



April 3, 2009

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

RE: YARTS Monthly Report: March 1 - 31, 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 March 1 - 31, 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 3/1/2009 to 3/31/2009

A total of 5289 passengers were carried on the HWY 140 system by VIA. Of these, 792 were Amtrak passengers utilizing the YARTS service.

Ridership - All

Date	YCS	NPS	Other	Total Employees	Adult Paid	Sr/Child Paid	Commuter Paid	Child Free	Amtrak Paid	Total Paid	Total
3/1/2009	2	4	1	7	48	4	5	0	38	95	102
3/2/2009	0	84	1	85	54	0	33	0	10	97	182
3/3/2009	3	79	7	89	38	0	15	1	8	61	151
3/4/2009	5	85	5	95	64	7	18	1	18	107	203
3/5/2009	4	85	4	93	40	3	23	0	10	76	169
3/6/2009	23	53	4	80	48	3	18	1	10	79	160
3/7/2009	1	8	1	10	66	0	8	2	27	101	113
3/8/2009	1	4	2	7	50	4	2	5	23	79	91
3/9/2009	3	75	8	86	63	8	21	1	20	112	199
3/10/2009	19	85	9	113	67	0	14	1	16	97	211
3/11/2009	3	71	14	88	52	8	21	0	13	94	182
3/12/2009	10	55	12	77	49	6	10	0	29	94	171
3/13/2009	1	35	2	38	66	7	21	0	28	122	160
3/14/2009	4	12	2	18	49	4	2	2	26	81	101
3/15/2009	0	9	0	9	70	5	6	21	25	106	136
3/16/2009	3	76	17	96	42	4	26	0	32	104	200
3/17/2009	4	82	16	102	37	4	10	4	36	87	193
3/18/2009	0	85	7	92	53	3	28	0	26	110	202
3/19/2009	3	81	1	85	53	2	19	1	8	82	168
3/20/2009	7	34	2	43	71	5	25	0	23	124	167
3/21/2009	1	12	1	14	51	0	4	0	41	96	110
3/22/2009	0	7	0	7	94	7	4	7	15	120	134
3/23/2009	5	86	2	93	126	5	31	3	59	221	317
3/24/2009	6	82	12	100	67	2	16	1	23	108	209
3/25/2009	4	90	5	99	69	4	19	2	28	120	221
3/26/2009	4	60	7	71	68	11	15	1	29	123	195
3/27/2009	4	41	6	51	58	9	8	0	44	119	170
3/28/2009	7	11	0	18	55	10	6	11	16	87	116
3/29/2009	1	15	0	16	55	1	4	5	20	80	101
3/30/2009	8	78	3	89	42	10	25	2	68	145	236
3/31/2009	11	111	2	124	50	3	15	4	23	91	219
Total	147	1,695	153	1,995	1,815	139	472	76	792	3,218	5,289
Percent	2.78%	32.05%	2.89%	37.72%	34.32%	2.63%	8.92%	1.44%	14.97%	60.84%	100.00%

Ridership Excluding Amtrak

Date	YCS	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
3/1/2009	2	4	1	7	48	5	0	4	57	64
3/2/2009	0	84	1	85	54	33	0	0	87	172
3/3/2009	3	79	7	89	38	15	1	0	53	143
3/4/2009	5	85	5	95	64	18	1	7	89	185
3/5/2009	4	85	4	93	40	23	0	3	66	159
3/6/2009	23	53	4	80	48	18	1	3	69	150
3/7/2009	1	8	1	10	66	8	2	0	74	86
3/8/2009	1	4	2	7	50	2	5	4	56	68
3/9/2009	3	75	8	86	63	21	1	8	92	179
3/10/2009	19	85	9	113	67	14	1	0	81	195
3/11/2009	3	71	14	88	52	21	0	8	81	169
3/12/2009	10	55	12	77	49	10	0	6	65	142
3/13/2009	1	35	2	38	66	21	0	7	94	132
3/14/2009	4	12	2	18	49	2	2	4	55	75
3/15/2009	0	9	0	9	70	6	21	5	81	111
3/16/2009	3	76	17	96	42	26	0	4	72	168
3/17/2009	4	82	16	102	37	10	4	4	51	157
3/18/2009	0	85	7	92	53	28	0	3	84	176
3/19/2009	3	81	1	85	53	19	1	2	74	160
3/20/2009	7	34	2	43	71	25	0	5	101	144
3/21/2009	1	12	1	14	51	4	0	0	55	69
3/22/2009	0	7	0	7	94	4	7	7	105	119
3/23/2009	5	86	2	93	126	31	3	5	162	258
3/24/2009	6	82	12	100	67	16	1	2	85	186
3/25/2009	4	90	5	99	69	19	2	4	92	193
3/26/2009	4	60	7	71	68	15	1	11	94	166
3/27/2009	4	41	6	51	58	8	0	9	75	126
3/28/2009	7	11	0	18	55	6	11	10	71	100
3/29/2009	1	15	0	16	55	4	5	1	60	81
3/30/2009	8	78	3	89	42	25	2	10	77	168
3/31/2009	11	111	2	124	50	15	4	3	68	196
Total	147	1,695	153	1,995	1,815	472	76	139	2,426	4,497
Percent	3.27%	37.69%	3.40%	44.36%	40.36%	10.50%	1.69%	3.09%	53.95%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	16	0.30%
Airport	12	0.23%
Merced College	27	0.51%
Downtown (Court	39	0.74%
Amtrak	761	14.39%
Transpo	181	3.42%
Catheys Valley	59	1.12%
MPMidtown	146	2.76%
Roadside Rest	638	12.06%
MPVstrCenter	206	3.89%
KOA	60	1.13%
MidPines	232	4.39%
MPPO	232	4.39%
Bug Hostel	175	3.31%
Cedar Lodge	95	1.80%
NPS Maintenance	314	5.94%
Barium Mine Rd	102	1.93%
El Portal PO	247	4.67%
YV Lodge	177	3.35%
YosVCenter	611	11.55%
Curry Village	209	3.95%
Ahwahnee	100	1.89%
YosLodge	613	11.59%
UC Merced	37	0.70%
Totals	5289	100.00%

LOAD FACTOR ANALYSIS : 3/1/2009 - 3/31/2009

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 3/1/2009 through 3/31/2009. 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	1,055	560	53.08%	Inbound 5:52 am Service from Mariposa to YV
02B	1,414	570	40.31%	Inbound 6:24 am Service from Mariposa to YV
03B	806	392	48.64%	Inbound 7:00am Service to YV from Merced
04B	828	335	40.46%	Inbound 8:45am Service to YV from Merced
5B2	1,490	573	38.46%	Inbound Service 10:45am to YV from Merced
Ex 5B2	50	31	62.00%	Inbound Service 10:45am from Merced to YV
6.1	1,468	292	19.89%	Inbound 5pm Service to Midpines from Merced
07	572	171	29.90%	Outbound 6:30am Service from Hostel to Merced
08B	1,487	471	31.67%	Outbound 10:00am Service from YV to Merced
9B2	1,414	800	56.58%	Outbound 4:15 pm Service from YV to Merced
10B	806	357	44.29%	Outbound 4:35 pm Service from YV to Mariposa
11B1	828	427	51.57%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,490	310	20.81%	Outbound 5:45 pm Service from YV to Merced
Total	13,708	5,289	38.58%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01B	1,055	560	53.08%	Inbound 5:52 am Service from Mariposa to YV
02B	1,004	466	46.41%	Inbound 6:24 am Service from Mariposa to YV
03B	572	307	53.67%	Inbound 7:00am Service to YV from Merced
04B	572	227	39.69%	Inbound 8:45am Service to YV from Merced
5B2	1,058	419	39.60%	Inbound Service 10:45am to YV from Merced
Ex 5B2	50	31	62.00%	Inbound Service 10:45am from Merced to YV
6.1	1,036	248	23.94%	Inbound 5pm Service to Midpines from Merced
07	572	171	29.90%	Outbound 6:30am Service from Hostel to Merced
08B	1,055	330	31.28%	Outbound 10:00am Service from YV to Merced
9B2	1,004	650	64.74%	Outbound 4:15 pm Service from YV to Merced
10B	572	319	55.77%	Outbound 4:35 pm Service from YV to Mariposa
11B1	572	337	58.92%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,058	220	20.79%	Outbound 5:45 pm Service from YV to Merced
Total	10,180	4,285	42.09%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02B	410	104	25.37%	Inbound 6:24 am Service from Mariposa to YV
03B	234	85	36.32%	Inbound 7:00am Service to YV from Merced
04B	256	108	42.19%	Inbound 8:45am Service to YV from Merced
5B2	432	154	35.65%	Inbound Service 10:45am to YV from Merced
6.1	432	44	10.19%	Inbound 5pm Service to Midpines from Merced
08B	432	141	32.64%	Outbound 10:00am Service from YV to Merced
9B2	410	150	36.59%	Outbound 4:15 pm Service from YV to Merced
10B	234	38	16.24%	Outbound 4:35 pm Service from YV to Mariposa
11B1	256	90	35.16%	Outbound 5:20 pm Service from YV to Merced
12.2B	432	90	20.83%	Outbound 5:45 pm Service from YV to Merced
Total	3,528	1,004	28.46%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01B	1,055	560	53.08%	Inbound 5:52 am Service from Mariposa to YV
02B	1,414	570	40.31%	Inbound 6:24 am Service from Mariposa to YV
03B	806	390	48.39%	Inbound 7:00am Service to YV from Merced
04B	828	248	29.95%	Inbound 8:45am Service to YV from Merced
5B2	1,490	265	17.79%	Inbound Service 10:45am to YV from Merced
6.1	1,468	271	18.46%	Inbound 5pm Service to Midpines from Merced
07	572	167	29.20%	Outbound 6:30am Service from Hostel to Merced
08B	1,487	328	22.06%	Outbound 10:00am Service from YV to Merced
9B2	1,414	662	46.82%	Outbound 4:15 pm Service from YV to Merced
10B	806	353	43.80%	Outbound 4:35 pm Service from YV to Mariposa
11B1	828	422	50.97%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,490	261	17.52%	Outbound 5:45 pm Service from YV to Merced
Total	13,658	4,497	32.93%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01B	1,055	560	53.08%	Inbound 5:52 am Service from Mariposa to YV
02B	1,004	466	46.41%	Inbound 6:24 am Service from Mariposa to YV
03B	572	305	53.32%	Inbound 7:00am Service to YV from Merced
04B	572	167	29.20%	Inbound 8:45am Service to YV from Merced
5B2	1,058	193	18.24%	Inbound Service 10:45am to YV from Merced
6.1	1,036	231	22.30%	Inbound 5pm Service to Midpines from Merced
07	572	167	29.20%	Outbound 6:30am Service from Hostel to Merced
08B	1,055	246	23.32%	Outbound 10:00am Service from YV to Merced
9B2	1,004	551	54.88%	Outbound 4:15 pm Service from YV to Merced
10B	572	315	55.07%	Outbound 4:35 pm Service from YV to Mariposa
11B1	572	332	58.04%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,058	191	18.05%	Outbound 5:45 pm Service from YV to Merced
Total	10,130	3,724	36.76%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02B	410	104	25.37%	Inbound 6:24 am Service from Mariposa to YV
03B	234	85	36.32%	Inbound 7:00am Service to YV from Merced
04B	256	81	31.64%	Inbound 8:45am Service to YV from Merced
5B2	432	72	16.67%	Inbound Service 10:45am to YV from Merced
6.1	432	40	9.26%	Inbound 5pm Service to Midpines from Merced
08B	432	82	18.98%	Outbound 10:00am Service from YV to Merced
9B2	410	111	27.07%	Outbound 4:15 pm Service from YV to Merced
10B	234	38	16.24%	Outbound 4:35 pm Service from YV to Mariposa
11B1	256	90	35.16%	Outbound 5:20 pm Service from YV to Merced
12.2B	432	70	16.20%	Outbound 5:45 pm Service from YV to Merced
Total	3,528	773	21.91%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 3/1/2009 through 3/31/2009.

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01B	10	494	6	36	0	2	12	0	560
02B	30	354	38	93	0	5	50	0	570
03B	5	60	16	224	9	24	52	2	392
04B	31	7	5	160	9	34	2	87	335
07	0	0	0	57	4	1	105	4	171
08B	0	2	4	261	10	21	30	143	471
10B	2	226	23	81	6	0	15	4	357
11B1	20	204	31	144	5	6	12	5	427
12.2B	8	81	1	154	3	7	7	49	310
5B2	22	1	3	199	11	13	16	308	573
6.1	0	0	0	141	5	8	117	21	292
9B2	19	266	26	265	14	18	54	138	800
Ex 5B2	0	0	0	0	0	0	0	31	31
Total	147	1,695	153	1,815	76	139	472	792	5,289
Percent	2.78%	32.05%	2.89%	34.32%	1.44%	2.63%	8.92%	14.97%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01B	10	494	6	36	0	2	12	0	560
02B	24	316	37	49	0	1	39	0	466
03B	5	56	15	164	1	16	48	2	307
04B	27	7	5	96	1	29	2	60	227
07	0	0	0	57	4	1	105	4	171
08B	0	2	4	193	2	18	27	84	330
10B	2	213	23	60	2	0	15	4	319
11B1	16	185	28	90	3	3	7	5	337
12.2B	5	76	1	103	0	4	2	29	220
5B2	22	0	2	139	4	10	16	226	419
6.1	0	0	0	108	3	7	113	17	248
9B2	19	264	25	182	3	13	45	99	650
Ex 5B2	0	0	0	0	0	0	0	31	31
Total	130	1,613	146	1,277	23	104	431	561	4,285
Percent	3.03%	37.64%	3.41%	29.80%	0.54%	2.43%	10.06%	13.09%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02B	6	38	1	44	0	4	11	0	104
03B	0	4	1	60	8	8	4	0	85
04B	4	0	0	64	8	5	0	27	108
08B	0	0	0	68	8	3	3	59	141
10B	0	13	0	21	4	0	0	0	38
11B1	4	19	3	54	2	3	5	0	90
12.2B	3	5	0	51	3	3	5	20	90
5B2	0	1	1	60	7	3	0	82	154
6.1	0	0	0	33	2	1	4	4	44
9B2	0	2	1	83	11	5	9	39	150
Total	17	82	7	538	53	35	41	231	1,004
Percent	1.69%	8.17%	0.70%	53.59%	5.28%	3.49%	4.08%	23.01%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01B	10	494	6	36	0	2	12	560
02B	30	354	38	93	0	5	50	570
03B	5	60	16	224	9	24	52	390
04B	31	7	5	160	9	34	2	248
07	0	0	0	57	4	1	105	167
08B	0	2	4	261	10	21	30	328
10B	2	226	23	81	6	0	15	353
11B1	20	204	31	144	5	6	12	422
12.2B	8	81	1	154	3	7	7	261
5B2	22	1	3	199	11	13	16	265
6.1	0	0	0	141	5	8	117	271
9B2	19	266	26	265	14	18	54	662
Ex 5B2	0	0	0	0	0	0	0	0
Total	147	1,695	153	1,815	76	139	472	4,497
Percent	3.27%	37.69%	3.40%	40.36%	1.69%	3.09%	10.50%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01B	10	494	6	36	0	2	12	560
02B	24	316	37	49	0	1	39	466
03B	5	56	15	164	1	16	48	305
04B	27	7	5	96	1	29	2	167
07	0	0	0	57	4	1	105	167
08B	0	2	4	193	2	18	27	246
10B	2	213	23	60	2	0	15	315
11B1	16	185	28	90	3	3	7	332
12.2B	5	76	1	103	0	4	2	191
5B2	22	0	2	139	4	10	16	193
6.1	0	0	0	108	3	7	113	231
9B2	19	264	25	182	3	13	45	551
Ex 5B2	0	0	0	0	0	0	0	0
Total	130	1,613	146	1,277	23	104	431	3,724
Percent	3.49%	43.31%	3.92%	34.29%	0.62%	2.79%	11.57%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02B	6	38	1	44	0	4	11	104
03B	0	4	1	60	8	8	4	85
04B	4	0	0	64	8	5	0	81
08B	0	0	0	68	8	3	3	82
10B	0	13	0	21	4	0	0	38
11B1	4	19	3	54	2	3	5	90
12.2B	3	5	0	51	3	3	5	70
5B2	0	1	1	60	7	3	0	72
6.1	0	0	0	33	2	1	4	40
9B2	0	2	1	83	11	5	9	111
Total	17	82	7	538	53	35	41	773
Percent	2.20%	10.61%	0.91%	69.60%	6.86%	4.53%	5.30%	100.00%

OPERATING STATISTICS

REVENUE MILES 3/1/09 - 3/31/09

From 3/1/09 through 3/31/09 VIA HWY 140 operated a total of 26,289 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
	Merced	Ex 5B2	1	87	87
	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
Total Mileage					19,359

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Mariposa	02B	9	55	495
	Merced	03B	9	87	783
	Merced	04B	9	87	783
	Merced	5B2	9	87	783
	Merced	6.1	9	51	459
	Yosemite	08B	9	87	783
	Yosemite	10B	9	55	495
	Yosemite	11B1	9	87	783
	Yosemite	12.2B	9	87	783
	Yosemite	9B2	9	87	783
Total Mileage					6,930
Grand Total					26,289
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					26,289

REVENUE HOURS

From 3/1/09 through 3/31/09 VIA HWY 140 provided a total of 858.50 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
	Merced	Ex 5B2	1	2.90	2.90
	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
Total Hours					629.90

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Mariposa	02B	9	1.70	15.30
	Merced	03B	9	2.90	26.10
	Merced	04B	9	3.10	27.90
	Merced	5B2	9	2.90	26.10
	Merced	6.1	9	1.60	14.40
	Yosemite	08B	9	3.10	27.90
	Yosemite	10B	9	1.70	15.30
	Yosemite	11B1	9	2.90	26.10
	Yosemite	12.2B	9	2.90	26.10
	Yosemite	9B2	9	2.60	23.40
Total Hours					228.60
Grand Total					858.50
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					858.50

Passengers Left / Wheelchair Usage

Bus Full / # of Passengers Left

Run Date	Route	Total Left
3/23/2009	9B2	19
	Grand Total	19

Multi-Use Passes

Run Date	Route	Total Left
3/15/2009	12.2B	1
3/15/2009	03B	1
3/16/2009	11B1	3
3/16/2009	03B	1
3/17/2009	11B1	2
3/17/2009	03B	1
3/18/2009	04B	1
3/19/2009	04B	1
3/20/2009	9B2	3
3/20/2009	5B2	1
3/28/2009	10B	2
3/28/2009	04B	3
	Grand Total	20

ACCIDENTS/INCIDENTS

There were zero (0) accidents/incidents on VIA YARTS vehicle during the month of March 1 - 31, 2009.

ROAD CALLS

There was one (1) road call during the month of March 1 - 31, 2009.

3/25/09 **Run 9** Bus mechanical problem in Mariposa. Seven passengers outbound to Merced were transferred to Run 10.

SERVICE DELAYS

There were two (2) service delays during the month of March 1 - 31, 2009.

3/22/09 **Run 9** Service delayed 25 minutes due to heavy passenger counts.

3/25/09 **Run 9** Service delayed due to mechanical problem. See "Missed Runs."

MISSED RUNS

There was one (1) missed VIA YARTS trip during the period of March 1 - 31, 2009.

3/25/09 **Run 9** Missed Run due to mechanical problem.

EXTRA TRIPS

There was one (1) extra Highway 140 VIA YARTS trip chargeable to YARTS operating during the period of March 1 - 31, 2009.

3/30/09 **Run 5** 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 **220** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from March 1 - 31, 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

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

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were two (2) customer complaints received by phone and correspondence during the month of March 1 - 31, 2009.

- | | | |
|----------------|--------------|--|
| 3/04/09 | Run 9 | <p>Customer called from the Roadside Rest stop and asked where the bus was for Run 9.</p> <p>Follow up showed the driver was running 30 minutes behind schedule due to construction in the park.</p> |
| 3/12/09 | Run 3 | <p>Customer called and said driver on Run 3 was running 10 minutes ahead of schedule.</p> <p>Follow up showed operations contacted driver and found his watch was off and he was in fact ahead of schedule. Driver was reminded to set watch by VIA time clock which is standardized time for YARTS runs. Also instructed to never leave stops ahead of schedule. Operations Manager also discussed negative impact to passengers when runs leave early.</p> |

OTHER

Wheel Chair Request

There were zero (0) wheelchair requests or passengers left for the month of March 1 - 31, 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 Construction & Chain Control

There were 15 - to 40-minute delays during the month of March 1 – 31, 2009 due to chains and construction in the park.

Rockslide

On 3/04/09 a minor rockslide occurred on the river canyon road which caused minimal delays due to one-lane traffic control.