



February 13, 2020

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

RE: YARTS Monthly Report January 1-31, 2020

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 January 1-31, 2020.

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 1/1/2020 to 1/31/2020

A total of 4,671 passengers were carried on the HWY 140 system by VIA. Of these, 449 were Amtrak passengers utilizing the YARTS service.

Ridership - All

Date	NPS Employees	Paid Fare	Child Free	Amtrak Paid	Total
1/2/2020	5	209	14	52	280
1/3/2020	12	142	12	15	181
1/4/2020	1	136	15	22	174
1/5/2020	2	142	7	5	156
1/6/2020	13	111	4	16	144
1/7/2020	12	117	5	9	143
1/8/2020	18	112	3	10	143
1/9/2020	15	106	3	11	135
1/10/2020	15	133	7	21	176
1/11/2020	0	97	3	18	118
1/12/2020	0	93	5	3	101
1/13/2020	25	84	1	8	118
1/14/2020	12	88	12	5	117
1/15/2020	17	98	4	12	131
1/16/2020	8	87	1	3	99
1/17/2020	7	148	9	18	182
1/18/2020	0	158	18	6	182
1/19/2020	2	132	1	22	157
1/20/2020	0	414	19	15	448
1/21/2020	17	140	3	29	189
1/22/2020	16	148	4	8	176
1/23/2020	11	134	1	11	157
1/24/2020	11	69	3	30	113
1/25/2020	4	130	9	7	150
1/26/2020	0	89	7	32	128
1/27/2020	23	102	4	4	133
1/28/2020	4	87	2	7	100
1/29/2020	27	68	0	26	121
1/30/2020	13	73	1	9	96
1/31/2020	8	96	4	15	123
Total	298	3,743	181	449	4,671
	6.38%	80.13%	3.87%	9.61%	100.00%

RIDERSHIP

From 1/1/2020 to 1/31/2020

Ridership - Excluding Amtrak

Date	NPS Employees	Paid Fare	Child Free	Total
1/2/2020	5	209	14	228
1/3/2020	12	142	12	166
1/4/2020	1	136	15	152
1/5/2020	2	142	7	151
1/6/2020	13	111	4	128
1/7/2020	12	117	5	134
1/8/2020	18	112	3	133
1/9/2020	15	106	3	124
1/10/2020	15	133	7	155
1/11/2020	0	97	3	100
1/12/2020	0	93	5	98
1/13/2020	25	84	1	110
1/14/2020	12	88	12	112
1/15/2020	17	98	4	119
1/16/2020	8	87	1	96
1/17/2020	7	148	9	164
1/18/2020	0	158	18	176
1/19/2020	2	132	1	135
1/20/2020	0	414	19	433
1/21/2020	17	140	3	160
1/22/2020	16	148	4	168
1/23/2020	11	134	1	146
1/24/2020	11	69	3	83
1/25/2020	4	130	9	143
1/26/2020	0	89	7	96
1/27/2020	23	102	4	129
1/28/2020	4	87	2	93
1/29/2020	27	68	0	95
1/30/2020	13	73	1	87
1/31/2020	8	96	4	108
Total	298	3,743	181	4,222
	7.06%	88.65%	4.29%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Airport	53	1.13%
Amtrak	696	14.90%
AutoCamp	26	0.56%
Barium Mine Rd	12	0.26%
Bug Hostel	262	5.61%
Catheys Valley	17	0.36%
Cedar Lodge	174	3.73%
El Portal PO	35	0.75%
Half Dome Villag	264	5.65%
Mariposa Park &	536	11.48%
MidPines PK & Ri	71	1.52%
MPMidtown	206	4.41%
MPPO	25	0.54%
NPS Maintenance	67	1.43%
Roadside Rest	161	3.45%
Transpo	349	7.47%
Yosemite Valley L	374	8.01%
YosVCenter	1227	26.27%
YV Lodge	116	2.48%
Totals	4671	100.00%

LOAD FACTOR ANALYSIS : 1/1/2020 - 1/31/2020

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 1/1/2020 through 1/31/2020. 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	146	13.54%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,470	344	23.40%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	1,470	495	33.67%	Inbound 6:40 AM Merced to Yosemite
4XW	1,470	425	28.91%	Inbound 8:45 AM Merced to Yosemite
5W	1,470	465	31.63%	Inbound 10:30 AM Merced to Yosemite
5 Extra	49	25	51.02%	Inbound 10:30 AM Merced to Yosemite Extra
6W	1,470	421	28.64%	Inbound 5:25 PM Merced to Yosemite
7WOct	1,078	75	6.96%	Outbound 5:54 AM Midpines to Merced
8W	1,470	539	36.67%	Outbound 8:20 AM Yosemite to Merced
9W	1,470	527	35.85%	Outbound 2:20 PM Yosemite to Merced
10XW	1,078	272	25.23%	Outbound 3:40 PM Yosemite to Merced
11W	1,470	522	35.51%	Outbound 4:15 PM Yosemite to Merced
12W	1,470	415	28.23%	Outbound 5:05 PM Yosemite to Merced
Total	16,513	4,671	28.29%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	1,078	146	13.54%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,078	268	24.86%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	1,078	373	34.60%	Inbound 6:40 AM Merced to Yosemite
4XW	1,078	304	28.20%	Inbound 8:45 AM Merced to Yosemite
5W	1,078	304	28.20%	Inbound 10:30 AM Merced to Yosemite
5 Extra	49	25	51.02%	Inbound 10:30 AM Merced to Yosemite Extra
6W	1,078	308	28.57%	Inbound 5:25 PM Merced to Yosemite
7WOct	1,078	75	6.96%	Outbound 5:54 AM Midpines to Merced
8W	1,078	406	37.66%	Outbound 8:20 AM Yosemite to Merced
9W	1,078	378	35.06%	Outbound 2:20 PM Yosemite to Merced
10XW	1,078	272	25.23%	Outbound 3:40 PM Yosemite to Merced
11W	1,078	355	32.93%	Outbound 4:15 PM Yosemite to Merced
12W	1,078	291	26.99%	Outbound 5:05 PM Yosemite to Merced
Total	12,985	3,505	26.99%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
2W	392	76	19.39%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	392	122	31.12%	Inbound 6:40 AM Merced to Yosemite
4XW	392	121	30.87%	Inbound 8:45 AM Merced to Yosemite
5W	392	161	41.07%	Inbound 10:30 AM Merced to Yosemite
6W	392	113	28.83%	Inbound 5:25 PM Merced to Yosemite
8W	392	133	33.93%	Outbound 8:20 AM Yosemite to Merced
9W	392	149	38.01%	Outbound 2:20 PM Yosemite to Merced
11W	392	167	42.60%	Outbound 4:15 PM Yosemite to Merced
12W	392	124	31.63%	Outbound 5:05 PM Yosemite to Merced
Total	3,528	1,166	33.05%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	1,078	146	13.54%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,470	344	23.40%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	1,470	489	33.27%	Inbound 6:40 AM Merced to Yosemite
4XW	1,470	407	27.69%	Inbound 8:45 AM Merced to Yosemite
5W	1,470	354	24.08%	Inbound 10:30 AM Merced to Yosemite
6W	1,470	374	25.44%	Inbound 5:25 PM Merced to Yosemite
7WOct	1,078	74	6.86%	Outbound 5:54 AM Midpines to Merced
8W	1,470	394	26.80%	Outbound 8:20 AM Yosemite to Merced
9W	1,470	485	32.99%	Outbound 2:20 PM Yosemite to Merced
10XW	1,078	269	24.95%	Outbound 3:40 PM Yosemite to Merced
11W	1,470	491	33.40%	Outbound 4:15 PM Yosemite to Merced
12W	1,470	395	26.87%	Outbound 5:05 PM Yosemite to Merced
Total	16,464	4,222	25.64%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	1,078	146	13.54%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,078	268	24.86%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	1,078	371	34.42%	Inbound 6:40 AM Merced to Yosemite
4XW	1,078	291	26.99%	Inbound 8:45 AM Merced to Yosemite
5W	1,078	225	20.87%	Inbound 10:30 AM Merced to Yosemite
6W	1,078	277	25.70%	Inbound 5:25 PM Merced to Yosemite
7WOct	1,078	74	6.86%	Outbound 5:54 AM Midpines to Merced
8W	1,078	286	26.53%	Outbound 8:20 AM Yosemite to Merced
9W	1,078	351	32.56%	Outbound 2:20 PM Yosemite to Merced
10XW	1,078	269	24.95%	Outbound 3:40 PM Yosemite to Merced
11W	1,078	338	31.35%	Outbound 4:15 PM Yosemite to Merced
12W	1,078	275	25.51%	Outbound 5:05 PM Yosemite to Merced
Total	12,936	3,171	24.51%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
2W	392	76	19.39%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	392	118	30.10%	Inbound 6:40 AM Merced to Yosemite
4XW	392	116	29.59%	Inbound 8:45 AM Merced to Yosemite
5W	392	129	32.91%	Inbound 10:30 AM Merced to Yosemite
6W	392	97	24.74%	Inbound 5:25 PM Merced to Yosemite
8W	392	108	27.55%	Outbound 8:20 AM Yosemite to Merced
9W	392	134	34.18%	Outbound 2:20 PM Yosemite to Merced
11W	392	153	39.03%	Outbound 4:15 PM Yosemite to Merced
12W	392	120	30.61%	Outbound 5:05 PM Yosemite to Merced
Total	3,528	1,051	29.79%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 1/1/2020 through 1/31/2020.

Daily - All Routes

Run	NPS Emp's	Child Free	Paid Fare	Amtrak	Total
10XW	63	4	202	3	272
11W	11	26	454	31	522
12W	22	12	361	20	415
1XW	75	0	71	0	146
2W	55	22	267	0	344
3W	28	22	439	6	495
4XW	3	31	373	18	425
5 Extra	0	0	0	25	25
5W	1	7	346	111	465
6W	1	12	361	47	421
7WOct	8	0	66	1	75
8W	20	18	356	145	539
9W	11	27	447	42	527
	298	181	3,743	449	4,671
	6.38%	3.87%	80.13%	9.61%	100.00%

Weekdays

Run	NPS Emp's	Paid Fare	Child Free	Amtrak	Total
10XW	63	202	4	3	272
11W	11	308	19	17	355
12W	18	249	8	16	291
1XW	75	71	0	0	146
2W	54	195	19	0	268
3W	26	333	12	2	373
4XW	3	269	19	13	304
5 Extra	0	0	0	25	25
5W	1	220	4	79	304
6W	1	270	6	31	308
7WOct	8	66	0	1	75
8W	20	258	8	120	406
9W	9	325	17	27	378
	289	2,766	116	334	3,505
	8.25%	78.92%	3.31%	9.53%	100.00%

Weekends/Holidays

Run	NPS	Paid Fare	Child Free	Amtrak	Total
11W	0	146	7	14	167
12W	4	112	4	4	124
2W	1	72	3	0	76
3W	2	106	10	4	122
4XW	0	104	12	5	121
5W	0	126	3	32	161
6W	0	91	6	16	113
8W	0	98	10	25	133
9W	2	122	10	15	149
	9	977	65	115	1,166
	0.77%	83.79%	5.57%	9.86%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	NPS Emp's	Paid Fare	Child Free	Total
10XW	63	202	4	269
11W	11	454	26	491
12W	22	361	12	395
1XW	75	71	0	146
2W	55	267	22	344
3W	28	439	22	489
4XW	3	373	31	407
5 Extra	0	0	0	0
5W	1	346	7	354
6W	1	361	12	374
7WOct	8	66	0	74
8W	20	356	18	394
9W	11	447	27	485
	298	3,743	181	4,222
	7.06%	88.65%	4.29%	100.00%

Weekdays

Run	NPS Emp's	Paid Fare	Child Free	Total
10XW	63	202	4	269
11W	11	308	19	338
12W	18	249	8	275
1XW	75	71	0	146
2W	54	195	19	268
3W	26	333	12	371
4XW	3	269	19	291
5 Extra	0	0	0	0
5W	1	220	4	225
6W	1	270	6	277
7WOct	8	66	0	74
8W	20	258	8	286
9W	9	325	17	351
	289	2,766	116	3,171
	9.11%	87.23%	3.66%	100.00%

Weekends/Holidays

Run	NPS	Adult	Child Free	Total
11W	0	146	7	153
12W	4	112	4	120
2W	1	72	3	76
3W	2	106	10	118
4XW	0	104	12	116
5W	0	126	3	129
6W	0	91	6	97
8W	0	98	10	108
9W	2	122	10	134
	9	977	65	1,051
	0.86%	92.96%	6.18%	100.00%

OPERATING STATISTICS

REVENUE MILES 1/1/2020 - 1/31/2020

From 1/1/2020 through 1/31/2020 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	5 Extra	1	87	87
	Merced	5W	22	87	1,914
	Merced	6W	22	87	1,914
	Midpines	7WOct	22	51	1,122
	Yosemite	10XW	22	87	1,914
	Yosemite	11W	22	87	1,914
	Yosemite	12W	22	87	1,914
	Yosemite	8W	22	87	1,914
	Yosemite	9W	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	9W	8	87	696
Total Mileage					6,120
Grand Total					27,987
YARTS Total					27,987

REVENUE HOURS

From 1/1/2020 through 1/31/2020 VIA HWY 140 provided a total of 934.80 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	3.00	66.00
	Merced	5 Extra	1	3.00	3.00
	Merced	5W	22	3.30	72.60
	Merced	6W	22	3.20	70.40
	Midpines	7WOct	22	1.50	33.00
	Yosemite	10XW	22	2.90	63.80
	Yosemite	11W	22	2.80	61.60
	Yosemite	12W	22	3.00	66.00
	Yosemite	8W	22	2.80	61.60
	Yosemite	9W	22	2.60	57.20
Total Hours					726.80

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	3.00	24.00
	Merced	5W	8	3.30	26.40
	Merced	6W	8	3.20	25.60
	Yosemite	11W	8	2.80	22.40
	Yosemite	12W	8	3.00	24.00
	Yosemite	8W	8	2.80	22.40
	Yosemite	9W	8	2.60	20.80
Total Hours					208.00
Grand Total					934.80
YARTS Total					934.80

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 January 1-31, 2020.

ROAD CALLS

There were three (3) road calls during the month of January 1-31, 2020.

1/17/20	Run 10	Delayed 2 hours due to mechanical issue en route.
1/17/20	Run 11	Delayed 1 hour due to being stuck in ice as result of inclement weather.
1/24/20	Run 4	Delayed 2 hours due to mechanical issue en route.

SERVICE DELAYS

There were three (3) notable service delays during the month of January 1-31, 2020. Total on time service for all corridors was 100% based on YARTS contract criteria.

Hwy 140

1/17/20	Run 10	Delayed 2 hours due to mechanical issue en route. Riders took run 12 or found alternate transportation.
1/17/20	Run 11	Delayed 1 hour due to being stuck in ice as a result of inclement weather.
1/24/20	Run 4	Delayed 2 hours due to mechanical issue en route.

MAMMOTH Hwy 120/395

DNR (did not run)

SONORA Hwy 120 West

DNR

FRESNO Hwy 41

DNR

MISSED RUNS

There were zero (0) missed runs during the month of January 1-31, 2020.

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 January 21, 2020 due to an Amtrak late train. Amtrak paid extra to YARTS to accommodate a group of 20 passengers.

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 (2) notable customer concerns that arose during the month of January 1-31, 2020 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:

1-17-20 Run 11 Customer was concerned that when the bus had a mechanical issue at the NPS Maintenance stop, the driver encouraged her and her party to catch a ride with a motorist so that she wouldn't have to wait for the replacement bus. She felt that drivers should not promote that practice since they can't be sure the motorists are safe. Customer felt she wasn't given an option and wanted to speak to the contractor about her concern.

Contractor Manager contacted the rider and explained that the driver was concerned about the extremely cold temperatures, and since the bus couldn't be running, that the guest might get too cold in the inclement weather. The motorist was a park employee, so he felt it would be safe. In addition, the driver was aware that the subsequent runs had extensive delays due to the weather conditions. The Manager told the guest that her perspective was sincerely appreciated and that drivers would be advised to present the alternatives as options, with the understanding that if the rider preferred to stay on the bus, they could choose to do so.

1-21-20 Run 2 Customer expressed concern that they were going towards the El Portal Post Office bus stop to board, but, the bus continued without stopping because no one was waiting at the stop. However, the time was 5 minutes earlier than the scheduled departure time. The rider had to go to Yosemite View Lodge to catch the bus. The rider is an employee who relies on YARTS for transit to work, and was concerned about the early departure.

Follow up on the contractor's GPS supported that the bus departed early from the El Portal Post Office stop. The driver left Mariposa 2 minutes behind schedule and was at Cedar Lodge on time. The GPS shows the driver entering Foresta Road on time at 6:59am, but then departing El Portal Post Office 5 minutes early. Driver was apologetic and realized he had not paid attention to the actual times once he entered Foresta. Drivers are instructed to wait until the scheduled departure time using the on-board atomic clock reading.

All drivers were reminded of the policy of absolutely not leaving any stop prior to the scheduled departure time. Appropriate follow up action was taken with this particular driver. YARTS Staff also recommended to the rider that it is best to be at YARTS stops at least 10 minutes prior in order to avoid missing the bus due to differences in times.

Kudos

“My wife and I would like to COMPLIMENT your driver. We took Amtrak then took YARTS to and from Yosemite. This great one-day trip took place on Dec 28, 2019... just a few weeks ago. The YARTS driver handled the horrible attitudes of the passengers with a professionalism that we absolutely were amazed. Please do NOT lose this driver ... we need way more folks like him. If there is such award for this style of conduct he deserves every bit of it. If it also comes with a financial incentive to continue such behavior ... please award him with such!!!!!! Thank YOU for allowing us to write this compliment.”

Norovirus Notice

YARTS Staff was notified by Tuolumne County representatives, who had been informed by the Infectious Diseases Branch Medical Officer in Sacramento, of the Norovirus gastrointestinal illness occurring in Yosemite National Park. Staff was told that some people found with the illness had taken YARTS transportation into and out of the park. YARTS Staff informed the VIA contractor, who immediately relayed that information to all drivers and team members and posted care data that had been forwarded by the Environmental Health Director in Sonora.

YARTS buses are already sanitized as part of the normal every day cleaning however, they were given a special cleaning to follow up. Sanitizer is available on all buses for passenger use, and is in every driver compartment for driver use as well. Thankfully, no outbreaks were noted among the contractor team to date.

Weather/Construction/Traffic Delays

Various delays occurred due to inclement weather on January 17th and 18th, 2020. Icy conditions around Yosemite Valley Lodge caused one bus to get stuck and need towing out of the icy area to continue the route. Runs were delayed 1 to 2 hours exiting and entering the park, though roads remained open.

Other traffic delays occurred throughout the month due to continual construction delays, tree removal and late trains.

Free Day Service

Free Day service operated on the Martin Luther King, Jr. holiday, January 20th. The first few bus departures were full to capacity. Runs operated smoothly.