



March 12, 2019

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

**RE: YARTS Monthly Report February 1-28, 2019**

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., dba VIA Trailways, please find the monthly summary of operating statistics for February 1-28, 2019.

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 2/1/2019 to 2/28/2019

A total of 4,131 passengers were carried on the HWY 140 system by VIA. Of these, 280 were Amtrak passengers utilizing the YARTS service.

**Ridership - All**

Date	NPS Employees	Paid Fare	Child Free	Amtrak Paid	Total
2/1/2019	4	62	3	18	87
2/2/2019	0	2	0	1	3
2/3/2019	1	56	1	6	64
2/4/2019	21	138	6	12	177
2/5/2019	0	13	0	1	14
2/6/2019	0	18	0	0	18
2/7/2019	6	163	0	23	192
2/8/2019	7	170	3	12	192
2/9/2019	2	225	10	5	242
2/10/2019	1	153	6	6	166
2/11/2019	7	204	2	14	227
2/12/2019	25	176	14	17	232
2/13/2019	0	3	0	1	4
2/14/2019	1	8	0	0	9
2/15/2019	2	134	15	10	161
2/16/2019	0	263	4	5	272
2/17/2019	5	274	10	11	300
2/18/2019	1	257	6	27	291
2/19/2019	30	149	13	30	222
2/20/2019	16	177	6	2	201
2/21/2019	28	110	12	13	163
2/22/2019	14	114	5	18	151
2/23/2019	0	127	4	15	146
2/24/2019	1	105	3	2	111
2/25/2019	24	57	7	3	91
2/26/2019	21	104	4	9	138
2/27/2019	16	96	5	9	126
2/28/2019	22	96	3	10	131
<b>Total</b>	255	3,454	142	280	4,131
	6.17%	83.61%	3.44%	6.78%	100.00%

**RIDERSHIP**

From 2/1/2019 to 2/28/2019

**Ridership - Excluding Amtrak**

<b>Date</b>	<b>NPS Employees</b>	<b>Paid Fare</b>	<b>Child Free</b>	<b>Total</b>
2/1/2019	4	62	3	69
2/2/2019	0	2	0	2
2/3/2019	1	56	1	58
2/4/2019	21	138	6	165
2/5/2019	0	13	0	13
2/6/2019	0	18	0	18
2/7/2019	6	163	0	169
2/8/2019	7	170	3	180
2/9/2019	2	225	10	237
2/10/2019	1	153	6	160
2/11/2019	7	204	2	213
2/12/2019	25	176	14	215
2/13/2019	0	3	0	3
2/14/2019	1	8	0	9
2/15/2019	2	134	15	151
2/16/2019	0	263	4	267
2/17/2019	5	274	10	289
2/18/2019	1	257	6	264
2/19/2019	30	149	13	192
2/20/2019	16	177	6	199
2/21/2019	28	110	12	150
2/22/2019	14	114	5	133
2/23/2019	0	127	4	131
2/24/2019	1	105	3	109
2/25/2019	24	57	7	88
2/26/2019	21	104	4	129
2/27/2019	16	96	5	117
2/28/2019	22	96	3	121
<b>Total</b>	255	3,454	142	3,851
	6.62%	89.69%	3.69%	100.00%

## Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Airport	22	0.53%
Amtrak	413	10.00%
Barium Mine Rd	21	0.51%
Bug Hostel	167	4.04%
Catheys Valley	37	0.90%
Cedar Lodge	128	3.10%
El Portal PO	62	1.50%
Half Dome Villag	87	2.11%
KOA	4	0.10%
Mall (PG&E)	1	0.02%
Mariposa Park &	594	14.38%
MidPines	71	1.72%
MPMidtown	267	6.46%
MPPO	44	1.07%
NPS Maintenance	51	1.23%
Roadside Rest	125	3.03%
Transpo	199	4.82%
Yosemite Valley L	627	15.18%
YosVCenter	964	23.34%
YV Lodge	247	5.98%
<b>Totals</b>	<b>4131</b>	<b>100.00%</b>

**LOAD FACTOR ANALYSIS : 2/1/2019 - 2/28/2019**

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 2/1/2019 through 2/28/2019. 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	784	152	19.39%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,127	393	34.87%	Inbound 5:45 AM Catheys Valley to Yosemite
2E	196	3	1.53%	Inbound 4:45 AM Merced to Midpines
2E YV	49	0	0.00%	Inbound 4:45 AM Merced to El Portal
3W	1,127	786	69.74%	Inbound Express 8:45 AM Merced to Yosemite
4XW	1,127	309	27.42%	Inbound 10:25 AM Merced to Yosemite
4E YV	49	1	2.04%	Inbound 10:20 AM Merced to El Portal
5W	1,127	196	17.39%	Inbound 12:25 PM Merced to Yosemite
6W	1,127	212	18.81%	Inbound 5:25 PM Merced to Yosemite
6E	196	9	4.59%	Inbound 4:30 PM Merced to Midpines
6E YV	49	6	12.24%	Inbound 4:30 PM Merced to El Portal
7W	980	69	7.04%	Outbound 5:54 AM Midpines to Merced
8W	1,127	345	30.61%	Outbound 8:32 AM Yosemite to Merced
8E	49	5	10.20%	Outbound 10:46 AM Midpines to Merced
9XW	1,127	666	59.09%	Outbound Express 3:40 PM Yosemite to Merced
9E YV	49	9	18.37%	Outbound 5:06 PM El Portal to Merced
10W	784	265	33.80%	Outbound 4:15 PM Yosemite to Merced
10E	196	5	2.55%	Outbound 5:30 PM Mariposa to Merced
11W	1,078	508	47.12%	Outbound 5:05 PM Yosemite to Merced
12W	1,127	192	17.04%	Outbound 5:20 PM Yosemite to Merced
<b>Total</b>	<b>13,475</b>	<b>4,131</b>	<b>30.66%</b>	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	735	152	20.68%	Inbound Express 5:00 AM Merced to Yosemite
2W	735	229	31.16%	Inbound 5:45 AM Catheys Valley to Yosemite
2E	147	3	2.04%	Inbound 4:45 AM Merced to Midpines
2E YV	49	0	0.00%	Inbound 4:45 AM Merced to El Portal
3W	735	413	56.19%	Inbound Express 8:45 AM Merced to Yosemite
4XW	735	182	24.76%	Inbound 10:25 AM Merced to Yosemite
4E YV	49	1	2.04%	Inbound 10:20 AM Merced to El Portal
5W	735	116	15.78%	Inbound 12:25 PM Merced to Yosemite
6W	735	156	21.22%	Inbound 5:25 PM Merced to Yosemite
6E	147	8	5.44%	Inbound 4:30 PM Merced to Midpines
6E YV	49	6	12.24%	Inbound 4:30 PM Merced to El Portal
7W	931	68	7.30%	Outbound 5:54 AM Midpines to Merced
8W	735	236	32.11%	Outbound 8:32 AM Yosemite to Merced
8E	49	5	10.20%	Outbound 10:46 AM Midpines to Merced
9XW	735	370	50.34%	Outbound Express 3:40 PM Yosemite to Merced
9E YV	49	9	18.37%	Outbound 5:06 PM El Portal to Merced
10W	735	260	35.37%	Outbound 4:15 PM Yosemite to Merced
10E	147	3	2.04%	Outbound 5:30 PM Mariposa to Merced
11W	686	260	37.90%	Outbound 5:05 PM Yosemite to Merced
12W	735	59	8.03%	Outbound 5:20 PM Yosemite to Merced
<b>Total</b>	<b>9,653</b>	<b>2,536</b>	<b>26.27%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	49	0	0.00%	Inbound Express 5:00 AM Merced to Yosemite
2W	392	127	32.40%	Inbound 5:45 AM Catheys Valley to Yosemite
2W	392	37	9.44%	Inbound 5:45 AM Catheys Valley to Yosemite
2E	49	0	0.00%	Inbound 4:45 AM Merced to Midpines
3W	392	51	13.01%	Inbound Express 8:45 AM Merced to Yosemite
3W	392	322	82.14%	Inbound Express 8:45 AM Merced to Yosemite
4XW	392	30	7.65%	Inbound 10:25 AM Merrced to Yosemite
4XW	392	97	24.74%	Inbound 10:25 AM Merrced to Yosemite
5W	392	14	3.57%	Inbound 12:25 PM Merced to Yosemite
5W	392	66	16.84%	Inbound 12:25 PM Merced to Yosemite
6W	392	9	2.30%	Inbound 5:25 PM Merced to Yosemite
6W	392	47	11.99%	Inbound 5:25 PM Merced to Yosemite
6E	49	1	2.04%	Inbound 4:30 PM Merced to Midpines
7W	49	1	2.04%	Outbound 5:54 AM Midpines to Merced
8W	392	85	21.68%	Outbound 8:32 AM Yosemite to Merced
8W	392	24	6.12%	Outbound 8:32 AM Yosemite to Merced
9XW	392	45	11.48%	Outbound Express 3:40 PM Yosemite to Merced
9XW	392	251	64.03%	Outbound Express 3:40 PM Yosemite to Merced
10W	49	5	10.20%	Outbound 4:15 PM Yosemite to Merced
10E	49	2	4.08%	Outbound 5:30 PM Mariposa to Merced
11W	392	52	13.27%	Outbound 5:05 PM Yosemite to Merced
11W	392	196	50.00%	Outbound 5:05 PM Yosemite to Merced
12W	392	23	5.87%	Outbound 5:20 PM Yosemite to Merced
12W	392	110	28.06%	Outbound 5:20 PM Yosemite to Merced
<b>Total</b>	<b>7,350</b>	<b>1,595</b>	<b>21.70%</b>	

## WITHOUT AMTRAK

### Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	784	152	19.39%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,127	393	34.87%	Inbound 5:45 AM Catheys Valley to Yosemite
2E	196	3	1.53%	Inbound 4:45 AM Merced to Midpines
2E YV	49	0	0.00%	Inbound 4:45 AM Merced to El Portal
3W	1,127	766	67.97%	Inbound Express 8:45 AM Merced to Yosemite
4XW	1,127	240	21.30%	Inbound 10:25 AM Merced to Yosemite
4E YV	49	1	2.04%	Inbound 10:20 AM Merced to El Portal
5W	1,127	148	13.13%	Inbound 12:25 PM Merced to Yosemite
6W	1,127	194	17.21%	Inbound 5:25 PM Merced to Yosemite
6E	196	7	3.57%	Inbound 4:30 PM Merced to Midpines
6E YV	49	6	12.24%	Inbound 4:30 PM Merced to El Portal
7W	980	58	5.92%	Outbound 5:54 AM Midpines to Merced
8W	1,127	288	25.55%	Outbound 8:32 AM Yosemite to Merced
8E	49	5	10.20%	Outbound 10:46 AM Midpines to Merced
9XW	1,127	656	58.21%	Outbound Express 3:40 PM Yosemite to Merced
9E YV	49	9	18.37%	Outbound 5:06 PM El Portal to Merced
10W	784	264	33.67%	Outbound 4:15 PM Yosemite to Merced
10E	196	5	2.55%	Outbound 5:30 PM Mariposa to Merced
11W	1,078	482	44.71%	Outbound 5:05 PM Yosemite to Merced
12W	1,127	174	15.44%	Outbound 5:20 PM Yosemite to Merced
<b>Total</b>	<b>13,475</b>	<b>3,851</b>	<b>28.58%</b>	



## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	735	152	20.68%	Inbound Express 5:00 AM Merced to Yosemite
2W	735	229	31.16%	Inbound 5:45 AM Catheys Valley to Yosemite
2E	147	3	2.04%	Inbound 4:45 AM Merced to Midpines
2E YV	49	0	0.00%	Inbound 4:45 AM Merced to El Portal
3W	735	405	55.10%	Inbound Express 8:45 AM Merced to Yosemite
4XW	735	127	17.28%	Inbound 10:25 AM Merced to Yosemite
4E YV	49	1	2.04%	Inbound 10:20 AM Merced to El Portal
5W	735	78	10.61%	Inbound 12:25 PM Merced to Yosemite
6W	735	141	19.18%	Inbound 5:25 PM Merced to Yosemite
6E	147	7	4.76%	Inbound 4:30 PM Merced to Midpines
6E YV	49	6	12.24%	Inbound 4:30 PM Merced to El Portal
7W	931	57	6.12%	Outbound 5:54 AM Midpines to Merced
8W	735	194	26.39%	Outbound 8:32 AM Yosemite to Merced
8E	49	5	10.20%	Outbound 10:46 AM Midpines to Merced
9XW	735	360	48.98%	Outbound Express 3:40 PM Yosemite to Merced
9E YV	49	9	18.37%	Outbound 5:06 PM El Portal to Merced
10W	735	259	35.24%	Outbound 4:15 PM Yosemite to Merced
10E	147	3	2.04%	Outbound 5:30 PM Mariposa to Merced
11W	686	250	36.44%	Outbound 5:05 PM Yosemite to Merced
12W	735	48	6.53%	Outbound 5:20 PM Yosemite to Merced
<b>Total</b>	<b>9,653</b>	<b>2,334</b>	<b>24.18%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	49	0	0.00%	Inbound Express 5:00 AM Merced to Yosemite
2W	392	127	32.40%	Inbound 5:45 AM Catheys Valley to Yosemite
2W	392	37	9.44%	Inbound 5:45 AM Catheys Valley to Yosemite
2E	49	0	0.00%	Inbound 4:45 AM Merced to Midpines
3W	392	51	13.01%	Inbound Express 8:45 AM Merced to Yosemite
3W	392	310	79.08%	Inbound Express 8:45 AM Merced to Yosemite
4XW	392	19	4.85%	Inbound 10:25 AM Merrced to Yosemite
4XW	392	94	23.98%	Inbound 10:25 AM Merrced to Yosemite
5W	392	12	3.06%	Inbound 12:25 PM Merced to Yosemite
5W	392	58	14.80%	Inbound 12:25 PM Merced to Yosemite
6W	392	9	2.30%	Inbound 5:25 PM Merced to Yosemite
6W	392	44	11.22%	Inbound 5:25 PM Merced to Yosemite
7W	49	1	2.04%	Outbound 5:54 AM Midpines to Merced
8W	392	74	18.88%	Outbound 8:32 AM Yosemite to Merced
8W	392	20	5.10%	Outbound 8:32 AM Yosemite to Merced
9XW	392	45	11.48%	Outbound Express 3:40 PM Yosemite to Merced
9XW	392	251	64.03%	Outbound Express 3:40 PM Yosemite to Merced
10W	49	5	10.20%	Outbound 4:15 PM Yosemite to Merced
10E	49	2	4.08%	Outbound 5:30 PM Mariposa to Merced
11W	392	45	11.48%	Outbound 5:05 PM Yosemite to Merced
11W	392	187	47.70%	Outbound 5:05 PM Yosemite to Merced
12W	392	20	5.10%	Outbound 5:20 PM Yosemite to Merced
12W	392	106	27.04%	Outbound 5:20 PM Yosemite to Merced
<b>Total</b>	<b>7,301</b>	<b>1,517</b>	<b>20.78%</b>	

## PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 2/1/2019 through 2/28/2019.

### Daily - All Routes

Run	NPS Emp's	Child Free	Paid Fare	Amtrak	Total
10E	0	0	5	0	5
10W	22	9	233	1	265
11W	13	17	452	26	508
12W	1	3	170	18	192
1XW	63	1	88	0	152
2E	0	0	3	0	3
2E YV	0	0	0	0	0
2W	61	9	323	0	393
3W	3	36	727	20	786
4E YV	0	0	1	0	1
4XW	0	19	221	69	309
5W	3	4	141	48	196
6E	1	0	6	2	9
6E YV	0	0	6	0	6
6W	14	5	175	18	212
7W	3	2	53	11	69
8E	0	0	5	0	5
8W	7	8	273	57	345
9E YV	0	0	9	0	9
9XW	64	29	563	10	666
	255	142	3,454	280	4,131
	6.17%	3.44%	83.61%	6.78%	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>
10E	0	3	0	0	3
10W	21	229	9	1	260
11W	13	224	13	10	260
12W	1	45	2	11	59
1XW	63	88	1	0	152
2E	0	3	0	0	3
2E YV	0	0	0	0	0
2W	53	172	4	0	229
3W	3	382	20	8	413
4E YV	0	1	0	0	1
4XW	0	116	11	55	182
5W	3	72	3	38	116
6E	1	6	0	1	8
6E YV	0	6	0	0	6
6W	14	125	2	15	156
7W	3	52	2	11	68
8E	0	5	0	0	5
8W	5	183	6	42	236
9E YV	0	9	0	0	9
9XW	64	271	25	10	370
	244	1,992	98	202	2,536
	9.62%	78.55%	3.86%	7.97%	100.00%

**Weekends/Holidays**

<b>Run</b>	<b>NPS</b>	<b>Paid Fare</b>	<b>Child Free</b>	<b>Amtrak</b>	<b>Total</b>
10E	0	2	0	0	2
10W	1	4	0	0	5
11W	0	228	4	16	248
12W	0	125	1	7	133
1XW	0	0	0	0	0
2E	0	0	0	0	0
2W	8	151	5	0	164
3W	0	345	16	12	373
4XW	0	105	8	14	127
5W	0	69	1	10	80
6E	0	0	0	1	1
6W	0	50	3	3	56
7W	0	1	0	0	1
8W	2	90	2	15	109
9XW	0	292	4	0	296
	11	1,462	44	78	1,595
	0.69%	91.66%	2.76%	4.89%	100.00%

## PASSENGER FARES BY TYPE EXCLUDING AMTRAK

### Daily - All Routes

Run	NPS Emp's	Paid Fare	Child Free	Total
10E	0	5	0	5
10W	22	233	9	264
11W	13	452	17	482
12W	1	170	3	174
1XW	63	88	1	152
2E	0	3	0	3
2E YV	0	0	0	0
2W	61	323	9	393
3W	3	727	36	766
4E YV	0	1	0	1
4XW	0	221	19	240
5W	3	141	4	148
6E	1	6	0	7
6E YV	0	6	0	6
6W	14	175	5	194
7W	3	53	2	58
8E	0	5	0	5
8W	7	273	8	288
9E YV	0	9	0	9
9XW	64	563	29	656
	255	3,454	142	3,851
	6.62%	89.69%	3.69%	100.00%

**Weekdays**

<b>Run</b>	<b>NPS Emp's</b>	<b>Paid Fare</b>	<b>Child Free</b>	<b>Total</b>
10E	0	3	0	3
10W	21	229	9	259
11W	13	224	13	250
12W	1	45	2	48
1XW	63	88	1	152
2E	0	3	0	3
2E YV	0	0	0	0
2W	53	172	4	229
3W	3	382	20	405
4E YV	0	1	0	1
4XW	0	116	11	127
5W	3	72	3	78
6E	1	6	0	7
6E YV	0	6	0	6
6W	14	125	2	141
7W	3	52	2	57
8E	0	5	0	5
8W	5	183	6	194
9E YV	0	9	0	9
9XW	64	271	25	360
	244	1,992	98	2,334
	10.45%	85.35%	4.20%	100.00%

**Weekends/Holidays**

<b>Run</b>	<b>NPS</b>	<b>Adult</b>	<b>Child Free</b>	<b>Total</b>
10E	0	2	0	2
10W	1	4	0	5
11W	0	228	4	232
12W	0	125	1	126
1XW	0	0	0	0
2E	0	0	0	0
2W	8	151	5	164
3W	0	345	16	361
4XW	0	105	8	113
5W	0	69	1	70
6E	0	0	0	0
6W	0	50	3	53
7W	0	1	0	1
8W	2	90	2	94
9XW	0	292	4	296
	11	1,462	44	1,517
	0.73%	96.37%	2.90%	100.00%



**OPERATING STATISTICS**

**REVENUE MILES 2/1/2019 - 2/28/2019**

From 2/1/2019 through 2/28/2019 VIA HWY 140 operated a total of 22,243 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekdays</b>					
	Catheys Valley	2W	15	69	1,035
	El Portal	9E YV	1	67	67
	Mariposa	10E	3	51	153
	Merced	1XW	15	87	1,305
	Merced	2E	3	51	153
	Merced	2E YV	1	67	67
	Merced	3W	15	87	1,305
	Merced	4E YV	1	67	67
	Merced	4XW	15	87	1,305
	Merced	5W	15	87	1,305
	Merced	6E	3	51	153
	Merced	6E YV	1	67	67
	Merced	6W	15	87	1,305
	Midpines	7W	19	51	969
	Midpines	8E	1	51	51
	Yosemite	10W	15	87	1,305

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
	Yosemite	11W	14	87	1,218
	Yosemite	12W	15	87	1,305
	Yosemite	8W	15	87	1,305
	Yosemite	9XW	15	87	1,305
<b>Total Mileage</b>					<b>15,745</b>

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Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekends</b>					
	Catheys Valley	2W	7	69	483
	Mariposa	10E	1	51	51
	Merced	2E	1	51	51
	Merced	3W	7	87	609
	Merced	4XW	7	87	609
	Merced	5W	7	87	609
	Merced	6E	1	51	51
	Merced	6W	7	87	609
	Yosemite	11W	7	87	609
	Yosemite	12W	7	87	609
	Yosemite	8W	7	87	609
	Yosemite	9XW	7	87	609
<b>Total Mileage</b>					<b>5,508</b>

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Holidays</b>					
	Catheys Valley	2W	1	69	69
	Merced	1XW	1	87	87
	Merced	3W	1	87	87
	Merced	4XW	1	87	87
	Merced	5W	1	87	87
	Merced	6W	1	87	87
	Midpines	7W	1	51	51
	Yosemite	10W	1	87	87
	Yosemite	11W	1	87	87
	Yosemite	12W	1	87	87
	Yosemite	8W	1	87	87
	Yosemite	9XW	1	87	87
<b>Total Mileage</b>					<b>990</b>
<b>Grand Total</b>					<b>22,243</b>
<b>YARTS Total</b>					<b>22,243</b>

**REVENUE HOURS**

From 2/1/2019 through 2/28/2019 VIA HWY 140 provided a total of 773.00 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekdays</b>					
	Catheys Valley	2W	15	2.10	31.50
	El Portal	9E YV	1	2.20	2.20
	Mariposa	10E	3	1.50	4.50
	Merced	1XW	15	2.50	37.50
	Merced	2E	3	1.50	4.50
	Merced	2E YV	1	2.20	2.20
	Merced	3W	15	3.20	48.00
	Merced	4E YV	1	3.00	3.00
	Merced	4XW	15	3.30	49.50
	Merced	5W	15	3.20	48.00
	Merced	6E	3	2.50	7.50
	Merced	6E YV	1	2.20	2.20
	Merced	6W	15	3.20	48.00
	Midpines	7W	19	1.80	34.20
	Midpines	8E	1	1.70	1.70
	Yosemite	10W	15	3.00	45.00
	Yosemite	11W	14	3.00	42.00

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
	Yosemite	12W	15	3.00	45.00
	Yosemite	8W	15	3.00	45.00
	Yosemite	9XW	15	2.90	43.50
<b>Total Hours</b>					<b>545.00</b>

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Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekends</b>					
	Catheys Valley	2W	7	2.10	14.70
	Mariposa	10E	1	1.50	1.50
	Merced	2E	1	1.50	1.50
	Merced	3W	7	3.20	22.40
	Merced	4XW	7	3.30	23.10
	Merced	5W	7	3.20	22.40
	Merced	6E	1	2.50	2.50
	Merced	6W	7	3.20	22.40
	Yosemite	11W	7	3.00	21.00
	Yosemite	12W	7	3.00	21.00
	Yosemite	8W	7	3.00	21.00
	Yosemite	9XW	7	2.90	20.30
<b>Total Hours</b>					<b>193.80</b>

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Holidays</b>					
	Catheys Valley	2W	1	2.10	2.10
	Merced	1XW	1	2.50	2.50
	Merced	3W	1	3.20	3.20
	Merced	4XW	1	3.30	3.30
	Merced	5W	1	3.20	3.20
	Merced	6W	1	3.20	3.20
	Midpines	7W	1	1.80	1.80
	Yosemite	10W	1	3.00	3.00
	Yosemite	11W	1	3.00	3.00
	Yosemite	12W	1	3.00	3.00
	Yosemite	8W	1	3.00	3.00
	Yosemite	9XW	1	2.90	2.90
<b>Total Hours</b>					<b>34.20</b>
<b>Grand Total</b>					<b>773.00</b>
<b>YARTS Total</b>					<b>773.00</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 were zero (0) YARTS accidents during the month of February 1-28, 2019.

There was one (1) YARTS incident on February 4<sup>th</sup>, in which Run 11 got stuck in ice and snow as leaving the Yosemite Valley Lodge stop to exit onto Northside Drive. Due to safety reasons because of inclement weather, tow trucks were unable to access the Park to release the vehicle until two days later. The driver put out safety cones around the bus, and the Park rangers were informed of the incident so they could patrol the area.

Aramark contacted YARTS Staff and advised them that they were aware of the situation and provided complimentary lodging and support for the stranded driver. Staff and the contractor were very appreciative of the very kind gesture.

## **ROAD CALLS**

There were two (2) road calls during the month of February 1-28, 2019.

2/6/19	Run 11	Delayed due to weather on 2/4/19. Bus released from snow; able to depart the park on 2/6/19.
2/21/19	Run 11	Cancelled due to mechanical issue. Riders referred to Run 12.

## **SERVICE DELAYS**

There were three (3) service delays during the month of February 1-28, 2019. Total on time service for all corridors was 100%, calculated in accordance with contract standards. (Late runs are those that arrive at the first pick up location more than 10 minutes past the designated start time at the beginning of any given YARTS run due to contractor error.)

### **Hwy 140**

2/6/19	Run 11	Delayed due to weather on 2/4/19. Bus released from snow; able to depart the park on 2/6/19.
2/7/10	Run 3	Delayed 40 minutes at start of run due to mechanical. (1 <sup>st</sup> mechanical).
2/21/19	Run 11	Cancelled due to mechanical issue at start of run. Riders referred to Run 12. (2 <sup>nd</sup> mechanical).

### **MAMMOTH Hwy 120/395**

Not Operating.

### **SONORA Hwy 120 West**

Not Operating.

### **FRESNO Hwy 41**

Not Operating.

## **MISSED RUNS**

There were zero (0) missed YARTS runs during the period of February 1-28, 2019.

## **EXTRA RUNS**

There were no extra runs during the month of February 1-28, 2019.

## **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 five (5) customer concerns that arose during the month of February 1-28, 2019 received by email or phone call. All operational issues are addressed and rectified so they can be avoided in the future. The complaints were as follows:

2-7-19 Customer was upset because he bought a ticket from Greyhound for Hwy 41 Oakhurst stop during Thanksgiving, then later found out after waiting on the bus, that there was no service on this corridor during the winter. The customer wanted YARTS to reimburse their expenses.

YARTS Staff informed the customer that YARTS does not reimburse travel expenses as stated on the website. The guest was referred back to Greyhound, and YARTS Staff contacted Greyhound to advise them of this issue and remind them to remove the service from their inventory until it restarts in the Summer.

2-7-19 Regular rider said the YARTS driver would not make change for their fare, and the driver said he didn't do credit cards, so they had to forfeit their change. YARTS Staff advised rider that the "exact change" policy has been in effect for over a year, and that no drivers should be making change on any runs, no exceptions. Advised rider that YARTS had recently switched over to new devices, so there may have been a problem with the equipment that the driver was using, making him unable to process credit cards at the time.

YARTS Staff informed contractor of the issue, and the Operations manager followed up with all drivers, reiterating that effective immediately they were to follow the "exact change" policy with no exceptions, and if unable to process credit cards, to inform passengers of that problem and politely ask for cash payment.

2-13-19 Regular rider emailed and said that the Run 7 bus had passed them without stopping at the Catheys Valley stop. The rider had called the after-hours line manned by the contractor at the time of the occurrence. Contractor informed the rider that YARTS was running the emergency schedule, and the bus they saw was Run 2 deadheading back at the completion of their run. Drivers were informed to turn on their "not in service" signs so riders do not get confused about the runs that are operating. The rider did not realize there was an emergency schedule in operation, and was referred to the website for more information.

2-17-19 Caller said they were on Run 3, and they thought the driver forgot to engage the emergency brake while out chaining, so one of the passengers went up and put their foot on the bus brake. They were also concerned that the driver had all the passengers disembark the bus while he chained. The customer was concerned about the safety in this situation.

Contractor immediately followed up on this incident and found that the parking brake had been properly engaged. As chaining the driver felt the very slight movement of the bus, so he lodged a chain behind

the tires to ensure the bus would stay in place and not slide while chaining. The movement the passengers felt was slight, however their perception was understandable, as any unexpected movement in a large vehicle can be alarming under these circumstances.

The driver felt the panic from the passengers, so went on board to check that he had secured the brake, which he had. He then decided to disembark passengers, to allay any further fear and make them more comfortable about their safety while he completed chaining. Operations Manager also followed up further with this driver to ensure driver was following proper safety protocol. Seems the driver followed appropriate procedures. YARTS Staff assured the customer that this matter had been looked into and appropriate action taken.

2-19-19 A customer emailed and said that he had called into the YARTS line and received no answer and was not allowed to leave a message. He thought this was poor customer service.

Some test call ins were conducted by the YARTS and the Contractor, and the correct office messages were found to be operating properly as follows:

During office hours: “Thank you for calling YARTS. We are currently assisting other customers. For detailed schedule information visit [yarts.com](http://yarts.com). That’s [y-a-r-t-s.com](http://y-a-r-t-s.com). Or call back during regular business hours: Monday to Friday 8am to 5pm Pacific time.”

On weekends and holidays, the same message functions with “The office is currently closed” instead of “We are currently assisting other customers.”

That day of the complaint, the line was so busy at times, that all calls could not be fielded. Two calls are answered by the contractor team, while anything greater than two calls goes to the voice message. YARTS purposely does not allow callers to leave messages, since it would be too time consuming to try to return all of the after-hours calls. Phone lines are monitored during normal office hours only per the YARTS contract. All messages direct customers to the YARTS website for more info.

### **HIGHWAY 140 ROAD CLOSURE**

There were several delays due to weather, icy and snowy road conditions, mud slides, and rock and tree fall, including the temporary closure of the Arch Rock entrance on February 3<sup>rd</sup>.

Caltrans closed Hwy 140 several times during the month of February due to inclement weather. The highway was closed from Midpines to Cedar Lodge during storms due to safety concerns of flooding, mud and rock slides, and other road obstructions. The Emergency Schedule 1 in the “YARTS Operations Plan for Emergencies and Other Critical Events” was implemented on February 2<sup>nd</sup>, 5<sup>th</sup>, 6<sup>th</sup>, 13<sup>th</sup> and 14<sup>th</sup>. Additionally, on February 6<sup>th</sup>, Run 9 was added and all runs went as far as El Portal.

Stop locations, hotels and other partners were contacted and informed of the schedule change each time. The schedule was also posted on Face Book and the YARTS website. Passengers with reservations were contacted and advised as well, and given the option of rescheduling or receiving a refund.

As Hwy 140 reopened, YARTS resumed normal schedule the following day. However, during one of the storms Half Dome structures were damaged, and the Half Dome YARTS stop was closed. Therefore, YARTS has discontinued stopping at Half Dome until the stop reopens. YARTS also had to discontinue use of the Yosemite Valley Lodge stop for several days in February due to ice and snow

accumulating in the area exiting the stop and causing slippage or buses getting stuck. Yosemite staff did their best to clear the hazards in that area, however, due to constant storms throughout the month, the buses could only periodically access this stop. The Visitor Center was the only consistent serviceable stop in the Park on many occasions throughout the month. Stop changes were posted on the website and Face Book page and sent through the alert system as well.

YARTS Staff is prepared with emergency schedules in the event of future road closures. The YARTS Operations Plan for Emergencies and Other Critical Events has been distributed to all partners, hoteliers and stake holders. This plan has designated schedules for specific closure points along all highways for all YARTS corridors. In addition, a list of contact numbers has also been established for YARTS Staff and Contractor use to contact partners to inform them of unexpected closures.