



February 16, 2018

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

RE: YARTS Monthly Report January 1 – 31, 2018

Dear Mr. Smith,

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 January 01-31, 2018.

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 1/1/2018 to 1/31/2018

A total of 5,169 passengers were carried on the HWY 140 system by VIA. Of these, 566 were Amtrak passengers utilizing the YARTS service.

Ridership - All

Date	NPS Employees	Paid Fare	Child Free	Amtrak Paid	Total
1/1/2018	2	98	8	20	128
1/2/2018	25	187	12	39	263
1/3/2018	29	176	6	14	225
1/4/2018	18	196	3	40	257
1/5/2018	13	159	2	23	197
1/6/2018	1	105	4	16	126
1/7/2018	2	110	6	30	148
1/8/2018	23	114	2	12	151
1/9/2018	16	153	0	11	180
1/10/2018	30	192	0	26	248
1/11/2018	21	110	0	9	140
1/12/2018	4	155	0	26	185
1/13/2018	0	144	4	14	162
1/14/2018	0	53	2	10	65
1/15/2018	4	469	0	24	497
1/16/2018	27	162	8	11	208
1/17/2018	21	123	2	11	157
1/18/2018	21	122	3	11	157
1/19/2018	5	107	0	11	123
1/20/2018	0	17	1	8	26
1/21/2018	7	28	0	5	40
1/22/2018	0	38	0	10	48
1/23/2018	16	122	0	0	138
1/24/2018	42	118	1	35	196
1/25/2018	10	125	6	17	158
1/26/2018	13	133	3	27	176
1/27/2018	0	107	2	16	125
1/28/2018	1	106	7	35	149
1/29/2018	24	137	6	15	182
1/30/2018	44	98	1	11	154
1/31/2018	28	102	1	29	160
Total	447	4,066	90	566	5,169
	8.65%	78.66%	1.74%	10.95%	100.00%

RIDERSHIP

From 1/1/2018 to 1/31/2018

Ridership - Excluding Amtrak

Date	NPS Employees	Paid Fare	Child Free	Total
1/1/2018	2	98	8	108
1/2/2018	25	187	12	224
1/3/2018	29	176	6	211
1/4/2018	18	196	3	217
1/5/2018	13	159	2	174
1/6/2018	1	105	4	110
1/7/2018	2	110	6	118
1/8/2018	23	114	2	139
1/9/2018	16	153	0	169
1/10/2018	30	192	0	222
1/11/2018	21	110	0	131
1/12/2018	4	155	0	159
1/13/2018	0	144	4	148
1/14/2018	0	53	2	55
1/15/2018	4	469	0	473
1/16/2018	27	162	8	197
1/17/2018	21	123	2	146
1/18/2018	21	122	3	146
1/19/2018	5	107	0	112
1/20/2018	0	17	1	18
1/21/2018	7	28	0	35
1/22/2018	0	38	0	38
1/23/2018	16	122	0	138
1/24/2018	42	118	1	161
1/25/2018	10	125	6	141
1/26/2018	13	133	3	149
1/27/2018	0	107	2	109
1/28/2018	1	106	7	114
1/29/2018	24	137	6	167
1/30/2018	44	98	1	143
1/31/2018	28	102	1	131
Total	447	4,066	90	4,603
	9.71%	88.33%	1.96%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Airport	13	0.25%
Amtrak	752	14.55%
Barium Mine Rd	52	1.01%
Bug Hostel	299	5.78%
Catheys Valley	31	0.60%
Cedar Lodge	108	2.09%
El Portal PO	79	1.53%
Half Dome Villag	207	4.00%
KOA	39	0.75%
Mall (PG&E)	36	0.70%
Mariposa Park &	425	8.22%
Merced College	9	0.17%
MidPines	163	3.15%
MPMidtown	201	3.89%
MPPO	69	1.33%
NPS Maintenance	134	2.59%
Roadside Rest	437	8.45%
The Majestic Hote	194	3.75%
Transpo	401	7.76%
UC Merced	25	0.48%
Yosemite Valley L	452	8.74%
YosVCenter	843	16.31%
YV Lodge	200	3.87%
Totals	5169	100.00%

LOAD FACTOR ANALYSIS : 1/1/2018 - 1/31/2018

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 1/1/2018 through 1/31/2018. 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	49	61	124.49%	Inbound 6:50 am service from Merced to YV
01FX	49	44	89.80%	Inbound 8:00 am service from Merced to YV
01G	147	5	3.40%	Inbound 7:10am service from Merced to El Portal
01C.5	980	269	27.45%	Inbound 5:28am service from Catheys Valley to Y
2FXM	49	18	36.73%	Inbound 8:00am service from Mariposa to Yosemite
02C.5	1,372	361	26.31%	Inbound 5:58am service from Catheys Valley to Y
02G	147	11	7.48%	Inbound 5:58am service from Catheys Valley to El
03	1,323	589	44.52%	Inbound 6:45am service from Merced to YV
03F	49	48	97.96%	Inbound 7:50am service from Merced to YV
03FX	49	32	65.31%	Inbound 9:00 am service from Merced to YV
03G	147	6	4.08%	Inbound 8:10am service from Merced to El Portal
04	1,372	526	38.34%	Inbound 10:20am service from Merced to YV
05	1,372	401	29.23%	Inbound 1:20pm service from Merced to YV
06G	147	21	14.29%	Inbound 4:30pm service from Merced to El Portal
06	1,372	339	24.71%	Inbound 4:30pm service from Merced to YV
07	931	93	9.99%	Outbound 6:20am service from Midpines to Merce
08	1,372	673	49.05%	Outbound 9:32am service from YV to Merced
08G	147	33	22.45%	Outbound 9:42am service from Yosemite to Merce
9FXM	49	9	18.37%	Outbound 4:15pm service from Yosemite to Marip
09	1,372	824	60.06%	Outbound 3:40pm service from YV to Merced
09FX	49	32	65.31%	Outbound 4:05pm service from Yosemite to Merce
09G	147	36	24.49%	Outbound 4:40pm service from El Portal to Merced
10FX	49	63	128.57%	Outbound 4:45pm service from Yosemite to Merce

Runs	Max Load Capacity	Ridership	Load Factor	
10G	147	2	1.36%	Outbound 5:00pm service from El Portal to Merced
10W	1,029	234	22.74%	Outbound 4:15pm service from Yosemite to Merce
11	1,372	286	20.85%	Outbound 4:35pm service from YV to Merced
12	1,372	153	11.15%	Outbound 5:45pm service from YV to Merced
Total	16,660	5,169	31.03%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01G	49	5	10.20%	Inbound 7:10am service from Merced to El Portal
01C.5	980	269	27.45%	Inbound 5:28am service from Catheys Valley to YV
02C.5	980	301	30.71%	Inbound 5:58am service from Catheys Valley to YV
02G	49	2	4.08%	Inbound 5:58am service from Catheys Valley to El Portal
03	980	459	46.84%	Inbound 6:45am service from Merced to YV
03G	49	1	2.04%	Inbound 8:10am service from Merced to El Portal
04	980	360	36.73%	Inbound 10:20am service from Merced to YV
05	980	306	31.22%	Inbound 1:20pm service from Merced to YV
06G	49	11	22.45%	Inbound 4:30pm service from Merced to El Portal
06	980	272	27.76%	Inbound 4:30pm service from Merced to YV
07	931	93	9.99%	Outbound 6:20am service from Midpines to Merced
08	980	506	51.63%	Outbound 9:32am service from YV to Merced
08G	49	8	16.33%	Outbound 9:42am service from Yosemite to Merced
09	980	573	58.47%	Outbound 3:40pm service from YV to Merced
09G	49	19	38.78%	Outbound 4:40pm service from El Portal to Merced
10G	49	2	4.08%	Outbound 5:00pm service from El Portal to Merced
10W	980	219	22.35%	Outbound 4:15pm service from Yosemite to Merced
11	980	192	19.59%	Outbound 4:35pm service from YV to Merced
12	980	105	10.71%	Outbound 5:45pm service from YV to Merced
Total	12,054	3,703	30.72%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
01FX	49	44	89.80%	Inbound 8:00 am service from Merced to YV
01F	49	61	124.49%	Inbound 6:50 am service from Merced to YV
2FXM	49	18	36.73%	Inbound 8:00am service from Mariposa to Yosemite
02C.5	392	51	13.01%	Inbound 5:58am service from Catheys Valley to YV
02C.5	392	9	2.30%	Inbound 5:58am service from Catheys Valley to YV
02G	98	9	9.18%	Inbound 5:58am service from Catheys Valley to El Portal
03	343	22	6.41%	Inbound 6:45am service from Merced to YV
03G	98	5	5.10%	Inbound 8:10am service from Merced to El Portal
03F	49	48	97.96%	Inbound 7:50am service from Merced to YV
03	343	108	31.49%	Inbound 6:45am service from Merced to YV
03FX	49	32	65.31%	Inbound 9:00 am service from Merced to YV
04	392	103	26.28%	Inbound 10:20am service from Merced to YV
04	392	63	16.07%	Inbound 10:20am service from Merced to YV
05	392	73	18.62%	Inbound 1:20pm service from Merced to YV
05	392	22	5.61%	Inbound 1:20pm service from Merced to YV
06G	98	10	10.20%	Inbound 4:30pm service from Merced to El Portal
06	392	43	10.97%	Inbound 4:30pm service from Merced to YV
06	392	24	6.12%	Inbound 4:30pm service from Merced to YV
08	392	127	32.40%	Outbound 9:32am service from YV to Merced
08	392	40	10.20%	Outbound 9:32am service from YV to Merced
08G	98	25	25.51%	Outbound 9:42am service from Yosemite to Merced
09FX	49	32	65.31%	Outbound 4:05pm service from Yosemite to Merced
09G	98	17	17.35%	Outbound 4:40pm service from El Portal to Merced
09	392	77	19.64%	Outbound 3:40pm service from YV to Merced
09	392	174	44.39%	Outbound 3:40pm service from YV to Merced
9FXM	49	9	18.37%	Outbound 4:15pm service from Yosemite to Mariposa
10W	49	15	30.61%	Outbound 4:15pm service from Yosemite to Merced
10FX	49	63	128.57%	Outbound 4:45pm service from Yosemite to Merced
11	392	61	15.56%	Outbound 4:35pm service from YV to Merced
11	392	33	8.42%	Outbound 4:35pm service from YV to Merced
12	392	35	8.93%	Outbound 5:45pm service from YV to Merced
12	392	13	3.32%	Outbound 5:45pm service from YV to Merced

Runs	Max Load Capacity	Ridership	Load Factor
Total	7,889	1,466	18.58%

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01F	49	61	124.49%	Inbound 6:50 am service from Merced to YV
01FX	49	44	89.80%	Inbound 8:00 am service from Merced to YV
01G	147	5	3.40%	Inbound 7:10am service from Merced to El Portal
01C.5	980	269	27.45%	Inbound 5:28am service from Catheys Valley to YV
2FXM	49	18	36.73%	Inbound 8:00am service from Mariposa to Yosemite
02C.5	1,372	361	26.31%	Inbound 5:58am service from Catheys Valley to YV
02G	147	9	6.12%	Inbound 5:58am service from Catheys Valley to El Portal
03	1,323	569	43.01%	Inbound 6:45am service from Merced to YV
03F	49	48	97.96%	Inbound 7:50am service from Merced to YV
03FX	49	32	65.31%	Inbound 9:00 am service from Merced to YV
03G	147	6	4.08%	Inbound 8:10am service from Merced to El Portal
04	1,372	383	27.92%	Inbound 10:20am service from Merced to YV
05	1,372	334	24.34%	Inbound 1:20pm service from Merced to YV
06G	147	19	12.93%	Inbound 4:30pm service from Merced to El Portal
06	1,372	286	20.85%	Inbound 4:30pm service from Merced to YV
07	931	91	9.77%	Outbound 6:20am service from Midpines to Merced
08	1,372	514	37.46%	Outbound 9:32am service from YV to Merced
08G	147	16	10.88%	Outbound 9:42am service from Yosemite to Merced
9FXM	49	9	18.37%	Outbound 4:15pm service from Yosemite to Mariposa
09	1,372	756	55.10%	Outbound 3:40pm service from YV to Merced
09FX	49	32	65.31%	Outbound 4:05pm service from Yosemite to Merced
09G	147	34	23.13%	Outbound 4:40pm service from El Portal to Merced
10FX	49	63	128.57%	Outbound 4:45pm service from Yosemite to Merced
10G	147	2	1.36%	Outbound 5:00pm service from El Portal to Merced
10W	1,029	232	22.55%	Outbound 4:15pm service from Yosemite to Merced
11	1,372	279	20.34%	Outbound 4:35pm service from YV to Merced
12	1,372	131	9.55%	Outbound 5:45pm service from YV to Merced
Total	16,660	4,603	27.63%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01G	49	5	10.20%	Inbound 7:10am service from Merced to El Portal
01C.5	980	269	27.45%	Inbound 5:28am service from Catheys Valley to YV
02C.5	980	301	30.71%	Inbound 5:58am service from Catheys Valley to YV
03	980	441	45.00%	Inbound 6:45am service from Merced to YV
03G	49	1	2.04%	Inbound 8:10am service from Merced to El Portal
04	980	259	26.43%	Inbound 10:20am service from Merced to YV
05	980	241	24.59%	Inbound 1:20pm service from Merced to YV
06G	49	11	22.45%	Inbound 4:30pm service from Merced to El Portal
06	980	233	23.78%	Inbound 4:30pm service from Merced to YV
07	931	91	9.77%	Outbound 6:20am service from Midpines to Merced
08	980	415	42.35%	Outbound 9:32am service from YV to Merced
09	980	541	55.20%	Outbound 3:40pm service from YV to Merced
09G	49	19	38.78%	Outbound 4:40pm service from El Portal to Merced
10G	49	2	4.08%	Outbound 5:00pm service from El Portal to Merced
10W	980	217	22.14%	Outbound 4:15pm service from Yosemite to Merced
11	980	186	18.98%	Outbound 4:35pm service from YV to Merced
12	980	83	8.47%	Outbound 5:45pm service from YV to Merced
Total	11,956	3,315	27.73%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
01FX	49	44	89.80%	Inbound 8:00 am service from Merced to YV
01F	49	61	124.49%	Inbound 6:50 am service from Merced to YV
2FXM	49	18	36.73%	Inbound 8:00am service from Mariposa to Yosemite
02C.5	392	51	13.01%	Inbound 5:58am service from Catheys Valley to YV
02C.5	392	9	2.30%	Inbound 5:58am service from Catheys Valley to YV
02G	98	9	9.18%	Inbound 5:58am service from Catheys Valley to El Portal
03	343	22	6.41%	Inbound 6:45am service from Merced to YV
03G	98	5	5.10%	Inbound 8:10am service from Merced to El Portal
03F	49	48	97.96%	Inbound 7:50am service from Merced to YV
03	343	106	30.90%	Inbound 6:45am service from Merced to YV
03FX	49	32	65.31%	Inbound 9:00 am service from Merced to YV
04	392	66	16.84%	Inbound 10:20am service from Merced to YV
04	392	58	14.80%	Inbound 10:20am service from Merced to YV
05	392	72	18.37%	Inbound 1:20pm service from Merced to YV
05	392	21	5.36%	Inbound 1:20pm service from Merced to YV
06G	98	8	8.16%	Inbound 4:30pm service from Merced to El Portal
06	392	34	8.67%	Inbound 4:30pm service from Merced to YV
06	392	19	4.85%	Inbound 4:30pm service from Merced to YV
08	392	84	21.43%	Outbound 9:32am service from YV to Merced
08	392	15	3.83%	Outbound 9:32am service from YV to Merced
08G	98	16	16.33%	Outbound 9:42am service from Yosemite to Merced
09FX	49	32	65.31%	Outbound 4:05pm service from Yosemite to Merced
09G	98	15	15.31%	Outbound 4:40pm service from El Portal to Merced
09	392	69	17.60%	Outbound 3:40pm service from YV to Merced
09	392	146	37.24%	Outbound 3:40pm service from YV to Merced
9FXM	49	9	18.37%	Outbound 4:15pm service from Yosemite to Mariposa
10W	49	15	30.61%	Outbound 4:15pm service from Yosemite to Merced
10FX	49	63	128.57%	Outbound 4:45pm service from Yosemite to Merced
11	392	60	15.31%	Outbound 4:35pm service from YV to Merced
11	392	33	8.42%	Outbound 4:35pm service from YV to Merced
12	392	35	8.93%	Outbound 5:45pm service from YV to Merced
12	392	13	3.32%	Outbound 5:45pm service from YV to Merced

Runs	Max Load Capacity	Ridership	Load Factor
Total	7,889	1,288	16.33%

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 1/1/2018 through 1/31/2018.

Daily - All Routes

Run	NPS Emp's	Child Free	Paid Fare	Amtrak	Total
01C.5	159	7	103	0	269
01F	0	0	61	0	61
01FX	0	0	44	0	44
01G	0	0	5	0	5
02C.5	82	7	272	0	361
02G	3	0	6	2	11
03	26	24	519	20	589
03F	0	0	48	0	48
03FX	4	0	28	0	32
03G	0	0	6	0	6
04	0	7	376	143	526
05	1	4	329	67	401
06	0	2	284	53	339
06G	0	0	19	2	21
07	1	0	90	2	93
08	2	9	503	159	673
08G	4	1	11	17	33
09	113	22	621	68	824
09FX	0	0	32	0	32
09G	0	0	34	2	36
10FX	0	0	63	0	63
10G	0	0	2	0	2
10W	25	3	204	2	234
11	25	3	251	7	286
12	2	1	128	22	153
2FXM	0	0	18	0	18
9FXM	0	0	9	0	9
	447	90	4,066	566	5,169
	8.65%	1.74%	78.66%	10.95%	100.00%

Weekdays

Run	NPS Emp's	Paid Fare	Child Free	Amtrak	Total
01C.5	159	103	7	0	269
01G	0	5	0	0	5
02C.5	79	215	7	0	301
02G	0	0	0	2	2
03	26	401	14	18	459
03G	0	1	0	0	1
04	0	258	1	101	360
05	0	241	0	65	306
06	0	231	2	39	272
06G	0	11	0	0	11
07	1	90	0	2	93
08	1	405	9	91	506
08G	0	0	0	8	8
09	112	417	12	32	573
09G	0	19	0	0	19
10G	0	2	0	0	2
10W	25	189	3	2	219
11	25	160	1	6	192
12	2	81	0	22	105
	430	2,829	56	388	3,703
	11.61%	76.40%	1.51%	10.48%	100.00%

Weekends/Holidays

Run	NPS	Paid Fare	Child Free	Amtrak	Total
01F	0	61	0	0	61
01FX	0	44	0	0	44
02C.5	3	57	0	0	60
02G	3	6	0	0	9
03	0	118	10	2	130
03F	0	48	0	0	48
03FX	4	28	0	0	32
03G	0	5	0	0	5
04	0	118	6	42	166
05	1	88	4	2	95
06	0	53	0	14	67
06G	0	8	0	2	10
08	1	98	0	68	167
08G	4	11	1	9	25
09	1	204	10	36	251
09FX	0	32	0	0	32
09G	0	15	0	2	17
10FX	0	63	0	0	63
10W	0	15	0	0	15
11	0	91	2	1	94
12	0	47	1	0	48
2FXM	0	18	0	0	18
9FXM	0	9	0	0	9
	17	1,237	34	178	1,466
	1.16%	84.38%	2.32%	12.14%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRA**Daily - All Routes**

Run	NPS Emp's	Paid Fare	Child Free	Total
01C.5	159	103	7	269
01F	0	61	0	61
01FX	0	44	0	44
01G	0	5	0	5
02C.5	82	272	7	361
02G	3	6	0	9
03	26	519	24	569
03F	0	48	0	48
03FX	4	28	0	32
03G	0	6	0	6
04	0	376	7	383
05	1	329	4	334
06	0	284	2	286
06G	0	19	0	19
07	1	90	0	91
08	2	503	9	514
08G	4	11	1	16
09	113	621	22	756
09FX	0	32	0	32
09G	0	34	0	34
10FX	0	63	0	63
10G	0	2	0	2
10W	25	204	3	232
11	25	251	3	279
12	2	128	1	131
2FXM	0	18	0	18
9FXM	0	9	0	9
	447	4,066	90	4,603
	9.71%	88.33%	1.96%	100.00%

Weekdays

Run	NPS Emp's	Paid Fare	Child Free	Total
01C.5	159	103	7	269
01G	0	5	0	5
02C.5	79	215	7	301
02G	0	0	0	0
03	26	401	14	441
03G	0	1	0	1
04	0	258	1	259
05	0	241	0	241
06	0	231	2	233
06G	0	11	0	11
07	1	90	0	91
08	1	405	9	415
08G	0	0	0	0
09	112	417	12	541
09G	0	19	0	19
10G	0	2	0	2
10W	25	189	3	217
11	25	160	1	186
12	2	81	0	83
	430	2,829	56	3,315
	12.97%	85.34%	1.69%	100.00%

Weekends/Holidays

Run	NPS	Adult	Child Free	Total
01F	0	61	0	61
01FX	0	44	0	44
02C.5	3	57	0	60
02G	3	6	0	9
03	0	118	10	128
03F	0	48	0	48
03FX	4	28	0	32
03G	0	5	0	5
04	0	118	6	124
05	1	88	4	93
06	0	53	0	53
06G	0	8	0	8
08	1	98	0	99
08G	4	11	1	16
09	1	204	10	215
09FX	0	32	0	32
09G	0	15	0	15
10FX	0	63	0	63
10W	0	15	0	15
11	0	91	2	93
12	0	47	1	48
2FXM	0	18	0	18
9FXM	0	9	0	9
	17	1,237	34	1,288
	1.32%	96.04%	2.64%	100.00%

OPERATING STATISTICS

REVENUE MILES 1/1/2018 - 1/31/2018

From 1/1/2018 through 1/31/2018 VIA HWY 140 operated a total of 27,560 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
	Catheys Valley	02G	1	48	48
	El Portal	09G	1	67	67
	El Portal	10G	1	67	67
	Merced	01G	1	67	67
	Merced	03	20	87	1,740
	Merced	03G	1	67	67
	Merced	04	20	87	1,740
	Merced	05	20	87	1,740
	Merced	06	20	87	1,740
	Merced	06G	1	70	70
	Midpines	07	19	51	969
	Yosemite	08	20	87	1,740
	Yosemite	08G	1	87	87
	Yosemite	09	20	87	1,740

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
	Yosemite	10W	20	87	1,740
	Yosemite	11	20	87	1,740
	Yosemite	12	20	87	1,740
Total Mileage					19,862

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Catheys Valley	02C.5	6	69	414
	Catheys Valley	02G	2	48	96
	El Portal	09G	2	67	134
	El Portal	10G	2	67	134
	Merced	01G	2	67	134
	Merced	03	6	87	522
	Merced	03G	2	67	134
	Merced	04	6	87	522
	Merced	05	6	87	522
	Merced	06	6	87	522
	Merced	06G	2	70	140
	Yosemite	08	6	87	522
	Yosemite	08G	2	87	174
	Yosemite	09	6	87	522
	Yosemite	11	6	87	522
	Yosemite	12	6	87	522
Total Mileage					5,536

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Holidays					
	Catheys Valley	02C.5	2	69	138
	Mariposa	2FXM	1	55	55
	Merced	01F	1	87	87
	Merced	01FX	1	87	87
	Merced	03	1	87	87
	Merced	03F	1	87	87
	Merced	03FX	1	87	87
	Merced	04	2	87	174
	Merced	05	2	87	174
	Merced	06	2	87	174
	Merced	09FX	1	87	87
	Merced	10FX	1	87	87
	Yosemite	08	2	87	174
	Yosemite	09	2	87	174
	Yosemite	10W	1	87	87
	Yosemite	11	2	87	174
	Yosemite	12	2	87	174
	Yosemite	9FXM	1	55	55
Total Mileage					2,162

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Grand Total					27,560
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					27,560

REVENUE HOURS

From 1/1/2018 through 1/31/2018 VIA HWY 140 provided a total of 1,030.90 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
	Catheys Valley	02G	1	1.80	1.80
	El Portal	09G	1	2.20	2.20
	El Portal	10G	1	2.00	2.00
	Merced	01G	1	2.80	2.80
	Merced	03	20	3.20	64.00
	Merced	03G	1	2.20	2.20
	Merced	04	20	3.50	70.00
	Merced	05	20	2.80	56.00
	Merced	06	20	3.90	78.00
	Merced	06G	1	2.90	2.90
	Midpines	07	19	2.20	41.80
	Yosemite	08	20	3.80	76.00
	Yosemite	08G	1	3.00	3.00
	Yosemite	09	20	3.30	66.00
	Yosemite	10W	20	2.70	54.00

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
	Yosemite	11	20	3.20	64.00
	Yosemite	12	20	3.20	64.00
Total Hours					742.70

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Catheys Valley	02C.5	6	2.30	13.80
	Catheys Valley	02G	2	1.80	3.60
	El Portal	09G	2	2.20	4.40
	El Portal	10G	2	2.00	4.00
	Merced	01G	2	2.80	5.60
	Merced	03	6	3.20	19.20
	Merced	03G	2	2.20	4.40
	Merced	04	6	3.50	21.00
	Merced	05	6	2.80	16.80
	Merced	06	6	3.90	23.40
	Merced	06G	2	2.90	5.80
	Yosemite	08	6	3.80	22.80
	Yosemite	08G	2	3.00	6.00
	Yosemite	09	6	3.30	19.80
	Yosemite	11	6	3.20	19.20
	Yosemite	12	6	3.20	19.20
Total Hours					209.00

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Holidays					
	Catheys Valley	02C.5	2	2.30	4.60
	Mariposa	2FXM	1	2.00	2.00
	Merced	01F	1	3.10	3.10
	Merced	01FX	1	2.70	2.70
	Merced	03	1	3.20	3.20
	Merced	03F	1	3.20	3.20
	Merced	03FX	1	2.70	2.70
	Merced	04	2	3.50	7.00
	Merced	05	2	2.80	5.60
	Merced	06	2	3.90	7.80
	Merced	09FX	1	2.80	2.80
	Merced	10FX	1	2.80	2.80
	Yosemite	08	2	3.80	7.60
	Yosemite	09	2	3.30	6.60
	Yosemite	10W	1	2.70	2.70
	Yosemite	11	2	3.20	6.40
	Yosemite	12	2	3.20	6.40
	Yosemite	9FXM	1	2.00	2.00
Total Hours					79.20

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Grand Total					1,030.90
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					1,030.90

Wheelchair Usage

Run Date	Route	Total
1/3/2018	07	1
	Grand Total	1

Passengers Left

Run Date	Route	Total
	Grand Total	0

ACCIDENTS/INCIDENTS

There were zero (0) YARTS accidents/incidents for the month of January 1-31, 2018.

ROAD CALLS

There was one (1) road call for the period of January 1-31, 2018.

1/3/18 Run 4 Mechanical issue en route to park.

SERVICE DELAYS

There were three (3) service delays during the month of January 1-31, 2018. Total on time service for all corridors was 99.57%.

Hwy 140

1/3/18 Run 4 Mechanical issue en route to park.

1/21/18 Run 1 Delayed 30 minutes starting due to operational issue.

1/22/18 Run 7 DNR (Did not run) due to operational issue.

MISSED RUNS

There were two (2) missed YARTS run during the period of January 1-31, 2018.

Hwy 140

1/21/18 Run 1 Delayed 30 minutes starting due to operational issue.

1/22/18 Run 7 DNR due to operational issue.

EXTRA RUNS

There were no extra runs during the month of January 1-31, 2018.

MAINTENANCE

VIA YARTS Buses are kept maintained regularly. Currently buses are rotated among runs to evenly distribute miles across the fleet. There are sixteen (16) 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 **271** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from January 1-31, 2018. A comprehensive log of incoming calls by type, including calls regarding customer complaints, commendations, and recommendations is maintained and monitored continually.

- 212** Calls received on schedule issues and questions for Hwy 140 Corridor.
- 28** Calls received on Fresno HWY 41 schedule information.
- 06** Calls received on Mammoth Lake schedule information.
- 03** Calls received on Sonora/Groveland schedule information.
- 05** Calls received on park information (lodging, tours, camping, etc.)
- 17** Miscellaneous calls (lost & found, hang up calls, etc.)

00 Calls received as customer complaints.

271 Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were three (3) customer complaints received during the month of January 1-31, 2018 by phone or email. All operational issues are addressed and rectified so they can be avoided in the future. The complaints are as follows:

01/02/18 Customer called concerned about being stranded on bus in Mariposa when driver received notice that his mother in law had died, and the driver was off the bus trying to contact relatives. Customer wanted to know what to expect.

Follow up showed that the Operations manager had been in touch with the driver. Driver composed himself and Operations manager ascertained the driver's mental and safety status before deciding to let him continue on the route. The driver was replaced in the park and the outbound route was driven by an alternate driver.

YARTS Staff responded to the customer in part as follows: "While we apologize for the delay, the driver was not at fault for his response and taking time to regain composure. Our passengers' safety is our first priority, and considering the event, we support the driver's decision to take a few minutes to reach out to family, so that he was able to proceed and get everyone to their destinations."

01/12/18 Customer said the driver refused to help anyone load luggage and the luggage was loaded without any order.

Drivers are required to load luggage up to about 50 lbs in weight. Drivers may ask riders to load heavier packs, bikes, or expensive items themselves, but should still direct passengers on where and how to load. Follow up with entire driver force was taken to remind drivers of this responsibility.

01/29/18 Park rider said they tried to buy a pass, but 1st driver didn't have any and the second said they didn't have time to sell a pass. Wanted to make sure they could eventually purchase a pass.

Follow up showed that the first driver had run out of passes. All packets were re-checked and replenished upon receipt of the complaint to ensure there was adequate supply. When drivers run out of passes during a run, they leave passes in a specific location so they can be attended to. Operations attempts to check pass stock daily during office hours and refill packets as needed.

The second driver was inbound and still had riders to drop off, so was trying not to further delay. However a short explanation in a more customer-service oriented manner should have been given. Drivers will be reminded to advise Operations when passes are low, and to respond appropriately to riders if passes are requested, but unavailable at the time.

KUDOS

YARTS received a 2-page letter commending a driver on the service they provided. Some of the statements made were "wonderful employee...the bus driver could not have been more pleasant and informative....I get a bit car sick, and I asked her if I could sit up front. She said of course.She was very cautious and I can't imagine the concentration it takes to make that drive up Hwy 140....She would

tell me at times to look straight ahead when big turns were coming up so I would not get sick..... We left early so we could ride back with this driver. We plan to go back again and will check to see if this driver will be driving up that day....You have a great employee who treated everyone on the bus with the utmost of professionalism and some fun. We will recommend anyone of our friends and family that may want to go to Yosemite to let YARTS do the driving. Thank you and thank the driver for a short visit but a trip we will always remember.”

FREE PARK ENTRANCE DAYS

On January 15, 2018, YARTS ran 17 runs at no cost to riders. Reservations were suspended for that day and 497 customers were accommodated on all runs. YARTS Staff, Artis Smith and Cindy Kelly were on site to greet passengers, distribute memorabilia and answer questions.

Passenger boardings went smoothly on most runs, with the exception of one run leaving the park from the Yosemite Valley Visitor Center. A few passengers attempted to push their way past others in line. The driver took control of the situation and conducted orderly boarding. He informed remaining passengers that there were several buses left, and gave them estimated arrival times. All passengers were accommodated using the runs available for the day.

GOVERNMENT SHUTDOWN

YARTS ran alternate schedules on January 21st, 22nd, and 23rd due to the Government shutdown. Most park services ceased and staffing was reduced to essential personnel. YARTS took no passengers into the park, but did operate Run 8 in order to get passengers to destinations outside of the park. The remaining runs went only as far as Yosemite View. A total of 7 runs ran to limited destinations.

YARTS Staff contacted passengers with reservations in advance to notify them of the potential shutdown. Passengers who wanted full refunds were informed that their requests would be processed within 10 days. Others were allowed to reschedule for a different date.

Information was posted on the YARTS website and the Facebook page.

MISCELLANEOUS

YARTS received many queries this month for lost and found items. Several items were returned to owners to include wallets, luggage, jackets, etc. Though YARTS is not responsible for lost items, when found, the contractor does their best to arrange for mailing or bus/office pick up of the belongings.