



November 15, 2017

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

RE: YARTS Monthly Report October 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 October 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 10/1/2017 to 10/31/2017

A total of 5,879 passengers were carried on the HWY 140 system by VIA. Of these, 606 were Amtrak passengers utilizing the YARTS service.

Ridership - All

Date	NPS Employees	Paid Fare	Child Free	Amtrak Paid	Total
10/1/2017	0	171	0	0	171
10/2/2017	23	243	0	31	297
10/3/2017	15	270	1	8	294
10/4/2017	70	199	2	20	291
10/5/2017	10	214	0	57	281
10/6/2017	2	157	0	8	167
10/7/2017	16	136	1	31	184
10/8/2017	41	111	2	12	166
10/9/2017	25	224	2	11	262
10/10/2017	42	155	2	24	223
10/11/2017	2	236	0	0	238
10/12/2017	0	204	0	0	204
10/13/2017	18	153	4	9	184
10/14/2017	22	98	0	38	158
10/15/2017	15	132	6	8	161
10/16/2017	22	149	2	8	181
10/17/2017	39	129	4	66	238
10/18/2017	19	108	3	19	149
10/19/2017	17	120	0	38	175
10/20/2017	4	119	2	15	140
10/21/2017	0	106	1	16	123
10/22/2017	0	181	1	35	217
10/23/2017	37	108	1	11	157
10/24/2017	24	142	2	20	188
10/25/2017	13	119	2	34	168
10/26/2017	23	96	2	17	138
10/27/2017	0	155	0	20	175
10/28/2017	0	105	0	15	120
10/29/2017	3	95	3	9	110
10/30/2017	35	117	0	14	166
10/31/2017	19	120	2	12	153
Total	556	4,672	45	606	5,879
	9.46%	79.47%	0.77%	10.31%	100.00%

RIDERSHIP

From 10/1/2017 to 10/31/2017

Ridership - Excluding Amtrak

Date	NPS Employees	Paid Fare	Child Free	Total
10/1/2017	0	171	0	171
10/2/2017	23	243	0	266
10/3/2017	15	270	1	286
10/4/2017	70	199	2	271
10/5/2017	10	214	0	224
10/6/2017	2	157	0	159
10/7/2017	16	136	1	153
10/8/2017	41	111	2	154
10/9/2017	25	224	2	251
10/10/2017	42	155	2	199
10/11/2017	2	236	0	238
10/12/2017	0	204	0	204
10/13/2017	18	153	4	175
10/14/2017	22	98	0	120
10/15/2017	15	132	6	153
10/16/2017	22	149	2	173
10/17/2017	39	129	4	172
10/18/2017	19	108	3	130
10/19/2017	17	120	0	137
10/20/2017	4	119	2	125
10/21/2017	0	106	1	107
10/22/2017	0	181	1	182
10/23/2017	37	108	1	146
10/24/2017	24	142	2	168
10/25/2017	13	119	2	134
10/26/2017	23	96	2	121
10/27/2017	0	155	0	155
10/28/2017	0	105	0	105
10/29/2017	3	95	3	101
10/30/2017	35	117	0	152
10/31/2017	19	120	2	141
Total	556	4,672	45	5,273
	10.54%	88.60%	0.85%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Airport	21	0.36%
Amtrak	979	16.65%
Barium Mine Rd	28	0.48%
Bug Hostel	292	4.97%
Catheys Valley	44	0.75%
Cedar Lodge	191	3.25%
El Portal PO	57	0.97%
Half Dome Villag	329	5.60%
KOA	105	1.79%
Mall (PG&E)	4	0.07%
Mariposa Park &	247	4.20%
Merced College	32	0.54%
Merced Mall/Targ	59	1.00%
MidPines	279	4.75%
NPS Maintenance	143	2.43%
Roadside Rest	387	6.58%
The Majestic Hote	168	2.86%
Transpo	272	4.63%
UC Merced	22	0.37%
Yosemite Valley L	252	4.29%
YosVCenter	1350	22.96%
YV Lodge	618	10.51%
Totals	5879	100.00%

LOAD FACTOR ANALYSIS : 10/1/2017 - 10/31/2017

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 10/1/2017 through 10/31/2017. The load factor analysis is broken down by daily-all routes, weekday, and weekend service.

WITH AMTRAK

Daily - All Runs

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,078	398	36.92%	Inbound 5:28am service from Catheys Valley to Y
02C.5	1,519	597	39.30%	Inbound 5:58am service from Catheys Valley to Y
03	1,519	501	32.98%	Inbound 6:45am service from Merced to YV
04	1,519	504	33.18%	Inbound 10:20am service from Merced to YV
05	1,519	591	38.91%	Inbound 1:20pm service from Merced to YV
06	1,519	569	37.46%	Inbound 4:30pm service from Merced to YV
07	1,078	283	26.25%	Outbound 6:20am service from Midpines to Merce
08	1,519	482	31.73%	Outbound 9:32am service from YV to Merced
09	1,519	641	42.20%	Outbound 3:40pm service from YV to Merced
10	1,078	356	33.02%	Outbound 4:15pm service from YV to Mariposa
11	1,519	521	34.30%	Outbound 4:35pm service from YV to Merced
12	1,519	436	28.70%	Outbound 5:45pm service from YV to Merced
Total	16,905	5,879	34.78%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,078	398	36.92%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,078	414	38.40%	Inbound 5:58am service from Catheys Valley to YV
03	1,078	364	33.77%	Inbound 6:45am service from Merced to YV
04	1,078	359	33.30%	Inbound 10:20am service from Merced to YV
05	1,078	455	42.21%	Inbound 1:20pm service from Merced to YV
06	1,078	389	36.09%	Inbound 4:30pm service from Merced to YV
07	1,078	283	26.25%	Outbound 6:20am service from Midpines to Merced
08	1,078	378	35.06%	Outbound 9:32am service from YV to Merced
09	1,078	414	38.40%	Outbound 3:40pm service from YV to Merced
10	1,078	356	33.02%	Outbound 4:15pm service from YV to Mariposa
11	1,078	359	33.30%	Outbound 4:35pm service from YV to Merced
12	1,078	300	27.83%	Outbound 5:45pm service from YV to Merced
Total	12,936	4,469	34.55%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	441	183	41.50%	Inbound 5:58am service from Catheys Valley to YV
03	441	137	31.07%	Inbound 6:45am service from Merced to YV
04	441	145	32.88%	Inbound 10:20am service from Merced to YV
05	441	136	30.84%	Inbound 1:20pm service from Merced to YV
06	441	180	40.82%	Inbound 4:30pm service from Merced to YV
08	441	104	23.58%	Outbound 9:32am service from YV to Merced
09	441	227	51.47%	Outbound 3:40pm service from YV to Merced
11	441	162	36.73%	Outbound 4:35pm service from YV to Merced
12	441	136	30.84%	Outbound 5:45pm service from YV to Merced
Total	3,969	1,410	35.53%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,078	386	35.81%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,519	545	35.88%	Inbound 5:58am service from Catheys Valley to YV
03	1,519	464	30.55%	Inbound 6:45am service from Merced to YV
04	1,519	441	29.03%	Inbound 10:20am service from Merced to YV
05	1,519	457	30.09%	Inbound 1:20pm service from Merced to YV
06	1,519	497	32.72%	Inbound 4:30pm service from Merced to YV
07	1,078	260	24.12%	Outbound 6:20am service from Midpines to Merced
08	1,519	437	28.77%	Outbound 9:32am service from YV to Merced
09	1,519	591	38.91%	Outbound 3:40pm service from YV to Merced
10	1,078	314	29.13%	Outbound 4:15pm service from YV to Mariposa
11	1,519	479	31.53%	Outbound 4:35pm service from YV to Merced
12	1,519	402	26.46%	Outbound 5:45pm service from YV to Merced
Total	16,905	5,273	31.19%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,078	386	35.81%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,078	382	35.44%	Inbound 5:58am service from Catheys Valley to YV
03	1,078	344	31.91%	Inbound 6:45am service from Merced to YV
04	1,078	304	28.20%	Inbound 10:20am service from Merced to YV
05	1,078	361	33.49%	Inbound 1:20pm service from Merced to YV
06	1,078	345	32.00%	Inbound 4:30pm service from Merced to YV
07	1,078	260	24.12%	Outbound 6:20am service from Midpines to Merced
08	1,078	349	32.37%	Outbound 9:32am service from YV to Merced
09	1,078	370	34.32%	Outbound 3:40pm service from YV to Merced
10	1,078	314	29.13%	Outbound 4:15pm service from YV to Mariposa
11	1,078	341	31.63%	Outbound 4:35pm service from YV to Merced
12	1,078	271	25.14%	Outbound 5:45pm service from YV to Merced
Total	12,936	4,027	31.13%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	441	163	36.96%	Inbound 5:58am service from Catheys Valley to YV
03	441	120	27.21%	Inbound 6:45am service from Merced to YV
04	441	137	31.07%	Inbound 10:20am service from Merced to YV
05	441	96	21.77%	Inbound 1:20pm service from Merced to YV
06	441	152	34.47%	Inbound 4:30pm service from Merced to YV
08	441	88	19.95%	Outbound 9:32am service from YV to Merced
09	441	221	50.11%	Outbound 3:40pm service from YV to Merced
11	441	138	31.29%	Outbound 4:35pm service from YV to Merced
12	441	131	29.71%	Outbound 5:45pm service from YV to Merced
Total	3,969	1,246	31.39%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 10/1/2017 through 10/31/2017.

Daily - All Routes

Run	NPS Emp's	Child Free	Paid Fare	Amtrak	Total
01C.5	62	5	319	12	398
02C.5	52	8	485	52	597
03	22	5	437	37	501
04	24	3	414	63	504
05	63	0	394	134	591
06	25	6	466	72	569
07	16	1	243	23	283
08	123	8	306	45	482
09	61	4	526	50	641
10	62	0	252	42	356
11	36	2	441	42	521
12	10	3	389	34	436
	556	45	4,672	606	5,879
	9.46%	0.77%	79.47%	10.31%	100.00%

Weekdays

Run	NPS Emp's	Paid Fare	Child Free	Amtrak	Total
01C.5	62	319	5	12	398
02C.5	52	323	7	32	414
03	17	323	4	20	364
04	21	281	2	55	359
05	35	326	0	94	455
06	17	327	1	44	389
07	16	243	1	23	283
08	88	256	5	29	378
09	55	311	4	44	414
10	62	252	0	42	356
11	27	314	0	18	359
12	7	262	2	29	300
	459	3,537	31	442	4,469
	10.27%	79.15%	0.69%	9.89%	100.00%

Weekends/Holidays

Run	NPS	Paid Fare	Child Free	Amtrak	Total
02C.5	0	162	1	20	183
03	5	114	1	17	137
04	3	133	1	8	145
05	28	68	0	40	136
06	8	139	5	28	180
08	35	50	3	16	104
09	6	215	0	6	227
11	9	127	2	24	162
12	3	127	1	5	136
	97	1,135	14	164	1,410
	6.88%	80.50%	0.99%	11.63%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRA

Daily - All Routes

Run	NPS Emp's	Paid Fare	Child Free	Total
01C.5	62	319	5	386
02C.5	52	485	8	545
03	22	437	5	464
04	24	414	3	441
05	63	394	0	457
06	25	466	6	497
07	16	243	1	260
08	123	306	8	437
09	61	526	4	591
10	62	252	0	314
11	36	441	2	479
12	10	389	3	402
	556	4,672	45	5,273
	10.54%	88.60%	0.85%	100.00%

Weekdays

Run	NPS Emp's	Paid Fare	Child Free	Total
01C.5	62	319	5	386
02C.5	52	323	7	382
03	17	323	4	344
04	21	281	2	304
05	35	326	0	361
06	17	327	1	345
07	16	243	1	260
08	88	256	5	349
09	55	311	4	370
10	62	252	0	314
11	27	314	0	341
12	7	262	2	271
	459	3,537	31	4,027
	11.40%	87.83%	0.77%	100.00%

Weekends/Holidays

Run	NPS	Adult	Child Free	Total
02C.5	0	162	1	163
03	5	114	1	120
04	3	133	1	137
05	28	68	0	96
06	8	139	5	152
08	35	50	3	88
09	6	215	0	221
11	9	127	2	138
12	3	127	1	131
	97	1,135	14	1,246
	7.78%	91.09%	1.12%	100.00%

OPERATING STATISTICS

REVENUE MILES 10/1/2017 - 10/31/2017

From 10/1/2017 through 10/31/2017 VIA HWY 140 operated a total of 27,565 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Catheys Valley	01C.5	22	69	1,518
	Catheys Valley	02C.5	22	69	1,518
	Merced	03	22	87	1,914
	Merced	04	22	87	1,914
	Merced	05	22	87	1,914
	Merced	06	22	87	1,914
	Midpines	07	22	51	1,122
	Yosemite	08	22	87	1,914
	Yosemite	09	22	87	1,914
	Yosemite	10	22	55	1,210
	Yosemite	11	22	87	1,914
	Yosemite	12	22	87	1,914
Total Mileage					20,680

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Catheys Valley	02C.5	9	69	621
	Merced	03	9	87	783
	Merced	04	9	87	783
	Merced	05	9	87	783
	Merced	06	9	87	783
	Yosemite	08	9	87	783
	Yosemite	09	9	87	783
	Yosemite	11	9	87	783
	Yosemite	12	9	87	783
Total Mileage					6,885
Grand Total					27,565
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					27,565

REVENUE HOURS

From 10/1/2017 through 10/31/2017 VIA HWY 140 provided a total of 1,048.20 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Catheys Valley	01C.5	22	2.30	50.60
	Catheys Valley	02C.5	22	2.30	50.60
	Merced	03	22	3.20	70.40
	Merced	04	22	3.50	77.00
	Merced	05	22	2.80	61.60
	Merced	06	22	3.90	85.80
	Midpines	07	22	2.20	48.40
	Yosemite	08	22	3.80	83.60
	Yosemite	09	22	3.30	72.60
	Yosemite	10	22	2.00	44.00
	Yosemite	11	22	3.20	70.40
	Yosemite	12	22	3.20	70.40
Total Hours					785.40

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Catheys Valley	02C.5	9	2.30	20.70
	Merced	03	9	3.20	28.80
	Merced	04	9	3.50	31.50
	Merced	05	9	2.80	25.20
	Merced	06	9	3.90	35.10
	Yosemite	08	9	3.80	34.20
	Yosemite	09	9	3.30	29.70
	Yosemite	11	9	3.20	28.80
	Yosemite	12	9	3.20	28.80
Total Hours					262.80
Grand Total					1,048.20
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					1,048.20

Wheelchair Usage

Run Date	Route	Total
	Grand Total	0

Passengers Left

Run Date	Route	Total
	Grand Total	0

ACCIDENTS/INCIDENTS

There were zero (0) YARTS accidents/incidents for the month of October 01-31, 2017.

ROAD CALLS

There was (1) one road call for the period of October 01-31, 2017.

10/26/2017 Run 3 Run delayed 1 hour due to wheelchair lift mechanical issue.

SERVICE DELAYS

There were two (2) service delays during the month of October 01-31, 2017. Total on time service for all corridors was 99.36%.

Hwy 140

10/22/2017 Run 4 Run delayed 30 minutes due to an operational issue. See missed runs.

10/26/2017 Run 3 Run delayed 1 hour due to wheelchair lift mechanical issue.

MISSED RUNS

There was one (1) missed YARTS run during the period of October 01-31, 2017.

Hwy 140

10/22/2017 Run 4 Run delayed 30 minutes due to an operational issue.

EXTRA RUNS

There were no extra runs during the month of October 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 **351** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from October 01-31, 2017. A comprehensive log of incoming calls by type, including calls regarding customer complaints, commendations, and recommendations is maintained and monitored continually.

224	Calls received on schedule issues and questions for Hwy 140 Corridor
61	Calls received on Fresno HWY 41 schedule information.
28	Calls received on Mammoth Lake schedule information.
10	Calls received on Sonora/Groveland schedule information.
16	Calls received on park information (lodging, tours, camping, etc.)
12	Miscellaneous calls (lost & found, hang up calls, etc.)
0	Calls received as customer complaints.
351	Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were several customer complaints received during the month of October 01-31, 2017 by phone and email. All operational issues have been addressed and rectified so they can be avoided in the future. The main complaints are as follows:

10/2/17 Received email from motorist in sightseeing van who said the tour guide had left the van to go with two other guests into Yosemite Valley Lodge. Said YARTS bus driver “jumped out of his bus at the hotel stop waving his arms and screaming like a lunatic that we were not allowed to be parked where we were.” Said driver scared them and almost caused “an anxiety attack” and seemed violent. Guest sent picture of the driver. Said driver calmed down and no further action would be taken on their part. They just wanted operations to follow up with the driver.

The photo showed the van was blocking the entrance to the YARTS stop and the driver was standing by the door of the YARTS bus with normal facial expressions. It is common practice to use hand signals to let people know drivers need to get into a location when motorist are blocking the way. Operations manager did follow up with the driver, who said he didn’t voice anything, and was not angry, but just waived his hands signaling for them to move so he could access his stop. Though the driver’s intentions were not as portrayed, operations manager had a discussion of motorists’ perceptions and advised driver to monitor his behavior to make sure he is coming across appropriately.

10/5/17 Two NPS employees said that Run 1 passed the Midpines Post Office well before 6:06 am and both employees were a half hour late to work because they had to wait for Run 2. Requested we view video and remind drivers to stop at all scheduled stops until departure times.

Follow up on GPS showed that the bus the employees saw was not Run 1, but in fact Run 7 which deadheads to Bug Resort. This run normally posts an “Out of Service” sign so riders won’t be confused, but it does go through that area close to the same time as Run 1. Asked Park to remind employees that Run 7 does pass those stops about the same time as Run 1. Operations also advised drivers to make certain out of service signs are on when deadheading.

KUDOS

10/2/17 Received commendation for driver on Sonora route during the last weekend of service for “excellent customer service and wicked driving skills this weekend in Sonora. He was unfazed by some of the absolutely STUPID driving others made on Priest Grade (cars actually went around the bus on blind curves- unbelievable) and kept driving slow and easy when I would’ve gone into road rage and chased the other driver down. I’m truly impressed!”

Oct/17 Received call from Australian visitor thanking driver for returning wallet that had all his ID and cash. He really appreciated it.

Oct/17 Received call from travelers commending driver for excellent service. He and his wife were foreign travelers and the driver helped make their trip. He was safe, smooth, very personable and full of helpful information for their visit. Wanted to pass on their appreciation for his service.

Miscellaneous

As of Oct 1st a new simplified manifest issued by YARTS Staff for tracking passengers went into effect. YARTS Staff evaluated what information was necessary for reporting and revised collection form to produce a much more efficient process.

The Mariposa Park & Ride was closed to all traffic starting October 11th due to repairing a sinkhole. The Park and Ride was scheduled to reopen on November 20, 2017 or as soon as repair had been completed. YARTS did not stop at this location during the closure.

Schedule planning occurred between YARTS staff and Operations to produce final schedule for Free YARTs days on November 11th and November 12th. Reservations were closed for these days and information posted on YARTS website, social media and other advertising venues.