



January 7, 2008

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

RE: YARTS Monthly Report: December 1 - 31, 2008

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, 2008.

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

A total of 5,688 passengers were carried on the HWY 140 system by VIA. Of these, 861 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
12/1/2008	12	73	6	91	38	2	17	0	41	98	189
12/2/2008	1	83	10	94	45	4	31	1	7	87	182
12/3/2008	3	78	6	87	30	0	26	0	11	67	154
12/4/2008	5	64	13	82	30	1	30	0	10	71	153
12/5/2008	12	44	6	62	23	3	14	3	85	125	190
12/6/2008	1	14	1	16	38	1	2	3	10	51	70
12/7/2008	0	9	4	13	30	0	1	3	16	47	63
12/8/2008	9	60	8	77	24	1	22	0	57	104	181
12/9/2008	7	84	19	110	30	1	19	0	13	63	173
12/10/2008	0	89	13	102	29	0	26	0	11	66	168
12/11/2008	7	77	11	95	32	2	16	0	19	69	164
12/12/2008	5	30	0	35	42	2	22	2	56	122	159
12/13/2008	1	11	3	15	47	2	0	8	10	59	82
12/14/2008	0	12	4	16	40	4	4	5	34	82	103
12/15/2008	9	74	1	84	55	4	18	2	16	93	179
12/16/2008	6	63	1	70	62	5	23	4	41	131	205
12/17/2008	0	78	11	89	82	2	25	2	10	119	210
12/18/2008	4	73	8	85	51	3	15	0	11	80	165
12/19/2008	7	41	8	56	67	0	7	1	20	94	151
12/20/2008	7	8	3	18	125	10	0	23	21	156	197
12/21/2008	0	11	0	11	133	5	5	7	23	166	184
12/22/2008	9	60	13	82	67	5	9	3	18	99	184
12/23/2008	14	51	7	72	102	8	6	7	40	156	235
12/24/2008	4	15	2	21	97	10	9	9	23	139	169
12/25/2008	1	5	0	6	118	0	5	9	34	157	172
12/26/2008	1	12	5	18	139	5	6	15	31	181	214
12/27/2008	0	3	3	6	180	4	3	24	43	230	260
12/28/2008	3	8	1	12	236	8	2	17	34	280	309
12/29/2008	9	49	5	63	199	6	13	10	44	262	335
12/30/2008	6	65	9	80	134	7	7	4	45	193	277
12/31/2008	6	26	4	36	122	6	6	14	27	161	211
Total	149	1,370	185	1,704	2,447	111	389	176	861	3,808	5,688
Percent	2.62%	24.09%	3.25%	29.96%	43.02%	1.95%	6.84%	3.09%	15.14%	66.95%	100.00%

Ridership Excluding Amtrak

Date	YCS	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
2/1/2008	12	73	6	91	38	17	0	2	57	148
2/2/2008	1	83	10	94	45	31	1	4	80	175
2/3/2008	3	78	6	87	30	26	0	0	56	143
2/4/2008	5	64	13	82	30	30	0	1	61	143
2/5/2008	12	44	6	62	23	14	3	3	40	105
2/6/2008	1	14	1	16	38	2	3	1	41	60
2/7/2008	0	9	4	13	30	1	3	0	31	47
2/8/2008	9	60	8	77	24	22	0	1	47	124
2/9/2008	7	84	19	110	30	19	0	1	50	160
2/10/2008	0	89	13	102	29	26	0	0	55	157
2/11/2008	7	77	11	95	32	16	0	2	50	145
2/12/2008	5	30	0	35	42	22	2	2	66	103
2/13/2008	1	11	3	15	47	0	8	2	49	72
2/14/2008	0	12	4	16	40	4	5	4	48	69
2/15/2008	9	74	1	84	55	18	2	4	77	163
2/16/2008	6	63	1	70	62	23	4	5	90	164
2/17/2008	0	78	11	89	82	25	2	2	109	200
2/18/2008	4	73	8	85	51	15	0	3	69	154
2/19/2008	7	41	8	56	67	7	1	0	74	131
2/20/2008	7	8	3	18	125	0	23	10	135	176
2/21/2008	0	11	0	11	133	5	7	5	143	161
2/22/2008	9	60	13	82	67	9	3	5	81	166
2/23/2008	14	51	7	72	102	6	7	8	116	195
2/24/2008	4	15	2	21	97	9	9	10	116	146
2/25/2008	1	5	0	6	118	5	9	0	123	138
2/26/2008	1	12	5	18	139	6	15	5	150	183
2/27/2008	0	3	3	6	180	3	24	4	187	217
2/28/2008	3	8	1	12	236	2	17	8	246	275
2/29/2008	9	49	5	63	199	13	10	6	218	291
2/30/2008	6	65	9	80	134	7	4	7	148	232
2/31/2008	6	26	4	36	122	6	14	6	134	184
Total	149	1,370	185	1,704	2,447	389	176	111	2,947	4,827
Percent	3.09%	28.38%	3.83%	35.30%	50.69%	8.06%	3.65%	2.30%	61.05%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	26	0.46%
Merced College	16	0.28%
Downtown (Court	21	0.37%
Amtrak	724	12.73%
Transpo	207	3.64%
Catheys Valley	70	1.23%
MPMidtown	170	2.99%
Roadside Rest	636	11.18%
MPVstrCenter	138	2.43%
KOA	41	0.72%
MidPines	192	3.38%
MPPO	162	2.85%
Bug Hostel	138	2.43%
Cedar Lodge	95	1.67%
NPS Maintenance	278	4.89%
Barium Mine Rd	115	2.02%
El Portal PO	180	3.16%
YV Lodge	506	8.90%
YosVCenter	660	11.60%
Curry Village	268	4.71%
Ahwahnee	173	3.04%
YosLodge	840	14.77%
UC Merced	32	0.56%
Totals	5688	100.00%

LOAD FACTOR ANALYSIS : December 01 - December 31, 2008

Below please find the load factor calculations for the HWY 140 runs operated by VIA for December 01 through December 31, 2008. The load factor analysis is broken down by daily-all routes, weekday, and weekend service.

WITH AMTRAK

Daily - All Runs

Runs	Max Load Capacity	Ridership	Load Factor	
01B	1,056	511	48.39%	Inbound 5:52 am Service from Mariposa to YV
02B	1,425	570	40.00%	Inbound 6:24 am Service from Mariposa to YV
03B	806	413	51.24%	Inbound 7:00am Service to YV from Merced
04B	828	480	57.97%	Inbound 8:45am Service to YV from Merced
Ex 4B	96	67	69.79%	Inbound 8:45 am Service from Merced to YV
5B2	1,419	702	49.47%	Inbound Service 10:45am to YV from Merced
6.1	1,353	225	16.63%	Inbound 5pm Service to Midpines from Merced
07	572	140	24.48%	Outbound 6:30am Service from Hostel to Merced
08B	1,466	445	30.35%	Outbound 10:00am Service from YV to Merced
9B2	1,425	890	62.46%	Outbound 4:15 pm Service from YV to Merced
10B	802	430	53.62%	Outbound 4:35 pm Service from YV to Mariposa
Ex 11B1	48	24	50.00%	Outbound 5:15 pm Service from YV to Merced
11B1	806	499	61.91%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,463	251	17.16%	Outbound 5:45 pm Service from YV to Merced
Ex 12.2B	48	41	85.42%	Outbound 5:45 pm Service from YV to Merced
Total	13,613	5,688	41.78%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01B	1,056	511	48.39%	Inbound 5:52 am Service from Mariposa to YV
02B	1,020	431	42.25%	Inbound 6:24 am Service from Mariposa to YV
03B	572	292	51.05%	Inbound 7:00am Service to YV from Merced
04B	594	303	51.01%	Inbound 8:45am Service to YV from Merced
Ex 4B	96	67	69.79%	Inbound 8:45 am Service from Merced to YV
5B2	1,009	392	38.85%	Inbound Service 10:45am to YV from Merced
6.1	965	178	18.45%	Inbound 5pm Service to Midpines from Merced
07	572	140	24.48%	Outbound 6:30am Service from Hostel to Merced
08B	1,056	341	32.29%	Outbound 10:00am Service from YV to Merced
9B2	1,020	672	65.88%	Outbound 4:15 pm Service from YV to Merced
10B	594	328	55.22%	Outbound 4:35 pm Service from YV to Mariposa
Ex 11B1	48	24	50.00%	Outbound 5:15 pm Service from YV to Merced
11B1	572	363	63.46%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,053	165	15.67%	Outbound 5:45 pm Service from YV to Merced
Ex 12.2B	48	41	85.42%	Outbound 5:45 pm Service from YV to Merced
Total	10,275	4,248	41.34%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02B	405	139	34.32%	Inbound 6:24 am Service from Mariposa to YV
03B	234	121	51.71%	Inbound 7:00am Service to YV from Merced
04B	234	177	75.64%	Inbound 8:45am Service to YV from Merced
5B2	410	310	75.61%	Inbound Service 10:45am to YV from Merced
6.1	388	47	12.11%	Inbound 5pm Service to Midpines from Merced
08B	410	104	25.37%	Outbound 10:00am Service from YV to Merced
9B2	405	218	53.83%	Outbound 4:15 pm Service from YV to Merced
10B	208	102	49.04%	Outbound 4:35 pm Service from YV to Mariposa
11B1	234	136	58.12%	Outbound 5:20 pm Service from YV to Merced
12.2B	410	86	20.98%	Outbound 5:45 pm Service from YV to Merced
Total	3,338	1,440	43.14%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01B	1,056	511	48.39%	Inbound 5:52 am Service from Mariposa to YV
02B	1,425	570	40.00%	Inbound 6:24 am Service from Mariposa to YV
03B	806	409	50.74%	Inbound 7:00am Service to YV from Merced
04B	828	375	45.29%	Inbound 8:45am Service to YV from Merced
5B2	1,419	442	31.15%	Inbound Service 10:45am to YV from Merced
6.1	1,353	190	14.04%	Inbound 5pm Service to Midpines from Merced
07	572	134	23.43%	Outbound 6:30am Service from Hostel to Merced
08B	1,466	326	22.24%	Outbound 10:00am Service from YV to Merced
9B2	1,425	733	51.44%	Outbound 4:15 pm Service from YV to Merced
10B	802	428	53.37%	Outbound 4:35 pm Service from YV to Mariposa
11B1	806	491	60.92%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,463	218	14.90%	Outbound 5:45 pm Service from YV to Merced
Total	13,421	4,827	35.97%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01B	1,056	511	48.39%	Inbound 5:52 am Service from Mariposa to YV
02B	1,020	431	42.25%	Inbound 6:24 am Service from Mariposa to YV
03B	572	290	50.70%	Inbound 7:00am Service to YV from Merced
04B	594	236	39.73%	Inbound 8:45am Service to YV from Merced
5B2	1,009	228	22.60%	Inbound Service 10:45am to YV from Merced
6.1	965	152	15.75%	Inbound 5pm Service to Midpines from Merced
07	572	134	23.43%	Outbound 6:30am Service from Hostel to Merced
08B	1,056	253	23.96%	Outbound 10:00am Service from YV to Merced
9B2	1,020	547	53.63%	Outbound 4:15 pm Service from YV to Merced
10B	594	326	54.88%	Outbound 4:35 pm Service from YV to Mariposa
11B1	572	359	62.76%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,053	145	13.77%	Outbound 5:45 pm Service from YV to Merced
Total	10,083	3,612	35.82%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02B	405	139	34.32%	Inbound 6:24 am Service from Mariposa to YV
03B	234	119	50.85%	Inbound 7:00am Service to YV from Merced
04B	234	139	59.40%	Inbound 8:45am Service to YV from Merced
5B2	410	214	52.20%	Inbound Service 10:45am to YV from Merced
6.1	388	38	9.79%	Inbound 5pm Service to Midpines from Merced
08B	410	73	17.80%	Outbound 10:00am Service from YV to Merced
9B2	405	186	45.93%	Outbound 4:15 pm Service from YV to Merced
10B	208	102	49.04%	Outbound 4:35 pm Service from YV to Mariposa
11B1	234	132	56.41%	Outbound 5:20 pm Service from YV to Merced
12.2B	410	73	17.80%	Outbound 5:45 pm Service from YV to Merced
Total	3,338	1,215	36.40%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for December 01 through December 31, 2008.

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01B	31	392	12	55	1	2	18	0	511
02B	21	298	65	141	11	4	30	0	570
03B	2	49	5	262	20	20	51	4	413
04B	32	5	6	268	30	20	14	105	480
07	0	0	0	42	0	2	90	6	140
08B	2	7	0	260	16	20	21	119	445
10B	7	162	19	210	18	4	8	2	430
11B1	31	182	16	218	17	7	20	8	499
12.2B	1	44	17	143	4	4	5	33	251
5B2	2	0	1	385	25	23	6	260	702
6.1	0	0	0	103	5	5	77	35	225
9B2	20	231	44	360	29	0	49	157	890
Ex 11B1	0	0	0	0	0	0	0	24	24
Ex 12.2B	0	0	0	0	0	0	0	41	41
Ex 4B	0	0	0	0	0	0	0	67	67
Total	149	1,370	185	2,447	176	111	389	861	5,688
Percent	2.62%	24.09%	3.25%	43.02%	3.09%	1.95%	6.84%	15.14%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01B	31	392	12	55	1	2	18	0	511
02B	21	258	58	65	3	3	23	0	431
03B	2	47	5	163	12	12	49	2	292
04B	26	4	5	159	17	12	13	67	303
07	0	0	0	42	0	2	90	6	140
08B	2	5	0	203	8	15	20	88	341
10B	6	152	18	130	10	2	8	2	328
11B1	25	162	13	128	8	6	17	4	363
12.2B	1	43	12	89	0	0	0	20	165
5B2	2	0	1	196	5	18	6	164	392
6.1	0	0	0	71	1	5	75	26	178
9B2	20	226	42	199	12	0	48	125	672
Ex 11B1	0	0	0	0	0	0	0	24	24
Ex 12.2B	0	0	0	0	0	0	0	41	41
Ex 4B	0	0	0	0	0	0	0	67	67
Total	136	1,289	166	1,500	77	77	367	636	4,248
Percent	3.20%	30.34%	3.91%	35.31%	1.81%	1.81%	8.64%	14.97%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02B	0	40	7	76	8	1	7	0	139
03B	0	2	0	99	8	8	2	2	121
04B	6	1	1	109	13	8	1	38	177
08B	0	2	0	57	8	5	1	31	104
10B	1	10	1	80	8	2	0	0	102
11B1	6	20	3	90	9	1	3	4	136
12.2B	0	1	5	54	4	4	5	13	86
5B2	0	0	0	189	20	5	0	96	310
6.1	0	0	0	32	4	0	2	9	47
9B2	0	5	2	161	17	0	1	32	218
Total	13	81	19	947	99	34	22	225	1,440
Percent	0.90%	5.63%	1.32%	65.76%	6.88%	2.36%	1.53%	15.63%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01B	31	392	12	55	1	2	18	511
02B	21	298	65	141	11	4	30	570
03B	2	49	5	262	20	20	51	409
04B	32	5	6	268	30	20	14	375
07	0	0	0	42	0	2	90	134
08B	2	7	0	260	16	20	21	326
10B	7	162	19	210	18	4	8	428
11B1	31	182	16	218	17	7	20	491
12.2B	1	44	17	143	4	4	5	218
5B2	2	0	1	385	25	23	6	442
6.1	0	0	0	103	5	5	77	190
9B2	20	231	44	360	29	0	49	733
Ex 11B1	0	0	0	0	0	0	0	0
Ex 12.2B	0	0	0	0	0	0	0	0
Ex 4B	0	0	0	0	0	0	0	0
Total	149	1,370	185	2,447	176	111	389	4,827
Percent	3.09%	28.38%	3.83%	50.69%	3.65%	2.30%	8.06%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01B	31	392	12	55	1	2	18	511
02B	21	258	58	65	3	3	23	431
03B	2	47	5	163	12	12	49	290
04B	26	4	5	159	17	12	13	236
07	0	0	0	42	0	2	90	134
08B	2	5	0	203	8	15	20	253
10B	6	152	18	130	10	2	8	326
11B1	25	162	13	128	8	6	17	359
12.2B	1	43	12	89	0	0	0	145
5B2	2	0	1	196	5	18	6	228
6.1	0	0	0	71	1	5	75	152
9B2	20	226	42	199	12	0	48	547
Ex 11B1	0	0	0	0	0	0	0	0
Ex 12.2B	0	0	0	0	0	0	0	0
Ex 4B	0	0	0	0	0	0	0	0
Total	136	1,289	166	1,500	77	77	367	3,612
Percent	3.77%	35.69%	4.60%	41.53%	2.13%	2.13%	10.16%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02B	0	40	7	76	8	1	7	139
03B	0	2	0	99	8	8	2	119
04B	6	1	1	109	13	8	1	139
08B	0	2	0	57	8	5	1	73
10B	1	10	1	80	8	2	0	102
11B1	6	20	3	90	9	1	3	132
12.2B	0	1	5	54	4	4	5	73
5B2	0	0	0	189	20	5	0	214
6.1	0	0	0	32	4	0	2	38
9B2	0	5	2	161	17	0	1	186
Total	13	81	19	947	99	34	22	1,215
Percent	1.07%	6.67%	1.56%	77.94%	8.15%	2.80%	1.81%	100.00%

OPERATING STATISTICS

REVENUE MILES December 01 - December 31 2008

From December 01 through December 31, 2008 VIA HWY 140 operated a total of 26,495 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Mariposa	01B	22	55	1,210
	Mariposa	02B	22	55	1,210
	Merced	03B	22	87	1,914
	Merced	04B	22	87	1,914
	Merced	5B2	22	87	1,914
	Merced	6.1	22	51	1,122
	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
	Yosemite	Ex 11B1	1	87	87
	Yosemite	Ex 12.2B	1	87	87
	Yosemite	Ex 4B	2	87	174
Total Mileage					19,620

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Mariposa	02B	8	55	440
	Merced	03B	8	87	696
	Merced	04B	8	87	696
	Merced	5B2	8	87	696
	Merced	6.1	8	51	408
	Yosemite	08B	8	87	696
	Yosemite	10B	7	55	385
	Yosemite	11B1	8	87	696
	Yosemite	12.2B	8	87	696
	Yosemite	9B2	8	87	696
Total Mileage					6,105

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Holidays					
	Mariposa	02B	1	55	55
	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					770
Grand Total					26,495
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					26,495

REVENUE HOURS

From December 01 through December 31, 2008 VIA HWY 140 provided a total of 865.9 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Mariposa	01B	22	1.80	39.60
	Mariposa	02B	22	1.70	37.40
	Merced	03B	22	2.90	63.80
	Merced	04B	22	3.10	68.20
	Merced	5B2	22	2.90	63.80
	Merced	6.1	22	1.60	35.20
	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
	Yosemite	Ex 11B1	1	2.90	2.90
	Yosemite	Ex 12.2B	1	2.90	2.90
	Yosemite	Ex 4B	2	3.10	6.20
Total Hours					639.00

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Mariposa	02B	8	1.70	13.60
	Merced	03B	8	2.90	23.20
	Merced	04B	8	3.10	24.80
	Merced	5B2	8	2.90	23.20
	Merced	6.1	8	1.60	12.80
	Yosemite	08B	8	3.10	24.80
	Yosemite	10B	7	1.70	11.90
	Yosemite	11B1	8	2.90	23.20
	Yosemite	12.2B	8	2.90	23.20
	Yosemite	9B2	8	2.60	20.80
Total Hours					201.50

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Holidays					
	Mariposa	02B	1	1.70	1.70
	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					25.40
Grand Total					865.90
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					865.90

Passengers Left / Wheelchair Usage

Bus Full / # of Passengers Left

Run Date	Route	Total Left
12/26/2008	04B	5
12/28/2008	04B	12
12/29/2008	5B2	10
12/29/2008	03B	14
12/30/2008	9B2	22
	Grand Total	63

Wheel Chair

Run Date	Route	Total Left
12/17/2008	07	1
	Grand Total	1

ACCIDENTS/INCIDENTS

There were zero (0) accidents/incidents on VIA YARTS vehicle during the month of December 1 - 31, 2008.

ROAD CALLS

There was one (1) road call during the month of December 1 – 31, 2008.

12/13/08 **Run 10** There was one road call due to a mechanical problem.

SERVICE DELAYS

There were five (5) service delays during the month of December 1 - 31, 2008.

12/01/08 **Run 2** Service delayed 40 minutes due to mechanical problem. Bus switched.
See “Missed Runs.”

12/13/08 **Run 10** Service incomplete due to mechanical problem. Run 11 brought passengers
down. See “Missed Runs.”

12/15/08 **Run 4** Service delayed 25 minutes due to mechanical problem. See “Missed Runs.”

12/16/08 **Run 8** Service delayed 15 minutes due to heavy passenger counts.

12/17/08 **Run 6** Service delayed 18 minutes due to mechanical problem. Bus switched.
See “Missed Runs.”

MISSED RUNS

There were four (4) missed VIA YARTS trips during the period of December 1 - 31, 2008.

12/01/08 **Run 2** Service delayed 40 minutes due to mechanical problem.

12/13/08 **Run 10** Missed run due to mechanical problem. Service incomplete.

12/15/08 **Run 4** Service delayed 25 minutes due to mechanical problem.

12/17/08 **Run 6** Service delayed 18 minutes due to mechanical problem.

EXTRA TRIPS

There were four (4) extra Highway 140 VIA YARTS trips chargeable to YARTS operating during the period of December 1 - 31, 2008.

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 **238** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from December 1 - 31, 2008. 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

- 196 Calls received on schedule issues and questions for Hwy 140 Corridor.
- 7 Calls received on Mammoth Lake schedule information.
- 0 Calls received on Coulterville schedule information.
- 5 Calls received on park information (lodging, tours, camping, etc.)
- 21 Miscellaneous calls (lost & found, hang up calls, etc.)
- 10 Calls received as customer complaints.
- 239** Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were ten (10) customer complaints received by phone and correspondence during the month of December 1 - 31, 2008.

- | | | |
|-----------------|--------------|---|
| 12/01/08 | Run 2 | <p>Customer called from El Portal Post Office stop and asked where the bus was for Run 2. She said she waited 45 minutes but the YARTS bus never showed.</p> <p>Follow up showed Run 2 was running approximately 40 minutes behind schedule due to a mechanical problem. The customer decided to drive herself into the park.</p> |
|-----------------|--------------|---|

- 12/01/08** **Run 6** Park employee called and asked why Run 6 no longer goes all the way into the park. Customer felt it was a great inconvenience on his part to have to return to work a day earlier cutting into his time off.
- Follow up showed Run 6 only goes as far as Midpines Bug Hostel during the winter schedule due to low demand and ridership. Referred call to Dick Whittington, Transit Manager.
- 12/15/08** **Run 8** Three (3) customers called and asked where the bus was for Run 8.
- Follow up showed driver was 35 minutes behind schedule due to inclement weather and chains required in the park.
- 12/15/08** **Run 4** Customer called from Midtown Mariposa stop and asked where the bus was for Run 4. Several people were waiting at the stop for the bus to arrive. Follow showed driver was running 25 minutes behind schedule due to mechanical problem.
- 12/29/08** **Run 4** Two customers called from Yosemite View Lodge because the Run 4 driver would not let them board the bus due to capacity overage. They were visiting from out of state and felt because of their great inconvenience they should be compensated for their loss of time in the park.
- Follow up showed customer was referred to Dick Whittington, Transit Manager. Driver gave passengers complimentary pass for next bus.
- 12/29/08** **Run 8** Customer called from Midtown Mariposa and asked where the bus was for Run 8.
- Follow up showed the bus was running late due to chains required in the park.
- 12/29/08** **Run 9** Customer called from Yosemite View Lodge and asked where the bus was for Run 9.
- Follow up showed the bus was running 1 hour behind schedule due to bad weather and chains required in the park. The customer caught ride to Mariposa.

OTHER

Wheel Chair Request

There was one (1) wheelchair request filled for the month of December 1 - 31, 2008. 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.

Chain Requirement Delays

There were 30-minute to 1 ½ -hour delays on several runs due to inclement weather and chains required from Mariposa to Yosemite Park during the month of December 1 – 31, 2008.

Mariposa Christmas Parade

On December 6, 2008 the YARTS Highway 140 route through Mariposa was closed due to the Mariposa Christmas Parade. Runs 5 & 8 were affected by the parade route closure. YARTS made pickups at the Mariposa Visitors Center and the Courthouse as an alternate stop, but was unable to stop at Midtown and Roadside Rest stops.