



April 10, 2019

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

RE: YARTS Monthly Report March 1-31, 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. attached please find the revised monthly summary of operating statistics for March 1-31, 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 3/1/2019 to 3/31/2019

A total of 4,526 passengers were carried on the HWY 140 system by VIA. Of these, 467 were Amtrak passengers utilizing the YARTS service.

Ridership - All

Date	NPS Employees	Paid Fare	Child Free	Amtrak Paid	Total
3/1/2019	3	121	12	9	145
3/2/2019	0	93	3	14	110
3/3/2019	1	89	0	8	98
3/4/2019	16	116	2	23	157
3/5/2019	18	101	0	12	131
3/6/2019	6	66	2	9	83
3/7/2019	10	98	4	7	119
3/8/2019	5	106	2	13	126
3/9/2019	1	125	7	5	138
3/10/2019	1	107	0	5	113
3/11/2019	15	126	6	13	160
3/12/2019	15	127	4	21	167
3/13/2019	19	109	3	17	148
3/14/2019	11	139	0	16	166
3/15/2019	1	90	1	17	109
3/16/2019	0	135	1	18	154
3/17/2019	2	144	3	31	180
3/18/2019	17	136	5	18	176
3/19/2019	10	106	2	23	141
3/20/2019	10	122	4	19	155
3/21/2019	11	110	0	9	130
3/22/2019	3	116	5	17	141
3/23/2019	0	138	2	16	156
3/24/2019	2	168	5	7	182
3/25/2019	29	114	3	19	165
3/26/2019	12	164	5	11	192
3/27/2019	26	94	3	20	143
3/28/2019	9	148	6	22	185
3/29/2019	2	148	1	19	170
3/30/2019	0	144	0	15	159
3/31/2019	2	109	2	14	127
Total	257 5.68%	3,709 81.95%	93 2.05%	467 10.32%	4,526 100.00%

RIDERSHIP

From 3/1/2019 to 3/31/2019

Ridership - Excluding Amtrak

Date	NPS Employees	Paid Fare	Child Free	Total
3/1/2019	3	121	12	136
3/2/2019	0	93	3	96
3/3/2019	1	89	0	90
3/4/2019	16	116	2	134
3/5/2019	18	101	0	119
3/6/2019	6	66	2	74
3/7/2019	10	98	4	112
3/8/2019	5	106	2	113
3/9/2019	1	125	7	133
3/10/2019	1	107	0	108
3/11/2019	15	126	6	147
3/12/2019	15	127	4	146
3/13/2019	19	109	3	131
3/14/2019	11	139	0	150
3/15/2019	1	90	1	92
3/16/2019	0	135	1	136
3/17/2019	2	144	3	149
3/18/2019	17	136	5	158
3/19/2019	10	106	2	118
3/20/2019	10	122	4	136
3/21/2019	11	110	0	121
3/22/2019	3	116	5	124
3/23/2019	0	138	2	140
3/24/2019	2	168	5	175
3/25/2019	29	114	3	146
3/26/2019	12	164	5	181
3/27/2019	26	94	3	123
3/28/2019	9	148	6	163
3/29/2019	2	148	1	151
3/30/2019	0	144	0	144
3/31/2019	2	109	2	113
Total	257	3,709	93	4,059
	6.33%	91.38%	2.29%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Airport	15	0.33%
Amtrak	730	16.13%
Barium Mine Rd	11	0.24%
Bug Hostel	301	6.65%
Catheys Valley	38	0.84%
Cedar Lodge	197	4.35%
El Portal PO	42	0.93%
Half Dome Villag	35	0.77%
Mariposa Park &	493	10.89%
MidPines	106	2.34%
MPMidtown	233	5.15%
MPPO	50	1.10%
NPS Maintenance	77	1.70%
Roadside Rest	143	3.16%
Transpo	203	4.49%
Yosemite Valley L	500	11.05%
YosVCenter	1105	24.41%
YV Lodge	247	5.46%
Totals	4526	100.00%

LOAD FACTOR ANALYSIS : 3/1/2019 - 3/31/2019

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 3/1/2019 through 3/31/2019. 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	1,029	139	13.51%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,519	537	35.35%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	1,519	787	51.81%	Inbound Express 8:45 AM Merced to Yosemite
4XW	1,470	315	21.43%	Inbound 10:25 AM Merced to Yosemite
4E	49	8	16.33%	Inbound 10:20 AM Merced to Midpines
5W	1,470	246	16.73%	Inbound 12:25 PM Merced to Yosemite
6W	1,421	299	21.04%	Inbound 5:25 PM Merced to Yosemite
6E	98	10	10.20%	Inbound 4:30 PM Merced to Midpines
7W	1,029	75	7.29%	Outbound 5:54 AM Midpines to Merced
8W	1,519	492	32.39%	Outbound 8:32 AM Yosemite to Merced
9XW	1,470	368	25.03%	Outbound Express 3:40 PM Yosemite to Merced
10W	980	362	36.94%	Outbound 4:15 PM Yosemite to Merced
11W	1,470	730	49.66%	Outbound 5:05 PM Yosemite to Merced
12W	1,470	158	10.75%	Outbound 5:20 PM Yosemite to Merced
Total	16,513	4,526	27.41%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	1,029	139	13.51%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,029	339	32.94%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	1,029	508	49.37%	Inbound Express 8:45 AM Merced to Yosemite
4XW	980	197	20.10%	Inbound 10:25 AM Merrced to Yosemite
4E	49	8	16.33%	Inbound 10:20 AM Merced to Midpines
5W	980	169	17.24%	Inbound 12:25 PM Merced to Yosemite
6W	931	211	22.66%	Inbound 5:25 PM Merced to Yosemite
6E	98	10	10.20%	Inbound 4:30 PM Merced to Midpines
7W	1,029	75	7.29%	Outbound 5:54 AM Midpines to Merced
8W	1,029	381	37.03%	Outbound 8:32 AM Yosemite to Merced
9XW	980	250	25.51%	Outbound Express 3:40 PM Yosemite to Merced
10W	980	362	36.94%	Outbound 4:15 PM Yosemite to Merced
11W	980	387	39.49%	Outbound 5:05 PM Yosemite to Merced
12W	980	73	7.45%	Outbound 5:20 PM Yosemite to Merced
Total	12,103	3,109	25.69%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
2W	490	198	40.41%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	490	279	56.94%	Inbound Express 8:45 AM Merced to Yosemite
4XW	490	118	24.08%	Inbound 10:25 AM Merrced to Yosemite
5W	490	77	15.71%	Inbound 12:25 PM Merced to Yosemite
6W	490	88	17.96%	Inbound 5:25 PM Merced to Yosemite
8W	490	111	22.65%	Outbound 8:32 AM Yosemite to Merced
9XW	490	118	24.08%	Outbound Express 3:40 PM Yosemite to Merced
11W	490	343	70.00%	Outbound 5:05 PM Yosemite to Merced
12W	490	85	17.35%	Outbound 5:20 PM Yosemite to Merced
Total	4,410	1,417	32.13%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	1,029	139	13.51%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,519	536	35.29%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	1,519	723	47.60%	Inbound Express 8:45 AM Merced to Yosemite
4XW	1,470	236	16.05%	Inbound 10:25 AM Merrced to Yosemite
4E	49	6	12.24%	Inbound 10:20 AM Merced to Midpines
5W	1,470	172	11.70%	Inbound 12:25 PM Merced to Yosemite
6W	1,421	259	18.23%	Inbound 5:25 PM Merced to Yosemite
6E	98	6	6.12%	Inbound 4:30 PM Merced to Midpines
7W	1,029	63	6.12%	Outbound 5:54 AM Midpines to Merced
8W	1,519	385	25.35%	Outbound 8:32 AM Yosemite to Merced
9XW	1,470	361	24.56%	Outbound Express 3:40 PM Yosemite to Merced
10W	980	354	36.12%	Outbound 4:15 PM Yosemite to Merced
11W	1,470	670	45.58%	Outbound 5:05 PM Yosemite to Merced
12W	1,470	149	10.14%	Outbound 5:20 PM Yosemite to Merced
Total	16,513	4,059	24.58%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	1,029	139	13.51%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,029	338	32.85%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	1,029	464	45.09%	Inbound Express 8:45 AM Merced to Yosemite
4XW	980	146	14.90%	Inbound 10:25 AM Merrced to Yosemite
4E	49	6	12.24%	Inbound 10:20 AM Merced to Midpines
5W	980	117	11.94%	Inbound 12:25 PM Merced to Yosemite
6W	931	177	19.01%	Inbound 5:25 PM Merced to Yosemite
6E	98	6	6.12%	Inbound 4:30 PM Merced to Midpines
7W	1,029	63	6.12%	Outbound 5:54 AM Midpines to Merced
8W	1,029	300	29.15%	Outbound 8:32 AM Yosemite to Merced
9XW	980	246	25.10%	Outbound Express 3:40 PM Yosemite to Merced
10W	980	354	36.12%	Outbound 4:15 PM Yosemite to Merced
11W	980	351	35.82%	Outbound 5:05 PM Yosemite to Merced
12W	980	68	6.94%	Outbound 5:20 PM Yosemite to Merced
Total	12,103	2,775	22.93%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
2W	490	198	40.41%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	490	259	52.86%	Inbound Express 8:45 AM Merced to Yosemite
4XW	490	90	18.37%	Inbound 10:25 AM Merced to Yosemite
5W	490	55	11.22%	Inbound 12:25 PM Merced to Yosemite
6W	490	82	16.73%	Inbound 5:25 PM Merced to Yosemite
8W	490	85	17.35%	Outbound 8:32 AM Yosemite to Merced
9XW	490	115	23.47%	Outbound Express 3:40 PM Yosemite to Merced
11W	490	319	65.10%	Outbound 5:05 PM Yosemite to Merced
12W	490	81	16.53%	Outbound 5:20 PM Yosemite to Merced
Total	4,410	1,284	29.12%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 3/1/2019 through 3/31/2019.

Daily - All Routes

Run	NPS Emp's	Child Free	Paid Fare	Amtrak	Total
10W	44	11	299	8	362
11W	25	14	631	60	730
12W	3	2	144	9	158
1XW	65	1	73	0	139
2W	43	24	469	1	537
3W	5	24	694	64	787
4E	0	0	6	2	8
4XW	2	6	228	79	315
5W	1	2	169	74	246
6E	0	0	6	4	10
6W	4	0	255	40	299
7W	3	1	59	12	75
8W	3	1	381	107	492
9XW	59	7	295	7	368
	257	93	3,709	467	4,526
	5.68%	2.05%	81.95%	10.32%	100.00%

Weekdays

Run	NPS Emp's	Paid Fare	Child Free	Amtrak	Total
10W	44	299	11	8	362
11W	25	317	9	36	387
12W	2	66	0	5	73
1XW	65	73	1	0	139
2W	39	283	16	1	339
3W	1	445	18	44	508
4E	0	6	0	2	8
4XW	2	140	4	51	197
5W	1	114	2	52	169
6E	0	6	0	4	10
6W	4	173	0	34	211
7W	3	59	1	12	75
8W	3	296	1	81	381
9XW	59	180	7	4	250
	248	2,457	70	334	3,109
	7.98%	79.03%	2.25%	10.74%	100.00%

Weekends/Holidays

Run	NPS	Paid Fare	Child Free	Amtrak	Total
11W	0	314	5	24	343
12W	1	78	2	4	85
2W	4	186	8	0	198
3W	4	249	6	20	279
4XW	0	88	2	28	118
5W	0	55	0	22	77
6W	0	82	0	6	88
8W	0	85	0	26	111
9XW	0	115	0	3	118
	9	1,252	23	133	1,417
	0.64%	88.36%	1.62%	9.39%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	NPS Emp's	Paid Fare	Child Free	Total
10W	44	299	11	354
11W	25	631	14	670
12W	3	144	2	149
1XW	65	73	1	139
2W	43	469	24	536
3W	5	694	24	723
4E	0	6	0	6
4XW	2	228	6	236
5W	1	169	2	172
6E	0	6	0	6
6W	4	255	0	259
7W	3	59	1	63
8W	3	381	1	385
9XW	59	295	7	361
	257	3,709	93	4,059
	6.33%	91.38%	2.29%	100.00%

Weekdays

Run	NPS Emp's	Paid Fare	Child Free	Total
10W	44	299	11	354
11W	25	317	9	351
12W	2	66	0	68
1XW	65	73	1	139
2W	39	283	16	338
3W	1	445	18	464
4E	0	6	0	6
4XW	2	140	4	146
5W	1	114	2	117
6E	0	6	0	6
6W	4	173	0	177
7W	3	59	1	63
8W	3	296	1	300
9XW	59	180	7	246
	248	2,457	70	2,775
	8.94%	88.54%	2.52%	100.00%

Weekends/Holidays

Run	NPS	Adult	Child Free	Total
11W	0	314	5	319
12W	1	78	2	81
2W	4	186	8	198
3W	4	249	6	259
4XW	0	88	2	90
5W	0	55	0	55
6W	0	82	0	82
8W	0	85	0	85
9XW	0	115	0	115
	9	1,252	23	1,284
	0.70%	97.51%	1.79%	100.00%

OPERATING STATISTICS

REVENUE MILES 3/1/2019 - 3/31/2019

From 3/1/2019 through 3/31/2019 VIA HWY 140 operated a total of 27,897 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Catheys Valley	2W	21	69	1,449
	Merced	1XW	21	87	1,827
	Merced	3W	21	87	1,827
	Merced	4E	1	51	51
	Merced	4XW	20	87	1,740
	Merced	5W	20	87	1,740
	Merced	6E	2	51	102
	Merced	6W	19	87	1,653
	Midpines	7W	21	51	1,071
	Yosemite	10W	20	87	1,740
	Yosemite	11W	20	87	1,740
	Yosemite	12W	20	87	1,740
	Yosemite	8W	21	87	1,827
	Yosemite	9XW	20	87	1,740
Total Mileage					20,247

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Catheys Valley	2W	10	69	690
	Merced	3W	10	87	870
	Merced	4XW	10	87	870
	Merced	5W	10	87	870
	Merced	6W	10	87	870
	Yosemite	11W	10	87	870
	Yosemite	12W	10	87	870
	Yosemite	8W	10	87	870
	Yosemite	9XW	10	87	870
Total Mileage					7,650
Grand Total					27,897
YARTS Total					27,897

REVENUE HOURS

From 3/1/2019 through 3/31/2019 VIA HWY 140 provided a total of 969.10 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Catheys Valley	2W	21	2.10	44.10
	Merced	1XW	21	2.50	52.50
	Merced	3W	21	3.20	67.20
	Merced	4E	1	1.70	1.70
	Merced	4XW	20	3.30	66.00
	Merced	5W	20	3.20	64.00
	Merced	6E	2	2.50	5.00
	Merced	6W	19	3.20	60.80
	Midpines	7W	21	1.80	37.80
	Yosemite	10W	20	3.00	60.00
	Yosemite	11W	20	3.00	60.00
	Yosemite	12W	20	3.00	60.00
	Yosemite	8W	21	3.00	63.00
	Yosemite	9XW	20	2.90	58.00
Total Hours					700.10

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Catheys Valley	2W	10	2.10	21.00
	Merced	3W	10	3.20	32.00
	Merced	4XW	10	3.30	33.00
	Merced	5W	10	3.20	32.00
	Merced	6W	10	3.20	32.00
	Yosemite	11W	10	3.00	30.00
	Yosemite	12W	10	3.00	30.00
	Yosemite	8W	10	3.00	30.00
	Yosemite	9XW	10	2.90	29.00
Total Hours					269.00
Grand Total					969.10
YARTS Total					969.10

Wheelchair Usage

Run Date	Route	Total
	Grand Total	0

Passengers Left

Run Date	Route	Total
	Grand Total	0

ACCIDENTS/INCIDENTS

There was one (1) non-injury YARTS accident during the month of March 1-31, 2019.

3/25/19 Driver hit rear end of a rental RV that was partially pulled off the road at a narrow curve on Hwy 140. No injuries occurred and damage was minimal.

ROAD CALLS

There was one (1) road call during the month of March 1-31, 2019.

3/25/19 Run 4 Delayed 1 hour due to mechanical issue en route.

SERVICE DELAYS

There was one (1) service delay during the month of March 1-31, 2019. Total on time service for all corridors was 100% based on YARTS contract criteria.

Hwy 140

3/25/19 Run 4 Delayed 1 hour due to mechanical issue en route.

MAMMOTH Hwy 120/395

Not Operating.

SONORA Hwy 120 West

Not Operating.

FRESNO Hwy 41

Not Operating.

MISSED RUNS

There zero (0) missed runs during the month of March 1-31, 2019.

EXTRA RUNS

There were no extra runs during the month of March 1-31, 2019.

MAINTENANCE

YARTS owned and 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 four (4) customer concerns that arose during the month of March 1-31, 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:

3/4/19 Customer emailed YARTS staff with a concern that they felt that a YARTS bus took the curve too fast at the entrance gate area and almost hit them coming into their lane around a curve. YARTS Staff expressed to this motorist that YARTS takes passenger safety very seriously and asked the

person to contact them directly to further discuss the matter. The individual did not respond or make any further contact with YARTS staff, so the specific run was not identified, and the specific driver was not able to be addressed due to lack of follow up information.

3/9/19 A motorist called in and claimed that the YARTS bus was tailgating them from Mariposa to Planada, and gave a specific time frame reference to YARTS Staff. The video was pulled and all of the time frame noted was reviewed. The video clearly showed the driver at safe following distances. The tail lights of the vehicle were even further away from the bus than the suggested following distances for large vehicles. Even when the car turned off in Planada, the YARTS bus slowed down in advance and did not pass the turn off until a few seconds later, leaving ample space and safety cushion between vehicles.

Sometimes cars will perceive big vehicles to be closer than they really are simply because of their size and the headlights reflecting higher into their vehicle. Thankfully, the YARTS driver seemed to be driving safely, with good following distance between them and the car ahead of them.

3/21/19 A customer contacted YARTS Staff with concerns about inconsistent fares and the fees charged when using the reservation system. He wanted to book large amounts of YARTS tickets for the summer Mammoth route, and noticed the prices were different than last summer, and that a fee was being charged when he tried to book on line.

YARTS Staff advised the customer that there had been a price increase since last summer and that the prices posted on the website were correct. Customer was also advised that there was an administrative fee for on line booking, which was clearly noted in the terms and conditions. Additionally, Staff informed him that he had the option of boarding the bus as a walk on in order to pay the lower amount, however, availability was not guaranteed since this service is first come first served.

This customer had previously contacted YARTS with the same questions in February, at which time YARTS Staff had given him the same reply.

3/23/19 YARTS Staff received calls that Run 8 did not stop at the Yosemite Valley Lodge location. Follow up showed that the driver was under the impression that this stop was still not being used, and only the Visitor Center stop was active at this time. Information had been updated and memos posted for all drivers noting that the Yosemite Valley Lodge stop service had resumed, however this particular driver somehow missed the information. Drivers were again advised that this stop was operable to ensure there were no further incidents. Customers who found alternate transportation were refunded their YARTS fares. Other customers took later runs.

Road Closures and Traffic Delays

There were several road closures and traffic delays during the month of March 2019 due to inclement weather and construction. On March 6, 2019 Hwy 140 was closed between Midpines and El Portal due to storm activity. Runs that were already in the park were directed to leave so they would not be stranded and would be able to clear the river canyon before the closure. Runs 1, 2, 3, 7 and 8 ran as normal. Runs 4 and 6 went only as far as the Bug Resort, while runs 5, 9, 10, 11 and 12 were cancelled. Run 4 had already departed for Yosemite and had passengers going to that destination. These passengers were advised of the situation and were given options to disembark in local communities or return to their pick up location. Refunds were issued. Normal schedule resumed on March 7th.

On March 27, 2019, Hwy 140 again closed between Midpines and El Portal due to inclement weather. All runs operated as normal with the exception of Run 6, which went only as far as Midpines. Normal schedule resumed on March 28th.

For both incidents, Park agencies, Amtrak and lodging/transportation partners along the Hwy 140 corridor were contacted by phone and advised of the schedule changes. Changes were also posted to the YARTS website and Face Book pages. Passengers with reservations were contacted and advised of the situation and given options to reschedule or receive refunds.

There were also delays due to traffic and road work throughout the month.

YARTS Stops Temporary Closures

Due to damage at Half Dome Village and snow and ice conditions, the YARTS Stop use was discontinued for the most of the month of March and until further notice. Once repairs are complete and YARTS Staff is notified by Aramark that the stop is safe and reopened, it will be reinstated.

The Yosemite Valley Lodge Stop at Laurel Cottage was also discontinued for a large portion of March due to snow and icy conditions that resulted in buses getting stuck or sliding, making them unable to exit the stop. The buses were unable to use alternate exits further up on North Side drive due to the same conditions. This stop was reinstated once storm activity ceased and roads had been cleared.

While these stops were closed, YARTS stopped only at the Visitor Center. All stop changes were posted on the YARTS website and Face Book pages, and relayed to all passengers who called into the YARTS line. Park partners, Amtrak and lodging/transportation agencies were informed by phone and email contact as well.