



March 5, 2010

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

RE: YARTS Monthly Report: February 1 - 28, 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 February 1 - 28, 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 2/1/2010 to 2/28/2010

A total of 4773 passengers were carried on the HWY 140 system by VIA. Of these, 659 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
2/1/2010	11	77	4	92	38	7	24	1	18	87	180
2/2/2010	6	106	7	119	36	2	31	5	17	86	210
2/3/2010	8	95	13	116	59	7	32	0	15	113	229
2/4/2010	2	76	7	85	48	5	41	1	13	107	193
2/5/2010	5	34	7	46	44	1	24	0	19	88	134
2/6/2010	2	14	3	19	44	1	9	0	5	59	78
2/7/2010	5	9	1	15	35	3	2	0	24	64	79
2/8/2010	33	96	5	134	62	11	27	0	13	113	247
2/9/2010	16	99	11	126	31	2	30	0	5	68	194
2/10/2010	4	85	12	101	41	0	33	1	14	88	190
2/11/2010	10	68	8	86	39	6	28	4	13	86	176
2/12/2010	4	57	2	63	43	0	8	1	9	60	124
2/13/2010	2	13	6	21	67	3	4	2	26	100	123
2/14/2010	0	11	2	13	78	2	4	0	22	106	119
2/15/2010	3	13	1	17	86	3	15	2	26	130	149
2/16/2010	9	82	2	93	57	4	40	0	12	113	206
2/17/2010	0	95	15	110	44	4	41	3	24	113	226
2/18/2010	2	78	5	85	39	5	32	1	3	79	165
2/19/2010	6	44	8	58	36	6	20	1	46	108	167
2/20/2010	1	16	4	21	68	7	4	4	20	99	124
2/21/2010	0	7	3	10	67	5	1	0	48	121	131
2/22/2010	0	94	5	99	32	5	27	1	55	119	219
2/23/2010	2	104	9	115	48	2	47	4	23	120	239
2/24/2010	2	102	13	117	48	0	45	0	18	111	228
2/25/2010	5	100	15	120	45	3	35	0	36	119	239
2/26/2010	8	48	5	61	43	4	24	1	64	135	197
2/27/2010	1	9	0	10	38	1	1	0	54	94	104
2/28/2010	0	16	1	17	66	1	2	0	17	86	103
Total	147	1,648	174	1,969	1,382	100	631	32	659	2,772	4,773
Percent	3.08%	34.53%	3.65%	41.25%	28.95%	2.10%	13.22%	0.67%	13.81%	58.08%	100.00%

Ridership Excluding Amtrak

Date	YCS	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
2/1/2010	11	77	4	92	38	24	1	7	69	162
2/2/2010	6	106	7	119	36	31	5	2	69	193
2/3/2010	8	95	13	116	59	32	0	7	98	214
2/4/2010	2	76	7	85	48	41	1	5	94	180
2/5/2010	5	34	7	46	44	24	0	1	69	115
2/6/2010	2	14	3	19	44	9	0	1	54	73
2/7/2010	5	9	1	15	35	2	0	3	40	55
2/8/2010	33	96	5	134	62	27	0	11	100	234
2/9/2010	16	99	11	126	31	30	0	2	63	189
2/10/2010	4	85	12	101	41	33	1	0	74	176
2/11/2010	10	68	8	86	39	28	4	6	73	163
2/12/2010	4	57	2	63	43	8	1	0	51	115
2/13/2010	2	13	6	21	67	4	2	3	74	97
2/14/2010	0	11	2	13	78	4	0	2	84	97
2/15/2010	3	13	1	17	86	15	2	3	104	123
2/16/2010	9	82	2	93	57	40	0	4	101	194
2/17/2010	0	95	15	110	44	41	3	4	89	202
2/18/2010	2	78	5	85	39	32	1	5	76	162
2/19/2010	6	44	8	58	36	20	1	6	62	121
2/20/2010	1	16	4	21	68	4	4	7	79	104
2/21/2010	0	7	3	10	67	1	0	5	73	83
2/22/2010	0	94	5	99	32	27	1	5	64	164
2/23/2010	2	104	9	115	48	47	4	2	97	216
2/24/2010	2	102	13	117	48	45	0	0	93	210
2/25/2010	5	100	15	120	45	35	0	3	83	203
2/26/2010	8	48	5	61	43	24	1	4	71	133
2/27/2010	1	9	0	10	38	1	0	1	40	50
2/28/2010	0	16	1	17	66	2	0	1	69	86
Total	147	1,648	174	1,969	1,382	631	32	100	2,113	4,114
Percent	3.57%	40.06%	4.23%	47.86%	33.59%	15.34%	0.78%	2.43%	51.36%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	11	0.23%
Airport	4	0.08%
Merced College	53	1.11%
Downtown (Court	19	0.40%
Amtrak	643	13.47%
Transpo	185	3.88%
Catheys Valley	82	1.72%
MPMidtown	167	3.50%
Roadside Rest	735	15.40%
MPVstrCenter	145	3.04%
KOA	68	1.42%
MidPines	202	4.23%
MPPO	178	3.73%
Bug Hostel	148	3.10%
Cedar Lodge	41	0.86%
NPS Maintenance	441	9.24%
Barium Mine Rd	97	2.03%
El Portal PO	191	4.00%
YV Lodge	168	3.52%
YosVCenter	423	8.86%
Curry Village	184	3.86%
Ahwahnee	82	1.72%
YosLodge	472	9.89%
UC Merced	34	0.71%
Totals	4773	100.00%

LOAD FACTOR ANALYSIS : 2/1/2010 - 2/28/2010

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 2/1/2010 through 2/28/2010. 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	912	437	47.92%	Inbound 5:25 am from Catheys Valley to YV
02C	1,364	700	51.32%	Inbound 5:58 am from Catheys Valley to YV
03B	1,344	305	22.69%	Inbound 7:00am Service to YV from Merced
04B	750	256	34.13%	Inbound 8:45am Service to YV from Merced
5B3	1,332	493	37.01%	Inbound Service 10:45am to YV from Merced
6.1	1,278	263	20.58%	Inbound 5pm Service to Midpines from Merced
07	494	212	42.91%	Outbound 6:30am Service from Hostel to Merced
08B	1,344	361	26.86%	Outbound 10:00am Service from YV to Merced
9B2	1,364	752	55.13%	Outbound 4:15 pm Service from YV to Merced
10B	750	360	48.00%	Outbound 4:35 pm Service from YV to Mariposa
11B1	1,344	365	27.16%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,364	269	19.72%	Outbound 5:45 pm Service from YV to Merced
Total	13,640	4,773	34.99%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C	912	437	47.92%	Inbound 5:25 am from Catheys Valley to YV
02C	932	551	59.12%	Inbound 5:58 am from Catheys Valley to YV
03B	912	232	25.44%	Inbound 7:00am Service to YV from Merced
04B	516	172	33.33%	Inbound 8:45am Service to YV from Merced
5B3	890	339	38.09%	Inbound Service 10:45am to YV from Merced
6.1	890	212	23.82%	Inbound 5pm Service to Midpines from Merced
07	494	212	42.91%	Outbound 6:30am Service from Hostel to Merced
08B	912	251	27.52%	Outbound 10:00am Service from YV to Merced
9B2	932	609	65.34%	Outbound 4:15 pm Service from YV to Merced
10B	516	324	62.79%	Outbound 4:35 pm Service from YV to Mariposa
11B1	912	264	28.95%	Outbound 5:20 pm Service from YV to Merced
12.2B	922	160	17.35%	Outbound 5:45 pm Service from YV to Merced
Total	9,740	3,763	38.63%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C	432	149	34.49%	Inbound 5:58 am from Catheys Valley to YV
03B	432	73	16.90%	Inbound 7:00am Service to YV from Merced
04B	234	84	35.90%	Inbound 8:45am Service to YV from Merced
5B3	442	154	34.84%	Inbound Service 10:45am to YV from Merced
6.1	388	51	13.14%	Inbound 5pm Service to Midpines from Merced
08B	432	110	25.46%	Outbound 10:00am Service from YV to Merced
9B2	432	143	33.10%	Outbound 4:15 pm Service from YV to Merced
10B	234	36	15.38%	Outbound 4:35 pm Service from YV to Mariposa
11B1	432	101	23.38%	Outbound 5:20 pm Service from YV to Merced
12.2B	442	109	24.66%	Outbound 5:45 pm Service from YV to Merced
Total	3,900	1,010	25.90%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C	912	437	47.92%	Inbound 5:25 am from Catheys Valley to YV
02C	1,364	700	51.32%	Inbound 5:58 am from Catheys Valley to YV
03B	1,344	303	22.54%	Inbound 7:00am Service to YV from Merced
04B	750	176	23.47%	Inbound 8:45am Service to YV from Merced
5B3	1,332	227	17.04%	Inbound Service 10:45am to YV from Merced
6.1	1,278	250	19.56%	Inbound 5pm Service to Midpines from Merced
07	494	205	41.50%	Outbound 6:30am Service from Hostel to Merced
08B	1,344	245	18.23%	Outbound 10:00am Service from YV to Merced
9B2	1,364	645	47.29%	Outbound 4:15 pm Service from YV to Merced
10B	750	357	47.60%	Outbound 4:35 pm Service from YV to Mariposa
11B1	1,344	352	26.19%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,364	217	15.91%	Outbound 5:45 pm Service from YV to Merced
Total	13,640	4,114	30.16%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C	912	437	47.92%	Inbound 5:25 am from Catheys Valley to YV
02C	932	551	59.12%	Inbound 5:58 am from Catheys Valley to YV
03B	912	230	25.22%	Inbound 7:00am Service to YV from Merced
04B	516	110	21.32%	Inbound 8:45am Service to YV from Merced
5B3	890	180	20.22%	Inbound Service 10:45am to YV from Merced
6.1	890	200	22.47%	Inbound 5pm Service to Midpines from Merced
07	494	205	41.50%	Outbound 6:30am Service from Hostel to Merced
08B	912	188	20.61%	Outbound 10:00am Service from YV to Merced
9B2	932	540	57.94%	Outbound 4:15 pm Service from YV to Merced
10B	516	321	62.21%	Outbound 4:35 pm Service from YV to Mariposa
11B1	912	262	28.73%	Outbound 5:20 pm Service from YV to Merced
12.2B	922	122	13.23%	Outbound 5:45 pm Service from YV to Merced
Total	9,740	3,346	34.35%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C	432	149	34.49%	Inbound 5:58 am from Catheys Valley to YV
03B	432	73	16.90%	Inbound 7:00am Service to YV from Merced
04B	234	66	28.21%	Inbound 8:45am Service to YV from Merced
5B3	442	47	10.63%	Inbound Service 10:45am to YV from Merced
6.1	388	50	12.89%	Inbound 5pm Service to Midpines from Merced
08B	432	57	13.19%	Outbound 10:00am Service from YV to Merced
9B2	432	105	24.31%	Outbound 4:15 pm Service from YV to Merced
10B	234	36	15.38%	Outbound 4:35 pm Service from YV to Mariposa
11B1	432	90	20.83%	Outbound 5:20 pm Service from YV to Merced
12.2B	442	95	21.49%	Outbound 5:45 pm Service from YV to Merced
Total	3,900	768	19.69%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 2/1/2010 through 2/28/2010.

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C	9	382	8	8	0	0	30	0	437
02C	38	423	52	126	11	4	46	0	700
03B	1	51	4	141	1	12	93	2	305
04B	14	10	16	101	2	29	4	80	256
07	0	0	0	66	0	3	136	7	212
08B	1	7	0	175	7	12	43	116	361
10B	17	250	36	45	1	3	5	3	360
11B1	25	155	25	121	0	2	24	13	365
12.2B	7	69	4	128	0	4	5	52	269
5B3	11	0	1	187	3	8	17	266	493
6.1	0	0	0	124	5	5	116	13	263
9B2	24	301	28	160	2	18	112	107	752
Total	147	1,648	174	1,382	32	100	631	659	4,773
Percent	3.08%	34.53%	3.65%	28.95%	0.67%	2.10%	13.22%	13.81%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C	9	382	8	8	0	0	30	0	437
02C	34	378	46	46	10	3	34	0	551
03B	1	49	3	85	1	8	83	2	232
04B	11	9	13	49	0	25	3	62	172
07	0	0	0	66	0	3	136	7	212
08B	1	6	0	126	6	7	42	63	251
10B	17	231	33	31	1	3	5	3	324
11B1	24	137	21	60	0	2	18	2	264
12.2B	4	53	2	56	0	2	5	38	160
5B3	9	0	1	144	2	7	17	159	339
6.1	0	0	0	79	2	4	115	12	212
9B2	23	295	26	83	2	10	101	69	609
Total	133	1,540	153	833	24	74	589	417	3,763
Percent	3.53%	40.92%	4.07%	22.14%	0.64%	1.97%	15.65%	11.08%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02C	4	45	6	80	1	1	12	0	149
03B	0	2	1	56	0	4	10	0	73
04B	3	1	3	52	2	4	1	18	84
08B	0	1	0	49	1	5	1	53	110
10B	0	19	3	14	0	0	0	0	36
11B1	1	18	4	61	0	0	6	11	101
12.2B	3	16	2	72	0	2	0	14	109
5B3	2	0	0	43	1	1	0	107	154
6.1	0	0	0	45	3	1	1	1	51
9B2	1	6	2	77	0	8	11	38	143
Total	14	108	21	549	8	26	42	242	1,010
Percent	1.39%	10.69%	2.08%	54.36%	0.79%	2.57%	4.16%	23.96%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C	9	382	8	8	0	0	30	437
02C	38	423	52	126	11	4	46	700
03B	1	51	4	141	1	12	93	303
04B	14	10	16	101	2	29	4	176
07	0	0	0	66	0	3	136	205
08B	1	7	0	175	7	12	43	245
10B	17	250	36	45	1	3	5	357
11B1	25	155	25	121	0	2	24	352
12.2B	7	69	4	128	0	4	5	217
5B3	11	0	1	187	3	8	17	227
6.1	0	0	0	124	5	5	116	250
9B2	24	301	28	160	2	18	112	645
Total	147	1,648	174	1,382	32	100	631	4,114
Percent	3.57%	40.06%	4.23%	33.59%	0.78%	2.43%	15.34%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C	9	382	8	8	0	0	30	437
02C	34	378	46	46	10	3	34	551
03B	1	49	3	85	1	8	83	230
04B	11	9	13	49	0	25	3	110
07	0	0	0	66	0	3	136	205
08B	1	6	0	126	6	7	42	188
10B	17	231	33	31	1	3	5	321
11B1	24	137	21	60	0	2	18	262
12.2B	4	53	2	56	0	2	5	122
5B3	9	0	1	144	2	7	17	180
6.1	0	0	0	79	2	4	115	200
9B2	23	295	26	83	2	10	101	540
Total	133	1,540	153	833	24	74	589	3,346
Percent	3.97%	46.03%	4.57%	24.90%	0.72%	2.21%	17.60%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02C	4	45	6	80	1	1	12	149
03B	0	2	1	56	0	4	10	73
04B	3	1	3	52	2	4	1	66
08B	0	1	0	49	1	5	1	57
10B	0	19	3	14	0	0	0	36
11B1	1	18	4	61	0	0	6	90
12.2B	3	16	2	72	0	2	0	95
5B3	2	0	0	43	1	1	0	47
6.1	0	0	0	45	3	1	1	50
9B2	1	6	2	77	0	8	11	105
Total	14	108	21	549	8	26	42	768
Percent	1.82%	14.06%	2.73%	71.48%	1.04%	3.39%	5.47%	100.00%

OPERATING STATISTICS

REVENUE MILES 02/01/10 - 02/28/10

From 02/01/10 through 02/28/10 VIA HWY 140 operated a total of 24,232 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	5B3	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	8	69	552
	Merced	03B	8	87	696
	Merced	04B	8	87	696
	Merced	5B3	8	87	696
	Merced	6.1	8	51	408
	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					6,272

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Holidays					
	Catheys Valley	02C	1	69	69
	Merced	03B	1	87	87
	Merced	04B	1	87	87
	Merced	5B3	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					784
Grand Total					24,232
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					24,232

REVENUE HOURS

From 02/01/10 through 02/28/10 VIA HWY 140 provided a total of 785.10 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	5B3	19	3.10	58.90
	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					552.90

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Catheys Valley	02C	8	1.90	15.20
	Merced	03B	8	2.90	23.20
	Merced	04B	8	3.10	24.80
	Merced	5B3	8	3.10	24.80
	Merced	6.1	8	1.60	12.80
	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					206.40

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Holidays					
	Catheys Valley	02C	1	1.90	1.90
	Merced	03B	1	2.90	2.90
	Merced	04B	1	3.10	3.10
	Merced	5B3	1	3.10	3.10
	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					25.80
Grand Total					785.10
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					785.10

Passengers Left / Wheelchair Usage

Multi-Use Passes

Run Date	Route	Total Left
2/2/2010	9B2	1
2/2/2010	03B	1
2/3/2010	5B3	1
2/3/2010	10B	1
2/3/2010	03B	1
2/4/2010	9B2	1
2/12/2010	11B1	6
2/12/2010	03B	4
2/15/2010	04B	2
2/26/2010	04B	1
	Grand Total	19

ACCIDENTS/INCIDENTS

There were zero (0) accidents/incidents on VIA YARTS vehicle during the month of February 1 - 28, 2010.

ROAD CALLS

There were zero (0) road calls during the month of February 1 - 28, 2010.

SERVICE DELAYS

There were six (6) service delays during the month of February 1 - 28, 2010. Numerous additional service delays occurred due to icy roads, chain requirements, and winter weather conditions. Park closure on January 22nd created additional service delays. (See additional service hours)

Hwy 140

2/5/10	Run 2	Service delayed 60 minutes due to mechanical problems. See "Missed Runs"
	Run 3	Service delayed 30 minutes due to mechanical problems. See "Missed Runs"
2/15/10	Run 5	Service delayed 9 minutes due to restroom break in Mariposa.
2/17/10	Run 2	Service delayed 10 minutes due to mechanical problems.
2/19/10	Run 5	Service delayed 15 minutes due to large number of passenger at Amtrak.
2/24/10	Run 2	Service delayed 11 minutes due to passes sold and group size at El Portal.

Mammoth:

Not running

MISSED RUNS

There were two (2) missed VIA YARTS trips during the period of February 1 - 28, 2010.

Hwy 140:

2/5/10	Run 2	Service delayed 60 minutes due to mechanical problems.
	Run 3	Service delayed 30 minutes due to mechanical problems.

Mammoth:

None

EXTRA TRIPS

There were no extra Highway 140 VIA YARTS trips chargeable to YARTS operating during the period of February 1 - 28, 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 **127** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from February 1 - 28, 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

- 101 Calls received on schedule issues and questions for Hwy 140 Corridor.
- 19 Calls received on Mammoth Lake schedule information.
- 0 Calls received on Coulterville schedule information.
- 1 Calls received on park information (lodging, tours, camping, etc.)
- 5 Miscellaneous calls (lost & found, hang up calls, etc.)
- 1 Calls received as customer complaints.
- 127** Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There was one (1) complaint received by phone and correspondence during the month of February 1 - 28, 2010.

2/20/10 **Run #9** Received one complaint from customer who contacted Dick Whittington about park rangers putting a client on board using security voucher. Said client seemed a bit crazy. Also mentioned the driver had left the bus idling while he ran inside to announce the YARTS bus at Yosemite Lodge. Client was concerned about the actions and language used by this client in front of her family and felt this person should not have been allowed to board the bus.

Follow up was done by Dick Whittington with the park rangers as to when clients with security vouchers will be allowed on the bus. Driver had also annotated on his daily manifest that drivers should be allowed discretion to refuse boarding passengers rangers want to put on board if they are concerned about their behavior. The driver mentioned "this guy was not quite with it".

VIA Operations followed up with this driver and reminded him to follow VIA's already established safety and security procedures requiring drivers to turn off the bus and take the keys with them whenever they depart for any reason. Drivers are also required to not idle buses and to follow the California and park idling rules. Additionally, this policy was reviewed with all VIA drivers and operations staff.

OTHER

Wheel Chair Request

There were zero (0) wheelchair request for the month of February 1 – 28, 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 8- to 50- minute delays on several runs due to traffic, wintry weather conditions and construction near the Ahwahnee Hotel during the month of February 1 – 28, 2010.