



January 19, 2017

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

RE: YARTS Monthly Report December 1 – 31, 2017

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 December 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 12/1/2017 to 12/31/2017

A total of 5,704 passengers were carried on the HWY 140 system by VIA. Of these, 977 were Amtrak passengers utilizing the YARTS service.

Ridership - All

Date	NPS Employees	Paid Fare	Child Free	Amtrak Paid	Total
12/1/2017	8	119	5	81	213
12/2/2017	16	77	0	2	95
12/3/2017	1	110	8	7	126
12/4/2017	21	98	5	14	138
12/5/2017	34	167	8	17	226
12/6/2017	14	116	8	10	148
12/7/2017	12	90	2	9	113
12/8/2017	5	144	1	14	164
12/9/2017	0	58	5	22	85
12/10/2017	1	93	4	23	121
12/11/2017	16	96	6	21	139
12/12/2017	38	87	4	8	137
12/13/2017	17	92	4	16	129
12/14/2017	30	112	4	25	171
12/15/2017	24	149	5	19	197
12/16/2017	0	110	5	22	137
12/17/2017	0	155	6	20	181
12/18/2017	22	163	4	24	213
12/19/2017	36	146	5	27	214
12/20/2017	17	179	14	21	231
12/21/2017	18	208	8	47	281
12/22/2017	3	167	1	38	209
12/23/2017	0	212	15	58	285
12/24/2017	0	109	1	39	149
12/25/2017	0	113	5	33	151
12/26/2017	2	127	2	102	233
12/27/2017	7	226	6	43	282
12/28/2017	12	204	12	50	278
12/29/2017	4	199	20	43	266
12/30/2017	0	176	1	115	292
12/31/2017	1	88	4	7	100
Total	359	4,190	178	977	5,704
	6.29%	73.46%	3.12%	17.13%	100.00%

RIDERSHIP

From 12/1/2017 to 12/31/2017

Ridership - Excluding Amtrak

Date	NPS Employees	Paid Fare	Child Free	Total
12/1/2017	8	119	5	132
12/2/2017	16	77	0	93
12/3/2017	1	110	8	119
12/4/2017	21	98	5	124
12/5/2017	34	167	8	209
12/6/2017	14	116	8	138
12/7/2017	12	90	2	104
12/8/2017	5	144	1	150
12/9/2017	0	58	5	63
12/10/2017	1	93	4	98
12/11/2017	16	96	6	118
12/12/2017	38	87	4	129
12/13/2017	17	92	4	113
12/14/2017	30	112	4	146
12/15/2017	24	149	5	178
12/16/2017	0	110	5	115
12/17/2017	0	155	6	161
12/18/2017	22	163	4	189
12/19/2017	36	146	5	187
12/20/2017	17	179	14	210
12/21/2017	18	208	8	234
12/22/2017	3	167	1	171
12/23/2017	0	212	15	227
12/24/2017	0	109	1	110
12/25/2017	0	113	5	118
12/26/2017	2	127	2	131
12/27/2017	7	226	6	239
12/28/2017	12	204	12	228
12/29/2017	4	199	20	223
12/30/2017	0	176	1	177
12/31/2017	1	88	4	93
Total	359	4,190	178	4,727
	7.59%	88.64%	3.77%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Airport	35	0.61%
Amtrak	959	16.81%
Barium Mine Rd	19	0.33%
Bug Hostel	343	6.01%
Catheys Valley	26	0.46%
Cedar Lodge	144	2.52%
El Portal PO	75	1.31%
Half Dome Villag	390	6.84%
KOA	38	0.67%
Mall (PG&E)	37	0.65%
Mariposa Park &	497	8.71%
Merced College	8	0.14%
Merced Mall/Targ	17	0.30%
MidPines	194	3.40%
MPMidtown	196	3.44%
MPPO	65	1.14%
NPS Maintenance	98	1.72%
Roadside Rest	365	6.40%
The Majestic Hote	181	3.17%
Transpo	267	4.68%
UC Merced	14	0.25%
Yosemite Valley L	435	7.63%
YosVCenter	925	16.22%
YV Lodge	376	6.59%
Totals	5704	100.00%

LOAD FACTOR ANALYSIS : 12/1/2017 - 12/31/2017

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 12/1/2017 through 12/31/2017. 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	980	263	26.84%	Inbound 5:28am service from Catheys Valley to Y
02C.5	1,519	379	24.95%	Inbound 5:58am service from Catheys Valley to Y
03	1,519	755	49.70%	Inbound 6:45am service from Merced to YV
04	1,519	745	49.05%	Inbound 10:20am service from Merced to YV
05	1,519	395	26.00%	Inbound 1:20pm service from Merced to YV
06	1,519	401	26.40%	Inbound 4:30pm service from Merced to YV
07	980	120	12.24%	Outbound 6:20am service from Midpines to Merce
08	1,519	755	49.70%	Outbound 9:32am service from YV to Merced
09	1,519	929	61.16%	Outbound 3:40pm service from YV to Merced
10	980	226	23.06%	Outbound 4:15pm service from YV to Mariposa
11	1,519	502	33.05%	Outbound 4:35pm service from YV to Merced
12	1,519	234	15.40%	Outbound 5:45pm service from YV to Merced
Total	16,611	5,704	34.34%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	980	263	26.84%	Inbound 5:28am service from Catheys Valley to YV
02C.5	980	271	27.65%	Inbound 5:58am service from Catheys Valley to YV
03	980	461	47.04%	Inbound 6:45am service from Merced to YV
04	980	500	51.02%	Inbound 10:20am service from Merced to YV
05	980	271	27.65%	Inbound 1:20pm service from Merced to YV
06	980	277	28.27%	Inbound 4:30pm service from Merced to YV
07	980	120	12.24%	Outbound 6:20am service from Midpines to Merced
08	980	511	52.14%	Outbound 9:32am service from YV to Merced
09	980	604	61.63%	Outbound 3:40pm service from YV to Merced
10	980	226	23.06%	Outbound 4:15pm service from YV to Mariposa
11	980	327	33.37%	Outbound 4:35pm service from YV to Merced
12	980	151	15.41%	Outbound 5:45pm service from YV to Merced
Total	11,760	3,982	33.86%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	539	6	1.11%	Inbound 5:58am service from Catheys Valley to YV
02C.5	539	102	18.92%	Inbound 5:58am service from Catheys Valley to YV
03	539	272	50.46%	Inbound 6:45am service from Merced to YV
03	539	22	4.08%	Inbound 6:45am service from Merced to YV
04	539	228	42.30%	Inbound 10:20am service from Merced to YV
04	539	17	3.15%	Inbound 10:20am service from Merced to YV
05	539	9	1.67%	Inbound 1:20pm service from Merced to YV
05	539	115	21.34%	Inbound 1:20pm service from Merced to YV
06	539	10	1.86%	Inbound 4:30pm service from Merced to YV
06	539	114	21.15%	Inbound 4:30pm service from Merced to YV
08	539	226	41.93%	Outbound 9:32am service from YV to Merced
08	539	18	3.34%	Outbound 9:32am service from YV to Merced
09	539	284	52.69%	Outbound 3:40pm service from YV to Merced
09	539	41	7.61%	Outbound 3:40pm service from YV to Merced
11	539	154	28.57%	Outbound 4:35pm service from YV to Merced
11	539	21	3.90%	Outbound 4:35pm service from YV to Merced
12	539	7	1.30%	Outbound 5:45pm service from YV to Merced
12	539	76	14.10%	Outbound 5:45pm service from YV to Merced
Total	9,702	1,722	17.75%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	980	237	24.18%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,519	379	24.95%	Inbound 5:58am service from Catheys Valley to YV
03	1,519	699	46.02%	Inbound 6:45am service from Merced to YV
04	1,519	465	30.61%	Inbound 10:20am service from Merced to YV
05	1,519	283	18.63%	Inbound 1:20pm service from Merced to YV
06	1,519	349	22.98%	Inbound 4:30pm service from Merced to YV
07	980	112	11.43%	Outbound 6:20am service from Midpines to Merced
08	1,519	604	39.76%	Outbound 9:32am service from YV to Merced
09	1,519	730	48.06%	Outbound 3:40pm service from YV to Merced
10	980	205	20.92%	Outbound 4:15pm service from YV to Mariposa
11	1,519	488	32.13%	Outbound 4:35pm service from YV to Merced
12	1,519	176	11.59%	Outbound 5:45pm service from YV to Merced
Total	16,611	4,727	28.46%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	980	237	24.18%	Inbound 5:28am service from Catheys Valley to YV
02C.5	980	271	27.65%	Inbound 5:58am service from Catheys Valley to YV
03	980	418	42.65%	Inbound 6:45am service from Merced to YV
04	980	323	32.96%	Inbound 10:20am service from Merced to YV
05	980	198	20.20%	Inbound 1:20pm service from Merced to YV
06	980	245	25.00%	Inbound 4:30pm service from Merced to YV
07	980	112	11.43%	Outbound 6:20am service from Midpines to Merced
08	980	409	41.73%	Outbound 9:32am service from YV to Merced
09	980	504	51.43%	Outbound 3:40pm service from YV to Merced
10	980	205	20.92%	Outbound 4:15pm service from YV to Mariposa
11	980	325	33.16%	Outbound 4:35pm service from YV to Merced
12	980	106	10.82%	Outbound 5:45pm service from YV to Merced
Total	11,760	3,353	28.51%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	539	6	1.11%	Inbound 5:58am service from Catheys Valley to YV
02C.5	539	102	18.92%	Inbound 5:58am service from Catheys Valley to YV
03	539	259	48.05%	Inbound 6:45am service from Merced to YV
03	539	22	4.08%	Inbound 6:45am service from Merced to YV
04	539	135	25.05%	Inbound 10:20am service from Merced to YV
04	539	7	1.30%	Inbound 10:20am service from Merced to YV
05	539	5	0.93%	Inbound 1:20pm service from Merced to YV
05	539	80	14.84%	Inbound 1:20pm service from Merced to YV
06	539	7	1.30%	Inbound 4:30pm service from Merced to YV
06	539	97	18.00%	Inbound 4:30pm service from Merced to YV
08	539	179	33.21%	Outbound 9:32am service from YV to Merced
08	539	16	2.97%	Outbound 9:32am service from YV to Merced
09	539	199	36.92%	Outbound 3:40pm service from YV to Merced
09	539	27	5.01%	Outbound 3:40pm service from YV to Merced
11	539	142	26.35%	Outbound 4:35pm service from YV to Merced
11	539	21	3.90%	Outbound 4:35pm service from YV to Merced
12	539	7	1.30%	Outbound 5:45pm service from YV to Merced
12	539	63	11.69%	Outbound 5:45pm service from YV to Merced
Total	9,702	1,374	14.16%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 12/1/2017 through 12/31/2017.

Daily - All Routes

Run	NPS Emp's	Child Free	Paid Fare	Amtrak	Total
01C.5	103	11	123	26	263
02C.5	63	9	307	0	379
03	24	31	644	56	755
04	1	34	430	280	745
05	0	4	279	112	395
06	0	2	347	52	401
07	0	4	108	8	120
08	9	15	580	151	755
09	88	34	608	199	929
10	31	9	165	21	226
11	37	23	428	14	502
12	3	2	171	58	234
	359	178	4,190	977	5,704
	6.29%	3.12%	73.46%	17.13%	100.00%

Weekdays

Run	NPS Emp's	Paid Fare	Child Free	Amtrak	Total
01C.5	103	123	11	26	263
02C.5	49	216	6	0	271
03	24	379	15	43	461
04	1	293	29	177	500
05	0	197	1	73	271
06	0	243	2	32	277
07	0	108	4	8	120
08	5	396	8	102	511
09	88	394	22	100	604
10	31	165	9	21	226
11	36	274	15	2	327
12	3	101	2	45	151
	340	2,889	124	629	3,982
	8.54%	72.55%	3.11%	15.80%	100.00%

Weekends/Holidays

Run	NPS	Paid Fare	Child Free	Amtrak	Total
02C.5	14	91	3	0	108
03	0	265	16	13	294
04	0	137	5	103	245
05	0	82	3	39	124
06	0	104	0	20	124
08	4	184	7	49	244
09	0	214	12	99	325
11	1	154	8	12	175
12	0	70	0	13	83
	19	1,301	54	348	1,722
	1.10%	75.55%	3.14%	20.21%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRA

Daily - All Routes

Run	NPS Emp's	Paid Fare	Child Free	Total
01C.5	103	123	11	237
02C.5	63	307	9	379
03	24	644	31	699
04	1	430	34	465
05	0	279	4	283
06	0	347	2	349
07	0	108	4	112
08	9	580	15	604
09	88	608	34	730
10	31	165	9	205
11	37	428	23	488
12	3	171	2	176
	359	4,190	178	4,727
	7.59%	88.64%	3.77%	100.00%

Weekdays

Run	NPS Emp's	Paid Fare	Child Free	Total
01C.5	103	123	11	237
02C.5	49	216	6	271
03	24	379	15	418
04	1	293	29	323
05	0	197	1	198
06	0	243	2	245
07	0	108	4	112
08	5	396	8	409
09	88	394	22	504
10	31	165	9	205
11	36	274	15	325
12	3	101	2	106
	340	2,889	124	3,353
	10.14%	86.16%	3.70%	100.00%

Weekends/Holidays

Run	NPS	Adult	Child Free	Total
02C.5	14	91	3	108
03	0	265	16	281
04	0	137	5	142
05	0	82	3	85
06	0	104	0	104
08	4	184	7	195
09	0	214	12	226
11	1	154	8	163
12	0	70	0	70
	19	1,301	54	1,374
	1.38%	94.69%	3.93%	100.00%

OPERATING STATISTICS

REVENUE MILES 12/1/2017 - 12/31/2017

From 12/1/2017 through 12/31/2017 VIA HWY 140 operated a total of 27,215 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	10	69	690
	Merced	03	10	87	870
	Merced	04	10	87	870
	Merced	05	10	87	870
	Merced	06	10	87	870
	Yosemite	08	10	87	870
	Yosemite	09	10	87	870
	Yosemite	11	10	87	870
	Yosemite	12	10	87	870
Total Mileage					7,650

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Holidays					
	Catheys Valley	02C.5	1	69	69
	Merced	03	1	87	87
	Merced	04	1	87	87
	Merced	05	1	87	87
	Merced	06	1	87	87
	Yosemite	08	1	87	87
	Yosemite	09	1	87	87
	Yosemite	11	1	87	87
	Yosemite	12	1	87	87
Total Mileage					765
Grand Total					27,215
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					27,215

REVENUE HOURS

From 12/1/2017 through 12/31/2017 VIA HWY 140 provided a total of 1,035.20 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	10	2.30	23.00
	Merced	03	10	3.20	32.00
	Merced	04	10	3.50	35.00
	Merced	05	10	2.80	28.00
	Merced	06	10	3.90	39.00
	Yosemite	08	10	3.80	38.00
	Yosemite	09	10	3.30	33.00
	Yosemite	11	10	3.20	32.00
	Yosemite	12	10	3.20	32.00
Total Hours					292.00

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Holidays					
	Catheys Valley	02C.5	1	2.30	2.30
	Merced	03	1	3.20	3.20
	Merced	04	1	3.50	3.50
	Merced	05	1	2.80	2.80
	Merced	06	1	3.90	3.90
	Yosemite	08	1	3.80	3.80
	Yosemite	09	1	3.30	3.30
	Yosemite	11	1	3.20	3.20
	Yosemite	12	1	3.20	3.20
Total Hours					29.20
Grand Total					1,035.20
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					1,035.20

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 December 1-31, 2017.

ROAD CALLS

There were no road calls for the period of December 1-31, 2017.

SERVICE DELAYS

There were no service delays during the month of December 1-31, 2017. Total on time service for all corridors was 100%.

Hwy 140

No Delays

MISSED RUNS

There were no missed YARTS run during the period of December 1-31, 2017.

Hwy 140

No Missed Runs.

EXTRA RUNS

There were no extra runs during the month of December 1-31, 2017.

MAINTENANCE

VIA YARTS Buses are kept maintained regularly. Currently buses are rotated among runs to evenly distribute miles across the fleet. There are 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 **138** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from December 1-31, 2017. A comprehensive log of incoming calls by type, including calls regarding customer complaints, commendations, and recommendations is maintained and monitored continually.

- 108** Calls received on schedule issues and questions for Hwy 140 Corridor
- 12** Calls received on Fresno HWY 41 schedule information.
- 01** Calls received on Mammoth Lake schedule information.
- 03** Calls received on Sonora/Groveland schedule information.
- 07** Calls received on park information (lodging, tours, camping, etc.)
- 06** Miscellaneous calls (lost & found, hang up calls, etc.)
- 01** Calls received as customer complaints.
- 138** Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There was one (1) customer complaint received during the month of December 1-31, 2017 by phone or email. All operational issues are addressed and rectified so they can be avoided in the future. The complaint is as follows:

12/26/17 Run 4 Customer called and said Run 10 bus went right past without stopping at the Visitor Center. Follow up showed that the Run 10 bus was just leaving Half Dome Village en route to the Visitor Center. The bus the customer saw was the Run 5 bus dropping passengers off. If there are no passengers to drop, the bus does not stop since this is the end of the line. Passenger who called was advised.

TRAFFIC ISSUES

There were a few days in December, especially during the holidays, where runs were delayed up to 30 minutes due to traffic congestion inside and outside the park.