



February 3, 2012

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

RE: YARTS Monthly Report: January 1-31, 2012

Dear Mr. Whittington,

In accordance with the summer contract agreement between the Yosemite Area Regional Transportation System Joint Powers Authority (YARTS JPA) and VIA Adventures, Inc. attached please find the monthly summary of operating statistics for January 1 – 31, 2012.

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 1/1/2012 to 1/31/2012

A total of 4,981 passengers were carried on the HWY 140 system by VIA. Of these, 601 were Amtrak passengers utilizing the YARTS service.

Ridership - All

| Date | DNC | NPS | Other | Total Employees | Adult Paid | Sr/Child Paid | Commuter Paid | Child Free | Amtrak Paid | Total Paid | Total |
|----------------|-------|--------|-------|-----------------|------------|---------------|---------------|------------|-------------|------------|---------|
| 1/1/2012 | 0 | 5 | 1 | 6 | 27 | 1 | 4 | 2 | 16 | 48 | 56 |
| 1/2/2012 | 0 | 6 | 3 | 9 | 32 | 0 | 7 | 3 | 48 | 87 | 99 |
| 1/3/2012 | 0 | 82 | 2 | 84 | 45 | 2 | 21 | 2 | 28 | 96 | 182 |
| 1/4/2012 | 2 | 97 | 10 | 109 | 93 | 9 | 25 | 4 | 27 | 154 | 267 |
| 1/5/2012 | 2 | 89 | 7 | 98 | 50 | 5 | 26 | 2 | 8 | 89 | 189 |
| 1/6/2012 | 6 | 40 | 6 | 52 | 39 | 3 | 14 | 3 | 21 | 77 | 132 |
| 1/7/2012 | 0 | 5 | 0 | 5 | 42 | 2 | 6 | 0 | 26 | 76 | 81 |
| 1/8/2012 | 0 | 7 | 4 | 11 | 40 | 2 | 2 | 0 | 53 | 97 | 108 |
| 1/9/2012 | 2 | 84 | 19 | 105 | 57 | 1 | 22 | 5 | 26 | 106 | 216 |
| 1/10/2012 | 3 | 103 | 3 | 109 | 42 | 3 | 46 | 3 | 16 | 107 | 219 |
| 1/11/2012 | 0 | 79 | 0 | 79 | 74 | 6 | 29 | 0 | 14 | 123 | 202 |
| 1/12/2012 | 0 | 96 | 3 | 99 | 50 | 1 | 29 | 1 | 11 | 91 | 191 |
| 1/13/2012 | 2 | 43 | 5 | 50 | 62 | 2 | 22 | 1 | 47 | 133 | 184 |
| 1/14/2012 | 0 | 4 | 1 | 5 | 48 | 1 | 8 | 2 | 5 | 62 | 69 |
| 1/15/2012 | 0 | 7 | 0 | 7 | 50 | 1 | 12 | 1 | 26 | 89 | 97 |
| 1/16/2012 | 0 | 6 | 4 | 10 | 34 | 2 | 7 | 4 | 16 | 59 | 73 |
| 1/17/2012 | 4 | 93 | 0 | 97 | 47 | 8 | 32 | 0 | 10 | 97 | 194 |
| 1/18/2012 | 0 | 90 | 6 | 96 | 51 | 5 | 39 | 1 | 23 | 118 | 215 |
| 1/19/2012 | 2 | 98 | 10 | 110 | 37 | 7 | 25 | 1 | 11 | 80 | 191 |
| 1/20/2012 | 2 | 55 | 8 | 65 | 55 | 5 | 39 | 1 | 9 | 108 | 174 |
| 1/21/2012 | 0 | 6 | 3 | 9 | 33 | 2 | 7 | 1 | 4 | 46 | 56 |
| 1/22/2012 | 0 | 6 | 0 | 6 | 43 | 3 | 12 | 0 | 6 | 64 | 70 |
| 1/23/2012 | 0 | 88 | 0 | 88 | 52 | 2 | 54 | 2 | 9 | 117 | 207 |
| 1/24/2012 | 7 | 105 | 5 | 117 | 60 | 1 | 58 | 3 | 4 | 123 | 243 |
| 1/25/2012 | 0 | 88 | 2 | 90 | 57 | 1 | 50 | 0 | 8 | 116 | 206 |
| 1/26/2012 | 3 | 91 | 7 | 101 | 43 | 7 | 32 | 5 | 12 | 94 | 200 |
| 1/27/2012 | 2 | 39 | 5 | 46 | 52 | 0 | 44 | 1 | 13 | 109 | 156 |
| 1/28/2012 | 4 | 10 | 2 | 16 | 65 | 0 | 5 | 11 | 26 | 96 | 123 |
| 1/29/2012 | 0 | 12 | 0 | 12 | 45 | 4 | 10 | 3 | 17 | 76 | 91 |
| 1/30/2012 | 6 | 110 | 0 | 116 | 47 | 1 | 51 | 4 | 48 | 147 | 267 |
| 1/31/2012 | 2 | 118 | 3 | 123 | 48 | 1 | 37 | 1 | 13 | 99 | 223 |
| Total | 49 | 1,762 | 119 | 1,930 | 1,520 | 88 | 775 | 67 | 601 | 2,984 | 4,981 |
| Percent | 0.98% | 35.37% | 2.39% | 38.75% | 30.52% | 1.77% | 15.56% | 1.35% | 12.07% | 59.91% | 100.00% |

Ridership Excluding Amtrak

| Date | DNC | NPS | Other | Total Employees | Adult Paid | Commuter Paid | Child Free | Sr/Child Paid | Total Paid | Total |
|----------------|-------|--------|-------|-----------------|------------|---------------|------------|---------------|------------|---------|
| 1/1/2012 | 0 | 5 | 1 | 6 | 27 | 4 | 2 | 1 | 32 | 40 |
| 1/2/2012 | 0 | 6 | 3 | 9 | 32 | 7 | 3 | 0 | 39 | 51 |
| 1/3/2012 | 0 | 82 | 2 | 84 | 45 | 21 | 2 | 2 | 68 | 154 |
| 1/4/2012 | 2 | 97 | 10 | 109 | 93 | 25 | 4 | 9 | 127 | 240 |
| 1/5/2012 | 2 | 89 | 7 | 98 | 50 | 26 | 2 | 5 | 81 | 181 |
| 1/6/2012 | 6 | 40 | 6 | 52 | 39 | 14 | 3 | 3 | 56 | 111 |
| 1/7/2012 | 0 | 5 | 0 | 5 | 42 | 6 | 0 | 2 | 50 | 55 |
| 1/8/2012 | 0 | 7 | 4 | 11 | 40 | 2 | 0 | 2 | 44 | 55 |
| 1/9/2012 | 2 | 84 | 19 | 105 | 57 | 22 | 5 | 1 | 80 | 190 |
| 1/10/2012 | 3 | 103 | 3 | 109 | 42 | 46 | 3 | 3 | 91 | 203 |
| 1/11/2012 | 0 | 79 | 0 | 79 | 74 | 29 | 0 | 6 | 109 | 188 |
| 1/12/2012 | 0 | 96 | 3 | 99 | 50 | 29 | 1 | 1 | 80 | 180 |
| 1/13/2012 | 2 | 43 | 5 | 50 | 62 | 22 | 1 | 2 | 86 | 137 |
| 1/14/2012 | 0 | 4 | 1 | 5 | 48 | 8 | 2 | 1 | 57 | 64 |
| 1/15/2012 | 0 | 7 | 0 | 7 | 50 | 12 | 1 | 1 | 63 | 71 |
| 1/16/2012 | 0 | 6 | 4 | 10 | 34 | 7 | 4 | 2 | 43 | 57 |
| 1/17/2012 | 4 | 93 | 0 | 97 | 47 | 32 | 0 | 8 | 87 | 184 |
| 1/18/2012 | 0 | 90 | 6 | 96 | 51 | 39 | 1 | 5 | 95 | 192 |
| 1/19/2012 | 2 | 98 | 10 | 110 | 37 | 25 | 1 | 7 | 69 | 180 |
| 1/20/2012 | 2 | 55 | 8 | 65 | 55 | 39 | 1 | 5 | 99 | 165 |
| 1/21/2012 | 0 | 6 | 3 | 9 | 33 | 7 | 1 | 2 | 42 | 52 |
| 1/22/2012 | 0 | 6 | 0 | 6 | 43 | 12 | 0 | 3 | 58 | 64 |
| 1/23/2012 | 0 | 88 | 0 | 88 | 52 | 54 | 2 | 2 | 108 | 198 |
| 1/24/2012 | 7 | 105 | 5 | 117 | 60 | 58 | 3 | 1 | 119 | 239 |
| 1/25/2012 | 0 | 88 | 2 | 90 | 57 | 50 | 0 | 1 | 108 | 198 |
| 1/26/2012 | 3 | 91 | 7 | 101 | 43 | 32 | 5 | 7 | 82 | 188 |
| 1/27/2012 | 2 | 39 | 5 | 46 | 52 | 44 | 1 | 0 | 96 | 143 |
| 1/28/2012 | 4 | 10 | 2 | 16 | 65 | 5 | 11 | 0 | 70 | 97 |
| 1/29/2012 | 0 | 12 | 0 | 12 | 45 | 10 | 3 | 4 | 59 | 74 |
| 1/30/2012 | 6 | 110 | 0 | 116 | 47 | 51 | 4 | 1 | 99 | 219 |
| 1/31/2012 | 2 | 118 | 3 | 123 | 48 | 37 | 1 | 1 | 86 | 210 |
| Total | 49 | 1,762 | 119 | 1,930 | 1,520 | 775 | 67 | 88 | 2,383 | 4,380 |
| Percent | 1.12% | 40.23% | 2.72% | 44.06% | 34.70% | 17.69% | 1.53% | 2.01% | 54.41% | 100.00% |

Ridership by Pick-up Location

| Pick-up Location | Riders | Percentage |
|------------------|-------------|----------------|
| Merced Mall/Targ | 21 | 0.42% |
| Airport | 7 | 0.14% |
| Merced College | 32 | 0.64% |
| Mall (PG&E) | 16 | 0.32% |
| Downtown (Court | 16 | 0.32% |
| Amtrak | 598 | 12.01% |
| Transpo | 191 | 3.83% |
| Catheys Valley | 74 | 1.49% |
| MPMidtown | 150 | 3.01% |
| Roadside Rest | 482 | 9.68% |
| Mariposa Park & | 394 | 7.91% |
| KOA | 165 | 3.31% |
| MidPines | 251 | 5.04% |
| MPPO | 201 | 4.04% |
| Bug Hostel | 151 | 3.03% |
| Cedar Lodge | 67 | 1.35% |
| NPS Maintenance | 499 | 10.02% |
| Barium Mine Rd | 69 | 1.39% |
| El Portal PO | 254 | 5.10% |
| YV Lodge | 87 | 1.75% |
| YosVCenter | 467 | 9.38% |
| Curry Village | 214 | 4.30% |
| Ahwahnee | 89 | 1.79% |
| YosLodge | 444 | 8.91% |
| UC Merced | 42 | 0.84% |
| Totals | 4981 | 100.00% |

LOAD FACTOR ANALYSIS : January 01 - January 31, 2012

Below please find the load factor calculations for the HWY 140 runs operated by VIA for January 01 through January 31, 2012. 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 | 1,156 | 581 | 50.26% | Inbound 5:25am from Catheys Valley to YV |
| 02C.1 | 1,747 | 711 | 40.70% | Inbound 5:58am from Catheys Valley to YV |
| 03B | 967 | 245 | 25.34% | Inbound 7:00am Service to YV from Merced |
| 04 | 1,747 | 505 | 28.91% | Inbound Service 10:45am to YV from Merced |
| 05 | 1,691 | 304 | 17.98% | Inbound Service 1:20pm to YV from Merced |
| 6.1A | 1,096 | 206 | 18.80% | Inbound 5pm service to Midpines from Merced |
| 07A | 520 | 185 | 35.58% | Outbound 6:30am from Hostel to Merced |
| 08B | 1,761 | 510 | 28.96% | Outbound 10:00am Service from YV to Merced |
| 9B4 | 1,747 | 831 | 47.57% | Outbound 4:00pm from YV to Merced |
| 10B.1 | 967 | 387 | 40.02% | Outbound 4:35pm from YV to Mariposa |
| 11B1 | 1,747 | 290 | 16.60% | Outbound 5:20 pm Service from YV to Merced |
| 12.2B | 1,691 | 226 | 13.36% | Outbound 5:45 pm Service from YV to Merced |
| Total | 16,837 | 4,981 | 29.58% | |

Weekdays

| Runs | Max Load Capacity | Ridership | Load Factor | |
|--------------|-------------------|--------------|---------------|---|
| 01C.1 | 1,156 | 581 | 50.26% | Inbound 5:25am from Catheys Valley to YV |
| 02C.1 | 1,149 | 580 | 50.48% | Inbound 5:58am from Catheys Valley to YV |
| 03B | 967 | 245 | 25.34% | Inbound 7:00am Service to YV from Merced |
| 04 | 1,149 | 241 | 20.97% | Inbound Service 10:45am to YV from Merced |
| 05 | 1,086 | 216 | 19.89% | Inbound Service 1:20pm to YV from Merced |
| 6.1A | 1,096 | 206 | 18.80% | Inbound 5pm service to Midpines from Merced |
| 07A | 520 | 185 | 35.58% | Outbound 6:30am from Hostel to Merced |
| 08B | 1,156 | 363 | 31.40% | Outbound 10:00am Service from YV to Merced |
| 9B4 | 1,149 | 700 | 60.92% | Outbound 4:00pm from YV to Merced |
| 10B.1 | 967 | 387 | 40.02% | Outbound 4:35pm from YV to Mariposa |
| 11B1 | 1,149 | 202 | 17.58% | Outbound 5:20 pm Service from YV to Merced |
| 12.2B | 1,086 | 152 | 14.00% | Outbound 5:45 pm Service from YV to Merced |
| Total | 12,630 | 4,058 | 32.13% | |

Weekends/Holidays

| Runs | Max Load Capacity | Ridership | Load Factor | |
|--------------|-------------------|------------|---------------|--|
| 02C.1 | 598 | 131 | 21.91% | Inbound 5:58am from Catheys Valley to YV |
| 04 | 598 | 264 | 44.15% | Inbound Service 10:45am to YV from Merced |
| 05 | 605 | 88 | 14.55% | Inbound Service 1:20pm to YV from Merced |
| 08B | 605 | 147 | 24.30% | Outbound 10:00am Service from YV to Merced |
| 9B4 | 598 | 131 | 21.91% | Outbound 4:00pm from YV to Merced |
| 11B1 | 598 | 88 | 14.72% | Outbound 5:20 pm Service from YV to Merced |
| 12.2B | 605 | 74 | 12.23% | Outbound 5:45 pm Service from YV to Merced |
| Total | 4,207 | 923 | 21.94% | |

WITHOUT AMTRAK

Daily - All Routes

| Runs | Max Load Capacity | Ridership | Load Factor | |
|--------------|-------------------|--------------|---------------|---|
| 01C.1 | 1,156 | 581 | 50.26% | Inbound 5:25am from Catheys Valley to YV |
| 02C.1 | 1,747 | 711 | 40.70% | Inbound 5:58am from Catheys Valley to YV |
| 03B | 967 | 244 | 25.23% | Inbound 7:00am Service to YV from Merced |
| 04 | 1,747 | 286 | 16.37% | Inbound Service 10:45am to YV from Merced |
| 05 | 1,691 | 207 | 12.24% | Inbound Service 1:20pm to YV from Merced |
| 6.1A | 1,096 | 195 | 17.79% | Inbound 5pm service to Midpines from Merced |
| 07A | 520 | 182 | 35.00% | Outbound 6:30am from Hostel to Merced |
| 08B | 1,761 | 361 | 20.50% | Outbound 10:00am Service from YV to Merced |
| 9B4 | 1,747 | 734 | 42.01% | Outbound 4:00pm from YV to Merced |
| 10B.1 | 967 | 387 | 40.02% | Outbound 4:35pm from YV to Mariposa |
| 11B1 | 1,747 | 283 | 16.20% | Outbound 5:20 pm Service from YV to Merced |
| 12.2B | 1,691 | 209 | 12.36% | Outbound 5:45 pm Service from YV to Merced |
| Total | 16,837 | 4,380 | 26.01% | |

Weekdays

| Runs | Max Load Capacity | Ridership | Load Factor | |
|--------------|-------------------|--------------|---------------|---|
| 01C.1 | 1,156 | 581 | 50.26% | Inbound 5:25am from Catheys Valley to YV |
| 02C.1 | 1,149 | 580 | 50.48% | Inbound 5:58am from Catheys Valley to YV |
| 03B | 967 | 244 | 25.23% | Inbound 7:00am Service to YV from Merced |
| 04 | 1,149 | 160 | 13.93% | Inbound Service 10:45am to YV from Merced |
| 05 | 1,086 | 146 | 13.44% | Inbound Service 1:20pm to YV from Merced |
| 6.1A | 1,096 | 195 | 17.79% | Inbound 5pm service to Midpines from Merced |
| 07A | 520 | 182 | 35.00% | Outbound 6:30am from Hostel to Merced |
| 08B | 1,156 | 244 | 21.11% | Outbound 10:00am Service from YV to Merced |
| 9B4 | 1,149 | 637 | 55.44% | Outbound 4:00pm from YV to Merced |
| 10B.1 | 967 | 387 | 40.02% | Outbound 4:35pm from YV to Mariposa |
| 11B1 | 1,149 | 202 | 17.58% | Outbound 5:20 pm Service from YV to Merced |
| 12.2B | 1,086 | 142 | 13.08% | Outbound 5:45 pm Service from YV to Merced |
| Total | 12,630 | 3,700 | 29.30% | |

Weekends/Holidays

| Runs | Max Load Capacity | Ridership | Load Factor | |
|--------------|-------------------|------------|---------------|--|
| 02C.1 | 598 | 131 | 21.91% | Inbound 5:58am from Catheys Valley to YV |
| 04 | 598 | 126 | 21.07% | Inbound Service 10:45am to YV from Merced |
| 05 | 605 | 61 | 10.08% | Inbound Service 1:20pm to YV from Merced |
| 08B | 605 | 117 | 19.34% | Outbound 10:00am Service from YV to Merced |
| 9B4 | 598 | 97 | 16.22% | Outbound 4:00pm from YV to Merced |
| 11B1 | 598 | 81 | 13.55% | Outbound 5:20 pm Service from YV to Merced |
| 12.2B | 605 | 67 | 11.07% | Outbound 5:45 pm Service from YV to Merced |
| Total | 4,207 | 680 | 16.16% | |

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 1/1/2012 through 1/31/2012.

Daily - All Routes

| Run | DNC | NPS | Other | Adult | Child Free | Sr/Child | Commuter | Amtrak | Total |
|----------------|------------|------------|--------------|--------------|-------------------|-----------------|-----------------|---------------|--------------|
| 01C.1 | 9 | 463 | 3 | 25 | 2 | 1 | 78 | 0 | 581 |
| 02C.1 | 7 | 435 | 42 | 97 | 8 | 4 | 118 | 0 | 711 |
| 03B | 4 | 46 | 12 | 116 | 2 | 14 | 50 | 1 | 245 |
| 04 | 0 | 1 | 1 | 221 | 15 | 18 | 30 | 219 | 505 |
| 05 | 0 | 1 | 1 | 173 | 2 | 4 | 26 | 97 | 304 |
| 07A | 0 | 0 | 0 | 51 | 0 | 4 | 127 | 3 | 185 |
| 08B | 2 | 5 | 0 | 301 | 11 | 15 | 27 | 149 | 510 |
| 10B.1 | 10 | 295 | 15 | 36 | 4 | 1 | 26 | 0 | 387 |
| 11B1 | 6 | 111 | 8 | 99 | 11 | 8 | 40 | 7 | 290 |
| 12.2B | 3 | 85 | 2 | 100 | 5 | 1 | 13 | 17 | 226 |
| 6.1A | 0 | 0 | 0 | 78 | 1 | 6 | 110 | 11 | 206 |
| 9B4 | 8 | 320 | 35 | 223 | 6 | 12 | 130 | 97 | 831 |
| Total | 49 | 1,762 | 119 | 1,520 | 67 | 88 | 775 | 601 | 4,981 |
| Percent | 0.98% | 35.37% | 2.39% | 30.52% | 1.35% | 1.77% | 15.56% | 12.07% | 100.00% |

Weekdays

| Run | DNC | NPS | Other | Adult | Child Free | Sr/Child | Commuter | Amtrak | Total |
|----------------|-------|--------|-------|--------|------------|----------|----------|--------|---------|
| 01C.1 | 9 | 463 | 3 | 25 | 2 | 1 | 78 | 0 | 581 |
| 02C.1 | 5 | 400 | 35 | 35 | 7 | 2 | 96 | 0 | 580 |
| 03B | 4 | 46 | 12 | 116 | 2 | 14 | 50 | 1 | 245 |
| 04 | 0 | 1 | 1 | 123 | 5 | 9 | 21 | 81 | 241 |
| 05 | 0 | 1 | 0 | 122 | 2 | 3 | 18 | 70 | 216 |
| 07A | 0 | 0 | 0 | 51 | 0 | 4 | 127 | 3 | 185 |
| 08B | 2 | 4 | 0 | 203 | 5 | 13 | 17 | 119 | 363 |
| 10B.1 | 10 | 295 | 15 | 36 | 4 | 1 | 26 | 0 | 387 |
| 11B1 | 6 | 97 | 5 | 55 | 7 | 8 | 24 | 0 | 202 |
| 12.2B | 1 | 67 | 1 | 61 | 1 | 1 | 10 | 10 | 152 |
| 6.1A | 0 | 0 | 0 | 78 | 1 | 6 | 110 | 11 | 206 |
| 9B4 | 8 | 314 | 29 | 156 | 4 | 8 | 118 | 63 | 700 |
| Total | 45 | 1,688 | 101 | 1,061 | 40 | 70 | 695 | 358 | 4,058 |
| Percent | 1.11% | 41.60% | 2.49% | 26.15% | 0.99% | 1.72% | 17.13% | 8.82% | 100.00% |

Weekends/Holidays

| Run | DNC | NPS | Other | Adult | Child Free | Sr/Child | Commuter | Amtrak | Total |
|----------------|-------|-------|-------|--------|------------|----------|----------|--------|---------|
| 02C.1 | 2 | 35 | 7 | 62 | 1 | 2 | 22 | 0 | 131 |
| 04 | 0 | 0 | 0 | 98 | 10 | 9 | 9 | 138 | 264 |
| 05 | 0 | 0 | 1 | 51 | 0 | 1 | 8 | 27 | 88 |
| 08B | 0 | 1 | 0 | 98 | 6 | 2 | 10 | 30 | 147 |
| 11B1 | 0 | 14 | 3 | 44 | 4 | 0 | 16 | 7 | 88 |
| 12.2B | 2 | 18 | 1 | 39 | 4 | 0 | 3 | 7 | 74 |
| 9B4 | 0 | 6 | 6 | 67 | 2 | 4 | 12 | 34 | 131 |
| Total | 4 | 74 | 18 | 459 | 27 | 18 | 80 | 243 | 923 |
| Percent | 0.43% | 8.02% | 1.95% | 49.73% | 2.93% | 1.95% | 8.67% | 26.33% | 100.00% |

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

| Run | DNC | NPS | Other | Adult | Child Free | Sr/Child | Commuter | Total |
|----------------|-------|--------|-------|--------|------------|----------|----------|---------|
| 01C.1 | 9 | 463 | 3 | 25 | 2 | 1 | 78 | 581 |
| 02C.1 | 7 | 435 | 42 | 97 | 8 | 4 | 118 | 711 |
| 03B | 4 | 46 | 12 | 116 | 2 | 14 | 50 | 244 |
| 04 | 0 | 1 | 1 | 221 | 15 | 18 | 30 | 286 |
| 05 | 0 | 1 | 1 | 173 | 2 | 4 | 26 | 207 |
| 07A | 0 | 0 | 0 | 51 | 0 | 4 | 127 | 182 |
| 08B | 2 | 5 | 0 | 301 | 11 | 15 | 27 | 361 |
| 10B.1 | 10 | 295 | 15 | 36 | 4 | 1 | 26 | 387 |
| 11B1 | 6 | 111 | 8 | 99 | 11 | 8 | 40 | 283 |
| 12.2B | 3 | 85 | 2 | 100 | 5 | 1 | 13 | 209 |
| 6.1A | 0 | 0 | 0 | 78 | 1 | 6 | 110 | 195 |
| 9B4 | 8 | 320 | 35 | 223 | 6 | 12 | 130 | 734 |
| Total | 49 | 1,762 | 119 | 1,520 | 67 | 88 | 775 | 4,380 |
| Percent | 1.12% | 40.23% | 2.72% | 34.70% | 1.53% | 2.01% | 17.69% | 100.00% |

Weekdays

| Run | DNC | NPS | Other | Adult | Child Free | Sr/Child | Commuter | Total |
|----------------|-------|--------|-------|--------|------------|----------|----------|---------|
| 01C.1 | 9 | 463 | 3 | 25 | 2 | 1 | 78 | 581 |
| 02C.1 | 5 | 400 | 35 | 35 | 7 | 2 | 96 | 580 |
| 03B | 4 | 46 | 12 | 116 | 2 | 14 | 50 | 244 |
| 04 | 0 | 1 | 1 | 123 | 5 | 9 | 21 | 160 |
| 05 | 0 | 1 | 0 | 122 | 2 | 3 | 18 | 146 |
| 07A | 0 | 0 | 0 | 51 | 0 | 4 | 127 | 182 |
| 08B | 2 | 4 | 0 | 203 | 5 | 13 | 17 | 244 |
| 10B.1 | 10 | 295 | 15 | 36 | 4 | 1 | 26 | 387 |
| 11B1 | 6 | 97 | 5 | 55 | 7 | 8 | 24 | 202 |
| 12.2B | 1 | 67 | 1 | 61 | 1 | 1 | 10 | 142 |
| 6.1A | 0 | 0 | 0 | 78 | 1 | 6 | 110 | 195 |
| 9B4 | 8 | 314 | 29 | 156 | 4 | 8 | 118 | 637 |
| Total | 45 | 1,688 | 101 | 1,061 | 40 | 70 | 695 | 3,700 |
| Percent | 1.22% | 45.62% | 2.73% | 28.68% | 1.08% | 1.89% | 18.78% | 100.00% |

Weekends/Holidays

| Run | DNC | NPS | Other | Adult | Child Free | Sr/Child | Commuter | Total |
|----------------|-------|--------|-------|--------|------------|----------|----------|---------|
| 02C.1 | 2 | 35 | 7 | 62 | 1 | 2 | 22 | 131 |
| 04 | 0 | 0 | 0 | 98 | 10 | 9 | 9 | 126 |
| 05 | 0 | 0 | 1 | 51 | 0 | 1 | 8 | 61 |
| 08B | 0 | 1 | 0 | 98 | 6 | 2 | 10 | 117 |
| 11B1 | 0 | 14 | 3 | 44 | 4 | 0 | 16 | 81 |
| 12.2B | 2 | 18 | 1 | 39 | 4 | 0 | 3 | 67 |
| 9B4 | 0 | 6 | 6 | 67 | 2 | 4 | 12 | 97 |
| Total | 4 | 74 | 18 | 459 | 27 | 18 | 80 | 680 |
| Percent | 0.59% | 10.88% | 2.65% | 67.50% | 3.97% | 2.65% | 11.76% | 100.00% |

OPERATING STATISTICS

REVENUE MILES January 01 - January 31 2012

From January 01 through January 31, 2012 VIA HWY 140 operated a total of 24,581 revenue service miles.

| Type of Day | Starting Point | Runs | Trips | Mileage | Total Mileage |
|----------------------|----------------|-------|-------|---------|---------------|
| Weekdays | | | | | |
| | Catheys Valley | 01C.1 | 20 | 69 | 1,380 |
| | Catheys Valley | 02C.1 | 20 | 69 | 1,380 |
| | Merced | 03B | 20 | 87 | 1,740 |
| | Merced | 04 | 20 | 87 | 1,740 |
| | Merced | 05 | 20 | 87 | 1,740 |
| | Merced | 6.1A | 20 | 51 | 1,020 |
| | Midpines | 07A | 20 | 51 | 1,020 |
| | Yosemite | 08B | 20 | 87 | 1,740 |
| | Yosemite | 10B.1 | 20 | 55 | 1,100 |
| | Yosemite | 11B1 | 20 | 87 | 1,740 |
| | Yosemite | 12.2B | 20 | 87 | 1,740 |
| | Yosemite | 9B4 | 20 | 87 | 1,740 |
| Total Mileage | | | | | 18,080 |

| Type of Day | Starting Point | Runs | Trips | Mileage | Total Mileage |
|----------------------|----------------|-------|-------|---------|---------------|
| Weekends | | | | | |
| | Catheys Valley | 02C.1 | 9 | 69 | 621 |
| | Merced | 04 | 9 | 87 | 783 |
| | Merced | 05 | 9 | 87 | 783 |
| | Yosemite | 08B | 9 | 87 | 783 |
| | Yosemite | 11B1 | 9 | 87 | 783 |
| | Yosemite | 12.2B | 9 | 87 | 783 |
| | Yosemite | 9B4 | 9 | 87 | 783 |
| Total Mileage | | | | | 5,319 |

| Type of Day | Starting Point | Runs | Trips | Mileage | Total Mileage |
|---|----------------|-------|-------|---------|---------------|
| Holidays | | | | | |
| | Catheys Valley | 02C.1 | 2 | 69 | 138 |
| | Merced | 04 | 2 | 87 | 174 |
| | Merced | 05 | 2 | 87 | 174 |
| | Yosemite | 08B | 2 | 87 | 174 |
| | Yosemite | 11B1 | 2 | 87 | 174 |
| | Yosemite | 12.2B | 2 | 87 | 174 |
| | Yosemite | 9B4 | 2 | 87 | 174 |
| Total Mileage | | | | | 1,182 |
| Grand Total | | | | | 24,581 |
| Nonchargeable YARTS runs 5 and 9 | | | | | 0 |
| Nonchargeable YARTS extras | | | | | 0 |
| YARTS Total | | | | | 24,581 |

REVENUE HOURS

From January 01 through January 31, 2012 VIA HWY 140 provided a total of 839.85 vehicle service hours.

| Type of Day | Starting Point | Runs | Trips | Actual Hours | Total Hours |
|--------------------|----------------|-------|-------|--------------|---------------|
| Weekdays | | | | | |
| | Catheys Valley | 01C.1 | 20 | 2.25 | 45.00 |
| | Catheys Valley | 02C.1 | 20 | 2.25 | 45.00 |
| | Merced | 03B | 20 | 2.90 | 58.00 |
| | Merced | 04 | 20 | 3.10 | 62.00 |
| | Merced | 05 | 20 | 3.10 | 62.00 |
| | Merced | 6.1A | 20 | 1.90 | 38.00 |
| | Midpines | 07A | 20 | 1.50 | 30.00 |
| | Yosemite | 08B | 20 | 3.10 | 62.00 |
| | Yosemite | 10B.1 | 20 | 1.90 | 38.00 |
| | Yosemite | 11B1 | 20 | 2.90 | 58.00 |
| | Yosemite | 12.2B | 20 | 2.90 | 58.00 |
| | Yosemite | 9B4 | 20 | 3.00 | 60.00 |
| Total Hours | | | | | 616.00 |

| Type of Day | Starting Point | Runs | Trips | Actual Hours | Total Hours |
|--------------------|-----------------------|-------------|--------------|---------------------|--------------------|
| Weekends | | | | | |
| | Catheys Valley | 02C.1 | 9 | 2.25 | 20.25 |
| | Merced | 04 | 9 | 3.10 | 27.90 |
| | Merced | 05 | 9 | 3.10 | 27.90 |
| | Yosemite | 08B | 9 | 3.10 | 27.90 |
| | Yosemite | 11B1 | 9 | 2.90 | 26.10 |
| | Yosemite | 12.2B | 9 | 2.90 | 26.10 |
| | Yosemite | 9B4 | 9 | 3.00 | 27.00 |
| Total Hours | | | | | 183.15 |

| Type of Day | Starting Point | Runs | Trips | Actual Hours | Total Hours |
|---|----------------|-------|-------|--------------|---------------|
| Holidays | | | | | |
| | Catheys Valley | 02C.1 | 2 | 2.25 | 4.50 |
| | Merced | 04 | 2 | 3.10 | 6.20 |
| | Merced | 05 | 2 | 3.10 | 6.20 |
| | Yosemite | 08B | 2 | 3.10 | 6.20 |
| | Yosemite | 11B1 | 2 | 2.90 | 5.80 |
| | Yosemite | 12.2B | 2 | 2.90 | 5.80 |
| | Yosemite | 9B4 | 2 | 3.00 | 6.00 |
| Total Hours | | | | | 40.70 |
| Grand Total | | | | | 839.85 |
| Nonchargeable YARTS runs 5 and 9 | | | | | 0.00 |
| Nonchargeable YARTS extras | | | | | 0.00 |
| YARTS Total | | | | | 839.85 |

Passengers Left / Wheelchair Usage

Multi-Use Passes

| Run Date | Route | Total |
|-----------------|--------------------|--------------|
| 1/13/2012 | 08B | 1 |
| 1/16/2012 | 04 | 1 |
| 1/24/2012 | 12.2B | 2 |
| | Grand Total | 4 |

ACCIDENTS/INCIDENTS

There were no accidents/incidents on VIA YARTS vehicles during the month of January 1 - 31, 2012.

ROAD CALLS

There was one (1) road call during the month of January 1 - 31, 2012.

1/4/12 **Run 4** Service delayed 15 minutes at Amtrak due to mechanical problems.
“See Missed Runs”.

Mammoth:

None

SERVICE DELAYS

There were eleven (11) service delays during the month of January 1 - 31, 2012. Numerous additional service delays occurred due to some traffic delays and continuous road work in the park and along the Highway 140 corridor. Additional delays occurred at Barium Mine Road area. (See Traffic Delays)

Hwy 140

| | | |
|----------------|---------------|---|
| 1/3/12 | Run 1 | Service delayed 13 minutes along the route to Yosemite Visitors Center due to passes sold on the route. |
| 1/4/12 | Run 4 | Service delayed 15 minutes at Amtrak due to mechanical problem. “See Missed Runs”. |
| | Run 12 | Service delayed 20 minutes due to mechanical problem. “See Missed Runs” |
| 1/7/12 | Run 5 | Service delayed 10 minutes at Amtrak due to late train arrival. |
| 1/10/12 | Run 5 | Service delayed 15 minutes at Catheys Valley due to road construction. |
| 1/11/12 | Run 2 | Service delayed 20 minutes due to mechanical problem. “See Missed Runs”. |
| 1/14/12 | Run 11 | Service delayed 1.5 hours arriving in Merced due to an accident on Highway 140. |
| | Run 12 | Service delayed 30 minutes arriving in Merced due to an accident on Highway 140. |
| 1/17/12 | Run 5 | Service delayed 5 minutes in Planada due to road construction on Highway 140. |
| 1/23/12 | Run 10 | Service delayed 23 minutes leaving Yosemite due to snow. |
| 1/31/12 | Run 1 | Service delayed 12 minutes at Barium Mine Road due to the sale of monthly passes. |

Mammoth:

None

MISSED RUNS

There were three (3) missed VIA YARTS trip during the period of January 1 - 31, 2012.

Hwy 140:

| | | |
|----------------|---------------|---|
| 1/4/12 | Run 4 | Service delayed 15 minutes at Amtrak due to mechanical problem. |
| | Run 12 | Service delayed 20 minutes due to mechanical problem in the yard. |
| 1/11/12 | Run 2 | Service delayed 20 minutes due to mechanical problem in the yard. |

Mammoth:

None

EXTRA TRIPS

There were zero (0) extra Highway 140 VIA YARTS trips chargeable to YARTS operating during the period of January 1-31, 2012.

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 **144** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from January 1 - 31, 2012. 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

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

144 Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were six (6) complaints received by phone during the month of January 1 – 31, 2012.

- | | | |
|-----------------|---------------|---|
| 01/02/12 | Run 3 | <p>Passenger at the Amtrak Station wanted to know what happened to the run 3 bus.</p> <p>Followed up with the caller that we were running on the holiday schedule and the next bus leaving Amtrak would be at 11:00am.</p> |
| 1/03/12 | Run 6 | <p>Customer complained by letter that run 6 driver left them “in the middle of nowhere” at the Bug Resort back on September 15, 2011. Customer wanted reimbursement.</p> <p>For follow up VIA provided Dick Whittington information that the rider was informed by the driver upon pickup at Amtrak that YARTS was operating on Winter Schedule and the run went only as far as the Bug Resort, and they would not be able to reach the park by YARTS until the next day. Customer said he understood and still wanted to ride. However, when the driver reached the Bug Resort the rider wanted the driver to take them all the way to the park. The driver explained again what he informed the passenger of at the Amtrak station and directed him to the Bug Resort as a lodging option. Dick was going to proceed with a follow up to the customer.</p> |
| 01/11/12 | Run 1 | <p>Received an e-mail complaint about a driver not picking up in the El Portal Housing area and turning around at Barium Mine road rather than going up Rancheria road and following the detour route. Also complained the driver was rude.</p> <p>VIA Operations Manager followed up by directing all drivers to be consistent. The stop is at Barium Mine Road and passengers can be dropped off as an SOD in the housing area however drivers are not to tell people that this is a pickup location. There is no designated stop up the hill so it could cause confusion. Plus once the road opens again, the bus will resume normal routing and people could get stranded thinking the bus is still picking up in the housing area. Operations Manager also followed up with the driver appropriately for their rudeness. Customer was thanked for their feedback and encouraged to contact the office if problems with the driver continued.</p> |
| 01/13/12 | Run 10 | <p>A passenger at the Yosemite Visitor’s Center stated the bus departed two (2) minutes early from this location.</p> |

Operations followed up by attempting to contact the driver but was unable to reach the driver due to lack of service. We left a message on the drivers cell phone. Operations Manager checked the Trailways GPS system which shows the bus left all stops on time.

01/14/12 **Run ??** Received a call from a YTS driver complaining about one of the YARTS drivers.

Operations Manager followed up with the driver and reminded we work cooperatively with YTS/DNC drivers and other bus companies when using the stops on the valley floor.

01/26/12 **Run ??** Received a complaint from KOA that drivers are running over the soft dirt area at the KOA stop. He is concerned about his landscaping and light and water lines running underground.

The VIA Operations Manager took a YARTS bus and trainer to the KOA and met with Mr. Fritz Bailey, the owner, on January 30th, 2012 to discuss the issue. The trainer did a dry run entering the stop and Mr. Bailey agreed to move the cones further back so drivers could attempt to make the turn in one motion. However, VIA drivers were all instructed to make a 3-point turn if absolutely necessary to avoid going in the dirt. Mr. Bailey obtained a quote for paving the dirt so the buses could safely make the turn. That quote has been submitted to Dick Whittington for review.

OTHER

Wheel Chair Request

There were zero (0) wheelchair requests for the month of January 1 - 31, 2012. 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 15 minutes to 20 minutes in duration due to some vehicular traffic and continuous road construction projects both in Yosemite and along the highway 140 corridor during the month of January 1-31, 2012. The on-going rockslide repairs between Rancheria road and Old El Portal road has added delays from 7 to 30 minutes in the Foresta Road area. Buses are continuing to use the Barium Mine road and the non-construction portion of Foresta Road to support riders in the area.