



May 10, 2019

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

RE: YARTS Monthly Report April 1-30, 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 April 1-30, 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 4/1/2019 to 4/30/2019

A total of 4,857 passengers were carried on the HWY 140 system by VIA. Of these, 687 were Amtrak passengers utilizing the YARTS service.

Ridership - All

Date	NPS Employees	Paid Fare	Child Free	Amtrak Paid	Total
4/1/2019	14	114	6	24	158
4/2/2019	18	102	10	18	148
4/3/2019	16	94	2	15	127
4/4/2019	34	88	9	14	145
4/5/2019	4	83	0	13	100
4/6/2019	4	59	6	5	74
4/7/2019	1	123	10	6	140
4/8/2019	17	91	4	26	138
4/9/2019	10	97	4	8	119
4/10/2019	19	95	0	14	128
4/11/2019	9	82	4	21	116
4/12/2019	11	113	3	17	144
4/13/2019	4	114	2	10	130
4/14/2019	2	109	4	23	138
4/15/2019	8	140	9	11	168
4/16/2019	19	129	7	15	170
4/17/2019	13	114	3	21	151
4/18/2019	25	101	13	17	156
4/19/2019	2	95	0	24	121
4/20/2019	0	381	14	10	405
4/21/2019	1	196	2	4	203
4/22/2019	27	147	2	9	185
4/23/2019	14	120	1	37	172
4/24/2019	15	211	22	16	264
4/25/2019	10	129	0	55	194
4/26/2019	5	109	1	42	157
4/27/2019	2	83	4	18	107
4/28/2019	0	100	3	81	184
4/29/2019	10	145	3	40	198
4/30/2019	8	132	4	73	217
Total	322	3,696	152	687	4,857
	6.63%	76.10%	3.13%	14.14%	100.00%

RIDERSHIP

From 4/1/2019 to 4/30/2019

Ridership - Excluding Amtrak

Date	NPS Employees	Paid Fare	Child Free	Total
4/1/2019	14	114	6	134
4/2/2019	18	102	10	130
4/3/2019	16	94	2	112
4/4/2019	34	88	9	131
4/5/2019	4	83	0	87
4/6/2019	4	59	6	69
4/7/2019	1	123	10	134
4/8/2019	17	91	4	112
4/9/2019	10	97	4	111
4/10/2019	19	95	0	114
4/11/2019	9	82	4	95
4/12/2019	11	113	3	127
4/13/2019	4	114	2	120
4/14/2019	2	109	4	115
4/15/2019	8	140	9	157
4/16/2019	19	129	7	155
4/17/2019	13	114	3	130
4/18/2019	25	101	13	139
4/19/2019	2	95	0	97
4/20/2019	0	381	14	395
4/21/2019	1	196	2	199
4/22/2019	27	147	2	176
4/23/2019	14	120	1	135
4/24/2019	15	211	22	248
4/25/2019	10	129	0	139
4/26/2019	5	109	1	115
4/27/2019	2	83	4	89
4/28/2019	0	100	3	103
4/29/2019	10	145	3	158
4/30/2019	8	132	4	144
Total	322	3,696	152	4,170
	7.72%	88.63%	3.65%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Airport	75	1.54%
Amtrak	871	17.93%
Barium Mine Rd	11	0.23%
Bug Hostel	278	5.72%
Catheys Valley	49	1.01%
Cedar Lodge	205	4.22%
El Portal PO	31	0.64%
Half Dome Villag	214	4.41%
KOA	6	0.12%
Mall (PG&E)	3	0.06%
Mariposa Park &	369	7.60%
MidPines	102	2.10%
MPMidtown	219	4.51%
MPPO	58	1.19%
NPS Maintenance	77	1.59%
Roadside Rest	146	3.01%
Transpo	310	6.38%
Yosemite Valley L	412	8.48%
YosVCenter	1171	24.11%
YV Lodge	250	5.15%
Totals	4857	100.00%

LOAD FACTOR ANALYSIS : 4/1/2019 - 4/30/2019

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 4/1/2019 through 4/30/2019. 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	1,078	145	13.45%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,470	579	39.39%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	1,470	703	47.82%	Inbound Express 8:45 AM Merced to Yosemite
4XW	1,470	402	27.35%	Inbound 10:25 AM Merrced to Yosemite
5W	1,470	341	23.20%	Inbound 12:25 PM Merced to Yosemite
5WExtra	49	24	48.98%	Inbound 12:25 PM Merced to Yosemite
6W	1,470	352	23.95%	Inbound 5:25 PM Merced to Yosemite
7W	1,078	68	6.31%	Outbound 5:54 AM Midpines to Merced
8W	1,470	587	39.93%	Outbound 8:32 AM Yosemite to Merced
9XW	1,470	481	32.72%	Outbound Express 3:40 PM Yosemite to Merced
10W	1,078	291	26.99%	Outbound 4:15 PM Yosemite to Merced
11W	1,470	768	52.24%	Outbound 5:05 PM Yosemite to Merced
12W	1,470	116	7.89%	Outbound 5:20 PM Yosemite to Merced
Total	16,513	4,857	29.41%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	1,078	145	13.45%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,078	446	41.37%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	1,078	442	41.00%	Inbound Express 8:45 AM Merced to Yosemite
4XW	1,078	240	22.26%	Inbound 10:25 AM Merced to Yosemite
5W	1,078	237	21.99%	Inbound 12:25 PM Merced to Yosemite
5WExtra	49	24	48.98%	Inbound 12:25 PM Merced to Yosemite
6W	1,078	273	25.32%	Inbound 5:25 PM Merced to Yosemite
7W	1,078	68	6.31%	Outbound 5:54 AM Midpines to Merced
8W	1,078	445	41.28%	Outbound 8:32 AM Yosemite to Merced
9XW	1,078	330	30.61%	Outbound Express 3:40 PM Yosemite to Merced
10W	1,078	291	26.99%	Outbound 4:15 PM Yosemite to Merced
11W	1,078	454	42.12%	Outbound 5:05 PM Yosemite to Merced
12W	1,078	81	7.51%	Outbound 5:20 PM Yosemite to Merced
Total	12,985	3,476	26.77%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
2W	392	133	33.93%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	392	261	66.58%	Inbound Express 8:45 AM Merced to Yosemite
4XW	392	162	41.33%	Inbound 10:25 AM Merrced to Yosemite
5W	392	104	26.53%	Inbound 12:25 PM Merced to Yosemite
6W	392	79	20.15%	Inbound 5:25 PM Merced to Yosemite
8W	392	142	36.22%	Outbound 8:32 AM Yosemite to Merced
9XW	392	151	38.52%	Outbound Express 3:40 PM Yosemite to Merced
11W	392	314	80.10%	Outbound 5:05 PM Yosemite to Merced
12W	392	35	8.93%	Outbound 5:20 PM Yosemite to Merced
Total	3,528	1,381	39.14%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	1,078	143	13.27%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,470	577	39.25%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	1,470	635	43.20%	Inbound Express 8:45 AM Merced to Yosemite
4XW	1,470	308	20.95%	Inbound 10:25 AM Merrced to Yosemite
5W	1,470	240	16.33%	Inbound 12:25 PM Merced to Yosemite
6W	1,470	306	20.82%	Inbound 5:25 PM Merced to Yosemite
7W	1,078	54	5.01%	Outbound 5:54 AM Midpines to Merced
8W	1,470	410	27.89%	Outbound 8:32 AM Yosemite to Merced
9XW	1,470	467	31.77%	Outbound Express 3:40 PM Yosemite to Merced
10W	1,078	253	23.47%	Outbound 4:15 PM Yosemite to Merced
11W	1,470	664	45.17%	Outbound 5:05 PM Yosemite to Merced
12W	1,470	113	7.69%	Outbound 5:20 PM Yosemite to Merced
Total	16,464	4,170	25.33%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	1,078	143	13.27%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,078	446	41.37%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	1,078	400	37.11%	Inbound Express 8:45 AM Merced to Yosemite
4XW	1,078	169	15.68%	Inbound 10:25 AM Merrced to Yosemite
5W	1,078	163	15.12%	Inbound 12:25 PM Merced to Yosemite
6W	1,078	230	21.34%	Inbound 5:25 PM Merced to Yosemite
7W	1,078	54	5.01%	Outbound 5:54 AM Midpines to Merced
8W	1,078	312	28.94%	Outbound 8:32 AM Yosemite to Merced
9XW	1,078	319	29.59%	Outbound Express 3:40 PM Yosemite to Merced
10W	1,078	253	23.47%	Outbound 4:15 PM Yosemite to Merced
11W	1,078	379	35.16%	Outbound 5:05 PM Yosemite to Merced
12W	1,078	78	7.24%	Outbound 5:20 PM Yosemite to Merced
Total	12,936	2,946	22.77%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
2W	392	131	33.42%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	392	235	59.95%	Inbound Express 8:45 AM Merced to Yosemite
4XW	392	139	35.46%	Inbound 10:25 AM Merrced to Yosemite
5W	392	77	19.64%	Inbound 12:25 PM Merced to Yosemite
6W	392	76	19.39%	Inbound 5:25 PM Merced to Yosemite
8W	392	98	25.00%	Outbound 8:32 AM Yosemite to Merced
9XW	392	148	37.76%	Outbound Express 3:40 PM Yosemite to Merced
11W	392	285	72.70%	Outbound 5:05 PM Yosemite to Merced
12W	392	35	8.93%	Outbound 5:20 PM Yosemite to Merced
Total	3,528	1,224	34.69%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 4/1/2019 through 4/30/2019.

Daily - All Routes

Run	NPS Emp's	Child Free	Paid Fare	Amtrak	Total
10W	18	7	228	38	291
11W	23	36	605	104	768
12W	9	3	101	3	116
1XW	67	2	74	2	145
2W	60	21	496	2	579
3W	27	35	573	68	703
4XW	10	22	276	94	402
5W	9	3	228	101	341
5WExtra	0	0	0	24	24
6W	13	0	293	46	352
7W	0	1	53	14	68
8W	16	8	386	177	587
9XW	70	14	383	14	481
	322	152	3,696	687	4,857
	6.63%	3.13%	76.10%	14.14%	100.00%

Weekdays

Run	NPS Emp's	Paid Fare	Child Free	Amtrak	Total
10W	18	228	7	38	291
11W	22	335	22	75	454
12W	9	66	3	3	81
1XW	67	74	2	2	145
2W	55	370	21	0	446
3W	25	350	25	42	442
4XW	10	149	10	71	240
5W	6	154	3	74	237
5WExtra	0	0	0	24	24
6W	12	218	0	43	273
7W	0	53	1	14	68
8W	14	292	6	133	445
9XW	70	242	7	11	330
	308	2,531	107	530	3,476
	8.86%	72.81%	3.08%	15.25%	100.00%

Weekends/Holidays

Run	NPS	Paid Fare	Child Free	Amtrak	Total
11W	1	270	14	29	314
12W	0	35	0	0	35
2W	5	126	0	2	133
3W	2	223	10	26	261
4XW	0	127	12	23	162
5W	3	74	0	27	104
6W	1	75	0	3	79
8W	2	94	2	44	142
9XW	0	141	7	3	151
	14	1,165	45	157	1,381
	1.01%	84.36%	3.26%	11.37%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	NPS Emp's	Paid Fare	Child Free	Total
10W	18	228	7	253
11W	23	605	36	664
12W	9	101	3	113
1XW	67	74	2	143
2W	60	496	21	577
3W	27	573	35	635
4XW	10	276	22	308
5W	9	228	3	240
5WExtra	0	0	0	0
6W	13	293	0	306
7W	0	53	1	54
8W	16	386	8	410
9XW	70	383	14	467
	322	3,696	152	4,170
	7.72%	88.63%	3.65%	100.00%

Weekdays

Run	NPS Emp's	Paid Fare	Child Free	Total
10W	18	228	7	253
11W	22	335	22	379
12W	9	66	3	78
1XW	67	74	2	143
2W	55	370	21	446
3W	25	350	25	400
4XW	10	149	10	169
5W	6	154	3	163
5WExtra	0	0	0	0
6W	12	218	0	230
7W	0	53	1	54
8W	14	292	6	312
9XW	70	242	7	319
	308	2,531	107	2,946
	10.45%	85.91%	3.63%	100.00%

Weekends/Holidays

Run	NPS	Adult	Child Free	Total
11W	1	270	14	285
12W	0	35	0	35
2W	5	126	0	131
3W	2	223	10	235
4XW	0	127	12	139
5W	3	74	0	77
6W	1	75	0	76
8W	2	94	2	98
9XW	0	141	7	148
	14	1,165	45	1,224
	1.14%	95.18%	3.68%	100.00%

OPERATING STATISTICS

REVENUE MILES 4/1/2019 - 4/30/2019

From 4/1/2019 through 4/30/2019 VIA HWY 140 operated a total of 27,987 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Catheys Valley	2W	22	69	1,518
	Merced	1XW	22	87	1,914
	Merced	3W	22	87	1,914
	Merced	4XW	22	87	1,914
	Merced	5W	22	87	1,914
	Merced	5WExtra	1	87	87
	Merced	6W	22	87	1,914
	Midpines	7W	22	51	1,122
	Yosemite	10W	22	87	1,914
	Yosemite	11W	22	87	1,914
	Yosemite	12W	22	87	1,914
	Yosemite	8W	22	87	1,914
	Yosemite	9XW	22	87	1,914
Total Mileage					21,867

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					27,987
YARTS Total					27,987

REVENUE HOURS

From 4/1/2019 through 4/30/2019 VIA HWY 140 provided a total of 970.10 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Catheys Valley	2W	22	2.10	46.20
	Merced	1XW	22	2.50	55.00
	Merced	3W	22	3.20	70.40
	Merced	4XW	22	3.30	72.60
	Merced	5W	22	3.20	70.40
	Merced	5WExtra	1	2.50	2.50
	Merced	6W	22	3.20	70.40
	Midpines	7W	22	1.80	39.60
	Yosemite	10W	22	3.00	66.00
	Yosemite	11W	22	3.00	66.00
	Yosemite	12W	22	3.00	66.00
	Yosemite	8W	22	3.00	66.00
	Yosemite	9XW	22	2.90	63.80
Total Hours					754.90

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					970.10
YARTS Total					970.10

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 during the month of April 1-30, 2019.

ROAD CALLS

There were zero (0) road calls during the month of April 1-30, 2019.

SERVICE DELAYS

There were two (2) service delays during the month of April 1-30, 2019. Total on time service for all corridors was 99.36% based on YARTS contract criteria.

Hwy 140

4/2/19 Run 5 Did not run due to operational error. See Missed Runs.

4/2/19 Run 12 Did not run due to operational error. See Missed Runs.

MAMMOTH Hwy 120/395

Not Operating.

SONORA Hwy 120 West

Not Operating.

FRESNO Hwy 41

Not Operating.

MISSED RUNS

There were two (2) missed runs during the month of April 1-30, 2019.

Hwy 140

4/2/19 Run 5 Did not run due to operational error. See Missed Runs.

4/2/19 Run 12 Did not run due to operational error. See Missed Runs.

EXTRA RUNS

There was one extra run during the month of April 1-30, 2019.

4/25/19 Run 5 1 extra bus due to large Amtrak group reservation.

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 eighteen (18) 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 April 1-30, 2019 received by email or phone call. All operational issues are addressed and rectified so they can be avoided in the future. The complaints/concerns were as follows:

4/6/19 Run 4 Rider emailed that they had purchased 4 tickets from Yosemite View Lodge to Yosemite, however the bus never arrived. Rider requested a refund for the tickets.

Operations manager followed up on GPS and with the driver, and found that the driver had left the stop 10-15 minutes early. Appropriate action was taken with the driver. Drivers are instructed to use atomic clocks on board the buses and follow the schedule with no early departures. YARTS Staff refunded the customer.

4/13/19 Run 8 Received three (3) calls/emails that the driver did not stop at the Yosemite Valley Lodge. Passengers tried to contact the contractor's after-hours line, but said they never received a call back. Passengers missed their connections and had to reroute to later buses. One client missed an important event and wanted a refund for the event tickets.

Follow up showed that Run 8 only stopped at the Visitor Center on this date. Somehow, the driver was still under the impression that the Half Dome and Yosemite Valley Lodge stops were still non-operational as they had been for weeks during the inclement weather. Drivers were notified when the stops first went back into service. However, this driver somehow missed the notification. The contractor again notified all drivers individually to ensure they were aware that all stops are active and normal schedule is in effect.

The after-hours on call person did receive a call and attempted to contact the caller. However, the call continually went to "dead air", signifying that the caller must have been in a no service area.

YARTS refunded all passengers with pre-purchased tickets. YARTS policy does not allow reimbursements for lodging, event tickets, or anything other than ticket prices. Contractor followed up further independently from YARTS.

4/16/19 Run 1 Rider informed YARTS team of an incident he witnessed of a rider disembarking and almost getting hit because a vehicle that was stopped behind the YARTS bus decided to go around the bus as the passenger was crossing Foresta Road into NPS Maintenance.

The rider and park staff relayed that the YARTS operator was not at fault here, but wanted to encourage any messaging that drivers can provide to riders upon disembarking to remind them to be careful and look for traffic before stepping into the outer lane. This information was relayed to contractor's Operations team for follow up.

Free Days

April 20th and 21st, 2019 were free YARTS ridership days in celebration of Earth Day weekend. Riders rode all runs complimentary on a first come first served basis. The effort was successful, and several runs left at full capacity.

AutoCamp YARTS Stop Concerns

Contractor's trainer voiced concern about the AutoCamp remodeling around the YARTS stop location. A trailer, keypad and concrete additions were impeding YARTS drivers from accessing the stop due to safety reasons. The stop was temporarily discontinued pending review. The trainer and program manager did a dry run and assessment of the stop and made recommendations to the AutoCamp management team that would allow buses to safely access the stop.

AutoCamp staff was very cooperative and immediately made the recommended adjustments, with the exception of extending the concrete pad. They will make that adjustment in the near future, and until then, have given their permission for YARTS buses to access the stop, with full knowledge that the concrete may crack under the weight of the buses.