

March 4, 2008

Mr. Whittington  
Merced County Association of Governments  
369 W. 18<sup>th</sup> Street  
Merced, CA 95340

**RE: YARTS Monthly Report: February 1 - 29, 2008**

Dear Mr. Whittington,

In accordance with the summer contract agreement between the Yosemite Area Transportation System Joint Powers Authority (YARTS JPA) and VIA Adventures, Inc. attached please find the monthly summary of operating statistics for February 1 - 29, 2008.

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

A total of 4,213 passengers were carried on the HWY 140 system by VIA. Of these, 674 were Amtrak passengers utilizing the YARTS service.

### Ridership - All

Date	YCS	NPS	Other	Total Employees	Adult Paid	Sr/Child Paid	Commuter Paid	Child Free	Amtrak Paid	Total Paid	Total
2/1/2008	15	34	10	59	47	1	27	0	24	99	158
2/2/2008	6	10	6	22	57	2	10	1	26	95	118
2/3/2008	2	8	6	16	50	0	5	0	19	74	90
2/4/2008	27	61	15	103	39	3	26	2	9	77	182
2/5/2008	14	49	7	70	61	0	21	3	22	104	177
2/6/2008	24	41	9	74	36	5	22	1	9	72	147
2/7/2008	17	44	10	71	83	2	28	0	1	114	185
2/8/2008	21	24	7	52	37	2	12	0	15	66	118
2/9/2008	9	5	5	19	70	0	6	2	6	82	103
2/10/2008	5	2	0	7	65	1	4	6	34	104	117
2/11/2008	11	51	8	70	52	5	34	5	16	107	182
2/12/2008	19	52	11	82	43	5	14	2	7	69	153
2/13/2008	2	55	12	69	19	2	36	2	15	72	143
2/14/2008	18	42	15	75	26	2	20	1	8	56	132
2/15/2008	14	14	7	35	47	0	25	2	45	117	154
2/16/2008	16	3	4	23	91	6	2	6	16	115	144
2/17/2008	4	3	2	9	89	1	4	7	9	103	119
2/18/2008	6	8	10	24	49	5	1	4	29	84	112
2/19/2008	15	44	9	68	53	3	12	1	12	80	149
2/20/2008	7	57	15	79	61	2	26	6	18	107	192
2/21/2008	6	36	7	49	31	0	13	3	46	90	142
2/22/2008	19	23	9	51	50	5	20	0	30	105	156
2/23/2008	7	4	4	15	32	4	3	0	54	93	108
2/24/2008	7	5	1	13	49	1	3	0	52	105	118
2/25/2008	11	56	11	78	43	5	24	1	31	103	182
2/26/2008	13	66	13	92	31	9	25	1	57	122	215
2/27/2008	7	52	13	72	42	3	23	1	24	92	165
2/28/2008	8	39	2	49	25	2	17	2	12	56	107
2/29/2008	19	32	9	60	41	1	15	0	28	85	145
<b>Total</b>	349	920	237	1,506	1,419	77	478	59	674	2,648	4,213
<b>Percent</b>	8.28%	21.84%	5.63%	35.75%	33.68%	1.83%	11.35%	1.40%	16.00%	62.85%	100.00%

## Ridership Excluding Amtrak

Date	YCS	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
2/1/2008	15	34	10	59	47	27	0	1	75	134
2/2/2008	6	10	6	22	57	10	1	2	69	92
2/3/2008	2	8	6	16	50	5	0	0	55	71
2/4/2008	27	61	15	103	39	26	2	3	68	173
2/5/2008	14	49	7	70	61	21	3	0	82	155
2/6/2008	24	41	9	74	36	22	1	5	63	138
2/7/2008	17	44	10	71	83	28	0	2	113	184
2/8/2008	21	24	7	52	37	12	0	2	51	103
2/9/2008	9	5	5	19	70	6	2	0	76	97
2/10/2008	5	2	0	7	65	4	6	1	70	83
2/11/2008	11	51	8	70	52	34	5	5	91	166
2/12/2008	19	52	11	82	43	14	2	5	62	146
2/13/2008	2	55	12	69	19	36	2	2	57	128
2/14/2008	18	42	15	75	26	20	1	2	48	124
2/15/2008	14	14	7	35	47	25	2	0	72	109
2/16/2008	16	3	4	23	91	2	6	6	99	128
2/17/2008	4	3	2	9	89	4	7	1	94	110
2/18/2008	6	8	10	24	49	1	4	5	55	83
2/19/2008	15	44	9	68	53	12	1	3	68	137
2/20/2008	7	57	15	79	61	26	6	2	89	174
2/21/2008	6	36	7	49	31	13	3	0	44	96
2/22/2008	19	23	9	51	50	20	0	5	75	126
2/23/2008	7	4	4	15	32	3	0	4	39	54
2/24/2008	7	5	1	13	49	3	0	1	53	66
2/25/2008	11	56	11	78	43	24	1	5	72	151
2/26/2008	13	66	13	92	31	25	1	9	65	158
2/27/2008	7	52	13	72	42	23	1	3	68	141
2/28/2008	8	39	2	49	25	17	2	2	44	95
2/29/2008	19	32	9	60	41	15	0	1	57	117
<b>Total</b>	349	920	237	1,506	1,419	478	59	77	1,974	3,539
<b>Percent</b>	9.86%	26.00%	6.70%	42.55%	40.10%	13.51%	1.67%	2.18%	55.78%	100.00%

## Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	14	0.33%
Airport	11	0.26%
Merced College	79	1.88%
Mall (PG&E)	1	0.02%
Downtown (Court	9	0.21%
Amtrak	548	13.01%
Transpo	212	5.03%
Catheys Valley	76	1.80%
MPMidtown	210	4.98%
Roadside Rest	496	11.77%
MPVstrCenter	129	3.06%
KOA	24	0.57%
MidPines	124	2.94%
MPPO	103	2.44%
Bug Hostel	223	5.29%
Cedar Lodge	46	1.09%
NPS Maintenance	155	3.68%
Barium Mine Rd	114	2.71%
El Portal PO	129	3.06%
YV Lodge	122	2.90%
YosVCenter	479	11.37%
Curry Village	231	5.48%
Ahwahnee	98	2.33%
YosLodge	545	12.94%
Modesto Amtrak	35	0.83%
<b>Totals</b>	<b>4213</b>	<b>100.00%</b>

**LOAD FACTOR ANALYSIS : February 01 - February 29, 2008**

Below please find the load factor calculations for the HWY 140 runs operated by VIA for February 01 through February 29, 2008. 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	
01B	520	399	76.73%	Inbound 5:52 am Service from Mariposa to YV
02B	754	434	57.56%	Inbound 6:24 am Service from Mariposa to YV
03B	754	232	30.77%	Inbound 7:00am Service to YV from Merced
Ex 21	45	35	77.78%	Inbound 9:49 am Service from Modesto to Yosemite
04B	738	241	32.66%	Inbound 8:45am Service to YV from Merced
5B	754	420	55.70%	Inbound 11:00 am Service to YV from Merced
Ex 05B1	96	86	89.58%	Inbound 11:00 am Service to YV from Merced
6.1	738	250	33.88%	Inbound 5pm Service to Midpines from Merced
07	512	191	37.30%	Outbound 6:30am Service from Hostel to Merced
08B	754	426	56.50%	Outbound 10:00am Service from YV to Merced
9B	754	674	89.39%	Outbound 4:15 pm Service from YV to Merced
Ex 09B1	26	19	73.08%	Outbound 4:15 pm Service from YV to Merced
Ex 22.2	45	34	75.56%	Outbound 4:20 pm Service YV to Modesto
10B	754	261	34.62%	Outbound 4:35 pm Service from YV to Mariposa
10.2BX	26	22	84.62%	Outbound 4:35pm Extended Service YV to Merced
Ex 10.3	26	26	100.00%	Outbound 4:35 pm Service from YV to Mariposa
11B	738	305	41.33%	Outbound 5:15 pm Service from YV to Merced
12B	754	158	20.95%	Outbound 5:45pm Service from YV to Merced
<b>Total</b>	<b>8,788</b>	<b>4,213</b>	<b>47.94%</b>	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01B	520	399	76.73%	Inbound 5:52 am Service from Mariposa to YV
02B	520	300	57.69%	Inbound 6:24 am Service from Mariposa to YV
03B	520	138	26.54%	Inbound 7:00am Service to YV from Merced
04B	504	170	33.73%	Inbound 8:45am Service to YV from Merced
5B	520	267	51.35%	Inbound 11:00 am Service to YV from Merced
Ex 05B1	78	71	91.03%	Inbound 11:00 am Service to YV from Merced
6.1	504	220	43.65%	Inbound 5pm Service to Midpines from Merced
07	512	191	37.30%	Outbound 6:30am Service from Hostel to Merced
08B	520	309	59.42%	Outbound 10:00am Service from YV to Merced
9B	520	519	99.81%	Outbound 4:15 pm Service from YV to Merced
Ex 22.2	45	34	75.56%	Outbound 4:20 pm Service YV to Modesto
10B	520	222	42.69%	Outbound 4:35 pm Service from YV to Mariposa
10.2BX	26	22	84.62%	Outbound 4:35pm Extended Service YV to Merced
Ex 10.3	26	26	100.00%	Outbound 4:35 pm Service from YV to Mariposa
11B	504	211	41.87%	Outbound 5:15 pm Service from YV to Merced
12B	520	85	16.35%	Outbound 5:45pm Service from YV to Merced
<b>Total</b>	<b>6,359</b>	<b>3,184</b>	<b>50.07%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02B	234	134	57.26%	Inbound 6:24 am Service from Mariposa to YV
03B	234	94	40.17%	Inbound 7:00am Service to YV from Merced
Ex 21	45	35	77.78%	Inbound 9:49 am Service from Modesto to Yosemite
04B	234	71	30.34%	Inbound 8:45am Service to YV from Merced
5B	234	153	65.38%	Inbound 11:00 am Service to YV from Merced
Ex 05B1	18	15	83.33%	Inbound 11:00 am Service to YV from Merced
6.1	234	30	12.82%	Inbound 5pm Service to Midpines from Merced
08B	234	117	50.00%	Outbound 10:00am Service from YV to Merced
9B	234	155	66.24%	Outbound 4:15 pm Service from YV to Merced
Ex 09B1	26	19	73.08%	Outbound 4:15 pm Service from YV to Merced
10B	234	39	16.67%	Outbound 4:35 pm Service from YV to Mariposa
11B	234	94	40.17%	Outbound 5:15 pm Service from YV to Merced
12B	234	73	31.20%	Outbound 5:45pm Service from YV to Merced
<b>Total</b>	<b>2,429</b>	<b>1,029</b>	<b>42.36%</b>	

## WITHOUT AMTRAK

### Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01B	520	399	76.73%	Inbound 5:52 am Service from Mariposa to YV
02B	754	433	57.43%	Inbound 6:24 am Service from Mariposa to YV
03B	754	228	30.24%	Inbound 7:00am Service to YV from Merced
04B	738	180	24.39%	Inbound 8:45am Service to YV from Merced
5B	754	241	31.96%	Inbound 11:00 am Service to YV from Merced
Ex 05B1	96	25	26.04%	Inbound 11:00 am Service to YV from Merced
6.1	738	235	31.84%	Inbound 5pm Service to Midpines from Merced
07	512	187	36.52%	Outbound 6:30am Service from Hostel to Merced
08B	754	272	36.07%	Outbound 10:00am Service from YV to Merced
9B	754	564	74.80%	Outbound 4:15 pm Service from YV to Merced
Ex 09B1	26	19	73.08%	Outbound 4:15 pm Service from YV to Merced
10B	754	260	34.48%	Outbound 4:35 pm Service from YV to Mariposa
10.2BX	26	22	84.62%	Outbound 4:35pm Extended Service YV to Merced
Ex 10.3	26	26	100.00%	Outbound 4:35 pm Service from YV to Mariposa
11B	738	300	40.65%	Outbound 5:15 pm Service from YV to Merced
12B	754	148	19.63%	Outbound 5:45pm Service from YV to Merced
<b>Total</b>	<b>8,698</b>	<b>3,539</b>	<b>40.69%</b>	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01B	520	399	76.73%	Inbound 5:52 am Service from Mariposa to YV
02B	520	299	57.50%	Inbound 6:24 am Service from Mariposa to YV
03B	520	137	26.35%	Inbound 7:00am Service to YV from Merced
04B	504	132	26.19%	Inbound 8:45am Service to YV from Merced
5B	520	165	31.73%	Inbound 11:00 am Service to YV from Merced
Ex 05B1	78	25	32.05%	Inbound 11:00 am Service to YV from Merced
6.1	504	212	42.06%	Inbound 5pm Service to Midpines from Merced
07	512	187	36.52%	Outbound 6:30am Service from Hostel to Merced
08B	520	206	39.62%	Outbound 10:00am Service from YV to Merced
9B	520	441	84.81%	Outbound 4:15 pm Service from YV to Merced
10B	520	221	42.50%	Outbound 4:35 pm Service from YV to Mariposa
10.2BX	26	22	84.62%	Outbound 4:35pm Extended Service YV to Merced
Ex 10.3	26	26	100.00%	Outbound 4:35 pm Service from YV to Mariposa
11B	504	207	41.07%	Outbound 5:15 pm Service from YV to Merced
12B	520	76	14.62%	Outbound 5:45pm Service from YV to Merced
<b>Total</b>	<b>6,314</b>	<b>2,755</b>	<b>43.63%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02B	234	134	57.26%	Inbound 6:24 am Service from Mariposa to YV
03B	234	91	38.89%	Inbound 7:00am Service to YV from Merced
04B	234	48	20.51%	Inbound 8:45am Service to YV from Merced
5B	234	76	32.48%	Inbound 11:00 am Service to YV from Merced
6.1	234	23	9.83%	Inbound 5pm Service to Midpines from Merced
08B	234	66	28.21%	Outbound 10:00am Service from YV to Merced
9B	234	123	52.56%	Outbound 4:15 pm Service from YV to Merced
Ex 09B1	26	19	73.08%	Outbound 4:15 pm Service from YV to Merced
10B	234	39	16.67%	Outbound 4:35 pm Service from YV to Mariposa
11B	234	93	39.74%	Outbound 5:15 pm Service from YV to Merced
12B	234	72	30.77%	Outbound 5:45pm Service from YV to Merced
<b>Total</b>	<b>2,366</b>	<b>784</b>	<b>33.14%</b>	

## PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for February 01 through February 29, 2008.

### Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01B	73	272	30	16	0	1	7	0	399
02B	35	214	57	91	2	1	33	1	434
03B	2	20	2	145	11	14	34	4	232
04B	14	4	5	128	8	20	1	61	241
07	0	0	3	56	3	1	124	4	191
08B	8	1	5	204	4	8	42	154	426
10.2BX	0	0	0	22	0	0	0	0	22
10B	32	134	31	45	0	3	15	1	261
11B	29	96	30	122	9	4	10	5	305
12B	6	29	3	103	4	2	1	10	158
5B	60	1	2	141	1	7	29	179	420
6.1	0	1	2	101	7	2	122	15	250
9B	90	148	67	175	10	14	60	110	674
Ex 05B1	0	0	0	25	0	0	0	61	86
Ex 09B1	0	0	0	19	0	0	0	0	19
Ex 10.3	0	0	0	26	0	0	0	0	26
Ex 21	0	0	0	0	0	0	0	35	35
Ex 22.2	0	0	0	0	0	0	0	34	34
<b>Total</b>	349	920	237	1,419	59	77	478	674	4,213
<b>Percent</b>	8.28%	21.84%	5.63%	33.68%	1.40%	1.83%	11.35%	16.00%	100.00%

## Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01B	73	272	30	16	0	1	7	0	399
02B	17	194	45	14	2	1	26	1	300
03B	2	17	1	75	3	8	31	1	138
04B	11	4	3	91	5	17	1	38	170
07	0	0	3	56	3	1	124	4	191
08B	6	1	5	149	3	5	37	103	309
10.2BX	0	0	0	22	0	0	0	0	22
10B	25	128	26	27	0	3	12	1	222
11B	23	87	24	60	4	4	5	4	211
12B	6	24	3	40	0	2	1	9	85
5B	49	1	1	85	1	3	25	102	267
6.1	0	1	2	84	4	1	120	8	220
9B	75	143	56	97	8	11	51	78	519
Ex 05B1	0	0	0	25	0	0	0	46	71
Ex 10.3	0	0	0	26	0	0	0	0	26
Ex 22.2	0	0	0	0	0	0	0	34	34
<b>Total</b>	287	872	199	867	33	57	440	429	3,184
<b>Percent</b>	9.01%	27.39%	6.25%	27.23%	1.04%	1.79%	13.82%	13.47%	100.00%

### Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02B	18	20	12	77	0	0	7	0	134
03B	0	3	1	70	8	6	3	3	94
04B	3	0	2	37	3	3	0	23	71
08B	2	0	0	55	1	3	5	51	117
10B	7	6	5	18	0	0	3	0	39
11B	6	9	6	62	5	0	5	1	94
12B	0	5	0	63	4	0	0	1	73
5B	11	0	1	56	0	4	4	77	153
6.1	0	0	0	17	3	1	2	7	30
9B	15	5	11	78	2	3	9	32	155
Ex 05B]	0	0	0	0	0	0	0	15	15
Ex 09B]	0	0	0	19	0	0	0	0	19
Ex 21	0	0	0	0	0	0	0	35	35
<b>Total</b>	62	48	38	552	26	20	38	245	1,029
<b>Percent</b>	6.03%	4.66%	3.69%	53.64%	2.53%	1.94%	3.69%	23.81%	100.00%

**PASSENGER FARES BY TYPE EXCLUDING AMTRAK**

**Daily - All Routes**

<b>Run</b>	<b>YCS</b>	<b>NPS</b>	<b>Other</b>	<b>Adult</b>	<b>Child Free</b>	<b>Sr/Child</b>	<b>Commuter</b>	<b>Total</b>
01B	73	272	30	16	0	1	7	399
02B	35	214	57	91	2	1	33	433
03B	2	20	2	145	11	14	34	228
04B	14	4	5	128	8	20	1	180
07	0	0	3	56	3	1	124	187
08B	8	1	5	204	4	8	42	272
10.2BX	0	0	0	22	0	0	0	22
10B	32	134	31	45	0	3	15	260
11B	29	96	30	122	9	4	10	300
12B	6	29	3	103	4	2	1	148
5B	60	1	2	141	1	7	29	241
6.1	0	1	2	101	7	2	122	235
9B	90	148	67	175	10	14	60	564
Ex 05B1	0	0	0	25	0	0	0	25
Ex 09B1	0	0	0	19	0	0	0	19
Ex 10.3	0	0	0	26	0	0	0	26
Ex 21	0	0	0	0	0	0	0	0
Ex 22.2	0	0	0	0	0	0	0	0
<b>Total</b>	349	920	237	1,419	59	77	478	3,539
<b>Percent</b>	9.86%	26.00%	6.70%	40.10%	1.67%	2.18%	13.51%	100.00%

## Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01B	73	272	30	16	0	1	7	399
02B	17	194	45	14	2	1	26	299
03B	2	17	1	75	3	8	31	137
04B	11	4	3	91	5	17	1	132
07	0	0	3	56	3	1	124	187
08B	6	1	5	149	3	5	37	206
10.2BX	0	0	0	22	0	0	0	22
10B	25	128	26	27	0	3	12	221
11B	23	87	24	60	4	4	5	207
12B	6	24	3	40	0	2	1	76
5B	49	1	1	85	1	3	25	165
6.1	0	1	2	84	4	1	120	212
9B	75	143	56	97	8	11	51	441
Ex 05B1	0	0	0	25	0	0	0	25
Ex 10.3	0	0	0	26	0	0	0	26
Ex 22.2	0	0	0	0	0	0	0	0
<b>Total</b>	287	872	199	867	33	57	440	2,755
<b>Percent</b>	10.42%	31.65%	7.22%	31.47%	1.20%	2.07%	15.97%	100.00%

### Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02B	18	20	12	77	0	0	7	134
03B	0	3	1	70	8	6	3	91
04B	3	0	2	37	3	3	0	48
08B	2	0	0	55	1	3	5	66
10B	7	6	5	18	0	0	3	39
11B	6	9	6	62	5	0	5	93
12B	0	5	0	63	4	0	0	72
5B	11	0	1	56	0	4	4	76
6.1	0	0	0	17	3	1	2	23
9B	15	5	11	78	2	3	9	123
Ex 05B1	0	0	0	0	0	0	0	0
Ex 09B1	0	0	0	19	0	0	0	19
Ex 21	0	0	0	0	0	0	0	0
<b>Total</b>	62	48	38	552	26	20	38	784
<b>Percent</b>	7.91%	6.12%	4.85%	70.41%	3.32%	2.55%	4.85%	100.00%

## OPERATING STATISTICS

### REVENUE MILES February 01 - February 29 2008

From February 01 through February 29, 2008 VIA HWY 140 operated a total of 25,323 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekdays</b>					
	Mariposa	01B	20	55	1,100
	Mariposa	02B	20	55	1,100
	Merced	03B	20	87	1,740
	Merced	04B	20	87	1,740
	Merced	10.2BX	1	87	87
	Merced	5B	20	87	1,740
	Merced	6.1	20	51	1,020
	Merced	Ex 05B1	3	87	261
	Midpines	07	20	51	1,020
	Yosemite	08B	20	87	1,740
	Yosemite	10B	20	55	1,100
	Yosemite	11B	20	87	1,740
	Yosemite	12B	20	87	1,740
	Yosemite	9B	20	87	1,740
	Yosemite	Ex 10.3	1	55	55
	Yosemite	Ex 22.2	1	148	148

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Total Mileage</b>					<b>18,071</b>

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekends</b>					
	Mariposa	02B	8	55	440
	Merced	03B	8	87	696
	Merced	04B	8	87	696
	Merced	5B	8	87	696
	Merced	6.1	8	51	408
	Merced	Ex 05B1	1	87	87
	Modesto	Ex 21	1	148	148
	Yosemite	08B	8	87	696
	Yosemite	10B	8	55	440
	Yosemite	11B	8	87	696
	Yosemite	12B	8	87	696
	Yosemite	9B	8	87	696
	Yosemite	Ex 09B1	1	87	87
<b>Total Mileage</b>					<b>6,482</b>

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Holidays</b>					
	Mariposa	02B	1	55	55
	Merced	03B	1	87	87
	Merced	04B	1	87	87
	Merced	5B	1	87	87
	Merced	6.1	1	51	51
	Yosemite	08B	1	87	87
	Yosemite	10B	1	55	55
	Yosemite	11B	1	87	87
	Yosemite	12B	1	87	87
	Yosemite	9B	1	87	87
<b>Total Mileage</b>					<b>770</b>
<b>Grand Total</b>					<b>25,323</b>
<b>Nonchargeable YARTS runs 5 and 9</b>					<b>0</b>
<b>Nonchargeable YARTS extras</b>					<b>0</b>
<b>YARTS Total</b>					<b>25,323</b>

## REVENUE HOURS

From February 01 through February 29, 2008 VIA HWY 140 provided a total of 841.2 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekdays</b>					
	Mariposa	01B	20	1.80	36.00
	Mariposa	02B	20	1.70	34.00
	Merced	03B	20	2.90	58.00
	Merced	04B	20	3.10	62.00
	Merced	10.2BX	1	2.60	2.60
	Merced	5B	20	3.30	66.00
	Merced	6.1	20	1.60	32.00
	Merced	Ex 05B1	3	3.30	9.90
	Midpines	07	20	1.30	26.00
	Yosemite	08B	20	3.10	62.00
	Yosemite	10B	20	1.70	34.00
	Yosemite	11B	20	2.90	58.00
	Yosemite	12B	20	3.00	60.00
	Yosemite	9B	20	2.60	52.00
	Yosemite	Ex 10.3	1	1.70	1.70
	Yosemite	Ex 22.2	1	4.00	4.00
<b>Total Hours</b>					<b>598.20</b>

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekends</b>					
	Mariposa	02B	8	1.70	13.60
	Merced	03B	8	2.90	23.20
	Merced	04B	8	3.10	24.80
	Merced	5B	8	3.30	26.40
	Merced	6.1	8	1.60	12.80
	Merced	Ex 05B1	1	3.30	3.30
	Modesto	Ex 21	1	4.00	4.00
	Yosemite	08B	8	3.10	24.80
	Yosemite	10B	8	1.70	13.60
	Yosemite	11B	8	2.90	23.20
	Yosemite	12B	8	3.00	24.00
	Yosemite	9B	8	2.60	20.80
	Yosemite	Ex 09B1	1	2.60	2.60
<b>Total Hours</b>					<b>217.10</b>

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Holidays</b>					
	Mariposa	02B	1	1.70	1.70
	Merced	03B	1	2.90	2.90
	Merced	04B	1	3.10	3.10
	Merced	5B	1	3.30	3.30
	Merced	6.1	1	1.60	1.60
	Yosemite	08B	1	3.10	3.10
	Yosemite	10B	1	1.70	1.70
	Yosemite	11B	1	2.90	2.90
	Yosemite	12B	1	3.00	3.00
	Yosemite	9B	1	2.60	2.60
<b>Total Hours</b>					<b>25.90</b>
<b>Grand Total</b>					<b>841.20</b>
<b>Nonchargeable YARTS runs 5 and 9</b>					<b>0.00</b>
<b>Nonchargeable YARTS extras</b>					<b>0.00</b>
<b>YARTS Total</b>					<b>841.20</b>

## Passengers Left / Wheelchair Usage

### Multi-Use Passes

Run Date	Route	Total Left
2/3/2008	11B	2
	<b>Grand Total</b>	<b>2</b>

### Wheel Chair

Run Date	Route	Total Left
2/1/2008	9B	1
2/11/2008	9B	1
2/12/2008	02B	1
2/12/2008	9B	1
2/13/2008	02B	1
2/13/2008	9B	1
2/14/2008	02B	1
2/14/2008	9B	1
2/20/2008	10B	1
2/20/2008	02B	1
2/21/2008	02B	1
2/22/2008	02B	1
2/22/2008	10B	1
2/25/2008	02B	1
2/25/2008	9B	1
2/27/2008	02B	1
2/28/2008	02B	1
2/28/2008	9B	1
2/29/2008	9B	1
2/29/2008	02B	1

	<b>Grand Total</b>	<b>20</b>
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## **ACCIDENTS/INCIDENTS**

There was one (1) incident on VIA YARTS vehicle during the month of February 1 - 29, 2008.

<b>2/04/08</b>	Run 8	Passenger boarded the YARTS bus at Yosemite Lodge bound for Merced when he started using profanity and harassing the passengers. The driver asked him to please stop harassing his passengers or else he would have to disembark. When he refused, the driver asked him to disembark the bus in Mariposa. The driver continued his run without further incident.
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## **ROAD CALLS**

There was one (1) road call during the month of February 1 - 29, 2008.

<b>2/21/08</b>	Run 12	Driver experienced a mechanical breakdown in the park. Service was delayed 2 ½ hours.
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## **SERVICE DELAYS**

There were four (4) service delays during the month of February 1 - 29, 2008.

<b>2/21/08</b>	Run 12	Service delayed 2 ½ hours due to mechanical problem in park. Bus switched. See "Missed Runs."
<b>2/25/08</b>	Run 1	Service delayed 20 minutes due to driver delay. See "Missed Runs."
<b>2/25/08</b>	Run 2	Service delayed 20 minutes due to driver delay. See "Missed Runs."
<b>2/29/08</b>	Run 4	Service delayed 1 hour due to mechanical problem. See "Missed Runs."

## **MISSED RUNS**

There were four (4) missed VIA YARTS trips during the period of February 1 - 29, 2008.

<b>2/21/08</b>	Run 12	Service delayed 2 ½ hours due to mechanical problem in park.
<b>2/25/08</b>	Run 1	Service delayed 20 minutes due to driver delay.
<b>2/25/08</b>	Run 2	Service delayed 20 minutes due to driver delay.

**2/29/08**      Run 4      Service delayed 1 hour due to mechanical problem.

### **EXTRA TRIPS**

There were six (6) extra Highway 140 VIA YARTS trips operating during the period of February 1 - 29, 2008 and one (1) round-trip from Modesto to Yosemite.

### **MAINTENANCE**

VIA YARTS Buses are kept maintained regularly. Currently buses are rotated among runs to evenly distribute miles across the fleet. Regular buses are assigned to each route.

### **CUSTOMER SERVICE**

A total of **278** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from February 1 - 29, 2008. A comprehensive log of incoming calls by type, including calls regarding customer complaints, commendations, and recommendations is maintained and monitored continually.

### **Count on All Calls**

- 193    Calls received on schedule issues and questions for Hwy 140 Corridor.
- 13    Calls received on Mammoth Lake schedule information.
- 0    Calls received on Coulterville schedule information.
- 13    Calls received on park information (lodging, tours, camping, etc.)
- 55    Miscellaneous calls (lost & found, hang up calls, etc.)
- 4    Calls received as customer complaints.
- 278**    Total

### **CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS**

There were four (4) customer complaints received by phone and correspondence during the month of February 1 - 29, 2008.

**2/04/08**      Run 8      Customer called from Midtown Mariposa and asked where the bus was for Run 8.

Follow up showed driver was delayed 25 minutes due to chains and construction in the park.

**2/21/08** Run 9 Customer called from Mariposa and asked where the bus was for Run 9.

Follow up showed the bus was en route.

**2/25/08** Run 1 Customer called from Mariposa and asked where the bus was for Run 1.

Follow up showed due to a driver delay Run 1 was running 20 minutes late.

**2/29/08** Run 11 Customer called from Yosemite Visitors Center and said the bus left early.

Follow up showed the bus picked up four other passengers at this stop and left on schedule. Operations checked the driver's time, which was within one minute of the office clock. Driver was too far to turn around, having already left the Yosemite Lodge, so passenger caught the next bus.

## **OTHER**

### **Wheel Chair Request**

There were twenty (**20**) wheelchair requests filled for the month of February 1 - 29, 2008. Five (**5**) wheelchair buses are available to accommodate YARTS passengers who request transportation 48 hours in advance in accordance with ADA guidelines.

### **Holiday Traffic, Construction & Chain Delays**

There were 10 -minute to 1 ½ -hour delays on all runs for the month of February 1 - 29, 2008 due to road construction in the park, chain requirements and holiday traffic.

### **Extended Run**

On 2/25/08 YARTS rescued several passengers stranded in a disabled motor coach. All passengers were charged regular fare from El Portal to Merced. Run 10 which normally ends in Mariposa, carried passengers all the way to Merced. This run was given the special destination of 10.2BX. Twenty-two (22) additional passengers were transported as a result of the rescue.