



February 5, 2013

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

RE: YARTS Monthly Report: January 1-31, 2013

Dear Mr. Whittington,

In accordance with the summer contract agreement between the Yosemite Area Regional Transportation System Joint Powers Authority (YARTS JPA) and VIA Adventures, Inc. attached please find the monthly summary of operating statistics for January 1 – 31, 2013.

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 1/1/2013 to 1/31/2013

A total of 5,790 passengers were carried on the HWY 140 system by VIA. Of these, 587 were Amtrak passengers utilizing the YARTS service.

Ridership - All

Date	DNC	NPS	Other	Total Employees	Adult Paid	Sr/Child Paid	Commuter Paid	Child Free	Amtrak Paid	Total Paid	Total
1/1/2013	0	3	0	3	67	1	30	9	29	127	139
1/2/2013	0	40	0	40	115	5	53	15	25	198	253
1/3/2013	1	52	7	60	127	3	28	16	17	175	251
1/4/2013	0	36	0	36	81	6	30	9	19	136	181
1/5/2013	0	2	0	2	72	7	14	7	16	109	118
1/6/2013	0	5	0	5	66	0	16	0	15	97	102
1/7/2013	0	75	4	79	80	8	31	8	13	132	219
1/8/2013	7	81	3	91	95	3	34	12	14	146	249
1/9/2013	0	56	0	56	90	1	63	3	11	165	224
1/10/2013	2	66	6	74	100	10	52	14	9	171	259
1/11/2013	0	20	3	23	81	2	31	10	14	128	161
1/12/2013	0	8	0	8	106	1	11	8	6	124	140
1/13/2013	3	8	6	17	119	1	9	5	30	159	181
1/14/2013	9	92	4	105	85	7	39	4	12	143	252
1/15/2013	1	83	10	94	64	8	40	7	15	127	228
1/16/2013	0	91	0	91	73	3	56	8	15	147	246
1/17/2013	1	47	6	54	60	3	48	9	13	124	187
1/18/2013	2	56	3	61	69	10	36	8	6	121	190
1/19/2013	0	2	0	2	82	3	13	8	76	174	184
1/20/2013	7	3	2	12	80	4	7	6	20	111	129
1/21/2013	0	2	1	3	37	4	13	9	19	73	85
1/22/2013	3	90	5	98	57	2	45	2	17	121	221
1/23/2013	6	68	7	81	42	0	37	2	18	97	180
1/24/2013	1	67	3	71	65	5	42	9	9	121	201
1/25/2013	4	43	13	60	74	8	33	4	15	130	194
1/26/2013	1	5	3	9	56	3	7	2	13	79	90
1/27/2013	4	16	2	22	57	0	8	4	33	98	124
1/28/2013	4	65	3	72	84	1	32	5	7	124	201
1/29/2013	1	79	5	85	42	2	34	5	14	92	182
1/30/2013	8	77	1	86	39	1	54	2	54	148	236
1/31/2013	7	75	3	85	47	2	31	5	13	93	183
Total	72	1,413	100	1,585	2,312	114	977	215	587	3,990	5,790
Percent	1.24%	24.40%	1.73%	27.37%	39.93%	1.97%	16.87%	3.71%	10.14%	68.91%	100.00%

Ridership Excluding Amtrak

Date	DNC	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
1/1/2013	0	3	0	3	67	30	9	1	98	110
1/2/2013	0	40	0	40	115	53	15	5	173	228
1/3/2013	1	52	7	60	127	28	16	3	158	234
1/4/2013	0	36	0	36	81	30	9	6	117	162
1/5/2013	0	2	0	2	72	14	7	7	93	102
1/6/2013	0	5	0	5	66	16	0	0	82	87
1/7/2013	0	75	4	79	80	31	8	8	119	206
1/8/2013	7	81	3	91	95	34	12	3	132	235
1/9/2013	0	56	0	56	90	63	3	1	154	213
1/10/2013	2	66	6	74	100	52	14	10	162	250
1/11/2013	0	20	3	23	81	31	10	2	114	147
1/12/2013	0	8	0	8	106	11	8	1	118	134
1/13/2013	3	8	6	17	119	9	5	1	129	151
1/14/2013	9	92	4	105	85	39	4	7	131	240
1/15/2013	1	83	10	94	64	40	7	8	112	213
1/16/2013	0	91	0	91	73	56	8	3	132	231
1/17/2013	1	47	6	54	60	48	9	3	111	174
1/18/2013	2	56	3	61	69	36	8	10	115	184
1/19/2013	0	2	0	2	82	13	8	3	98	108
1/20/2013	7	3	2	12	80	7	6	4	91	109
1/21/2013	0	2	1	3	37	13	9	4	54	66
1/22/2013	3	90	5	98	57	45	2	2	104	204
1/23/2013	6	68	7	81	42	37	2	0	79	162
1/24/2013	1	67	3	71	65	42	9	5	112	192
1/25/2013	4	43	13	60	74	33	4	8	115	179
1/26/2013	1	5	3	9	56	7	2	3	66	77
1/27/2013	4	16	2	22	57	8	4	0	65	91
1/28/2013	4	65	3	72	84	32	5	1	117	194
1/29/2013	1	79	5	85	42	34	5	2	78	168
1/30/2013	8	77	1	86	39	54	2	1	94	182
1/31/2013	7	75	3	85	47	31	5	2	80	170
Total	72	1,413	100	1,585	2,312	977	215	114	3,403	5,203
Percent	1.38%	27.16%	1.92%	30.46%	44.44%	18.78%	4.13%	2.19%	65.40%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	12	0.21%
Airport	10	0.17%
Merced College	53	0.92%
Mall (PG&E)	3	0.05%
Downtown (Court	11	0.19%
Amtrak	735	12.69%
Transpo	219	3.78%
Catheys Valley	85	1.47%
MPMidtown	148	2.56%
Roadside Rest	596	10.29%
Mariposa Park &	581	10.03%
KOA	81	1.40%
MidPines	305	5.27%
MPPO	166	2.87%
Bug Hostel	196	3.39%
Cedar Lodge	57	0.98%
NPS Maintenance	405	6.99%
Barium Mine Rd	100	1.73%
El Portal PO	170	2.94%
YV Lodge	184	3.18%
YosVCenter	702	12.12%
Curry Village	210	3.63%
Ahwahnee	156	2.69%
YosLodge	587	10.14%
UC Merced	18	0.31%
Totals	5790	100.00%

LOAD FACTOR ANALYSIS : January 01 - January 31, 2013

Below please find the load factor calculations for the HWY 140 runs operated by VIA for January 01 through January 31, 2013. 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	1,155	557	48.23%	Inbound 5:28am service from Catheys Valley to Y
02C.1	1,705	693	40.65%	Inbound 5:58am service from Catheys Valley to Y
3.1	1,155	442	38.27%	Inbound 7:00am service from Merced to YV
EX4	58	57	98.28%	Inbound Service 10:45am to YV from Merced
4.4	1,705	660	38.71%	Inbound 10:20am service from Merced to YV
5.4	1,705	387	22.70%	Inbound 1:20am service from Merced to YV
6.2	1,155	192	16.62%	Inbound 4:30pm service from Merced to Midpines
7.1	1,155	178	15.41%	Outbound 6:20am service from Hostel to Merced
8.1	1,705	538	31.55%	Outbound 10:00am service from YV to Merced
9.6	1,705	862	50.56%	Outbound 3:45pm service from YV to Merced
10.2	1,155	378	32.73%	Outbound 4:40pm service from YV to Mariposa
11.3	1,705	535	31.38%	Outbound 5:10pm service from YV to Merced
12.4	1,705	311	18.24%	Outbound 6:00pm service from YV to Merced
Total	17,768	5,790	32.59%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.1	1,155	557	48.23%	Inbound 5:28am service from Catheys Valley to YV
02C.1	1,155	510	44.16%	Inbound 5:58am service from Catheys Valley to YV
3.1	1,155	442	38.27%	Inbound 7:00am service from Merced to YV
4.4	1,155	370	32.03%	Inbound 10:20am service from Merced to YV
5.4	1,155	247	21.39%	Inbound 1:20am service from Merced to YV
6.2	1,155	192	16.62%	Inbound 4:30pm service from Merced to Midpines
7.1	1,155	178	15.41%	Outbound 6:20am service from Hostel to Merced
8.1	1,155	395	34.20%	Outbound 10:00am service from YV to Merced
9.6	1,155	670	58.01%	Outbound 3:45pm service from YV to Merced
10.2	1,155	378	32.73%	Outbound 4:40pm service from YV to Mariposa
11.3	1,155	381	32.99%	Outbound 5:10pm service from YV to Merced
12.4	1,155	178	15.41%	Outbound 6:00pm service from YV to Merced
Total	13,860	4,498	32.45%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.1	550	33	6.00%	Inbound 5:58am service from Catheys Valley to YV
02C.1	550	150	27.27%	Inbound 5:58am service from Catheys Valley to YV
EX4	58	57	98.28%	Inbound Service 10:45am to YV from Merced
4.4	550	44	8.00%	Inbound 10:20am service from Merced to YV
4.4	550	246	44.73%	Inbound 10:20am service from Merced to YV
5.4	550	28	5.09%	Inbound 1:20am service from Merced to YV
5.4	550	112	20.36%	Inbound 1:20am service from Merced to YV
8.1	550	31	5.64%	Outbound 10:00am service from YV to Merced
8.1	550	112	20.36%	Outbound 10:00am service from YV to Merced
9.6	550	38	6.91%	Outbound 3:45pm service from YV to Merced
9.6	550	154	28.00%	Outbound 3:45pm service from YV to Merced
11.3	550	23	4.18%	Outbound 5:10pm service from YV to Merced
11.3	550	131	23.82%	Outbound 5:10pm service from YV to Merced
12.4	550	27	4.91%	Outbound 6:00pm service from YV to Merced
12.4	550	106	19.27%	Outbound 6:00pm service from YV to Merced
Total	7,758	1,292	16.65%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C.1	1,155	557	48.23%	Inbound 5:28am service from Catheys Valley to YV
02C.1	1,705	693	40.65%	Inbound 5:58am service from Catheys Valley to YV
3.1	1,155	442	38.27%	Inbound 7:00am service from Merced to YV
4.4	1,705	441	25.87%	Inbound 10:20am service from Merced to YV
5.4	1,705	306	17.95%	Inbound 1:20am service from Merced to YV
6.2	1,155	185	16.02%	Inbound 4:30pm service from Merced to Midpines
7.1	1,155	177	15.32%	Outbound 6:20am service from Hostel to Merced
8.1	1,705	435	25.51%	Outbound 10:00am service from YV to Merced
9.6	1,705	769	45.10%	Outbound 3:45pm service from YV to Merced
10.2	1,155	378	32.73%	Outbound 4:40pm service from YV to Mariposa
11.3	1,705	530	31.09%	Outbound 5:10pm service from YV to Merced
12.4	1,705	290	17.01%	Outbound 6:00pm service from YV to Merced
Total	17,710	5,203	29.38%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.1	1,155	557	48.23%	Inbound 5:28am service from Catheys Valley to YV
02C.1	1,155	510	44.16%	Inbound 5:58am service from Catheys Valley to YV
3.1	1,155	442	38.27%	Inbound 7:00am service from Merced to YV
4.4	1,155	242	20.95%	Inbound 10:20am service from Merced to YV
5.4	1,155	202	17.49%	Inbound 1:20am service from Merced to YV
6.2	1,155	185	16.02%	Inbound 4:30pm service from Merced to Midpines
7.1	1,155	177	15.32%	Outbound 6:20am service from Hostel to Merced
8.1	1,155	323	27.97%	Outbound 10:00am service from YV to Merced
9.6	1,155	605	52.38%	Outbound 3:45pm service from YV to Merced
10.2	1,155	378	32.73%	Outbound 4:40pm service from YV to Mariposa
11.3	1,155	378	32.73%	Outbound 5:10pm service from YV to Merced
12.4	1,155	169	14.63%	Outbound 6:00pm service from YV to Merced
Total	13,860	4,168	30.07%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.1	550	33	6.00%	Inbound 5:58am service from Catheys Valley to YV
02C.1	550	150	27.27%	Inbound 5:58am service from Catheys Valley to YV
4.4	550	31	5.64%	Inbound 10:20am service from Merced to YV
4.4	550	168	30.55%	Inbound 10:20am service from Merced to YV
5.4	550	14	2.55%	Inbound 1:20am service from Merced to YV
5.4	550	90	16.36%	Inbound 1:20am service from Merced to YV
8.1	550	24	4.36%	Outbound 10:00am service from YV to Merced
8.1	550	88	16.00%	Outbound 10:00am service from YV to Merced
9.6	550	26	4.73%	Outbound 3:45pm service from YV to Merced
9.6	550	138	25.09%	Outbound 3:45pm service from YV to Merced
11.3	550	23	4.18%	Outbound 5:10pm service from YV to Merced
11.3	550	129	23.45%	Outbound 5:10pm service from YV to Merced
12.4	550	25	4.55%	Outbound 6:00pm service from YV to Merced
12.4	550	96	17.45%	Outbound 6:00pm service from YV to Merced
Total	7,700	1,035	13.44%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 1/1/2013 through 1/31/2013.

Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.1	6	299	16	77	31	2	126	0	557
02C.1	12	307	29	158	9	10	168	0	693
10.2	17	210	16	83	9	5	38	0	378
11.3	13	189	14	201	29	2	82	5	535
12.4	8	52	3	169	20	7	31	21	311
3.1	5	127	12	182	14	22	80	0	442
4.4	1	1	0	358	27	18	36	219	660
5.4	4	0	0	241	21	6	34	81	387
6.2	0	0	0	85	6	9	85	7	192
7.1	0	0	0	74	2	4	97	1	178
8.1	0	6	1	351	27	12	38	103	538
9.6	6	222	9	333	20	17	162	93	862
EX4	0	0	0	0	0	0	0	57	57
Total	72	1,413	100	2,312	215	114	977	587	5,790
Percent	1.24%	24.40%	1.73%	39.93%	3.71%	1.97%	16.87%	10.14%	100.00%

Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.1	6	299	16	77	31	2	126	0	557
02C.1	6	278	21	57	6	10	132	0	510
10.2	17	210	16	83	9	5	38	0	378
11.3	12	179	9	100	22	0	56	3	381
12.4	6	46	2	85	11	3	16	9	178
3.1	5	127	12	182	14	22	80	0	442
4.4	1	1	0	196	15	7	22	128	370
5.4	1	0	0	157	14	3	27	45	247
6.2	0	0	0	85	6	9	85	7	192
7.1	0	0	0	74	2	4	97	1	178
8.1	0	6	1	258	18	11	29	72	395
9.6	3	213	9	216	9	14	141	65	670
Total	57	1,359	86	1,570	157	90	849	330	4,498
Percent	1.27%	30.21%	1.91%	34.90%	3.49%	2.00%	18.88%	7.34%	100.00%

Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02C.1	6	29	8	101	3	0	36	0	183
11.3	1	10	5	101	7	2	26	2	154
12.4	2	6	1	84	9	4	15	12	133
4.4	0	0	0	162	12	11	14	91	290
5.4	3	0	0	84	7	3	7	36	140
8.1	0	0	0	93	9	1	9	31	143
9.6	3	9	0	117	11	3	21	28	192
EX4	0	0	0	0	0	0	0	57	57
Total	15	54	14	742	58	24	128	257	1,292
Percent	1.16%	4.18%	1.08%	57.43%	4.49%	1.86%	9.91%	19.89%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.1	6	299	16	77	31	2	126	557
02C.1	12	307	29	158	9	10	168	693
10.2	17	210	16	83	9	5	38	378
11.3	13	189	14	201	29	2	82	530
12.4	8	52	3	169	20	7	31	290
3.1	5	127	12	182	14	22	80	442
4.4	1	1	0	358	27	18	36	441
5.4	4	0	0	241	21	6	34	306
6.2	0	0	0	85	6	9	85	185
7.1	0	0	0	74	2	4	97	177
8.1	0	6	1	351	27	12	38	435
9.6	6	222	9	333	20	17	162	769
EX4	0	0	0	0	0	0	0	0
Total	72	1,413	100	2,312	215	114	977	5,203
Percent	1.38%	27.16%	1.92%	44.44%	4.13%	2.19%	18.78%	100.00%

Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.1	6	299	16	77	31	2	126	557
02C.1	6	278	21	57	6	10	132	510
10.2	17	210	16	83	9	5	38	378
11.3	12	179	9	100	22	0	56	378
12.4	6	46	2	85	11	3	16	169
3.1	5	127	12	182	14	22	80	442
4.4	1	1	0	196	15	7	22	242
5.4	1	0	0	157	14	3	27	202
6.2	0	0	0	85	6	9	85	185
7.1	0	0	0	74	2	4	97	177
8.1	0	6	1	258	18	11	29	323
9.6	3	213	9	216	9	14	141	605
Total	57	1,359	86	1,570	157	90	849	4,168
Percent	1.37%	32.61%	2.06%	37.67%	3.77%	2.16%	20.37%	100.00%

Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02C.1	6	29	8	101	3	0	36	183
11.3	1	10	5	101	7	2	26	152
12.4	2	6	1	84	9	4	15	121
4.4	0	0	0	162	12	11	14	199
5.4	3	0	0	84	7	3	7	104
8.1	0	0	0	93	9	1	9	112
9.6	3	9	0	117	11	3	21	164
EX4	0	0	0	0	0	0	0	0
Total	15	54	14	742	58	24	128	1,035
Percent	1.45%	5.22%	1.35%	71.69%	5.60%	2.32%	12.37%	100.00%

OPERATING STATISTICS

REVENUE MILES January 01 - January 31 2013

From January 01 through January 31, 2013 VIA HWY 140 operated a total of 24,981 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Catheys Valley	01C.1	21	69	1,449
	Catheys Valley	02C.1	21	69	1,449
	Merced	3.1	21	87	1,827
	Merced	4.4	21	87	1,827
	Merced	5.4	21	87	1,827
	Merced	6.2	21	51	1,071
	Midpines	7.1	21	51	1,071
	Yosemite	10.2	21	55	1,155
	Yosemite	11.3	21	87	1,827
	Yosemite	12.4	21	87	1,827
	Yosemite	8.1	21	87	1,827
	Yosemite	9.6	21	87	1,827
Total Mileage					18,984

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Catheys Valley	02C.1	8	69	552
	Merced	4.4	8	87	696
	Merced	5.4	8	87	696
	Merced	EX4	1	87	87
	Yosemite	11.3	8	87	696
	Yosemite	12.4	8	87	696
	Yosemite	8.1	8	87	696
	Yosemite	9.6	8	87	696
Total Mileage					4,815

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Holidays					
	Catheys Valley	02C.1	2	69	138
	Merced	4.4	2	87	174
	Merced	5.4	2	87	174
	Yosemite	11.3	2	87	174
	Yosemite	12.4	2	87	174
	Yosemite	8.1	2	87	174
	Yosemite	9.6	2	87	174
Total Mileage					1,182
Grand Total					24,981
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					24,981

REVENUE HOURS

From January 01 through January 31, 2013 VIA HWY 140 provided a total of 934.7 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Catheys Valley	01C.1	21	2.40	50.40
	Catheys Valley	02C.1	21	2.40	50.40
	Merced	3.1	21	3.20	67.20
	Merced	4.4	21	3.40	71.40
	Merced	5.4	21	3.40	71.40
	Merced	6.2	21	1.90	39.90
	Midpines	7.1	21	1.70	35.70
	Yosemite	10.2	21	1.80	37.80
	Yosemite	11.3	21	3.00	63.00
	Yosemite	12.4	21	3.00	63.00
	Yosemite	8.1	21	3.80	79.80
	Yosemite	9.6	21	3.60	75.60
Total Hours					705.60

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Catheys Valley	02C.1	8	2.40	19.20
	Merced	4.4	8	3.40	27.20
	Merced	5.4	8	3.40	27.20
	Merced	EX4	1	3.10	3.10
	Yosemite	11.3	8	3.00	24.00
	Yosemite	12.4	8	3.00	24.00
	Yosemite	8.1	8	3.80	30.40
	Yosemite	9.6	8	3.60	28.80
Total Hours					183.90

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Holidays					
	Catheys Valley	02C.1	2	2.40	4.80
	Merced	4.4	2	3.40	6.80
	Merced	5.4	2	3.40	6.80
	Yosemite	11.3	2	3.00	6.00
	Yosemite	12.4	2	3.00	6.00
	Yosemite	8.1	2	3.80	7.60
	Yosemite	9.6	2	3.60	7.20
Total Hours					45.20
Grand Total					934.70
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					934.70

Passengers Left / Wheelchair Usage

Run Date	Route	Total
	Grand Total	0

ACCIDENTS/INCIDENTS

There were zero (0) accidents involving a VIA YARTS vehicle during the month of January 1 - 31, 2013.

ROAD CALLS

There were zero (0) road calls during the month of January 1 - 31, 2013.

Mammoth:

None-Not in service

Sonora:

None—Not in service

SERVICE DELAYS

There were eight (8) service delays during the month of January 1 - 31, 2013. Numerous additional service delays from 10 minutes to 50 minutes occurred due to winter weather conditions and continuous road work in the park and along the Highway 140 corridor. (See Traffic Delays)

Hwy 140

1/6/13	Run 4	Service delayed 10 minutes at Amtrak due to passenger misplacing their ticket.
1/8/13	Run 8	Service delayed 10 minutes at Yosemite Lodge due to a passenger with ticket problems.
1/10/13	Run 5	Service delayed 25 minutes at Amtrak due to late train arrival and 25 minutes due to chaining.
	Run 12	Service delayed 45 minute in the 140 corridor due to a non-YARTS involved vehicle accident.
1/15/13	Run 4	Service delayed 1hour at the Transpo Center due to operational problems. "See Missed Runs".
1/16/13	Run 5	Service delayed 10 minutes at Amtrak due to late train arrival.
1/17/13	Run 1	Service delayed 15 minutes due to a broken tire chain en route to Yosemite.
1/22/13	Run 2	Service delayed 30 minutes at the Mariposa Park and Ride due to operational problems. "See Missed Runs".

Mammoth:

NONE-Not in service

Sonora:

NONE-Not in service

MISSED RUNS

There were two (2) missed VIA YARTS trip during the period of January 1 - 31, 2013.

Hwy 140:

1/15/13	Run 4	Service delayed 1hour at the Transpo Center due to operational problems.
1/22/13	Run 2	Service delayed 30 minutes at the Mariposa Park and Ride due to operational problems.

Mammoth:

None-Not in service

Sonora:

None-Not in service

EXTRA TRIPS

There was one (1) extra Highway 140 VIA YARTS trips chargeable to YARTS operating during the period of January 1-31, 2013.

MAINTENANCE

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 **227** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from January 1 - 31, 2013. 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

- 168 Calls received on schedule issues and questions for Hwy 140 Corridor.
- 17 Calls received on Mammoth Lake schedule information.
- 0 Calls received on Coulterville information
- 2 Calls received on Sonora schedule information.
- 14 Calls received on park information (lodging, tours, camping, etc.)
- 23 Miscellaneous calls (lost & found, hang up calls, etc.)
- 3 Calls received as customer complaints.
- 227** Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were three (3) complaints received by phone and (2) two by e-mail during the month of January 1 – 31, 2013.

- | | | |
|-----------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1/9/13 | Run 2 | <p>A customer called regarding the special courtesy pickup at the Transpo Center saying the bus did not show this morning.</p> <p>Followed up by contacting the driver to verify that he had in fact missed this courtesy stop. Reminded driver to pay attention to his paperwork which annotated this stop details. Contacted customer to apologize and assure them that this driver is now aware of the stop and that we are making every effort to keep all drivers informed to prevent this from re-occurring.</p> |
| 01/10/13 | Run 5 | <p>Received a call from a customer at the Mariposa Park and Ride wanting to know why the bus had not shown.</p> <p>Follow up indicated that while the caller was on the phone the bus arrived at the stop.</p> |
| 1/15/13 | Run 4 | <p>A customer at the Transpo Center called saying the bus had not showed.</p> <p>Followed up by informing the customer that we were having operational problems and a bus should be at the Transpo Center within the hour. See “Missed Runs”.</p> |
| 1/22/13 | Run 2 | <p>A customer at Yosemite Lodge called complaining he was late for the bus to Badger Pass due to our bus being late at the Mariposa Park and Ride.</p> |

Followed up by informing the customer that we were having operational problems and apologized for the delay. Provided the customer with a complimentary trip on his next YARTS ride.

1/28/13

Run 11

Received a call from a Mariposa resident claiming a bus nearly hit him while he was crossing the street in the crosswalk at the 6th Street and Hwy 140 intersection in Mariposa.

Followed up with driver who said he saw a pedestrian at the crosswalk on the left side of the road, but pedestrian had not yet entered the crosswalk as the bus proceeded down highway 140. Driver did not see anyone in the crosswalk at the intersection. VIA Operations is having the video pulled by YARTS staff for further investigation into the complaint.

OTHER

Wheel Chair Request

There were zero (0) wheelchair requests for the month of January 1 - 31, 2013. Ten (**10**) 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 10 to 50 minutes in duration due to winter weather conditions and continuous road construction projects both in Yosemite and along the highway 140 corridor during the month of January 1-31, 2013.

Additional delay occurred on January 15th due to road closure on the south side of Sentinel Drive to housekeeping camp. The detour lane was on the north side against traffic going from the Valley to the Ahwahnee Hotel. Also, on January 29th a small fire occurred at Curry Village. Buses were re-routed for pickup at the skating rink instead of the normal Curry Village stop which was closer to the fire location.