



December 1, 2009

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

RE: YARTS Monthly Report: November 1 - 30, 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 November 1 - 30, 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 11/1/2009 to 11/30/2009

A total of 4509 passengers were carried on the HWY 140 system by VIA. Of these, 506 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
11/1/2009	3	2	0	5	52	1	3	1	14	70	76
11/2/2009	4	81	3	88	47	3	33	1	14	97	186
11/3/2009	5	70	8	83	56	5	20	0	7	88	171
11/4/2009	3	80	5	88	51	4	31	0	17	103	191
11/5/2009	10	84	5	99	64	3	19	0	6	92	191
11/6/2009	4	32	3	39	61	3	25	4	19	108	151
11/7/2009	3	4	5	12	28	2	0	0	17	47	59
11/8/2009	1	7	4	12	48	2	0	0	19	69	81
11/9/2009	1	100	7	108	39	4	22	4	18	83	195
11/10/2009	3	89	7	99	43	0	23	0	17	83	182
11/11/2009	3	27	2	32	43	6	26	0	23	98	130
11/12/2009	3	77	1	81	32	1	25	1	10	68	150
11/13/2009	12	37	9	58	46	9	32	0	11	98	156
11/14/2009	0	9	1	10	35	1	5	1	27	68	79
11/15/2009	0	8	1	9	39	0	1	2	18	58	69
11/16/2009	1	85	18	104	31	0	23	0	16	70	174
11/17/2009	7	98	19	124	56	10	18	3	16	100	227
11/18/2009	11	91	9	111	39	0	22	2	14	75	188
11/19/2009	6	51	7	64	46	1	16	1	19	82	147
11/20/2009	2	51	4	57	46	3	36	3	7	92	152
11/21/2009	0	11	3	14	53	8	2	1	22	85	100
11/22/2009	0	16	1	17	37	7	0	6	16	60	83
11/23/2009	0	98	2	100	60	6	23	5	20	109	214
11/24/2009	5	82	2	89	46	4	31	0	11	92	181
11/25/2009	8	25	10	43	46	2	18	4	20	86	133
11/26/2009	0	2	3	5	67	8	2	3	30	107	115
11/27/2009	2	17	2	21	195	2	11	2	21	229	252
11/28/2009	0	8	1	9	151	0	7	1	29	187	197
11/29/2009	0	6	1	7	44	6	1	3	19	70	80
11/30/2009	3	100	6	109	44	5	31	1	9	89	199
Total	100	1,448	149	1,697	1,645	106	506	49	506	2,763	4,509
Percent	2.22%	32.11%	3.30%	37.64%	36.48%	2.35%	11.22%	1.09%	11.22%	61.28%	100.00%

Ridership Excluding Amtrak

Date	YCS	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
11/1/2009	3	2	0	5	52	3	1	1	56	62
11/2/2009	4	81	3	88	47	33	1	3	83	172
11/3/2009	5	70	8	83	56	20	0	5	81	164
11/4/2009	3	80	5	88	51	31	0	4	86	174
11/5/2009	10	84	5	99	64	19	0	3	86	185
11/6/2009	4	32	3	39	61	25	4	3	89	132
11/7/2009	3	4	5	12	28	0	0	2	30	42
11/8/2009	1	7	4	12	48	0	0	2	50	62
11/9/2009	1	100	7	108	39	22	4	4	65	177
11/10/2009	3	89	7	99	43	23	0	0	66	165
11/11/2009	3	27	2	32	43	26	0	6	75	107
11/12/2009	3	77	1	81	32	25	1	1	58	140
11/13/2009	12	37	9	58	46	32	0	9	87	145
11/14/2009	0	9	1	10	35	5	1	1	41	52
11/15/2009	0	8	1	9	39	1	2	0	40	51
11/16/2009	1	85	18	104	31	23	0	0	54	158
11/17/2009	7	98	19	124	56	18	3	10	84	211
11/18/2009	11	91	9	111	39	22	2	0	61	174
11/19/2009	6	51	7	64	46	16	1	1	63	128
11/20/2009	2	51	4	57	46	36	3	3	85	145
11/21/2009	0	11	3	14	53	2	1	8	63	78
11/22/2009	0	16	1	17	37	0	6	7	44	67
11/23/2009	0	98	2	100	60	23	5	6	89	194
11/24/2009	5	82	2	89	46	31	0	4	81	170
11/25/2009	8	25	10	43	46	18	4	2	66	113
11/26/2009	0	2	3	5	67	2	3	8	77	85
11/27/2009	2	17	2	21	195	11	2	2	208	231
11/28/2009	0	8	1	9	151	7	1	0	158	168
11/29/2009	0	6	1	7	44	1	3	6	51	61
11/30/2009	3	100	6	109	44	31	1	5	80	190
Total	100	1,448	149	1,697	1,645	506	49	106	2,257	4,003
Percent	2.50%	36.17%	3.72%	42.39%	41.09%	12.64%	1.22%	2.65%	56.38%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	27	0.60%
Airport	1	0.02%
Merced College	14	0.31%
Downtown (Court	30	0.67%
Amtrak	533	11.82%
Transpo	169	3.75%
Catheys Valley	98	2.17%
MPMidtown	103	2.28%
Roadside Rest	512	11.36%
MPVstrCenter	171	3.79%
KOA	64	1.42%
MidPines	214	4.75%
MPPO	184	4.08%
Bug Hostel	277	6.14%
Cedar Lodge	63	1.40%
NPS Maintenance	307	6.81%
Barium Mine Rd	114	2.53%
El Portal PO	207	4.59%
YV Lodge	116	2.57%
YosVCenter	474	10.51%
Curry Village	309	6.85%
Ahwahnee	72	1.60%
YosLodge	399	8.85%
UC Merced	51	1.13%
Totals	4509	100.00%

LOAD FACTOR ANALYSIS : 11/1/2009 - 11/30/2009

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 11/1/2009 through 11/30/2009. 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	
01C	912	430	47.15%	Inbound 5:25 am from Catheys Valley to YV
02C	1,440	524	36.39%	Inbound 5:58 am from Catheys Valley to YV
03B	1,330	398	29.92%	Inbound 7:00am Service to YV from Merced
04B	882	247	28.00%	Inbound 8:45am Service to YV from Merced
5B2	1,460	411	28.15%	Inbound Service 10:45am to YV from Merced
6.1	1,406	270	19.20%	Inbound 5pm Service to Midpines from Merced
07	494	207	41.90%	Outbound 6:30am Service from Hostel to Merced
08B	1,418	425	29.97%	Outbound 10:00am Service from YV to Merced
9B2	1,440	727	50.49%	Outbound 4:15 pm Service from YV to Merced
10B	882	285	32.31%	Outbound 4:35 pm Service from YV to Mariposa
11B1	1,330	421	31.65%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,460	164	11.23%	Outbound 5:45 pm Service from YV to Merced
Total	14,454	4,509	31.20%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C	912	430	47.15%	Inbound 5:25 am from Catheys Valley to YV
02C	912	453	49.67%	Inbound 5:58 am from Catheys Valley to YV
03B	890	274	30.79%	Inbound 7:00am Service to YV from Merced
04B	538	134	24.91%	Inbound 8:45am Service to YV from Merced
5B2	932	236	25.32%	Inbound Service 10:45am to YV from Merced
6.1	890	230	25.84%	Inbound 5pm Service to Midpines from Merced
07	494	207	41.90%	Outbound 6:30am Service from Hostel to Merced
08B	912	307	33.66%	Outbound 10:00am Service from YV to Merced
9B2	912	548	60.09%	Outbound 4:15 pm Service from YV to Merced
10B	538	229	42.57%	Outbound 4:35 pm Service from YV to Mariposa
11B1	890	291	32.70%	Outbound 5:20 pm Service from YV to Merced
12.2B	932	117	12.55%	Outbound 5:45 pm Service from YV to Merced
Total	9,752	3,456	35.44%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C	528	71	13.45%	Inbound 5:58 am from Catheys Valley to YV
03B	440	124	28.18%	Inbound 7:00am Service to YV from Merced
04B	344	113	32.85%	Inbound 8:45am Service to YV from Merced
5B2	528	175	33.14%	Inbound Service 10:45am to YV from Merced
6.1	516	40	7.75%	Inbound 5pm Service to Midpines from Merced
08B	506	118	23.32%	Outbound 10:00am Service from YV to Merced
9B2	528	179	33.90%	Outbound 4:15 pm Service from YV to Merced
10B	344	56	16.28%	Outbound 4:35 pm Service from YV to Mariposa
11B1	440	130	29.55%	Outbound 5:20 pm Service from YV to Merced
12.2B	528	47	8.90%	Outbound 5:45 pm Service from YV to Merced
Total	4,702	1,053	22.39%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C	912	430	47.15%	Inbound 5:25 am from Catheys Valley to YV
02C	1,440	524	36.39%	Inbound 5:58 am from Catheys Valley to YV
03B	1,330	396	29.77%	Inbound 7:00am Service to YV from Merced
04B	882	183	20.75%	Inbound 8:45am Service to YV from Merced
5B2	1,460	226	15.48%	Inbound Service 10:45am to YV from Merced
6.1	1,406	246	17.50%	Inbound 5pm Service to Midpines from Merced
07	494	203	41.09%	Outbound 6:30am Service from Hostel to Merced
08B	1,418	317	22.36%	Outbound 10:00am Service from YV to Merced
9B2	1,440	646	44.86%	Outbound 4:15 pm Service from YV to Merced
10B	882	285	32.31%	Outbound 4:35 pm Service from YV to Mariposa
11B1	1,330	410	30.83%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,460	137	9.38%	Outbound 5:45 pm Service from YV to Merced
Total	14,454	4,003	27.69%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C	912	430	47.15%	Inbound 5:25 am from Catheys Valley to YV
02C	912	453	49.67%	Inbound 5:58 am from Catheys Valley to YV
03B	890	273	30.67%	Inbound 7:00am Service to YV from Merced
04B	538	110	20.45%	Inbound 8:45am Service to YV from Merced
5B2	932	137	14.70%	Inbound Service 10:45am to YV from Merced
6.1	890	215	24.16%	Inbound 5pm Service to Midpines from Merced
07	494	203	41.09%	Outbound 6:30am Service from Hostel to Merced
08B	912	234	25.66%	Outbound 10:00am Service from YV to Merced
9B2	912	501	54.93%	Outbound 4:15 pm Service from YV to Merced
10B	538	229	42.57%	Outbound 4:35 pm Service from YV to Mariposa
11B1	890	291	32.70%	Outbound 5:20 pm Service from YV to Merced
12.2B	932	108	11.59%	Outbound 5:45 pm Service from YV to Merced
Total	9,752	3,184	32.65%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C	528	71	13.45%	Inbound 5:58 am from Catheys Valley to YV
03B	440	123	27.95%	Inbound 7:00am Service to YV from Merced
04B	344	73	21.22%	Inbound 8:45am Service to YV from Merced
5B2	528	89	16.86%	Inbound Service 10:45am to YV from Merced
6.1	516	31	6.01%	Inbound 5pm Service to Midpines from Merced
08B	506	83	16.40%	Outbound 10:00am Service from YV to Merced
9B2	528	145	27.46%	Outbound 4:15 pm Service from YV to Merced
10B	344	56	16.28%	Outbound 4:35 pm Service from YV to Mariposa
11B1	440	119	27.05%	Outbound 5:20 pm Service from YV to Merced
12.2B	528	29	5.49%	Outbound 5:45 pm Service from YV to Merced
Total	4,702	819	17.42%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 11/1/2009 through 11/30/2009.

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C	14	337	5	35	1	0	38	0	430
02C	28	369	43	49	2	3	30	0	524
03B	6	60	10	225	0	17	78	2	398
04B	13	10	13	108	8	20	11	64	247
07	0	0	1	69	3	1	129	4	207
08B	1	9	1	261	9	20	16	108	425
10B	4	169	23	75	1	6	7	0	285
11B1	11	188	15	168	2	5	21	11	421
12.2B	0	55	4	60	0	8	10	27	164
5B2	2	3	5	189	5	10	12	185	411
6.1	0	0	9	134	7	3	93	24	270
9B2	21	248	20	272	11	13	61	81	727
Total	100	1,448	149	1,645	49	106	506	506	4,509
Percent	2.22%	32.11%	3.30%	36.48%	1.09%	2.35%	11.22%	11.22%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C	14	337	5	35	1	0	38	0	430
02C	27	336	38	26	2	1	23	0	453
03B	5	55	7	131	0	10	65	1	274
04B	10	9	9	61	2	13	6	24	134
07	0	0	1	69	3	1	129	4	207
08B	0	8	1	192	6	13	14	73	307
10B	4	158	20	38	1	2	6	0	229
11B1	10	170	13	80	0	2	16	0	291
12.2B	0	49	4	43	0	3	9	9	117
5B2	2	2	4	111	4	5	9	99	236
6.1	0	0	7	109	4	3	92	15	230
9B2	18	238	18	153	8	12	54	47	548
Total	90	1,362	127	1,048	31	65	461	272	3,456
Percent	2.60%	39.41%	3.67%	30.32%	0.90%	1.88%	13.34%	7.87%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02C	1	33	5	23	0	2	7	0	71
03B	1	5	3	94	0	7	13	1	124
04B	3	1	4	47	6	7	5	40	113
08B	1	1	0	69	3	7	2	35	118
10B	0	11	3	37	0	4	1	0	56
11B1	1	18	2	88	2	3	5	11	130
12.2B	0	6	0	17	0	5	1	18	47
5B2	0	1	1	78	1	5	3	86	175
6.1	0	0	2	25	3	0	1	9	40
9B2	3	10	2	119	3	1	7	34	179
Total	10	86	22	597	18	41	45	234	1,053
Percent	0.95%	8.17%	2.09%	56.70%	1.71%	3.89%	4.27%	22.22%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C	14	337	5	35	1	0	38	430
02C	28	369	43	49	2	3	30	524
03B	6	60	10	225	0	17	78	396
04B	13	10	13	108	8	20	11	183
07	0	0	1	69	3	1	129	203
08B	1	9	1	261	9	20	16	317
10B	4	169	23	75	1	6	7	285
11B1	11	188	15	168	2	5	21	410
12.2B	0	55	4	60	0	8	10	137
5B2	2	3	5	189	5	10	12	226
6.1	0	0	9	134	7	3	93	246
9B2	21	248	20	272	11	13	61	646
Total	100	1,448	149	1,645	49	106	506	4,003
Percent	2.50%	36.17%	3.72%	41.09%	1.22%	2.65%	12.64%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C	14	337	5	35	1	0	38	430
02C	27	336	38	26	2	1	23	453
03B	5	55	7	131	0	10	65	273
04B	10	9	9	61	2	13	6	110
07	0	0	1	69	3	1	129	203
08B	0	8	1	192	6	13	14	234
10B	4	158	20	38	1	2	6	229
11B1	10	170	13	80	0	2	16	291
12.2B	0	49	4	43	0	3	9	108
5B2	2	2	4	111	4	5	9	137
6.1	0	0	7	109	4	3	92	215
9B2	18	238	18	153	8	12	54	501
Total	90	1,362	127	1,048	31	65	461	3,184
Percent	2.83%	42.78%	3.99%	32.91%	0.97%	2.04%	14.48%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02C	1	33	5	23	0	2	7	71
03B	1	5	3	94	0	7	13	123
04B	3	1	4	47	6	7	5	73
08B	1	1	0	69	3	7	2	83
10B	0	11	3	37	0	4	1	56
11B1	1	18	2	88	2	3	5	119
12.2B	0	6	0	17	0	5	1	29
5B2	0	1	1	78	1	5	3	89
6.1	0	0	2	25	3	0	1	31
9B2	3	10	2	119	3	1	7	145
Total	10	86	22	597	18	41	45	819
Percent	1.22%	10.50%	2.69%	72.89%	2.20%	5.01%	5.49%	100.00%

OPERATING STATISTICS

REVENUE MILES 11/01/09 - 11/30/09

From 11/01/09 through 11/30/09 VIA HWY 140 operated a total of 25,800 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Catheys Valley	01C	19	69	1,311
	Catheys Valley	02C	19	69	1,311
	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
Total Mileage					17,176

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Catheys Valley	02C	9	69	621
	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					7,056

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Holidays					
	Catheys Valley	02C	2	69	138
	Merced	03B	2	87	174
	Merced	04B	2	87	174
	Merced	5B2	2	87	174
	Merced	6.1	2	51	102
	Yosemite	08B	2	87	174
	Yosemite	10B	2	55	110
	Yosemite	11B1	2	87	174
	Yosemite	12.2B	2	87	174
	Yosemite	9B2	2	87	174
Total Mileage					1,568
Grand Total					25,800
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					25,800

REVENUE HOURS

From 11/01/09 through 11/30/09 VIA HWY 140 provided a total of 830.70 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Catheys Valley	01C	19	2.00	38.00
	Catheys Valley	02C	19	1.90	36.10
	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
Total Hours					549.10

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Catheys Valley	02C	9	1.90	17.10
	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					230.40

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Holidays					
	Catheys Valley	02C	2	1.90	3.80
	Merced	03B	2	2.90	5.80
	Merced	04B	2	3.10	6.20
	Merced	5B2	2	2.90	5.80
	Merced	6.1	2	1.60	3.20
	Yosemite	08B	2	3.10	6.20
	Yosemite	10B	2	1.70	3.40
	Yosemite	11B1	2	2.90	5.80
	Yosemite	12.2B	2	2.90	5.80
	Yosemite	9B2	2	2.60	5.20
Total Hours					51.20
Grand Total					830.70
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					830.70

Passengers Left / Wheelchair Usage

Multi-Use Passes

Run Date	Route	Total Left
11/18/2009	02C	5
11/21/2009	04B	2
11/22/2009	04B	2
11/23/2009	04B	2
11/27/2009	12.2B	13
11/27/2009	01C	26
11/27/2009	02C	6
11/27/2009	10B	19
11/27/2009	03B	27
11/28/2009	9B2	20
11/28/2009	02C	4
11/28/2009	03B	26
11/28/2009	04B	6
11/28/2009	10B	11
11/28/2009	11B1	21
11/28/2009	5B2	13
	Grand Total	203

Wheel Chair

Run Date	Route	Total Left
11/15/2009	9B2	1
	Grand Total	1

ACCIDENTS/INCIDENTS

There were zero (0) accidents/incidents on VIA YARTS vehicle during the month of November 1 - 30, 2009.

ROAD CALLS

There were zero (0) road calls during the month of November 1 - 30, 2009.

SERVICE DELAYS

There were six (6) service delays during the month of November 1 - 30, 2009.

Hwy 140

11/4/09	Run 4	Service delayed 15 minutes due to mechanical problem. See "Missed Runs".
	Run 12	Service delayed 16 minutes due to passenger missing the bus. Bus was rerouted back to the lodge for pickup.
11/10/09	Run 5	Service delayed 20 minutes due to late train arrival.
11/16/09	Run 5	Service delayed 20 minutes due to late train arrival.
11/19/09	Run 3	Service delay 15 minutes due to mechanical problem. See "Missed Runs".
11/26/09	Run 4	Service delayed 9 minutes due to passenger loading and baggage.

Mammoth:

Not running

MISSED RUNS

There were two (2) missed VIA YARTS trips during the period of November 1 - 30, 2009.

Hwy 140:

11/4/09	Run 4	Service delayed 15 minutes due to mechanical problem.
11/19/09	Run 3	Service delay 15 minutes due to mechanical problem.

Mammoth:

None

EXTRA TRIPS

There were zero (0) extra Highway 140 VIA YARTS trips chargeable to YARTS operating during the period of November 1 - 30, 2009.

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 **182** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from November 1 - 30, 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.
- 9 Calls received on Mammoth Lake schedule information.
- 0 Calls received on Coulterville schedule information.
- 6 Calls received on park information (lodging, tours, camping, etc.)
- 29 Miscellaneous calls (lost & found, hang up calls, etc.)
- 0 Calls received as customer complaints.
- 182** Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were zero (0) customer complaints received by phone and correspondence during the month of November 1 - 30, 2009.

OTHER

Wheel Chair Request

There was one (1) wheelchair request for the month of November 1 – 30, 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.

Traffic Delays

There were 8- to 15- minute delays on several runs due to traffic and weather during the month of November 1 – 30, 2009.