



February 5, 2009

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

**RE: YARTS Monthly Report: January 1 - 31, 2009**

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 January 1 - 31, 2009.

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 4,759 passengers were carried on the HWY 140 system by VIA. Of these, 812 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
1/1/2009	2	7	0	9	59	3	4	13	26	92	114
1/2/2009	5	21	1	27	122	12	7	22	32	173	222
1/3/2009	1	7	2	10	67	1	2	14	8	78	102
1/4/2009	0	13	2	15	38	1	5	6	55	99	120
1/5/2009	7	91	7	105	50	0	34	0	29	113	218
1/6/2009	6	79	10	95	45	5	17	1	106	173	269
1/7/2009	0	86	3	89	53	0	31	0	11	95	184
1/8/2009	2	66	1	69	59	3	19	1	19	100	170
1/9/2009	6	40	1	47	38	1	12	2	151	202	251
1/10/2009	5	8	1	14	51	0	13	0	9	73	87
1/11/2009	0	11	3	14	40	5	3	0	51	99	113
1/12/2009	6	81	12	99	37	2	19	0	5	63	162
1/13/2009	4	88	5	97	35	1	18	0	20	74	171
1/14/2009	4	75	8	87	47	1	28	0	22	98	185
1/15/2009	8	83	5	96	46	1	15	0	5	67	163
1/16/2009	6	34	4	44	57	7	12	0	30	106	150
1/17/2009	2	5	1	8	80	10	7	10	9	106	124
1/18/2009	4	16	2	22	59	7	2	5	12	80	107
1/19/2009	4	19	2	25	39	5	12	3	49	105	133
1/20/2009	10	69	13	92	23	1	19	0	2	45	137
1/21/2009	1	87	5	93	47	1	25	0	5	78	171
1/22/2009	4	82	1	87	42	0	20	1	4	66	154
1/23/2009	5	43	7	55	38	1	15	3	25	79	137
1/24/2009	3	9	1	13	34	2	2	1	16	54	68
1/25/2009	2	12	4	18	54	4	4	1	13	75	94
1/26/2009	6	90	2	98	51	2	30	3	18	101	202
1/27/2009	1	86	6	93	63	1	28	1	12	104	198
1/28/2009	1	78	9	88	67	0	22	4	15	104	196
1/29/2009	11	75	4	90	36	3	20	0	15	74	164
1/30/2009	7	47	2	56	29	4	22	0	20	75	131
1/31/2009	5	10	2	17	24	0	2	1	18	44	62
<b>Total</b>	128	1,518	126	1,772	1,530	84	469	92	812	2,895	4,759
<b>Percent</b>	2.69%	31.90%	2.65%	37.23%	32.15%	1.77%	9.86%	1.93%	17.06%	60.83%	100.00%

## Ridership Excluding Amtrak

Date	YCS	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
1/1/2009	2	7	0	9	59	4	13	3	66	88
1/2/2009	5	21	1	27	122	7	22	12	141	190
1/3/2009	1	7	2	10	67	2	14	1	70	94
1/4/2009	0	13	2	15	38	5	6	1	44	65
1/5/2009	7	91	7	105	50	34	0	0	84	189
1/6/2009	6	79	10	95	45	17	1	5	67	163
1/7/2009	0	86	3	89	53	31	0	0	84	173
1/8/2009	2	66	1	69	59	19	1	3	81	151
1/9/2009	6	40	1	47	38	12	2	1	51	100
1/10/2009	5	8	1	14	51	13	0	0	64	78
1/11/2009	0	11	3	14	40	3	0	5	48	62
1/12/2009	6	81	12	99	37	19	0	2	58	157
1/13/2009	4	88	5	97	35	18	0	1	54	151
1/14/2009	4	75	8	87	47	28	0	1	76	163
1/15/2009	8	83	5	96	46	15	0	1	62	158
1/16/2009	6	34	4	44	57	12	0	7	76	120
1/17/2009	2	5	1	8	80	7	10	10	97	115
1/18/2009	4	16	2	22	59	2	5	7	68	95
1/19/2009	4	19	2	25	39	12	3	5	56	84
1/20/2009	10	69	13	92	23	19	0	1	43	135
1/21/2009	1	87	5	93	47	25	0	1	73	166
1/22/2009	4	82	1	87	42	20	1	0	62	150
1/23/2009	5	43	7	55	38	15	3	1	54	112
1/24/2009	3	9	1	13	34	2	1	2	38	52
1/25/2009	2	12	4	18	54	4	1	4	62	81
1/26/2009	6	90	2	98	51	30	3	2	83	184
1/27/2009	1	86	6	93	63	28	1	1	92	186
1/28/2009	1	78	9	88	67	22	4	0	89	181
1/29/2009	11	75	4	90	36	20	0	3	59	149
1/30/2009	7	47	2	56	29	22	0	4	55	111
1/31/2009	5	10	2	17	24	2	1	0	26	44
<b>Total</b>	128	1,518	126	1,772	1,530	469	92	84	2,083	3,947
<b>Percent</b>	3.24%	38.46%	3.19%	44.89%	38.76%	11.88%	2.33%	2.13%	52.77%	100.00%

## Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	15	0.32%
Merced College	12	0.25%
Mall (PG&E)	3	0.06%
Downtown (Court	37	0.78%
Amtrak	648	13.62%
Transpo	181	3.80%
Catheys Valley	65	1.37%
MPMidtown	139	2.92%
Roadside Rest	591	12.42%
MPVstrCenter	127	2.67%
KOA	32	0.67%
MidPines	200	4.20%
MPPO	177	3.72%
Bug Hostel	134	2.82%
Cedar Lodge	86	1.81%
NPS Maintenance	304	6.39%
Barium Mine Rd	146	3.07%
El Portal PO	196	4.12%
YV Lodge	163	3.43%
YosVCenter	480	10.09%
Curry Village	224	4.71%
Ahwahnee	103	2.16%
YosLodge	660	13.87%
UC Merced	36	0.76%
<b>Totals</b>	<b>4759</b>	<b>100.00%</b>

**LOAD FACTOR ANALYSIS : January 01 - January 31, 2009**

Below please find the load factor calculations for the HWY 140 runs operated by VIA for January 01 through January 31, 2009. 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	1,008	502	49.80%	Inbound 5:52 am Service from Mariposa to YV
02B	1,401	498	35.55%	Inbound 6:24 am Service from Mariposa to YV
03B	806	358	44.42%	Inbound 7:00am Service to YV from Merced
04B	828	303	36.59%	Inbound 8:45am Service to YV from Merced
5B2	1,482	491	33.13%	Inbound Service 10:45am to YV from Merced
Ex 5B2	102	67	65.69%	Inbound Service 10:45am from Merced to YV
1Ex 5B2	51	46	90.20%	Inbound Service 10:45 am from Merced to YV
6.1	1,488	201	13.51%	Inbound 5pm Service to Midpines from Merced
07	546	125	22.89%	Outbound 6:30am Service from Hostel to Merced
08B	1,488	424	28.49%	Outbound 10:00am Service from YV to Merced
9B2	1,407	690	49.04%	Outbound 4:15 pm Service from YV to Merced
Ex 09B1	51	50	98.04%	Outbound 4:15 pm Service from YV to Merced
1Ex 9B2	51	47	92.16%	Inbound Service Ex 4:15 pm from YV to Merced
10B	806	324	40.20%	Outbound 4:35 pm Service from YV to Mariposa
11B1	828	356	43.00%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,479	277	18.73%	Outbound 5:45 pm Service from YV to Merced
<b>Total</b>	<b>13,822</b>	<b>4,759</b>	<b>34.43%</b>	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01B	1,008	502	49.80%	Inbound 5:52 am Service from Mariposa to YV
02B	948	399	42.09%	Inbound 6:24 am Service from Mariposa to YV
03B	546	267	48.90%	Inbound 7:00am Service to YV from Merced
04B	568	196	34.51%	Inbound 8:45am Service to YV from Merced
5B2	1,008	334	33.13%	Inbound Service 10:45am to YV from Merced
Ex 5B2	51	31	60.78%	Inbound Service 10:45am from Merced to YV
1Ex 5B2	51	46	90.20%	Inbound Service 10:45 am from Merced to YV
6.1	1,008	166	16.47%	Inbound 5pm Service to Midpines from Merced
07	546	125	22.89%	Outbound 6:30am Service from Hostel to Merced
08B	1,008	317	31.45%	Outbound 10:00am Service from YV to Merced
9B2	954	571	59.85%	Outbound 4:15 pm Service from YV to Merced
Ex 09B1	51	50	98.04%	Outbound 4:15 pm Service from YV to Merced
1Ex 9B2	51	47	92.16%	Inbound Service Ex 4:15 pm from YV to Merced
10B	546	265	48.53%	Outbound 4:35 pm Service from YV to Mariposa
11B1	568	272	47.89%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,005	180	17.91%	Outbound 5:45 pm Service from YV to Merced
<b>Total</b>	<b>9,917</b>	<b>3,768</b>	<b>38.00%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02B	453	99	21.85%	Inbound 6:24 am Service from Mariposa to YV
03B	260	91	35.00%	Inbound 7:00am Service to YV from Merced
04B	260	107	41.15%	Inbound 8:45am Service to YV from Merced
5B2	474	157	33.12%	Inbound Service 10:45am to YV from Merced
Ex 5B2	51	36	70.59%	Inbound Service 10:45am from Merced to YV
6.1	480	35	7.29%	Inbound 5pm Service to Midpines from Merced
08B	480	107	22.29%	Outbound 10:00am Service from YV to Merced
9B2	453	119	26.27%	Outbound 4:15 pm Service from YV to Merced
10B	260	59	22.69%	Outbound 4:35 pm Service from YV to Mariposa
11B1	260	84	32.31%	Outbound 5:20 pm Service from YV to Merced
12.2B	474	97	20.46%	Outbound 5:45 pm Service from YV to Merced
<b>Total</b>	<b>3,905</b>	<b>991</b>	<b>25.38%</b>	

## WITHOUT AMTRAK

### Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01B	1,008	502	49.80%	Inbound 5:52 am Service from Mariposa to YV
02B	1,401	497	35.47%	Inbound 6:24 am Service from Mariposa to YV
03B	806	350	43.42%	Inbound 7:00am Service to YV from Merced
04B	828	251	30.31%	Inbound 8:45am Service to YV from Merced
5B2	1,482	245	16.53%	Inbound Service 10:45am to YV from Merced
6.1	1,488	187	12.57%	Inbound 5pm Service to Midpines from Merced
07	546	120	21.98%	Outbound 6:30am Service from Hostel to Merced
08B	1,488	272	18.28%	Outbound 10:00am Service from YV to Merced
9B2	1,407	602	42.79%	Outbound 4:15 pm Service from YV to Merced
10B	806	319	39.58%	Outbound 4:35 pm Service from YV to Mariposa
11B1	828	348	42.03%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,479	254	17.17%	Outbound 5:45 pm Service from YV to Merced
<b>Total</b>	<b>13,567</b>	<b>3,947</b>	<b>29.09%</b>	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01B	1,008	502	49.80%	Inbound 5:52 am Service from Mariposa to YV
02B	948	398	41.98%	Inbound 6:24 am Service from Mariposa to YV
03B	546	262	47.99%	Inbound 7:00am Service to YV from Merced
04B	568	162	28.52%	Inbound 8:45am Service to YV from Merced
5B2	1,008	166	16.47%	Inbound Service 10:45am to YV from Merced
6.1	1,008	155	15.38%	Inbound 5pm Service to Midpines from Merced
07	546	120	21.98%	Outbound 6:30am Service from Hostel to Merced
08B	1,008	194	19.25%	Outbound 10:00am Service from YV to Merced
9B2	954	508	53.25%	Outbound 4:15 pm Service from YV to Merced
10B	546	262	47.99%	Outbound 4:35 pm Service from YV to Mariposa
11B1	568	270	47.54%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,005	174	17.31%	Outbound 5:45 pm Service from YV to Merced
<b>Total</b>	<b>9,713</b>	<b>3,173</b>	<b>32.67%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02B	453	99	21.85%	Inbound 6:24 am Service from Mariposa to YV
03B	260	88	33.85%	Inbound 7:00am Service to YV from Merced
04B	260	89	34.23%	Inbound 8:45am Service to YV from Merced
5B2	474	79	16.67%	Inbound Service 10:45am to YV from Merced
6.1	480	32	6.67%	Inbound 5pm Service to Midpines from Merced
08B	480	78	16.25%	Outbound 10:00am Service from YV to Merced
9B2	453	94	20.75%	Outbound 4:15 pm Service from YV to Merced
10B	260	57	21.92%	Outbound 4:35 pm Service from YV to Mariposa
11B1	260	78	30.00%	Outbound 5:20 pm Service from YV to Merced
12.2B	474	80	16.88%	Outbound 5:45 pm Service from YV to Merced
<b>Total</b>	<b>3,854</b>	<b>774</b>	<b>20.08%</b>	

## PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for January 01 through January 31, 2009.

### Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01B	23	427	15	25	2	0	10	0	502
02B	8	327	32	71	0	3	56	1	498
03B	1	71	6	172	8	16	76	8	358
04B	41	9	5	150	23	17	6	52	303
07	0	0	0	31	0	1	88	5	125
08B	1	6	0	232	7	9	17	152	424
10B	6	191	5	80	8	6	23	5	324
11B1	24	166	28	105	8	2	15	8	356
12.2B	2	95	8	129	6	5	9	23	277
1Ex 5B2	0	0	0	0	0	0	0	46	46
1Ex 9B2	0	0	0	0	0	0	0	47	47
5B2	5	2	2	207	13	13	3	246	491
6.1	0	0	2	100	2	4	79	14	201
9B2	17	224	23	228	15	8	87	88	690
Ex 09B1	0	0	0	0	0	0	0	50	50
Ex 5B2	0	0	0	0	0	0	0	67	67
<b>Total</b>	128	1,518	126	1,530	92	84	469	812	4,759
<b>Percent</b>	2.69%	31.90%	2.65%	32.15%	1.93%	1.77%	9.86%	17.06%	100.00%

## Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01B	23	427	15	25	2	0	10	0	502
02B	5	283	26	41	0	1	42	1	399
03B	0	69	5	106	2	12	68	5	267
04B	31	8	4	93	9	14	3	34	196
07	0	0	0	31	0	1	88	5	125
08B	1	6	0	164	6	2	15	123	317
10B	5	172	5	51	6	1	22	3	265
11B1	20	151	25	60	3	2	9	2	272
12.2B	1	86	2	75	0	3	7	6	180
1Ex 5B2	0	0	0	0	0	0	0	46	46
1Ex 9B2	0	0	0	0	0	0	0	47	47
5B2	2	1	2	145	5	8	3	168	334
6.1	0	0	2	70	1	3	79	11	166
9B2	16	217	22	163	7	4	79	63	571
Ex 09B1	0	0	0	0	0	0	0	50	50
Ex 5B2	0	0	0	0	0	0	0	31	31
<b>Total</b>	104	1,420	108	1,024	41	51	425	595	3,768
<b>Percent</b>	2.76%	37.69%	2.87%	27.18%	1.09%	1.35%	11.28%	15.79%	100.00%

### Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02B	3	44	6	30	0	2	14	0	99
03B	1	2	1	66	6	4	8	3	91
04B	10	1	1	57	14	3	3	18	107
08B	0	0	0	68	1	7	2	29	107
10B	1	19	0	29	2	5	1	2	59
11B1	4	15	3	45	5	0	6	6	84
12.2B	1	9	6	54	6	2	2	17	97
5B2	3	1	0	62	8	5	0	78	157
6.1	0	0	0	30	1	1	0	3	35
9B2	1	7	1	65	8	4	8	25	119
Ex 5B2	0	0	0	0	0	0	0	36	36
<b>Total</b>	24	98	18	506	51	33	44	217	991
<b>Percent</b>	2.42%	9.89%	1.82%	51.06%	5.15%	3.33%	4.44%	21.90%	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	23	427	15	25	2	0	10	502
02B	8	327	32	71	0	3	56	497
03B	1	71	6	172	8	16	76	350
04B	41	9	5	150	23	17	6	251
07	0	0	0	31	0	1	88	120
08B	1	6	0	232	7	9	17	272
10B	6	191	5	80	8	6	23	319
11B1	24	166	28	105	8	2	15	348
12.2B	2	95	8	129	6	5	9	254
1Ex 5B2	0	0	0	0	0	0	0	0
1Ex 9B2	0	0	0	0	0	0	0	0
5B2	5	2	2	207	13	13	3	245
6.1	0	0	2	100	2	4	79	187
9B2	17	224	23	228	15	8	87	602
Ex 09B1	0	0	0	0	0	0	0	0
Ex 5B2	0	0	0	0	0	0	0	0
<b>Total</b>	128	1,518	126	1,530	92	84	469	3,947
<b>Percent</b>	3.24%	38.46%	3.19%	38.76%	2.33%	2.13%	11.88%	100.00%

## Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01B	23	427	15	25	2	0	10	502
02B	5	283	26	41	0	1	42	398
03B	0	69	5	106	2	12	68	262
04B	31	8	4	93	9	14	3	162
07	0	0	0	31	0	1	88	120
08B	1	6	0	164	6	2	15	194
10B	5	172	5	51	6	1	22	262
11B1	20	151	25	60	3	2	9	270
12.2B	1	86	2	75	0	3	7	174
1Ex 5B2	0	0	0	0	0	0	0	0
1Ex 9B2	0	0	0	0	0	0	0	0
5B2	2	1	2	145	5	8	3	166
6.1	0	0	2	70	1	3	79	155
9B2	16	217	22	163	7	4	79	508
Ex 09B1	0	0	0	0	0	0	0	0
Ex 5B2	0	0	0	0	0	0	0	0
<b>Total</b>	104	1,420	108	1,024	41	51	425	3,173
<b>Percent</b>	3.28%	44.75%	3.40%	32.27%	1.29%	1.61%	13.39%	100.00%

### Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02B	3	44	6	30	0	2	14	99
03B	1	2	1	66	6	4	8	88
04B	10	1	1	57	14	3	3	89
08B	0	0	0	68	1	7	2	78
10B	1	19	0	29	2	5	1	57
11B1	4	15	3	45	5	0	6	78
12.2B	1	9	6	54	6	2	2	80
5B2	3	1	0	62	8	5	0	79
6.1	0	0	0	30	1	1	0	32
9B2	1	7	1	65	8	4	8	94
Ex 5B2	0	0	0	0	0	0	0	0
<b>Total</b>	24	98	18	506	51	33	44	774
<b>Percent</b>	3.10%	12.66%	2.33%	65.37%	6.59%	4.26%	5.68%	100.00%

## OPERATING STATISTICS

### REVENUE MILES January 01 - January 31 2009

From January 01 through January 31, 2009 VIA HWY 140 operated a total of 26,531 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	5B2	21	87	1,827
	Merced	6.1	21	51	1,071
	Merced	Ex 5B2	1	87	87
	Midpines	07	21	51	1,071
	Yosemite	08B	21	87	1,827
	Yosemite	10B	21	55	1,155
	Yosemite	11B1	21	87	1,827
	Yosemite	12.2B	21	87	1,827
	Yosemite	1Ex 5B2	1	87	87
	Yosemite	1Ex 9B2	1	87	87
	Yosemite	9B2	21	87	1,827
	Yosemite	Ex 09B1	1	87	87

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Total Mileage</b>					<b>18,744</b>

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Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekends</b>					
	Mariposa	02B	9	55	495
	Merced	03B	9	87	783
	Merced	04B	9	87	783
	Merced	5B2	9	87	783
	Merced	6.1	9	51	459
	Merced	Ex 5B2	1	87	87
	Yosemite	08B	9	87	783
	Yosemite	10B	9	55	495
	Yosemite	11B1	9	87	783
	Yosemite	12.2B	9	87	783
	Yosemite	9B2	9	87	783
<b>Total Mileage</b>					<b>7,017</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	5B2	1	87	87
	Merced	6.1	1	51	51
	Yosemite	08B	1	87	87
	Yosemite	10B	1	55	55
	Yosemite	11B1	1	87	87
	Yosemite	12.2B	1	87	87
	Yosemite	9B2	1	87	87
<b>Total Mileage</b>					<b>770</b>
<b>Grand Total</b>					<b>26,531</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>26,531</b>

## REVENUE HOURS

From January 01 through January 31, 2009 VIA HWY 140 provided a total of 866.4 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	5B2	21	2.90	60.90
	Merced	6.1	21	1.60	33.60
	Merced	Ex 5B2	1	2.90	2.90
	Midpines	07	21	1.30	27.30
	Yosemite	08B	21	3.10	65.10
	Yosemite	10B	21	1.70	35.70
	Yosemite	11B1	21	2.90	60.90
	Yosemite	12.2B	21	2.90	60.90
	Yosemite	1Ex 5B2	1	2.90	2.90
	Yosemite	1Ex 9B2	1	2.60	2.60
	Yosemite	9B2	21	2.60	54.60
	Yosemite	Ex 09B1	1	2.60	2.60
<b>Total Hours</b>					<b>609.50</b>

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekends</b>					
	Mariposa	02B	9	1.70	15.30
	Merced	03B	9	2.90	26.10
	Merced	04B	9	3.10	27.90
	Merced	5B2	9	2.90	26.10
	Merced	6.1	9	1.60	14.40
	Merced	Ex 5B2	1	2.90	2.90
	Yosemite	08B	9	3.10	27.90
	Yosemite	10B	9	1.70	15.30
	Yosemite	11B1	9	2.90	26.10
	Yosemite	12.2B	9	2.90	26.10
	Yosemite	9B2	9	2.60	23.40
<b>Total Hours</b>					<b>231.50</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	5B2	1	2.90	2.90
	Merced	6.1	1	1.60	1.60
	Yosemite	08B	1	3.10	3.10
	Yosemite	10B	1	1.70	1.70
	Yosemite	11B1	1	2.90	2.90
	Yosemite	12.2B	1	2.90	2.90
	Yosemite	9B2	1	2.60	2.60
<b>Total Hours</b>					<b>25.40</b>
<b>Grand Total</b>					<b>866.40</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>866.40</b>

## **Passengers Left / Wheelchair Usage**

### **Multi-Use Passes**

<b>Run Date</b>	<b>Route</b>	<b>Total Left</b>
1/23/2009	01B	0
1/26/2009	03B	3
	<b>Grand Total</b>	<b>3</b>

### **ACCIDENTS/INCIDENTS**

There were zero (0) accidents/incidents on VIA YARTS vehicle during the month of January 1 - 31, 2009.

### **ROAD CALLS**

There were zero (0) road calls during the month of January 1 – 31, 2009.

### **SERVICE DELAYS**

There was one (1) service delay during the month of January 1 - 31, 2009.

**1/08/09**      **Run 1**      Service delayed 15 minutes due to mechanical problem. See “Missed Runs.”

### **MISSED RUNS**

There was (1) missed VIA YARTS trip during the period of January 1 - 31, 2009.

**1/08/09**      **Run 1**      Service delayed 15 minutes due to mechanical problem.

### **EXTRA TRIPS**

There were five (5) extra Highway 140 VIA YARTS trips chargeable to YARTS operating during the period of January 1 - 31, 2009.

### **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 **200** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from January 1 - 31, 2009. 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**

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

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

There were two (2) customer complaints received by phone and correspondence during the month of January 1 - 31, 2009.

- |                |              |   |
|----------------|--------------|---|
| <b>1/06/09</b> | <b>Run 8</b> | Customer called from Bug Hostel stop and asked where the bus was for Run 8.<br><br>Follow up showed bus was running behind schedule due to icy conditions.  |
| <b>1/23/09</b> | <b>Run 7</b> | Customer called from the Yaqui Gulch (arranged stop) that the Run 7 driver never stopped.<br><br>Follow up showed the driver said, it was very dark and he did not see anyone standing there until he passed the stop. He then noticed someone waving their arms, but he was unable to turn back around safely. |

## **OTHER**

### **Wheel Chair Request**

There were zero (0) wheelchair requests or passengers left for the month of January 1 - 31, 2009. Seven (7) wheelchair buses are available to accommodate YARTS passengers who request transportation 48 hours in advance and in accordance with ADA and transit requirements.

### **Inclement Weather Delays**

There were 10 -to 35-minute delays on several runs due to icy roads and heavy fog conditions during the month of January 1 – 31, 2009.