



June 5, 2009

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

RE: YARTS Monthly Report: May 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 May 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 5/1/2009 to 5/31/2009

A total of 6950 passengers were carried on the HWY 140 system by VIA. Of these, 1218 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
5/1/2009	6	35	2	43	78	5	18	5	21	122	170
5/2/2009	4	15	3	22	53	5	3	3	21	82	107
5/3/2009	1	7	0	8	84	1	1	1	20	106	115
5/4/2009	13	85	1	99	66	8	15	1	48	137	237
5/5/2009	17	84	8	109	54	6	17	3	22	99	211
5/6/2009	4	73	3	80	94	14	24	1	43	175	256
5/7/2009	5	79	12	96	65	17	11	0	22	115	211
5/8/2009	5	45	1	51	95	14	15	5	41	165	221
5/9/2009	1	11	5	17	109	12	0	3	12	133	153
5/10/2009	0	18	0	18	98	5	7	14	18	128	160
5/11/2009	12	90	4	106	71	9	22	0	63	165	271
5/12/2009	3	75	3	81	71	9	18	1	26	124	206
5/13/2009	14	63	3	80	69	25	29	0	70	193	273
5/14/2009	22	70	10	102	97	17	7	0	28	149	251
5/15/2009	31	56	2	89	92	8	10	1	55	165	255
5/16/2009	23	11	11	45	87	35	7	0	74	203	248
5/17/2009	15	11	0	26	61	3	12	0	26	102	128
5/18/2009	4	75	0	79	101	6	16	0	66	189	268
5/19/2009	15	68	7	90	100	6	7	0	146	259	349
5/20/2009	1	79	2	82	111	8	35	0	40	194	276
5/21/2009	7	77	4	88	88	6	19	0	46	159	247
5/22/2009	6	42	7	55	139	22	7	2	41	209	266
5/23/2009	1	15	0	16	131	9	3	14	24	167	197
5/24/2009	0	42	2	44	161	8	16	4	34	219	267
5/25/2009	10	9	0	19	114	6	10	0	24	154	173
5/26/2009	6	65	4	75	113	3	25	0	20	161	236
5/27/2009	0	88	5	93	120	4	30	1	44	198	292
5/28/2009	7	73	6	86	132	17	17	6	14	180	272
5/29/2009	17	45	5	67	105	24	13	0	37	179	246
5/30/2009	9	14	2	25	135	10	11	7	17	173	205
5/31/2009	0	6	0	6	108	6	4	4	55	173	183
Total	259	1,526	112	1,897	3,002	328	429	76	1,218	4,977	6,950
Percent	3.73%	21.96%	1.61%	27.29%	43.19%	4.72%	6.17%	1.09%	17.53%	71.61%	100.00%

Ridership Excluding Amtrak

Date	YCS	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
5/1/2009	6	35	2	43	78	18	5	5	101	149
5/2/2009	4	15	3	22	53	3	3	5	61	86
5/3/2009	1	7	0	8	84	1	1	1	86	95
5/4/2009	13	85	1	99	66	15	1	8	89	189
5/5/2009	17	84	8	109	54	17	3	6	77	189
5/6/2009	4	73	3	80	94	24	1	14	132	213
5/7/2009	5	79	12	96	65	11	0	17	93	189
5/8/2009	5	45	1	51	95	15	5	14	124	180
5/9/2009	1	11	5	17	109	0	3	12	121	141
5/10/2009	0	18	0	18	98	7	14	5	110	142
5/11/2009	12	90	4	106	71	22	0	9	102	208
5/12/2009	3	75	3	81	71	18	1	9	98	180
5/13/2009	14	63	3	80	69	29	0	25	123	203
5/14/2009	22	70	10	102	97	7	0	17	121	223
5/15/2009	31	56	2	89	92	10	1	8	110	200
5/16/2009	23	11	11	45	87	7	0	35	129	174
5/17/2009	15	11	0	26	61	12	0	3	76	102
5/18/2009	4	75	0	79	101	16	0	6	123	202
5/19/2009	15	68	7	90	100	7	0	6	113	203
5/20/2009	1	79	2	82	111	35	0	8	154	236
5/21/2009	7	77	4	88	88	19	0	6	113	201
5/22/2009	6	42	7	55	139	7	2	22	168	225
5/23/2009	1	15	0	16	131	3	14	9	143	173
5/24/2009	0	42	2	44	161	16	4	8	185	233
5/25/2009	10	9	0	19	114	10	0	6	130	149
5/26/2009	6	65	4	75	113	25	0	3	141	216
5/27/2009	0	88	5	93	120	30	1	4	154	248
5/28/2009	7	73	6	86	132	17	6	17	166	258
5/29/2009	17	45	5	67	105	13	0	24	142	209
5/30/2009	9	14	2	25	135	11	7	10	156	188
5/31/2009	0	6	0	6	108	4	4	6	118	128
Total	259	1,526	112	1,897	3,002	429	76	328	3,759	5,732
Percent	4.52%	26.62%	1.95%	33.09%	52.37%	7.48%	1.33%	5.72%	65.58%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	57	0.82%
Airport	7	0.10%
Merced College	5	0.07%
Mall (PG&E)	2	0.03%
Downtown (Court	16	0.23%
Amtrak	1016	14.62%
Transpo	305	4.39%
Catheys Valley	105	1.51%
MPMidtown	240	3.45%
Roadside Rest	595	8.56%
MPVstrCenter	135	1.94%
KOA	257	3.70%
MidPines	217	3.12%
MPPO	184	2.65%
Bug Hostel	278	4.00%
Cedar Lodge	172	2.47%
NPS Maintenance	234	3.37%
Barium Mine Rd	123	1.77%
El Portal PO	211	3.04%
YV Lodge	292	4.20%
YosVCenter	828	11.91%
Curry Village	587	8.45%
Ahwahnee	164	2.36%
YosLodge	902	12.98%
UC Merced	18	0.26%
Totals	6950	100.00%

LOAD FACTOR ANALYSIS : 5/1/2009 - 5/31/2009

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 5/1/2009 through 5/31/2009. 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	962	521	54.16%	Inbound 5:52 am Service from Mariposa to YV
02B	1,490	662	44.43%	Inbound 6:24 am Service from Mariposa to YV
03B	806	670	83.13%	Inbound 7:00am Service to YV from Merced
04B	806	544	67.49%	Inbound 8:45am Service to YV from Merced
5B2	1,506	700	46.48%	Inbound Service 10:45am to YV from Merced
Ex 5B2	96	81	84.38%	Inbound Service 10:45am from Merced to YV
06B	721	269	37.31%	Inbound 5:00pm Service YV from Merced
6.1	680	118	17.35%	Inbound 5pm Service to Midpines from Merced
07	520	143	27.50%	Outbound 6:30am Service from Hostel to Merced
08B	1,490	582	39.06%	Outbound 10:00am Service from YV to Merced
9B2	1,490	1,099	73.76%	Outbound 4:15 pm Service from YV to Merced
10B	806	386	47.89%	Outbound 4:35 pm Service from YV to Mariposa
11B1	806	622	77.17%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,528	386	25.26%	Outbound 5:45 pm Service from YV to Merced
Ex 12.2B	48	46	95.83%	Outbound 5:45 pm Service from YV to Merced
14.2B	721	121	16.78%	Outbound 8:35 pm from YV to Merced
Total	14,476	6,950	48.01%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01B	962	521	54.16%	Inbound 5:52 am Service from Mariposa to YV
02B	962	468	48.65%	Inbound 6:24 am Service from Mariposa to YV
03B	520	446	85.77%	Inbound 7:00am Service to YV from Merced
04B	520	340	65.38%	Inbound 8:45am Service to YV from Merced
5B2	971	464	47.79%	Inbound Service 10:45am to YV from Merced
Ex 5B2	96	81	84.38%	Inbound Service 10:45am from Merced to YV
06B	433	176	40.65%	Inbound 5:00pm Service YV from Merced
6.1	440	91	20.68%	Inbound 5pm Service to Midpines from Merced
07	520	143	27.50%	Outbound 6:30am Service from Hostel to Merced
08B	962	422	43.87%	Outbound 10:00am Service from YV to Merced
9B2	962	777	80.77%	Outbound 4:15 pm Service from YV to Merced
10B	520	290	55.77%	Outbound 4:35 pm Service from YV to Mariposa
11B1	520	429	82.50%	Outbound 5:20 pm Service from YV to Merced
12.2B	993	261	26.28%	Outbound 5:45 pm Service from YV to Merced
Ex 12.2B	48	46	95.83%	Outbound 5:45 pm Service from YV to Merced
14.2B	433	59	13.63%	Outbound 8:35 pm from YV to Merced
Total	9,862	5,014	50.84%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02B	528	194	36.74%	Inbound 6:24 am Service from Mariposa to YV
03B	286	224	78.32%	Inbound 7:00am Service to YV from Merced
04B	286	204	71.33%	Inbound 8:45am Service to YV from Merced
5B2	535	236	44.11%	Inbound Service 10:45am to YV from Merced
06B	288	93	32.29%	Inbound 5:00pm Service YV from Merced
6.1	240	27	11.25%	Inbound 5pm Service to Midpines from Merced
08B	528	160	30.30%	Outbound 10:00am Service from YV to Merced
9B2	528	322	60.98%	Outbound 4:15 pm Service from YV to Merced
10B	286	96	33.57%	Outbound 4:35 pm Service from YV to Mariposa
11B1	286	193	67.48%	Outbound 5:20 pm Service from YV to Merced
12.2B	535	125	23.36%	Outbound 5:45 pm Service from YV to Merced
14.2B	288	62	21.53%	Outbound 8:35 pm from YV to Merced
Total	4,614	1,936	41.96%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01B	962	519	53.95%	Inbound 5:52 am Service from Mariposa to YV
02B	1,490	651	43.69%	Inbound 6:24 am Service from Mariposa to YV
03B	806	655	81.27%	Inbound 7:00am Service to YV from Merced
04B	806	407	50.50%	Inbound 8:45am Service to YV from Merced
5B2	1,506	343	22.78%	Inbound Service 10:45am to YV from Merced
06B	721	206	28.57%	Inbound 5:00pm Service YV from Merced
6.1	680	110	16.18%	Inbound 5pm Service to Midpines from Merced
07	520	136	26.15%	Outbound 6:30am Service from Hostel to Merced
08B	1,490	409	27.45%	Outbound 10:00am Service from YV to Merced
9B2	1,490	849	56.98%	Outbound 4:15 pm Service from YV to Merced
10B	806	386	47.89%	Outbound 4:35 pm Service from YV to Mariposa
11B1	806	596	73.95%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,528	345	22.58%	Outbound 5:45 pm Service from YV to Merced
14.2B	721	120	16.64%	Outbound 8:35 pm from YV to Merced
Total	14,332	5,732	39.99%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01B	962	519	53.95%	Inbound 5:52 am Service from Mariposa to YV
02B	962	457	47.51%	Inbound 6:24 am Service from Mariposa to YV
03B	520	431	82.88%	Inbound 7:00am Service to YV from Merced
04B	520	241	46.35%	Inbound 8:45am Service to YV from Merced
5B2	971	217	22.35%	Inbound Service 10:45am to YV from Merced
06B	433	138	31.87%	Inbound 5:00pm Service YV from Merced
6.1	440	84	19.09%	Inbound 5pm Service to Midpines from Merced
07	520	136	26.15%	Outbound 6:30am Service from Hostel to Merced
08B	962	298	30.98%	Outbound 10:00am Service from YV to Merced
9B2	962	604	62.79%	Outbound 4:15 pm Service from YV to Merced
10B	520	290	55.77%	Outbound 4:35 pm Service from YV to Mariposa
11B1	520	417	80.19%	Outbound 5:20 pm Service from YV to Merced
12.2B	993	230	23.16%	Outbound 5:45 pm Service from YV to Merced
14.2B	433	59	13.63%	Outbound 8:35 pm from YV to Merced
Total	9,718	4,121	42.41%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02B	528	194	36.74%	Inbound 6:24 am Service from Mariposa to YV
03B	286	224	78.32%	Inbound 7:00am Service to YV from Merced
04B	286	166	58.04%	Inbound 8:45am Service to YV from Merced
5B2	535	126	23.55%	Inbound Service 10:45am to YV from Merced
06B	288	68	23.61%	Inbound 5:00pm Service YV from Merced
6.1	240	26	10.83%	Inbound 5pm Service to Midpines from Merced
08B	528	111	21.02%	Outbound 10:00am Service from YV to Merced
9B2	528	245	46.40%	Outbound 4:15 pm Service from YV to Merced
10B	286	96	33.57%	Outbound 4:35 pm Service from YV to Mariposa
11B1	286	179	62.59%	Outbound 5:20 pm Service from YV to Merced
12.2B	535	115	21.50%	Outbound 5:45 pm Service from YV to Merced
14.2B	288	61	21.18%	Outbound 8:35 pm from YV to Merced
Total	4,614	1,611	34.92%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 5/1/2009 through 5/31/2009.

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01B	27	426	4	35	0	8	19	2	521
02B	40	334	25	184	7	10	51	11	662
03B	10	48	7	414	6	99	71	15	670
04B	26	15	8	278	12	58	10	137	544
06B	0	0	0	173	2	2	29	63	269
07	0	0	0	75	0	0	61	7	143
08B	1	1	0	349	5	26	27	173	582
10B	6	148	12	171	4	34	11	0	386
11B1	34	233	27	244	12	19	27	26	622
12.2B	36	80	6	197	2	16	8	41	386
14.2B	1	4	0	111	2	2	0	1	121
5B2	18	0	3	278	4	19	21	357	700
6.1	0	0	6	79	2	3	20	8	118
9B2	60	237	14	414	18	32	74	250	1099
Ex 12.2E	0	0	0	0	0	0	0	46	46
Ex 5B2	0	0	0	0	0	0	0	81	81
Total	259	1,526	112	3,002	76	328	429	1,218	6,950
Percent	3.73%	21.96%	1.61%	43.19%	1.09%	4.72%	6.17%	17.53%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01B	27	426	4	35	0	8	19	2	521
02B	37	272	20	82	0	5	41	11	468
03B	8	39	5	254	1	66	58	15	446
04B	19	12	4	157	4	41	4	99	340
06B	0	0	0	111	1	0	26	38	176
07	0	0	0	75	0	0	61	7	143
08B	1	1	0	251	3	20	22	124	422
10B	5	135	12	110	0	19	9	0	290
11B1	25	198	20	136	8	12	18	12	429
12.2B	14	76	3	117	2	13	5	31	261
14.2B	1	2	0	55	0	1	0	0	59
5B2	8	0	3	169	3	16	18	247	464
6.1	0	0	6	56	1	1	20	7	91
9B2	50	206	12	253	3	26	54	173	777
Ex 12.2B	0	0	0	0	0	0	0	46	46
Ex 5B2	0	0	0	0	0	0	0	81	81
Total	195	1,367	89	1,861	26	228	355	893	5,014
Percent	3.89%	27.26%	1.78%	37.12%	0.52%	4.55%	7.08%	17.81%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02B	3	58	5	89	7	5	9	0	176
03B	2	8	2	154	5	30	10	0	211
04B	6	3	4	106	8	17	6	38	188
06B	0	0	0	43	1	2	2	22	70
08B	0	0	0	82	2	5	3	45	137
10B	1	12	0	58	4	15	2	0	92
11B1	7	33	7	102	4	5	9	13	180
12.2B	22	3	3	70	0	3	3	7	111
14.2B	0	2	0	43	2	1	0	1	49
5B2	10	0	0	102	1	3	3	99	218
6.1	0	0	0	23	1	2	0	1	27
9B2	3	31	2	155	15	6	17	75	304
Total	54	150	23	1,027	50	94	64	301	1,763
Percent	3.06%	8.51%	1.30%	58.25%	2.84%	5.33%	3.63%	17.07%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01B	27	426	4	35	0	8	19	519
02B	40	334	25	184	7	10	51	651
03B	10	48	7	414	6	99	71	655
04B	26	15	8	278	12	58	10	407
06B	0	0	0	173	2	2	29	206
07	0	0	0	75	0	0	61	136
08B	1	1	0	349	5	26	27	409
10B	6	148	12	171	4	34	11	386
11B1	34	233	27	244	12	19	27	596
12.2B	36	80	6	197	2	16	8	345
14.2B	1	4	0	111	2	2	0	120
5B2	18	0	3	278	4	19	21	343
6.1	0	0	6	79	2	3	20	110
9B2	60	237	14	414	18	32	74	849
Ex 12.2B	0	0	0	0	0	0	0	0
Ex 5B2	0	0	0	0	0	0	0	0
Total	259	1,526	112	3,002	76	328	429	5,732
Percent	4.52%	26.62%	1.95%	52.37%	1.33%	5.72%	7.48%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01B	27	426	4	35	0	8	19	519
02B	37	272	20	82	0	5	41	457
03B	8	39	5	254	1	66	58	431
04B	19	12	4	157	4	41	4	241
06B	0	0	0	111	1	0	26	138
07	0	0	0	75	0	0	61	136
08B	1	1	0	251	3	20	22	298
10B	5	135	12	110	0	19	9	290
11B1	25	198	20	136	8	12	18	417
12.2B	14	76	3	117	2	13	5	230
14.2B	1	2	0	55	0	1	0	59
5B2	8	0	3	169	3	16	18	217
6.1	0	0	6	56	1	1	20	84
9B2	50	206	12	253	3	26	54	604
Ex 12.2B	0	0	0	0	0	0	0	0
Ex 5B2	0	0	0	0	0	0	0	0
Total	195	1,367	89	1,861	26	228	355	4,121
Percent	4.73%	33.17%	2.16%	45.16%	0.63%	5.53%	8.61%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02B	3	58	5	89	7	5	9	176
03B	2	8	2	154	5	30	10	211
04B	6	3	4	106	8	17	6	150
06B	0	0	0	43	1	2	2	48
08B	0	0	0	82	2	5	3	92
10B	1	12	0	58	4	15	2	92
11B1	7	33	7	102	4	5	9	167
12.2B	22	3	3	70	0	3	3	104
14.2B	0	2	0	43	2	1	0	48
5B2	10	0	0	102	1	3	3	119
6.1	0	0	0	23	1	2	0	26
9B2	3	31	2	155	15	6	17	229
Total	54	150	23	1,027	50	94	64	1,462
Percent	3.69%	10.26%	1.57%	70.25%	3.42%	6.43%	4.38%	100.00%

OPERATING STATISTICS

REVENUE MILES 5/1/09 - 5/31/09

From 5/1/09 through 5/31/09 VIA HWY 140 operated a total of 28,096 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Mariposa	01B	20	55	1,100
	Mariposa	02B	20	55	1,100
	Merced	03B	20	87	1,740
	Merced	04B	20	87	1,740
	Merced	06B	9	87	783
	Merced	5B2	20	87	1,740
	Merced	6.1	11	51	561
	Merced	Ex 5B2	2	87	174
	Midpines	07	20	51	1,020
	Yosemite	08B	20	87	1,740
	Yosemite	10B	20	55	1,100
	Yosemite	11B1	20	87	1,740
	Yosemite	12.2B	20	87	1,740
	Yosemite	14.2B	9	87	783
	Yosemite	9B2	20	87	1,740
	Yosemite	Ex 12.2B	1	87	87

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Total Mileage					18,888

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Mariposa	02B	10	55	550
	Merced	03B	10	87	870
	Merced	04B	10	87	870
	Merced	06B	5	87	435
	Merced	5B2	10	87	870
	Merced	6.1	5	51	255
	Yosemite	08B	10	87	870
	Yosemite	10B	10	55	550
	Yosemite	11B1	10	87	870
	Yosemite	12.2B	10	87	870
	Yosemite	14.2B	5	87	435
	Yosemite	9B2	10	87	870
Total Mileage					8,315

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	06B	1	87	87
	Merced	5B2	1	87	87
	Yosemite	08B	1	87	87
	Yosemite	10B	1	55	55
	Yosemite	11B1	1	87	87
	Yosemite	12.2B	1	87	87
	Yosemite	14.2B	1	87	87
	Yosemite	9B2	1	87	87
Total Mileage					893
Grand Total					28,096
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					28,096

REVENUE HOURS

From 5/1/09 through 5/31/09 VIA HWY 140 provided a total of 933.10 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Mariposa	01B	20	1.80	36.00
	Mariposa	02B	20	1.70	34.00
	Merced	03B	20	2.90	58.00
	Merced	04B	20	3.10	62.00
	Merced	06B	9	3.30	29.70
	Merced	5B2	20	2.90	58.00
	Merced	6.1	11	1.60	17.60
	Merced	Ex 5B2	2	2.90	5.80
	Midpines	07	20	1.30	26.00
	Yosemite	08B	20	3.10	62.00
	Yosemite	10B	20	1.70	34.00
	Yosemite	11B1	20	2.90	58.00
	Yosemite	12.2B	20	2.90	58.00
	Yosemite	14.2B	9	3.30	29.70
	Yosemite	9B2	20	2.60	52.00
	Yosemite	Ex 12.2B	1	2.90	2.90
Total Hours					623.70

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Mariposa	02B	10	1.70	17.00
	Merced	03B	10	2.90	29.00
	Merced	04B	10	3.10	31.00
	Merced	06B	5	3.30	16.50
	Merced	5B2	10	2.90	29.00
	Merced	6.1	5	1.60	8.00
	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	14.2B	5	3.30	16.50
	Yosemite	9B2	10	2.60	26.00
Total Hours					279.00

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	06B	1	3.30	3.30
	Merced	5B2	1	2.90	2.90
	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	14.2B	1	3.30	3.30
	Yosemite	9B2	1	2.60	2.60
Total Hours					30.40
Grand Total					933.10
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					933.10

Passengers Left / Wheelchair Usage

Bus Full / # of Passengers Left

Run Date	Route	Total Left
5/15/2009	9B2	20
	Grand Total	20

Multi-Use Passes

Run Date	Route	Total Left
5/9/2009	9B2	3
5/9/2009	04B	3
5/13/2009	03B	4
5/13/2009	10B	3
5/14/2009	03B	2
5/15/2009	03B	3
5/16/2009	03B	1
5/17/2009	9B2	1
5/17/2009	03B	1
5/17/2009	14.2B	1
5/18/2009	03B	2
5/18/2009	01B	2
5/19/2009	04B	2
5/19/2009	10B	2
5/20/2009	07	1
5/21/2009	03B	2
5/22/2009	11B1	2
5/23/2009	04B	2
5/24/2009	14.2B	6
5/27/2009	04B	3

5/29/2009	9B2	3
5/29/2009	04B	4
	Grand Total	53

ACCIDENTS/INCIDENTS

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

ROAD CALLS

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

5/01/09 **Run 2** Service delayed 1 hour and 20 minutes due to mechanical problem. Bus switched.

SERVICE DELAYS

There were five (5) service delays during the month of May 1 - 31, 2009.

5/01/09 **Run 2** Service delayed 1 hour and 20 minutes due to mechanical problem. Bus switched. See "Missed Runs."

5/07/09 **Run 4** Service delayed 15 minutes due to mechanical problem. Bus switched. See "Missed Runs."

5/08/09 **Run 5** Service delayed 30 minutes due to a bus rescue for another company en route. CHP stopped driver and asked if he could transport passengers to Yosemite on YARTS bus.

5/12/09 **Run 1** Service delayed 30 minutes due to mechanical problem. Bus switched. See "Missed Runs."

5/16/09 **Run 12** Service delayed 40 minutes due to mechanical problem. See "Missed Runs."

MISSED RUNS

There were four (4) missed VIA YARTS trips during the period of May 1 - 31, 2009.

5/01/09 **Run 2** Service delayed 1 hour and 20 minutes due to mechanical problem. Bus switched.

5/07/09 **Run 4** Service delayed 15 minutes due to mechanical problem. Bus switched.

5/12/09 **Run 1** Service delayed 30 minutes due to mechanical problem. Bus switched.

5/16/09 **Run 12** Service delayed 40 minutes due to mechanical problem.

EXTRA TRIPS

There were three (3) extra Highway 140 VIA YARTS trips chargeable to YARTS operating during the period of May 1 - 31, 2009.

5/11/09	Run 5	Amtrak Group – Extra
5/19/09	Run 5	Amtrak Group – Extra
5/19/09	Run 12	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 **377** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from May 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

271	Calls received on schedule issues and questions for Hwy 140 Corridor.
56	Calls received on Mammoth Lake schedule information.
0	Calls received on Coulterville schedule information.
15	Calls received on park information (lodging, tours, camping, etc.)
31	Miscellaneous calls (lost & found, hang up calls, etc.)
4	Calls received as customer complaints.
377	Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were four (4) customer complaints received by phone and correspondence during the month of May 1 - 31, 2009.

- 5/04/09** **Run 8** Customer called and said the driver on Run 8 asked them not to talk on their cell phones while riding on the bus. Customer asked if that was YARTS policy.
- Operations manager contacted driver who said passenger was talking very loudly and he felt it was disruptive to other passengers. Driver was instructed in the future to politely ask passengers if they would please lower their voice in consideration of other passengers. However, it is not YARTS policy to not allow cell phone usage during YARTS runs.
- 5/06/09** **Run 5** Customer said the driver on Run 5 did not drop him off at the Midpines Post Office stop.
- Follow up showed the rider waited until driver was past the stop to inform the driver he wanted to disembark at the Midpines Post Office. This stop is unscheduled, even as a SOD, (stop on demand) on this run. However, drivers will stop here with advance notice. The driver was unable to safely stop before reaching the Bug Resort. Customer was informed to let driver know in the future upon boarding when he wants a stop at the Midpines Post Office.
- 5/18/09** **Run 5** Customer called from Mariposa Midtown stop and asked where the bus was for Run 5. He said he saw a VIA bus across the street but didn't realize it was the YARTS bus.
- Follow up showed the driver said he saw the couple across the road from the Midtown stop but thought they were traveling the opposite direction to Merced. Apparently the couple was waiting for the bus to Yosemite and were not aware they were standing on the wrong side of the street. The driver did have a YARTS sign displayed in the front window of the bus.
- 5/09** **Run 8** Received call from customer that driver did not stop at Midpines Post Office. He was waiting on bench at stop.
- Operations manager followed up with driver and reminded him this is a timed stop, and driver must stop every time and should wait 30 seconds to one minute to allow passengers to get to bus. An apology letter was sent to rider.

OTHER

Wheel Chair Request

There were zero (0) wheelchair requests for the month of May 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.

Holiday Traffic & Rain & High Wind Delays

There were 8- minute to 1 -hour delays on several runs due to heavy traffic, rain and high winds in the park during the month of May 1 - 31, 2009.

Mariposa Parade

The Mariposa Butterfly Festival Parade took place on May 2, 2009. Runs 5 & 8 were unable to pick up at the Midtown or Roadside Rest stops, so picked up at the Mariposa Visitors Center and at the corner of Bullion St and 9th Street.

Summer/Fall Schedule 2009 Highway 140

The summer schedule went into effect as of May 17, 2009. Changes entailed Run 6 going all the way into the park and adding Run 14.