



January 10, 2020

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

RE: YARTS Monthly Report December 1-31, 2019

Dear Ms. Chavez 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 December 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 12/1/2019 to 12/31/2019

A total of 6,299 passengers were carried on the HWY 140 system by VIA. Of these, 651 were Amtrak passengers utilizing the YARTS service.

Ridership - All

Date	NPS Employees	Paid Fare	Child Free	Amtrak Paid	Total
12/1/2019	0	110	6	7	123
12/2/2019	7	108	5	8	128
12/3/2019	16	78	0	10	104
12/4/2019	22	80	2	11	115
12/5/2019	15	124	6	17	162
12/6/2019	7	164	2	22	195
12/7/2019	0	84	2	6	92
12/8/2019	0	24	0	66	90
12/9/2019	19	91	4	19	133
12/10/2019	19	126	6	21	172
12/11/2019	8	95	11	11	125
12/12/2019	14	112	4	11	141
12/13/2019	6	89	4	13	112
12/14/2019	0	182	12	0	194
12/15/2019	1	159	11	7	178
12/16/2019	19	134	2	24	179
12/17/2019	8	137	11	28	184
12/18/2019	8	143	4	22	177
12/19/2019	10	142	6	17	175
12/20/2019	3	171	4	31	209
12/21/2019	1	177	11	40	229
12/22/2019	0	247	20	12	279
12/23/2019	4	329	16	25	374
12/24/2019	1	240	34	32	307
12/26/2019	2	284	34	54	374
12/27/2019	5	306	15	31	357
12/28/2019	2	295	21	51	369
12/29/2019	1	375	13	3	392
12/30/2019	9	326	23	19	377
12/31/2019	8	193	19	33	253
Total	215	5,125	308	651	6,299
	3.41%	81.36%	4.89%	10.33%	100.00%

RIDERSHIP

From 12/1/2019 to 12/31/2019

Ridership - Excluding Amtrak

Date	NPS Employees	Paid Fare	Child Free	Total
12/1/2019	0	110	6	116
12/2/2019	7	108	5	120
12/3/2019	16	78	0	94
12/4/2019	22	80	2	104
12/5/2019	15	124	6	145
12/6/2019	7	164	2	173
12/7/2019	0	84	2	86
12/8/2019	0	24	0	24
12/9/2019	19	91	4	114
12/10/2019	19	126	6	151
12/11/2019	8	95	11	114
12/12/2019	14	112	4	130
12/13/2019	6	89	4	99
12/14/2019	0	182	12	194
12/15/2019	1	159	11	171
12/16/2019	19	134	2	155
12/17/2019	8	137	11	156
12/18/2019	8	143	4	155
12/19/2019	10	142	6	158
12/20/2019	3	171	4	178
12/21/2019	1	177	11	189
12/22/2019	0	247	20	267
12/23/2019	4	329	16	349
12/24/2019	1	240	34	275
12/26/2019	2	284	34	320
12/27/2019	5	306	15	326
12/28/2019	2	295	21	318
12/29/2019	1	375	13	389
12/30/2019	9	326	23	358
12/31/2019	8	193	19	220
Total	215	5,125	308	5,648
	3.81%	90.74%	5.45%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Airport	62	0.98%
Amtrak	840	13.34%
AutoCamp	102	1.62%
Barium Mine Rd	7	0.11%
Bug Hostel	249	3.95%
Catheys Valley	11	0.17%
Cedar Lodge	171	2.71%
El Portal PO	49	0.78%
Half Dome Villag	445	7.06%
Mariposa Park &	901	14.30%
MidPines PK & Ri	78	1.24%
MPMidtown	297	4.72%
MPPO	75	1.19%
NPS Maintenance	71	1.13%
Roadside Rest	202	3.21%
Transpo	408	6.48%
Yosemite Valley L	515	8.18%
YosVCenter	1647	26.15%
YV Lodge	169	2.68%
Totals	6299	100.00%

LOAD FACTOR ANALYSIS : 12/1/2019 - 12/31/2019

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 12/1/2019 through 12/31/2019. 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	145	14.09%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,470	338	22.99%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	1,421	720	50.67%	Inbound 6:40 AM Merced to Yosemite
4XW	1,421	653	45.95%	Inbound 8:45 AM Merced to Yosemite
5W	1,421	734	51.65%	Inbound 10:30 AM Merced to Yosemite
5 Extra	49	28	57.14%	Inbound 10:30 AM Merced to Yosemite Extra
6W	1,421	489	34.41%	Inbound 5:25 PM Merced to Yosemite
6E	49	8	16.33%	Inbound 4:30 PM Merced to Midpines
7WOct	1,029	48	4.66%	Outbound 5:54 AM Midpines to Merced
8W	1,470	638	43.40%	Outbound 8:20 AM Yosemite to Merced
9W	1,421	573	40.32%	Outbound 2:20 PM Yosemite to Merced
10XW	1,029	382	37.12%	Outbound 3:40 PM Yosemite to Merced
11W	1,421	921	64.81%	Outbound 4:15 PM Yosemite to Merced
12W	1,372	612	44.61%	Outbound 5:05 PM Yosemite to Merced
12ERock	49	10	20.41%	Outbound 5:05 PM Yosemite to Merced Rock Slid
Total	16,072	6,299	39.19%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	1,029	145	14.09%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,029	250	24.30%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	1,029	470	45.68%	Inbound 6:40 AM Merced to Yosemite
4XW	1,029	431	41.89%	Inbound 8:45 AM Merced to Yosemite
5W	980	452	46.12%	Inbound 10:30 AM Merced to Yosemite
5 Extra	49	28	57.14%	Inbound 10:30 AM Merced to Yosemite Extra
6W	1,029	392	38.10%	Inbound 5:25 PM Merced to Yosemite
7WOct	1,029	48	4.66%	Outbound 5:54 AM Midpines to Merced
8W	1,029	477	46.36%	Outbound 8:20 AM Yosemite to Merced
9W	1,029	415	40.33%	Outbound 2:20 PM Yosemite to Merced
10XW	1,029	382	37.12%	Outbound 3:40 PM Yosemite to Merced
11W	1,029	504	48.98%	Outbound 4:15 PM Yosemite to Merced
12W	980	359	36.63%	Outbound 5:05 PM Yosemite to Merced
Total	12,299	4,353	35.39%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
2W	441	88	19.95%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	392	250	63.78%	Inbound 6:40 AM Merced to Yosemite
4XW	392	222	56.63%	Inbound 8:45 AM Merced to Yosemite
5W	441	282	63.95%	Inbound 10:30 AM Merced to Yosemite
6W	392	97	24.74%	Inbound 5:25 PM Merced to Yosemite
6E	49	8	16.33%	Inbound 4:30 PM Merced to Midpines
8W	441	161	36.51%	Outbound 8:20 AM Yosemite to Merced
9W	392	158	40.31%	Outbound 2:20 PM Yosemite to Merced
11W	392	417	106.38%	Outbound 4:15 PM Yosemite to Merced
12W	392	253	64.54%	Outbound 5:05 PM Yosemite to Merced
12ERock	49	10	20.41%	Outbound 5:05 PM Yosemite to Merced Rock Slide De tour
Total	3,773	1,946	51.58%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	1,029	137	13.31%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,470	334	22.72%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	1,421	715	50.32%	Inbound 6:40 AM Merced to Yosemite
4XW	1,421	617	43.42%	Inbound 8:45 AM Merced to Yosemite
5W	1,421	565	39.76%	Inbound 10:30 AM Merced to Yosemite
6W	1,421	413	29.06%	Inbound 5:25 PM Merced to Yosemite
6E	49	7	14.29%	Inbound 4:30 PM Merced to Midpines
7WOct	1,029	41	3.98%	Outbound 5:54 AM Midpines to Merced
8W	1,470	488	33.20%	Outbound 8:20 AM Yosemite to Merced
9W	1,421	550	38.71%	Outbound 2:20 PM Yosemite to Merced
10XW	1,029	375	36.44%	Outbound 3:40 PM Yosemite to Merced
11W	1,421	865	60.87%	Outbound 4:15 PM Yosemite to Merced
12W	1,372	531	38.70%	Outbound 5:05 PM Yosemite to Merced
12ERock	49	10	20.41%	Outbound 5:05 PM Yosemite to Merced Rock Slid e Detour
Total	16,023	5,648	35.25%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	1,029	137	13.31%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,029	246	23.91%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	1,029	465	45.19%	Inbound 6:40 AM Merced to Yosemite
4XW	1,029	409	39.75%	Inbound 8:45 AM Merced to Yosemite
5W	980	338	34.49%	Inbound 10:30 AM Merced to Yosemite
6W	1,029	321	31.20%	Inbound 5:25 PM Merced to Yosemite
7WOct	1,029	41	3.98%	Outbound 5:54 AM Midpines to Merced
8W	1,029	355	34.50%	Outbound 8:20 AM Yosemite to Merced
9W	1,029	398	38.68%	Outbound 2:20 PM Yosemite to Merced
10XW	1,029	375	36.44%	Outbound 3:40 PM Yosemite to Merced
11W	1,029	468	45.48%	Outbound 4:15 PM Yosemite to Merced
12W	980	341	34.80%	Outbound 5:05 PM Yosemite to Merced
Total	12,250	3,894	31.79%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
2W	441	88	19.95%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	392	250	63.78%	Inbound 6:40 AM Merced to Yosemite
4XW	392	208	53.06%	Inbound 8:45 AM Merced to Yosemite
5W	441	227	51.47%	Inbound 10:30 AM Merced to Yosemite
6W	392	92	23.47%	Inbound 5:25 PM Merced to Yosemite
6E	49	7	14.29%	Inbound 4:30 PM Merced to Midpines
8W	441	133	30.16%	Outbound 8:20 AM Yosemite to Merced
9W	392	152	38.78%	Outbound 2:20 PM Yosemite to Merced
11W	392	397	101.28%	Outbound 4:15 PM Yosemite to Merced
12W	392	190	48.47%	Outbound 5:05 PM Yosemite to Merced
12ERock	49	10	20.41%	Outbound 5:05 PM Yosemite to Merced Rock Slide Deto '''
Total	3,773	1,754	46.49%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 12/1/2019 through 12/31/2019.

Daily - All Routes

Run	NPS Emp's	Child Free	Paid Fare	Amtrak	Total
10XW	59	24	292	7	382
11W	24	34	807	56	921
2ERock	0	0	10	0	10
12W	11	18	502	81	612
1XW	61	1	75	8	145
2W	38	21	275	4	338
3W	4	55	656	5	720
4XW	0	43	574	36	653
5 Extra	0	0	0	28	28
5W	6	52	507	169	734
6E	0	1	6	1	8
6W	1	12	400	76	489
7WOct	0	0	41	7	48
8W	4	12	472	150	638
9W	7	35	508	23	573
	215	308	5,125	651	6,299
	3.41%	4.89%	81.36%	10.33%	100.00%

Weekdays

Run	NPS Emp's	Paid Fare	Child Free	Amtrak	Total
10XW	59	292	24	7	382
11W	24	417	27	36	504
12W	11	317	13	18	359
1XW	61	75	1	8	145
2W	38	193	15	4	250
3W	3	430	32	5	470
4XW	0	374	35	22	431
5 Extra	0	0	0	28	28
5W	5	306	27	114	452
6W	0	313	8	71	392
7WOct	0	41	0	7	48
8W	4	348	3	122	477
9W	5	366	27	17	415
	210	3,472	212	459	4,353
	4.82%	79.76%	4.87%	10.54%	100.00%

Weekends/Holidays

Run	NPS	Paid Fare	Child Free	Amtrak	Total
11W	0	390	7	20	417
2ERocl	0	10	0	0	10
12W	0	185	5	63	253
2W	0	82	6	0	88
3W	1	226	23	0	250
4XW	0	200	8	14	222
5W	1	201	25	55	282
6E	0	6	1	1	8
6W	1	87	4	5	97
8W	0	124	9	28	161
9W	2	142	8	6	158
	5	1,653	96	192	1,946
	0.26%	84.94%	4.93%	9.87%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	NPS Emp's	Paid Fare	Child Free	Total
10XW	59	292	24	375
11W	24	807	34	865
2ERock	0	10	0	10
12W	11	502	18	531
1XW	61	75	1	137
2W	38	275	21	334
3W	4	656	55	715
4XW	0	574	43	617
5 Extra	0	0	0	0
5W	6	507	52	565
6E	0	6	1	7
6W	1	400	12	413
7WOct	0	41	0	41
8W	4	472	12	488
9W	7	508	35	550
	215	5,125	308	5,648
	3.81%	90.74%	5.45%	100.00%

Weekdays

Run	NPS Emp's	Paid Fare	Child Free	Total
10XW	59	292	24	375
11W	24	417	27	468
12W	11	317	13	341
1XW	61	75	1	137
2W	38	193	15	246
3W	3	430	32	465
4XW	0	374	35	409
5 Extra	0	0	0	0
5W	5	306	27	338
6W	0	313	8	321
7WOct	0	41	0	41
8W	4	348	3	355
9W	5	366	27	398
	210	3,472	212	3,894
	5.39%	89.16%	5.44%	100.00%

Weekends/Holidays

Run	NPS	Adult	Child Free	Total
11W	0	390	7	397
2ERocl	0	10	0	10
12W	0	185	5	190
2W	0	82	6	88
3W	1	226	23	250
4XW	0	200	8	208
5W	1	201	25	227
6E	0	6	1	7
6W	1	87	4	92
8W	0	124	9	133
9W	2	142	8	152
	5	1,653	96	1,754
	0.29%	94.24%	5.47%	100.00%

OPERATING STATISTICS

REVENUE MILES 12/1/2019 - 12/31/2019

From 12/1/2019 through 12/31/2019 VIA HWY 140 operated a total of 27,491 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	4XW	21	87	1,827
	Merced	5 Extra	1	87	87
	Merced	5W	21	87	1,827
	Merced	6W	21	87	1,827
	Midpines	7WOct	21	51	1,071
	Yosemite	10XW	21	87	1,827
	Yosemite	11W	21	87	1,827
	Yosemite	12W	21	87	1,827
	Yosemite	8W	21	87	1,827
	Yosemite	9W	21	87	1,827
Total Mileage					20,877

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Catheys Valley	2W	9	69	621
	Mariposa	10EMar	1	51	51
	Merced	3W	8	87	696
	Merced	4XW	8	87	696
	Merced	5W	9	87	783
	Merced	6E	1	51	51
	Merced	6W	8	87	696
	Yosemite	11W	8	87	696
	Yosemite	12ERock	1	149	149
	Yosemite	12W	8	87	696
	Yosemite	8W	9	87	783
	Yosemite	9W	8	87	696
Total Mileage					6,614
Grand Total					27,491
YARTS Total					27,491

REVENUE HOURS

From 12/1/2019 through 12/31/2019 VIA HWY 140 provided a total of 919.30 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	4XW	21	3.00	63.00
	Merced	5 Extra	1	3.00	3.00
	Merced	5W	21	3.30	69.30
	Merced	6W	21	3.20	67.20
	Midpines	7WOct	21	1.50	31.50
	Yosemite	10XW	21	2.90	60.90
	Yosemite	11W	21	2.80	58.80
	Yosemite	12W	21	3.00	63.00
	Yosemite	8W	21	2.80	58.80
	Yosemite	9W	21	2.60	54.60
Total Hours					693.90

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Catheys Valley	2W	9	2.10	18.90
	Mariposa	10EMar	1	1.70	1.70
	Merced	3W	8	3.20	25.60
	Merced	4XW	8	3.00	24.00
	Merced	5W	9	3.30	29.70
	Merced	6E	1	2.50	2.50
	Merced	6W	8	3.20	25.60
	Yosemite	11W	8	2.80	22.40
	Yosemite	12ERock	1	5.00	5.00
	Yosemite	12W	8	3.00	24.00
	Yosemite	8W	9	2.80	25.20
	Yosemite	9W	8	2.60	20.80
Total Hours					225.40
Grand Total					919.30
YARTS Total					919.30

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 December 1-31, 2019.

ROAD CALLS

There were zero (0) road calls during the month of December 1-31, 2019.

SERVICE DELAYS

There were three (3) notable service delays during the month of December 1-31, 2019. Total on time service for all corridors was 100% based on YARTS contract criteria.

Hwy 140

12/1/19	Run 5	Delayed 1 hours due to weather.
12/20/19	Run 5	Delayed 25 minutes at Amtrak due to late train.
12/24/19	Run 5	Delayed 30 minutes at Amtrak due to large passenger counts.

MAMMOTH Hwy 120/395

DNR (did not run)

SONORA Hwy 120 West

DNR

FRESNO Hwy 41

DNR

MISSED RUNS

There were zero (0) missed run during the month of December 1-31, 2019.

Hwy 140

None

MAMMOTH Hwy 120/395

None-DNR

SONORA Hwy 120 West

None—DNR

FRESNO Hwy 41

None--DNR

EXTRA RUNS

There was one (1) extra Run 5 on December 26th, 2019 due to extremely high passenger counts at the beginning of the run.

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 were two (2) notable customer concerns that arose during the month of December 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 concerns were as follows:

12- 2-19 Customer expressed concern that they had reservations, but were unable to board due to the bus being at capacity. Customer requested refund of fares and fees.

Drivers were reminded that priority needs to be given to and seats saved for passengers with reservations, and extra passengers should not be allowed to board once capacity, including those reservation counts, is reached. This date was extremely busy, and the buses were filling up towards the beginning of the runs. Therefore, seats should have been kept open for those passengers with reservations further along the route. Drivers are issued copies of daily reservation manifests so that they are informed of passenger counts. YARTS Staff issued refund of all fares and fees.

12-25-19 Park Visitor Center employee said that 5 visitors had connecting YARTS tickets sold by Greyhound for Christmas Day, a non-YARTS service day. The employee contacted Greyhound on behalf of the visitor, who was present during the conversation as well, but the Greyhound team representative was unresponsive and provided no assistance. Park service informed YARTS Staff and contractor of the incident.

YARTS Staff and Park representative contacted the Greyhound team, shared the incident, and reminded them that the schedule of non-operating days for YARTS was forwarded to them months prior. This information is also available online. Greyhound was asked to suspend sales for those days and to follow up with their customers who were issued YARTS tickets on days of non-operation. All of 2020 non-service days are currently posted on the YARTS web site and were shared with all partners by email, as well.

Rock Slide/Traffic Delays

On December 7th, 2019, Hwy 140 was closed between Midpines and El Portal due to a rock slide. Run 12 exited the park via Hwy 41 and Run 6 went only as far as Midpines. On December 8th, a reduced Emergency schedule ran with escorts into the park. Runs 2, 5, 6, 8 and 12 ran normal schedules. In addition, a Run 10 Emergency schedule ran from Midpines to Merced. Normal service resumed on December 9th.

There were several other traffic delays due to construction, weather, tree removal, late trains and high passenger loads throughout the month of December 2019.

Free Day Service

No free day service operated in December of 2019.