



March 12, 2013

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

RE: YARTS Monthly Report: February 1- 28, 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 February 1 – 28, 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 2/1/2013 to 2/28/2013

A total of 4,992 passengers were carried on the HWY 140 system by VIA. Of these, 629 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
2/1/2013	7	39	7	53	67	1	23	6	102	193	252
2/2/2013	0	5	0	5	38	4	22	6	12	76	87
2/3/2013	0	4	1	5	64	2	11	2	33	110	117
2/4/2013	4	85	7	96	41	4	39	2	18	102	200
2/5/2013	3	89	7	99	38	2	29	5	20	89	193
2/6/2013	1	69	0	70	43	2	42	5	16	103	178
2/7/2013	0	79	2	81	44	5	40	6	15	104	191
2/8/2013	0	47	9	56	78	3	21	3	21	123	182
2/9/2013	7	7	5	19	94	6	6	2	10	116	137
2/10/2013	0	10	0	10	68	1	18	1	11	98	109
2/11/2013	4	61	3	68	57	4	42	5	19	122	195
2/12/2013	4	100	3	107	48	3	38	2	12	101	210
2/13/2013	5	87	6	98	59	4	46	3	26	135	236
2/14/2013	1	79	4	84	46	2	39	4	13	100	188
2/15/2013	1	34	6	41	68	6	21	5	24	119	165
2/16/2013	0	3	5	8	89	1	11	3	27	128	139
2/17/2013	3	5	1	9	72	1	7	2	18	98	109
2/18/2013	1	2	0	3	82	3	14	4	31	130	137
2/19/2013	1	77	8	86	73	3	38	10	12	126	222
2/20/2013	0	58	7	65	101	5	43	9	21	170	244
2/21/2013	7	84	6	97	85	5	41	2	28	159	258
2/22/2013	3	48	2	53	52	8	28	6	49	137	196
2/23/2013	5	9	0	14	79	5	8	8	12	104	126
2/24/2013	1	9	9	19	57	1	8	1	35	101	121
2/25/2013	5	85	0	90	63	7	62	4	10	142	236
2/26/2013	1	98	6	105	57	2	34	2	16	109	216
2/27/2013	0	75	8	83	40	2	38	0	13	93	176
2/28/2013	3	78	0	81	44	2	40	0	5	91	172
Total	67	1,426	112	1,605	1,747	94	809	108	629	3,279	4,992
Percent	1.34%	28.57%	2.24%	32.15%	35.00%	1.88%	16.21%	2.16%	12.60%	65.69%	100.00%

Ridership Excluding Amtrak

Date	DNC	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
2/1/2013	7	39	7	53	67	23	6	1	91	150
2/2/2013	0	5	0	5	38	22	6	4	64	75
2/3/2013	0	4	1	5	64	11	2	2	77	84
2/4/2013	4	85	7	96	41	39	2	4	84	182
2/5/2013	3	89	7	99	38	29	5	2	69	173
2/6/2013	1	69	0	70	43	42	5	2	87	162
2/7/2013	0	79	2	81	44	40	6	5	89	176
2/8/2013	0	47	9	56	78	21	3	3	102	161
2/9/2013	7	7	5	19	94	6	2	6	106	127
2/10/2013	0	10	0	10	68	18	1	1	87	98
2/11/2013	4	61	3	68	57	42	5	4	103	176
2/12/2013	4	100	3	107	48	38	2	3	89	198
2/13/2013	5	87	6	98	59	46	3	4	109	210
2/14/2013	1	79	4	84	46	39	4	2	87	175
2/15/2013	1	34	6	41	68	21	5	6	95	141
2/16/2013	0	3	5	8	89	11	3	1	101	112
2/17/2013	3	5	1	9	72	7	2	1	80	91
2/18/2013	1	2	0	3	82	14	4	3	99	106
2/19/2013	1	77	8	86	73	38	10	3	114	210
2/20/2013	0	58	7	65	101	43	9	5	149	223
2/21/2013	7	84	6	97	85	41	2	5	131	230
2/22/2013	3	48	2	53	52	28	6	8	88	147
2/23/2013	5	9	0	14	79	8	8	5	92	114
2/24/2013	1	9	9	19	57	8	1	1	66	86
2/25/2013	5	85	0	90	63	62	4	7	132	226
2/26/2013	1	98	6	105	57	34	2	2	93	200
2/27/2013	0	75	8	83	40	38	0	2	80	163
2/28/2013	3	78	0	81	44	40	0	2	86	167
Total	67	1,426	112	1,605	1,747	809	108	94	2,650	4,363
Percent	1.54%	32.68%	2.57%	36.79%	40.04%	18.54%	2.48%	2.15%	60.74%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	8	0.16%
Airport	6	0.12%
Merced College	51	1.02%
Mall (PG&E)	6	0.12%
Downtown (Court	15	0.30%
Amtrak	664	13.30%
Transpo	173	3.47%
Catheys Valley	96	1.92%
MPMidtown	208	4.17%
Roadside Rest	497	9.96%
Mariposa Park &	440	8.81%
KOA	65	1.30%
MidPines	289	5.79%
MPPO	137	2.74%
Bug Hostel	155	3.10%
Cedar Lodge	70	1.40%
NPS Maintenance	397	7.95%
Barium Mine Rd	95	1.90%
El Portal PO	157	3.15%
YV Lodge	153	3.06%
YosVCenter	507	10.16%
Curry Village	137	2.74%
Ahwahnee	146	2.92%
YosLodge	501	10.04%
UC Merced	19	0.38%
Totals	4992	100.00%

LOAD FACTOR ANALYSIS : February 01 - February 28, 2013

Below please find the load factor calculations for the HWY 140 runs operated by VIA for February 01 through February 28, 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	990	435	43.94%	Inbound 5:28am service from Catheys Valley to Y
02C.1	1,540	688	44.68%	Inbound 5:58am service from Catheys Valley to Y
3.1	1,045	310	29.67%	Inbound 7:00am service from Merced to YV
EX4	26	12	46.15%	Inbound Service 10:45am to YV from Merced
4.4	1,540	513	33.31%	Inbound 10:20am service from Merced to YV
5.4	1,540	373	24.22%	Inbound 1:20am service from Merced to YV
6.2	1,045	194	18.56%	Inbound 4:30pm service from Merced to Midpines
7.1	1,045	195	18.66%	Outbound 6:20am service from Hostel to Merced
8.1	1,540	464	30.13%	Outbound 10:00am service from YV to Merced
9.6	1,536	723	47.07%	Outbound 3:45pm service from YV to Merced
9.7	55	44	80.00%	Outbound 3:45pm extra service from Yosemite to
10.2	1,045	304	29.09%	Outbound 4:40pm service from YV to Mariposa
11.3	1,540	419	27.21%	Outbound 5:10pm service from YV to Merced
12.4	1,540	318	20.65%	Outbound 6:00pm service from YV to Merced
Total	16,027	4,992	31.15%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.1	990	435	43.94%	Inbound 5:28am service from Catheys Valley to YV
02C.1	1,045	488	46.70%	Inbound 5:58am service from Catheys Valley to YV
3.1	1,045	310	29.67%	Inbound 7:00am service from Merced to YV
EX4	26	12	46.15%	Inbound Service 10:45am to YV from Merced
4.4	1,045	309	29.57%	Inbound 10:20am service from Merced to YV
5.4	1,045	269	25.74%	Inbound 1:20am service from Merced to YV
6.2	1,045	194	18.56%	Inbound 4:30pm service from Merced to Midpines
7.1	1,045	195	18.66%	Outbound 6:20am service from Hostel to Merced
8.1	1,045	330	31.58%	Outbound 10:00am service from YV to Merced
9.6	1,041	559	53.70%	Outbound 3:45pm service from YV to Merced
9.7	55	44	80.00%	Outbound 3:45pm extra service from Yosemite to Mer
10.2	1,045	304	29.09%	Outbound 4:40pm service from YV to Mariposa
11.3	1,045	284	27.18%	Outbound 5:10pm service from YV to Merced
12.4	1,045	177	16.94%	Outbound 6:00pm service from YV to Merced
Total	12,562	3,910	31.13%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.1	495	23	4.65%	Inbound 5:58am service from Catheys Valley to YV
02C.1	495	177	35.76%	Inbound 5:58am service from Catheys Valley to YV
4.4	495	24	4.85%	Inbound 10:20am service from Merced to YV
4.4	495	180	36.36%	Inbound 10:20am service from Merced to YV
5.4	495	8	1.62%	Inbound 1:20am service from Merced to YV
5.4	495	96	19.39%	Inbound 1:20am service from Merced to YV
8.1	495	18	3.64%	Outbound 10:00am service from YV to Merced
8.1	495	116	23.43%	Outbound 10:00am service from YV to Merced
9.6	495	23	4.65%	Outbound 3:45pm service from YV to Merced
9.6	495	141	28.48%	Outbound 3:45pm service from YV to Merced
11.3	495	16	3.23%	Outbound 5:10pm service from YV to Merced
11.3	495	119	24.04%	Outbound 5:10pm service from YV to Merced
12.4	495	25	5.05%	Outbound 6:00pm service from YV to Merced
12.4	495	116	23.43%	Outbound 6:00pm service from YV to Merced
Total	6,930	1,082	15.61%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C.1	990	435	43.94%	Inbound 5:28am service from Catheys Valley to YV
02C.1	1,540	685	44.48%	Inbound 5:58am service from Catheys Valley to YV
3.1	1,045	304	29.09%	Inbound 7:00am service from Merced to YV
4.4	1,540	358	23.25%	Inbound 10:20am service from Merced to YV
5.4	1,540	257	16.69%	Inbound 1:20am service from Merced to YV
6.2	1,045	184	17.61%	Inbound 4:30pm service from Merced to Midpines
7.1	1,045	190	18.18%	Outbound 6:20am service from Hostel to Merced
8.1	1,540	337	21.88%	Outbound 10:00am service from YV to Merced
9.6	1,536	601	39.13%	Outbound 3:45pm service from YV to Merced
9.7	55	2	3.64%	Outbound 3:45pm extra service from Yosemite to Merced
10.2	1,045	304	29.09%	Outbound 4:40pm service from YV to Mariposa
11.3	1,540	411	26.69%	Outbound 5:10pm service from YV to Merced
12.4	1,540	295	19.16%	Outbound 6:00pm service from YV to Merced
Total	16,001	4,363	27.27%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.1	990	435	43.94%	Inbound 5:28am service from Catheys Valley to YV
02C.1	1,045	485	46.41%	Inbound 5:58am service from Catheys Valley to YV
3.1	1,045	304	29.09%	Inbound 7:00am service from Merced to YV
4.4	1,045	212	20.29%	Inbound 10:20am service from Merced to YV
5.4	1,045	182	17.42%	Inbound 1:20am service from Merced to YV
6.2	1,045	184	17.61%	Inbound 4:30pm service from Merced to Midpines
7.1	1,045	190	18.18%	Outbound 6:20am service from Hostel to Merced
8.1	1,045	257	24.59%	Outbound 10:00am service from YV to Merced
9.6	1,041	467	44.86%	Outbound 3:45pm service from YV to Merced
9.7	55	2	3.64%	Outbound 3:45pm extra service from Yosemite to Mer
10.2	1,045	304	29.09%	Outbound 4:40pm service from YV to Mariposa
11.3	1,045	279	26.70%	Outbound 5:10pm service from YV to Merced
12.4	1,045	169	16.17%	Outbound 6:00pm service from YV to Merced
Total	12,536	3,470	27.68%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.1	495	23	4.65%	Inbound 5:58am service from Catheys Valley to YV
02C.1	495	177	35.76%	Inbound 5:58am service from Catheys Valley to YV
4.4	495	15	3.03%	Inbound 10:20am service from Merced to YV
4.4	495	131	26.46%	Inbound 10:20am service from Merced to YV
5.4	495	7	1.41%	Inbound 1:20am service from Merced to YV
5.4	495	68	13.74%	Inbound 1:20am service from Merced to YV
8.1	495	9	1.82%	Outbound 10:00am service from YV to Merced
8.1	495	71	14.34%	Outbound 10:00am service from YV to Merced
9.6	495	20	4.04%	Outbound 3:45pm service from YV to Merced
9.6	495	114	23.03%	Outbound 3:45pm service from YV to Merced
11.3	495	14	2.83%	Outbound 5:10pm service from YV to Merced
11.3	495	118	23.84%	Outbound 5:10pm service from YV to Merced
12.4	495	18	3.64%	Outbound 6:00pm service from YV to Merced
12.4	495	108	21.82%	Outbound 6:00pm service from YV to Merced
Total	6,930	893	12.89%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 2/1/2013 through 2/28/2013.

Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.1	4	356	6	19	10	1	39	0	435
02C.1	20	307	39	170	11	16	122	3	688
10.2	2	208	26	32	6	0	30	0	304
11.3	14	167	9	161	10	4	46	8	419
12.4	8	61	10	182	5	1	28	23	318
3.1	7	110	11	116	0	3	57	6	310
4.4	2	2	2	301	12	18	21	155	513
5.4	1	0	0	187	13	12	44	116	373
6.2	0	0	0	64	6	6	108	10	194
7.1	0	0	0	43	1	4	142	5	195
8.1	2	8	2	268	22	11	24	127	464
9.6	7	207	7	202	12	18	148	122	723
9.7	0	0	0	2	0	0	0	42	44
EX4	0	0	0	0	0	0	0	12	12
Total	67	1,426	112	1,747	108	94	809	629	4,992
Percent	1.34%	28.57%	2.24%	35.00%	2.16%	1.88%	16.21%	12.60%	100.00%

Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.1	4	356	6	19	10	1	39	0	4
02C.1	9	286	29	57	8	11	85	3	4
10.2	2	208	26	32	6	0	30	0	3
11.3	12	147	8	76	7	1	28	5	2
12.4	8	55	1	86	3	1	15	8	1
3.1	7	110	11	116	0	3	57	6	3
4.4	2	2	2	180	3	11	12	97	3
5.4	1	0	0	119	11	10	41	87	2
6.2	0	0	0	64	6	6	108	10	1
7.1	0	0	0	43	1	4	142	5	1
8.1	1	7	2	201	17	8	21	73	3
9.6	4	201	6	109	7	14	126	92	5
9.7	0	0	0	2	0	0	0	42	
EX4	0	0	0	0	0	0	0	12	
Total	50	1,372	91	1,104	79	70	704	440	3,9
Percent	1.28%	35.09%	2.33%	28.24%	2.02%	1.79%	18.01%	11.25%	100.00%

Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	To
02C.1	11	21	10	113	3	5	37	0	2
11.3	2	20	1	85	3	3	18	3	1
12.4	0	6	9	96	2	0	13	15	1
4.4	0	0	0	121	9	7	9	58	2
5.4	0	0	0	68	2	2	3	29	1
8.1	1	1	0	67	5	3	3	54	1
9.6	3	6	1	93	5	4	22	30	1
Total	17	54	21	643	29	24	105	189	1,08
Percent	1.57%	4.99%	1.94%	59.43%	2.68%	2.22%	9.70%	17.47%	100.00

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.1	4	356	6	19	10	1	39	4
02C.1	20	307	39	170	11	16	122	6
10.2	2	208	26	32	6	0	30	3
11.3	14	167	9	161	10	4	46	4
12.4	8	61	10	182	5	1	28	2
3.1	7	110	11	116	0	3	57	3
4.4	2	2	2	301	12	18	21	3
5.4	1	0	0	187	13	12	44	2
6.2	0	0	0	64	6	6	108	1
7.1	0	0	0	43	1	4	142	1
8.1	2	8	2	268	22	11	24	3
9.6	7	207	7	202	12	18	148	6
9.7	0	0	0	2	0	0	0	
EX4	0	0	0	0	0	0	0	
Total	67	1,426	112	1,747	108	94	809	4,363
Percent	1.54%	32.68%	2.57%	40.04%	2.48%	2.15%	18.54%	100.00%

Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	To
01C.1	4	356	6	19	10	1	39	4
02C.1	9	286	29	57	8	11	85	4
10.2	2	208	26	32	6	0	30	3
11.3	12	147	8	76	7	1	28	2
12.4	8	55	1	86	3	1	15	1
3.1	7	110	11	116	0	3	57	3
4.4	2	2	2	180	3	11	12	2
5.4	1	0	0	119	11	10	41	1
6.2	0	0	0	64	6	6	108	1
7.1	0	0	0	43	1	4	142	1
8.1	1	7	2	201	17	8	21	2
9.6	4	201	6	109	7	14	126	4
9.7	0	0	0	2	0	0	0	
EX4	0	0	0	0	0	0	0	
Total	50	1,372	91	1,104	79	70	704	3,4
Percent	1.44%	39.54%	2.62%	31.82%	2.28%	2.02%	20.29%	100.00

Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	To
02C.1	11	21	10	113	3	5	37	2
11.3	2	20	1	85	3	3	18	1
12.4	0	6	9	96	2	0	13	1
4.4	0	0	0	121	9	7	9	1
5.4	0	0	0	68	2	2	3	
8.1	1	1	0	67	5	3	3	
9.6	3	6	1	93	5	4	22	1
Total	17	54	21	643	29	24	105	89
Percent	1.90%	6.05%	2.35%	72.00%	3.25%	2.69%	11.76%	100.00%

OPERATING STATISTICS

REVENUE MILES February 01 - February 28 2013

From February 01 through February 28, 2013 VIA YARTS operated a total of 22,600 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Catheys Valley	01C.2	18	69	1,242
	Catheys Valley	02C.2	19	69	1,311
	Merced	3.1	19	87	1,653
	Merced	4.4	19	87	1,653
	Merced	5.5	19	87	1,653
	Merced	6.3	19	51	969
	Merced	EX4	1	87	87
	Midpines	7.1	19	51	969
	Yosemite	10.2	19	55	1,045
	Yosemite	11.3	19	87	1,653
	Yosemite	12.4	19	87	1,653
	Yosemite	8.1	19	87	1,653
	Yosemite	9.6	19	87	1,653
	Yosemite	9.7	1	87	87
Total Mileage					17,281

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Catheys Valley	02C.2	8	69	552
	Merced	4.4	8	87	696
	Merced	5.5	8	87	696
	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					4,728

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Holidays					
	Catheys Valley	02C.2	1	69	69
	Merced	4.4	1	87	87
	Merced	5.5	1	87	87
	Yosemite	11.3	1	87	87
	Yosemite	12.4	1	87	87
	Yosemite	8.1	1	87	87
	Yosemite	9.6	1	87	87
Total Mileage					591
Grand Total					22,600
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					22,600

REVENUE HOURS

From February 01 through February 28, 2013 VIA YARTS provided a total of 834.2 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Catheys Valley	01C.2	18	2.30	41.40
	Catheys Valley	02C.2	19	2.30	43.70
	Merced	3.1	19	3.20	60.80
	Merced	4.4	19	3.40	64.60
	Merced	5.5	19	2.80	53.20
	Merced	6.3	19	2.40	45.60
	Merced	EX4	1	3.10	3.10
	Midpines	7.1	19	1.70	32.30
	Yosemite	10.2	19	1.80	34.20
	Yosemite	11.3	19	3.00	57.00
	Yosemite	12.4	19	3.00	57.00
	Yosemite	8.1	19	3.80	72.20
	Yosemite	9.6	19	3.60	68.40
	Yosemite	9.7	1	3.60	3.60
Total Hours					637.10

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Catheys Valley	02C.2	8	2.30	18.40
	Merced	4.4	8	3.40	27.20
	Merced	5.5	8	2.80	22.40
	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					175.20

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Holidays					
	Catheys Valley	02C.2	1	2.30	2.30
	Merced	4.4	1	3.40	3.40
	Merced	5.5	1	2.80	2.80
	Yosemite	11.3	1	3.00	3.00
	Yosemite	12.4	1	3.00	3.00
	Yosemite	8.1	1	3.80	3.80
	Yosemite	9.6	1	3.60	3.60
Total Hours					21.90
Grand Total					834.20
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					834.20

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 February 1- 28, 2013.

ROAD CALLS

There were zero (0) road calls during the month of February 1- 28, 2013.

Mammoth:

None-Not in service

Sonora:

None—Not in service

SERVICE DELAYS

There were three (3) service delays during the month of February 1- 28, 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

2/5/2013	Run 5	Service delayed 1 hour due to operational problems. “See Missed Runs”
2/11/2013	Run 1	Service not provided due to operational problems. “See Missed Runs”
2/27/2013	Run 3	Service delayed 1 hour due to operational problems. “See Missed Runs”

Mammoth:

NONE-Not in service

Sonora:

NONE-Not in service

MISSED RUNS

There were three (3) missed VIA YARTS trips during the period of February 1- 28, 2013.

Hwy 140:

2/5/2013	Run 5	Service delayed 1 hour due to operational problems.
2/11/2013	Run 1	Service not provided due to operational problems.
2/27/2013	Run 3	Service delayed 1 hour due to operational problems.

Mammoth:

None-Not in service

Sonora:

None-Not in service

EXTRA TRIPS

There were two (2) extra Highway 140 VIA YARTS trips chargeable to YARTS operating during the period of February 1 - 28, 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 **151** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from February 1- 28, 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

- 101 Calls received on schedule issues and questions for Hwy 140 Corridor.
- 24 Calls received on Mammoth Lake schedule information.
- 0 Calls received on Coulterville information
- 4 Calls received on Sonora schedule information.
- 7 Calls received on park information (lodging, tours, camping, etc.)
- 8 Miscellaneous calls (lost & found, hang up calls, etc.)
- 7 Calls received as customer complaints.
- 151 Total calls received**

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were seven (7) complaints received by phone and (0) zero by e-mail during the month of February 1- 28, 2013.

- 2/1/2013** **Run 1** Customer called to report that the bus did not show up at Transpo.
- Informed the customer that we had operational issues with this courtesy stop and assured them that the bus would resume normal operations the following day.
- 2/27/2013** **Run 3** Received five (5) calls from customers at Amtrak, Mariposa, Midpines and El Portal stops saying that the bus did not show at the scheduled pick up times.
- Informed the customers that the bus was delayed approximately 1 hour due to operational issues. Gave customers estimated arrival time information and assured them the bus was enroute.
- 2/28/2013** **Run 1or 2** Received a call from a person saying that a YARTS bus almost hit a vehicle on Sentinel Drive in Yosemite. Caller left phone number for Operations Manager to contact for further details.
- Operations Manager attempted to follow up with the caller within 30 minutes. However the contact phone number provided was not valid and the caller never called back to follow up. Instructed Operations staff to refer call to manager immediately if customer called back. Videos from runs 1 and 2 will be pulled for review to see if any unsafe behaviors can be identified on these runs while in the park.

OTHER

Wheel Chair Request

There were zero (0) wheelchair requests for the month of February 1- 28, 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 February 1- 28, 2013.

Automatic Chains

Automatic chains were installed and put into service in February, 2013. Chains were used on several occasions where chain controls were required throughout the month. YARTS has received excellent feedback on the addition of this amenity to the YARTS service. Overall consensus was that the application of engaging the chains was smooth and the time saved by using the automatic chains was invaluable. There was one day with extreme snow and ice conditions in which the chains could not be used. In greater than 4 inches of snow the automatic chains become ineffective and manual chains must be used. There was one day of service in the month of February where manual chains were required. All YARTS buses continue to carry a full set of manual chains to be used in the event of such occurrences.