



March 9, 2018

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

RE: YARTS Monthly Report February 1-28, 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 February 1-28, 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 2/1/2018 to 2/28/2018

A total of 4,990 passengers were carried on the HWY 140 system by VIA. Of these, 622 were Amtrak passengers utilizing the YARTS service.

Ridership - All

Date	NPS Employees	Paid Fare	Child Free	Amtrak Paid	Total
2/1/2018	25	104	2	15	146
2/2/2018	4	113	3	12	132
2/3/2018	0	58	0	6	64
2/4/2018	2	77	4	10	93
2/5/2018	21	146	2	36	205
2/6/2018	50	112	3	9	174
2/7/2018	31	108	0	21	160
2/8/2018	19	106	2	9	136
2/9/2018	12	116	0	48	176
2/10/2018	0	104	1	16	121
2/11/2018	0	68	0	14	82
2/12/2018	38	105	0	11	154
2/13/2018	59	112	1	10	182
2/14/2018	23	135	0	14	172
2/15/2018	29	126	0	10	165
2/16/2018	12	106	3	17	138
2/17/2018	1	74	7	39	121
2/18/2018	0	139	4	36	179
2/19/2018	8	132	18	30	188
2/20/2018	30	295	8	9	342
2/21/2018	21	182	19	48	270
2/22/2018	34	180	6	24	244
2/23/2018	18	219	15	59	311
2/24/2018	2	209	2	18	231
2/25/2018	5	125	2	21	153
2/26/2018	43	126	3	27	199
2/27/2018	59	163	0	45	267
2/28/2018	25	147	5	8	185
Total	571	3,687	110	622	4,990
	11.44%	73.89%	2.20%	12.46%	100.00%

RIDERSHIP

From 2/1/2018 to 2/28/2018

Ridership - Excluding Amtrak

Date	NPS Employees	Paid Fare	Child Free	Total
2/1/2018	25	104	2	131
2/2/2018	4	113	3	120
2/3/2018	0	58	0	58
2/4/2018	2	77	4	83
2/5/2018	21	146	2	169
2/6/2018	50	112	3	165
2/7/2018	31	108	0	139
2/8/2018	19	106	2	127
2/9/2018	12	116	0	128
2/10/2018	0	104	1	105
2/11/2018	0	68	0	68
2/12/2018	38	105	0	143
2/13/2018	59	112	1	172
2/14/2018	23	135	0	158
2/15/2018	29	126	0	155
2/16/2018	12	106	3	121
2/17/2018	1	74	7	82
2/18/2018	0	139	4	143
2/19/2018	8	132	18	158
2/20/2018	30	295	8	333
2/21/2018	21	182	19	222
2/22/2018	34	180	6	220
2/23/2018	18	219	15	252
2/24/2018	2	209	2	213
2/25/2018	5	125	2	132
2/26/2018	43	126	3	172
2/27/2018	59	163	0	222
2/28/2018	25	147	5	177
Total	571	3,687	110	4,368
	13.07%	84.41%	2.52%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Airport	4	0.08%
Amtrak	692	13.87%
Barium Mine Rd	74	1.48%
Bug Hostel	308	6.17%
Catheys Valley	61	1.22%
Cedar Lodge	98	1.96%
Downtown (Court	3	0.06%
El Portal PO	95	1.90%
Half Dome Villag	298	5.97%
KOA	35	0.70%
Mall (PG&E)	31	0.62%
Mariposa Park &	463	9.28%
Merced College	13	0.26%
MidPines	159	3.19%
MPMidtown	253	5.07%
MPPO	91	1.82%
NPS Maintenance	169	3.39%
Roadside Rest	396	7.94%
The Majestic Hote	138	2.77%
Transpo	202	4.05%
UC Merced	17	0.34%
Yosemite Valley L	445	8.92%
YosVCenter	744	14.91%
YV Lodge	201	4.03%
Totals	4990	100.00%

LOAD FACTOR ANALYSIS : 2/1/2018 - 2/28/2018

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 2/1/2018 through 2/28/2018. 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	931	260	27.93%	Inbound 5:28am service from Catheys Valley to Y
02C.5	1,372	423	30.83%	Inbound 5:58am service from Catheys Valley to Y
03	1,372	620	45.19%	Inbound 6:45am service from Merced to YV
04	1,372	618	45.04%	Inbound 10:20am service from Merced to YV
05	1,372	361	26.31%	Inbound 1:20pm service from Merced to YV
06	1,372	339	24.71%	Inbound 4:30pm service from Merced to YV
07	931	111	11.92%	Outbound 6:20am service from Midpines to Merce
08	1,372	596	43.44%	Outbound 9:32am service from YV to Merced
09	1,372	807	58.82%	Outbound 3:40pm service from YV to Merced
10W	931	240	25.78%	Outbound 4:15pm service from Yosemite to Merce
11	1,372	406	29.59%	Outbound 4:35pm service from YV to Merced
12	1,372	209	15.23%	Outbound 5:45pm service from YV to Merced
Total	15,141	4,990	32.96%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	931	260	27.93%	Inbound 5:28am service from Catheys Valley to YV
02C.5	931	341	36.63%	Inbound 5:58am service from Catheys Valley to YV
03	931	439	47.15%	Inbound 6:45am service from Merced to YV
04	931	400	42.96%	Inbound 10:20am service from Merced to YV
05	931	288	30.93%	Inbound 1:20pm service from Merced to YV
06	931	258	27.71%	Inbound 4:30pm service from Merced to YV
07	931	111	11.92%	Outbound 6:20am service from Midpines to Merced
08	931	439	47.15%	Outbound 9:32am service from YV to Merced
09	931	610	65.52%	Outbound 3:40pm service from YV to Merced
10W	931	240	25.78%	Outbound 4:15pm service from Yosemite to Merced
11	931	265	28.46%	Outbound 4:35pm service from YV to Merced
12	931	107	11.49%	Outbound 5:45pm service from YV to Merced
Total	11,172	3,758	33.64%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	441	8	1.81%	Inbound 5:58am service from Catheys Valley to YV
02C.5	441	74	16.78%	Inbound 5:58am service from Catheys Valley to YV
03	441	165	37.41%	Inbound 6:45am service from Merced to YV
03	441	16	3.63%	Inbound 6:45am service from Merced to YV
04	441	163	36.96%	Inbound 10:20am service from Merced to YV
04	441	55	12.47%	Inbound 10:20am service from Merced to YV
05	441	9	2.04%	Inbound 1:20pm service from Merced to YV
05	441	64	14.51%	Inbound 1:20pm service from Merced to YV
06	441	6	1.36%	Inbound 4:30pm service from Merced to YV
06	441	75	17.01%	Inbound 4:30pm service from Merced to YV
08	441	132	29.93%	Outbound 9:32am service from YV to Merced
08	441	25	5.67%	Outbound 9:32am service from YV to Merced
09	441	164	37.19%	Outbound 3:40pm service from YV to Merced
09	441	33	7.48%	Outbound 3:40pm service from YV to Merced
11	441	118	26.76%	Outbound 4:35pm service from YV to Merced
11	441	23	5.22%	Outbound 4:35pm service from YV to Merced
12	441	13	2.95%	Outbound 5:45pm service from YV to Merced
12	441	89	20.18%	Outbound 5:45pm service from YV to Merced
Total	7,938	1,232	15.52%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	931	260	27.93%	Inbound 5:28am service from Catheys Valley to YV
02C.5	1,372	419	30.54%	Inbound 5:58am service from Catheys Valley to YV
03	1,372	617	44.97%	Inbound 6:45am service from Merced to YV
04	1,372	434	31.63%	Inbound 10:20am service from Merced to YV
05	1,372	273	19.90%	Inbound 1:20pm service from Merced to YV
06	1,372	289	21.06%	Inbound 4:30pm service from Merced to YV
07	931	108	11.60%	Outbound 6:20am service from Midpines to Merced
08	1,372	442	32.22%	Outbound 9:32am service from YV to Merced
09	1,372	713	51.97%	Outbound 3:40pm service from YV to Merced
10W	931	236	25.35%	Outbound 4:15pm service from Yosemite to Merced
11	1,372	382	27.84%	Outbound 4:35pm service from YV to Merced
12	1,372	195	14.21%	Outbound 5:45pm service from YV to Merced
Total	15,141	4,368	28.85%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	931	260	27.93%	Inbound 5:28am service from Catheys Valley to YV
02C.5	931	337	36.20%	Inbound 5:58am service from Catheys Valley to YV
03	931	438	47.05%	Inbound 6:45am service from Merced to YV
04	931	297	31.90%	Inbound 10:20am service from Merced to YV
05	931	203	21.80%	Inbound 1:20pm service from Merced to YV
06	931	232	24.92%	Inbound 4:30pm service from Merced to YV
07	931	108	11.60%	Outbound 6:20am service from Midpines to Merced
08	931	317	34.05%	Outbound 9:32am service from YV to Merced
09	931	547	58.75%	Outbound 3:40pm service from YV to Merced
10W	931	236	25.35%	Outbound 4:15pm service from Yosemite to Merced
11	931	258	27.71%	Outbound 4:35pm service from YV to Merced
12	931	93	9.99%	Outbound 5:45pm service from YV to Merced
Total	11,172	3,326	29.77%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	441	8	1.81%	Inbound 5:58am service from Catheys Valley to YV
02C.5	441	74	16.78%	Inbound 5:58am service from Catheys Valley to YV
03	441	165	37.41%	Inbound 6:45am service from Merced to YV
03	441	14	3.17%	Inbound 6:45am service from Merced to YV
04	441	99	22.45%	Inbound 10:20am service from Merced to YV
04	441	38	8.62%	Inbound 10:20am service from Merced to YV
05	441	7	1.59%	Inbound 1:20pm service from Merced to YV
05	441	63	14.29%	Inbound 1:20pm service from Merced to YV
06	441	5	1.13%	Inbound 4:30pm service from Merced to YV
06	441	52	11.79%	Inbound 4:30pm service from Merced to YV
08	441	106	24.04%	Outbound 9:32am service from YV to Merced
08	441	19	4.31%	Outbound 9:32am service from YV to Merced
09	441	135	30.61%	Outbound 3:40pm service from YV to Merced
09	441	31	7.03%	Outbound 3:40pm service from YV to Merced
11	441	101	22.90%	Outbound 4:35pm service from YV to Merced
11	441	23	5.22%	Outbound 4:35pm service from YV to Merced
12	441	13	2.95%	Outbound 5:45pm service from YV to Merced
12	441	89	20.18%	Outbound 5:45pm service from YV to Merced
Total	7,938	1,042	13.13%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 2/1/2018 through 2/28/2018.

Daily - All Routes

Run	NPS Emp's	Child Free	Paid Fare	Amtrak	Total
01C.5	134	7	119	0	260
02C.5	150	1	268	4	423
03	34	25	558	3	620
04	0	19	415	184	618
05	0	3	270	88	361
06	0	1	288	50	339
07	0	0	108	3	111
08	8	2	432	154	596
09	162	23	528	94	807
10W	50	10	176	4	240
11	32	14	336	24	406
12	1	5	189	14	209
	571	110	3,687	622	4,990
	11.44%	2.20%	73.89%	12.46%	100.00%

Weekdays

Run	NPS Emp's	Paid Fare	Child Free	Amtrak	Total
01C.5	134	119	7	0	260
02C.5	143	193	1	4	341
03	32	391	15	1	439
04	0	285	12	103	400
05	0	203	0	85	288
06	0	231	1	26	258
07	0	108	0	3	111
08	8	307	2	122	439
09	154	377	16	63	610
10W	50	176	10	4	240
11	31	220	7	7	265
12	1	91	1	14	107
	553	2,701	72	432	3,758
	14.72%	71.87%	1.92%	11.50%	100.00%

Weekends/Holidays

Run	NPS	Paid Fare	Child Free	Amtrak	Total
02C.5	7	75	0	0	82
03	2	167	10	2	181
04	0	130	7	81	218
05	0	67	3	3	73
06	0	57	0	24	81
08	0	125	0	32	157
09	8	151	7	31	197
11	1	116	7	17	141
12	0	98	4	0	102
	18	986	38	190	1,232
	1.46%	80.03%	3.08%	15.42%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRA

Daily - All Routes

Run	NPS Emp's	Paid Fare	Child Free	Total
01C.5	134	119	7	260
02C.5	150	268	1	419
03	34	558	25	617
04	0	415	19	434
05	0	270	3	273
06	0	288	1	289
07	0	108	0	108
08	8	432	2	442
09	162	528	23	713
10W	50	176	10	236
11	32	336	14	382
12	1	189	5	195
	571	3,687	110	4,368
	13.07%	84.41%	2.52%	100.00%

Weekdays

Run	NPS Emp's	Paid Fare	Child Free	Total
01C.5	134	119	7	260
02C.5	143	193	1	337
03	32	391	15	438
04	0	285	12	297
05	0	203	0	203
06	0	231	1	232
07	0	108	0	108
08	8	307	2	317
09	154	377	16	547
10W	50	176	10	236
11	31	220	7	258
12	1	91	1	93
	553	2,701	72	3,326
	16.63%	81.21%	2.16%	100.00%

Weekends/Holidays

Run	NPS	Adult	Child Free	Total
02C.5	7	75	0	82
03	2	167	10	179
04	0	130	7	137
05	0	67	3	70
06	0	57	0	57
08	0	125	0	125
09	8	151	7	166
11	1	116	7	124
12	0	98	4	102
	18	986	38	1,042
	1.73%	94.63%	3.65%	100.00%

OPERATING STATISTICS

REVENUE MILES 2/1/2018 - 2/28/2018

From 2/1/2018 through 2/28/2018 VIA HWY 140 operated a total of 25,353 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Catheys Valley	01C.5	19	69	1,311
	Catheys Valley	02C.5	19	69	1,311
	Merced	03	19	87	1,653
	Merced	04	19	87	1,653
	Merced	05	19	87	1,653
	Merced	06	19	87	1,653
	Midpines	07	19	51	969
	Yosemite	08	19	87	1,653
	Yosemite	09	19	87	1,653
	Yosemite	10W	19	87	1,653
	Yosemite	11	19	87	1,653
	Yosemite	12	19	87	1,653
Total Mileage					18,468

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Catheys Valley	02C.5	8	69	552
	Merced	03	8	87	696
	Merced	04	8	87	696
	Merced	05	8	87	696
	Merced	06	8	87	696
	Yosemite	08	8	87	696
	Yosemite	09	8	87	696
	Yosemite	11	8	87	696
	Yosemite	12	8	87	696
Total Mileage					6,120

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					25,353
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					25,353

REVENUE HOURS

From 2/1/2018 through 2/28/2018 VIA HWY 140 provided a total of 954.40 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Catheys Valley	01C.5	19	2.30	43.70
	Catheys Valley	02C.5	19	2.30	43.70
	Merced	03	19	3.20	60.80
	Merced	04	19	3.50	66.50
	Merced	05	19	2.80	53.20
	Merced	06	19	3.90	74.10
	Midpines	07	19	2.20	41.80
	Yosemite	08	19	3.80	72.20
	Yosemite	09	19	3.30	62.70
	Yosemite	10W	19	2.70	51.30
	Yosemite	11	19	3.20	60.80
	Yosemite	12	19	3.20	60.80
Total Hours					691.60

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Catheys Valley	02C.5	8	2.30	18.40
	Merced	03	8	3.20	25.60
	Merced	04	8	3.50	28.00
	Merced	05	8	2.80	22.40
	Merced	06	8	3.90	31.20
	Yosemite	08	8	3.80	30.40
	Yosemite	09	8	3.30	26.40
	Yosemite	11	8	3.20	25.60
	Yosemite	12	8	3.20	25.60
Total Hours					233.60

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					954.40
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					954.40

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 February 1-28, 2018.

ROAD CALLS

There was one (1) road call for the period of February 1-28, 2018.

2/21//18 Run 12 Mechanical issue en route from park.

SERVICE DELAYS

There were five (5) service delays during the month of February 1-28, 2018. Total on time service for all corridors was 99.57%.

Hwy 140

2/6/18	Run 4	Delayed 20 minutes due to mechanical issue at start of run. 1 st mechanical.
2/8/18	Run 7	Delayed 1 hour starting due to operational issue. See Missed Runs.
2/13/18	Run 7	Delayed 1 hour due to operational issue. See Missed Runs.
2/16/18	Run 3	Delayed 30 minutes due to mechanical issue. 2 nd mechanical.
2/21/18	Run 12	Delayed 2 hours due to mechanical issue en route from park.

MISSED RUNS

There were two (2) missed YARTS runs during the period of February 1-28, 2018.

Hwy 140

2/8/18	Run 7	Delayed 1 hour starting due to operational issue.
2/13/18	Run 7	Delayed 1 hour due to operational issue.

EXTRA RUNS

There were no extra runs during the month of February 1-28, 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 three (3) customer complaints received during the month of February 1-28, 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:

2/5/18 Rider said driver would not make change when customer paid with a \$20 bill. Rider felt driver was abrupt with her and said when asked to give back the \$20 so she could ask passengers behind her for change, the driver denied her request. She said other drivers have made change in the past.

Operations manager followed up with the driver and found that the passenger asked the driver for change, and he denied due to the policy that is clearly posted saying that drivers do not make change. The driver was correct in following policy, however should have returned the money to the passenger at their request. The driver said there were 2 passengers in the stairwell that he was serving, and the passenger was already on board in the seating area. It was time to depart, and he was concerned that he would have to ask rider to disembark if they decided to not pay the fare in order to avoid a delay.

Driver was reminded that there was a more appropriate way to deal with the guest, and give options for them to disembark and take the next bus if they were unable to get change and declined to pay the full amount. The importance of following policy while providing good customer service with a positive attitude was stressed. Driver was coached on how to respond in the future.

Contractor will get all drivers on the same page of following policy of not making change, so there is no confusion in the future. The fare boxes will soon be back in service and drivers will not have access to to change.

2/9/18 Customer was concerned that their group of 22 seniors took the bus and were told to board first. Said they were told they had to go in the very back of the bus, which they feel is the roughest part of the bus. One guest had a bad back and was hurting after the ride. They did not say anything to the driver but wanted to pass on that they didn't think this was right.

Follow up showed that the driver never told or directed the group to go to the back for the bus. The group must have assumed that on their own. The seats are first come first served and this group actually had priority to sit wherever they chose including the front seats.

2/12/18 Employee commented that the YARTS bus driver was confused about the re-routing during the Horsetail road blocks and went the wrong direction on Southside Drive, which was now one-way traffic. Also said the driver left a few stops 6 minutes early.

Contract Operations followed up with all drivers and notified them of the detour and new circulation pattern so they would be more aware and alert. Memos were posted and the park service also assisted by having personnel to help direct traffic, in addition to the detour signs that were in place to avoid this happening again.

Operations manager followed up appropriately with driver to remind that we stop at all stops with times and leave no stops early. Use of the atomic clocks on all buses is still in effect, and times may differ slightly from customer watches.

MISCELLANEOUS

Road detours and closures for the Horsetail Fall event minimally affected service routing. YARTS was still able to make all stops and was not significantly delayed. There was some initial confusion from drivers on the first day of the detour as they got used to the one-way traffic on Southside Drive, however the remaining days were uneventful.

There was a road closure at NPS Maintenance facility during the search and rescue operations at Hetch Hetchy. The road was being used for helicopter take offs and landings. YARTS buses detoured around the rear of the NPS Maintenance facility, and stopped at Barium Mine and El Portal Post Office as usual.