



November 14, 2018

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

RE: YARTS Monthly Report October 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 October 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 10/1/2018 to 10/31/2018

A total of 4,482 passengers were carried on the HWY 140 system by VIA. Of these, 637 were Amtrak passengers utilizing the YARTS service.

Ridership - All

Date	NPS Employees	Paid Fare	Child Free	Amtrak Paid	Total
10/1/2018	9	147	3	15	174
10/2/2018	12	136	3	10	161
10/3/2018	11	69	2	12	94
10/4/2018	1	111	1	13	126
10/5/2018	9	86	0	37	132
10/6/2018	4	143	2	16	165
10/7/2018	9	103	1	15	128
10/8/2018	10	60	0	31	101
10/9/2018	15	118	0	24	157
10/10/2018	25	133	1	14	173
10/11/2018	11	97	2	16	126
10/12/2018	4	118	9	13	144
10/13/2018	0	90	1	56	147
10/14/2018	4	130	2	8	144
10/15/2018	11	144	1	16	172
10/16/2018	19	139	1	22	181
10/17/2018	20	126	0	10	156
10/18/2018	20	109	2	37	168
10/19/2018	19	101	0	16	136
10/20/2018	0	118	0	8	126
10/21/2018	1	116	2	6	125
10/22/2018	22	129	3	51	205
10/23/2018	36	83	4	9	132
10/24/2018	23	97	0	38	158
10/25/2018	23	118	0	20	161
10/26/2018	1	118	0	33	152
10/27/2018	0	92	6	29	127
10/28/2018	2	76	0	8	86
10/29/2018	32	78	1	13	124
10/30/2018	31	98	1	35	165
10/31/2018	24	103	3	6	136
Total	408	3,386	51	637	4,482
	9.10%	75.55%	1.14%	14.21%	100.00%

RIDERSHIP

From 10/1/2018 to 10/31/2018

Ridership - Excluding Amtrak

Date	NPS Employees	Paid Fare	Child Free	Total
10/1/2018	9	147	3	159
10/2/2018	12	136	3	151
10/3/2018	11	69	2	82
10/4/2018	1	111	1	113
10/5/2018	9	86	0	95
10/6/2018	4	143	2	149
10/7/2018	9	103	1	113
10/8/2018	10	60	0	70
10/9/2018	15	118	0	133
10/10/2018	25	133	1	159
10/11/2018	11	97	2	110
10/12/2018	4	118	9	131
10/13/2018	0	90	1	91
10/14/2018	4	130	2	136
10/15/2018	11	144	1	156
10/16/2018	19	139	1	159
10/17/2018	20	126	0	146
10/18/2018	20	109	2	131
10/19/2018	19	101	0	120
10/20/2018	0	118	0	118
10/21/2018	1	116	2	119
10/22/2018	22	129	3	154
10/23/2018	36	83	4	123
10/24/2018	23	97	0	120
10/25/2018	23	118	0	141
10/26/2018	1	118	0	119
10/27/2018	0	92	6	98
10/28/2018	2	76	0	78
10/29/2018	32	78	1	111
10/30/2018	31	98	1	130
10/31/2018	24	103	3	130
Total	408	3,386	51	3,845
	10.61%	88.06%	1.33%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Airport	4	0.09%
Amtrak	828	18.47%
Barium Mine Rd	40	0.89%
Bug Hostel	272	6.07%
Catheys Valley	22	0.49%
Cedar Lodge	149	3.32%
El Portal PO	70	1.56%
Half Dome Villag	416	9.28%
KOA	11	0.25%
Mariposa Park &	290	6.47%
MidPines	116	2.59%
MPMidtown	192	4.28%
MPPO	36	0.80%
NPS Maintenance	81	1.81%
Roadside Rest	176	3.93%
Transpo	331	7.39%
Yosemite Valley L	131	2.92%
YosVCenter	911	20.33%
YV Lodge	406	9.06%
Totals	4482	100.00%

LOAD FACTOR ANALYSIS : 10/1/2018 - 10/31/2018

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 10/1/2018 through 10/31/2018. 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	
1XW	1,078	190	17.63%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,519	481	31.67%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	1,519	600	39.50%	Inbound Express 8:45 AM Merced to Yosemite
4XW	1,521	360	23.67%	Inbound 10:25 AM Merrced to Yosemite
5W	1,519	343	22.58%	Inbound 12:25 PM Merced to Yosemite
6W	1,470	344	23.40%	Inbound 5:25 PM Merced to Yosemite
7W	1,127	88	7.81%	Outbound 5:54 AM Midpines to Merced
8W	1,519	580	38.18%	Outbound 8:32 AM Yosemite to Merced
9XW	1,519	464	30.55%	Outbound Express 3:40 PM Yosemite to Merced
10W	1,127	300	26.62%	Outbound 4:15 PM Yosemite to Merced
11W	1,521	642	42.21%	Outbound 5:05 PM Yosemite to Merced
12W	1,519	90	5.92%	Outbound 5:20 PM Yosemite to Merced
Total	16,958	4,482	26.43%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	1,078	190	17.63%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,127	381	33.81%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	1,127	393	34.87%	Inbound Express 8:45 AM Merced to Yosemite
4XW	1,129	225	19.93%	Inbound 10:25 AM Merrced to Yosemite
5W	1,127	272	24.13%	Inbound 12:25 PM Merced to Yosemite
6W	1,078	282	26.16%	Inbound 5:25 PM Merced to Yosemite
7W	1,127	88	7.81%	Outbound 5:54 AM Midpines to Merced
8W	1,127	462	40.99%	Outbound 8:32 AM Yosemite to Merced
9XW	1,127	367	32.56%	Outbound Express 3:40 PM Yosemite to Merced
10W	1,127	300	26.62%	Outbound 4:15 PM Yosemite to Merced
11W	1,129	414	36.67%	Outbound 5:05 PM Yosemite to Merced
12W	1,127	60	5.32%	Outbound 5:20 PM Yosemite to Merced
Total	13,430	3,434	25.57%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
2W	392	100	25.51%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	392	207	52.81%	Inbound Express 8:45 AM Merced to Yosemite
4XW	392	135	34.44%	Inbound 10:25 AM Merrced to Yosemite
5W	392	71	18.11%	Inbound 12:25 PM Merced to Yosemite
6W	392	62	15.82%	Inbound 5:25 PM Merced to Yosemite
8W	392	118	30.10%	Outbound 8:32 AM Yosemite to Merced
9XW	392	97	24.74%	Outbound Express 3:40 PM Yosemite to Merced
11W	392	228	58.16%	Outbound 5:05 PM Yosemite to Merced
12W	392	30	7.65%	Outbound 5:20 PM Yosemite to Merced
Total	3,528	1,048	29.71%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	1,078	172	15.96%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,519	476	31.34%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	1,519	515	33.90%	Inbound Express 8:45 AM Merced to Yosemite
4XW	1,521	282	18.54%	Inbound 10:25 AM Merrced to Yosemite
5W	1,519	246	16.19%	Inbound 12:25 PM Merced to Yosemite
6W	1,470	301	20.48%	Inbound 5:25 PM Merced to Yosemite
7W	1,127	68	6.03%	Outbound 5:54 AM Midpines to Merced
8W	1,519	440	28.97%	Outbound 8:32 AM Yosemite to Merced
9XW	1,519	442	29.10%	Outbound Express 3:40 PM Yosemite to Merced
10W	1,127	273	24.22%	Outbound 4:15 PM Yosemite to Merced
11W	1,521	549	36.09%	Outbound 5:05 PM Yosemite to Merced
12W	1,519	81	5.33%	Outbound 5:20 PM Yosemite to Merced
Total	16,958	3,845	22.67%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	1,078	172	15.96%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,127	376	33.36%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	1,127	355	31.50%	Inbound Express 8:45 AM Merced to Yosemite
4XW	1,129	168	14.88%	Inbound 10:25 AM Merrced to Yosemite
5W	1,127	198	17.57%	Inbound 12:25 PM Merced to Yosemite
6W	1,078	246	22.82%	Inbound 5:25 PM Merced to Yosemite
7W	1,127	68	6.03%	Outbound 5:54 AM Midpines to Merced
8W	1,127	338	29.99%	Outbound 8:32 AM Yosemite to Merced
9XW	1,127	358	31.77%	Outbound Express 3:40 PM Yosemite to Merced
10W	1,127	273	24.22%	Outbound 4:15 PM Yosemite to Merced
11W	1,129	337	29.85%	Outbound 5:05 PM Yosemite to Merced
12W	1,127	54	4.79%	Outbound 5:20 PM Yosemite to Merced
Total	13,430	2,943	21.91%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
2W	392	100	25.51%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	392	160	40.82%	Inbound Express 8:45 AM Merced to Yosemite
4XW	392	114	29.08%	Inbound 10:25 AM Merrced to Yosemite
5W	392	48	12.24%	Inbound 12:25 PM Merced to Yosemite
6W	392	55	14.03%	Inbound 5:25 PM Merced to Yosemite
8W	392	102	26.02%	Outbound 8:32 AM Yosemite to Merced
9XW	392	84	21.43%	Outbound Express 3:40 PM Yosemite to Merced
11W	392	212	54.08%	Outbound 5:05 PM Yosemite to Merced
12W	392	27	6.89%	Outbound 5:20 PM Yosemite to Merced
Total	3,528	902	25.57%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 10/1/2018 through 10/31/2018.

Daily - All Routes

Run	NPS Emp's	Child Free	Paid Fare	Amtrak	Total
10W	45	13	215	27	300
11W	58	9	482	93	642
12W	0	2	79	9	90
1XW	125	0	47	18	190
2W	73	1	402	5	481
3W	13	13	489	85	600
4XW	5	5	272	78	360
5W	3	0	243	97	343
6W	5	0	296	43	344
7W	0	0	68	20	88
8W	5	4	431	140	580
9XW	76	4	362	22	464
	408	51	3,386	637	4,482
	9.10%	1.14%	75.55%	14.21%	100.00%

Weekdays

Run	NPS Emp's	Paid Fare	Child Free	Amtrak	Total
10W	45	215	13	27	300
11W	46	286	5	77	414
12W	0	52	2	6	60
1XW	125	47	0	18	190
2W	72	303	1	5	381
3W	12	336	7	38	393
4XW	4	160	4	57	225
5W	2	196	0	74	272
6W	4	242	0	36	282
7W	0	68	0	20	88
8W	5	331	2	124	462
9XW	73	282	3	9	367
	388	2,518	37	491	3,434
	11.30%	73.33%	1.08%	14.30%	100.00%

Weekends/Holidays

Run	NPS	Paid Fare	Child Free	Amtrak	Total
11W	12	196	4	16	228
12W	0	27	0	3	30
2W	1	99	0	0	100
3W	1	153	6	47	207
4XW	1	112	1	21	135
5W	1	47	0	23	71
6W	1	54	0	7	62
8W	0	100	2	16	118
9XW	3	80	1	13	97
	20	868	14	146	1,048
	1.91%	82.82%	1.34%	13.93%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRA

Daily - All Routes

Run	NPS Emp's	Paid Fare	Child Free	Total
10W	45	215	13	273
11W	58	482	9	549
12W	0	79	2	81
1XW	125	47	0	172
2W	73	402	1	476
3W	13	489	13	515
4XW	5	272	5	282
5W	3	243	0	246
6W	5	296	0	301
7W	0	68	0	68
8W	5	431	4	440
9XW	76	362	4	442
	408	3,386	51	3,845
	10.61%	88.06%	1.33%	100.00%

Weekdays

Run	NPS Emp's	Paid Fare	Child Free	Total
10W	45	215	13	273
11W	46	286	5	337
12W	0	52	2	54
1XW	125	47	0	172
2W	72	303	1	376
3W	12	336	7	355
4XW	4	160	4	168
5W	2	196	0	198
6W	4	242	0	246
7W	0	68	0	68
8W	5	331	2	338
9XW	73	282	3	358
	388	2,518	37	2,943
	13.18%	85.56%	1.26%	100.00%

Weekends/Holidays

Run	NPS	Adult	Child Free	Total
11W	12	196	4	212
12W	0	27	0	27
2W	1	99	0	100
3W	1	153	6	160
4XW	1	112	1	114
5W	1	47	0	48
6W	1	54	0	55
8W	0	100	2	102
9XW	3	80	1	84
	20	868	14	902
	2.22%	96.23%	1.55%	100.00%

OPERATING STATISTICS

REVENUE MILES 10/1/2018 - 10/31/2018

From 10/1/2018 through 10/31/2018 VIA HWY 140 operated a total of 28,716 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Catheys Valley	2W	23	69	1,587
	Merced	1XW	22	87	1,914
	Merced	3W	23	87	2,001
	Merced	4XW	23	87	2,001
	Merced	5W	23	87	2,001
	Merced	6W	22	87	1,914
	Midpines	7W	23	51	1,173
	Yosemite	10W	23	87	2,001
	Yosemite	11W	23	87	2,001
	Yosemite	12W	23	87	2,001
	Yosemite	8W	23	87	2,001
	Yosemite	9XW	23	87	2,001
Total Mileage					22,596

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Catheys Valley	2W	8	69	552
	Merced	3W	8	87	696
	Merced	4XW	8	87	696
	Merced	5W	8	87	696
	Merced	6W	8	87	696
	Yosemite	11W	8	87	696
	Yosemite	12W	8	87	696
	Yosemite	8W	8	87	696
	Yosemite	9XW	8	87	696
Total Mileage					6,120
Grand Total					28,716
YARTS Total					28,716

REVENUE HOURS

From 10/1/2018 through 10/31/2018 VIA HWY 140 provided a total of 989.20 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Catheys Valley	2W	23	2.10	48.30
	Merced	1XW	22	2.50	55.00
	Merced	3W	23	3.20	73.60
	Merced	4XW	23	3.30	75.90
	Merced	5W	23	3.20	73.60
	Merced	6W	22	3.20	70.40
	Midpines	7W	23	1.50	34.50
	Yosemite	10W	23	3.00	69.00
	Yosemite	11W	23	3.00	69.00
	Yosemite	12W	23	3.00	69.00
	Yosemite	8W	23	3.00	69.00
	Yosemite	9XW	23	2.90	66.70
Total Hours					774.00

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Catheys Valley	2W	8	2.10	16.80
	Merced	3W	8	3.20	25.60
	Merced	4XW	8	3.30	26.40
	Merced	5W	8	3.20	25.60
	Merced	6W	8	3.20	25.60
	Yosemite	11W	8	3.00	24.00
	Yosemite	12W	8	3.00	24.00
	Yosemite	8W	8	3.00	24.00
	Yosemite	9XW	8	2.90	23.20
Total Hours					215.20
Grand Total					989.20
YARTS Total					989.20

Wheelchair Usage

Run Date	Route	Total
	Grand Total	0

Passengers Left

Run Date	Route	Total
	Grand Total	0

ACCIDENTS/INCIDENTS

There was one (1) YARTS accident during the month of October 1-31, 2018.

10/19/18 Run 11 Motorist approaching YARTS bus from opposite direction in Planada area crossed yellow lines and side swiped YARTS bus. Driver did not stop. CHP was contacted and found vehicle parked in a field with no driver in sight. There were no injuries. Reports were made and bus was drive-able to complete route. YARTS Staff pulled video for follow up.

Inspection request:

On a separate concern from Park concessions, a request was sent for VIA to inspect the YARTS buses to see if there was any damage that could have been caused by hitting a pole near the bus parking location at Half Dome in the park. All buses were inspected and no damage found to match the height of the pole in question. Results were forwarded to YARTS Staff and the concessionaire.

ROAD CALLS

There was one road call during the month of October 1-31, 2018.

10/16/18 Run 9 Delayed 1 ½ hours due to mechanical issue en route.

SERVICE DELAYS

There were four (4) service delays during the month of October 1-31. Total on time service for all corridors was 99.75%.

Hwy 140

10/15/18 Run 8 Delayed 1 hour en route.

10/16/18 Run 9 Delayed 1 ½ hours due to mechanical issue en route.

10/19/18 Run 11 Delayed 1 hour due to hit and run accident on Hwy 140.

10/19/18 Run 1 Delayed 30 minutes due to mechanical issue at run start. (1st mechanical)

MAMMOTH Hwy 120/395

Not Operating.

SONORA Hwy 120 West

Not Operating.

FRESNO Hwy 41

Not Operating.

MISSED RUNS

There were no missed YARTS runs during the period of October 1-31, 2018.

EXTRA RUNS

There were no extra runs during the month of October 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 twenty (20) 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 concerns that arose during the month of October 1-31, 2018 received by email or phone call. All operational issues are addressed and rectified so they can be avoided in the future. The complaint was as follows:

10/1/18 Staff answering YARTS lines received several calls from customers saying that Greyhound had sold them tickets with connections to Yosemite through Fresno location. Passengers were informed that the Hwy 41 schedule was no longer running and told they could use those tickets for Hwy 140 runs.

YARTS Staff contacted Greyhound to advise them of the issue and inform them that the Hwy 41 run was no longer operating, and would resume in the summer of 2019, at which time they could reinstitute distribution of YARTS connection tickets through Fresno.

10/3/18 **YARTS Staff was notified that** two passengers departed the YARTS bus after being turned around due to mudslides. The passengers exited the bus and climbed over the slide to exit the park. YARTS Staff contacted contractor and expressed concern that the driver had let the passengers disembark in unsafe conditions. YARTS Staff asked contractor to remind drivers to never let passengers disembark in unsafe locations, even if they insist. Contractor informed all drivers of this policy and reminded them that safety is always our number one concern in these situations.

KUDOS

Compliments and thanks were received from several passengers who lost valuable items, ranging from binoculars, prescription glasses, back packs, luggage, wallets, etc. Passengers appreciated the time taken to obtain information and return these items to them.

HIGHWAY 140 ROAD CLOSURE & OTHER DELAYS

Caltrans closed Hwy 140 from Bug Resort to Cedar Lodge during the first storm after the fires on October 3, 2018 due to safety concerns. Drivers were notified to operate on the following schedule:

Run 6- cancelled
Run 9- depart at 2:15pm
Run 10 depart at 3:00 pm
Run 11 depart at 3:30 pm
Run 12 depart at 4:05 pm

Because the road closed earlier than expected, Run 9 was turned around en route, and the schedule was aborted. All routes proceeded out of the park empty via Hwy 120 for safety reasons. Information was posted on YARTS website and social media pages, and alerts were sent out to users as well. The highway reopened and runs resumed normal schedules on October 4th.

YARTS Staff is prepared in the event of future road closures. A Winter Weather Travel Advisory has been written, and plans for notifications to passengers have been developed as well.

There were also various service delays throughout October due to tree removal work on Hwy 140.

SHORT RANGE TRANSIT PLAN (SRTP) MEETING

Short Range Transit Plan Joint meeting was held in Yosemite Valley on October 17th. A multitude of partners representing various interests in YARTS attended. The power point presentation from LSC Transportation Consultants was shared by YARTS staff with all attendees, and posted to the YARTS website as well.

FARE BOX REMOVAL

Fare boxes were removed from all YARTS buses in October. Fare boxes and all accessories to include test bench, probes, computer, and parts were returned to YARTS Staff. Plans for fare boxes that will better accommodate the YARTS system needs are pending.

YARTS TICKET BOOKS

New YARTS ticket books were issued to drivers to replace current destination passes. These tickets are designed only to be given to passengers who purchase their tickets on the bus as return for round trip purchases. They are not being used for pass holders, Amtrak passengers or online sales. Full service use of the uniform tickets began in October 10, 201 for Hwy 140, and will be implemented for all corridors by summer schedule 2019.

VIDEO ASSESSMENT

Cameras on YARTS owned buses were assessed by contractor for replacement. Contractor visited VIA yard and documented information needed for camera installment.

UNIFORM ADDITION

YARTS added new long-sleeve green and blue uniform shirts for drivers to wear during the winter season. Shirts were issued to all drivers and this uniform will be worn each year when the winter schedule starts, or weather conditions change from summer temperatures. YARTS Polo uniforms will continue to be allowed during the summer season.