



May 6, 2010

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

**RE: YARTS Monthly Report: April 1 - 30, 2010**

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 April 1 - 30, 2010.

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 4/1/2010 to 4/30/2010

A total of 6596 passengers were carried on the HWY 140 system by VIA. Of these, 1074 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
4/1/2010	0	83	0	83	107	6	36	4	42	191	278
4/2/2010	5	45	0	50	81	2	19	3	73	175	228
4/3/2010	1	4	0	5	134	6	5	9	21	166	180
4/4/2010	0	10	0	10	45	0	3	1	34	82	93
4/5/2010	2	90	3	95	135	14	17	23	46	212	330
4/6/2010	3	112	15	130	82	7	16	8	14	119	257
4/7/2010	4	90	4	98	86	7	38	17	25	156	271
4/8/2010	1	74	8	83	104	4	25	18	31	164	265
4/9/2010	4	51	8	63	82	3	21	16	85	191	270
4/10/2010	0	1	0	1	75	5	2	4	39	121	126
4/11/2010	2	14	1	17	67	3	1	8	21	92	117
4/12/2010	4	97	3	104	111	4	25	0	67	207	311
4/13/2010	2	100	11	113	105	1	26	2	27	159	274
4/14/2010	8	88	12	108	94	10	29	0	23	156	264
4/15/2010	0	72	17	89	64	3	32	5	17	116	210
4/16/2010	13	45	10	68	71	0	12	3	48	131	202
4/17/2010	3	14	1	18	53	1	3	2	23	80	100
4/18/2010	0	7	1	8	116	3	5	2	17	141	151
4/19/2010	5	89	8	102	67	3	21	3	31	122	227
4/20/2010	3	87	4	94	61	3	35	2	14	113	209
4/21/2010	0	100	12	112	69	18	18	0	23	128	240
4/22/2010	1	71	11	83	73	8	28	2	12	121	206
4/23/2010	26	42	5	73	88	25	9	3	91	213	289
4/24/2010	9	18	2	29	77	4	2	4	26	109	142
4/25/2010	11	23	0	34	73	2	4	2	84	163	199
4/26/2010	10	89	17	116	77	2	22	3	36	137	256
4/27/2010	17	115	7	139	64	0	31	1	21	116	256
4/28/2010	5	98	9	112	53	5	28	3	31	117	232
4/29/2010	5	83	9	97	74	0	28	4	19	121	222
4/30/2010	8	58	6	72	60	1	21	4	33	115	191
<b>Total</b>	152	1,870	184	2,206	2,448	150	562	156	1,074	4,234	6,596
<b>Percent</b>	2.30%	28.35%	2.79%	33.44%	37.11%	2.27%	8.52%	2.37%	16.28%	64.19%	100.00%

## Ridership Excluding Amtrak

Date	YCS	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
4/1/2010	0	83	0	83	107	36	4	6	149	236
4/2/2010	5	45	0	50	81	19	3	2	102	155
4/3/2010	1	4	0	5	134	5	9	6	145	159
4/4/2010	0	10	0	10	45	3	1	0	48	59
4/5/2010	2	90	3	95	135	17	23	14	166	284
4/6/2010	3	112	15	130	82	16	8	7	105	243
4/7/2010	4	90	4	98	86	38	17	7	131	246
4/8/2010	1	74	8	83	104	25	18	4	133	234
4/9/2010	4	51	8	63	82	21	16	3	106	185
4/10/2010	0	1	0	1	75	2	4	5	82	87
4/11/2010	2	14	1	17	67	1	8	3	71	96
4/12/2010	4	97	3	104	111	25	0	4	140	244
4/13/2010	2	100	11	113	105	26	2	1	132	247
4/14/2010	8	88	12	108	94	29	0	10	133	241
4/15/2010	0	72	17	89	64	32	5	3	99	193
4/16/2010	13	45	10	68	71	12	3	0	83	154
4/17/2010	3	14	1	18	53	3	2	1	57	77
4/18/2010	0	7	1	8	116	5	2	3	124	134
4/19/2010	5	89	8	102	67	21	3	3	91	196
4/20/2010	3	87	4	94	61	35	2	3	99	195
4/21/2010	0	100	12	112	69	18	0	18	105	217
4/22/2010	1	71	11	83	73	28	2	8	109	194
4/23/2010	26	42	5	73	88	9	3	25	122	198
4/24/2010	9	18	2	29	77	2	4	4	83	116
4/25/2010	11	23	0	34	73	4	2	2	79	115
4/26/2010	10	89	17	116	77	22	3	2	101	220
4/27/2010	17	115	7	139	64	31	1	0	95	235
4/28/2010	5	98	9	112	53	28	3	5	86	201
4/29/2010	5	83	9	97	74	28	4	0	102	203
4/30/2010	8	58	6	72	60	21	4	1	82	158
<b>Total</b>	152	1,870	184	2,206	2,448	562	156	150	3,160	5,522
<b>Percent</b>	2.75%	33.86%	3.33%	39.95%	44.33%	10.18%	2.83%	2.72%	57.23%	100.00%

## Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	11	0.17%
Airport	2	0.03%
Merced College	31	0.47%
Mall (PG&E)	3	0.05%
Downtown (Court	31	0.47%
Amtrak	834	12.64%
Transpo	235	3.56%
Catheys Valley	79	1.20%
MPMidtown	235	3.56%
Roadside Rest	665	10.08%
MPVstrCenter	271	4.11%
KOA	246	3.73%
MidPines	223	3.38%
MPPO	205	3.11%
Bug Hostel	391	5.93%
Cedar Lodge	81	1.23%
NPS Maintenance	335	5.08%
Barium Mine Rd	179	2.71%
El Portal PO	294	4.46%
YV Lodge	215	3.26%
YosVCenter	798	12.10%
Curry Village	474	7.19%
Ahwahnee	49	0.74%
YosLodge	669	10.14%
UC Merced	40	0.61%
<b>Totals</b>	<b>6596</b>	<b>100.00%</b>

**LOAD FACTOR ANALYSIS : 4/1/2010 - 4/30/2010**

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 4/1/2010 through 4/30/2010. 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.1	1,066	528	49.53%	Inbound 5:25am from Catheys Valley to YV
02C.1	1,440	701	48.68%	Inbound 5:58am from Catheys Valley to YV
03B	1,348	660	48.96%	Inbound 7:00am Service to YV from Merced
04B	1,020	481	47.16%	Inbound 8:45am Service to YV from Merced
5B3	1,460	649	44.45%	Inbound Service 10:45am to YV from Merced
Ex 5B3	99	85	85.86%	Inbound Extra Svs 10:45am from Merced to YV
6.1A	1,414	320	22.63%	Inbound 5pm service to Midpines from Merced
07A	572	211	36.89%	Outbound 6:30am from Hostel to Merced
08B	1,380	469	33.99%	Outbound 10:00am Service from YV to Merced
9B4	164	119	72.56%	Outbound Extra Svs 4:00pm from YV to Merced
9B3	1,440	1,045	72.57%	Outbound 4:15pm from YV to Merced
10B.1	1,020	491	48.14%	Outbound 4:35pm from YV to Mariposa
11B1	1,396	606	43.41%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,460	231	15.82%	Outbound 5:45 pm Service from YV to Merced
<b>Total</b>	<b>15,279</b>	<b>6,596</b>	<b>43.17%</b>	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.1	1,066	528	49.53%	Inbound 5:25am from Catheys Valley to YV
02C.1	1,056	625	59.19%	Inbound 5:58am from Catheys Valley to YV
03B	1,056	525	49.72%	Inbound 7:00am Service to YV from Merced
04B	790	356	45.06%	Inbound 8:45am Service to YV from Merced
5B3	1,069	503	47.05%	Inbound Service 10:45am to YV from Merced
Ex 5B3	99	85	85.86%	Inbound Extra Svs 10:45am from Merced to YV
6.1A	1,052	275	26.14%	Inbound 5pm service to Midpines from Merced
07A	572	211	36.89%	Outbound 6:30am from Hostel to Merced
08B	1,066	350	32.83%	Outbound 10:00am Service from YV to Merced
9B4	106	65	61.32%	Outbound Extra Svs 4:00pm from YV to Merced
9B3	1,056	846	80.11%	Outbound 4:15pm from YV to Merced
10B.1	790	428	54.18%	Outbound 4:35pm from YV to Mariposa
11B1	1,056	523	49.53%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,069	168	15.72%	Outbound 5:45 pm Service from YV to Merced
<b>Total</b>	<b>11,903</b>	<b>5,488</b>	<b>46.11%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.1	384	76	19.79%	Inbound 5:58am from Catheys Valley to YV
03B	292	135	46.23%	Inbound 7:00am Service to YV from Merced
04B	230	125	54.35%	Inbound 8:45am Service to YV from Merced
5B3	391	146	37.34%	Inbound Service 10:45am to YV from Merced
6.1A	362	45	12.43%	Inbound 5pm service to Midpines from Merced
08B	314	119	37.90%	Outbound 10:00am Service from YV to Merced
9B4	58	54	93.10%	Outbound Extra Svs 4:00pm from YV to Merced
9B3	384	199	51.82%	Outbound 4:15pm from YV to Merced
10B.1	230	63	27.39%	Outbound 4:35pm from YV to Mariposa
11B1	340	83	24.41%	Outbound 5:20 pm Service from YV to Merced
12.2B	391	63	16.11%	Outbound 5:45 pm Service from YV to Merced
<b>Total</b>	<b>3,376</b>	<b>1,108</b>	<b>32.82%</b>	

## WITHOUT AMTRAK

### Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C.1	1,066	528	49.53%	Inbound 5:25am from Catheys Valley to YV
02C.1	1,440	701	48.68%	Inbound 5:58am from Catheys Valley to YV
03B	1,348	656	48.66%	Inbound 7:00am Service to YV from Merced
04B	1,020	385	37.75%	Inbound 8:45am Service to YV from Merced
5B3	1,460	308	21.10%	Inbound Service 10:45am to YV from Merced
6.1A	1,414	295	20.86%	Inbound 5pm service to Midpines from Merced
07A	572	210	36.71%	Outbound 6:30am from Hostel to Merced
08B	1,380	292	21.16%	Outbound 10:00am Service from YV to Merced
9B4	164	2	1.22%	Outbound Extra Svs 4:00pm from YV to Merced
9B3	1,440	859	59.65%	Outbound 4:15pm from YV to Merced
10B.1	1,020	488	47.84%	Outbound 4:35pm from YV to Mariposa
11B1	1,396	585	41.91%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,460	213	14.59%	Outbound 5:45 pm Service from YV to Merced
<b>Total</b>	<b>15,180</b>	<b>5,522</b>	<b>36.38%</b>	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.1	1,066	528	49.53%	Inbound 5:25am from Catheys Valley to YV
02C.1	1,056	625	59.19%	Inbound 5:58am from Catheys Valley to YV
03B	1,056	523	49.53%	Inbound 7:00am Service to YV from Merced
04B	790	285	36.08%	Inbound 8:45am Service to YV from Merced
5B3	1,069	236	22.08%	Inbound Service 10:45am to YV from Merced
6.1A	1,052	260	24.71%	Inbound 5pm service to Midpines from Merced
07A	572	210	36.71%	Outbound 6:30am from Hostel to Merced
08B	1,066	220	20.64%	Outbound 10:00am Service from YV to Merced
9B4	106	2	1.89%	Outbound Extra Svs 4:00pm from YV to Merced
9B3	1,056	690	65.34%	Outbound 4:15pm from YV to Merced
10B.1	790	425	53.80%	Outbound 4:35pm from YV to Mariposa
11B1	1,056	513	48.58%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,069	162	15.15%	Outbound 5:45 pm Service from YV to Merced
<b>Total</b>	<b>11,804</b>	<b>4,679</b>	<b>39.64%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.1	384	76	19.79%	Inbound 5:58am from Catheys Valley to YV
03B	292	133	45.55%	Inbound 7:00am Service to YV from Merced
04B	230	100	43.48%	Inbound 8:45am Service to YV from Merced
5B3	391	72	18.41%	Inbound Service 10:45am to YV from Merced
6.1A	362	35	9.67%	Inbound 5pm service to Midpines from Merced
08B	314	72	22.93%	Outbound 10:00am Service from YV to Merced
9B3	384	169	44.01%	Outbound 4:15pm from YV to Merced
10B.1	230	63	27.39%	Outbound 4:35pm from YV to Mariposa
11B1	340	72	21.18%	Outbound 5:20 pm Service from YV to Merced
12.2B	391	51	13.04%	Outbound 5:45 pm Service from YV to Merced
<b>Total</b>	<b>3,318</b>	<b>843</b>	<b>25.41%</b>	

## **PASSENGER FARES BY TYPE**

Below please find a breakdown of passenger fares recorded by VIA for YARTS runs for April 01 through April 30, 2010.

### **Daily - All Routes**

<b>Run</b>	<b>YCS</b>	<b>NPS</b>	<b>Other</b>	<b>Adult</b>	<b>Child Free</b>	<b>Sr/Child</b>	<b>Commuter</b>	<b>Amtrak</b>	<b>Total</b>
01C.1	11	466	7	18	1	2	23	0	528
02C.1	12	468	56	103	13	5	44	0	701
03B	11	62	28	408	22	36	89	4	660
04B	32	22	1	270	30	22	8	96	481
07A	0	0	0	77	0	0	133	1	211
08B	6	7	2	240	7	13	17	177	469
10B.1	12	271	21	132	19	14	19	3	491
11B1	33	237	23	240	12	8	32	21	606
12.2B	14	66	7	116	2	3	5	18	231
5B3	4	8	3	253	18	8	14	341	649
6.1A	0	0	6	174	4	5	106	25	320
9B3	17	263	30	415	28	34	72	186	1045
9B4	0	0	0	2	0	0	0	117	119
Ex 5B3	0	0	0	0	0	0	0	85	85
<b>Total</b>	152	1,870	184	2,448	156	150	562	1,074	6,596
<b>Percent</b>	2.30%	28.35%	2.79%	37.11%	2.37%	2.27%	8.52%	16.28%	100.00%

## Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.1	11	466	7	18	1	2	23	0	528
02C.1	7	439	55	71	13	3	37	0	625
03B	9	58	27	300	15	33	81	2	525
04B	26	22	1	184	25	20	7	71	356
07A	0	0	0	77	0	0	133	1	211
08B	6	7	2	171	7	10	17	130	350
10B.1	11	260	20	88	14	13	19	3	428
11B1	26	215	23	201	10	6	32	10	523
12.2B	14	58	5	80	1	0	4	6	168
5B3	4	8	3	190	14	5	12	267	503
6.1A	0	0	6	139	4	5	106	15	275
9B3	12	246	30	287	20	29	66	156	846
9B4	0	0	0	2	0	0	0	63	65
Ex 5B3	0	0	0	0	0	0	0	85	85
<b>Total</b>	126	1,779	179	1,808	124	126	537	809	5,488
<b>Percent</b>	2.30%	32.42%	3.26%	32.94%	2.26%	2.30%	9.78%	14.74%	100.00%

### Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02C.1	5	29	1	32	0	2	7	0	76
03B	2	4	1	108	7	3	8	2	135
04B	6	0	0	86	5	2	1	25	125
08B	0	0	0	69	0	3	0	47	119
10B.1	1	11	1	44	5	1	0	0	63
11B1	7	22	0	39	2	2	0	11	83
12.2B	0	8	2	36	1	3	1	12	63
5B3	0	0	0	63	4	3	2	74	146
6.1A	0	0	0	35	0	0	0	10	45
9B3	5	17	0	128	8	5	6	30	199
9B4	0	0	0	0	0	0	0	54	54
<b>Total</b>	26	91	5	640	32	24	25	265	1,108
<b>Percent</b>	2.35%	8.21%	0.45%	57.76%	2.89%	2.17%	2.26%	23.92%	100.00%

**PASSENGER FARES BY TYPE EXCLUDING AMTRAK**

**Daily - All Routes**

<b>Run</b>	<b>YCS</b>	<b>NPS</b>	<b>Other</b>	<b>Adult</b>	<b>Child Free</b>	<b>Sr/Child</b>	<b>Commuter</b>	<b>Total</b>
01C.1	11	466	7	18	1	2	23	528
02C.1	12	468	56	103	13	5	44	701
03B	11	62	28	408	22	36	89	656
04B	32	22	1	270	30	22	8	385
07A	0	0	0	77	0	0	133	210
08B	6	7	2	240	7	13	17	292
10B.1	12	271	21	132	19	14	19	488
11B1	33	237	23	240	12	8	32	585
12.2B	14	66	7	116	2	3	5	213
5B3	4	8	3	253	18	8	14	308
6.1A	0	0	6	174	4	5	106	295
9B3	17	263	30	415	28	34	72	859
9B4	0	0	0	2	0	0	0	2
Ex 5B3	0	0	0	0	0	0	0	0
<b>Total</b>	152	1,870	184	2,448	156	150	562	5,522
<b>Percent</b>	2.75%	33.86%	3.33%	44.33%	2.83%	2.72%	10.18%	100.00%

## Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.1	11	466	7	18	1	2	23	528
02C.1	7	439	55	71	13	3	37	625
03B	9	58	27	300	15	33	81	523
04B	26	22	1	184	25	20	7	285
07A	0	0	0	77	0	0	133	210
08B	6	7	2	171	7	10	17	220
10B.1	11	260	20	88	14	13	19	425
11B1	26	215	23	201	10	6	32	513
12.2B	14	58	5	80	1	0	4	162
5B3	4	8	3	190	14	5	12	236
6.1A	0	0	6	139	4	5	106	260
9B3	12	246	30	287	20	29	66	690
9B4	0	0	0	2	0	0	0	2
Ex 5B3	0	0	0	0	0	0	0	0
<b>Total</b>	126	1,779	179	1,808	124	126	537	4,679
<b>Percent</b>	2.69%	38.02%	3.83%	38.64%	2.65%	2.69%	11.48%	100.00%

### Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02C.1	5	29	1	32	0	2	7	76
03B	2	4	1	108	7	3	8	133
04B	6	0	0	86	5	2	1	100
08B	0	0	0	69	0	3	0	72
10B.1	1	11	1	44	5	1	0	63
11B1	7	22	0	39	2	2	0	72
12.2B	0	8	2	36	1	3	1	51
5B3	0	0	0	63	4	3	2	72
6.1A	0	0	0	35	0	0	0	35
9B3	5	17	0	128	8	5	6	169
9B4	0	0	0	0	0	0	0	0
<b>Total</b>	26	91	5	640	32	24	25	843
<b>Percent</b>	3.08%	10.79%	0.59%	75.92%	3.80%	2.85%	2.97%	100.00%

OPERATING STATISTICS

**REVENUE MILES 04/01/10 - 04/30/10**

From 04/01/10 through 04/30/10 VIA HWY 140 operated a total of 26,595 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekdays</b>					
	Catheys Valley	01C.1	22	69	1,518
	Catheys Valley	02C.1	22	69	1,518
	Merced	03B	22	87	1,914
	Merced	04B	22	87	1,914
	Merced	5B3	22	87	1,914
	Merced	6.1A	22	51	1,122
	Merced	Ex 5B3	2	87	174
	Midpines	07A	22	51	1,122
	Yosemite	08B	22	87	1,914
	Yosemite	10B.1	22	55	1,210
	Yosemite	11B1	22	87	1,914
	Yosemite	12.2B	22	87	1,914
	Yosemite	9B3	22	87	1,914
	Yosemite	9B4	2	87	174
<b>Total Mileage</b>					<b>20,236</b>

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekends</b>					
	Catheys Valley	02C.1	8	69	552
	Merced	03B	8	87	696
	Merced	04B	8	87	696
	Merced	5B3	8	87	696
	Merced	6.1A	8	51	408
	Yosemite	08B	8	87	696
	Yosemite	10B.1	8	55	440
	Yosemite	11B1	8	87	696
	Yosemite	12.2B	8	87	696
	Yosemite	9B3	8	87	696
	Yosemite	9B4	1	87	87
<b>Total Mileage</b>					<b>6,359</b>
<b>Grand Total</b>					<b>26,595</b>
<b>Nonchargeable YARTS runs 5 and 9</b>					<b>0</b>
<b>Nonchargeable YARTS extras</b>					<b>0</b>
<b>YARTS Total</b>					<b>26,595</b>

**REVENUE HOURS**

From 04/01/10 through 04/30/10 VIA HWY 140 provided a total of 909.20 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekdays</b>					
	Catheys Valley	01C.1	22	2.25	49.50
	Catheys Valley	02C.1	22	2.25	49.50
	Merced	03B	22	2.90	63.80
	Merced	04B	22	3.10	68.20
	Merced	5B3	22	3.10	68.20
	Merced	6.1A	22	1.90	41.80
	Merced	Ex 5B3	2	3.10	6.20
	Midpines	07A	22	1.50	33.00
	Yosemite	08B	22	3.10	68.20
	Yosemite	10B.1	22	1.90	41.80
	Yosemite	11B1	22	2.90	63.80
	Yosemite	12.2B	22	2.90	63.80
	Yosemite	9B3	22	3.00	66.00
	Yosemite	9B4	2	3.00	6.00
<b>Total Hours</b>					<b>689.80</b>

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekends</b>					
	Catheys Valley	02C.1	8	2.25	18.00
	Merced	03B	8	2.90	23.20
	Merced	04B	8	3.10	24.80
	Merced	5B3	8	3.10	24.80
	Merced	6.1A	8	1.90	15.20
	Yosemite	08B	8	3.10	24.80
	Yosemite	10B.1	8	1.90	15.20
	Yosemite	11B1	8	2.90	23.20
	Yosemite	12.2B	8	2.90	23.20
	Yosemite	9B3	8	3.00	24.00
	Yosemite	9B4	1	3.00	3.00
<b>Total Hours</b>					<b>219.40</b>
<b>Grand Total</b>					<b>909.20</b>
<b>Nonchargeable YARTS runs 5 and 9</b>					<b>0.00</b>
<b>Nonchargeable YARTS extras</b>					<b>0.00</b>
<b>YARTS Total</b>					<b>909.20</b>

## Passengers Left / Wheelchair Usage

### Bus Full / # of Passengers Left

Run Date	Route	Total Left
4/3/2010	04B	8
	<b>Grand Total</b>	<b>8</b>

### Multi-Use Passes

Run Date	Route	Total Left
4/1/2010	04B	1
4/1/2010	11B1	1
4/1/2010	03B	2
4/2/2010	03B	1
4/6/2010	10B.1	2
4/7/2010	5B3	2
4/7/2010	04B	6
4/7/2010	10B.1	3
4/8/2010	5B3	2
4/8/2010	02C.1	3
4/8/2010	11B1	2
4/9/2010	04B	3
4/9/2010	10B.1	2
4/9/2010	5B3	1
4/10/2010	10B.1	1
4/10/2010	5B3	1
4/10/2010	9B3	3
4/12/2010	5B3	14
4/12/2010	04B	11
4/12/2010	9B3	4

4/12/2010	10B.1	13
4/13/2010	04B	3
4/13/2010	10B.1	1
4/13/2010	9B3	17
4/14/2010	9B3	12
4/16/2010	10B.1	4
4/17/2010	10B.1	2
4/18/2010	9B3	1
4/20/2010	9B3	11
4/23/2010	02C.1	2
4/26/2010	08B	1
4/26/2010	10B.1	3
4/29/2010	04B	20
4/29/2010	10B.1	20
4/29/2010	11B1	23
4/29/2010	5B3	24
4/30/2010	10B.1	1
	<b>Grand Total</b>	<b>223</b>

**Wheel Chair**

<b>Run Date</b>	<b>Route</b>	<b>Total Left</b>
4/23/2010	04B	1
	<b>Grand Total</b>	<b>1</b>

## **ACCIDENTS/INCIDENTS**

There were zero (0) accidents/incidents on VIA YARTS vehicle during the month of April 1 - 30, 2010.

## **ROAD CALLS**

There were zero (0) road calls during the month of April 1 - 30, 2010.

## **SERVICE DELAYS**

There were five (5) service delays during the month of April 1 - 30, 2010. Numerous additional service delays occurred due to icy roads, chain requirements, late winter weather conditions and continued construction near the Ahwahnee Hotel.

### **Hwy 140**

<b>4/4/10</b>	<b>Run 10</b>	Service delayed 4 minutes due to bear crossing.
<b>4/6/10</b>	<b>Run 11</b>	Service delayed on Foresta Road due to helicopter and emergency vehicle activity.
<b>4/8/10</b>	<b>Run 4</b>	Service delayed 15 minutes due to driver error. "See Missed Runs".
<b>4/28/10</b>	<b>Run 12</b>	Service delayed a few minutes at Catheys Valley due removal of one employee off the bus due to smoking on the bus.
<b>4/30/10</b>	<b>Run 6</b>	Service delayed 10 minutes in Merced due to explaining to passengers the bus did not go all the way to Yosemite.

### **Mammoth:**

Not running

## **MISSED RUNS**

There was one (1) missed VIA YARTS trips during the period of April 1 - 30, 2010.

### **Hwy 140:**

<b>4/8/10</b>	<b>Run 4</b>	Service delayed 15 minutes due to driver error.
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### **Mammoth:**

None

## **EXTRA TRIPS**

There were five (5) extra Highway 140 VIA YARTS trips chargeable to YARTS operating during the period of April 1 - 30, 2010.

## 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 **295** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from April 1 - 30, 2010. 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

- 159 Calls received on schedule issues and questions for Hwy 140 Corridor.
- 57 Calls received on Mammoth Lake schedule information.
- 1 Calls received on Coulterville schedule information.
- 9 Calls received on park information (lodging, tours, camping, etc.)
- 52 Miscellaneous calls (lost & found, hang up calls, etc.)
- 4 Calls received as customer complaints.
- 295** Total

## CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were four (4) complaints received by phone and correspondence during the month of April 1 - 30, 2010.

- |                |               |  |
|----------------|---------------|--|
| <b>4/5/10</b>  | <b>Run #7</b> | Received numerous calls from Cathey's Valley and Mariposa by riders looking for the bus.<br><br>Follow up with the driver revealed icy and snowy conditions prevailed requiring chains, thus causing service delay.  |
| <b>4/21/10</b> | <b>Run 12</b> | Received a call from a motorist who was travelling behind a YARTS bus a week prior saying that we were going up Briceburg Grade with 25 cars behind the bus going 29 mph. Caller felt the YARTS bus should have pulled over at the Octagon pull out rather than wait until the Hostel. |

Management followed up by calling the caller to inform him that management would contact the driver and advise the driver to allow cars to pass if they can safely pull over. Noted with the caller the Octagon is the only safe place to pull over on Briceburg Grade prior to reaching the Hostel.

**4/23/10**      **Run #5**      Caller was waiting at Yosemite View for the bus to Yosemite and said the bus just passed without stopping.

Follow up revealed two buses were required due to a large group arriving at Amtrak. Informed the caller the first bus was filled with the major portion of the group. The second bus was the regular YARTS shuttle. The caller missed the second bus while on the phone to the YARTS office. Sent an extra bus to Yosemite View to pick up the caller.

**4/26/10**      **Run #4**      Caller was waiting at the new Mariposa roadside rest but had nowhere to park because all the parking stalls were taken by all the food vendors. The caller had to find parking elsewhere and missed the run 4 bus and had to wait for the run 5 bus.

Followed up with management by passing on this information to MCAG who forwarded the information to the Mariposa Board.

## **OTHER**

### **Wheel Chair Request**

There was one (1) wheelchair request for the month of April 1 – 30, 2010. 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 several service delays from 16 to 21 minutes in duration due to chaining, traffic, and construction between the Ahwahnee Hotel and the Visitors Center during the month of April 1 – 30, 2010. Continued construction in the Ahwahnee Hotel area has forced the curtailment of service in the area until construction is complete.