



December 11, 2019

Ms. Stacie Dabbs
Ms. Cindy Kelly
Merced County Association of Governments
369 W. 18th Street
Merced, CA 95340

RE: YARTS Monthly Report November 1-30, 2019

Dear Ms. Dabbs and Kelly,

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 November 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 11/1/2019 to 11/30/2019

A total of 3,985 passengers were carried on the HWY 140 system by VIA. Of these, 406 were Amtrak passengers utilizing the YARTS service.

Ridership - All

Date	NPS Employees	Paid Fare	Child Free	Amtrak Paid	Total
11/1/2019	7	62	5	39	113
11/2/2019	0	79	0	25	104
11/3/2019	0	69	3	24	96
11/4/2019	23	82	2	40	147
11/5/2019	18	74	1	14	107
11/6/2019	15	100	2	16	133
11/7/2019	10	78	1	12	101
11/8/2019	6	68	2	20	96
11/9/2019	0	86	1	21	108
11/10/2019	0	264	0	0	264
11/11/2019	0	242	8	4	254
11/12/2019	14	99	1	10	124
11/13/2019	15	116	0	21	152
11/14/2019	10	104	1	13	128
11/15/2019	9	93	1	11	114
11/16/2019	0	66	0	4	70
11/17/2019	0	40	0	17	57
11/18/2019	29	65	0	24	118
11/19/2019	18	90	0	9	117
11/20/2019	6	85	3	9	103
11/21/2019	10	92	0	9	111
11/22/2019	4	81	3	9	97
11/23/2019	0	94	6	9	109
11/24/2019	0	84	1	7	92
11/25/2019	17	97	4	7	125
11/26/2019	9	125	7	10	151
11/27/2019	0	37	1	3	41
11/29/2019	0	364	8	17	389
11/30/2019	0	354	8	2	364
Total	220	3,290	69	406	3,985
	5.52%	82.56%	1.73%	10.19%	100.00%

RIDERSHIP

From 11/1/2019 to 11/30/2019

Ridership - Excluding Amtrak

Date	NPS Employees	Paid Fare	Child Free	Total
11/1/2019	7	62	5	74
11/2/2019	0	79	0	79
11/3/2019	0	69	3	72
11/4/2019	23	82	2	107
11/5/2019	18	74	1	93
11/6/2019	15	100	2	117
11/7/2019	10	78	1	89
11/8/2019	6	68	2	76
11/9/2019	0	86	1	87
11/10/2019	0	264	0	264
11/11/2019	0	242	8	250
11/12/2019	14	99	1	114
11/13/2019	15	116	0	131
11/14/2019	10	104	1	115
11/15/2019	9	93	1	103
11/16/2019	0	66	0	66
11/17/2019	0	40	0	40
11/18/2019	29	65	0	94
11/19/2019	18	90	0	108
11/20/2019	6	85	3	94
11/21/2019	10	92	0	102
11/22/2019	4	81	3	88
11/23/2019	0	94	6	100
11/24/2019	0	84	1	85
11/25/2019	17	97	4	118
11/26/2019	9	125	7	141
11/27/2019	0	37	1	38
11/29/2019	0	364	8	372
11/30/2019	0	354	8	362
Total	220	3,290	69	3,579
	6.15%	91.93%	1.93%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Airport	29	0.73%
Amtrak	614	15.41%
AutoCamp	22	0.55%
Barium Mine Rd	20	0.50%
Bug Hostel	192	4.82%
Catheys Valley	22	0.55%
Cedar Lodge	143	3.59%
El Portal PO	46	1.15%
Half Dome Villag	377	9.46%
Mariposa Park &	321	8.06%
MidPines PK & Ri	41	1.03%
MPMidtown	237	5.95%
MPPO	43	1.08%
NPS Maintenance	59	1.48%
Roadside Rest	174	4.37%
Transpo	346	8.68%
Yosemite Valley L	219	5.50%
YosVCenter	937	23.51%
YV Lodge	143	3.59%
Totals	3985	100.00%

LOAD FACTOR ANALYSIS : 11/1/2019 - 11/30/2019

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 11/1/2019 through 11/30/2019. 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	882	104	11.79%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,372	244	17.78%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	1,372	424	30.90%	Inbound 6:40 AM Merced to Yosemite
4XW	1,372	373	27.19%	Inbound 8:45 AM Merced to Yosemite
5W	1,421	413	29.06%	Inbound 10:30 AM Merced to Yosemite
6W	1,421	422	29.70%	Inbound 5:25 PM Merced to Yosemite
7WOct	931	75	8.06%	Outbound 5:54 AM Midpines to Merced
8W	1,372	436	31.78%	Outbound 8:20 AM Yosemite to Merced
9W	1,372	318	23.18%	Outbound 2:20 PM Yosemite to Merced
10XW	882	208	23.58%	Outbound 3:40 PM Yosemite to Merced
11W	1,421	553	38.92%	Outbound 4:15 PM Yosemite to Merced
12W	1,421	409	28.78%	Outbound 5:05 PM Yosemite to Merced
14SpecYs	49	6	12.24%	Outbound 8:17 PM Special Overflow Winter Yose
Total	15,288	3,985	26.07%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	882	104	11.79%	Inbound Express 5:00 AM Merced to Yosemite
2W	882	149	16.89%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	882	208	23.58%	Inbound 6:40 AM Merced to Yosemite
4XW	882	183	20.75%	Inbound 8:45 AM Merced to Yosemite
5W	931	249	26.75%	Inbound 10:30 AM Merced to Yosemite
6W	931	300	32.22%	Inbound 5:25 PM Merced to Yosemite
7WOct	931	75	8.06%	Outbound 5:54 AM Midpines to Merced
8W	882	301	34.13%	Outbound 8:20 AM Yosemite to Merced
9W	882	204	23.13%	Outbound 2:20 PM Yosemite to Merced
10XW	882	208	23.58%	Outbound 3:40 PM Yosemite to Merced
11W	931	288	30.93%	Outbound 4:15 PM Yosemite to Merced
12W	931	192	20.62%	Outbound 5:05 PM Yosemite to Merced
14SpecYs	49	6	12.24%	Outbound 8:17 PM Special Overflow Winter Yosemite to Merced
Total	10,878	2,467	22.68%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
2W	490	85	17.35%	Inbound 5:45 AM Catheys Valley to Yosemite
2W	490	10	2.04%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	490	57	11.63%	Inbound 6:40 AM Merced to Yosemite
3W	490	159	32.45%	Inbound 6:40 AM Merced to Yosemite
4XW	490	22	4.49%	Inbound 8:45 AM Merced to Yosemite
4XW	490	168	34.29%	Inbound 8:45 AM Merced to Yosemite
5W	490	21	4.29%	Inbound 10:30 AM Merced to Yosemite
5W	490	143	29.18%	Inbound 10:30 AM Merced to Yosemite
6W	490	100	20.41%	Inbound 5:25 PM Merced to Yosemite
6W	490	22	4.49%	Inbound 5:25 PM Merced to Yosemite
8W	490	115	23.47%	Outbound 8:20 AM Yosemite to Merced
8W	490	20	4.08%	Outbound 8:20 AM Yosemite to Merced
9W	490	15	3.06%	Outbound 2:20 PM Yosemite to Merced
9W	490	99	20.20%	Outbound 2:20 PM Yosemite to Merced
11W	490	209	42.65%	Outbound 4:15 PM Yosemite to Merced
11W	490	56	11.43%	Outbound 4:15 PM Yosemite to Merced
12W	490	31	6.33%	Outbound 5:05 PM Yosemite to Merced
12W	490	186	37.96%	Outbound 5:05 PM Yosemite to Merced
Total	8,820	1,518	17.21%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	882	104	11.79%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,372	244	17.78%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	1,372	422	30.76%	Inbound 6:40 AM Merced to Yosemite
4XW	1,372	340	24.78%	Inbound 8:45 AM Merced to Yosemite
5W	1,421	302	21.25%	Inbound 10:30 AM Merced to Yosemite
6W	1,421	334	23.50%	Inbound 5:25 PM Merced to Yosemite
7WOct	931	71	7.63%	Outbound 5:54 AM Midpines to Merced
8W	1,372	351	25.58%	Outbound 8:20 AM Yosemite to Merced
9W	1,372	305	22.23%	Outbound 2:20 PM Yosemite to Merced
10XW	882	201	22.79%	Outbound 3:40 PM Yosemite to Merced
11W	1,421	508	35.75%	Outbound 4:15 PM Yosemite to Merced
12W	1,421	391	27.52%	Outbound 5:05 PM Yosemite to Merced
14SpecYs	49	6	12.24%	Outbound 8:17 PM Special Overflow Winter Yosemite to Merced
Total	15,288	3,579	23.41%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	882	104	11.79%	Inbound Express 5:00 AM Merced to Yosemite
2W	882	149	16.89%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	882	207	23.47%	Inbound 6:40 AM Merced to Yosemite
4XW	882	158	17.91%	Inbound 8:45 AM Merced to Yosemite
5W	931	191	20.52%	Inbound 10:30 AM Merced to Yosemite
6W	931	223	23.95%	Inbound 5:25 PM Merced to Yosemite
7WOct	931	71	7.63%	Outbound 5:54 AM Midpines to Merced
8W	882	227	25.74%	Outbound 8:20 AM Yosemite to Merced
9W	882	192	21.77%	Outbound 2:20 PM Yosemite to Merced
10XW	882	201	22.79%	Outbound 3:40 PM Yosemite to Merced
11W	931	261	28.03%	Outbound 4:15 PM Yosemite to Merced
12W	931	184	19.76%	Outbound 5:05 PM Yosemite to Merced
14SpecYs	49	6	12.24%	Outbound 8:17 PM Special Overflow Winter Yosemite to Merced
Total	10,878	2,174	19.99%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
2W	490	85	17.35%	Inbound 5:45 AM Catheys Valley to Yosemite
2W	490	10	2.04%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	490	57	11.63%	Inbound 6:40 AM Merced to Yosemite
3W	490	158	32.24%	Inbound 6:40 AM Merced to Yosemite
4XW	490	22	4.49%	Inbound 8:45 AM Merced to Yosemite
4XW	490	160	32.65%	Inbound 8:45 AM Merced to Yosemite
5W	490	17	3.47%	Inbound 10:30 AM Merced to Yosemite
5W	490	94	19.18%	Inbound 10:30 AM Merced to Yosemite
6W	490	89	18.16%	Inbound 5:25 PM Merced to Yosemite
6W	490	22	4.49%	Inbound 5:25 PM Merced to Yosemite
8W	490	104	21.22%	Outbound 8:20 AM Yosemite to Merced
8W	490	20	4.08%	Outbound 8:20 AM Yosemite to Merced
9W	490	15	3.06%	Outbound 2:20 PM Yosemite to Merced
9W	490	98	20.00%	Outbound 2:20 PM Yosemite to Merced
11W	490	191	38.98%	Outbound 4:15 PM Yosemite to Merced
11W	490	56	11.43%	Outbound 4:15 PM Yosemite to Merced
12W	490	31	6.33%	Outbound 5:05 PM Yosemite to Merced
12W	490	176	35.92%	Outbound 5:05 PM Yosemite to Merced
Total	8,820	1,405	15.93%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 11/1/2019 through 11/30/2019.

Daily - All Routes

Run	NPS Emp's	Child Free	Paid Fare	Amtrak	Total
10XW	46	0	155	7	208
11W	16	8	484	45	553
12W	12	4	375	18	409
4SpecY	0	0	6	0	6
1XW	60	4	40	0	104
2W	41	0	203	0	244
3W	14	13	395	2	424
4XW	0	7	333	33	373
5W	0	10	292	111	413
6W	4	8	322	88	422
7WOct	1	2	68	4	75
8W	13	4	334	85	436
9W	13	9	283	13	318
	220	69	3,290	406	3,985
	5.52%	1.73%	82.56%	10.19%	100.00%

Weekdays

Run	NPS Emp's	Paid Fare	Child Free	Amtrak	Total
10XW	46	155	0	7	208
11W	16	239	6	27	288
12W	12	169	3	8	192
4SpecY	0	6	0	0	6
1XW	60	40	4	0	104
2W	41	108	0	0	149
3W	14	187	6	1	208
4XW	0	154	4	25	183
5W	0	187	4	58	249
6W	4	214	5	77	300
7WOct	1	68	2	4	75
8W	13	211	3	74	301
9W	13	174	5	12	204
	220	1,912	42	293	2,467
	8.92%	77.50%	1.70%	11.88%	100.00%

Weekends/Holidays

Run	NPS	Paid Fare	Child Free	Amtrak	Total
11W	0	245	2	18	265
12W	0	206	1	10	217
2W	0	95	0	0	95
3W	0	208	7	1	216
4XW	0	179	3	8	190
5W	0	105	6	53	164
6W	0	108	3	11	122
8W	0	123	1	11	135
9W	0	109	4	1	114
	0	1,378	27	113	1,518
	0.00%	90.78%	1.78%	7.44%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	NPS Emp's	Paid Fare	Child Free	Total
10XW	46	155	0	201
11W	16	484	8	508
12W	12	375	4	391
4SpecY	0	6	0	6
1XW	60	40	4	104
2W	41	203	0	244
3W	14	395	13	422
4XW	0	333	7	340
5W	0	292	10	302
6W	4	322	8	334
7WOct	1	68	2	71
8W	13	334	4	351
9W	13	283	9	305
	220	3,290	69	3,579
	6.15%	91.93%	1.93%	100.00%

Weekdays

Run	NPS Emp's	Paid Fare	Child Free	Total
10XW	46	155	0	201
11W	16	239	6	261
12W	12	169	3	184
14SpecYs	0	6	0	6
1XW	60	40	4	104
2W	41	108	0	149
3W	14	187	6	207
4XW	0	154	4	158
5W	0	187	4	191
6W	4	214	5	223
7WOct	1	68	2	71
8W	13	211	3	227
9W	13	174	5	192
	220	1,912	42	2,174
	10.12%	87.95%	1.93%	100.00%

Weekends/Holidays

Run	NPS	Adult	Child Free	Total
11W	0	245	2	247
12W	0	206	1	207
2W	0	95	0	95
3W	0	208	7	215
4XW	0	179	3	182
5W	0	105	6	111
6W	0	108	3	111
8W	0	123	1	124
9W	0	109	4	113
	0	1,378	27	1,405
	0.00%	98.08%	1.92%	100.00%

OPERATING STATISTICS

REVENUE MILES 11/1/2019 - 11/30/2019

From 11/1/2019 through 11/30/2019 VIA HWY 140 operated a total of 26,058 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Catheys Valley	2EMidp	1	51	51
	Catheys Valley	2W	18	69	1,242
	Merced	1EMidp	1	51	51
	Merced	1XW	18	87	1,566
	Merced	3W	18	87	1,566
	Merced	4XW	18	87	1,566
	Merced	5W	19	87	1,653
	Merced	6W	19	87	1,653
	Midpines	7WOct	19	51	969
	Yosemite	10XW	18	87	1,566
	Yosemite	11W	19	87	1,653
	Yosemite	12W	19	87	1,653
	Yosemite	14SpecYs	1	87	87
	Yosemite	8W	18	87	1,566
	Yosemite	9W	18	87	1,566
Total Mileage					18,408

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Catheys Valley	2W	9	69	621
	Merced	3W	9	87	783
	Merced	4XW	9	87	783
	Merced	5W	9	87	783
	Merced	6W	9	87	783
	Yosemite	11W	9	87	783
	Yosemite	12W	9	87	783
	Yosemite	8W	9	87	783
	Yosemite	9W	9	87	783
Total Mileage					6,885

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Holidays					
	Catheys Valley	2W	1	69	69
	Merced	3W	1	87	87
	Merced	4XW	1	87	87
	Merced	5W	1	87	87
	Merced	6W	1	87	87
	Yosemite	11W	1	87	87
	Yosemite	12W	1	87	87
	Yosemite	8W	1	87	87
	Yosemite	9W	1	87	87
Total Mileage					765
Grand Total					26,058
YARTS Total					26,058

REVENUE HOURS

From 11/1/2019 through 11/30/2019 VIA HWY 140 provided a total of 874.50 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Catheys Valley	2EMidp	1	3.00	3.00
	Catheys Valley	2W	18	2.10	37.80
	Merced	1EMidp	1	3.00	3.00
	Merced	1XW	18	2.50	45.00
	Merced	3W	18	3.20	57.60
	Merced	4XW	18	3.00	54.00
	Merced	5W	19	3.30	62.70
	Merced	6W	19	3.20	60.80
	Midpines	7WOct	19	1.50	28.50
	Yosemite	10XW	18	2.90	52.20
	Yosemite	11W	19	2.80	53.20
	Yosemite	12W	19	3.00	57.00
	Yosemite	14SpecYs	1	2.50	2.50
	Yosemite	8W	18	2.80	50.40
	Yosemite	9W	18	2.60	46.80
Total Hours					614.50

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Catheys Valley	2W	9	2.10	18.90
	Merced	3W	9	3.20	28.80
	Merced	4XW	9	3.00	27.00
	Merced	5W	9	3.30	29.70
	Merced	6W	9	3.20	28.80
	Yosemite	11W	9	2.80	25.20
	Yosemite	12W	9	3.00	27.00
	Yosemite	8W	9	2.80	25.20
	Yosemite	9W	9	2.60	23.40
Total Hours					234.00

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Holidays					
	Catheys Valley	2W	1	2.10	2.10
	Merced	3W	1	3.20	3.20
	Merced	4XW	1	3.00	3.00
	Merced	5W	1	3.30	3.30
	Merced	6W	1	3.20	3.20
	Yosemite	11W	1	2.80	2.80
	Yosemite	12W	1	3.00	3.00
	Yosemite	8W	1	2.80	2.80
	Yosemite	9W	1	2.60	2.60
Total Hours					26.00
Grand Total					874.50
YARTS Total					874.50

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 during the month of November 1-30, 2019.

ROAD CALLS

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

SERVICE DELAYS

There were three notable service delays during the month of November 1-30, 2019. Total on time service for all corridors was 99.63% based on YARTS contract criteria.

Hwy 140

11/10/19	Run 3	Delayed 30 minutes at start of run due to operational issue. "See Missed Runs."
11/12/19	Run 5	Delayed 15 minutes at Amtrak due to large passenger counts.
11/22/19	Run 3	Delayed 30 minutes at start of run due to mechanical issue. 1 st mechanical.

MAMMOTH Hwy 120/395

DNR (did not run)

SONORA Hwy 120 West

DNR

FRESNO Hwy 41

DNR

MISSED RUNS

There was one (1) missed run during the month of November 1-30, 2019.

Hwy 140

11/10/19	Run 3	Delayed 30 minutes at start of run due to operational issue.
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MAMMOTH Hwy 120/395

None-DNR

SONORA Hwy 120 West

None—DNR

FRESNO Hwy 41

None--DNR

EXTRA RUNS

There were no extra runs during the month of November 1-30, 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 nineteen (19) accessible YARTS and

VIA 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 was one notable customer concern that arose during the month of November 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 complaint/concern was as follows:

Week of November 25th. Received concerns about YARTS not running on Thanksgiving Day. Staff explained that it was right to give drivers that holiday off in line with other transit system operations. This allows drivers to spend time with their families. It was also relayed that the notice had been posted on the YARTS website for months and YARTS partners had all been informed as well. Passengers were directed to travel on Wednesday or Friday if they desired to use YARTS.

Weather Issues/Traffic Delays

On November 27th, storm warnings were issued for the Central Valley to include Yosemite. The emergency schedule was implemented and Runs 1 and 2 turned around in Midpines due to the expectation of an impending closure of Hwy 140. The concern was that with Hwys 41 and 120 closed, if Hwy 140 also closed, the driver and passengers would be stuck in the park with no exit options. Once YARTS was notified that that Hwy 140 would remain open, Runs 5, 11 and 12 were reinstated. Run 6 ran as normal.

An extra Run 14 ran on November 27th, due to large overages entering the park on Runs 3, 4, and 5, and lack of room for a few passengers on outbound runs.

There were several other traffic delays due to construction, weather, and passenger loads throughout the month of November 2019.

Free Day Service

Free day service was conducted on all runs on November 10th and 11th, 2019. The first few runs were filled to capacity. All runs ran smoothly on both days.