



February 16, 2010

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

**RE: YARTS Monthly Report: January 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 January 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 1/1/2010 to 1/31/2010

A total of 5310 passengers were carried on the HWY 140 system by VIA. Of these, 1014 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
1/1/2010	4	7	4	15	63	5	3	9	26	97	121
1/2/2010	0	8	14	22	86	3	3	8	32	124	154
1/3/2010	0	16	0	16	92	2	7	3	26	127	146
1/4/2010	1	85	1	87	46	2	20	1	15	83	171
1/5/2010	1	88	3	92	65	0	16	0	26	107	199
1/6/2010	0	87	3	90	48	3	31	1	12	94	185
1/7/2010	2	74	14	90	49	6	13	4	24	92	186
1/8/2010	9	64	7	80	46	3	28	1	41	118	199
1/9/2010	0	3	1	4	64	0	10	6	19	93	103
1/10/2010	4	13	1	18	59	1	1	1	60	121	140
1/11/2010	2	104	3	109	41	2	21	2	23	87	198
1/12/2010	5	89	12	106	22	0	19	0	113	154	260
1/13/2010	4	76	9	89	36	0	20	0	8	64	153
1/14/2010	0	72	4	76	39	2	26	6	8	75	157
1/15/2010	12	68	13	93	79	4	15	1	165	263	357
1/16/2010	6	5	1	12	65	1	8	10	90	164	186
1/17/2010	2	9	2	13	51	4	3	1	18	76	90
1/18/2010	3	15	8	26	50	5	3	14	51	109	149
1/19/2010	2	102	4	108	51	2	38	1	76	167	276
1/20/2010	5	61	6	72	46	4	33	0	17	100	172
1/21/2010	2	77	8	87	49	8	23	2	16	96	185
1/22/2010	0	30	1	31	61	4	25	3	45	135	169
1/23/2010	0	8	2	10	49	0	3	0	5	57	67
1/24/2010	0	10	0	10	56	6	1	6	10	73	89
1/25/2010	3	94	7	104	48	3	33	5	13	97	206
1/26/2010	1	100	23	124	42	3	26	1	2	73	198
1/27/2010	6	84	4	94	59	5	32	0	11	107	201
1/28/2010	3	74	6	83	53	9	35	7	12	109	199
1/29/2010	2	50	9	61	57	6	20	0	14	97	158
1/30/2010	0	10	4	14	93	5	2	6	13	113	133
1/31/2010	0	12	1	13	55	2	2	8	23	82	103
<b>Total</b>	79	1,595	175	1,849	1,720	100	520	107	1,014	3,354	5,310
<b>Percent</b>	1.49%	30.04%	3.30%	34.82%	32.39%	1.88%	9.79%	2.02%	19.10%	63.16%	100.00%

## Ridership Excluding Amtrak

Date	YCS	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
1/1/2010	4	7	4	15	63	3	9	5	71	95
1/2/2010	0	8	14	22	86	3	8	3	92	122
1/3/2010	0	16	0	16	92	7	3	2	101	120
1/4/2010	1	85	1	87	46	20	1	2	68	156
1/5/2010	1	88	3	92	65	16	0	0	81	173
1/6/2010	0	87	3	90	48	31	1	3	82	173
1/7/2010	2	74	14	90	49	13	4	6	68	162
1/8/2010	9	64	7	80	46	28	1	3	77	158
1/9/2010	0	3	1	4	64	10	6	0	74	84
1/10/2010	4	13	1	18	59	1	1	1	61	80
1/11/2010	2	104	3	109	41	21	2	2	64	175
1/12/2010	5	89	12	106	22	19	0	0	41	147
1/13/2010	4	76	9	89	36	20	0	0	56	145
1/14/2010	0	72	4	76	39	26	6	2	67	149
1/15/2010	12	68	13	93	79	15	1	4	98	192
1/16/2010	6	5	1	12	65	8	10	1	74	96
1/17/2010	2	9	2	13	51	3	1	4	58	72
1/18/2010	3	15	8	26	50	3	14	5	58	98
1/19/2010	2	102	4	108	51	38	1	2	91	200
1/20/2010	5	61	6	72	46	33	0	4	83	155
1/21/2010	2	77	8	87	49	23	2	8	80	169
1/22/2010	0	30	1	31	61	25	3	4	90	124
1/23/2010	0	8	2	10	49	3	0	0	52	62
1/24/2010	0	10	0	10	56	1	6	6	63	79
1/25/2010	3	94	7	104	48	33	5	3	84	193
1/26/2010	1	100	23	124	42	26	1	3	71	196
1/27/2010	6	84	4	94	59	32	0	5	96	190
1/28/2010	3	74	6	83	53	35	7	9	97	187
1/29/2010	2	50	9	61	57	20	0	6	83	144
1/30/2010	0	10	4	14	93	2	6	5	100	120
1/31/2010	0	12	1	13	55	2	8	2	59	80
<b>Total</b>	79	1,595	175	1,849	1,720	520	107	100	2,340	4,296
<b>Percent</b>	1.84%	37.13%	4.07%	43.04%	40.04%	12.10%	2.49%	2.33%	54.47%	100.00%

## Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	25	0.47%
Airport	21	0.40%
Merced College	34	0.64%
Downtown (Court	23	0.43%
Amtrak	829	15.61%
Transpo	187	3.52%
Catheys Valley	87	1.64%
MPMidtown	159	2.99%
Roadside Rest	718	13.52%
MPVstrCenter	159	2.99%
KOA	103	1.94%
MidPines	184	3.47%
MPPO	205	3.86%
Bug Hostel	178	3.35%
Cedar Lodge	45	0.85%
NPS Maintenance	372	7.01%
Barium Mine Rd	109	2.05%
El Portal PO	153	2.88%
YV Lodge	124	2.34%
YosVCenter	495	9.32%
Curry Village	348	6.55%
Ahwahnee	86	1.62%
YosLodge	629	11.85%
UC Merced	37	0.70%
<b>Totals</b>	<b>5310</b>	<b>100.00%</b>

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

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 1/1/2010 through 1/31/2010. 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	912	459	50.33%	Inbound 5:25 am from Catheys Valley to YV
02C	1,498	692	46.19%	Inbound 5:58 am from Catheys Valley to YV
03B	1,532	392	25.59%	Inbound 7:00am Service to YV from Merced
04B	878	319	36.33%	Inbound 8:45am Service to YV from Merced
Ex 4B	48	10	20.83%	Inbound 8:45 am Service from Merced to YV
5B3	1,450	472	32.55%	Inbound Service 10:45am to YV from Merced
Ex 5B3	113	147	130.09%	Inbound Extra Svs 10:45am from Merced to YV
6.1	1,505	259	17.21%	Inbound 5pm Service to Midpines from Merced
07	494	168	34.01%	Outbound 6:30am Service from Hostel to Merced
08B	1,488	491	33.00%	Outbound 10:00am Service from YV to Merced
Ex8B1	106	70	66.04%	Outbound 10:00 am Service from YV to Merced
9B2	1,498	868	57.94%	Outbound 4:15 pm Service from YV to Merced
Ex 09B1	99	98	98.99%	Outbound 4:15 pm Service from YV to Merced
10B	835	262	31.38%	Outbound 4:35 pm Service from YV to Mariposa
11B1	1,522	401	26.35%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,498	202	13.48%	Outbound 5:45 pm Service from YV to Merced
<b>Total</b>	<b>15,476</b>	<b>5,310</b>	<b>34.31%</b>	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C	912	459	50.33%	Inbound 5:25 am from Catheys Valley to YV
02C	922	514	55.75%	Inbound 5:58 am from Catheys Valley to YV
03B	946	259	27.38%	Inbound 7:00am Service to YV from Merced
04B	537	156	29.05%	Inbound 8:45am Service to YV from Merced
Ex 4B	48	10	20.83%	Inbound 8:45 am Service from Merced to YV
5B3	874	263	30.09%	Inbound Service 10:45am to YV from Merced
Ex 5B3	55	98	178.18%	Inbound Extra Svs 10:45am from Merced to YV
6.1	929	215	23.14%	Inbound 5pm Service to Midpines from Merced
07	494	168	34.01%	Outbound 6:30am Service from Hostel to Merced
08B	912	324	35.53%	Outbound 10:00am Service from YV to Merced
Ex8B1	106	70	66.04%	Outbound 10:00 am Service from YV to Merced
9B2	922	603	65.40%	Outbound 4:15 pm Service from YV to Merced
Ex 09B1	99	98	98.99%	Outbound 4:15 pm Service from YV to Merced
10B	494	230	46.56%	Outbound 4:35 pm Service from YV to Mariposa
11B1	936	258	27.56%	Outbound 5:20 pm Service from YV to Merced
12.2B	922	104	11.28%	Outbound 5:45 pm Service from YV to Merced
<b>Total</b>	<b>10,108</b>	<b>3,829</b>	<b>37.88%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C	576	178	30.90%	Inbound 5:58 am from Catheys Valley to YV
03B	586	133	22.70%	Inbound 7:00am Service to YV from Merced
04B	341	163	47.80%	Inbound 8:45am Service to YV from Merced
5B3	576	209	36.28%	Inbound Service 10:45am to YV from Merced
Ex 5B3	58	49	84.48%	Inbound Extra Svs 10:45am from Merced to YV
6.1	576	44	7.64%	Inbound 5pm Service to Midpines from Merced
08B	576	167	28.99%	Outbound 10:00am Service from YV to Merced
9B2	576	265	46.01%	Outbound 4:15 pm Service from YV to Merced
10B	341	32	9.38%	Outbound 4:35 pm Service from YV to Mariposa
11B1	586	143	24.40%	Outbound 5:20 pm Service from YV to Merced
12.2B	576	98	17.01%	Outbound 5:45 pm Service from YV to Merced
<b>Total</b>	<b>5,368</b>	<b>1,481</b>	<b>27.59%</b>	

## WITHOUT AMTRAK

### Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C	912	459	50.33%	Inbound 5:25 am from Catheys Valley to YV
02C	1,498	692	46.19%	Inbound 5:58 am from Catheys Valley to YV
03B	1,532	386	25.20%	Inbound 7:00am Service to YV from Merced
04B	878	217	24.72%	Inbound 8:45am Service to YV from Merced
5B3	1,450	238	16.41%	Inbound Service 10:45am to YV from Merced
6.1	1,505	236	15.68%	Inbound 5pm Service to Midpines from Merced
07	494	163	33.00%	Outbound 6:30am Service from Hostel to Merced
08B	1,488	346	23.25%	Outbound 10:00am Service from YV to Merced
Ex8B1	106	2	1.89%	Outbound 10:00 am Service from YV to Merced
9B2	1,498	720	48.06%	Outbound 4:15 pm Service from YV to Merced
10B	835	262	31.38%	Outbound 4:35 pm Service from YV to Mariposa
11B1	1,522	394	25.89%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,498	181	12.08%	Outbound 5:45 pm Service from YV to Merced
<b>Total</b>	<b>15,216</b>	<b>4,296</b>	<b>28.23%</b>	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C	912	459	50.33%	Inbound 5:25 am from Catheys Valley to YV
02C	922	514	55.75%	Inbound 5:58 am from Catheys Valley to YV
03B	946	255	26.96%	Inbound 7:00am Service to YV from Merced
04B	537	116	21.60%	Inbound 8:45am Service to YV from Merced
5B3	874	150	17.16%	Inbound Service 10:45am to YV from Merced
6.1	929	199	21.42%	Inbound 5pm Service to Midpines from Merced
07	494	163	33.00%	Outbound 6:30am Service from Hostel to Merced
08B	912	229	25.11%	Outbound 10:00am Service from YV to Merced
Ex8B1	106	2	1.89%	Outbound 10:00 am Service from YV to Merced
9B2	922	525	56.94%	Outbound 4:15 pm Service from YV to Merced
10B	494	230	46.56%	Outbound 4:35 pm Service from YV to Mariposa
11B1	936	256	27.35%	Outbound 5:20 pm Service from YV to Merced
12.2B	922	90	9.76%	Outbound 5:45 pm Service from YV to Merced
<b>Total</b>	<b>9,906</b>	<b>3,188</b>	<b>32.18%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C	576	178	30.90%	Inbound 5:58 am from Catheys Valley to YV
03B	586	131	22.35%	Inbound 7:00am Service to YV from Merced
04B	341	101	29.62%	Inbound 8:45am Service to YV from Merced
5B3	576	88	15.28%	Inbound Service 10:45am to YV from Merced
6.1	576	37	6.42%	Inbound 5pm Service to Midpines from Merced
08B	576	117	20.31%	Outbound 10:00am Service from YV to Merced
9B2	576	195	33.85%	Outbound 4:15 pm Service from YV to Merced
10B	341	32	9.38%	Outbound 4:35 pm Service from YV to Mariposa
11B1	586	138	23.55%	Outbound 5:20 pm Service from YV to Merced
12.2B	576	91	15.80%	Outbound 5:45 pm Service from YV to Merced
<b>Total</b>	<b>5,310</b>	<b>1,108</b>	<b>20.87%</b>	

## **PASSENGER FARES BY TYPE**

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

### **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>Amtrak</b>	<b>Total</b>
01C	6	411	9	15	0	0	18	0	459
02C	24	412	39	141	8	6	62	0	692
03B	7	58	15	189	20	14	83	6	392
04B	14	8	6	144	19	21	5	102	319
07	0	0	0	56	2	3	102	5	168
08B	0	14	15	277	12	16	12	145	491
10B	5	183	27	33	2	2	10	0	262
11B1	2	152	17	183	9	3	28	7	401
12.2B	4	74	4	85	6	5	3	21	202
5B3	5	2	1	202	5	10	13	234	472
6.1	0	0	1	133	4	5	93	23	259
9B2	12	281	41	261	20	15	90	148	868
Ex 09B1	0	0	0	0	0	0	0	98	98
Ex 4B	0	0	0	0	0	0	0	10	10
Ex 5B3	0	0	0	0	0	0	0	147	147
Ex8B1	0	0	0	1	0	0	1	68	70
<b>Total</b>	79	1,595	175	1,720	107	100	520	1,014	5,310
<b>Percent</b>	1.49%	30.04%	3.30%	32.39%	2.02%	1.88%	9.79%	19.10%	100.00%

## Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C	6	411	9	15	0	0	18	0	459
02C	14	369	30	38	6	6	51	0	514
03B	3	56	13	94	7	10	72	4	259
04B	14	4	5	69	3	18	3	40	156
07	0	0	0	56	2	3	102	5	168
08B	0	11	3	195	4	5	11	95	324
10B	3	170	27	18	2	0	10	0	230
11B1	2	134	12	81	1	3	23	2	258
12.2B	2	51	1	30	1	3	2	14	104
5B3	5	2	1	124	2	4	12	113	263
6.1	0	0	0	99	3	4	93	16	215
9B2	11	271	36	117	4	10	76	78	603
Ex 09B1	0	0	0	0	0	0	0	98	98
Ex 4B	0	0	0	0	0	0	0	10	10
Ex 5B3	0	0	0	0	0	0	0	98	98
Ex8B1	0	0	0	1	0	0	1	68	70
<b>Total</b>	60	1,479	137	937	35	66	474	641	3,829
<b>Percent</b>	1.57%	38.63%	3.58%	24.47%	0.91%	1.72%	12.38%	16.74%	100.00%

### Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02C	10	43	9	103	2	0	11	0	178
03B	4	2	2	95	13	4	11	2	133
04B	0	4	1	75	16	3	2	62	163
08B	0	3	12	82	8	11	1	50	167
10B	2	13	0	15	0	2	0	0	32
11B1	0	18	5	102	8	0	5	5	143
12.2B	2	23	3	55	5	2	1	7	98
5B3	0	0	0	78	3	6	1	121	209
6.1	0	0	1	34	1	1	0	7	44
9B2	1	10	5	144	16	5	14	70	265
Ex 5B3	0	0	0	0	0	0	0	49	49
<b>Total</b>	19	116	38	783	72	34	46	373	1,481
<b>Percent</b>	1.28%	7.83%	2.57%	52.87%	4.86%	2.30%	3.11%	25.19%	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	6	411	9	15	0	0	18	459
02C	24	412	39	141	8	6	62	692
03B	7	58	15	189	20	14	83	386
04B	14	8	6	144	19	21	5	217
07	0	0	0	56	2	3	102	163
08B	0	14	15	277	12	16	12	346
10B	5	183	27	33	2	2	10	262
11B1	2	152	17	183	9	3	28	394
12.2B	4	74	4	85	6	5	3	181
5B3	5	2	1	202	5	10	13	238
6.1	0	0	1	133	4	5	93	236
9B2	12	281	41	261	20	15	90	720
Ex 09B1	0	0	0	0	0	0	0	0
Ex 09B-	0	0	0	0	0	0	0	0
Ex 4B	0	0	0	0	0	0	0	0
Ex 5B3	0	0	0	0	0	0	0	0
Ex 5B-3	0	0	0	0	0	0	0	0
Ex8B1	0	0	0	1	0	0	1	2
<b>Total</b>	79	1,595	175	1,720	107	100	520	4,296
<b>Percent</b>	1.84%	37.13%	4.07%	40.04%	2.49%	2.33%	12.10%	100.00%

## Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C	6	411	9	15	0	0	18	459
02C	14	369	30	38	6	6	51	514
03B	3	56	13	94	7	10	72	255
04B	14	4	5	69	3	18	3	116
07	0	0	0	56	2	3	102	163
08B	0	11	3	195	4	5	11	229
10B	3	170	27	18	2	0	10	230
11B1	2	134	12	81	1	3	23	256
12.2B	2	51	1	30	1	3	2	90
5B3	5	2	1	124	2	4	12	150
6.1	0	0	0	99	3	4	93	199
9B2	11	271	36	117	4	10	76	525
Ex 09B1	0	0	0	0	0	0	0	0
Ex 4B	0	0	0	0	0	0	0	0
Ex 5B3	0	0	0	0	0	0	0	0
Ex8B1	0	0	0	1	0	0	1	2
<b>Total</b>	60	1,479	137	937	35	66	474	3,188
<b>Percent</b>	1.88%	46.39%	4.30%	29.39%	1.10%	2.07%	14.87%	100.00%

### Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02C	10	43	9	103	2	0	11	178
03B	4	2	2	95	13	4	11	131
04B	0	4	1	75	16	3	2	101
08B	0	3	12	82	8	11	1	117
10B	2	13	0	15	0	2	0	32
11B1	0	18	5	102	8	0	5	138
12.2B	2	23	3	55	5	2	1	91
5B3	0	0	0	78	3	6	1	88
6.1	0	0	1	34	1	1	0	37
9B2	1	10	5	144	16	5	14	195
Ex 5B3	0	0	0	0	0	0	0	0
<b>Total</b>	19	116	38	783	72	34	46	1,108
<b>Percent</b>	1.71%	10.47%	3.43%	70.67%	6.50%	3.07%	4.15%	100.00%

**OPERATING STATISTICS**

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

From 01/01/10 through 01/31/10 VIA HWY 140 operated a total of 27,436 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekdays</b>					
	Catheys Valley	01C	20	69	1,380
	Catheys Valley	02C	19	69	1,311
	Merced	03B	19	87	1,653
	Merced	04B	20	87	1,740
	Merced	5B3	19	87	1,653
	Merced	6.1	19	51	969
	Merced	Ex 5B3	2	87	174
	Midpines	07	19	51	969
	Yosemite	08B	19	87	1,653
	Yosemite	10B	19	55	1,045
	Yosemite	11B1	19	87	1,653
	Yosemite	12.2B	19	87	1,653
	Yosemite	9B2	19	87	1,653
	Yosemite	Ex 09B1	2	87	174
	Yosemite	Ex 4B	1	87	87
	Yosemite	Ex8B1	2	87	174

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Total Mileage</b>					<b>17,941</b>

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Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekends</b>					
	Catheys Valley	02C	10	69	690
	Merced	03B	10	87	870
	Merced	04B	10	87	870
	Merced	5B3	10	87	870
	Merced	6.1	10	51	510
	Merced	Ex 5B3	1	87	87
	Yosemite	08B	10	87	870
	Yosemite	10B	10	55	550
	Yosemite	11B1	10	87	870
	Yosemite	12.2B	10	87	870
	Yosemite	9B2	10	87	870
<b>Total Mileage</b>					<b>7,927</b>

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Holidays</b>					
	Catheys Valley	02C	2	69	138
	Merced	03B	2	87	174
	Merced	04B	2	87	174
	Merced	5B3	2	87	174
	Merced	6.1	2	51	102
	Yosemite	08B	2	87	174
	Yosemite	10B	2	55	110
	Yosemite	11B1	2	87	174
	Yosemite	12.2B	2	87	174
	Yosemite	9B2	2	87	174
<b>Total Mileage</b>					<b>1,568</b>
<b>Grand Total</b>					<b>27,436</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>27,436</b>

**REVENUE HOURS**

From 01/01/10 through 01/31/10 VIA HWY 140 provided a total of 891.40 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekdays</b>					
	Catheys Valley	01C	20	2.00	40.00
	Catheys Valley	02C	19	1.90	36.10
	Merced	03B	19	2.90	55.10
	Merced	04B	20	3.10	62.00
	Merced	5B3	19	3.10	58.90
	Merced	6.1	19	1.60	30.40
	Merced	Ex 5B3	2	3.10	6.20
	Midpines	07	19	1.30	24.70
	Yosemite	08B	19	3.10	58.90
	Yosemite	10B	19	1.70	32.30
	Yosemite	11B1	19	2.90	55.10
	Yosemite	12.2B	19	2.90	55.10
	Yosemite	9B2	19	2.60	49.40
	Yosemite	Ex 09B1	2	2.60	5.20
	Yosemite	Ex 4B	1	3.10	3.10
	Yosemite	Ex8B1	2	3.10	6.20
<b>Total Hours</b>					<b>578.70</b>

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekends</b>					
	Catheys Valley	02C	10	1.90	19.00
	Merced	03B	10	2.90	29.00
	Merced	04B	10	3.10	31.00
	Merced	5B3	10	3.10	31.00
	Merced	6.1	10	1.60	16.00
	Merced	Ex 5B3	1	3.10	3.10
	Yosemite	08B	10	3.10	31.00
	Yosemite	10B	10	1.70	17.00
	Yosemite	11B1	10	2.90	29.00
	Yosemite	12.2B	10	2.90	29.00
	Yosemite	9B2	10	2.60	26.00
<b>Total Hours</b>					<b>261.10</b>

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Holidays</b>					
	Catheys Valley	02C	2	1.90	3.80
	Merced	03B	2	2.90	5.80
	Merced	04B	2	3.10	6.20
	Merced	5B3	2	3.10	6.20
	Merced	6.1	2	1.60	3.20
	Yosemite	08B	2	3.10	6.20
	Yosemite	10B	2	1.70	3.40
	Yosemite	11B1	2	2.90	5.80
	Yosemite	12.2B	2	2.90	5.80
	Yosemite	9B2	2	2.60	5.20
<b>Total Hours</b>					<b>51.60</b>
<b>Grand Total</b>					<b>891.40</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>891.40</b>

## Passengers Left / Wheelchair Usage

### Multi-Use Passes

<b>Run Date</b>	<b>Route</b>	<b>Total Left</b>
1/5/2010	04B	1
1/6/2010	10B	1
1/6/2010	04B	1
1/7/2010	9B2	1
1/7/2010	02C	1
1/11/2010	10B	4
	<b>Grand Total</b>	<b>9</b>

## ACCIDENTS/INCIDENTS

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

## ROAD CALLS

There were zero (0) road calls during the month of January 1 - 31, 2010.

## SERVICE DELAYS

There were fourteen (4) service delays during the month of January 1 - 31, 2010. Numerous additional service delays occurred due to icy roads, chain requirements, and winter weather conditions. Park closure on January 22nd created additional service delays. (See additional service hours)

### Hwy 140

<b>1/3/10</b>	<b>Run 8</b>	Service delayed 45 minutes due to dispatch error. See "Missed Runs"
<b>1/9/10</b>	<b>Run 12</b>	Service delayed 8 minutes due to passengers having the wrong departure time from Curry Village.
<b>1/17/10</b>	<b>Run 2</b>	Service delayed 12 minutes due to bridge light problem.
	<b>Run 3</b>	Service delayed 28 minutes due to mechanical problems. See "Missed Runs".

### Mammoth:

Not running

## MISSED RUNS

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

### Hwy 140:

<b>1/3/10</b>	<b>Run 8</b>	Service delayed 45 minutes due to dispatch error.
<b>1/17/10</b>	<b>Run 3</b>	Service delayed 28 minutes due to mechanical problems.

### Mammoth:

None

## EXTRA TRIPS

There were eight (8) extra Highway 140 VIA YARTS trips chargeable to YARTS operating during the period of January 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 **223** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from January 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

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

## CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

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

- |                |                   |  |
|----------------|-------------------|--|
| <b>1/8/10</b>  | <b>Run #2</b>     | Customer called reporting the driver was not following the correct drop off route in the park.<br>Operations followed up with the driver to ensure he followed the route per the YARTS schedule. |
| <b>1/22/10</b> | <b>Run #1,3,4</b> | Customers called looking for information on travel to/from Yosemite due to road closure.<br><br>Followed up with the callers on the procedures we were using for travel to /from Yosemite.       |

## **OTHER**

### **Wheel Chair Request**

There were zero (0) wheelchair request for the month of January 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 8- to 50- minute delays on several runs due to traffic and wintry weather conditions during the month of January 1 – 31, 2010.

### **Additional Service Hours**

Due to the park closure on January 22nd services were limited for travel from Yosemite View Lodge to the park and back. Buses were held at Yosemite View Lodge until they were escorted in to the park by park services. Buses picked up outbound passengers in the park then proceeded to depart on schedule from Yosemite View Lodge. Continued winter weather delays added to longer trips to and from Yosemite. The following runs were all affected by either the park closure or icy road conditions.

Additional hours are as follows:

Run	Added Time
#1	1.00
#2	1.00
#3	4.00
#4	2.00
#5	2.00
#12	-1.00
Total	9.00