



May 8, 2009

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

RE: YARTS Monthly Report: April 1 - 30, 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 April 1 - 30, 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

From 4/1/2009 to 4/30/2009

A total of 5718 passengers were carried on the HWY 140 system by VIA. Of these, 1134 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
4/1/2009	0	86	7	93	46	3	18	3	20	87	183
4/2/2009	6	72	6	84	60	6	8	0	8	82	166
4/3/2009	7	32	1	40	56	6	12	1	78	152	193
4/4/2009	4	13	1	18	51	0	5	5	14	70	93
4/5/2009	1	14	0	15	49	1	13	5	48	111	131
4/6/2009	19	62	1	82	58	3	12	2	20	93	177
4/7/2009	5	81	12	98	63	6	10	2	23	102	202
4/8/2009	5	90	7	102	101	12	22	9	30	165	276
4/9/2009	1	69	15	85	75	9	10	7	21	115	207
4/10/2009	8	45	1	54	64	2	33	0	64	163	217
4/11/2009	4	12	1	17	64	3	8	7	36	111	135
4/12/2009	1	8	0	9	51	2	12	3	51	116	128
4/13/2009	2	84	17	103	100	7	13	2	78	198	303
4/14/2009	7	86	7	100	71	1	35	0	10	117	217
4/15/2009	0	85	19	104	104	10	20	2	29	163	269
4/16/2009	15	62	11	88	73	29	28	17	21	151	256
4/17/2009	11	51	8	70	47	10	12	3	152	221	294
4/18/2009	3	12	3	18	34	2	12	0	33	81	99
4/19/2009	3	12	0	15	52	2	2	0	22	78	93
4/20/2009	0	102	7	109	38	2	22	0	29	91	200
4/21/2009	2	83	16	101	55	6	9	0	33	103	204
4/22/2009	8	70	7	85	41	3	17	1	23	84	170
4/23/2009	5	66	5	76	67	2	10	4	25	104	184
4/24/2009	8	45	13	66	50	6	16	0	79	151	217
4/25/2009	8	20	2	30	56	0	8	1	11	75	106
4/26/2009	2	11	2	15	69	8	16	2	83	176	193
4/27/2009	2	75	15	92	62	0	30	1	18	110	203
4/28/2009	3	76	13	92	71	7	9	4	22	109	205
4/29/2009	18	77	4	99	55	1	25	5	23	104	208
4/30/2009	1	59	2	62	80	0	16	1	30	126	189
Total	159	1,660	203	2,022	1,863	149	463	87	1,134	3,609	5,718
Percent	2.78%	29.03%	3.55%	35.36%	32.58%	2.61%	8.10%	1.52%	19.83%	63.12%	100.00%

Ridership Excluding Amtrak

Date	YCS	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
4/1/2009	0	86	7	93	46	18	3	3	67	163
4/2/2009	6	72	6	84	60	8	0	6	74	158
4/3/2009	7	32	1	40	56	12	1	6	74	115
4/4/2009	4	13	1	18	51	5	5	0	56	79
4/5/2009	1	14	0	15	49	13	5	1	63	83
4/6/2009	19	62	1	82	58	12	2	3	73	157
4/7/2009	5	81	12	98	63	10	2	6	79	179
4/8/2009	5	90	7	102	101	22	9	12	135	246
4/9/2009	1	69	15	85	75	10	7	9	94	186
4/10/2009	8	45	1	54	64	33	0	2	99	153
4/11/2009	4	12	1	17	64	8	7	3	75	99
4/12/2009	1	8	0	9	51	12	3	2	65	77
4/13/2009	2	84	17	103	100	13	2	7	120	225
4/14/2009	7	86	7	100	71	35	0	1	107	207
4/15/2009	0	85	19	104	104	20	2	10	134	240
4/16/2009	15	62	11	88	73	28	17	29	130	235
4/17/2009	11	51	8	70	47	12	3	10	69	142
4/18/2009	3	12	3	18	34	12	0	2	48	66
4/19/2009	3	12	0	15	52	2	0	2	56	71
4/20/2009	0	102	7	109	38	22	0	2	62	171
4/21/2009	2	83	16	101	55	9	0	6	70	171
4/22/2009	8	70	7	85	41	17	1	3	61	147
4/23/2009	5	66	5	76	67	10	4	2	79	159
4/24/2009	8	45	13	66	50	16	0	6	72	138
4/25/2009	8	20	2	30	56	8	1	0	64	95
4/26/2009	2	11	2	15	69	16	2	8	93	110
4/27/2009	2	75	15	92	62	30	1	0	92	185
4/28/2009	3	76	13	92	71	9	4	7	87	183
4/29/2009	18	77	4	99	55	25	5	1	81	185
4/30/2009	1	59	2	62	80	16	1	0	96	159
Total	159	1,660	203	2,022	1,863	463	87	149	2,475	4,584
Percent	3.47%	36.21%	4.43%	44.11%	40.64%	10.10%	1.90%	3.25%	53.99%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	19	0.33%
Airport	5	0.09%
Merced College	7	0.12%
Downtown (Court	16	0.28%
Amtrak	938	16.40%
Transpo	203	3.55%
Catheys Valley	59	1.03%
MPMidtown	188	3.29%
Roadside Rest	661	11.56%
MPVstrCenter	163	2.85%
KOA	100	1.75%
MidPines	261	4.56%
MPPO	180	3.15%
Bug Hostel	237	4.14%
Cedar Lodge	47	0.82%
NPS Maintenance	308	5.39%
Barium Mine Rd	113	1.98%
El Portal PO	170	2.97%
YV Lodge	232	4.06%
YosVCenter	607	10.62%
Curry Village	467	8.17%
Ahwahnee	129	2.26%
YosLodge	573	10.02%
UC Merced	35	0.61%
Totals	5718	100.00%

LOAD FACTOR ANALYSIS : 4/1/2009 - 4/30/2009

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 4/1/2009 through 4/30/2009. 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	1,066	589	55.25%	Inbound 5:52 am Service from Mariposa to YV
02B	1,440	594	41.25%	Inbound 6:24 am Service from Mariposa to YV
03B	780	397	50.90%	Inbound 7:00am Service to YV from Merced
04B	824	447	54.25%	Inbound 8:45am Service to YV from Merced
5B2	1,447	548	37.87%	Inbound Service 10:45am to YV from Merced
Ex 5B2	99	94	94.95%	Inbound Service 10:45am from Merced to YV
6.1	1,406	243	17.28%	Inbound 5pm Service to Midpines from Merced
07	572	161	28.15%	Outbound 6:30am Service from Hostel to Merced
08B	1,450	521	35.93%	Outbound 10:00am Service from YV to Merced
9B2	1,440	865	60.07%	Outbound 4:15 pm Service from YV to Merced
Ex 09B1	147	127	86.39%	Outbound 4:15 pm Service from YV to Merced
1Ex 9B2	26	22	84.62%	Inbound Service Ex 4:15 pm from YV to Merced
10B	780	387	49.62%	Outbound 4:35 pm Service from YV to Mariposa
11B1	824	450	54.61%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,447	273	18.87%	Outbound 5:45 pm Service from YV to Merced
Total	13,748	5,718	41.59%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01B	1,066	589	55.25%	Inbound 5:52 am Service from Mariposa to YV
02B	1,056	499	47.25%	Inbound 6:24 am Service from Mariposa to YV
03B	572	312	54.55%	Inbound 7:00am Service to YV from Merced
04B	594	322	54.21%	Inbound 8:45am Service to YV from Merced
5B2	1,063	421	39.60%	Inbound Service 10:45am to YV from Merced
Ex 5B2	51	54	105.88%	Inbound Service 10:45am from Merced to YV
6.1	1,044	209	20.02%	Inbound 5pm Service to Midpines from Merced
07	572	161	28.15%	Outbound 6:30am Service from Hostel to Merced
08B	1,066	436	40.90%	Outbound 10:00am Service from YV to Merced
9B2	1,056	733	69.41%	Outbound 4:15 pm Service from YV to Merced
Ex 09B1	96	71	73.96%	Outbound 4:15 pm Service from YV to Merced
1Ex 9B2	26	22	84.62%	Inbound Service Ex 4:15 pm from YV to Merced
10B	572	337	58.92%	Outbound 4:35 pm Service from YV to Mariposa
11B1	594	374	62.96%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,063	200	18.81%	Outbound 5:45 pm Service from YV to Merced
Total	10,491	4,740	45.18%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02B	384	95	24.74%	Inbound 6:24 am Service from Mariposa to YV
03B	208	85	40.87%	Inbound 7:00am Service to YV from Merced
04B	230	125	54.35%	Inbound 8:45am Service to YV from Merced
5B2	384	127	33.07%	Inbound Service 10:45am to YV from Merced
Ex 5B2	48	40	83.33%	Inbound Service 10:45am from Merced to YV
6.1	362	34	9.39%	Inbound 5pm Service to Midpines from Merced
08B	384	85	22.14%	Outbound 10:00am Service from YV to Merced
9B2	384	132	34.38%	Outbound 4:15 pm Service from YV to Merced
Ex 09B1	51	56	109.80%	Outbound 4:15 pm Service from YV to Merced
10B	208	50	24.04%	Outbound 4:35 pm Service from YV to Mariposa
11B1	230	76	33.04%	Outbound 5:20 pm Service from YV to Merced
12.2B	384	73	19.01%	Outbound 5:45 pm Service from YV to Merced
Total	3,257	978	30.03%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01B	1,066	589	55.25%	Inbound 5:52 am Service from Mariposa to YV
02B	1,440	594	41.25%	Inbound 6:24 am Service from Mariposa to YV
03B	780	389	49.87%	Inbound 7:00am Service to YV from Merced
04B	824	271	32.89%	Inbound 8:45am Service to YV from Merced
5B2	1,447	275	19.00%	Inbound Service 10:45am to YV from Merced
6.1	1,406	225	16.00%	Inbound 5pm Service to Midpines from Merced
07	572	154	26.92%	Outbound 6:30am Service from Hostel to Merced
08B	1,450	315	21.72%	Outbound 10:00am Service from YV to Merced
9B2	1,440	725	50.35%	Outbound 4:15 pm Service from YV to Merced
10B	780	383	49.10%	Outbound 4:35 pm Service from YV to Mariposa
11B1	824	441	53.52%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,447	223	15.41%	Outbound 5:45 pm Service from YV to Merced
Total	13,476	4,584	34.02%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01B	1,066	589	55.25%	Inbound 5:52 am Service from Mariposa to YV
02B	1,056	499	47.25%	Inbound 6:24 am Service from Mariposa to YV
03B	572	306	53.50%	Inbound 7:00am Service to YV from Merced
04B	594	206	34.68%	Inbound 8:45am Service to YV from Merced
5B2	1,063	218	20.51%	Inbound Service 10:45am to YV from Merced
6.1	1,044	195	18.68%	Inbound 5pm Service to Midpines from Merced
07	572	154	26.92%	Outbound 6:30am Service from Hostel to Merced
08B	1,066	246	23.08%	Outbound 10:00am Service from YV to Merced
9B2	1,056	627	59.38%	Outbound 4:15 pm Service from YV to Merced
10B	572	333	58.22%	Outbound 4:35 pm Service from YV to Mariposa
11B1	594	368	61.95%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,063	163	15.33%	Outbound 5:45 pm Service from YV to Merced
Total	10,318	3,904	37.84%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02B	384	95	24.74%	Inbound 6:24 am Service from Mariposa to YV
03B	208	83	39.90%	Inbound 7:00am Service to YV from Merced
04B	230	65	28.26%	Inbound 8:45am Service to YV from Merced
5B2	384	57	14.84%	Inbound Service 10:45am to YV from Merced
6.1	362	30	8.29%	Inbound 5pm Service to Midpines from Merced
08B	384	69	17.97%	Outbound 10:00am Service from YV to Merced
9B2	384	98	25.52%	Outbound 4:15 pm Service from YV to Merced
10B	208	50	24.04%	Outbound 4:35 pm Service from YV to Mariposa
11B1	230	73	31.74%	Outbound 5:20 pm Service from YV to Merced
12.2B	384	60	15.63%	Outbound 5:45 pm Service from YV to Merced
Total	3,158	680	21.53%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 4/1/2009 through 4/30/2009.

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01B	25	517	6	17	0	2	22	0	589
02B	24	358	64	98	6	8	36	0	594
03B	21	37	8	207	8	23	85	8	397
04B	23	11	3	183	20	21	10	176	447
07	0	0	0	88	1	1	64	7	161
08B	0	4	0	251	13	17	30	206	521
10B	3	215	28	102	5	8	22	4	387
11B1	17	244	23	118	11	8	20	9	450
12.2B	7	66	13	109	2	7	19	50	273
1Ex 9B2	0	0	0	0	0	0	0	22	22
5B2	8	0	4	216	3	26	18	273	548
6.1	0	0	3	144	6	6	66	18	243
9B2	31	208	51	330	12	22	71	140	865
Ex 09B1	0	0	0	0	0	0	0	127	127
Ex 5B2	0	0	0	0	0	0	0	94	94
Total	159	1,660	203	1,863	87	149	463	1,134	5,718
Percent	2.78%	29.03%	3.55%	32.58%	1.52%	2.61%	8.10%	19.83%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01B	25	517	6	17	0	2	22	0	589
02B	24	308	59	69	5	8	26	0	499
03B	16	37	8	152	4	21	68	6	312
04B	15	10	3	141	14	15	8	116	322
07	0	0	0	88	1	1	64	7	161
08B	0	4	0	196	9	13	24	190	436
10B	3	203	28	72	3	8	16	4	337
11B1	9	220	22	84	9	8	16	6	374
12.2B	6	60	10	68	1	6	12	37	200
1Ex 9B2	0	0	0	0	0	0	0	22	22
5B2	4	0	4	171	3	24	12	203	421
6.1	0	0	3	118	5	3	66	14	209
9B2	31	199	51	261	10	22	53	106	733
Ex 09B1	0	0	0	0	0	0	0	71	71
Ex 5B2	0	0	0	0	0	0	0	54	54
Total	133	1,558	194	1,437	64	131	387	836	4,740
Percent	2.81%	32.87%	4.09%	30.32%	1.35%	2.76%	8.16%	17.64%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02B	0	50	5	29	1	0	10	0	95
03B	5	0	0	55	4	2	17	2	85
04B	8	1	0	42	6	6	2	60	125
08B	0	0	0	55	4	4	6	16	85
10B	0	12	0	30	2	0	6	0	50
11B1	8	24	1	34	2	0	4	3	76
12.2B	1	6	3	41	1	1	7	13	73
5B2	4	0	0	45	0	2	6	70	127
6.1	0	0	0	26	1	3	0	4	34
9B2	0	9	0	69	2	0	18	34	132
Ex 09B1	0	0	0	0	0	0	0	56	56
Ex 5B2	0	0	0	0	0	0	0	40	40
Total	26	102	9	426	23	18	76	298	978
Percent	2.66%	10.43%	0.92%	43.56%	2.35%	1.84%	7.77%	30.47%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01B	25	517	6	17	0	2	22	589
02B	24	358	64	98	6	8	36	594
03B	21	37	8	207	8	23	85	389
04B	23	11	3	183	20	21	10	271
07	0	0	0	88	1	1	64	154
08B	0	4	0	251	13	17	30	315
10B	3	215	28	102	5	8	22	383
11B1	17	244	23	118	11	8	20	441
12.2B	7	66	13	109	2	7	19	223
1Ex 9B2	0	0	0	0	0	0	0	0
5B2	8	0	4	216	3	26	18	275
6.1	0	0	3	144	6	6	66	225
9B2	31	208	51	330	12	22	71	725
Ex 09B1	0	0	0	0	0	0	0	0
Ex 5B2	0	0	0	0	0	0	0	0
Total	159	1,660	203	1,863	87	149	463	4,584
Percent	3.47%	36.21%	4.43%	40.64%	1.90%	3.25%	10.10%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01B	25	517	6	17	0	2	22	589
02B	24	308	59	69	5	8	26	499
03B	16	37	8	152	4	21	68	306
04B	15	10	3	141	14	15	8	206
07	0	0	0	88	1	1	64	154
08B	0	4	0	196	9	13	24	246
10B	3	203	28	72	3	8	16	333
11B1	9	220	22	84	9	8	16	368
12.2B	6	60	10	68	1	6	12	163
1Ex 9B2	0	0	0	0	0	0	0	0
5B2	4	0	4	171	3	24	12	218
6.1	0	0	3	118	5	3	66	195
9B2	31	199	51	261	10	22	53	627
Ex 09B1	0	0	0	0	0	0	0	0
Ex 5B2	0	0	0	0	0	0	0	0
Total	133	1,558	194	1,437	64	131	387	3,904
Percent	3.41%	39.91%	4.97%	36.81%	1.64%	3.36%	9.91%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02B	0	50	5	29	1	0	10	95
03B	5	0	0	55	4	2	17	83
04B	8	1	0	42	6	6	2	65
08B	0	0	0	55	4	4	6	69
10B	0	12	0	30	2	0	6	50
11B1	8	24	1	34	2	0	4	73
12.2B	1	6	3	41	1	1	7	60
5B2	4	0	0	45	0	2	6	57
6.1	0	0	0	26	1	3	0	30
9B2	0	9	0	69	2	0	18	98
Ex 09B1	0	0	0	0	0	0	0	0
Ex 5B2	0	0	0	0	0	0	0	0
Total	26	102	9	426	23	18	76	680
Percent	3.82%	15.00%	1.32%	62.65%	3.38%	2.65%	11.18%	100.00%

OPERATING STATISTICS

REVENUE MILES 4/1/09 - 4/30/09

From 4/1/09 through 4/30/09 VIA HWY 140 operated a total of 25,954 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Mariposa	01B	22	55	1,210
	Mariposa	02B	22	55	1,210
	Merced	03B	22	87	1,914
	Merced	04B	22	87	1,914
	Merced	5B2	22	87	1,914
	Merced	6.1	22	51	1,122
	Merced	Ex 5B2	1	87	87
	Midpines	07	22	51	1,122
	Yosemite	08B	22	87	1,914
	Yosemite	10B	22	55	1,210
	Yosemite	11B1	22	87	1,914
	Yosemite	12.2B	22	87	1,914
	Yosemite	1Ex 9B2	1	87	87
	Yosemite	9B2	22	87	1,914
	Yosemite	Ex 09B1	2	87	174
Total Mileage					19,620

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Mariposa	02B	8	55	440
	Merced	03B	8	87	696
	Merced	04B	8	87	696
	Merced	5B2	8	87	696
	Merced	6.1	8	51	408
	Merced	Ex 5B2	1	87	87
	Yosemite	08B	8	87	696
	Yosemite	10B	8	55	440
	Yosemite	11B1	8	87	696
	Yosemite	12.2B	8	87	696
	Yosemite	9B2	8	87	696
	Yosemite	Ex 09B1	1	87	87
Total Mileage					6,334
Grand Total					25,954
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					25,954

REVENUE HOURS

From 4/1/09 through 04/30/09 VIA HWY 140 provided a total of 846.40 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Mariposa	01B	22	1.80	39.60
	Mariposa	02B	22	1.70	37.40
	Merced	03B	22	2.90	63.80
	Merced	04B	22	3.10	68.20
	Merced	5B2	22	2.90	63.80
	Merced	6.1	22	1.60	35.20
	Merced	Ex 5B2	1	2.90	2.90
	Midpines	07	22	1.30	28.60
	Yosemite	08B	22	3.10	68.20
	Yosemite	10B	22	1.70	37.40
	Yosemite	11B1	22	2.90	63.80
	Yosemite	12.2B	22	2.90	63.80
	Yosemite	1Ex 9B2	1	2.60	2.60
	Yosemite	9B2	22	2.60	57.20
	Yosemite	Ex 09B1	2	2.60	5.20
Total Hours					637.70

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Mariposa	02B	8	1.70	13.60
	Merced	03B	8	2.90	23.20
	Merced	04B	8	3.10	24.80
	Merced	5B2	8	2.90	23.20
	Merced	6.1	8	1.60	12.80
	Merced	Ex 5B2	1	2.90	2.90
	Yosemite	08B	8	3.10	24.80
	Yosemite	10B	8	1.70	13.60
	Yosemite	11B1	8	2.90	23.20
	Yosemite	12.2B	8	2.90	23.20
	Yosemite	9B2	8	2.60	20.80
	Yosemite	Ex 09B1	1	2.60	2.60
Total Hours					208.70
Grand Total					846.40
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					846.40

Passengers Left / Wheelchair Usage

Bus Full / # of Passengers Left

Run Date	Route	Total Left
4/3/2009	08B	1
	Grand Total	1

Multi-Use Passes

Run Date	Route	Total Left
4/3/2009	5B2	1
4/4/2009	04B	4
4/4/2009	12.2B	2
4/6/2009	11B1	1
4/6/2009	5B2	1
4/7/2009	03B	1
4/7/2009	11B1	1
4/8/2009	5B2	1
4/10/2009	04B	3
4/10/2009	10B	3
4/13/2009	9B2	20
4/13/2009	04B	2
4/14/2009	04B	2
4/14/2009	9B2	12
4/14/2009	02B	12
4/15/2009	9B2	17
4/15/2009	02B	17
4/15/2009	03B	2
4/15/2009	04B	2
4/16/2009	9B2	17

4/16/2009	02B	17
4/23/2009	02B	2
4/23/2009	9B2	5
4/25/2009	6.1	1
4/29/2009	9B2	2
	Grand Total	148

Wheel Chair

Run Date	Route	Total Left
4/9/2009	5B2	1
4/13/2009	08B	1
4/14/2009	04B	1
4/18/2009	08B	1
4/26/2009	04B	1
	Grand Total	5

ACCIDENTS/INCIDENTS

There were zero (0) accidents/incidents on VIA YARTS vehicle during the month of April 1 - 30, 2009.

ROAD CALLS

There was one (1) road call during the month of April 1 - 30, 2009.

4/22/09 **Run 4** Service delayed 45 minutes due to mechanical problem. Bus switched.

SERVICE DELAYS

There were four (4) service delays during the month of April 1 - 30, 2009.

4/08/09 **Run 7** Service delayed 30 minutes due to driver error. See "Missed Runs."

4/09/09 **Run 4** Service delayed 40 minutes due to mechanical problem. See "Missed Runs."

4/22/09 **Run 4** Service delayed 45 minutes due to mechanical problem. Bus switched. See "Missed Runs."

4/30/09 **Run 2** Service delayed 40 minutes due to driver error. See "Missed Runs."

MISSED RUNS

There were four (4) missed VIA YARTS trips during the period of April 1 - 30, 2009.

4/08/09 **Run 7** Service delayed 30 minutes due to driver error.

4/09/09 **Run 4** Service delayed 40 minutes due to mechanical problem.

4/22/09 **Run 4** Service delayed 45 minutes due to mechanical problem.

4/30/09 **Run 2** Service delayed 40 minutes due to driver error.

EXTRA TRIPS

There were six (6) extra Highway 140 VIA YARTS trips chargeable to YARTS operating during the period of April 1 - 30, 2009.

4/03/09	Run 9	Amtrak Group – Extra
4/12/09	Run 5	Amtrak Group - Extra
4/17/09	Run 9	Amtrak Group – Extra #1
4/17/09	Run 9	Amtrak Group – Extra #2
4/24/09	Run 5	Amtrak Group – Extra
4/26/09	Run 9	Amtrak Group - Extra

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 **270** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from April 1 - 30, 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

205	Calls received on schedule issues and questions for Hwy 140 Corridor.
27	Calls received on Mammoth Lake schedule information.
0	Calls received on Coulterville schedule information.
8	Calls received on park information (lodging, tours, camping, etc.)
28	Miscellaneous calls (lost & found, hang up calls, etc.)
3	Calls received as customer complaints.
270	Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were three (3) customer complaints received by phone and correspondence during the month of April 1 - 30, 2009.

4/08/09 **Run 7** Customer called from Catheys Valley and asked where the bus was for Run 7.

Follow up showed the run was delayed 40 minutes due to driver error. This was recorded as a missed run.

4/15/09 **General Complaint:** Customer called and said she was concerned because she gets off at the Midpines Park & Ride stop, and drivers are dropping her off on the side of the road instead of in the parking lot.

Follow up showed operations manager reminded all drivers of policy to go inside the lot and never drop on the road for safety reasons.

4/30/09 **Run 2** Customer called from Yosemite View Lodge and asked where the bus was for Run 2.

Follow up showed the driver was running 40 minutes behind schedule due to driver error. This was recorded as a missed run.

OTHER

Wheel Chair Request

There were five (5) wheelchair requests or passengers left for the month of April 1 - 30, 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.

Construction & Traffic Delays

There were 11- to 40- minute delays between 4/18/09 – 4/27/09 due to heavy traffic and construction within and outside of the park.