



March 9, 2009

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

RE: YARTS Monthly Report: February 1 - 28, 2009

Dear Mr. Whittington,

In accordance with the summer contract agreement between the Yosemite Area Transportation System Joint Powers Authority (YARTS JPA) and VIA Adventures, Inc. attached please find the monthly summary of operating statistics for February 1 - 28, 2009.

Please feel free to contact me directly at 384-1315 should you have questions or need additional information.

Sincerely,

Denise Demery
YARTS Program Manager

RIDERSHIP

From 2/1/2009 to 2/28/2009

A total of 4011 passengers were carried on the HWY 140 system by VIA. Of these, 631 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
2/1/2009	0	17	3	20	47	2	0	2	64	113	135
2/2/2009	7	71	6	84	23	1	25	0	7	56	140
2/3/2009	6	85	14	105	31	1	14	0	8	54	159
2/4/2009	5	94	6	105	31	0	32	0	24	87	192
2/5/2009	3	62	7	72	28	0	19	0	8	55	127
2/6/2009	2	57	5	64	25	2	16	1	61	104	169
2/7/2009	1	8	0	9	50	1	2	1	9	62	72
2/8/2009	2	9	0	11	39	0	9	0	17	65	76
2/9/2009	3	78	4	85	33	1	19	5	12	65	155
2/10/2009	3	106	3	112	29	2	18	1	17	66	179
2/11/2009	7	71	11	89	33	1	22	2	8	64	155
2/12/2009	3	59	3	65	42	1	15	1	12	70	136
2/13/2009	6	59	1	66	38	1	13	0	16	68	134
2/14/2009	1	12	0	13	97	4	1	8	7	109	130
2/15/2009	2	16	1	19	57	2	1	0	39	99	118
2/16/2009	5	13	4	22	44	6	7	1	23	80	103
2/17/2009	9	60	8	77	63	10	16	0	44	133	210
2/18/2009	7	67	3	77	60	11	22	2	11	104	183
2/19/2009	6	66	4	76	51	3	20	4	12	86	166
2/20/2009	5	46	1	52	51	4	7	2	35	97	151
2/21/2009	1	10	1	12	51	2	1	6	15	69	87
2/22/2009	1	7	0	8	47	2	1	0	31	81	89
2/23/2009	4	67	11	82	41	1	26	1	18	86	169
2/24/2009	11	71	8	90	39	3	21	3	29	92	185
2/25/2009	5	80	1	86	42	4	28	6	15	89	181
2/26/2009	1	68	7	76	46	8	14	0	10	78	154
2/27/2009	4	30	0	34	52	3	30	0	62	147	181
2/28/2009	5	8	0	13	36	3	6	0	17	62	75
Total	115	1,397	112	1,624	1,226	79	405	46	631	2,341	4,011
Percent	2.87%	34.83%	2.79%	40.49%	30.57%	1.97%	10.10%	1.15%	15.73%	58.36%	100.00%

Ridership Excluding Amtrak

Date	YCS	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
2/1/2009	0	17	3	20	47	0	2	2	49	71
2/2/2009	7	71	6	84	23	25	0	1	49	133
2/3/2009	6	85	14	105	31	14	0	1	46	151
2/4/2009	5	94	6	105	31	32	0	0	63	168
2/5/2009	3	62	7	72	28	19	0	0	47	119
2/6/2009	2	57	5	64	25	16	1	2	43	108
2/7/2009	1	8	0	9	50	2	1	1	53	63
2/8/2009	2	9	0	11	39	9	0	0	48	59
2/9/2009	3	78	4	85	33	19	5	1	53	143
2/10/2009	3	106	3	112	29	18	1	2	49	162
2/11/2009	7	71	11	89	33	22	2	1	56	147
2/12/2009	3	59	3	65	42	15	1	1	58	124
2/13/2009	6	59	1	66	38	13	0	1	52	118
2/14/2009	1	12	0	13	97	1	8	4	102	123
2/15/2009	2	16	1	19	57	1	0	2	60	79
2/16/2009	5	13	4	22	44	7	1	6	57	80
2/17/2009	9	60	8	77	63	16	0	10	89	166
2/18/2009	7	67	3	77	60	22	2	11	93	172
2/19/2009	6	66	4	76	51	20	4	3	74	154
2/20/2009	5	46	1	52	51	7	2	4	62	116
2/21/2009	1	10	1	12	51	1	6	2	54	72
2/22/2009	1	7	0	8	47	1	0	2	50	58
2/23/2009	4	67	11	82	41	26	1	1	68	151
2/24/2009	11	71	8	90	39	21	3	3	63	156
2/25/2009	5	80	1	86	42	28	6	4	74	166
2/26/2009	1	68	7	76	46	14	0	8	68	144
2/27/2009	4	30	0	34	52	30	0	3	85	119
2/28/2009	5	8	0	13	36	6	0	3	45	58
Total	115	1,397	112	1,624	1,226	405	46	79	1,710	3,380
Percent	3.40%	41.33%	3.31%	48.05%	36.27%	11.98%	1.36%	2.34%	50.59%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	12	0.30%
Airport	5	0.12%
Merced College	21	0.52%
Mall (PG&E)	2	0.05%
Downtown (Court	30	0.75%
Amtrak	525	13.09%
Transpo	162	4.04%
Catheys Valley	51	1.27%
MPMidtown	134	3.34%
Roadside Rest	596	14.86%
MPVstrCenter	141	3.52%
KOA	37	0.92%
MidPines	167	4.16%
MPPO	180	4.49%
Bug Hostel	109	2.72%
Cedar Lodge	37	0.92%
NPS Maintenance	307	7.65%
Barium Mine Rd	84	2.09%
El Portal PO	144	3.59%
YV Lodge	106	2.64%
YosVCenter	418	10.42%
Curry Village	208	5.19%
Ahwahnee	111	2.77%
YosLodge	388	9.67%
UC Merced	36	0.90%
Totals	4011	100.00%

LOAD FACTOR ANALYSIS : 2/1/2009 - 2/28/2009

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 2/1/2009 through 2/28/2009. The load factor analysis is broken down by daily-all routes, weekday, and weekend service.

WITH AMTRAK

Daily - All Runs

Runs	Max Load Capacity	Ridership	Load Factor	
01B	909	470	51.71%	Inbound 5:52 am Service from Mariposa to YV
02B	1,236	428	34.63%	Inbound 6:24 am Service from Mariposa to YV
03B	728	291	39.97%	Inbound 7:00am Service to YV from Merced
04B	750	235	31.33%	Inbound 8:45am Service to YV from Merced
5B2	1,294	437	33.77%	Inbound Service 10:45am to YV from Merced
Ex 5B2	48	42	87.50%	Inbound Service 10:45am from Merced to YV
6.1	1,268	187	14.75%	Inbound 5pm Service to Midpines from Merced
07	516	124	24.03%	Outbound 6:30am Service from Hostel to Merced
08B	1,338	358	26.76%	Outbound 10:00am Service from YV to Merced
9B2	1,281	627	48.95%	Outbound 4:15 pm Service from YV to Merced
Ex 09B1	48	42	87.50%	Outbound 4:15 pm Service from YV to Merced
10B	728	265	36.40%	Outbound 4:35 pm Service from YV to Mariposa
11B1	728	286	39.29%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,316	219	16.64%	Outbound 5:45 pm Service from YV to Merced
Total	12,188	4,011	32.91%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01B	909	470	51.71%	Inbound 5:52 am Service from Mariposa to YV
02B	870	328	37.70%	Inbound 6:24 am Service from Mariposa to YV
03B	494	221	44.74%	Inbound 7:00am Service to YV from Merced
04B	494	160	32.39%	Inbound 8:45am Service to YV from Merced
5B2	906	280	30.91%	Inbound Service 10:45am to YV from Merced
6.1	884	152	17.19%	Inbound 5pm Service to Midpines from Merced
07	516	124	24.03%	Outbound 6:30am Service from Hostel to Merced
08B	909	259	28.49%	Outbound 10:00am Service from YV to Merced
9B2	870	490	56.32%	Outbound 4:15 pm Service from YV to Merced
Ex 09B1	48	42	87.50%	Outbound 4:15 pm Service from YV to Merced
10B	494	235	47.57%	Outbound 4:35 pm Service from YV to Mariposa
11B1	494	209	42.31%	Outbound 5:20 pm Service from YV to Merced
12.2B	906	156	17.22%	Outbound 5:45 pm Service from YV to Merced
Total	8,794	3,126	35.55%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02B	366	100	27.32%	Inbound 6:24 am Service from Mariposa to YV
03B	234	70	29.91%	Inbound 7:00am Service to YV from Merced
04B	256	75	29.30%	Inbound 8:45am Service to YV from Merced
5B2	388	157	40.46%	Inbound Service 10:45am to YV from Merced
Ex 5B2	48	42	87.50%	Inbound Service 10:45am from Merced to YV
6.1	384	35	9.11%	Inbound 5pm Service to Midpines from Merced
08B	429	99	23.08%	Outbound 10:00am Service from YV to Merced
9B2	411	137	33.33%	Outbound 4:15 pm Service from YV to Merced
10B	234	30	12.82%	Outbound 4:35 pm Service from YV to Mariposa
11B1	234	77	32.91%	Outbound 5:20 pm Service from YV to Merced
12.2B	410	63	15.37%	Outbound 5:45 pm Service from YV to Merced
Total	3,394	885	26.08%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01B	909	469	51.60%	Inbound 5:52 am Service from Mariposa to YV
02B	1,236	428	34.63%	Inbound 6:24 am Service from Mariposa to YV
03B	728	269	36.95%	Inbound 7:00am Service to YV from Merced
04B	750	187	24.93%	Inbound 8:45am Service to YV from Merced
5B2	1,294	215	16.62%	Inbound Service 10:45am to YV from Merced
6.1	1,268	176	13.88%	Inbound 5pm Service to Midpines from Merced
07	516	119	23.06%	Outbound 6:30am Service from Hostel to Merced
08B	1,338	249	18.61%	Outbound 10:00am Service from YV to Merced
9B2	1,281	526	41.06%	Outbound 4:15 pm Service from YV to Merced
10B	728	265	36.40%	Outbound 4:35 pm Service from YV to Mariposa
11B1	728	277	38.05%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,316	200	15.20%	Outbound 5:45 pm Service from YV to Merced
Total	12,092	3,380	27.95%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01B	909	469	51.60%	Inbound 5:52 am Service from Mariposa to YV
02B	870	328	37.70%	Inbound 6:24 am Service from Mariposa to YV
03B	494	201	40.69%	Inbound 7:00am Service to YV from Merced
04B	494	129	26.11%	Inbound 8:45am Service to YV from Merced
5B2	906	139	15.34%	Inbound Service 10:45am to YV from Merced
6.1	884	143	16.18%	Inbound 5pm Service to Midpines from Merced
07	516	119	23.06%	Outbound 6:30am Service from Hostel to Merced
08B	909	191	21.01%	Outbound 10:00am Service from YV to Merced
9B2	870	418	48.05%	Outbound 4:15 pm Service from YV to Merced
10B	494	235	47.57%	Outbound 4:35 pm Service from YV to Mariposa
11B1	494	200	40.49%	Outbound 5:20 pm Service from YV to Merced
12.2B	906	145	16.00%	Outbound 5:45 pm Service from YV to Merced
Total	8,746	2,717	31.07%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02B	366	100	27.32%	Inbound 6:24 am Service from Mariposa to YV
03B	234	68	29.06%	Inbound 7:00am Service to YV from Merced
04B	256	58	22.66%	Inbound 8:45am Service to YV from Merced
5B2	388	76	19.59%	Inbound Service 10:45am to YV from Merced
6.1	384	33	8.59%	Inbound 5pm Service to Midpines from Merced
08B	429	58	13.52%	Outbound 10:00am Service from YV to Merced
9B2	411	108	26.28%	Outbound 4:15 pm Service from YV to Merced
10B	234	30	12.82%	Outbound 4:35 pm Service from YV to Mariposa
11B1	234	77	32.91%	Outbound 5:20 pm Service from YV to Merced
12.2B	410	55	13.41%	Outbound 5:45 pm Service from YV to Merced
Total	3,346	663	19.81%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 2/1/2009 through 2/28/2009.

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01B	12	403	13	30	0	3	8	1	470
02B	22	283	18	57	2	5	41	0	428
03B	3	69	9	113	1	15	59	22	291
04B	19	12	5	115	9	22	5	48	235
07	0	0	1	29	2	1	86	5	124
08B	3	16	0	186	7	12	25	109	358
10B	2	179	19	52	2	3	8	0	265
11B1	12	156	11	79	3	4	12	9	286
12.2B	9	72	5	101	2	3	8	19	219
5B2	4	0	0	198	4	2	7	222	437
6.1	4	0	0	69	3	4	96	11	187
9B2	25	207	31	197	11	5	50	101	627
Ex 09B1	0	0	0	0	0	0	0	42	42
Ex 5B2	0	0	0	0	0	0	0	42	42
Total	115	1,397	112	1,226	46	79	405	631	4,011
Percent	2.87%	34.83%	2.79%	30.57%	1.15%	1.97%	10.10%	15.73%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01B	12	403	13	30	0	3	8	1	470
02B	15	235	16	21	1	4	36	0	328
03B	1	67	9	62	1	7	54	20	221
04B	18	10	3	72	5	16	5	31	160
07	0	0	1	29	2	1	86	5	124
08B	3	15	0	138	4	9	22	68	259
10B	2	166	18	39	0	3	7	0	235
11B1	9	133	9	36	0	3	10	9	209
12.2B	9	67	5	54	2	3	5	11	156
5B2	4	0	0	124	3	2	6	141	280
6.1	0	0	0	43	1	4	95	9	152
9B2	24	201	29	110	9	2	43	72	490
Ex 09B1	0	0	0	0	0	0	0	42	42
Total	97	1,297	103	758	28	57	377	409	3,126
Percent	3.10%	41.49%	3.29%	24.25%	0.90%	1.82%	12.06%	13.08%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02B	4	41	0	30	1	1	4	0	81
03B	2	2	0	47	0	8	3	0	62
04B	0	2	2	42	4	2	0	17	69
08B	0	1	0	42	2	1	3	40	89
10B	0	12	0	13	2	0	1	0	28
11B1	3	20	2	43	3	1	2	0	74
12.2B	0	5	0	44	0	0	2	8	59
5B2	0	0	0	67	1	0	1	73	142
6.1	4	0	0	24	2	0	1	1	32
9B2	0	4	1	72	2	3	4	18	104
Ex 5B2	0	0	0	0	0	0	0	42	42
Total	13	87	5	424	17	16	21	199	782
Percent	1.66%	11.13%	0.64%	54.22%	2.17%	2.05%	2.69%	25.45%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01B	12	403	13	30	0	3	8	469
02B	22	283	18	57	2	5	41	428
03B	3	69	9	113	1	15	59	269
04B	19	12	5	115	9	22	5	187
07	0	0	1	29	2	1	86	119
08B	3	16	0	186	7	12	25	249
10B	2	179	19	52	2	3	8	265
11B1	12	156	11	79	3	4	12	277
12.2B	9	72	5	101	2	3	8	200
5B2	4	0	0	198	4	2	7	215
6.1	4	0	0	69	3	4	96	176
9B2	25	207	31	197	11	5	50	526
Ex 09B1	0	0	0	0	0	0	0	0
Ex 5B2	0	0	0	0	0	0	0	0
Total	115	1,397	112	1,226	46	79	405	3,380
Percent	3.40%	41.33%	3.31%	36.27%	1.36%	2.34%	11.98%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01B	12	403	13	30	0	3	8	469
02B	15	235	16	21	1	4	36	328
03B	1	67	9	62	1	7	54	201
04B	18	10	3	72	5	16	5	129
07	0	0	1	29	2	1	86	119
08B	3	15	0	138	4	9	22	191
10B	2	166	18	39	0	3	7	235
11B1	9	133	9	36	0	3	10	200
12.2B	9	67	5	54	2	3	5	145
5B2	4	0	0	124	3	2	6	139
6.1	0	0	0	43	1	4	95	143
9B2	24	201	29	110	9	2	43	418
Ex 09B1	0	0	0	0	0	0	0	0
Total	97	1,297	103	758	28	57	377	2,717
Percent	3.57%	47.74%	3.79%	27.90%	1.03%	2.10%	13.88%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02B	4	41	0	30	1	1	4	81
03B	2	2	0	47	0	8	3	62
04B	0	2	2	42	4	2	0	52
08B	0	1	0	42	2	1	3	49
10B	0	12	0	13	2	0	1	28
11B1	3	20	2	43	3	1	2	74
12.2B	0	5	0	44	0	0	2	51
5B2	0	0	0	67	1	0	1	69
6.1	4	0	0	24	2	0	1	31
9B2	0	4	1	72	2	3	4	86
Ex 5B2	0	0	0	0	0	0	0	0
Total	13	87	5	424	17	16	21	583
Percent	2.23%	14.92%	0.86%	72.73%	2.92%	2.74%	3.60%	100.00%

OPERATING STATISTICS

REVENUE MILES 02/01/09 - 02/28/09

From 02/01/09 through 02/28/09 VIA HWY 140 operated a total of 23,693 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Mariposa	01B	19	55	1,045
	Mariposa	02B	19	55	1,045
	Merced	03B	19	87	1,653
	Merced	04B	19	87	1,653
	Merced	5B2	19	87	1,653
	Merced	6.1	19	51	969
	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	1	87	87
Total Mileage					16,731

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Mariposa	02B	7	55	385
	Merced	03B	8	87	696
	Merced	04B	8	87	696
	Merced	5B2	8	87	696
	Merced	6.1	8	51	408
	Merced	Ex 5B2	1	87	87
	Yosemite	08B	8	87	696
	Yosemite	10B	8	55	440
	Yosemite	11B1	8	87	696
	Yosemite	12.2B	8	87	696
	Yosemite	9B2	8	87	696
Total Mileage					6,192

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					23,693
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					23,693

REVENUE HOURS

From 02/01/09 through 02/28/09 VIA HWY 140 provided a total of 773.90 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Mariposa	01B	19	1.80	34.20
	Mariposa	02B	19	1.70	32.30
	Merced	03B	19	2.90	55.10
	Merced	04B	19	3.10	58.90
	Merced	5B2	19	2.90	55.10
	Merced	6.1	19	1.60	30.40
	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	1	2.60	2.60
Total Hours					544.10

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Mariposa	02B	7	1.70	11.90
	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
	Merced	Ex 5B2	1	2.90	2.90
	Yosemite	08B	8	3.10	24.80
	Yosemite	10B	8	1.70	13.60
	Yosemite	11B1	8	2.90	23.20
	Yosemite	12.2B	8	2.90	23.20
	Yosemite	9B2	8	2.60	20.80
Total Hours					204.40

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					773.90
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					773.90

Passengers Left / Wheelchair Usage

Bus Full / # of Passengers Left

Run Date	Route	Total Left
2/17/2009	9B2	6
	Grand Total	6

Multi-Use Passes

Run Date	Route	Total Left
2/25/2009	10B	5
2/25/2009	03B	7
	Grand Total	12

ACCIDENTS/INCIDENTS

There were zero (0) accidents/incidents on VIA YARTS vehicle during the month of February 1 - 28, 2009.

ROAD CALLS

There was one (1) road call during the month of February 1 - 28, 2009.

2/03/09 **Run 5** Service delayed 30 minutes due to mechanical problem. Bus switched.

SERVICE DELAYS

There were three (3) service delays during the month of February 1 - 28, 2009.

2/03/09 **Run 5** Service delayed 30 minutes due to mechanical problem. Bus switched.
See "Missed Runs."

2/07/09 **Run 2** Service missed due to driver error. See "Missed Runs."

2/23/09 **Run 5** Service delayed 15 minutes due to mechanical problem. See "Missed Runs."

MISSED RUNS

There were three (3) missed VIA YARTS trips during the period of February 1 - 28, 2009.

2/03/09 **Run 5** Service delayed 30 minutes due to mechanical problem.

2/07/09 **Run 2** Service missed due to driver error.

2/23/09 **Run 5** Service delayed 15 minutes due to mechanical problem.

EXTRA TRIPS

There were two (2) extra Highway 140 VIA YARTS trips chargeable to YARTS operating during the period of February 1 - 28, 2009.

2/01/09 **Run 5** Amtrak Group - Extra

2/06/09 **Run 9** Amtrak Group - Extra

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 **209** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from February 1 - 28, 2009. A comprehensive log of incoming calls by type, including calls regarding customer complaints, commendations, and recommendations is maintained and monitored continually.

Count on All Calls

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

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were seven (7) customer complaints received by phone and correspondence during the month of February 1 - 28, 2009.

- | | | |
|----------------|--------------|---|
| 2/07/09 | Run 2 | Customer called from Roadside Rest stop and another customer e-mailed and asked where the bus was for Run 2.

Follow up showed that Run 2 did not run due to driver error. The customer decided to wait for the next Run 3 bus. |
| 2/13/09 | Run 8 | Customer called from Roadside Rest stop and asked where the bus was for Run 8.

Follow up showed that Run 8 was running behind schedule due to chain control. |
| 2/16/09 | | A parent called from Mariposa and claimed we left her child stranded in Yosemite. She said the 7:00 pm bus never showed after an accident in the park.

Follow up showed the call was referred to the operations manager who called |

the customer and relayed we do not have a 7:00 pm departure from the park. Our last run is Run 12.

- 2/20/09** **Run 4** Customer called complaining driver would not stop at Park Garage. Follow up showed customer was referred to the Operations Manager. Told the passenger Garage is SOD (Stop On Demand) and we try to accommodate passengers when we can. Driver commented that passenger became irate and used profanity. Operations Manager instructed driver to inform passenger to calm down or we would remove him from the bus at Transpo. No further incident occurred. Incident was reported to Dick, YARTS Transit Manager.
- 2/24/09** **Run 3** Customer called saying driver confiscated her 20-round trip pass from her son and asked if we could return it.
- Complaint was referred to the Operations Manager who found that driver knew rider and confiscated pass to protect rider in case it was stolen, then instructed passenger to contact Operations. The pass was returned to the rider on the down hill run. Rider understood and said her son does have permission to use her pass.
- 2/24/09** **Run 5** Customer called on behalf of her boyfriend from the Transpo and said the Run 5 driver left 5 minutes early.
- Follow up showed operations called the driver and he said he actually left the stop 3 minutes late and picked up one passenger.

OTHER

Wheel Chair Request

There were zero (0) wheelchair requests or passengers left for the month of February 1 - 28, 2009. Seven (7) wheelchair buses are available to accommodate YARTS passengers who request transportation 48 hours in advance and in accordance with ADA and transit requirements.

Delays Due to Chain Control

There were 30- minute to 1- hour delays during the month of February 1 – 28, 2009 due to heavy snowfall and very icy conditions resulting in chain control between Catheys Valley and Yosemite Park.

Amgen Bicycle Tour

Run 8 was delayed 1 hour and 18 minutes arriving in Merced due to the Amgen Bicycle Tour in Mariposa.