



**April 9, 2018**

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

**RE: YARTS Monthly Report March 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 March 1-31, 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 3/1/2018 to 3/31/2018

A total of 7,045 passengers were carried on the HWY 140 system by VIA. Of these, 628 were Amtrak passengers utilizing the YARTS service.

**Ridership - All**

Date	NPS Employees	Paid Fare	Child Free	Amtrak Paid	Total
3/1/2018	21	201	0	20	242
3/2/2018	9	182	5	14	210
3/3/2018	0	196	8	30	234
3/4/2018	8	170	7	17	202
3/5/2018	48	208	8	12	276
3/6/2018	40	209	3	30	282
3/7/2018	42	142	1	21	206
3/8/2018	34	169	5	16	224
3/9/2018	19	151	6	7	183
3/10/2018	0	135	1	18	154
3/11/2018	7	172	6	30	215
3/12/2018	54	174	5	21	254
3/13/2018	31	183	3	16	233
3/14/2018	66	155	2	13	236
3/15/2018	19	224	3	21	267
3/16/2018	4	266	15	34	319
3/17/2018	8	236	4	19	267
3/18/2018	1	204	7	27	239
3/19/2018	43	178	11	12	244
3/20/2018	37	151	1	19	208
3/21/2018	37	164	6	13	220
3/22/2018	17	121	3	11	152
3/23/2018	4	57	6	3	70
3/24/2018	4	136	6	35	181
3/25/2018	4	215	2	27	248
3/26/2018	49	229	20	15	313
3/27/2018	26	207	7	13	253
3/28/2018	30	157	12	43	242
3/29/2018	17	193	7	29	246
3/30/2018	3	186	6	31	226
3/31/2018	1	180	7	11	199
<b>Total</b>	683	5,551	183	628	7,045
	9.69%	78.79%	2.60%	8.91%	100.00%

**RIDERSHIP**

From 3/1/2018 to 3/31/2018

**Ridership - Excluding Amtrak**

<b>Date</b>	<b>NPS Employees</b>	<b>Paid Fare</b>	<b>Child Free</b>	<b>Total</b>
3/1/2018	21	201	0	222
3/2/2018	9	182	5	196
3/3/2018	0	196	8	204
3/4/2018	8	170	7	185
3/5/2018	48	208	8	264
3/6/2018	40	209	3	252
3/7/2018	42	142	1	185
3/8/2018	34	169	5	208
3/9/2018	19	151	6	176
3/10/2018	0	135	1	136
3/11/2018	7	172	6	185
3/12/2018	54	174	5	233
3/13/2018	31	183	3	217
3/14/2018	66	155	2	223
3/15/2018	19	224	3	246
3/16/2018	4	266	15	285
3/17/2018	8	236	4	248
3/18/2018	1	204	7	212
3/19/2018	43	178	11	232
3/20/2018	37	151	1	189
3/21/2018	37	164	6	207
3/22/2018	17	121	3	141
3/23/2018	4	57	6	67
3/24/2018	4	136	6	146
3/25/2018	4	215	2	221
3/26/2018	49	229	20	298
3/27/2018	26	207	7	240
3/28/2018	30	157	12	199
3/29/2018	17	193	7	217
3/30/2018	3	186	6	195
3/31/2018	1	180	7	188
<b>Total</b>	683	5,551	183	6,417
	10.64%	86.50%	2.85%	100.00%

## Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Airport	51	0.72%
Amtrak	767	10.89%
Barium Mine Rd	50	0.71%
Bug Hostel	392	5.56%
Catheys Valley	76	1.08%
Cedar Lodge	251	3.56%
Downtown (Court	2	0.03%
El Portal PO	151	2.14%
Half Dome Villag	466	6.61%
KOA	70	0.99%
Mall (PG&E)	43	0.61%
Mariposa Park &	621	8.81%
Merced College	18	0.26%
Merced Mall/Targ	1	0.01%
MidPines	193	2.74%
MPMidtown	315	4.47%
MPPO	127	1.80%
NPS Maintenance	166	2.36%
Roadside Rest	396	5.62%
The Majestic Hote	298	4.23%
Transpo	294	4.17%
UC Merced	18	0.26%
Yosemite Valley L	745	10.57%
YosVCenter	1182	16.78%
YV Lodge	352	5.00%
<b>Totals</b>	<b>7045</b>	<b>100.00%</b>

**LOAD FACTOR ANALYSIS : 3/1/2018 - 3/31/2018**

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 3/1/2018 through 3/31/2018. 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	
01C.5	1,029	322	31.29%	Inbound 5:28am service from Catheys Valley to Y
02C.5	1,470	603	41.02%	Inbound 5:58am service from Catheys Valley to Y
03	1,470	889	60.48%	Inbound 6:45am service from Merced to YV
04	1,519	863	56.81%	Inbound 10:20am service from Merced to YV
05	1,470	482	32.79%	Inbound 1:20pm service from Merced to YV
06	1,421	380	26.74%	Inbound 4:30pm service from Merced to YV
06FL	49	4	8.16%	Inbound 4:30pm flood service Merced
07	1,029	112	10.88%	Outbound 6:20am service from Midpines to Merce
08	1,519	769	50.63%	Outbound 9:32am service from YV to Merced
09FL	49	20	40.82%	Outbound 3:40pm flood service Yosemite
09	1,470	1,176	80.00%	Outbound 3:40pm service from YV to Merced
10FL	49	19	38.78%	Outbound 4:15pm flood service Yosemite
10W	1,029	295	28.67%	Outbound 4:15pm service from Yosemite to Merce
11	1,421	720	50.67%	Outbound 4:35pm service from YV to Merced
11FL	49	0	0.00%	Outbound 5:05pm flood service Yosemite
12FL	49	0	0.00%	Outbond 5:45pm flood service Yosemite
12	1,421	391	27.52%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>16,513</b>	<b>7,045</b>	<b>42.66%</b>	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,029	322	31.29%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,029	428	41.59%	Inbound 5:58am service from Catheys Valley to YV
03	1,029	589	57.24%	Inbound 6:45am service from Merced to YV
04	1,078	540	50.09%	Inbound 10:20am service from Merced to YV
05	1,029	370	35.96%	Inbound 1:20pm service from Merced to YV
06	980	284	28.98%	Inbound 4:30pm service from Merced to YV
06FL	49	4	8.16%	Inbound 4:30pm flood service Merced
07	1,029	112	10.88%	Outbound 6:20am service from Midpines to Merced
08	1,078	605	56.12%	Outbound 9:32am service from YV to Merced
09FL	49	20	40.82%	Outbound 3:40pm flood service Yosemite
09	1,029	830	80.66%	Outbound 3:40pm service from YV to Merced
10FL	49	19	38.78%	Outbound 4:15pm flood service Yosemite
10W	1,029	295	28.67%	Outbound 4:15pm service from Yosemite to Merced
11	980	455	46.43%	Outbound 4:35pm service from YV to Merced
11FL	49	0	0.00%	Outbound 5:05pm flood service Yosemite
12FL	49	0	0.00%	Outbound 5:45pm flood service Yosemite
12	980	233	23.78%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>12,544</b>	<b>5,106</b>	<b>40.70%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	441	175	39.68%	Inbound 5:58am service from Catheys Valley to YV
03	441	300	68.03%	Inbound 6:45am service from Merced to YV
04	441	323	73.24%	Inbound 10:20am service from Merced to YV
05	441	112	25.40%	Inbound 1:20pm service from Merced to YV
06	441	96	21.77%	Inbound 4:30pm service from Merced to YV
08	441	164	37.19%	Outbound 9:32am service from YV to Merced
09	441	346	78.46%	Outbound 3:40pm service from YV to Merced
11	441	265	60.09%	Outbound 4:35pm service from YV to Merced
12	441	158	35.83%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>3,969</b>	<b>1,939</b>	<b>48.85%</b>	

**WITHOUT AMTRAK**

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,029	322	31.29%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,470	598	40.68%	Inbound 5:58am service from Catheys Valley to YV
03	1,470	889	60.48%	Inbound 6:45am service from Merced to YV
04	1,519	633	41.67%	Inbound 10:20am service from Merced to YV
05	1,470	439	29.86%	Inbound 1:20pm service from Merced to YV
06	1,421	330	23.22%	Inbound 4:30pm service from Merced to YV
06FL	49	4	8.16%	Inbound 4:30pm flood service Merced
07	1,029	109	10.59%	Outbound 6:20am service from Midpines to Merced
08	1,519	619	40.75%	Outbound 9:32am service from YV to Merced
09FL	49	20	40.82%	Outbound 3:40pm flood service Yosemite
09	1,470	1,090	74.15%	Outbound 3:40pm service from YV to Merced
10FL	49	19	38.78%	Outbound 4:15pm flood service Yosemite
10W	1,029	292	28.38%	Outbound 4:15pm service from Yosemite to Merced
11	1,421	693	48.77%	Outbound 4:35pm service from YV to Merced
11FL	49	0	0.00%	Outbound 5:05pm flood service Yosemite
12FL	49	0	0.00%	Outbound 5:45pm flood service Yosemite
12	1,421	360	25.33%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>16,513</b>	<b>6,417</b>	<b>38.86%</b>	



## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,029	322	31.29%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,029	428	41.59%	Inbound 5:58am service from Catheys Valley to YV
03	1,029	589	57.24%	Inbound 6:45am service from Merced to YV
04	1,078	422	39.15%	Inbound 10:20am service from Merced to YV
05	1,029	338	32.85%	Inbound 1:20pm service from Merced to YV
06	980	256	26.12%	Inbound 4:30pm service from Merced to YV
06FL	49	4	8.16%	Inbound 4:30pm flood service Merced
07	1,029	109	10.59%	Outbound 6:20am service from Midpines to Merced
08	1,078	478	44.34%	Outbound 9:32am service from YV to Merced
09FL	49	20	40.82%	Outbound 3:40pm flood service Yosemite
09	1,029	757	73.57%	Outbound 3:40pm service from YV to Merced
10FL	49	19	38.78%	Outbound 4:15pm flood service Yosemite
10W	1,029	292	28.38%	Outbound 4:15pm service from Yosemite to Merced
11	980	441	45.00%	Outbound 4:35pm service from YV to Merced
11FL	49	0	0.00%	Outbound 5:05pm flood service Yosemite
12FL	49	0	0.00%	Outbound 5:45pm flood service Yosemite
12	980	217	22.14%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>12,544</b>	<b>4,692</b>	<b>37.40%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	441	170	38.55%	Inbound 5:58am service from Catheys Valley to YV
03	441	300	68.03%	Inbound 6:45am service from Merced to YV
04	441	211	47.85%	Inbound 10:20am service from Merced to YV
05	441	101	22.90%	Inbound 1:20pm service from Merced to YV
06	441	74	16.78%	Inbound 4:30pm service from Merced to YV
08	441	141	31.97%	Outbound 9:32am service from YV to Merced
09	441	333	75.51%	Outbound 3:40pm service from YV to Merced
11	441	252	57.14%	Outbound 4:35pm service from YV to Merced
12	441	143	32.43%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>3,969</b>	<b>1,725</b>	<b>43.46%</b>	

## PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 3/1/2018 through 3/31/2018.

### Daily - All Routes

Run	NPS Emp's	Child Free	Paid Fare	Amtrak	Total
01C.5	190	13	119	0	322
02C.5	170	13	415	5	603
03	26	37	826	0	889
04	3	19	611	230	863
05	1	10	428	43	482
06	0	2	328	50	380
06FL	0	0	4	0	4
07	1	1	107	3	112
08	11	25	583	150	769
09	149	22	919	86	1176
09FL	3	0	17	0	20
10FL	4	0	15	0	19
10W	60	9	223	3	295
11	56	26	611	27	720
11FL	0	0	0	0	0
12	9	6	345	31	391
12FL	0	0	0	0	0
	683	183	5,551	628	7,045
	9.69%	2.60%	78.79%	8.91%	100.00%

**Weekdays**

<b>Run</b>	<b>NPS Emp's</b>	<b>Paid Fare</b>	<b>Child Free</b>	<b>Amtrak</b>	<b>Total</b>
01C.5	190	119	13	0	322
02C.5	142	279	7	0	428
03	26	539	24	0	589
04	2	405	15	118	540
05	1	329	8	32	370
06	0	255	1	28	284
06FL	0	4	0	0	4
07	1	107	1	3	112
08	7	455	16	127	605
09	149	591	17	73	830
09FL	3	17	0	0	20
10FL	4	15	0	0	19
10W	60	223	9	3	295
11	56	361	24	14	455
11FL	0	0	0	0	0
12	9	208	0	16	233
12FL	0	0	0	0	0
	650	3,907	135	414	5,106
	12.73%	76.52%	2.64%	8.11%	100.00%

**Weekends/Holidays**

<b>Run</b>	<b>NPS</b>	<b>Paid Fare</b>	<b>Child Free</b>	<b>Amtrak</b>	<b>Total</b>
02C.5	28	136	6	5	175
03	0	287	13	0	300
04	1	206	4	112	323
05	0	99	2	11	112
06	0	73	1	22	96
08	4	128	9	23	164
09	0	328	5	13	346
11	0	250	2	13	265
12	0	137	6	15	158
	33	1,644	48	214	1,939
	1.70%	84.79%	2.48%	11.04%	100.00%

## PASSENGER FARES BY TYPE EXCLUDING AMTRAK

### Daily - All Routes

Run	NPS Emp's	Paid Fare	Child Free	Total
01C.5	190	119	13	322
02C.5	170	415	13	598
03	26	826	37	889
04	3	611	19	633
05	1	428	10	439
06	0	328	2	330
06FL	0	4	0	4
07	1	107	1	109
08	11	583	25	619
09	149	919	22	1090
09FL	3	17	0	20
10FL	4	15	0	19
10W	60	223	9	292
11	56	611	26	693
11FL	0	0	0	0
12	9	345	6	360
12FL	0	0	0	0
	683	5,551	183	6,417
	10.64%	86.50%	2.85%	100.00%

**Weekdays**

<b>Run</b>	<b>NPS Emp's</b>	<b>Paid Fare</b>	<b>Child Free</b>	<b>Total</b>
01C.5	190	119	13	322
02C.5	142	279	7	428
03	26	539	24	589
04	2	405	15	422
05	1	329	8	338
06	0	255	1	256
06FL	0	4	0	4
07	1	107	1	109
08	7	455	16	478
09	149	591	17	757
09FL	3	17	0	20
10FL	4	15	0	19
10W	60	223	9	292
11	56	361	24	441
11FL	0	0	0	0
12	9	208	0	217
12FL	0	0	0	0
	650	3,907	135	4,692
	13.85%	83.27%	2.88%	100.00%

**Weekends/Holidays**

<b>Run</b>	<b>NPS</b>	<b>Adult</b>	<b>Child Free</b>	<b>Total</b>
02C.5	28	136	6	170
03	0	287	13	300
04	1	206	4	211
05	0	99	2	101
06	0	73	1	74
08	4	128	9	141
09	0	328	5	333
11	0	250	2	252
12	0	137	6	143
	33	1,644	48	1,725
	1.91%	95.30%	2.78%	100.00%



## OPERATING STATISTICS

### REVENUE MILES 3/1/2018 - 3/31/2018

From 3/1/2018 through 3/31/2018 VIA HWY 140 operated a total of 27,325 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekdays</b>					
	Catheys Valley	01C.5	21	69	1,449
	Catheys Valley	02C.5	21	69	1,449
	Merced	03	21	87	1,827
	Merced	04	22	87	1,914
	Merced	05	21	87	1,827
	Merced	06	20	87	1,740
	Merced	06FL	1	25	25
	Midpines	07	21	51	1,071
	Yosemite	08	22	87	1,914
	Yosemite	09	21	87	1,827
	Yosemite	09FL	1	30	30
	Yosemite	10FL	1	30	30
	Yosemite	10W	21	87	1,827
	Yosemite	11	20	87	1,740
	Yosemite	11FL	1	15	15
	Yosemite	12	20	87	1,740

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
	Yosemite	12FL	1	15	15
<b>Total Mileage</b>					<b>20,440</b>

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Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekends</b>					
	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
<b>Total Mileage</b>					<b>6,885</b>
<b>Grand Total</b>					<b>27,325</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>27,325</b>

## REVENUE HOURS

From 3/1/2018 through 3/31/2018 VIA HWY 140 provided a total of 1,031.90 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekdays</b>					
	Catheys Valley	01C.5	21	2.30	48.30
	Catheys Valley	02C.5	21	2.30	48.30
	Merced	03	21	3.20	67.20
	Merced	04	22	3.50	77.00
	Merced	05	21	2.80	58.80
	Merced	06	20	3.90	78.00
	Merced	06FL	1	2.00	2.00
	Midpines	07	21	2.20	46.20
	Yosemite	08	22	3.80	83.60
	Yosemite	09	21	3.30	69.30
	Yosemite	09FL	1	2.00	2.00
	Yosemite	10FL	1	2.00	2.00
	Yosemite	10W	21	2.70	56.70
	Yosemite	11	20	3.20	64.00
	Yosemite	11FL	1	0.50	0.50
	Yosemite	12	20	3.20	64.00
	Yosemite	12FL	1	1.20	1.20

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Total Hours</b>					<b>769.10</b>

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Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekends</b>					
	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
<b>Total Hours</b>					<b>262.80</b>
<b>Grand Total</b>					<b>1,031.90</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>1,031.90</b>

## Wheelchair Usage

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

## Passengers Left

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



## **ACCIDENTS/INCIDENTS**

There was one (1) non-injury accident/incident for the month of March 1-31, 2018. On March 15, 2018 the Run 6 driver was turning left onto Loughborough en route to the Target stop in Merced when he hit a passenger car exiting the lot. Three (3) passengers were on board the bus. Merced Police were called out to the scene. All passengers on the bus and in the car were un-injured, and the car was drivable.

## **ROAD CALLS**

There were two (2) road calls for the period of March 1-31, 2018.

3/9/18	Run 9	Delayed 1 hour due to mechanical issue at Mariposa Park and Ride.
3/16/18	Run 1	Delayed 1 hour due to mechanical issue.

## **SERVICE DELAYS**

There were seven (7) service delays during the month of March 1-31. Total on time service for all corridors was 98.73%.

### **Hwy 140**

3/3/18	Run 3	Delayed 30 minutes due to mechanical issue at start of run. 1 <sup>st</sup> mechanical.
3/7/18	Run 5	Delayed 30 minutes due to mechanical issue at start of run. 2 <sup>nd</sup> mechanical.
3/7/18	Run 12	Delayed 30 minutes due to mechanical issue at start of run. 3 <sup>rd</sup> mechanical.
3/9/18	Run 9	Delayed 1 hour due to mechanical issue in Mariposa en route.
3/15/18	Run 6	Delayed 45 minutes due to non-injury accident in Merced en route.
3/16/18	Run 1	Delayed 30 minutes due to mechanical issue en route.
3/19/18	Run 6	Delayed 30 minutes due to mechanical issue at start of run. See Missed Runs.

### **MISSED RUNS**

There was one (1) missed YARTS run during the period of March 1-31, 2018.

### **Hwy 140**

3/19/18	Run 6	Delayed 30 minutes due to mechanical issue at start of run. See Missed Runs.
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### **EXTRA RUNS**

There were no extra runs during the month of March 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 COMPLAINTS AND FOLLOW UP ACTIONS

There were four (4) customer complaints received during the month of March 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:

**3-10-18** YARTS Staff received several emails saying Run 8 did not show up at Yosemite Valley Lodge. Many customers had to take a later bus and missed connections.

A review of GPS did in fact show that the driver did not stop at Yosemite Lodge. Operations manager followed up with the driver and found that the driver did not remember skipping this stop. Appropriate follow up actions were taken by the Operations Manager and emphasis on stopping at every timed stop and the consequences of missed stops was reinforced with the driver.

**3-16-18 & 3-23-18** Customer called on two different occasions and claimed that his luggage had fallen out of the bus luggage compartment in Mariposa. Other passengers had seen the luggage fall out. Customer said he had thousands of dollars of clothes and shoes in the bag and wanted reimbursement.

The driver immediately turned around to retrieve the luggage, but it was gone. Driver called in the incident to Operations, who in turn contacted the Sheriff, Visitor Center and CHP, however the luggage was never recovered. YARTS Staff contacted the rider and informed him that as public transit, YARTS is not liable for items lost during transport and pointed him to the disclaimer on the YARTS website. YARTS Staff asked rider if he had traveler's insurance, which he did not, so directed him to contact Mariposa County Sheriff's department and provide them with a list of the items in his luggage so that they could perhaps be traced as stolen goods. YARTS offered to refund the rider's entire fare, but he declined. Additionally, the driver put an ad in the Gazette to request return of the luggage, to no avail.

**3/29/18** Rider commented about a concern regarding driver safety 2 ½ weeks after their date of travel. Rider claimed they were standing by the bench waiting for the bus, and when the bus arrived the driver opened the doors, then quickly shut the doors and drove off. Rider said they yelled and waved for the bus to stop, which the driver did, allowing them to board. Rider felt driver also drove too fast on the curves through outskirts of Mariposa to Midpines. Additionally the rider claimed that after the Ferguson Bridge, driver passed a tour bus on the left side of the road even though he was stopping shortly at Cedar Lodge.

Follow up showed that YARTS Staff came and pulled the video for review. The video was blank and cameras found to not be operational. YARTS Staff is following up on the repair of the cameras for this bus.

Operations manager followed up directly with driver, who did not know about the video having been pulled or being in-operational. The driver remembered the incident and said he stopped, opened his doors, and made the announcement that he was YARTS, but the riders didn't move from the bench, so he shut his doors to continue the run. The riders only arose after the bus began to depart. The driver said he had never passed illegally and was not speeding during the run. He asked the manager to please have YARTS pull the video to review the incidents to prove his innocence from those claims (again, the driver was and still is unaware that the cameras were in-op.)

Manager also reviewed Fleetmatics GPS for the entire route. There were absolutely no speeding events for the entire duration of the run. The route was on schedule as well.

Though there was no visible proof of the accusation, because there was a safety concern expressed, the manager and trainers reviewed safety practices concerning driving curves, passing and overall safety procedures with this driver. Additionally, the training records for this driver were reviewed and showed no training issues with mountain driving or YARTS training. In fact this driver excelled in all aspects of the training including the CHP testing. Operations manager will continue to monitor driver progress.

### **KUDOS**

**3-7-18** Rider passed on the following driver feedback. “Just to pass my thank you to last night’s driver. I was one of the two passengers on the 17:05 service and the driver did ever so well by controlling the bus when we suffered a burst front tire. He was really professional and took care of us making sure we could reach our final destination. A credit to your company. Many thanks.”

**3-9-18** Regular NPS rider commented on the Run 3 driver’s “superior customer service”. “The YARTS tablet declined my Transerve card on Run 1 (on Mar 9, 2018) at the Transpo, so I took a chance and waited for Run 3 to come by the El Portal Warehouse to try to buy my pass again. When Run 3 arrived the driver demonstrated unprecedented customer service. He ran my Transerve card again, issued me a March pass and I was on my way. It was no effort to him at all, it's like the driver had an aura of customer service only experienced with senior drivers. He did real good!”

### **FLOODING, ROCK SLIDES, AND ROAD CLOSURES/DELAYS**

On March 22, 2018, Hwy 140 was closed in 3 places due to flooding and rock slides as a result of heavy rain. The closure locations were Dog Rock on Hwy 140 at Park Line, Mariposa on Hwy 140, and Catheys Valley on Hwy 140. The closures led to suspended service on 3/22. Runs 9, 10, 11 and 12 were turned around in the park at the Hwy 120 junction or Pohono Bridge. Because of severe rain, flooding and icy road conditions, for safety reasons, YARTS staff elected for runs not to use alternate routes via Hwys 41 or 120. Drivers remained in the park overnight and were lodged at Yosemite Valley Lodge. Passengers were returned to pick up locations in the park. Because of no access to destinations beyond Catheys Valley, Run 6 was suspended in Merced after picking up passengers. Passengers on board were given options of returning to pick up locations or being dropped at other locations or lodging in Merced.

Service was temporarily suspended on March 23<sup>rd</sup> as well, since there was no estimated time of reopening. Hwy 140 was reopened to all traffic on the morning of March 23<sup>rd</sup>. A reduced service schedule of Runs 4, 8, 9 and a special Run 10 departing the park at 11:30am ran for the day. Full YARTS service resumed on March 24<sup>th</sup>.

There were other delays throughout the month due to in park construction and Cal Trans delays.

### **MISCELLANEOUS**

The sinkhole returned to Mariposa Park & Ride. The rear portion of the stop has been closed, however the stop itself remains in service. Drivers have been instructed to advise riders to avoid parking in that area. YARTS Staff arranged for fencing to be installed and have contacted the contractor.

### **MARIPOSA GROVE YARTS STOP DRY RUN**

YARTS Staff, Park Staff, and Operations Contractor Trainers and Manager will perform a dry run on April 23<sup>rd</sup> to evaluate the YARTS Stop transit and shuttle transfer zone. Operations will use a YARTS bus to simulate an actual run and ensure there is proper access to the stop.

### **PROMOTIONAL OPPORTUNITY**

YARTS will honor all Alaska Airlines boarding passes from either Mammoth Lakes or Fresno as a paid round-trip ticket on YARTS to Yosemite. Passes dated within 14 days of the YARTS trips will be valid, with the exception of Free Days, from 06/02/2018 - 09/30/2018 for Mammoth Lakes, and 05/14/2018 – 09/14/18 for Fresno. Seating on YARTS is not reserved, and drivers are instructed to board these passengers on a first come first served basis and annotate ridership.