



**May 24, 2018**

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

**RE: YARTS Monthly Report April 1-30, 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 April 1-30, 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 4/1/2018 to 4/30/2018

A total of 5,844 passengers were carried on the HWY 140 system by VIA. Of these, 594 were Amtrak passengers utilizing the YARTS service.

**Ridership - All**

Date	NPS Employees	Paid Fare	Child Free	Amtrak Paid	Total
4/1/2018	0	108	10	11	129
4/2/2018	32	163	9	27	231
4/3/2018	20	206	12	12	250
4/4/2018	35	143	16	35	229
4/5/2018	15	160	7	25	207
4/6/2018	1	99	1	42	143
4/7/2018	0	6	0	0	6
4/8/2018	0	5	0	0	5
4/9/2018	49	84	9	18	160
4/10/2018	21	120	1	6	148
4/11/2018	24	130	0	21	175
4/12/2018	26	188	1	7	222
4/13/2018	5	100	0	15	120
4/14/2018	3	105	0	5	113
4/15/2018	11	143	5	24	183
4/16/2018	22	129	3	33	187
4/17/2018	37	125	3	28	193
4/18/2018	14	80	1	10	105
4/19/2018	8	197	1	22	228
4/20/2018	11	128	3	57	199
4/21/2018	0	0	563	35	598
4/22/2018	1	19	494	3	517
4/23/2018	26	129	0	12	167
4/24/2018	28	131	1	4	164
4/25/2018	24	152	2	19	197
4/26/2018	24	146	4	18	192
4/27/2018	9	157	1	32	199
4/28/2018	0	141	3	12	156
4/29/2018	5	145	6	14	170
4/30/2018	47	149	8	47	251
<b>Total</b>	498	3,588	1,164	594	5,844
	8.52%	61.40%	19.92%	10.16%	100.00%

**RIDERSHIP**

From 4/1/2018 to 4/30/2018

**Ridership - Excluding Amtrak**

Date	NPS Employees	Paid Fare	Child Free	Total
4/1/2018	0	108	10	118
4/2/2018	32	163	9	204
4/3/2018	20	206	12	238
4/4/2018	35	143	16	194
4/5/2018	15	160	7	182
4/6/2018	1	99	1	101
4/7/2018	0	6	0	6
4/8/2018	0	5	0	5
4/9/2018	49	84	9	142
4/10/2018	21	120	1	142
4/11/2018	24	130	0	154
4/12/2018	26	188	1	215
4/13/2018	5	100	0	105
4/14/2018	3	105	0	108
4/15/2018	11	143	5	159
4/16/2018	22	129	3	154
4/17/2018	37	125	3	165
4/18/2018	14	80	1	95
4/19/2018	8	197	1	206
4/20/2018	11	128	3	142
4/21/2018	0	0	563	563
4/22/2018	1	19	494	514
4/23/2018	26	129	0	155
4/24/2018	28	131	1	160
4/25/2018	24	152	2	178
4/26/2018	24	146	4	174
4/27/2018	9	157	1	167
4/28/2018	0	141	3	144
4/29/2018	5	145	6	156
4/30/2018	47	149	8	204
<b>Total</b>	498	3,588	1,164	5,250
	9.49%	68.34%	22.17%	100.00%

## Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Airport	45	0.77%
Amtrak	826	14.13%
Barium Mine Rd	43	0.74%
Bug Hostel	268	4.59%
Catheys Valley	64	1.10%
Cedar Lodge	143	2.45%
El Portal PO	92	1.57%
Half Dome Villag	475	8.13%
KOA	23	0.39%
Mall (PG&E)	40	0.68%
Mariposa Park &	324	5.54%
Merced College	9	0.15%
Merced Mall/Targ	2	0.03%
MidPines	135	2.31%
MPMidtown	194	3.32%
MPPO	136	2.33%
NPS Maintenance	100	1.71%
Roadside Rest	328	5.61%
The Majestic Hote	126	2.16%
Transpo	603	10.32%
UC Merced	21	0.36%
Yosemite Valley L	493	8.44%
YosVCenter	1033	17.68%
YV Lodge	321	5.49%
<b>Totals</b>	<b>5844</b>	<b>100.00%</b>

**LOAD FACTOR ANALYSIS : 4/1/2018 - 4/30/2018**

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 4/1/2018 through 4/30/2018. 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	98	122	124.49%	Inbound 6:50 am service from Merced to YV
01FX	98	104	106.12%	Inbound 8:00 am service from Merced to YV
01C.5	1,029	222	21.57%	Inbound 5:28am service from Catheys Valley to Y
2FXM	98	22	22.45%	Inbound 8:00am service from Mariposa to Yosemite
02C.5	1,372	500	36.44%	Inbound 5:58am service from Catheys Valley to Y
03	1,274	605	47.49%	Inbound 6:45am service from Merced to YV
03F	98	81	82.65%	Inbound 7:50am service from Merced to YV
03FX	98	42	42.86%	Inbound 9:00 am service from Merced to YV
04	1,326	627	47.29%	Inbound 10:20am service from Merced to YV
05	1,323	348	26.30%	Inbound 1:20pm service from Merced to YV
06FL	98	6	6.12%	Inbound 4:30pm flood service Merced
06	1,372	378	27.55%	Inbound 4:30pm service from Merced to YV
07	1,029	117	11.37%	Outbound 6:20am service from Midpines to Merce
7FL	98	2	2.04%	Outbound 6:38am Mariposa flood service to Merce
08	1,372	673	49.05%	Outbound 9:32am service from YV to Merced
9FXM	98	13	13.27%	Outbound 4:15pm service from Yosemite to Marip
09	1,372	861	62.76%	Outbound 3:40pm service from YV to Merced
09FX	98	98	100.00%	Outbound 4:05pm service from Yosemite to Merce
10FLM	98	3	3.06%	Outbound 5:58 pm Mariposa flood service to Merc
10FX	98	25	25.51%	Outbound 4:45pm service from Yosemite to Merce
10W	1,127	362	32.12%	Outbound 4:15pm service from Yosemite to Merce
11	1,325	388	29.28%	Outbound 4:35pm service from YV to Merced
12	1,372	245	17.86%	Outbound 5:45pm service from YV to Merced

Runs	Max Load Capacity	Ridership	Load Factor
Total	16,371	5,844	35.70%

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,029	222	21.57%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,029	357	34.69%	Inbound 5:58am service from Catheys Valley to YV
03	1,029	502	48.79%	Inbound 6:45am service from Merced to YV
04	983	418	42.52%	Inbound 10:20am service from Merced to YV
05	980	244	24.90%	Inbound 1:20pm service from Merced to YV
06	1,029	278	27.02%	Inbound 4:30pm service from Merced to YV
07	1,029	117	11.37%	Outbound 6:20am service from Midpines to Merced
08	1,029	515	50.05%	Outbound 9:32am service from YV to Merced
09	1,029	608	59.09%	Outbound 3:40pm service from YV to Merced
10W	1,029	280	27.21%	Outbound 4:15pm service from Yosemite to Merced
11	982	257	26.17%	Outbound 4:35pm service from YV to Merced
12	1,029	169	16.42%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>12,206</b>	<b>3,967</b>	<b>32.50%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
01FX	98	104	106.12%	Inbound 8:00 am service from Merced to YV
01F	98	122	124.49%	Inbound 6:50 am service from Merced to YV
2FXM	98	22	22.45%	Inbound 8:00am service from Mariposa to Yosemite
02C.5	343	143	41.69%	Inbound 5:58am service from Catheys Valley to YV
03	245	103	42.04%	Inbound 6:45am service from Merced to YV
03F	98	81	82.65%	Inbound 7:50am service from Merced to YV
03FX	98	42	42.86%	Inbound 9:00 am service from Merced to YV
04	343	209	60.93%	Inbound 10:20am service from Merced to YV
05	343	104	30.32%	Inbound 1:20pm service from Merced to YV
06FL	98	6	6.12%	Inbound 4:30pm flood service Merced
06	343	100	29.15%	Inbound 4:30pm service from Merced to YV
7FL	98	2	2.04%	Outbound 6:38am Mariposa flood service to Merced
08	343	158	46.06%	Outbound 9:32am service from YV to Merced
9FXM	98	13	13.27%	Outbound 4:15pm service from Yosemite to Mariposa
09FX	98	98	100.00%	Outbound 4:05pm service from Yosemite to Merced
09	343	253	73.76%	Outbound 3:40pm service from YV to Merced
10FLM	98	3	3.06%	Outbound 5:58 pm Mariposa flood service to Merced
10FX	98	25	25.51%	Outbound 4:45pm service from Yosemite to Merced
10W	98	82	83.67%	Outbound 4:15pm service from Yosemite to Merced
11	343	131	38.19%	Outbound 4:35pm service from YV to Merced
12	343	76	22.16%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>4,165</b>	<b>1,877</b>	<b>45.07%</b>	



## WITHOUT AMTRAK

### Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01F	98	122	124.49%	Inbound 6:50 am service from Merced to YV
01FX	98	104	106.12%	Inbound 8:00 am service from Merced to YV
01C.5	1,029	222	21.57%	Inbound 5:28am service from Catheys Valley to YV
2FXM	98	22	22.45%	Inbound 8:00am service from Mariposa to Yosemite
02C.5	1,372	500	36.44%	Inbound 5:58am service from Catheys Valley to YV
03	1,274	589	46.23%	Inbound 6:45am service from Merced to YV
03F	98	81	82.65%	Inbound 7:50am service from Merced to YV
03FX	98	42	42.86%	Inbound 9:00 am service from Merced to YV
04	1,326	444	33.48%	Inbound 10:20am service from Merced to YV
05	1,323	288	21.77%	Inbound 1:20pm service from Merced to YV
06FL	98	6	6.12%	Inbound 4:30pm flood service Merced
06	1,372	324	23.62%	Inbound 4:30pm service from Merced to YV
07	1,029	111	10.79%	Outbound 6:20am service from Midpines to Merced
7FL	98	2	2.04%	Outbound 6:38am Mariposa flood service to Merced
08	1,372	517	37.68%	Outbound 9:32am service from YV to Merced
9FXM	98	13	13.27%	Outbound 4:15pm service from Yosemite to Mariposa
09	1,372	807	58.82%	Outbound 3:40pm service from YV to Merced
09FX	98	98	100.00%	Outbound 4:05pm service from Yosemite to Merced
10FLM	98	3	3.06%	Outbound 5:58 pm Mariposa flood service to Merced
10FX	98	25	25.51%	Outbound 4:45pm service from Yosemite to Merced
10W	1,127	340	30.17%	Outbound 4:15pm service from Yosemite to Merced
11	1,325	372	28.08%	Outbound 4:35pm service from YV to Merced
12	1,372	218	15.89%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>16,371</b>	<b>5,250</b>	<b>32.07%</b>	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	1,029	222	21.57%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,029	357	34.69%	Inbound 5:58am service from Catheys Valley to YV
03	1,029	487	47.33%	Inbound 6:45am service from Merced to YV
04	983	261	26.55%	Inbound 10:20am service from Merced to YV
05	980	201	20.51%	Inbound 1:20pm service from Merced to YV
06	1,029	249	24.20%	Inbound 4:30pm service from Merced to YV
07	1,029	111	10.79%	Outbound 6:20am service from Midpines to Merced
08	1,029	380	36.93%	Outbound 9:32am service from YV to Merced
09	1,029	561	54.52%	Outbound 3:40pm service from YV to Merced
10W	1,029	258	25.07%	Outbound 4:15pm service from Yosemite to Merced
11	982	243	24.75%	Outbound 4:35pm service from YV to Merced
12	1,029	147	14.29%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>12,206</b>	<b>3,477</b>	<b>28.49%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
01FX	98	104	106.12%	Inbound 8:00 am service from Merced to YV
01F	98	122	124.49%	Inbound 6:50 am service from Merced to YV
2FXM	98	22	22.45%	Inbound 8:00am service from Mariposa to Yosemite
02C.5	343	143	41.69%	Inbound 5:58am service from Catheys Valley to YV
03	245	102	41.63%	Inbound 6:45am service from Merced to YV
03F	98	81	82.65%	Inbound 7:50am service from Merced to YV
03FX	98	42	42.86%	Inbound 9:00 am service from Merced to YV
04	343	183	53.35%	Inbound 10:20am service from Merced to YV
05	343	87	25.36%	Inbound 1:20pm service from Merced to YV
06FL	98	6	6.12%	Inbound 4:30pm flood service Merced
06	343	75	21.87%	Inbound 4:30pm service from Merced to YV
7FL	98	2	2.04%	Outbound 6:38am Mariposa flood service to Merced
08	343	137	39.94%	Outbound 9:32am service from YV to Merced
9FXM	98	13	13.27%	Outbound 4:15pm service from Yosemite to Mariposa
09FX	98	98	100.00%	Outbound 4:05pm service from Yosemite to Merced
09	343	246	71.72%	Outbound 3:40pm service from YV to Merced
10FLM	98	3	3.06%	Outbound 5:58 pm Mariposa flood service to Merced
10FX	98	25	25.51%	Outbound 4:45pm service from Yosemite to Merced
10W	98	82	83.67%	Outbound 4:15pm service from Yosemite to Merced
11	343	129	37.61%	Outbound 4:35pm service from YV to Merced
12	343	71	20.70%	Outbound 5:45pm service from YV to Merced
<b>Total</b>	<b>4,165</b>	<b>1,773</b>	<b>42.57%</b>	

## PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 4/1/2018 through 4/30/2018.

### Daily - All Routes

Run	NPS Emp's	Child Free	Paid Fare	Amtrak	Total
01C.5	139	5	78	0	222
01F	0	122	0	0	122
01FX	0	104	0	0	104
02C.5	122	81	297	0	500
03	26	28	535	16	605
03F	0	81	0	0	81
03FX	0	42	0	0	42
04	3	114	327	183	627
05	1	26	261	60	348
06	3	10	311	54	378
06FL	0	0	6	0	6
07	3	0	108	6	117
08	9	83	425	156	673
09	101	143	563	54	861
09FX	0	98	0	0	98
10FLM	0	0	3	0	3
10FX	0	25	0	0	25
10W	41	94	205	22	362
11	45	71	256	16	388
12	4	22	192	27	245
2FXM	1	2	19	0	22
7FL	0	0	2	0	2
9FXM	0	13	0	0	13
	498	1,164	3,588	594	5,844
	8.52%	19.92%	61.40%	10.16%	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	139	78	5	0	222
02C.5	109	238	10	0	357
03	26	439	22	15	502
04	3	255	3	157	418
05	1	199	1	43	244
06	3	246	0	29	278
07	3	108	0	6	117
08	3	371	6	135	515
09	101	443	17	47	608
10W	41	205	12	22	280
11	45	193	5	14	257
12	4	141	2	22	169
	478	2,916	83	490	3,967
	12.05%	73.51%	2.09%	12.35%	100.00%

**Weekends/Holidays**

<b>Run</b>	<b>NPS</b>	<b>Paid Fare</b>	<b>Child Free</b>	<b>Amtrak</b>	<b>Total</b>
01F	0	0	122	0	122
01FX	0	0	104	0	104
02C.5	13	59	71	0	143
03	0	96	6	1	103
03F	0	0	81	0	81
03FX	0	0	42	0	42
04	0	72	111	26	209
05	0	62	25	17	104
06	0	65	10	25	100
06FL	0	6	0	0	6
08	6	54	77	21	158
09	0	120	126	7	253
09FX	0	0	98	0	98
10FLM	0	3	0	0	3
10FX	0	0	25	0	25
10W	0	0	82	0	82
11	0	63	66	2	131
12	0	51	20	5	76
2FXM	1	19	2	0	22
7FL	0	2	0	0	2
9FXM	0	0	13	0	13
	20	672	1,081	104	1,877
	1.07%	35.80%	57.59%	5.54%	100.00%

## PASSENGER FARES BY TYPE EXCLUDING AMTRA

### Daily - All Routes

Run	NPS Emp's	Paid Fare	Child Free	Total
01C.5	139	78	5	222
01F	0	0	122	122
01FX	0	0	104	104
02C.5	122	297	81	500
03	26	535	28	589
03F	0	0	81	81
03FX	0	0	42	42
04	3	327	114	444
05	1	261	26	288
06	3	311	10	324
06FL	0	6	0	6
07	3	108	0	111
08	9	425	83	517
09	101	563	143	807
09FX	0	0	98	98
10FLM	0	3	0	3
10FX	0	0	25	25
10W	41	205	94	340
11	45	256	71	372
12	4	192	22	218
2FXM	1	19	2	22
7FL	0	2	0	2
9FXM	0	0	13	13
	498	3,588	1,164	5,250
	9.49%	68.34%	22.17%	100.00%

## Weekdays

Run	NPS Emp's	Paid Fare	Child Free	Total
01C.5	139	78	5	222
02C.5	109	238	10	357
03	26	439	22	487
04	3	255	3	261
05	1	199	1	201
06	3	246	0	249
07	3	108	0	111
08	3	371	6	380
09	101	443	17	561
10W	41	205	12	258
11	45	193	5	243
12	4	141	2	147
	478	2,916	83	3,477
	13.75%	83.87%	2.39%	100.00%



**Weekends/Holidays**

<b>Run</b>	<b>NPS</b>	<b>Adult</b>	<b>Child Free</b>	<b>Total</b>
01F	0	0	122	122
01FX	0	0	104	104
02C.5	13	59	71	143
03	0	96	6	102
03F	0	0	81	81
03FX	0	0	42	42
04	0	72	111	183
05	0	62	25	87
06	0	65	10	75
06FL	0	6	0	6
08	6	54	77	137
09	0	120	126	246
09FX	0	0	98	98
10FLM	0	3	0	3
10FX	0	0	25	25
10W	0	0	82	82
11	0	63	66	129
12	0	51	20	71
2FXM	1	19	2	22
7FL	0	2	0	2
9FXM	0	0	13	13
	20	672	1,081	1,773
	1.13%	37.90%	60.97%	100.00%

## OPERATING STATISTICS

### REVENUE MILES 4/1/2018 - 4/30/2018

From 4/1/2018 through 4/30/2018 VIA HWY 140 operated a total of 27,066 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	20	87	1,740
	Merced	05	20	87	1,740
	Merced	06	21	87	1,827
	Midpines	07	21	51	1,071
	Yosemite	08	21	87	1,827
	Yosemite	09	21	87	1,827
	Yosemite	10W	21	87	1,827
	Yosemite	11	20	87	1,740
	Yosemite	12	21	87	1,827
<b>Total Mileage</b>					<b>20,151</b>

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Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekends</b>					
	Catheys Valley	02C.5	7	69	483
	Mariposa	10FLM	2	41	82
	Mariposa	2FXM	2	55	110
	Mariposa	7FL	2	41	82
	Merced	01F	2	87	174
	Merced	01FX	2	87	174
	Merced	03	5	87	435
	Merced	03F	2	87	174
	Merced	03FX	2	87	174
	Merced	04	7	87	609
	Merced	05	7	87	609
	Merced	06	7	87	609
	Merced	06FL	2	25	50
	Merced	09FX	2	87	174
	Merced	10FX	2	87	174
	Merced	2FL	2	41	82
	Yosemite	08	7	87	609
	Yosemite	09	7	87	609
	Yosemite	10W	2	87	174

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
	Yosemite	11	7	87	609
	Yosemite	12	7	87	609
	Yosemite	9FXM	2	55	110
<b>Total Mileage</b>					<b>6,915</b>
<b>Grand Total</b>					<b>27,066</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>27,066</b>

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## REVENUE HOURS

From 4/1/2018 through 4/30/2018 VIA HWY 140 provided a total of 1,017.10 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	20	3.50	70.00
	Merced	05	20	2.80	56.00
	Merced	06	21	3.90	81.90
	Midpines	07	21	2.20	46.20
	Yosemite	08	21	3.80	79.80
	Yosemite	09	21	3.30	69.30
	Yosemite	10W	21	2.70	56.70
	Yosemite	11	20	3.20	64.00
	Yosemite	12	21	3.20	67.20
<b>Total Hours</b>					<b>754.90</b>

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Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekends</b>					
	Catheys Valley	02C.5	7	2.30	16.10
	Mariposa	10FLM	2	2.00	4.00
	Mariposa	2FXM	2	2.00	4.00
	Mariposa	7FL	2	1.90	3.80
	Merced	01F	2	3.10	6.20
	Merced	01FX	2	2.70	5.40
	Merced	03	5	3.20	16.00
	Merced	03F	2	3.20	6.40
	Merced	03FX	2	2.70	5.40
	Merced	04	7	3.50	24.50
	Merced	05	7	2.80	19.60
	Merced	06	7	3.90	27.30
	Merced	06FL	2	2.20	4.40
	Merced	09FX	2	2.80	5.60
	Merced	10FX	2	2.80	5.60
	Merced	2FL	2	2.00	4.00
	Yosemite	08	7	3.80	26.60
	Yosemite	09	7	3.30	23.10
	Yosemite	10W	2	2.70	5.40

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
	Yosemite	11	7	3.20	22.40
	Yosemite	12	7	3.20	22.40
	Yosemite	9FXM	2	2.00	4.00
<b>Total Hours</b>					<b>262.20</b>
<b>Grand Total</b>					<b>1,017.10</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>1,017.10</b>

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## 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 were zero (0) YART accidents during the month of April 1-30, 2018.

## **ROAD CALLS**

There were three (3) road calls for the period of April 1-30, 2018.

4/11/18	Run 10	Delayed in River Canyon due to mechanical. Passengers transferred.
4/18//18	Run 9	Delayed between Mariposa and Catheys Valley en route to Merced. Passengers transferred.
4/26/18	Run 11	Did not run due to mechanical issue in Park. Bus towed.

## **SERVICE DELAYS**

There were six (6) service delays during the month of April 1-30. Total on time service for all corridors was 98.01%.

## **Hwy 140**

4/11/18	Run 10	Delayed in River Canyon due to mechanical. Passengers transferred.
4/18/18	Run 6	Delayed 1 hour due to operational issue at start of run. See Missed Runs.
4/18/18	Run 9	Delayed between Mariposa and Catheys Valley en route to Merced. Passengers transferred to Run 10.
4/21/18	Run 6	Delayed 30 minutes due to operational issue. See Missed Runs.
4/22/18	Run 3	Delayed 40 minutes due to operational issue. See Missed Runs.
4/26/18	Run 11	Did not run due to mechanical issue in the park. Bus towed. Run 11 driver picked up Run 11 and 12 passengers on time and continued on the Run 12 schedule. 1 <sup>st</sup> mechanical.

## **MISSED RUNS**

There were three (3) missed YARTS runs during the period of April 1-30, 2018.

4/18/18	Run 6	Delayed 1 hour due to operational issue at start of run. See Missed Runs.
4/21/18	Run 6	Delayed 30 minutes due to operational issue. See Missed Runs.
4/22/18	Run 3	Delayed 40 minutes due to operational issue. See Missed Runs.

## **EXTRA RUNS**

There were no extra runs during the month of April 1-30, 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 two (2) customer complaints received during the month of April 1-30, 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:

**4-12-18** Customer said that when they arrived the driver dropped them at The Majestic Hotel and told them they needed to catch the park shuttle bus to Yosemite Valley Lodge. They were concerned about whether the bus would come to the Yosemite Valley Lodge on their return trip. They wanted to make sure they didn't miss their flight.

VIA Operations manager followed up appropriately with the driver and advised them that we drop at all four locations inside the park on all Hwy 140 runs. The customer was assured that the bus would pick up as scheduled from the Yosemite Valley Lodge.

**4-23-18** Calls were received concerning the park construction detour. Passengers were going to the Visitor Center stop and said they didn't know the stop was closed due to construction. YARTS buses were directed to wait for passengers who could make it to the stop within a few minutes. One passenger was directed to catch the next bus.

## **KUDOS**

An international traveler called concerning his backpack that he had left on a YARTS bus with \$1000 dollars in it.. A VIA dispatch member took their own time to go to Amtrak a few days later after work, and coordinate with the passenger's schedule and meet the passenger. The passenger took the train specifically to get his wallet before he left the U.S.. He then returned to San Francisco to catch a plane back to his country. The rider was extremely grateful and thanked this staff member for their service, honesty, and assistance.

## **PARK FLOOD SCHEDULE**

The National Weather Service issued a Flood Watch from Friday, April 6th, at 11 pm through Sunday April 8, at 11 am. The park closed its gates at 12 noon on April 6<sup>th</sup> to all incoming visitors and at 5 pm to all outbound traffic.

YARTS operated Runs 1, 2, 3, 7, 8, 9 & 10 as scheduled, and special runs 11 and 12. Run 6 traveled as far as Midpines. Runs 4 and 5 were suspended.

On Saturday and Sunday, April 7<sup>th</sup> and 8<sup>th</sup>, YARTS operated on a modified schedule as far as Mariposa only, operating runs 2, 6, 7 and 10. The remaining service was temporarily suspended. Normal service resumed on April 9<sup>th</sup>.

## **PARK CONSTRUCTION/DETOURS**

The Visitor Center stop was closed due to construction the week of April 23<sup>rd</sup>. YARTS buses did not serve the Majestic and Visitor Center stops since there was no safe access. YARTS buses stopped only at Half Dome and Yosemite Valley Lodge inside the park. The park posted signs advising people of the

change. The Majestic and Visitor Center staff were also informed so they could reroute their guests to operational stops..

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

YARTS Staff, Park Staff, and Operations Contractor Trainer and Manager performed a dry run on April 23<sup>rd</sup> to evaluate the YARTS Stop transit and shuttle transfer zone. Operations used a YARTS bus to simulate an actual run and ensured there was proper access to the stop. Stop and drop location and turns were evaluated and the YARTS stop was deemed safe. YARTS also helped contractor evaluate drop and parking locations for charter buses as an aside.

#### **SHORT RANGE TRANSIT PLAN SURVEY**

LSC conducted training for surveyors at the VIA facility on April 11<sup>th</sup>, then conducted actual rider surveys April 12-15<sup>th</sup>. Survey results will be released to YARTS Staff as part of transit plan.