delayed 1.5 hours due to mechanical issue en-route.
07/30/17	T/Mammoth	Run delayed at start of run due to mechanical issue. 3 <sup>rd</sup> mechanical.

## **SERVICE DELAYS**

There were ten (10) service delays during the month of July 01-31, 2017. Total on time service for all corridors was 99.11%.

### **Hwy 140**

07/01/17	Run 8	Run delayed 1 hour due to operational issue. See missed runs.
07/07/17	Run 3	Run delayed 30 minutes due to operational issue. See missed runs.
07/08/17	Run 2	Run delayed 45 minutes due to operational issue. See missed runs.
07/09/17	Run 5	Run delayed 40 minutes due to mechanical issue. 1 <sup>st</sup> mechanical.
07/11/17	Run 2	Run delayed 20 minutes due to mechanical issue. 2 <sup>nd</sup> mechanical.

### **Hwy 41**

07/01/17	Run 24	Run delayed 1 hour due to operational issue. See missed runs
07/23/17	Run 22	Missed run due to operational issue. See missed runs.
07/28/17	Run 22	Run delayed 35 minutes due to operational issue. See missed runs.

### **Hwy 120 Sonora**

No service delays.

### **Hwy 120 Mammoth/Tuolumne**

07/29/17	Mammoth	Run delayed 1.5 hours due to mechanical issue en-route.
07/30/17	T/Mammoth	Run delayed at start of run due to mechanical issue. 3 <sup>rd</sup> mechanical.

## **MISSED RUNS**

There were six (6) missed YARTS trip during the period of July 01-31, 2017.

### **Hwy 140**

07/01/17 Run 8 Run delayed 1 hour due to operational issue.  
07/07/17 Run 3 Run delayed 30 minutes due to operational issue.  
07/08/17 Run 2 Run delayed 45 minutes due to operational issue.

### **Hwy 41**

07/01/17 Run 24 Run delayed 1 hour due to operational issue.  
07/23/17 Run 22 Missed run due to operational issue.  
07/28/17 Run 22 Run delayed 35 minutes due to operational issue.

### **Hwy 120 Sonora**

No missed runs for Sonora for July 01-31, 2017.

### **Hwy 120/395 Mammoth**

No missed runs for Mammoth/Tuolumne for July 01-31, 2017.

### **EXTRA RUNS**

There were no extra runs during the month of July 01-31, 2017.

### **MAINTENANCE**

VIA YARTS Buses are kept maintained regularly. Currently buses are rotated among runs to evenly distribute miles across the fleet. There are twenty (20) accessible buses available to meet ADA requirements. Maintenance reports are submitted to YARTS Transit Manager for all service and repairs.

### **CUSTOMER SERVICE**

A total of **785** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from July 01-31, 2017. A comprehensive log of incoming calls by type, including calls regarding customer complaints, commendations, and recommendations is maintained and monitored continually.

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

### **ACCIDENTS/INCIDENTS**

There were no YARTS accidents/incidents for the month of July 1-31, 2017.

## **CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS**

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

07/02/17 Rider said they were going to Oakhurst Best Western, and showed the driver their ticket. The bus ended up going to Sonora Best Western instead of Oakhurst Best Western, which was this guest's destination. The guests had to get Uber back to Oakhurst. Guests wanted refund of Uber fare.

Driver announced corridor upon pick up, but did not pay close enough attention to which pass the rider had. Contractor advised all drivers to double check reservation and pass info before boarding. There are several duplicate names on different YARTS corridors—Rush Creek, Best Western, Amtrak, Pines—so it's easy for passengers to get confused. Contractor is following up with client and plans to refund the Uber fare.

7-2-17 Customer was upset because they thought the bus for Best Western picked up on the hotel property and had to run when they saw the bus stopped on Hwy 140 instead. Once on board, the bus check engine light came on and they had to wait a few minutes while the driver obtained assistance. Then holiday traffic delayed the route 2 plus hours, and they arrived in the valley over 2 hours late. They felt better planning should be done by YARTS to deal with holiday traffic.

YARTS Staff followed up with the client and informed them that the website explained the stop changes for Best Western. Also informed customer that YARTS had notified potential riders via the website and Facebook that there would be significant delays due to holiday traffic, over which YARTS has no control. The mechanical issue was handled appropriately through the maintenance department. Troubleshooting was performed and the bus was deemed safe to continue. No further issues occurred with the bus, and the delay due to the mechanical issue was minimal.

7-5-17 Client said Sonora driver sat for 10 extra minutes at the Visitor Center and took a break before departing. They wanted to get to their campground earlier.

Drivers will normally update their drivers' logs and paperwork before departure from the park after loading passengers. Ridership has been very heavy on all Sonora runs so it is taking a little longer for departure after loading.

7-10-17 Mammoth Community Water District provides an RV dump station which is used by YARTS bus drivers occasionally. The manager of that property advised YARTS there is now a fee of \$10 to dump, and wanted to know if contractor wanted to set up method of payment.

Contractor contacted the manager and thanked him for allowing YARTS to use that service and advised that drivers would pay cash on site each time the service was used.

7-11-17 Rider expressed concern that pets are not allowed on buses and asked for policy to be revamped to allow pets.

YARTS staff responded to the guest and explained that the policy is for the safety and comfort of all passengers. YARTS cannot guarantee that an animal won't be disruptive or harmful to others riding the bus, or that other passengers aren't allergic to animals. Also explained YARTS is public transit with rules to follow, and that since there are no stops for "breaks", this would make it uncomfortable for pets

to travel for the extended amount of time as well. Advised rider that this policy is not changing in the foreseeable future.

7-18-17 Rider who needed accessible transportation and use of the lift boarded a bus on which the lift would not operate properly. The driver reported the issue and advised the rider that another bus would arrive in 30 minutes that was lift equipped. The couple waited inside the Best Western hotel lobby thinking the bus would come onto the property and pick up there. However, this was the next YARTS run and the pickup location is on Hwy 140, so the couple missed the bus. The couple ended up driving into the park, and requested a refund.

YARTS staff refunded the ticket price. Contractor ensured wheel chair lift was fixed for future guest use.

7-19-17 During the fire detours, a rider asked the driver to wait while she and her mom went into the Yosemite Valley Lodge restroom. Driver advised her that they could not wait and that there was a restroom on board the bus for her use. She did not want to use the bus restroom and decided to go into the Lodge anyway, though the driver again told her they were departing and would not be able to wait. Rider called to complain because she missed the Merced connection, chose to catch a run to Fresno, and her husband had to come to Fresno to pick her up. She wanted some type of reimbursement.

YARTS Staff apologized for the inconvenience and explained the fire situation was a natural occurrence out of YARTS' control. YARTS was responding with detours to accommodate riders to the best of its ability. Customer had been personally advised by YARTS Staff that only Runs 25 and 27 were connecting to Merced, that she must ride one of those 2 runs, and that departures were set for specific times. This guest chose to continue to the Lodge despite receiving information on the departure and the inability of the driver to wait. The driver was correct to depart as scheduled. No compensation was issued.

7-20-17 Received call from rider that the restroom on the Mammoth run smelled bad and was permeating the bus. Guest requested refund because the ride was uncomfortable with the scent.

Follow up showed that the driver did not know about the smell until it was reported en route. He could not initially smell anything up front, but when he did in fact walk to the rear of the bus, there was a scent. The driver cleaned as much as he could and added deodorizer, but the scent remained until he was able to dump back in Mammoth that evening. Contractor is refunding the guest's fares.

7-21-17 Customer called who had reservations on YARTS. He was unaware of the road closure due to the fire and had to make alternate hotel reservations and use the Fresno service to get to Yosemite. He was from Australia and felt he should have been personally notified. He wanted reimbursement for YARTS tickets and hotel costs.

YARTS Staff refunded the tickets, but informed him that the road closure was no fault of YARTS. Information was posted on the website and Facebook as soon as the situation became known. Customer was informed that refunds for extra lodging costs incurred due to the fire would not be reimbursed by YARTS.

7-23-17 Driver contacted Operations to inform them that two young foreign travelers missed getting off at their stop at the Best Western Hotel Oakhurst. The passengers had no money and no means of getting back to the hotel and were stranded for the night.

Contractor called for Uber and other options to return the passengers to Oakhurst to no avail. Finally, contractor obtained lodging for the passengers at the contractor expense and gave the passenger return passes to get back to their hotel the next day.

7-30-17 Run 9 Regular rider called and said the driver was rude and had told him to move his belongings, or he would have to get off and ride another run. Said driver had also told him on another occasion that they would not take him to Merced because that run (Run 10) did not go to that location, and said the driver was again rude.

Follow up showed that the bus was full and the driver had asked all passengers to remove their belongings from the seats so others could sit. This rider did not, so the driver had to ask him personally. The driver never told him he would have to get off the bus. The driver said the rider was reluctant to move his belongings and they had to ask several times. Other drivers have also brought up this passenger to the Operations Manager with concerns that he doesn't ever want to move his belongings. A passenger told one driver that this person would not move his items so they could sit down and was rude to them when asked.

Drivers have been instructed to continue to ask this person to move their belongings when they need the seats and contact Operations right away if they have issues in the future.

As for Run 10 not taking the rider to Merced, that was the correct response. Run 10 ends in Mariposa. Most other runs have options for connections to Merced Target and Airport. Rider was properly referred to the next run.

7-20-17 Operations manager received call from regular rider on Run 8a saying driver did not stop at Catheys Valley stop. Said they ride almost every day and want to ensure bus will stop in the future.

Follow up showed the driver in fact did not stop. The driver was behind schedule, so slowed, did not see any one, then continued. Driver was advised that this is a timed stop so even if passengers are not visible, they must stop every time. The next driver picked up the passenger, but reported the passenger was sitting inside a truck and almost missed the bus because he stopped, was behind schedule, so was ready to pull out shortly after the stop since he saw no one there. The customer got out of the truck and was getting her bike, and he didn't realize she was coming to the bus until he was departing. Drivers have also noticed that sometimes rider is also inside the store. Drivers were instructed to wait about a minute to see if she is at the stop going forward. Operations manager also spoke to rider and advised her that she needs to be visible and ready to board quickly at the stop to avoid missing the bus.

### **KUDOS**

"I and my two cousins did the round trip from North Fresno to Yosemite. It was our first time using YARTS. We had the same bus and driver in both directions. ... We were very pleased with him. He was very pleasant and nice. He also was very helpful to the passengers."

"We are writing in regards to the outstanding efforts of a bus driver who drove us from Yosemite Valley to the Amtrak Station in Merced. ... 3:15 pm 8A bus on July 13<sup>th</sup>. My wife and I were on our honeymoon trying to get to San Francisco for the last few days. Our plan was to grab a rental car at the Merced airport to make our way to San Francisco. However, after talking with the driver, he brought up the fact that Avis in Merced closes early and we should call to confirm our car before closing time. Well, he was right on Avis closing early! We called for 20 mins and could not get the Avis local office

to pick up the phone, thus causing us to miss our hotel reservation for the rest of our trip.... However, the bus driver said he knew of Amtrak trains going to San Fran from the Merced station. He then provided my wife and I with his phone to call the station for a possible train ticket. ... he had the local station number saved in his contact list. Here we are lost in an unknown area with no idea about what to do next, but with the help of the bus driver. We were able to reach the train station, purchase two train tickets and make the early train all in a 10 min span of time. That bus driver saved the rest of our honeymoon and truly went above and beyond for my wife and I. I cannot say enough thanks and express our pure gratitude for the actions of this bus driver. He saved us time, money and more importantly our safety, his kindness and generosity will never be forgotten.”

### **Wheel Chair Requests**

There were (2) two wheelchair requests filled for the month of July 1-31, 2017. There have been regular unannounced wheelchair riders on various YARTS runs. Twenty (20) 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 all routes throughout the month due to construction, holiday traffic congestion, non-YARTS traffic accidents, and road closures (See section on Fire Hwy 140 Road Closure) and conditions, and high passenger counts. 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. The roundabout is still causing some delays for buses due to motorists not allowing buses to turn freely to enter the traffic flow. When traffic control is available onsite the runs go much smoother.

### **Fire Hwy 140 Road Closure**

Hwy 140 was closed on 7-18-17 between Catheys Valley and Midpines due to the Detwiller Fire. CHP turned vehicles around at Planada and at Midpines. There was no access to the alternate Hwy 49/Hwy 41 route option. Run 8 was escorted through Hwy 140, however all other runs were denied access via this route. Runs 2, 2a, 3, 3a and 4 were already in the park when the closure occurred. Run 5 had reached Catheys Valley, and stood down for an hour before receiving the final closure info, and then turning around to return passengers to their initial pick up locations. Runs 8a, 9, 10, 11 and 11a all exited the park via Hwys 41 and 145 through Madera. Amtrak passengers were rerouted through Fresno on this day and during the remainder of the closure. People who needed to return to Mariposa were directed to Yosemite Visitor’s Center where rangers were available for assistance.

On July 19<sup>th</sup> and 20<sup>th</sup>, Sonora run drivers went to El Portal to pick up riders from Yosemite View and Cedar Lodges at 12 and 1pm to return to the park, connect with Hwy 41 runs 25 and 27 to Madera, then switch over to a bus bridge from Madera to Merced. Buses departed at 6:50 pm and 7:31 pm from Madera. On July 21<sup>st</sup>, 22<sup>nd</sup>, and 23<sup>rd</sup>, the service was reduced to one bus departing El Portal at 1pm and connecting to one bus in Madera. This service was requested by the lodging facilities and implemented to get guests to Merced to connect with transit. Day trippers were not transported since this was one-way transportation only into the park with no return trips scheduled to El Portal.

All Hwy 140 runs were suspended until the road reopened. Hwy 140 reopened Saturday, July 22<sup>nd</sup>, and normal service resumed on Monday, July 24<sup>th</sup>.

During the fire Mariposa County requested YARTS be a standby resource in the event of evacuation need. YARTS agreed to provide this service if needed, however the service was not utilized.

Hwy 120 Sonora, Hwy 120/395 Mammoth were not affected by the Detwiler Fires and both corridors ran with no issues. Hwy 41 ran as normal, but did incur significant delays due to re-routing of traffic that would have been on Hwy 140 through the Hwy 41 corridor.

### **Special Film Crew Ridership**

David Lipari, Marketing & Outreach Coordinator for San Joaquin Joint Powers Authority, contacted YARTS Staff for permission to film on board YARTS for a short commercial for their connectivity to Yosemite. On Monday, July 24<sup>th</sup>, a 5-person film crew was allowed on board Run 26 from Fresno to Yosemite for filming. They sat at the front of the bus to capture B-Roll for of the trip/views. The group was sent with a seasoned driver who has been driving the Hwy 41 route since its inception. Driver reported the crew was very professional and cooperative throughout the run and did not interfere with the passengers or run operating as scheduled.

### **Miscellaneous**

YARTS accommodated request from Aramark to transport one of their employees to Groveland due to medical emergency. Driver was notified of request and instructed to make this passenger a priority.

YARTS Square tablet was stolen from bus while driver was retrieving luggage for a passenger on 7-13-17. YARTS Staff was notified and attempted to track the device, but the location function was not available. VIA was invoiced for tablet cost, and a new tablet was ordered for the service.