



January 7, 2010

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

RE: YARTS Monthly Report: December 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 December 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

From 12/1/2009 to 12/31/2009

A total of 5135 passengers were carried on the HWY 140 system by VIA. Of these, 752 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
12/1/2009	0	106	9	115	55	2	23	1	12	92	208
12/2/2009	4	74	5	83	52	1	31	2	20	104	189
12/3/2009	11	81	3	95	48	2	18	0	6	74	169
12/4/2009	5	44	13	62	50	1	14	0	16	81	143
12/5/2009	2	3	2	7	25	0	5	0	24	54	61
12/6/2009	0	19	1	20	34	2	0	1	16	52	73
12/7/2009	3	87	11	101	44	0	19	0	11	74	175
12/8/2009	0	96	9	105	59	2	26	1	13	100	206
12/9/2009	3	100	11	114	68	2	25	1	10	105	220
12/10/2009	2	72	14	88	63	2	20	3	13	98	189
12/11/2009	9	48	0	57	52	2	13	1	8	75	133
12/12/2009	2	11	2	15	67	3	5	0	17	92	107
12/13/2009	0	5	1	6	41	2	1	0	17	61	67
12/14/2009	11	98	12	121	35	5	22	2	22	84	207
12/15/2009	11	101	8	120	46	3	14	0	23	86	206
12/16/2009	3	89	9	101	46	7	18	2	18	89	192
12/17/2009	2	76	6	84	55	14	9	3	42	120	207
12/18/2009	5	48	2	55	69	12	13	4	19	113	172
12/19/2009	1	10	1	12	78	8	4	2	42	132	146
12/20/2009	0	8	0	8	57	2	5	2	27	91	101
12/21/2009	5	66	6	77	70	2	10	4	22	104	185
12/22/2009	4	73	12	89	80	1	13	8	27	121	218
12/23/2009	2	43	15	60	123	2	11	0	33	169	229
12/24/2009	2	10	5	17	84	8	12	1	46	150	168
12/25/2009	2	2	4	8	61	3	1	2	27	92	102
12/26/2009	0	2	1	3	90	2	10	2	45	147	152
12/27/2009	1	6	0	7	64	0	3	1	49	116	124
12/28/2009	2	56	6	64	83	4	7	2	24	118	184
12/29/2009	2	50	6	58	98	6	19	11	33	156	225
12/30/2009	0	47	9	56	98	7	18	8	47	170	234
12/31/2009	5	11	2	18	78	2	7	15	23	110	143
Total	99	1,542	185	1,826	1,973	109	396	79	752	3,230	5,135
Percent	1.93%	30.03%	3.60%	35.56%	38.42%	2.12%	7.71%	1.54%	14.64%	62.90%	100.00%

Ridership Excluding Amtrak

Date	YCS	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
12/1/2009	0	106	9	115	55	23	1	2	80	196
12/2/2009	4	74	5	83	52	31	2	1	84	169
12/3/2009	11	81	3	95	48	18	0	2	68	163
12/4/2009	5	44	13	62	50	14	0	1	65	127
12/5/2009	2	3	2	7	25	5	0	0	30	37
12/6/2009	0	19	1	20	34	0	1	2	36	57
12/7/2009	3	87	11	101	44	19	0	0	63	164
12/8/2009	0	96	9	105	59	26	1	2	87	193
12/9/2009	3	100	11	114	68	25	1	2	95	210
12/10/2009	2	72	14	88	63	20	3	2	85	176
12/11/2009	9	48	0	57	52	13	1	2	67	125
12/12/2009	2	11	2	15	67	5	0	3	75	90
12/13/2009	0	5	1	6	41	1	0	2	44	50
12/14/2009	11	98	12	121	35	22	2	5	62	185
12/15/2009	11	101	8	120	46	14	0	3	63	183
12/16/2009	3	89	9	101	46	18	2	7	71	174
12/17/2009	2	76	6	84	55	9	3	14	78	165
12/18/2009	5	48	2	55	69	13	4	12	94	153
12/19/2009	1	10	1	12	78	4	2	8	90	104
12/20/2009	0	8	0	8	57	5	2	2	64	74
12/21/2009	5	66	6	77	70	10	4	2	82	163
12/22/2009	4	73	12	89	80	13	8	1	94	191
12/23/2009	2	43	15	60	123	11	0	2	136	196
12/24/2009	2	10	5	17	84	12	1	8	104	122
12/25/2009	2	2	4	8	61	1	2	3	65	75
12/26/2009	0	2	1	3	90	10	2	2	102	107
12/27/2009	1	6	0	7	64	3	1	0	67	75
12/28/2009	2	56	6	64	83	7	2	4	94	160
12/29/2009	2	50	6	58	98	19	11	6	123	192
12/30/2009	0	47	9	56	98	18	8	7	123	187
12/31/2009	5	11	2	18	78	7	15	2	87	120
Total	99	1,542	185	1,826	1,973	396	79	109	2,478	4,383
Percent	2.26%	35.18%	4.22%	41.66%	45.01%	9.03%	1.80%	2.49%	56.54%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	19	0.37%
Airport	13	0.25%
Merced College	14	0.27%
Mall (PG&E)	1	0.02%
Downtown (Court	21	0.41%
Amtrak	772	15.03%
Transpo	199	3.88%
Catheys Valley	64	1.25%
MPMidtown	135	2.63%
Roadside Rest	624	12.15%
MPVstrCenter	207	4.03%
KOA	72	1.40%
MidPines	185	3.60%
MPPO	197	3.84%
Bug Hostel	206	4.01%
Cedar Lodge	43	0.84%
NPS Maintenance	380	7.40%
Barium Mine Rd	121	2.36%
El Portal PO	178	3.47%
YV Lodge	169	3.29%
YosVCenter	537	10.46%
Curry Village	204	3.97%
Ahwahnee	193	3.76%
YosLodge	547	10.65%
YosGarage	10	0.19%
UC Merced	24	0.47%

Pick-up Location	Riders	Percentage
Totals	5135	100.00%

LOAD FACTOR ANALYSIS : 12/1/2009 - 12/31/2009

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 12/1/2009 through 12/31/2009. 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	
01C	1,056	430	40.72%	Inbound 5:25 am from Catheys Valley to YV
02C	1,466	568	38.74%	Inbound 5:58 am from Catheys Valley to YV
03B	1,268	467	36.83%	Inbound 7:00am Service to YV from Merced
04B	806	371	46.03%	Inbound 8:45am Service to YV from Merced
5B2	1,531	610	39.84%	Inbound Service 10:45am to YV from Merced
6.1	1,466	216	14.73%	Inbound 5pm Service to Midpines from Merced
07	572	169	29.55%	Outbound 6:30am Service from Hostel to Merced
08B	1,498	504	33.64%	Outbound 10:00am Service from YV to Merced
9B2	1,466	836	57.03%	Outbound 4:15 pm Service from YV to Merced
10B	806	312	38.71%	Outbound 4:35 pm Service from YV to Mariposa
11B1	1,268	405	31.94%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,505	247	16.41%	Outbound 5:45 pm Service from YV to Merced
Total	14,708	5,135	34.91%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C	1,056	430	40.72%	Inbound 5:25 am from Catheys Valley to YV
02C	1,056	496	46.97%	Inbound 5:58 am from Catheys Valley to YV
03B	924	398	43.07%	Inbound 7:00am Service to YV from Merced
04B	572	256	44.76%	Inbound 8:45am Service to YV from Merced
5B2	1,066	434	40.71%	Inbound Service 10:45am to YV from Merced
6.1	1,034	179	17.31%	Inbound 5pm Service to Midpines from Merced
07	572	169	29.55%	Outbound 6:30am Service from Hostel to Merced
08B	1,056	363	34.38%	Outbound 10:00am Service from YV to Merced
9B2	1,056	690	65.34%	Outbound 4:15 pm Service from YV to Merced
10B	572	276	48.25%	Outbound 4:35 pm Service from YV to Mariposa
11B1	924	330	35.71%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,066	181	16.98%	Outbound 5:45 pm Service from YV to Merced
Total	10,954	4,202	38.36%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C	410	72	17.56%	Inbound 5:58 am from Catheys Valley to YV
03B	344	69	20.06%	Inbound 7:00am Service to YV from Merced
04B	234	115	49.15%	Inbound 8:45am Service to YV from Merced
5B2	465	176	37.85%	Inbound Service 10:45am to YV from Merced
6.1	432	37	8.56%	Inbound 5pm Service to Midpines from Merced
08B	442	141	31.90%	Outbound 10:00am Service from YV to Merced
9B2	410	146	35.61%	Outbound 4:15 pm Service from YV to Merced
10B	234	36	15.38%	Outbound 4:35 pm Service from YV to Mariposa
11B1	344	75	21.80%	Outbound 5:20 pm Service from YV to Merced
12.2B	439	66	15.03%	Outbound 5:45 pm Service from YV to Merced
Total	3,754	933	24.85%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C	1,056	430	40.72%	Inbound 5:25 am from Catheys Valley to YV
02C	1,466	568	38.74%	Inbound 5:58 am from Catheys Valley to YV
03B	1,268	465	36.67%	Inbound 7:00am Service to YV from Merced
04B	806	276	34.24%	Inbound 8:45am Service to YV from Merced
5B2	1,531	327	21.36%	Inbound Service 10:45am to YV from Merced
6.1	1,466	198	13.51%	Inbound 5pm Service to Midpines from Merced
07	572	161	28.15%	Outbound 6:30am Service from Hostel to Merced
08B	1,498	327	21.83%	Outbound 10:00am Service from YV to Merced
9B2	1,466	710	48.43%	Outbound 4:15 pm Service from YV to Merced
10B	806	310	38.46%	Outbound 4:35 pm Service from YV to Mariposa
11B1	1,268	391	30.84%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,505	220	14.62%	Outbound 5:45 pm Service from YV to Merced
Total	14,708	4,383	29.80%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C	1,056	430	40.72%	Inbound 5:25 am from Catheys Valley to YV
02C	1,056	496	46.97%	Inbound 5:58 am from Catheys Valley to YV
03B	924	396	42.86%	Inbound 7:00am Service to YV from Merced
04B	572	196	34.27%	Inbound 8:45am Service to YV from Merced
5B2	1,066	243	22.80%	Inbound Service 10:45am to YV from Merced
6.1	1,034	166	16.05%	Inbound 5pm Service to Midpines from Merced
07	572	161	28.15%	Outbound 6:30am Service from Hostel to Merced
08B	1,056	254	24.05%	Outbound 10:00am Service from YV to Merced
9B2	1,056	605	57.29%	Outbound 4:15 pm Service from YV to Merced
10B	572	274	47.90%	Outbound 4:35 pm Service from YV to Mariposa
11B1	924	327	35.39%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,066	166	15.57%	Outbound 5:45 pm Service from YV to Merced
Total	10,954	3,714	33.91%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C	410	72	17.56%	Inbound 5:58 am from Catheys Valley to YV
03B	344	69	20.06%	Inbound 7:00am Service to YV from Merced
04B	234	80	34.19%	Inbound 8:45am Service to YV from Merced
5B2	465	84	18.06%	Inbound Service 10:45am to YV from Merced
6.1	432	32	7.41%	Inbound 5pm Service to Midpines from Merced
08B	442	73	16.52%	Outbound 10:00am Service from YV to Merced
9B2	410	105	25.61%	Outbound 4:15 pm Service from YV to Merced
10B	234	36	15.38%	Outbound 4:35 pm Service from YV to Mariposa
11B1	344	64	18.60%	Outbound 5:20 pm Service from YV to Merced
12.2B	439	54	12.30%	Outbound 5:45 pm Service from YV to Merced
Total	3,754	669	17.82%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 12/1/2009 through 12/31/2009.

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C	10	364	24	18	3	0	11	0	430
02C	21	380	43	86	2	1	35	0	568
03B	4	75	13	277	10	13	73	2	467
04B	20	10	5	196	15	21	9	95	371
07	0	0	1	78	1	4	77	8	169
08B	0	10	1	273	8	20	15	177	504
10B	13	188	18	80	1	1	9	2	312
11B1	8	151	23	178	4	2	25	14	405
12.2B	0	75	14	116	1	5	9	27	247
5B2	4	1	3	275	13	21	10	283	610
6.1	0	0	6	114	4	8	66	18	216
9B2	19	288	34	282	17	13	57	126	836
Total	99	1,542	185	1,973	79	109	396	752	5,135
Percent	1.93%	30.03%	3.60%	38.42%	1.54%	2.12%	7.71%	14.64%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C	10	364	24	18	3	0	11	0	430
02C	19	354	41	50	2	1	29	0	496
03B	3	72	11	227	9	11	63	2	398
04B	18	7	3	131	12	16	9	60	256
07	0	0	1	78	1	4	77	8	169
08B	0	10	1	210	6	18	9	109	363
10B	12	178	17	58	1	0	8	2	276
11B1	7	142	22	127	4	2	23	3	330
12.2B	0	65	14	75	0	3	9	15	181
5B2	4	0	3	195	13	20	8	191	434
6.1	0	0	5	87	4	7	63	13	179
9B2	18	284	31	200	14	5	53	85	690
Total	91	1,476	173	1,456	69	87	362	488	4,202
Percent	2.17%	35.13%	4.12%	34.65%	1.64%	2.07%	8.61%	11.61%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02C	2	26	2	36	0	0	6	0	72
03B	1	3	2	50	1	2	10	0	69
04B	2	3	2	65	3	5	0	35	115
08B	0	0	0	63	2	2	6	68	141
10B	1	10	1	22	0	1	1	0	36
11B1	1	9	1	51	0	0	2	11	75
12.2B	0	10	0	41	1	2	0	12	66
5B2	0	1	0	80	0	1	2	92	176
6.1	0	0	1	27	0	1	3	5	37
9B2	1	4	3	82	3	8	4	41	146
Total	8	66	12	517	10	22	34	264	933
Percent	0.86%	7.07%	1.29%	55.41%	1.07%	2.36%	3.64%	28.30%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C	10	364	24	18	3	0	11	430
02C	21	380	43	86	2	1	35	568
03B	4	75	13	277	10	13	73	465
04B	20	10	5	196	15	21	9	276
07	0	0	1	78	1	4	77	161
08B	0	10	1	273	8	20	15	327
10B	13	188	18	80	1	1	9	310
11B1	8	151	23	178	4	2	25	391
12.2B	0	75	14	116	1	5	9	220
5B2	4	1	3	275	13	21	10	327
6.1	0	0	6	114	4	8	66	198
9B2	19	288	34	282	17	13	57	710
Total	99	1,542	185	1,973	79	109	396	4,383
Percent	2.26%	35.18%	4.22%	45.01%	1.80%	2.49%	9.03%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C	10	364	24	18	3	0	11	430
02C	19	354	41	50	2	1	29	496
03B	3	72	11	227	9	11	63	396
04B	18	7	3	131	12	16	9	196
07	0	0	1	78	1	4	77	161
08B	0	10	1	210	6	18	9	254
10B	12	178	17	58	1	0	8	274
11B1	7	142	22	127	4	2	23	327
12.2B	0	65	14	75	0	3	9	166
5B2	4	0	3	195	13	20	8	243
6.1	0	0	5	87	4	7	63	166
9B2	18	284	31	200	14	5	53	605
Total	91	1,476	173	1,456	69	87	362	3,714
Percent	2.45%	39.74%	4.66%	39.20%	1.86%	2.34%	9.75%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02C	2	25	2	34	0	0	6	69
03B	1	3	1	47	0	2	10	64
04B	1	3	2	53	2	4	0	65
08B	0	0	0	59	2	2	6	69
10B	1	10	1	17	0	1	1	31
11B1	1	8	0	37	0	0	2	48
12.2B	0	10	0	38	1	0	0	49
5B2	0	1	0	64	0	1	2	68
6.1	0	0	1	27	0	1	2	31
9B2	0	4	1	80	3	8	4	100
Total	6	64	8	456	8	19	33	669
Percent	0.90%	9.57%	1.20%	68.16%	1.20%	2.84%	4.93%	100.00%

OPERATING STATISTICS

REVENUE MILES 12/01/09 - 12/31/09

From 12/01/09 through 12/31/09 VIA HWY 140 operated a total of 26,944 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Catheys Valley	01C	22	69	1,518
	Catheys Valley	02C	22	69	1,518
	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
	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	9B2	22	87	1,914
Total Mileage					19,888

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Catheys Valley	02C	8	69	552
	Merced	03B	8	87	696
	Merced	04B	8	87	696
	Merced	5B2	8	87	696
	Merced	6.1	8	51	408
	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
Total Mileage					6,272

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Holidays					
	Catheys Valley	02C	1	69	69
	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
Total Mileage					784
Grand Total					26,944
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					26,944

REVENUE HOURS

From 12/01/09 through 12/31/09 VIA HWY 140 provided a total of 866.20 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Catheys Valley	01C	22	2.00	44.00
	Catheys Valley	02C	22	1.90	41.80
	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
	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	9B2	22	2.60	57.20
Total Hours					635.80

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Catheys Valley	02C	8	1.90	15.20
	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
	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
Total Hours					204.80

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Holidays					
	Catheys Valley	02C	1	1.90	1.90
	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
Total Hours					25.60
Grand Total					866.20
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					866.20

Passengers Left / Wheelchair Usage

Multi-Use Passes

Run Date	Route	Total Left
12/11/2009	04B	3
12/11/2009	02C	1
12/12/2009	04B	4
12/18/2009	9B2	1
12/24/2009	11B1	1
12/24/2009	03B	1
12/25/2009	10B	5
12/25/2009	08B	1
	Grand Total	17

Wheel Chair

Run Date	Route	Total Left
12/10/2009	9B2	2
12/19/2009	6.1	1
12/20/2009	9B2	2
12/23/2009	03B	1
12/26/2009	11B1	1
12/26/2009	03B	1
12/29/2009	04B	1
	Grand Total	9

ACCIDENTS/INCIDENTS

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

ROAD CALLS

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

SERVICE DELAYS

There were two (2) service delays during the month of December 1 - 31, 2009. Numerous additional service delays occurred due to icy roads, chain requirements, and winter weather conditions. A major traffic accident on December 7th delayed services for up to three (3) hours on the highway 140 corridor from Cathey's Valley to the Yosemite View Lodge. Run's 4, 5, 8 and 9 were all affected by this accident. Additionally,

Hwy 140

12/17/09 **Run 8** Service delayed 9 minutes due to passengers requesting a restroom break.

12/23/09 **Run 8** Service delayed 13 minutes due to passengers requesting a restroom break.

Mammoth:

Not running

MISSED RUNS

There were zero (0) missed VIA YARTS trips during the period of December 1 - 31, 2009.

Hwy 140:

None

Mammoth:

None

EXTRA TRIPS

There was one (1) extra Highway 140 VIA YARTS trips chargeable to YARTS operating during the period of December 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 **283** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from December 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

- 225 Calls received on schedule issues and questions for Hwy 140 Corridor.
- 5 Calls received on Mammoth Lake schedule information.
- 0 Calls received on Coulterville schedule information.
- 67 Calls received on park information (lodging, tours, camping, etc.)
- 43 Miscellaneous calls (lost & found, hang up calls, etc.)
- 3 Calls received as customer complaints.
- 283** Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were three (3) customer complaints received by phone and correspondence during the month of December 1 - 31, 2009.

- | | | |
|-----------------|------------------|---|
| 12/7/09 | Run 4 | Customer in Mariposa called looking for the bus.
Follow up showed the driver was running approximately 20 to 25 minutes late due to snow and icy conditions and a non-YARTS vehicle accident. |
| | Run 4,5,8 | Numerous calls received looking for buses.
Follow up showed buses were all stopped due to a non-YARTS vehicle accident which closed highway 140. Estimated delay of three (3) hours anticipated. |
| 12/23/09 | Run #3 | Customer called looking for the 7:10am bus at Amtrak.

Follow up with the driver in Yosemite indicated bus was on schedule. Attempts to call the bus shortly after 7:16am failed. Did let the caller know the next bus would depart Amtrak at 9:00am. |

OTHER

Wheel Chair Request

There was one (1) wheelchair request for the month of December 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.

Traffic Delays

There were 8- to 50- minute delays on several runs due to traffic and wintry weather conditions during the month of December 1 – 31, 2009.

Additional Service Hours

Due to a major traffic accident on December 7th delaying services for up to three (3) hours on the highway 140 corridor from Catheys Valley to the Yosemite View Lodge, there are additional service hours for this month. Continued winter weather delays added to longer trips to and from Yosemite. The following runs were all affected by either the accident or icy road conditions.

Additional hours are as follows:

Run	Added Time
#2	.20
#4	3.30
#5	2.00
#8	1.50
#9	1.00
#10	1.30
#11	.30
Total	9.60