

April 3, 2008

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

**RE: YARTS Monthly Report: March 1 - 31, 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 March 1 - 31, 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 4,945 passengers were carried on the HWY 140 system by VIA. Of these, 948 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
3/1/2008	4	5	2	11	48	1	2	1	13	64	76
3/2/2008	7	2	4	13	35	3	3	0	17	58	71
3/3/2008	3	46	19	68	40	4	19	1	10	73	142
3/4/2008	11	49	11	71	61	4	20	4	13	98	173
3/5/2008	11	43	21	75	36	1	29	1	12	78	154
3/6/2008	7	42	9	58	48	2	15	1	11	76	135
3/7/2008	24	28	12	64	48	0	30	1	10	88	153
3/8/2008	10	4	3	17	63	2	0	3	12	77	97
3/9/2008	4	5	3	12	57	18	2	2	18	95	109
3/10/2008	12	55	17	84	48	2	17	2	32	99	185
3/11/2008	12	48	20	80	42	13	18	2	16	89	171
3/12/2008	11	42	5	58	74	6	25	2	11	116	176
3/13/2008	20	38	11	69	41	1	15	0	10	67	136
3/14/2008	15	23	9	47	45	9	18	1	40	112	160
3/15/2008	3	7	2	12	67	4	1	3	11	83	98
3/16/2008	4	8	1	13	78	0	0	6	56	134	153
3/17/2008	1	45	7	53	63	1	25	0	55	144	197
3/18/2008	2	52	11	65	76	0	10	0	16	102	167
3/19/2008	9	62	11	82	41	5	27	2	32	105	189
3/20/2008	1	48	12	61	47	9	19	0	23	98	159
3/21/2008	4	21	3	28	37	7	10	6	80	134	168
3/22/2008	1	6	0	7	53	2	3	10	30	88	105
3/23/2008	4	2	0	6	73	2	0	8	36	111	125
3/24/2008	10	37	19	66	119	2	10	11	47	178	255
3/25/2008	19	46	10	75	95	0	9	13	27	131	219
3/26/2008	11	43	8	62	83	9	15	3	44	151	216
3/27/2008	4	41	12	57	64	7	20	3	37	128	188
3/28/2008	12	37	11	60	70	6	6	1	43	125	186
3/29/2008	4	10	2	16	84	2	3	7	55	144	167
3/30/2008	0	10	3	13	84	2	1	10	84	171	194
3/31/2008	8	55	11	74	59	7	26	8	47	139	221
<b>Total</b>	248	960	269	1,477	1,879	131	398	112	948	3,356	4,945
<b>Percent</b>	5.02%	19.41%	5.44%	29.87%	38.00%	2.65%	8.05%	2.26%	19.17%	67.87%	100.00%

## Ridership Excluding Amtrak

Date	YCS	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
3/1/2008	4	5	2	11	48	2	1	1	51	63
3/2/2008	7	2	4	13	35	3	0	3	41	54
3/3/2008	3	46	19	68	40	19	1	4	63	132
3/4/2008	11	49	11	71	61	20	4	4	85	160
3/5/2008	11	43	21	75	36	29	1	1	66	142
3/6/2008	7	42	9	58	48	15	1	2	65	124
3/7/2008	24	28	12	64	48	30	1	0	78	143
3/8/2008	10	4	3	17	63	0	3	2	65	85
3/9/2008	4	5	3	12	57	2	2	18	77	91
3/10/2008	12	55	17	84	48	17	2	2	67	153
3/11/2008	12	48	20	80	42	18	2	13	73	155
3/12/2008	11	42	5	58	74	25	2	6	105	165
3/13/2008	20	38	11	69	41	15	0	1	57	126
3/14/2008	15	23	9	47	45	18	1	9	72	120
3/15/2008	3	7	2	12	67	1	3	4	72	87
3/16/2008	4	8	1	13	78	0	6	0	78	97
3/17/2008	1	45	7	53	63	25	0	1	89	142
3/18/2008	2	52	11	65	76	10	0	0	86	151
3/19/2008	9	62	11	82	41	27	2	5	73	157
3/20/2008	1	48	12	61	47	19	0	9	75	136
3/21/2008	4	21	3	28	37	10	6	7	54	88
3/22/2008	1	6	0	7	53	3	10	2	58	75
3/23/2008	4	2	0	6	73	0	8	2	75	89
3/24/2008	10	37	19	66	119	10	11	2	131	208
3/25/2008	19	46	10	75	95	9	13	0	104	192
3/26/2008	11	43	8	62	83	15	3	9	107	172
3/27/2008	4	41	12	57	64	20	3	7	91	151
3/28/2008	12	37	11	60	70	6	1	6	82	143
3/29/2008	4	10	2	16	84	3	7	2	89	112
3/30/2008	0	10	3	13	84	1	10	2	87	110
3/31/2008	8	55	11	74	59	26	8	7	92	174
<b>Total</b>	248	960	269	1,477	1,879	398	112	131	2,408	3,997
<b>Percent</b>	6.20%	24.02%	6.73%	36.95%	47.01%	9.96%	2.80%	3.28%	60.25%	100.00%

## Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	19	0.38%
Airport	3	0.06%
Merced College	67	1.35%
Mall (PG&E)	2	0.04%
Downtown (Court	8	0.16%
Amtrak	682	13.79%
Transpo	290	5.86%
Catheys Valley	75	1.52%
MPMidtown	224	4.53%
Roadside Rest	461	9.32%
MPVstrCenter	102	2.06%
KOA	87	1.76%
MidPines	117	2.37%
MPPO	115	2.33%
Bug Hostel	164	3.32%
Cedar Lodge	58	1.17%
NPS Maintenance	157	3.17%
Barium Mine Rd	136	2.75%
El Portal PO	160	3.24%
YV Lodge	221	4.47%
YosVCenter	602	12.17%
Curry Village	368	7.44%
Ahwahnee	92	1.86%
YosLodge	666	13.47%
Modesto Amtrak	69	1.40%
<b>Totals</b>	<b>4945</b>	<b>100.00%</b>

**LOAD FACTOR ANALYSIS : March 01 - March 31, 2008**

Below please find the load factor calculations for the HWY 140 runs operated by VIA for March 01 through March 31, 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	546	407	74.54%	Inbound 5:52 am Service from Mariposa to YV
02B	806	494	61.29%	Inbound 6:24 am Service from Mariposa to YV
03B	806	295	36.60%	Inbound 7:00am Service to YV from Merced
Ex 21	93	69	74.19%	Inbound 9:49 am Service from Modesto to Yosemite
04B	770	392	50.91%	Inbound 8:45am Service to YV from Merced
5B	806	456	56.58%	Inbound 11:00 am Service to YV from Merced
Ex 05B1	215	132	61.40%	Inbound 11:00 am Service to YV from Merced
6.1	806	255	31.64%	Inbound 5pm Service to Midpines from Merced
07	546	176	32.23%	Outbound 6:30am Service from Hostel to Merced
08B	798	423	53.01%	Outbound 10:00am Service from YV to Merced
Ex8B1	26	21	80.77%	Outbound 10:00 am Service from YV to Merced
EX 8A	9	4	44.44%	Outbound Service from Midpines to Merced
9B	806	728	90.32%	Outbound 4:15 pm Service from YV to Merced
Ex 09B1	54	50	92.59%	Outbound 4:15 pm Service from YV to Merced
Ex 22	45	34	75.56%	Outbound 4:20 pm Service YV to Modesto
10B	806	360	44.67%	Outbound 4:35 pm Service from YV to Mariposa
11B	770	421	54.68%	Outbound 5:15 pm Service from YV to Merced
12B	806	228	28.29%	Outbound 5:45pm Service from YV to Merced
<b>Total</b>	<b>9,514</b>	<b>4,945</b>	<b>51.98%</b>	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01B	546	407	74.54%	Inbound 5:52 am Service from Mariposa to YV
02B	546	397	72.71%	Inbound 6:24 am Service from Mariposa to YV
03B	546	210	38.46%	Inbound 7:00am Service to YV from Merced
Ex 21	45	34	75.56%	Inbound 9:49 am Service from Modesto to Yosemite
04B	526	258	49.05%	Inbound 8:45am Service to YV from Merced
5B	546	315	57.69%	Inbound 11:00 am Service to YV from Merced
Ex 05B1	91	49	53.85%	Inbound 11:00 am Service to YV from Merced
6.1	546	212	38.83%	Inbound 5pm Service to Midpines from Merced
07	546	176	32.23%	Outbound 6:30am Service from Hostel to Merced
08B	546	298	54.58%	Outbound 10:00am Service from YV to Merced
Ex8B1	26	21	80.77%	Outbound 10:00 am Service from YV to Merced
EX 8A	9	4	44.44%	Outbound Service from Midpines to Merced
9B	546	529	96.89%	Outbound 4:15 pm Service from YV to Merced
Ex 09B1	54	50	92.59%	Outbound 4:15 pm Service from YV to Merced
Ex 22	45	34	75.56%	Outbound 4:20 pm Service YV to Modesto
10B	546	292	53.48%	Outbound 4:35 pm Service from YV to Mariposa
11B	526	320	60.84%	Outbound 5:15 pm Service from YV to Merced
12B	546	144	26.37%	Outbound 5:45pm Service from YV to Merced
<b>Total</b>	<b>6,782</b>	<b>3,750</b>	<b>55.29%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02B	260	97	37.31%	Inbound 6:24 am Service from Mariposa to YV
03B	260	85	32.69%	Inbound 7:00am Service to YV from Merced
Ex 21	48	35	72.92%	Inbound 9:49 am Service from Modesto to Yosemite
04B	244	134	54.92%	Inbound 8:45am Service to YV from Merced
5B	260	141	54.23%	Inbound 11:00 am Service to YV from Merced
Ex 05B1	124	83	66.94%	Inbound 11:00 am Service to YV from Merced
6.1	260	43	16.54%	Inbound 5pm Service to Midpines from Merced
08B	252	125	49.60%	Outbound 10:00am Service from YV to Merced
9B	260	199	76.54%	Outbound 4:15 pm Service from YV to Merced
10B	260	68	26.15%	Outbound 4:35 pm Service from YV to Mariposa
11B	244	101	41.39%	Outbound 5:15 pm Service from YV to Merced
12B	260	84	32.31%	Outbound 5:45pm Service from YV to Merced
<b>Total</b>	<b>2,732</b>	<b>1,195</b>	<b>43.74%</b>	

## WITHOUT AMTRAK

### Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01B	546	407	74.54%	Inbound 5:52 am Service from Mariposa to YV
02B	806	494	61.29%	Inbound 6:24 am Service from Mariposa to YV
03B	806	293	36.35%	Inbound 7:00am Service to YV from Merced
04B	770	295	38.31%	Inbound 8:45am Service to YV from Merced
5B	806	240	29.78%	Inbound 11:00 am Service to YV from Merced
Ex 05B1	215	5	2.33%	Inbound 11:00 am Service to YV from Merced
6.1	806	236	29.28%	Inbound 5pm Service to Midpines from Merced
07	546	173	31.68%	Outbound 6:30am Service from Hostel to Merced
08B	798	314	39.35%	Outbound 10:00am Service from YV to Merced
9B	806	581	72.08%	Outbound 4:15 pm Service from YV to Merced
Ex 09B1	54	1	1.85%	Outbound 4:15 pm Service from YV to Merced
10B	806	349	43.30%	Outbound 4:35 pm Service from YV to Mariposa
11B	770	412	53.51%	Outbound 5:15 pm Service from YV to Merced
12B	806	197	24.44%	Outbound 5:45pm Service from YV to Merced
<b>Total</b>	<b>9,341</b>	<b>3,997</b>	<b>42.79%</b>	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01B	546	407	74.54%	Inbound 5:52 am Service from Mariposa to YV
02B	546	397	72.71%	Inbound 6:24 am Service from Mariposa to YV
03B	546	210	38.46%	Inbound 7:00am Service to YV from Merced
04B	526	207	39.35%	Inbound 8:45am Service to YV from Merced
5B	546	162	29.67%	Inbound 11:00 am Service to YV from Merced
Ex 05B1	91	1	1.10%	Inbound 11:00 am Service to YV from Merced
6.1	546	198	36.26%	Inbound 5pm Service to Midpines from Merced
07	546	173	31.68%	Outbound 6:30am Service from Hostel to Merced
08B	546	226	41.39%	Outbound 10:00am Service from YV to Merced
9B	546	424	77.66%	Outbound 4:15 pm Service from YV to Merced
Ex 09B1	54	1	1.85%	Outbound 4:15 pm Service from YV to Merced
10B	546	290	53.11%	Outbound 4:35 pm Service from YV to Mariposa
11B	526	314	59.70%	Outbound 5:15 pm Service from YV to Merced
12B	546	124	22.71%	Outbound 5:45pm Service from YV to Merced
<b>Total</b>	<b>6,657</b>	<b>3,134</b>	<b>47.08%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02B	260	97	37.31%	Inbound 6:24 am Service from Mariposa to YV
03B	260	83	31.92%	Inbound 7:00am Service to YV from Merced
04B	244	88	36.07%	Inbound 8:45am Service to YV from Merced
5B	260	78	30.00%	Inbound 11:00 am Service to YV from Merced
Ex 05B1	124	4	3.23%	Inbound 11:00 am Service to YV from Merced
6.1	260	38	14.62%	Inbound 5pm Service to Midpines from Merced
08B	252	88	34.92%	Outbound 10:00am Service from YV to Merced
9B	260	157	60.38%	Outbound 4:15 pm Service from YV to Merced
10B	260	59	22.69%	Outbound 4:35 pm Service from YV to Mariposa
11B	244	98	40.16%	Outbound 5:15 pm Service from YV to Merced
12B	260	73	28.08%	Outbound 5:45pm Service from YV to Merced
<b>Total</b>	<b>2,684</b>	<b>863</b>	<b>32.15%</b>	

## PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for March 01 through March 31, 2008.

### Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01B	47	260	43	36	2	0	19	0	407
02B	33	271	67	80	1	4	38	0	494
03B	6	10	3	210	13	23	28	2	295
04B	19	5	3	219	18	26	5	97	392
07	1	0	0	56	4	4	108	3	176
08B	1	3	5	265	12	9	19	109	423
10B	39	137	43	96	7	7	20	11	360
11B	24	112	39	208	8	10	11	9	421
12B	6	36	10	132	3	8	2	31	228
5B	26	0	5	168	8	20	13	216	456
6.1	0	1	2	126	9	5	93	19	255
9B	46	125	49	280	24	15	42	147	728
Ex 05B1	0	0	0	2	3	0	0	127	132
Ex 09B1	0	0	0	1	0	0	0	49	50
Ex 21	0	0	0	0	0	0	0	69	69
Ex 22	0	0	0	0	0	0	0	34	34
EX 8A	0	0	0	0	0	0	0	4	4
Ex8B1	0	0	0	0	0	0	0	21	21
<b>Total</b>	248	960	269	1,879	112	131	398	948	4,945
<b>Percent</b>	5.02%	19.41%	5.44%	38.00%	2.26%	2.65%	8.05%	19.17%	100.00%

## Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01B	47	260	43	36	2	0	19	0	407
02B	20	244	61	34	0	2	36	0	397
03B	6	9	3	141	9	14	28	0	210
04B	16	4	3	152	7	21	4	51	258
07	1	0	0	56	4	4	108	3	176
08B	1	3	5	181	11	9	16	72	298
10B	29	130	42	63	2	7	17	2	292
11B	22	98	35	140	3	5	11	6	320
12B	5	30	9	75	1	2	2	20	144
5B	19	0	4	108	4	14	13	153	315
6.1	0	0	2	93	7	5	91	14	212
9B	41	123	42	156	12	12	38	105	529
Ex 05B1	0	0	0	1	0	0	0	48	49
Ex 09B1	0	0	0	1	0	0	0	49	50
Ex 21	0	0	0	0	0	0	0	34	34
Ex 22	0	0	0	0	0	0	0	34	34
EX 8A	0	0	0	0	0	0	0	4	4
Ex8B1	0	0	0	0	0	0	0	21	21
<b>Total</b>	207	901	249	1,237	62	95	383	616	3,750
<b>Percent</b>	5.52%	24.03%	6.64%	32.99%	1.65%	2.53%	10.21%	16.43%	100.00%

### Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02B	13	27	6	46	1	2	2	0	97
03B	0	1	0	69	4	9	0	2	85
04B	3	1	0	67	11	5	1	46	134
08B	0	0	0	84	1	0	3	37	125
10B	10	7	1	33	5	0	3	9	68
11B	2	14	4	68	5	5	0	3	101
12B	1	6	1	57	2	6	0	11	84
5B	7	0	1	60	4	6	0	63	141
6.1	0	1	0	33	2	0	2	5	43
9B	5	2	7	124	12	3	4	42	199
Ex 05B1	0	0	0	1	3	0	0	79	83
Ex 21	0	0	0	0	0	0	0	35	35
<b>Total</b>	41	59	20	642	50	36	15	332	1,195
<b>Percent</b>	3.43%	4.94%	1.67%	53.72%	4.18%	3.01%	1.26%	27.78%	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	47	260	43	36	2	0	19	407
02B	33	271	67	80	1	4	38	494
03B	6	10	3	210	13	23	28	293
04B	19	5	3	219	18	26	5	295
07	1	0	0	56	4	4	108	173
08B	1	3	5	265	12	9	19	314
10B	39	137	43	96	7	7	20	349
11B	24	112	39	208	8	10	11	412
12B	6	36	10	132	3	8	2	197
5B	26	0	5	168	8	20	13	240
6.1	0	1	2	126	9	5	93	236
9B	46	125	49	280	24	15	42	581
Ex 05B1	0	0	0	2	3	0	0	5
Ex 09B1	0	0	0	1	0	0	0	1
Ex 21	0	0	0	0	0	0	0	0
Ex 22	0	0	0	0	0	0	0	0
EX 8A	0	0	0	0	0	0	0	0
Ex8B1	0	0	0	0	0	0	0	0
<b>Total</b>	248	960	269	1,879	112	131	398	3,997
<b>Percent</b>	6.20%	24.02%	6.73%	47.01%	2.80%	3.28%	9.96%	100.00%

## Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01B	47	260	43	36	2	0	19	407
02B	20	244	61	34	0	2	36	397
03B	6	9	3	141	9	14	28	210
04B	16	4	3	152	7	21	4	207
07	1	0	0	56	4	4	108	173
08B	1	3	5	181	11	9	16	226
10B	29	130	42	63	2	7	17	290
11B	22	98	35	140	3	5	11	314
12B	5	30	9	75	1	2	2	124
5B	19	0	4	108	4	14	13	162
6.1	0	0	2	93	7	5	91	198
9B	41	123	42	156	12	12	38	424
Ex 05B1	0	0	0	1	0	0	0	1
Ex 09B1	0	0	0	1	0	0	0	1
Ex 21	0	0	0	0	0	0	0	0
Ex 22	0	0	0	0	0	0	0	0
EX 8A	0	0	0	0	0	0	0	0
Ex8B1	0	0	0	0	0	0	0	0
<b>Total</b>	207	901	249	1,237	62	95	383	3,134
<b>Percent</b>	6.60%	28.75%	7.95%	39.47%	1.98%	3.03%	12.22%	100.00%

### Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02B	13	27	6	46	1	2	2	97
03B	0	1	0	69	4	9	0	83
04B	3	1	0	67	11	5	1	88
08B	0	0	0	84	1	0	3	88
10B	10	7	1	33	5	0	3	59
11B	2	14	4	68	5	5	0	98
12B	1	6	1	57	2	6	0	73
5B	7	0	1	60	4	6	0	78
6.1	0	1	0	33	2	0	2	38
9B	5	2	7	124	12	3	4	157
Ex 05B1	0	0	0	1	3	0	0	4
Ex 21	0	0	0	0	0	0	0	0
<b>Total</b>	41	59	20	642	50	36	15	863
<b>Percent</b>	4.75%	6.84%	2.32%	74.39%	5.79%	4.17%	1.74%	100.00%

## OPERATING STATISTICS

### REVENUE MILES March 01 - March 31 2008

From March 01 through March 31, 2008 VIA HWY 140 operated a total of 27,635 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekdays</b>					
	Mariposa	01B	21	55	1,155
	Mariposa	02B	21	55	1,155
	Merced	03B	21	87	1,827
	Merced	04B	21	87	1,827
	Merced	5B	21	87	1,827
	Merced	6.1	21	51	1,071
	Merced	Ex 05B1	4	87	348
	Midpines	07	21	51	1,071
	Midpines	EX 8A	1	51	51
	Modesto	Ex 21	1	148	148
	Yosemite	08B	21	87	1,827
	Yosemite	10B	21	55	1,155
	Yosemite	11B	21	87	1,827
	Yosemite	12B	21	87	1,827
	Yosemite	9B	21	87	1,827
	Yosemite	Ex 09B1	3	87	261

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
	Yosemite	Ex 22	1	148	148
	Yosemite	Ex8B1	1	87	87
<b>Total Mileage</b>					<b>19,439</b>

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekends</b>					
	Mariposa	02B	10	55	550
	Merced	03B	10	87	870
	Merced	04B	10	87	870
	Merced	5B	10	87	870
	Merced	6.1	10	51	510
	Merced	Ex 05B1	4	87	348
	Modesto	Ex 21	1	148	148
	Yosemite	08B	10	87	870
	Yosemite	10B	10	55	550
	Yosemite	11B	10	87	870
	Yosemite	12B	10	87	870
	Yosemite	9B	10	87	870
<b>Total Mileage</b>					<b>8,196</b>
<b>Grand Total</b>					<b>27,635</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>27,635</b>

## REVENUE HOURS

From March 01 through March 31, 2008 VIA HWY 140 provided a total of 918.9 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekdays</b>					
	Mariposa	01B	21	1.80	37.80
	Mariposa	02B	21	1.70	35.70
	Merced	03B	21	2.90	60.90
	Merced	04B	21	3.10	65.10
	Merced	5B	21	3.30	69.30
	Merced	6.1	21	1.60	33.60
	Merced	Ex 05B1	4	3.30	13.20
	Midpines	07	21	1.30	27.30
	Midpines	EX 8A	1	1.60	1.60
	Modesto	Ex 21	1	4.00	4.00
	Yosemite	08B	21	3.10	65.10
	Yosemite	10B	21	1.70	35.70
	Yosemite	11B	21	2.90	60.90
	Yosemite	12B	21	3.00	63.00
	Yosemite	9B	21	2.60	54.60
	Yosemite	Ex 09B1	3	2.60	7.80
	Yosemite	Ex 22	1	4.00	4.00

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
	Yosemite	Ex8B1	1	3.10	3.10
<b>Total Hours</b>					<b>642.70</b>

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekends</b>					
	Mariposa	02B	10	1.70	17.00
	Merced	03B	10	2.90	29.00
	Merced	04B	10	3.10	31.00
	Merced	5B	10	3.30	33.00
	Merced	6.1	10	1.60	16.00
	Merced	Ex 05B1	4	3.30	13.20
	Modesto	Ex 21	1	4.00	4.00
	Yosemite	08B	10	3.10	31.00
	Yosemite	10B	10	1.70	17.00
	Yosemite	11B	10	2.90	29.00
	Yosemite	12B	10	3.00	30.00
	Yosemite	9B	10	2.60	26.00
<b>Total Hours</b>					<b>276.20</b>
<b>Grand Total</b>					<b>918.90</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>918.90</b>

## Passengers Left / Wheelchair Usage

### Bus Full / # of Passengers Left

Run Date	Route	Total Left
3/25/2008	08B	4
	<b>Grand Total</b>	<b>4</b>

### Multi-Use Passes

Run Date	Route	Total Left
3/16/2008	5B	3
3/25/2008	03B	3
3/26/2008	9B	4
3/26/2008	10B	2
3/26/2008	04B	2
3/26/2008	03B	3
3/27/2008	12B	3
3/27/2008	03B	3
3/28/2008	5B	3
3/28/2008	10B	3
	<b>Grand Total</b>	<b>29</b>

### Wheel Chair

Run Date	Route	Total Left
3/3/2008	9B	1
3/4/2008	02B	1
3/5/2008	02B	1
3/7/2008	9B	1
3/7/2008	02B	1
3/8/2008	6.1	1
3/10/2008	02B	1

3/10/2008	9B	1
3/11/2008	02B	1
3/11/2008	9B	1
3/12/2008	02B	1
3/12/2008	9B	1
3/13/2008	02B	1
3/14/2008	02B	1
3/17/2008	9B	1
3/17/2008	02B	1
3/18/2008	9B	1
3/18/2008	02B	1
3/19/2008	9B	1
3/19/2008	02B	1
3/21/2008	02B	1
3/24/2008	10B	1
3/25/2008	02B	1
3/27/2008	02B	1
3/28/2008	02B	1
3/28/2008	9B	1
3/31/2008	02B	1
	<b>Grand Total</b>	<b>27</b>

## **ACCIDENTS/INCIDENTS**

There were zero (0) accidents/incidents on VIA YARTS vehicle during the month of March 1 - 31, 2008.

## **ROAD CALLS**

There were zero (0) road calls during the month of March 1 - 31, 2008.

## **SERVICE DELAYS**

There were two (2) service delays during the month of March 1 - 31, 2008.

**3/08/08**      **Run 6**      Service delayed 30 minutes due to wheelchair problem. See "Missed Runs."

**3/15/06**      **Run 5**      Service delayed 30 minutes due to operational error. See "Missed Runs."

## **MISSED RUNS**

There were two (2) missed VIA YARTS trips during the period of March 1 - 31, 2008.

**3/08/08**      **Run 6**      Service delayed 30 minutes due to wheelchair problem.

**3/15/06**      **Run 5**      Service delayed 30 minutes due to operational error.

## **EXTRA TRIPS**

There were thirteen (13) extra Highway 140 VIA YARTS trips operating during the period of March 1 - 31, 2008 and one (1) round-trip and one (1) one-way 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 **304** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from March 1 - 31, 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

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

## CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were ten (**10**) customer complaints received by phone and correspondence during the month of March 1 - 31, 2008.

- |                |              |   |
|----------------|--------------|---|
| <b>3/04/08</b> | <b>Run 3</b> | Customers called from Mariposa Visitors Center and Bug Hostel and asked where the bus was for Run 3.<br><br>Follow up showed driver was running on time.  |
| <b>3/04/08</b> | <b>Run 9</b> | Customer called from El Portal P.O. stop and asked where the bus was for Run 9.<br><br>Follow up showed the bus was 35 minutes behind schedule due to construction in the park.   |
| <b>3/11/08</b> | <b>Run 9</b> | Customer called from Catheys Valley stop and said the bus left early. He was waiting inside the store when the bus pulled up. He said he waved to the driver to wait but the driver kept going.<br><br>Follow up showed the driver was running 30 to 40 minutes behind schedule due to construction in the park. So the bus the customer saw could not have been the YARTS bus. |

- 3/18/08**      **Run 3**      Customer called from Mariposa Visitors Center and asked where the bus was for Run 3.
- Follow up showed the driver was actually running behind schedule 2 to 3 minutes. He said he waited for a short while, looked around, saw no one, then left.
- 3/19/08**      **Run 7**      Passenger on Run 7 called from the bus indicating the driver was driving too fast.
- Follow up showed the complaint was referred to the operations manager who followed up with the driver. Driver said cruise control was set at the speed limit. The driver's arrival time was within normal. However, operations manager instructed driver to stay aware of speeds and slow down around curves.
- 3/24/08**      **Run 2**      Driver did not pick up passenger with special arrangements at the Transportation Center on Run 2.
- Follow up showed the driver had forgotten because of not doing this run in a while. Driver's paperwork is now updated to reflect the pick up on this run.
- 3/27/08**      **Run 8**      Customer called from Mariposa Visitors Center and asked where the bus was for Run 8.
- Follow up showed the driver was running 15 minutes behind schedule due to construction in the park.
- 3/28/08**      **Run 9**      There were two calls regarding a complaint about a wheelchair passenger being treated inappropriately by the driver on Run 9.
- Calls were referred to the operations manager who followed up with disciplinary action with the driver. Informed driver it was inappropriate to suggest wheelchair passenger use alternate runs when behind schedule or to not tie down the wheelchair securely every single time. Driver submitted apology letter of his own accord to YARTS and the passenger.

## **OTHER**

### **Wheel Chair Request**

There were twenty-seven (27) wheelchair requests filled for the month of March 1 - 31, 2008. Five (5) wheelchair buses are available to accommodate YARTS passengers who request transportation 48 hours in advance in accordance with ADA guidelines.

### **Construction Delays**

There were 10- to 40 -minute delays on all runs for the month of March 1 - 31, 2008 due to road construction in the park.