

April 11, 2013

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

**RE: YARTS Monthly Report: March 1- 31, 2013**

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 March 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 3/1/2013 to 3/31/2013

A total of 6,146 passengers were carried on the HWY 140 system by VIA. Of these, 799 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
3/1/2013	0	41	1	42	59	4	31	5	16	110	157
3/2/2013	0	7	1	8	62	4	7	0	17	90	98
3/3/2013	2	6	2	10	82	6	11	4	39	138	152
3/4/2013	0	102	4	106	66	1	47	4	10	124	234
3/5/2013	8	104	6	118	65	5	24	2	22	116	236
3/6/2013	2	93	5	100	69	4	56	2	8	137	239
3/7/2013	1	85	2	88	69	2	32	6	12	115	209
3/8/2013	2	44	1	47	130	3	29	3	8	170	220
3/9/2013	5	8	4	17	58	2	8	1	24	92	110
3/10/2013	4	10	1	15	34	6	10	2	12	62	79
3/11/2013	5	88	3	96	58	12	42	2	6	118	216
3/12/2013	4	93	8	105	37	1	27	1	23	88	194
3/13/2013	10	89	3	102	58	7	19	1	18	102	205
3/14/2013	5	72	7	84	93	8	30	2	11	142	228
3/15/2013	0	39	0	39	77	9	32	2	29	147	188
3/16/2013	4	11	0	15	52	3	8	0	12	75	90
3/17/2013	2	7	1	10	63	1	6	0	16	86	96
3/18/2013	0	80	0	80	74	3	61	2	40	178	260
3/19/2013	0	80	0	80	63	2	49	5	13	127	212
3/20/2013	0	64	0	64	79	1	46	0	16	142	206
3/21/2013	0	69	0	69	73	7	49	1	5	134	204
3/22/2013	2	40	1	43	78	4	23	3	52	157	203
3/23/2013	1	10	0	11	56	2	11	1	21	90	102
3/24/2013	4	15	1	20	67	6	8	3	45	126	149
3/25/2013	2	89	3	94	91	7	51	3	43	192	289
3/26/2013	1	86	0	87	164	10	55	4	42	271	362
3/27/2013	1	66	17	84	101	3	66	7	54	224	315
3/28/2013	0	70	0	70	86	5	86	5	39	216	291
3/29/2013	0	28	0	28	105	9	61	8	62	237	273
3/30/2013	0	9	0	9	92	9	34	5	34	169	183
3/31/2013	0	10	1	11	69	5	9	2	50	133	146
<b>Total</b>	65	1,615	72	1,752	2,330	151	1,028	86	799	4,308	6,146
<b>Percent</b>	1.06%	26.28%	1.17%	28.51%	37.91%	2.46%	16.73%	1.40%	13.00%	70.09%	100.00%

## Ridership Excluding Amtrak

Date	DNC	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
3/1/2013	0	41	1	42	59	31	5	4	94	141
3/2/2013	0	7	1	8	62	7	0	4	73	81
3/3/2013	2	6	2	10	82	11	4	6	99	113
3/4/2013	0	102	4	106	66	47	4	1	114	224
3/5/2013	8	104	6	118	65	24	2	5	94	214
3/6/2013	2	93	5	100	69	56	2	4	129	231
3/7/2013	1	85	2	88	69	32	6	2	103	197
3/8/2013	2	44	1	47	130	29	3	3	162	212
3/9/2013	5	8	4	17	58	8	1	2	68	86
3/10/2013	4	10	1	15	34	10	2	6	50	67
3/11/2013	5	88	3	96	58	42	2	12	112	210
3/12/2013	4	93	8	105	37	27	1	1	65	171
3/13/2013	10	89	3	102	58	19	1	7	84	187
3/14/2013	5	72	7	84	93	30	2	8	131	217
3/15/2013	0	39	0	39	77	32	2	9	118	159
3/16/2013	4	11	0	15	52	8	0	3	63	78
3/17/2013	2	7	1	10	63	6	0	1	70	80
3/18/2013	0	80	0	80	74	61	2	3	138	220
3/19/2013	0	80	0	80	63	49	5	2	114	199
3/20/2013	0	64	0	64	79	46	0	1	126	190
3/21/2013	0	69	0	69	73	49	1	7	129	199
3/22/2013	2	40	1	43	78	23	3	4	105	151
3/23/2013	1	10	0	11	56	11	1	2	69	81
3/24/2013	4	15	1	20	67	8	3	6	81	104
3/25/2013	2	89	3	94	91	51	3	7	149	246
3/26/2013	1	86	0	87	164	55	4	10	229	320
3/27/2013	1	66	17	84	101	66	7	3	170	261
3/28/2013	0	70	0	70	86	86	5	5	177	252
3/29/2013	0	28	0	28	105	61	8	9	175	211
3/30/2013	0	9	0	9	92	34	5	9	135	149
3/31/2013	0	10	1	11	69	9	2	5	83	96
<b>Total</b>	65	1,615	72	1,752	2,330	1,028	86	151	3,509	5,347
<b>Percent</b>	1.22%	30.20%	1.35%	32.77%	43.58%	19.23%	1.61%	2.82%	65.63%	100.00%

## Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	24	0.39%
Airport	14	0.23%
Merced College	71	1.16%
Downtown (Court	16	0.26%
Amtrak	838	13.63%
Transpo	192	3.12%
Catheys Valley	79	1.29%
MPMidtown	204	3.32%
Roadside Rest	494	8.04%
Mariposa Park &	503	8.18%
KOA	107	1.74%
MidPines	302	4.91%
MPPO	151	2.46%
Bug Hostel	251	4.08%
Cedar Lodge	129	2.10%
NPS Maintenance	485	7.89%
Barium Mine Rd	88	1.43%
El Portal PO	157	2.55%
YV Lodge	242	3.94%
YosVCenter	596	9.70%
Curry Village	307	5.00%
Ahwahnee	128	2.08%
YosLodge	730	11.88%
UC Merced	38	0.62%
<b>Totals</b>	<b>6146</b>	<b>100.00%</b>

**LOAD FACTOR ANALYSIS : March 01 - March 31, 2013**

Below please find the load factor calculations for the HWY 140 runs operated by VIA for March 01 through March 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.2	1,155	489	42.34%	Inbound 5:28am service from Catheys Valley to Y
02C.2	1,705	766	44.93%	Inbound 5:58am service from Catheys Valley to Y
02C.1	55	28	50.91%	Inbound 5:58am service from Catheys Valley to Y
3.1	1,155	455	39.39%	Inbound 7:00am service from Merced to YV
4.4	1,650	624	37.82%	Inbound 10:20am service from Merced to YV
5.5	1,705	488	28.62%	Inbound 1:20pm service from Merced to YV
6.3	1,155	273	23.64%	Inbound 4:30pm service from Merced to Midpines
7.1	1,045	185	17.70%	Outbound 6:20am service from Hostel to Merced
8.1	1,705	550	32.26%	Outbound 10:00am service from YV to Merced
9.6	1,705	888	52.08%	Outbound 3:45pm service from YV to Merced
10.2	1,210	457	37.77%	Outbound 4:40pm service from YV to Mariposa
11.3	1,705	511	29.97%	Outbound 5:10pm service from YV to Merced
12.4	1,705	432	25.34%	Outbound 6:00pm service from YV to Merced
<b>Total</b>	<b>17,655</b>	<b>6,146</b>	<b>34.81%</b>	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.2	1,155	489	42.34%	Inbound 5:28am service from Catheys Valley to YV
02C.2	1,155	584	50.56%	Inbound 5:58am service from Catheys Valley to YV
02C.1	55	28	50.91%	Inbound 5:58am service from Catheys Valley to YV
3.1	1,155	455	39.39%	Inbound 7:00am service from Merced to YV
4.4	1,155	384	33.25%	Inbound 10:20am service from Merced to YV
5.5	1,155	355	30.74%	Inbound 1:20pm service from Merced to YV
6.3	1,155	273	23.64%	Inbound 4:30pm service from Merced to Midpines
7.1	1,045	185	17.70%	Outbound 6:20am service from Hostel to Merced
8.1	1,155	416	36.02%	Outbound 10:00am service from YV to Merced
9.6	1,155	708	61.30%	Outbound 3:45pm service from YV to Merced
10.2	1,155	431	37.32%	Outbound 4:40pm service from YV to Mariposa
11.3	1,155	370	32.03%	Outbound 5:10pm service from YV to Merced
12.4	1,155	263	22.77%	Outbound 6:00pm service from YV to Merced
<b>Total</b>	<b>13,805</b>	<b>4,941</b>	<b>35.79%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.2	550	14	2.55%	Inbound 5:58am service from Catheys Valley to YV
02C.2	550	168	30.55%	Inbound 5:58am service from Catheys Valley to YV
4.4	495	40	8.08%	Inbound 10:20am service from Merced to YV
4.4	495	200	40.40%	Inbound 10:20am service from Merced to YV
5.5	550	133	24.18%	Inbound 1:20pm service from Merced to YV
8.1	550	16	2.91%	Outbound 10:00am service from YV to Merced
8.1	550	118	21.45%	Outbound 10:00am service from YV to Merced
9.6	550	25	4.55%	Outbound 3:45pm service from YV to Merced
9.6	550	155	28.18%	Outbound 3:45pm service from YV to Merced
10.2	55	26	47.27%	Outbound 4:40pm service from YV to Mariposa
11.3	550	14	2.55%	Outbound 5:10pm service from YV to Merced
11.3	550	127	23.09%	Outbound 5:10pm service from YV to Merced
12.4	550	24	4.36%	Outbound 6:00pm service from YV to Merced
12.4	550	145	26.36%	Outbound 6:00pm service from YV to Merced
<b>Total</b>	<b>7,095</b>	<b>1,205</b>	<b>16.98%</b>	

**WITHOUT AMTRAK**

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C.2	1,155	489	42.34%	Inbound 5:28am service from Catheys Valley to YV
02C.2	1,705	766	44.93%	Inbound 5:58am service from Catheys Valley to YV
02C.1	55	28	50.91%	Inbound 5:58am service from Catheys Valley to YV
3.1	1,155	453	39.22%	Inbound 7:00am service from Merced to YV
4.4	1,650	379	22.97%	Inbound 10:20am service from Merced to YV
5.5	1,705	308	18.06%	Inbound 1:20pm service from Merced to YV
6.3	1,155	257	22.25%	Inbound 4:30pm service from Merced to Midpines
7.1	1,045	175	16.75%	Outbound 6:20am service from Hostel to Merced
8.1	1,705	410	24.05%	Outbound 10:00am service from YV to Merced
9.6	1,705	731	42.87%	Outbound 3:45pm service from YV to Merced
10.2	1,210	447	36.94%	Outbound 4:40pm service from YV to Mariposa
11.3	1,705	505	29.62%	Outbound 5:10pm service from YV to Merced
12.4	1,705	399	23.40%	Outbound 6:00pm service from YV to Merced
<b>Total</b>	<b>17,655</b>	<b>5,347</b>	<b>30.29%</b>	



## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.2	1,155	489	42.34%	Inbound 5:28am service from Catheys Valley to YV
02C.2	1,155	584	50.56%	Inbound 5:58am service from Catheys Valley to YV
02C.1	55	28	50.91%	Inbound 5:58am service from Catheys Valley to YV
3.1	1,155	453	39.22%	Inbound 7:00am service from Merced to YV
4.4	1,155	244	21.13%	Inbound 10:20am service from Merced to YV
5.5	1,155	228	19.74%	Inbound 1:20pm service from Merced to YV
6.3	1,155	257	22.25%	Inbound 4:30pm service from Merced to Midpines
7.1	1,045	175	16.75%	Outbound 6:20am service from Hostel to Merced
8.1	1,155	311	26.93%	Outbound 10:00am service from YV to Merced
9.6	1,155	598	51.77%	Outbound 3:45pm service from YV to Merced
10.2	1,155	431	37.32%	Outbound 4:40pm service from YV to Mariposa
11.3	1,155	367	31.77%	Outbound 5:10pm service from YV to Merced
12.4	1,155	247	21.39%	Outbound 6:00pm service from YV to Merced
<b>Total</b>	<b>13,805</b>	<b>4,412</b>	<b>31.96%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.2	550	14	2.55%	Inbound 5:58am service from Catheys Valley to YV
02C.2	550	168	30.55%	Inbound 5:58am service from Catheys Valley to YV
4.4	495	16	3.23%	Inbound 10:20am service from Merced to YV
4.4	495	119	24.04%	Inbound 10:20am service from Merced to YV
5.5	550	80	14.55%	Inbound 1:20pm service from Merced to YV
8.1	550	14	2.55%	Outbound 10:00am service from YV to Merced
8.1	550	85	15.45%	Outbound 10:00am service from YV to Merced
9.6	550	12	2.18%	Outbound 3:45pm service from YV to Merced
9.6	550	121	22.00%	Outbound 3:45pm service from YV to Merced
10.2	55	16	29.09%	Outbound 4:40pm service from YV to Mariposa
11.3	550	11	2.00%	Outbound 5:10pm service from YV to Merced
11.3	550	127	23.09%	Outbound 5:10pm service from YV to Merced
12.4	550	19	3.45%	Outbound 6:00pm service from YV to Merced
12.4	550	133	24.18%	Outbound 6:00pm service from YV to Merced
<b>Total</b>	<b>7,095</b>	<b>935</b>	<b>13.18%</b>	

## PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 3/1/2013 through 3/31/2013.

### Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.2	1	390	9	34	7	2	46	0	489
02C.1	0	17	2	8	0	0	1	0	28
02C.2	14	354	18	208	9	18	145	0	766
10.2	7	222	13	101	5	7	92	10	457
11.3	11	192	7	218	5	6	66	6	511
12.4	8	97	2	223	10	9	50	33	432
3.1	7	105	1	202	6	12	120	2	455
4.4	6	8	3	297	10	33	22	245	624
5.5	4	0	0	251	4	13	36	180	488
6.3	0	0	0	100	4	8	145	16	273
7.1	0	0	0	44	1	1	129	10	185
8.1	2	14	0	341	9	16	28	140	550
9.6	5	216	17	303	16	26	148	157	888
<b>Total</b>	65	1,615	72	2,330	86	151	1,028	799	6,146
<b>Percent</b>	1.06%	26.28%	1.17%	37.91%	1.40%	2.46%	16.73%	13.00%	100.00%

## Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.2	1	390	9	34	7	2	46	0	489
02C.1	0	17	2	8	0	0	1	0	28
02C.2	8	315	13	114	7	14	113	0	584
10.2	7	222	11	88	5	7	91	0	431
11.3	8	172	4	137	5	1	40	3	370
12.4	3	75	1	126	2	1	39	16	263
3.1	7	105	1	202	6	12	120	2	455
4.4	5	5	3	189	7	20	15	140	384
5.5	0	0	0	184	3	10	31	127	355
6.3	0	0	0	100	4	8	145	16	273
7.1	0	0	0	44	1	1	129	10	185
8.1	0	13	0	256	6	10	26	105	416
9.6	4	208	17	213	15	21	120	110	708
<b>Total</b>	43	1,522	61	1,695	68	107	916	529	4,941
<b>Percent</b>	0.87%	30.80%	1.23%	34.30%	1.38%	2.17%	18.54%	10.71%	100.00%

**Weekends/Holidays**

<b>Run</b>	<b>DNC</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>
02C.2	6	39	5	94	2	4	32	0	182
10.2	0	0	2	13	0	0	1	10	26
11.3	3	20	3	81	0	5	26	3	141
12.4	5	22	1	97	8	8	11	17	169
4.4	1	3	0	108	3	13	7	105	240
5.5	4	0	0	67	1	3	5	53	133
8.1	2	1	0	85	3	6	2	35	134
9.6	1	8	0	90	1	5	28	47	180
<b>Total</b>	22	93	11	635	18	44	112	270	1,205
<b>Percent</b>	1.83%	7.72%	0.91%	52.70%	1.49%	3.65%	9.29%	22.41%	100.00%

## PASSENGER FARES BY TYPE EXCLUDING AMTRAK

### Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.2	1	390	9	34	7	2	46	489
02C.1	0	17	2	8	0	0	1	28
02C.2	14	354	18	208	9	18	145	766
10.2	7	222	13	101	5	7	92	447
11.3	11	192	7	218	5	6	66	505
12.4	8	97	2	223	10	9	50	399
3.1	7	105	1	202	6	12	120	453
4.4	6	8	3	297	10	33	22	379
5.5	4	0	0	251	4	13	36	308
6.3	0	0	0	100	4	8	145	257
7.1	0	0	0	44	1	1	129	175
8.1	2	14	0	341	9	16	28	410
9.6	5	216	17	303	16	26	148	731
<b>Total</b>	65	1,615	72	2,330	86	151	1,028	5,347
<b>Percent</b>	1.22%	30.20%	1.35%	43.58%	1.61%	2.82%	19.23%	100.00%

## Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.2	1	390	9	34	7	2	46	489
02C.1	0	17	2	8	0	0	1	28
02C.2	8	315	13	114	7	14	113	584
10.2	7	222	11	88	5	7	91	431
11.3	8	172	4	137	5	1	40	367
12.4	3	75	1	126	2	1	39	247
3.1	7	105	1	202	6	12	120	453
4.4	5	5	3	189	7	20	15	244
5.5	0	0	0	184	3	10	31	228
6.3	0	0	0	100	4	8	145	257
7.1	0	0	0	44	1	1	129	175
8.1	0	13	0	256	6	10	26	311
9.6	4	208	17	213	15	21	120	598
<b>Total</b>	43	1,522	61	1,695	68	107	916	4,412
<b>Percent</b>	0.97%	34.50%	1.38%	38.42%	1.54%	2.43%	20.76%	100.00%

## Weekends/Holidays

<b>Run</b>	<b>DNC</b>	<b>NPS</b>	<b>Other</b>	<b>Adult</b>	<b>Child Free</b>	<b>Sr/Child</b>	<b>Commuter</b>	<b>Total</b>
02C.2	6	39	5	94	2	4	32	182
10.2	0	0	2	13	0	0	1	16
11.3	3	20	3	81	0	5	26	138
12.4	5	22	1	97	8	8	11	152
4.4	1	3	0	108	3	13	7	135
5.5	4	0	0	67	1	3	5	80
8.1	2	1	0	85	3	6	2	99
9.6	1	8	0	90	1	5	28	133
<b>Total</b>	22	93	11	635	18	44	112	935
<b>Percent</b>	2.35%	9.95%	1.18%	67.91%	1.93%	4.71%	11.98%	100.00%



## OPERATING STATISTICS

### REVENUE MILES March 01 - March 31 2013

From March 01 through March 31, 2013 VIA HWY 140 operated a total of 24,880 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekdays</b>					
	Catheys Valley	01C.2	21	69	1,449
	Catheys Valley	02C.1	1	69	69
	Catheys Valley	02C.2	21	69	1,449
	Merced	3.1	21	87	1,827
	Merced	4.4	21	87	1,827
	Merced	5.5	21	87	1,827
	Merced	6.2	1	51	51
	Merced	6.3	21	51	1,071
	Midpines	7.1	19	51	969
	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
<b>Total Mileage</b>					<b>19,002</b>

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Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekends</b>					
	Catheys Valley	02C.2	9	69	621
	Merced	4.4	8	87	696
	Merced	5.5	10	87	870
	Yosemite	10.2	1	55	55
	Yosemite	11.3	9	87	783
	Yosemite	12.4	9	87	783
	Yosemite	8.1	9	87	783
	Yosemite	9.6	9	87	783
<b>Total Mileage</b>					<b>5,374</b>

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Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Holidays</b>					
	Catheys Valley	02C.2	1	69	69
	Merced	4.4	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
<b>Total Mileage</b>					<b>504</b>
<b>Grand Total</b>					<b>24,880</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>24,880</b>

## REVENUE HOURS

From March 01 through March 31, 2013 VIA HWY 140 provided a total of 917.6 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekdays</b>					
	Catheys Valley	01C.2	21	2.30	48.30
	Catheys Valley	02C.1	1	2.40	2.40
	Catheys Valley	02C.2	21	2.30	48.30
	Merced	3.1	21	3.20	67.20
	Merced	4.4	21	3.40	71.40
	Merced	5.5	21	2.80	58.80
	Merced	6.2	1	1.90	1.90
	Merced	6.3	21	2.40	50.40
	Midpines	7.1	19	1.70	32.30
	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
<b>Total Hours</b>					<b>700.20</b>

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Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekends</b>					
	Catheys Valley	02C.2	9	2.30	20.70
	Merced	4.4	8	3.40	27.20
	Merced	5.5	10	2.80	28.00
	Yosemite	10.2	1	1.80	1.80
	Yosemite	11.3	9	3.00	27.00
	Yosemite	12.4	9	3.00	27.00
	Yosemite	8.1	9	3.80	34.20
	Yosemite	9.6	9	3.60	32.40
<b>Total Hours</b>					<b>198.30</b>

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Holidays</b>					
	Catheys Valley	02C.2	1	2.30	2.30
	Merced	4.4	1	3.40	3.40
	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
<b>Total Hours</b>					<b>19.10</b>
<b>Grand Total</b>					<b>917.60</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>917.60</b>

## **Passengers Left / Wheelchair Usage**

### **Bus Full / # of Passengers Left**

<b>Run Date</b>	<b>Route</b>	<b>Total</b>
3/22/2013	9.6	2
	<b>Grand Total</b>	<b>2</b>

## **ACCIDENTS/INCIDENTS**

There were zero (0) vehicular incident/accidents on VIA YARTS vehicles during the month of March 1-31, 2013.

## **ROAD CALLS**

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

## **SERVICE DELAYS**

There were four (4) service delays during the month of March 1-31, 2013.

<b>03/01/13</b>	Run 4	Service delayed 45 minutes due to BNSF train stuck on tracks.
<b>03/01/13</b>	Run 5	Service delayed 5 minutes due to late train at Amtrak.
<b>03/27/13</b>	Run 1	Service delayed 15 minutes due to mechanical issues.
<b>03/30/13</b>	Run 9	Service delayed 30 minutes due to high traffic in Yosemite Park.

## **MISSED RUNS**

There were zero (0) missed VIA YARTS trips during the period of March 1-31, 2013.

## **EXTRA TRIPS**

There were zero (0) extra Highway 140 VIA YARTS trips operating during the period of March 1-31, 2013.

## **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 **238** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from March 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

150	Calls received on schedule issues and questions for Hwy 140 Corridor.
36	Calls received on Mammoth Lake schedule information.
6	Calls received on Sonora/Groveland schedule information.
21	Calls received on park information (lodging, tours, camping, etc.)
24	Miscellaneous calls (lost & found, hang up calls, etc.)
1	Calls received as customer complaints.
<b>238</b>	<b>Total</b>

## CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There was one (1) customer complaint received by phone during the month of March 1-31, 2013.

**03/14/2013**

A customer called saying that his bus (Run 7) from Mariposa to Merced caused him to be 10 minutes late for his class at Merced College. He stated that the driver was driving very slow and stopping for pedestrians that weren't in the crosswalk.

VIA Operations Manager followed up with caller and apologized for the inconvenience. However, the manager also informed the rider that by law there doesn't have to be an actual crosswalk marked for pedestrians to have the right of way. YARTS drivers do their best to stay on schedule while also giving common courtesies to pedestrians, fellow motorists and bicyclists. Additionally, the manager informed the rider that for safety reasons we leave it to the driver's discretion to drive slower than the speed limit when conditions warrant in the driver's eyes. Though timeliness is important, the driver's main priority is first and foremost the safe transportation of YARTS passengers. So though YARTS normally runs an on time service there may be unforeseen delays at times. Customer was satisfied with this explanation and said he would continue to ride YARTS.

## OTHER

### Wheel Chair Request

There were zero (0) wheelchair requests filled for the month of March 1-31, 2013. Ten (10) wheelchair buses are available to accommodate YARTS passengers in accordance with ADA guidelines.

### **Cal-Trans & Traffic Delays**

There were 5- to 30-minutes delays throughout the month on separate runs due to road work and heavy traffic.