



April 7, 2010

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

**RE: YARTS Monthly Report: March 1 - 31, 2010**

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, 2010.

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 3/1/2010 to 3/31/2010

A total of 6081 passengers were carried on the HWY 140 system by VIA. Of these, 882 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
3/1/2010	1	100	4	105	47	0	33	1	16	96	202
3/2/2010	7	91	2	100	51	9	32	2	41	133	235
3/3/2010	7	99	6	112	29	0	47	1	11	87	200
3/4/2010	4	92	11	107	63	1	27	1	17	108	216
3/5/2010	8	49	5	62	70	3	25	1	11	109	172
3/6/2010	6	12	1	19	62	1	5	0	11	79	98
3/7/2010	4	10	0	14	46	3	6	4	10	65	83
3/8/2010	2	100	2	104	64	1	40	6	15	120	230
3/9/2010	2	85	5	92	92	3	47	1	8	150	243
3/10/2010	4	79	8	91	60	5	49	1	22	136	228
3/11/2010	1	71	14	86	35	4	31	1	13	83	170
3/12/2010	2	43	13	58	32	8	21	0	30	91	149
3/13/2010	0	12	0	12	88	2	7	1	11	108	121
3/14/2010	6	16	0	22	52	5	6	1	25	88	111
3/15/2010	2	79	17	98	43	1	22	3	60	126	227
3/16/2010	6	81	14	101	69	4	29	5	66	168	274
3/17/2010	0	86	3	89	58	3	45	6	8	114	209
3/18/2010	0	67	15	82	43	3	45	2	9	100	184
3/19/2010	9	38	11	58	83	1	20	5	34	138	201
3/20/2010	0	11	2	13	101	4	8	8	54	167	188
3/21/2010	0	9	1	10	104	3	7	13	17	131	154
3/22/2010	5	79	4	88	67	6	31	1	65	169	258
3/23/2010	7	74	13	94	66	5	19	2	29	119	215
3/24/2010	4	65	9	78	85	6	34	6	29	154	238
3/25/2010	3	65	11	79	80	9	22	1	30	141	221
3/26/2010	1	41	4	46	67	6	19	2	72	164	212
3/27/2010	1	11	6	18	69	7	4	5	18	98	121
3/28/2010	10	21	2	33	39	3	1	0	75	118	151
3/29/2010	3	87	10	100	49	2	23	4	24	98	202
3/30/2010	5	94	13	112	62	10	27	1	20	119	232
3/31/2010	0	92	14	106	142	3	36	18	31	212	336
<b>Total</b>	110	1,859	220	2,189	2,018	121	768	103	882	3,789	6,081
<b>Percent</b>	1.81%	30.57%	3.62%	36.00%	33.19%	1.99%	12.63%	1.69%	14.50%	62.31%	100.00%

## Ridership Excluding Amtrak

Date	YCS	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
3/1/2010	1	100	4	105	47	33	1	0	80	186
3/2/2010	7	91	2	100	51	32	2	9	92	194
3/3/2010	7	99	6	112	29	47	1	0	76	189
3/4/2010	4	92	11	107	63	27	1	1	91	199
3/5/2010	8	49	5	62	70	25	1	3	98	161
3/6/2010	6	12	1	19	62	5	0	1	68	87
3/7/2010	4	10	0	14	46	6	4	3	55	73
3/8/2010	2	100	2	104	64	40	6	1	105	215
3/9/2010	2	85	5	92	92	47	1	3	142	235
3/10/2010	4	79	8	91	60	49	1	5	114	206
3/11/2010	1	71	14	86	35	31	1	4	70	157
3/12/2010	2	43	13	58	32	21	0	8	61	119
3/13/2010	0	12	0	12	88	7	1	2	97	110
3/14/2010	6	16	0	22	52	6	1	5	63	86
3/15/2010	2	79	17	98	43	22	3	1	66	167
3/16/2010	6	81	14	101	69	29	5	4	102	208
3/17/2010	0	86	3	89	58	45	6	3	106	201
3/18/2010	0	67	15	82	43	45	2	3	91	175
3/19/2010	9	38	11	58	83	20	5	1	104	167
3/20/2010	0	11	2	13	101	8	8	4	113	134
3/21/2010	0	9	1	10	104	7	13	3	114	137
3/22/2010	5	79	4	88	67	31	1	6	104	193
3/23/2010	7	74	13	94	66	19	2	5	90	186
3/24/2010	4	65	9	78	85	34	6	6	125	209
3/25/2010	3	65	11	79	80	22	1	9	111	191
3/26/2010	1	41	4	46	67	19	2	6	92	140
3/27/2010	1	11	6	18	69	4	5	7	80	103
3/28/2010	10	21	2	33	39	1	0	3	43	76
3/29/2010	3	87	10	100	49	23	4	2	74	178
3/30/2010	5	94	13	112	62	27	1	10	99	212
3/31/2010	0	92	14	106	142	36	18	3	181	305
<b>Total</b>	110	1,859	220	2,189	2,018	768	103	121	2,907	5,199
<b>Percent</b>	2.12%	35.76%	4.23%	42.10%	38.82%	14.77%	1.98%	2.33%	55.91%	100.00%

## Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	37	0.61%
Airport	2	0.03%
Merced College	49	0.81%
Mall (PG&E)	8	0.13%
Downtown (Court	25	0.41%
Amtrak	799	13.14%
Transpo	221	3.63%
Catheys Valley	98	1.61%
MPMidtown	230	3.78%
Roadside Rest	710	11.68%
MPVstrCenter	236	3.88%
KOA	133	2.19%
MidPines	230	3.78%
MPPO	191	3.14%
Bug Hostel	245	4.03%
Cedar Lodge	77	1.27%
NPS Maintenance	439	7.22%
Barium Mine Rd	132	2.17%
El Portal PO	255	4.19%
YV Lodge	215	3.54%
YosVCenter	641	10.54%
Curry Village	190	3.12%
Ahwahnee	138	2.27%
YosLodge	742	12.20%
UC Merced	38	0.62%
<b>Totals</b>	<b>6081</b>	<b>100.00%</b>

**LOAD FACTOR ANALYSIS : 3/1/2010 - 3/31/2010**

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 3/1/2010 through 3/31/2010. 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	1,114	538	48.29%	Inbound 5:25 am from Catheys Valley to YV
02C	1,512	750	49.60%	Inbound 5:58 am from Catheys Valley to YV
03B	1,466	465	31.72%	Inbound 7:00am Service to YV from Merced
04B	835	406	48.62%	Inbound 8:45am Service to YV from Merced
5B3	1,518	574	37.81%	Inbound Service 10:45am to YV from Merced
Ex 5B3	51	51	100.00%	Inbound Extra Svs 10:45am from Merced to YV
6.1	1,444	335	23.20%	Inbound 5pm Service to Midpines from Merced
07	598	254	42.47%	Outbound 6:30am Service from Hostel to Merced
08B	1,498	476	31.78%	Outbound 10:00am Service from YV to Merced
9B2	1,512	965	63.82%	Outbound 4:15 pm Service from YV to Merced
Ex 09B1	48	44	91.67%	Outbound 4:15 pm Service from YV to Merced
10B	835	421	50.42%	Outbound 4:35 pm Service from YV to Mariposa
11B1	1,466	530	36.15%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,518	272	17.92%	Outbound 5:45 pm Service from YV to Merced
<b>Total</b>	<b>15,415</b>	<b>6,081</b>	<b>39.45%</b>	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C	1,114	538	48.29%	Inbound 5:25 am from Catheys Valley to YV
02C	1,121	637	56.82%	Inbound 5:58 am from Catheys Valley to YV
03B	1,082	376	34.75%	Inbound 7:00am Service to YV from Merced
04B	598	269	44.98%	Inbound 8:45am Service to YV from Merced
5B3	1,124	404	35.94%	Inbound Service 10:45am to YV from Merced
Ex 5B3	51	51	100.00%	Inbound Extra Svs 10:45am from Merced to YV
6.1	1,060	291	27.45%	Inbound 5pm Service to Midpines from Merced
07	598	254	42.47%	Outbound 6:30am Service from Hostel to Merced
08B	1,114	392	35.19%	Outbound 10:00am Service from YV to Merced
9B2	1,121	818	72.97%	Outbound 4:15 pm Service from YV to Merced
Ex 09B1	48	44	91.67%	Outbound 4:15 pm Service from YV to Merced
10B	598	379	63.38%	Outbound 4:35 pm Service from YV to Mariposa
11B1	1,082	432	39.93%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,124	169	15.04%	Outbound 5:45 pm Service from YV to Merced
<b>Total</b>	<b>11,835</b>	<b>5,054</b>	<b>42.70%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C	391	113	28.90%	Inbound 5:58 am from Catheys Valley to YV
03B	384	89	23.18%	Inbound 7:00am Service to YV from Merced
04B	237	137	57.81%	Inbound 8:45am Service to YV from Merced
5B3	394	170	43.15%	Inbound Service 10:45am to YV from Merced
6.1	384	44	11.46%	Inbound 5pm Service to Midpines from Merced
08B	384	84	21.88%	Outbound 10:00am Service from YV to Merced
9B2	391	147	37.60%	Outbound 4:15 pm Service from YV to Merced
10B	237	42	17.72%	Outbound 4:35 pm Service from YV to Mariposa
11B1	384	98	25.52%	Outbound 5:20 pm Service from YV to Merced
12.2B	394	103	26.14%	Outbound 5:45 pm Service from YV to Merced
<b>Total</b>	<b>3,580</b>	<b>1,027</b>	<b>28.69%</b>	

## WITHOUT AMTRAK

### Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C	1,114	538	48.29%	Inbound 5:25 am from Catheys Valley to YV
02C	1,512	747	49.40%	Inbound 5:58 am from Catheys Valley to YV
03B	1,466	462	31.51%	Inbound 7:00am Service to YV from Merced
04B	835	313	37.49%	Inbound 8:45am Service to YV from Merced
5B3	1,518	289	19.04%	Inbound Service 10:45am to YV from Merced
6.1	1,444	314	21.75%	Inbound 5pm Service to Midpines from Merced
07	598	245	40.97%	Outbound 6:30am Service from Hostel to Merced
08B	1,498	311	20.76%	Outbound 10:00am Service from YV to Merced
9B2	1,512	795	52.58%	Outbound 4:15 pm Service from YV to Merced
10B	835	421	50.42%	Outbound 4:35 pm Service from YV to Mariposa
11B1	1,466	518	35.33%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,518	246	16.21%	Outbound 5:45 pm Service from YV to Merced
<b>Total</b>	<b>15,316</b>	<b>5,199</b>	<b>33.94%</b>	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C	1,114	538	48.29%	Inbound 5:25 am from Catheys Valley to YV
02C	1,121	634	56.56%	Inbound 5:58 am from Catheys Valley to YV
03B	1,082	375	34.66%	Inbound 7:00am Service to YV from Merced
04B	598	230	38.46%	Inbound 8:45am Service to YV from Merced
5B3	1,124	208	18.51%	Inbound Service 10:45am to YV from Merced
6.1	1,060	276	26.04%	Inbound 5pm Service to Midpines from Merced
07	598	245	40.97%	Outbound 6:30am Service from Hostel to Merced
08B	1,114	260	23.34%	Outbound 10:00am Service from YV to Merced
9B2	1,121	673	60.04%	Outbound 4:15 pm Service from YV to Merced
10B	598	379	63.38%	Outbound 4:35 pm Service from YV to Mariposa
11B1	1,082	422	39.00%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,124	153	13.61%	Outbound 5:45 pm Service from YV to Merced
<b>Total</b>	<b>11,736</b>	<b>4,393</b>	<b>37.43%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C	391	113	28.90%	Inbound 5:58 am from Catheys Valley to YV
03B	384	87	22.66%	Inbound 7:00am Service to YV from Merced
04B	237	83	35.02%	Inbound 8:45am Service to YV from Merced
5B3	394	81	20.56%	Inbound Service 10:45am to YV from Merced
6.1	384	38	9.90%	Inbound 5pm Service to Midpines from Merced
08B	384	51	13.28%	Outbound 10:00am Service from YV to Merced
9B2	391	122	31.20%	Outbound 4:15 pm Service from YV to Merced
10B	237	42	17.72%	Outbound 4:35 pm Service from YV to Mariposa
11B1	384	96	25.00%	Outbound 5:20 pm Service from YV to Merced
12.2B	394	93	23.60%	Outbound 5:45 pm Service from YV to Merced
<b>Total</b>	<b>3,580</b>	<b>806</b>	<b>22.51%</b>	

## PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 3/1/2010 through 3/31/2010.

### Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C	5	463	10	24	1	2	33	0	538
02C	21	447	54	118	21	10	76	3	750
03B	2	60	25	272	4	5	94	3	465
04B	19	6	5	220	18	30	15	93	406
07	0	0	0	66	2	4	173	9	254
08B	4	8	0	242	11	13	33	165	476
10B	15	294	33	59	4	2	14	0	421
11B1	8	215	44	206	9	6	30	12	530
12.2B	1	70	4	151	1	4	15	26	272
5B3	9	0	0	226	7	14	33	285	574
6.1	0	0	19	144	10	8	133	21	335
9B2	26	296	26	290	15	23	119	170	965
Ex 09B1	0	0	0	0	0	0	0	44	44
Ex 5B3	0	0	0	0	0	0	0	51	51
<b>Total</b>	<b>110</b>	<b>1,859</b>	<b>220</b>	<b>2,018</b>	<b>103</b>	<b>121</b>	<b>768</b>	<b>882</b>	<b>6,081</b>
<b>Percent</b>	<b>1.81%</b>	<b>30.57%</b>	<b>3.62%</b>	<b>33.19%</b>	<b>1.69%</b>	<b>1.99%</b>	<b>12.63%</b>	<b>14.50%</b>	<b>100.00%</b>

## Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C	5	463	10	24	1	2	33	0	538
02C	18	412	52	63	16	8	65	3	637
03B	1	58	25	197	3	5	86	1	376
04B	10	4	2	170	11	21	12	39	269
07	0	0	0	66	2	4	173	9	254
08B	0	8	0	201	7	11	33	132	392
10B	14	269	30	46	4	2	14	0	379
11B1	8	194	43	149	2	2	24	10	432
12.2B	1	56	3	80	0	1	12	16	169
5B3	5	0	0	158	7	11	27	196	404
6.1	0	0	19	111	6	7	133	15	291
9B2	21	293	24	192	12	19	112	145	818
Ex 09B1	0	0	0	0	0	0	0	44	44
Ex 5B3	0	0	0	0	0	0	0	51	51
<b>Total</b>	83	1,757	208	1,457	71	93	724	661	5,054
<b>Percent</b>	1.64%	34.76%	4.12%	28.83%	1.40%	1.84%	14.33%	13.08%	100.00%

### Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02C	3	35	2	55	5	2	11	0	113
03B	1	2	0	75	1	0	8	2	89
04B	9	2	3	50	7	9	3	54	137
08B	4	0	0	41	4	2	0	33	84
10B	1	25	3	13	0	0	0	0	42
11B1	0	21	1	57	7	4	6	2	98
12.2B	0	14	1	71	1	3	3	10	103
5B3	4	0	0	68	0	3	6	89	170
6.1	0	0	0	33	4	1	0	6	44
9B2	5	3	2	98	3	4	7	25	147
<b>Total</b>	27	102	12	561	32	28	44	221	1,027
<b>Percent</b>	2.63%	9.93%	1.17%	54.63%	3.12%	2.73%	4.28%	21.52%	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>
01C	5	463	10	24	1	2	33	538
02C	21	447	54	118	21	10	76	747
03B	2	60	25	272	4	5	94	462
04B	19	6	5	220	18	30	15	313
07	0	0	0	66	2	4	173	245
08B	4	8	0	242	11	13	33	311
10B	15	294	33	59	4	2	14	421
11B1	8	215	44	206	9	6	30	518
12.2B	1	70	4	151	1	4	15	246
5B3	9	0	0	226	7	14	33	289
6.1	0	0	19	144	10	8	133	314
9B2	26	296	26	290	15	23	119	795
Ex 09B1	0	0	0	0	0	0	0	0
Ex 5B3	0	0	0	0	0	0	0	0
<b>Total</b>	110	1,859	220	2,018	103	121	768	5,199
<b>Percent</b>	2.12%	35.76%	4.23%	38.82%	1.98%	2.33%	14.77%	100.00%

## Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C	5	463	10	24	1	2	33	538
02C	18	412	52	63	16	8	65	634
03B	1	58	25	197	3	5	86	375
04B	10	4	2	170	11	21	12	230
07	0	0	0	66	2	4	173	245
08B	0	8	0	201	7	11	33	260
10B	14	269	30	46	4	2	14	379
11B1	8	194	43	149	2	2	24	422
12.2B	1	56	3	80	0	1	12	153
5B3	5	0	0	158	7	11	27	208
6.1	0	0	19	111	6	7	133	276
9B2	21	293	24	192	12	19	112	673
Ex 09B1	0	0	0	0	0	0	0	0
Ex 5B3	0	0	0	0	0	0	0	0
<b>Total</b>	83	1,757	208	1,457	71	93	724	4,393
<b>Percent</b>	1.89%	40.00%	4.73%	33.17%	1.62%	2.12%	16.48%	100.00%

### Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02C	3	35	2	55	5	2	11	113
03B	1	2	0	75	1	0	8	87
04B	9	2	3	50	7	9	3	83
08B	4	0	0	41	4	2	0	51
10B	1	25	3	13	0	0	0	42
11B1	0	21	1	57	7	4	6	96
12.2B	0	14	1	71	1	3	3	93
5B3	4	0	0	68	0	3	6	81
6.1	0	0	0	33	4	1	0	38
9B2	5	3	2	98	3	4	7	122
<b>Total</b>	27	102	12	561	32	28	44	806
<b>Percent</b>	3.35%	12.66%	1.49%	69.60%	3.97%	3.47%	5.46%	100.00%

OPERATING STATISTICS

**REVENUE MILES 03/01/10 - 03/31/10**

From 03/01/10 through 03/31/10 VIA HWY 140 operated a total of 27,238 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekdays</b>					
	Catheys Valley	01C	23	69	1,587
	Catheys Valley	02C	23	69	1,587
	Merced	03B	23	87	2,001
	Merced	04B	23	87	2,001
	Merced	5B3	23	87	2,001
	Merced	6.1	23	51	1,173
	Merced	Ex 5B3	1	87	87
	Midpines	07	23	51	1,173
	Yosemite	08B	23	87	2,001
	Yosemite	10B	23	55	1,265
	Yosemite	11B1	23	87	2,001
	Yosemite	12.2B	23	87	2,001
	Yosemite	9B2	23	87	2,001
	Yosemite	Ex 09B1	1	87	87
<b>Total Mileage</b>					<b>20,966</b>

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekends</b>					
	Catheys Valley	02C	8	69	552
	Merced	03B	8	87	696
	Merced	04B	8	87	696
	Merced	5B3	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
<b>Total Mileage</b>					<b>6,272</b>
<b>Grand Total</b>					<b>27,238</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>27,238</b>

**REVENUE HOURS**

From 03/01/10 through 03/31/10 VIA HWY 140 provided a total of 881.40 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekdays</b>					
	Catheys Valley	01C	23	2.00	46.00
	Catheys Valley	02C	23	1.90	43.70
	Merced	03B	23	2.90	66.70
	Merced	04B	23	3.10	71.30
	Merced	5B3	23	3.10	71.30
	Merced	6.1	23	1.60	36.80
	Merced	Ex 5B3	1	3.10	3.10
	Midpines	07	23	1.30	29.90
	Yosemite	08B	23	3.10	71.30
	Yosemite	10B	23	1.70	39.10
	Yosemite	11B1	23	2.90	66.70
	Yosemite	12.2B	23	2.90	66.70
	Yosemite	9B2	23	2.60	59.80
	Yosemite	Ex 09B1	1	2.60	2.60
<b>Total Hours</b>					<b>675.00</b>

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekends</b>					
	Catheys Valley	02C	8	1.90	15.20
	Merced	03B	8	2.90	23.20
	Merced	04B	8	3.10	24.80
	Merced	5B3	8	3.10	24.80
	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
<b>Total Hours</b>					<b>206.40</b>
<b>Grand Total</b>					<b>881.40</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>881.40</b>

## **Passengers Left / Wheelchair Usage**

### **Bus Full / # of Passengers Left**

<b>Run Date</b>	<b>Route</b>	<b>Total Left</b>
3/31/2010	04B	12
	<b>Grand Total</b>	<b>12</b>

### **Multi-Use Passes**

<b>Run Date</b>	<b>Route</b>	<b>Total Left</b>
3/17/2010	03B	1
3/19/2010	10B	3
3/23/2010	04B	3
3/24/2010	11B1	1
3/24/2010	04B	1
3/25/2010	02C	1
3/29/2010	11B1	1
3/29/2010	10B	1
3/29/2010	04B	1
3/30/2010	10B	2
3/30/2010	04B	1
3/31/2010	12.2B	1
3/31/2010	03B	2
	<b>Grand Total</b>	<b>19</b>

## ACCIDENTS/INCIDENTS

There were zero (0) accidents/incidents on VIA YARTS vehicle during the month of March 1 - 31, 2010.

## ROAD CALLS

There was one (1) road call during the month of March 1 - 31, 2010.

## SERVICE DELAYS

There were four (4) service delays during the month of March 1 - 31, 2010. Numerous additional service delays occurred due to icy roads, chain requirements, winter weather conditions and construction near the Ahwahnee Hotel.

### Hwy 140

<b>3/6/10</b>	<b>Run 2</b>	Service delayed 10 minutes due to mechanical problems. Arrived in the park 3 minutes late.
<b>3/20/10</b>	<b>Run 10</b>	Service delayed 15 minutes due mechanical problems. See "Missed Runs"
<b>3/25/10</b>	<b>Run 5</b>	Service delayed 40 minutes due mechanical problems. See "Missed Runs"
<b>3/29/10</b>	<b>Run 6</b>	Service delayed 6 minutes due the driver explaining to two customers that the run #6 winter schedule ends at the Bug Hostel.

### Mammoth:

Not running

## MISSED RUNS

There were two (2) missed VIA YARTS trips during the period of March 1 - 31, 2010.

### Hwy 140:

<b>3/20/10</b>	<b>Run 10</b>	Service delayed 15 minutes due to mechanical problems.
<b>3/25/10</b>	<b>Run 5</b>	Service delayed 40 minutes due mechanical problems.

### Mammoth:

None

## EXTRA TRIPS

There were two (2) extra Highway 140 VIA YARTS trips chargeable to YARTS operating during the period of March 1 - 31, 2010.

## 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 **256** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from March 1 - 31, 2010. 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

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

## CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were four (4) complaints received by phone and correspondence during the month of March 1 - 31, 2010.

- |                |               |                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----------------|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>3/11/10</b> | <b>Run #8</b> | <p>Caller indicated the driver on this run was a very nice gentleman but had problems keeping the bus within the lanes.</p> <p>Followed up with management to discuss the situation and management followed up with the driver to discuss this matter. Driver is a regular YARTS driver and no other comments of this type have ever been received by management. However safety standards were reviewed with driver.</p> |
| <b>3/16/10</b> | <b>Run #7</b> | <p>Received a call from a customer at Catheys Valley indicating the driver did not wait for her to get out of her car and the driver left early.</p> <p>Customer follow up revealed the passenger was actually still driving behind the bus when she saw the bus depart.</p>                                                                                                                                              |

Followed up with the driver by checking her watch used against the time clock in the office. Results indicated she was on time. The driver did pickup other passengers at the Catheys Valley stop but did not see the caller. Drivers normally wait 30 seconds to make sure passengers in vehicles have adequate time to get to the bus.

**3/25/10**      **Run #5**      Caller was waiting at Yosemite Lodge for a passenger who was on this run. At time of call the bus had not arrived.

**Run #5**      The same caller called again 30 minutes later waiting for her passenger. The bus still had not arrived.

Follow up showed the bus had a mechanical problem en route and was running approximately 40 minutes late. Run was recorded as a missed run.

## **OTHER**

### **Wheel Chair Request**

There were zero (0) wheelchair request for the month of March 1 – 31, 2010. 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 several service delays from 16 to 21 minutes in duration due to chaining and construction between the Ahwahnee Hotel and the Visitors Center during the month of March 1 – 31, 2010.