



December 8, 2017

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

RE: YARTS Monthly Report November 01-30, 2017

Dear Mr. Whittington,

In accordance with the contract agreement between the Yosemite Area Regional Transportation System Joint Powers Authority (YARTS JPA) and VIA Adventures, Inc. attached please find the monthly summary of operating statistics for November 01-30, 2017.

Please feel free to contact me directly at 384-1315 should you have questions or need additional information.

Sincerely,

Denise Demery
YARTS Program Manager

RIDERSHIP

From 11/1/2017 to 11/30/2017

A total of 4,899 passengers were carried on the HWY 140 system by VIA. Of these, 421 were Amtrak passengers utilizing the YARTS service.

Ridership - All

Date	NPS Employees	Paid Fare	Child Free	Amtrak Paid	Total
11/1/2017	26	80	2	26	134
11/2/2017	30	132	0	8	170
11/3/2017	11	100	3	6	120
11/4/2017	5	62	0	16	83
11/5/2017	1	71	0	12	84
11/6/2017	32	116	2	22	172
11/7/2017	18	122	0	11	151
11/8/2017	5	132	0	15	152
11/9/2017	4	104	3	19	130
11/10/2017	1	100	0	28	129
11/11/2017	0	659	13	0	672
11/12/2017	1	326	4	4	335
11/13/2017	16	102	1	5	124
11/14/2017	30	105	1	22	158
11/15/2017	15	74	1	17	107
11/16/2017	13	76	0	12	101
11/17/2017	7	81	0	9	97
11/18/2017	0	89	2	11	102
11/19/2017	3	143	5	7	158
11/20/2017	23	161	3	5	192
11/21/2017	12	142	0	23	177
11/22/2017	2	143	1	17	163
11/23/2017	2	127	1	16	146
11/24/2017	11	111	1	18	141
11/25/2017	0	143	4	32	179
11/26/2017	1	63	2	29	95
11/27/2017	39	100	0	1	140
11/28/2017	16	148	8	6	178
11/29/2017	1	161	0	16	178
11/30/2017	13	110	0	8	131
Total	338	4,083	57	421	4,899
	6.90%	83.34%	1.16%	8.59%	100.00%

RIDERSHIP

From 11/1/2017 to 11/30/2017

Ridership - Excluding Amtrak

Date	NPS Employees	Paid Fare	Child Free	Total
11/1/2017	26	80	2	108
11/2/2017	30	132	0	162
11/3/2017	11	100	3	114
11/4/2017	5	62	0	67
11/5/2017	1	71	0	72
11/6/2017	32	116	2	150
11/7/2017	18	122	0	140
11/8/2017	5	132	0	137
11/9/2017	4	104	3	111
11/10/2017	1	100	0	101
11/11/2017	0	659	13	672
11/12/2017	1	326	4	331
11/13/2017	16	102	1	119
11/14/2017	30	105	1	136
11/15/2017	15	74	1	90
11/16/2017	13	76	0	89
11/17/2017	7	81	0	88
11/18/2017	0	89	2	91
11/19/2017	3	143	5	151
11/20/2017	23	161	3	187
11/21/2017	12	142	0	154
11/22/2017	2	143	1	146
11/23/2017	2	127	1	130
11/24/2017	11	111	1	123
11/25/2017	0	143	4	147
11/26/2017	1	63	2	66
11/27/2017	39	100	0	139
11/28/2017	16	148	8	172
11/29/2017	1	161	0	162
11/30/2017	13	110	0	123
Total	338	4,083	57	4,478
	7.55%	91.18%	1.27%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Airport	33	0.67%
Amtrak	790	16.13%
Barium Mine Rd	37	0.76%
Bug Hostel	208	4.25%
Catheys Valley	28	0.57%
Cedar Lodge	92	1.88%
Downtown (Court	5	0.10%
El Portal PO	40	0.82%
Half Dome Villag	569	11.61%
KOA	16	0.33%
Mall (PG&E)	2	0.04%
Mariposa Park &	174	3.55%
Merced College	18	0.37%
Merced Mall/Targ	22	0.45%
MidPines	347	7.08%
NPS Maintenance	84	1.71%
Roadside Rest	412	8.41%
The Majestic Hote	112	2.29%
Transpo	409	8.35%
UC Merced	13	0.27%
YosVCenter	1113	22.72%
YV Lodge	375	7.65%
Totals	4899	100.00%

LOAD FACTOR ANALYSIS : 11/1/2017 - 11/30/2017

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 11/1/2017 through 11/30/2017. The load factor analysis is broken down by daily-all routes, weekday, and weekend service.

WITH AMTRAK

Daily - All Runs

Runs	Max Load Capacity	Ridership	Load Factor	
01F	98	59	60.20%	Inbound 6:50 am service from Merced to YV
01FX	98	118	120.41%	Inbound 8:00 am service from Merced to YV
01C.5	980	261	26.63%	Inbound 5:28am service from Catheys Valley to Y
02C.5	1,470	381	25.92%	Inbound 5:58am service from Catheys Valley to Y
03	1,372	412	30.03%	Inbound 6:45am service from Merced to YV
03F	98	94	95.92%	Inbound 7:50am service from Merced to YV
03FX	98	78	79.59%	Inbound 9:00 am service from Merced to YV
04	1,470	461	31.36%	Inbound 10:20am service from Merced to YV
05	1,470	311	21.16%	Inbound 1:20pm service from Merced to YV
06	1,470	391	26.60%	Inbound 4:30pm service from Merced to YV
07	980	100	10.20%	Outbound 6:20am service from Midpines to Merce
08	1,470	507	34.49%	Outbound 9:32am service from YV to Merced
09	1,470	689	46.87%	Outbound 3:40pm service from YV to Merced
09FX	98	86	87.76%	Outbound 4:05pm service from Yosemite to Merce
10	1,078	291	26.99%	Outbound 4:15pm service from YV to Mariposa
10FX	98	50	51.02%	Outbound 4:45pm service from Yosemite to Merce
11	1,470	369	25.10%	Outbound 4:35pm service from YV to Merced
12	1,470	241	16.39%	Outbound 5:45pm service from YV to Merced
Total	16,758	4,899	29.23%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	980	261	26.63%	Inbound 5:28am service from Catheys Valley to YV
02C.5	980	265	27.04%	Inbound 5:58am service from Catheys Valley to YV
03	980	286	29.18%	Inbound 6:45am service from Merced to YV
04	980	259	26.43%	Inbound 10:20am service from Merced to YV
05	980	203	20.71%	Inbound 1:20pm service from Merced to YV
06	980	224	22.86%	Inbound 4:30pm service from Merced to YV
07	980	100	10.20%	Outbound 6:20am service from Midpines to Merced
08	980	374	38.16%	Outbound 9:32am service from YV to Merced
09	980	446	45.51%	Outbound 3:40pm service from YV to Merced
10	980	214	21.84%	Outbound 4:15pm service from YV to Mariposa
11	980	148	15.10%	Outbound 4:35pm service from YV to Merced
12	980	124	12.65%	Outbound 5:45pm service from YV to Merced
Total	11,760	2,904	24.69%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
01F	98	55	56.12%	Inbound 6:50 am service from Merced to YV
01FX	98	53	54.08%	Inbound 8:00 am service from Merced to YV
01FX	98	65	66.33%	Inbound 8:00 am service from Merced to YV
01F	98	4	4.08%	Inbound 6:50 am service from Merced to YV
02C.5	490	73	14.90%	Inbound 5:58am service from Catheys Valley to YV
02C.5	490	43	8.78%	Inbound 5:58am service from Catheys Valley to YV
03	392	30	7.65%	Inbound 6:45am service from Merced to YV
03FX	98	55	56.12%	Inbound 9:00 am service from Merced to YV
03FX	98	23	23.47%	Inbound 9:00 am service from Merced to YV
03F	98	26	26.53%	Inbound 7:50am service from Merced to YV
03	392	96	24.49%	Inbound 6:45am service from Merced to YV
03F	98	68	69.39%	Inbound 7:50am service from Merced to YV
04	490	116	23.67%	Inbound 10:20am service from Merced to YV
04	490	86	17.55%	Inbound 10:20am service from Merced to YV
05	490	71	14.49%	Inbound 1:20pm service from Merced to YV
05	490	37	7.55%	Inbound 1:20pm service from Merced to YV
06	490	88	17.96%	Inbound 4:30pm service from Merced to YV
06	490	79	16.12%	Inbound 4:30pm service from Merced to YV
08	490	92	18.78%	Outbound 9:32am service from YV to Merced
08	490	41	8.37%	Outbound 9:32am service from YV to Merced
09FX	98	61	62.24%	Outbound 4:05pm service from Yosemite to Merced
09	490	149	30.41%	Outbound 3:40pm service from YV to Merced
09	490	94	19.18%	Outbound 3:40pm service from YV to Merced
09FX	98	25	25.51%	Outbound 4:05pm service from Yosemite to Merced
10FX	98	9	9.18%	Outbound 4:45pm service from Yosemite to Merced
10FX	98	41	41.84%	Outbound 4:45pm service from Yosemite to Merced
10	98	16	16.33%	Outbound 4:15pm service from YV to Mariposa
10	98	61	62.24%	Outbound 4:15pm service from YV to Mariposa
11	490	122	24.90%	Outbound 4:35pm service from YV to Merced
11	490	99	20.20%	Outbound 4:35pm service from YV to Merced
12	490	67	13.67%	Outbound 5:45pm service from YV to Merced
12	490	50	10.20%	Outbound 5:45pm service from YV to Merced

Runs	Max Load Capacity	Ridership	Load Factor
Total	9,996	1,995	19.96%

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01F	98	59	60.20%	Inbound 6:50 am service from Merced to YV
01FX	98	118	120.41%	Inbound 8:00 am service from Merced to YV
01C.5	980	253	25.82%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,470	381	25.92%	Inbound 5:58am service from Catheys Valley to YV
03	1,372	401	29.23%	Inbound 6:45am service from Merced to YV
03F	98	94	95.92%	Inbound 7:50am service from Merced to YV
03FX	98	78	79.59%	Inbound 9:00 am service from Merced to YV
04	1,470	365	24.83%	Inbound 10:20am service from Merced to YV
05	1,470	242	16.46%	Inbound 1:20pm service from Merced to YV
06	1,470	339	23.06%	Inbound 4:30pm service from Merced to YV
07	980	99	10.10%	Outbound 6:20am service from Midpines to Merced
08	1,470	428	29.12%	Outbound 9:32am service from YV to Merced
09	1,470	621	42.24%	Outbound 3:40pm service from YV to Merced
09FX	98	86	87.76%	Outbound 4:05pm service from Yosemite to Merced
10	1,078	285	26.44%	Outbound 4:15pm service from YV to Mariposa
10FX	98	50	51.02%	Outbound 4:45pm service from Yosemite to Merced
11	1,470	352	23.95%	Outbound 4:35pm service from YV to Merced
12	1,470	227	15.44%	Outbound 5:45pm service from YV to Merced
Total	16,758	4,478	26.72%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	980	253	25.82%	Inbound 5:28am service from Catheys Valley to YV
02C.5	980	265	27.04%	Inbound 5:58am service from Catheys Valley to YV
03	980	275	28.06%	Inbound 6:45am service from Merced to YV
04	980	172	17.55%	Inbound 10:20am service from Merced to YV
05	980	158	16.12%	Inbound 1:20pm service from Merced to YV
06	980	197	20.10%	Inbound 4:30pm service from Merced to YV
07	980	99	10.10%	Outbound 6:20am service from Midpines to Merced
08	980	326	33.27%	Outbound 9:32am service from YV to Merced
09	980	415	42.35%	Outbound 3:40pm service from YV to Merced
10	980	208	21.22%	Outbound 4:15pm service from YV to Mariposa
11	980	143	14.59%	Outbound 4:35pm service from YV to Merced
12	980	117	11.94%	Outbound 5:45pm service from YV to Merced
Total	11,760	2,628	22.35%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
01F	98	55	56.12%	Inbound 6:50 am service from Merced to YV
01FX	98	53	54.08%	Inbound 8:00 am service from Merced to YV
01FX	98	65	66.33%	Inbound 8:00 am service from Merced to YV
01F	98	4	4.08%	Inbound 6:50 am service from Merced to YV
02C.5	490	73	14.90%	Inbound 5:58am service from Catheys Valley to YV
02C.5	490	43	8.78%	Inbound 5:58am service from Catheys Valley to YV
03	392	30	7.65%	Inbound 6:45am service from Merced to YV
03FX	98	55	56.12%	Inbound 9:00 am service from Merced to YV
03FX	98	23	23.47%	Inbound 9:00 am service from Merced to YV
03F	98	26	26.53%	Inbound 7:50am service from Merced to YV
03	392	96	24.49%	Inbound 6:45am service from Merced to YV
03F	98	68	69.39%	Inbound 7:50am service from Merced to YV
04	490	109	22.24%	Inbound 10:20am service from Merced to YV
04	490	84	17.14%	Inbound 10:20am service from Merced to YV
05	490	57	11.63%	Inbound 1:20pm service from Merced to YV
05	490	27	5.51%	Inbound 1:20pm service from Merced to YV
06	490	83	16.94%	Inbound 4:30pm service from Merced to YV
06	490	59	12.04%	Inbound 4:30pm service from Merced to YV
08	490	67	13.67%	Outbound 9:32am service from YV to Merced
08	490	35	7.14%	Outbound 9:32am service from YV to Merced
09FX	98	61	62.24%	Outbound 4:05pm service from Yosemite to Merced
09	490	121	24.69%	Outbound 3:40pm service from YV to Merced
09	490	85	17.35%	Outbound 3:40pm service from YV to Merced
09FX	98	25	25.51%	Outbound 4:05pm service from Yosemite to Merced
10FX	98	9	9.18%	Outbound 4:45pm service from Yosemite to Merced
10FX	98	41	41.84%	Outbound 4:45pm service from Yosemite to Merced
10	98	16	16.33%	Outbound 4:15pm service from YV to Mariposa
10	98	61	62.24%	Outbound 4:15pm service from YV to Mariposa
11	490	112	22.86%	Outbound 4:35pm service from YV to Merced
11	490	97	19.80%	Outbound 4:35pm service from YV to Merced
12	490	67	13.67%	Outbound 5:45pm service from YV to Merced
12	490	43	8.78%	Outbound 5:45pm service from YV to Merced

Runs	Max Load Capacity	Ridership	Load Factor
Total	9,996	1,850	18.51%

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 11/1/2017 through 11/30/2017.

Daily - All Routes

Run	NPS Emp's	Child Free	Paid Fare	Amtrak	Total
01C.5	84	2	167	8	261
01F	0	4	55	0	59
01FX	0	0	118	0	118
02C.5	50	0	331	0	381
03	21	8	372	11	412
03F	0	0	94	0	94
03FX	0	4	74	0	78
04	1	0	364	96	461
05	2	3	237	69	311
06	0	2	337	52	391
07	0	0	99	1	100
08	7	8	413	79	507
09	93	12	516	68	689
09FX	0	0	86	0	86
10	56	10	219	6	291
10FX	0	0	50	0	50
11	18	4	330	17	369
12	6	0	221	14	241
	338	57	4,083	421	4,899
	6.90%	1.16%	83.34%	8.59%	100.00%

Weekdays

Run	NPS Emp's	Paid Fare	Child Free	Amtrak	Total
01C.5	84	167	2	8	261
02C.5	43	222	0	0	265
03	15	258	2	11	286
04	1	171	0	87	259
05	1	154	3	45	203
06	0	197	0	27	224
07	0	99	0	1	100
08	7	316	3	48	374
09	83	322	10	31	446
10	56	149	3	6	214
11	18	123	2	5	148
12	6	111	0	7	124
	314	2,289	25	276	2,904
	10.81%	78.82%	0.86%	9.50%	100.00%

Weekends/Holidays

Run	NPS	Paid Fare	Child Free	Amtrak	Total
01F	0	55	4	0	59
01FX	0	118	0	0	118
02C.5	7	109	0	0	116
03	6	114	6	0	126
03F	0	94	0	0	94
03FX	0	74	4	0	78
04	0	193	0	9	202
05	1	83	0	24	108
06	0	140	2	25	167
08	0	97	5	31	133
09	10	194	2	37	243
09FX	0	86	0	0	86
10	0	70	7	0	77
10FX	0	50	0	0	50
11	0	207	2	12	221
12	0	110	0	7	117
	24	1,794	32	145	1,995
	1.20%	89.92%	1.60%	7.27%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRA

Daily - All Routes

Run	NPS Emp's	Paid Fare	Child Free	Total
01C.5	84	167	2	253
01F	0	55	4	59
01FX	0	118	0	118
02C.5	50	331	0	381
03	21	372	8	401
03F	0	94	0	94
03FX	0	74	4	78
04	1	364	0	365
05	2	237	3	242
06	0	337	2	339
07	0	99	0	99
08	7	413	8	428
09	93	516	12	621
09FX	0	86	0	86
10	56	219	10	285
10FX	0	50	0	50
11	18	330	4	352
12	6	221	0	227
	338	4,083	57	4,478
	7.55%	91.18%	1.27%	100.00%

Weekdays

Run	NPS Emp's	Paid Fare	Child Free	Total
01C.5	84	167	2	253
02C.5	43	222	0	265
03	15	258	2	275
04	1	171	0	172
05	1	154	3	158
06	0	197	0	197
07	0	99	0	99
08	7	316	3	326
09	83	322	10	415
10	56	149	3	208
11	18	123	2	143
12	6	111	0	117
	314	2,289	25	2,628
	11.95%	87.10%	0.95%	100.00%

Weekends/Holidays

Run	NPS	Adult	Child Free	Total
01F	0	55	4	59
01FX	0	118	0	118
02C.5	7	109	0	116
03	6	114	6	126
03F	0	94	0	94
03FX	0	74	4	78
04	0	193	0	193
05	1	83	0	84
06	0	140	2	142
08	0	97	5	102
09	10	194	2	206
09FX	0	86	0	86
10	0	70	7	77
10FX	0	50	0	50
11	0	207	2	209
12	0	110	0	110
	24	1,794	32	1,850
	1.30%	96.97%	1.73%	100.00%

OPERATING STATISTICS

REVENUE MILES 11/1/2017 - 11/30/2017

From 11/1/2017 through 11/30/2017 VIA HWY 140 operated a total of 27,430 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Catheys Valley	01C.5	20	69	1,380
	Catheys Valley	02C.5	20	69	1,380
	Merced	03	20	87	1,740
	Merced	04	20	87	1,740
	Merced	05	20	87	1,740
	Merced	06	20	87	1,740
	Midpines	07	20	51	1,020
	Yosemite	08	20	87	1,740
	Yosemite	09	20	87	1,740
	Yosemite	10	20	55	1,100
	Yosemite	11	20	87	1,740
	Yosemite	12	20	87	1,740
Total Mileage					18,800

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Catheys Valley	02C.5	7	69	483
	Merced	01F	1	87	87
	Merced	01FX	1	87	87
	Merced	03	6	87	522
	Merced	03F	1	87	87
	Merced	03FX	1	87	87
	Merced	04	7	87	609
	Merced	05	7	87	609
	Merced	06	7	87	609
	Merced	09FX	1	87	87
	Merced	10FX	1	87	87
	Yosemite	08	7	87	609
	Yosemite	09	7	87	609
	Yosemite	10	1	55	55
	Yosemite	11	7	87	609
	Yosemite	12	7	87	609
Total Mileage					5,845

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Holidays					
	Catheys Valley	02C.5	3	69	207
	Merced	01F	1	87	87
	Merced	01FX	1	87	87
	Merced	03	2	87	174
	Merced	03F	1	87	87
	Merced	03FX	1	87	87
	Merced	04	3	87	261
	Merced	05	3	87	261
	Merced	06	3	87	261
	Merced	09FX	1	87	87
	Merced	10FX	1	87	87
	Yosemite	08	3	87	261
	Yosemite	09	3	87	261
	Yosemite	10	1	55	55
	Yosemite	11	3	87	261
	Yosemite	12	3	87	261
Total Mileage					2,785

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Grand Total					27,430
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					27,430

REVENUE HOURS

From 11/1/2017 through 11/30/2017 VIA HWY 140 provided a total of 1,038.20 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Catheys Valley	01C.5	20	2.30	46.00
	Catheys Valley	02C.5	20	2.30	46.00
	Merced	03	20	3.20	64.00
	Merced	04	20	3.50	70.00
	Merced	05	20	2.80	56.00
	Merced	06	20	3.90	78.00
	Midpines	07	20	2.20	44.00
	Yosemite	08	20	3.80	76.00
	Yosemite	09	20	3.30	66.00
	Yosemite	10	20	2.00	40.00
	Yosemite	11	20	3.20	64.00
	Yosemite	12	20	3.20	64.00
Total Hours					714.00

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Catheys Valley	02C.5	7	2.30	16.10
	Merced	01F	1	3.10	3.10
	Merced	01FX	1	2.70	2.70
	Merced	03	6	3.20	19.20
	Merced	03F	1	3.20	3.20
	Merced	03FX	1	2.70	2.70
	Merced	04	7	3.50	24.50
	Merced	05	7	2.80	19.60
	Merced	06	7	3.90	27.30
	Merced	09FX	1	2.80	2.80
	Merced	10FX	1	2.80	2.80
	Yosemite	08	7	3.80	26.60
	Yosemite	09	7	3.30	23.10
	Yosemite	10	1	2.00	2.00
	Yosemite	11	7	3.20	22.40
	Yosemite	12	7	3.20	22.40
Total Hours					220.50

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Holidays					
	Catheys Valley	02C.5	3	2.30	6.90
	Merced	01F	1	3.10	3.10
	Merced	01FX	1	2.70	2.70
	Merced	03	2	3.20	6.40
	Merced	03F	1	3.20	3.20
	Merced	03FX	1	2.70	2.70
	Merced	04	3	3.50	10.50
	Merced	05	3	2.80	8.40
	Merced	06	3	3.90	11.70
	Merced	09FX	1	2.80	2.80
	Merced	10FX	1	2.80	2.80
	Yosemite	08	3	3.80	11.40
	Yosemite	09	3	3.30	9.90
	Yosemite	10	1	2.00	2.00
	Yosemite	11	3	3.20	9.60
	Yosemite	12	3	3.20	9.60
Total Hours					103.70

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Grand Total					1,038.20
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					1,038.20

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 November 01-30, 2017.

ROAD CALLS

There was (1) one road call for the period of November 01-30, 2017.

11/21/2017 Run 2 Run delayed 1 hour due to a mechanical issue en-route. 1st mechanical

SERVICE DELAYS

There were two (2) service delays during the month of November 01-30, 2017. Total on time service for all corridors was **99.78%**.

Hwy 140

11/06/2017 Run 5 Run delayed 30 minutes due to a train delay.

11/21/2017 Run 2 Run delayed 1 hour due to a mechanical issue en-route. 1st mechanical

MISSED RUNS

There were zero (0) missed YARTS run during the period of November 01-30, 2017.

Hwy 140

No missed runs.

EXTRA RUNS

There were no extra runs during the month of November 01-30, 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 **297** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from November 01-30, 2017. A comprehensive log of incoming calls by type, including calls regarding customer complaints, commendations, and recommendations is maintained and monitored continually.

- 214** Calls received on schedule issues and questions for Hwy 140 Corridor
- 25** Calls received on Fresno HWY 41 schedule information.
- 23** Calls received on Mammoth Lake schedule information.
- 15** Calls received on Sonora/Groveland schedule information.
- 10** Calls received on park information (lodging, tours, camping, etc.)
- 10** Miscellaneous calls (lost & found, hang up calls, etc.)
- 0** Calls received as customer complaints.
- 297** Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were several customer complaints received during the month of November 01-30, 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:

11-10-17 Run 12 Several customers called or emailed that Run 12 did not stop at Yosemite Lodge.

Review of GPS showed that was accurate. On Thursday, YARTS was unexpectedly diverted and had to move all pick-up and drop-off locations to Half Dome Village. This change was posted on the YARTS website and Facebook, and all brochures and schedules referred passengers to Facebook for information regarding service. Driver thought YARTS was dropping and picking up only at Half Dome Village for the full weekend of the Veterans Day schedule, so did not go to the other stops.

11-11-17 Customer said YARTS bus did not stop at Yosemite Valley Lodge. Customer wanted refund for rooming obtained due to not being able to catch the bus.

This was the first Free day schedule which only dropped and picked up at Half Dome Village. Schedules were posted online at yarts.com and on Facebook. That was our first free service weekend of the year which was announced in August. The information was readily available.

YARTS did inform Yosemite Valley Lodge and The Majestic staff, who assured YARTS that they would post signs and inform visitors. Park staff was also aware of the changes in our service and reached out to their rangers to make sure that they were giving correct YARTS information to visitors. No refund was issued.

11-13-17 Run 11 Customer said bus did not stop at the Yosemite Valley Lodge, and they had to catch Run 12.

Review of GPS showed driver went to other 3 stops in park and did not stop at the Yosemite Valley Lodge. Driver did not remember the reason they were unable to access the Lodge.

11-19-17 Run 11 Customer said bus did not stop at Mariposa Park and Ride.

Driver thought they had stopped, but GPS showed the bus went to Midtown and Roadside rest. Driver didn't remember not going there and was very apologetic. They knew the stop was reopened and had been stopping there on other routes. Driver was instructed to stay aware, and make sure to complete every timed stop in the future.

Rockslide

On November 16, all YARTS buses exiting the park were delayed 1 hour due to a rockslide. Runs 9, 10, 11, and 12 were escorted out of the park using the normal route. Run 6 went only as far as Yosemite View Lodge.

On November 17th a revised schedule was planned, however the park reopened at 7:15am. Runs 1 and 2 went as far as Yosemite View Lodge until road reopened, then continued into the park. All buses starting with Run 3 operated as normal.

Additional Service Hours due to Rockslide

Runs 9, 10, 11 and 12 delayed 1 hour each Total 4 hours additional service.
Run 6 went as far as Yosemite View Lodge Total -.75 hours reduced service.
Total additional service 3.25 hours.

Miscellaneous

The Summer 2018 schedules have been released online and opened for reservations. There are some major changes to the Hwy 140 and Hwy 120/395 schedules.

The Mariposa Park & Ride construction was completed and the stop reopened November 10, 2017 for ALL runs.

From 11/7- 11/22/17, YARTS did not stop at the Yosemite Valley Visitor Center due to stop closure during construction. Passengers were directed to catch the YARTS buses at The Majestic Hotel, Half Dome Village or Yosemite Valley Lodge. The free Valley Shuttles connected with YARTS at all of these stops.

YARTS Free Day

YARTS first FREE service days took place on November 11th & 12th. All VETERANS were encouraged to take YARTS to Yosemite this weekend as well as the general public. All extra runs were used due to high capacity usage. The day was a great success.. “a lot of happy kids and local residents were very grateful for the opportunity”. The next YARTS free day will be on January 15, 2018 and has been posted on YARTS social media.