

February 6, 2008

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

RE: YARTS Monthly Report: January 1 - 31, 2008

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 January 1 - 31, 2008.

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

A total of 4,879 passengers were carried on the HWY 140 system by VIA. Of these, 974 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
1/1/2008	6	10	4	20	57	4	8	3	20	89	112
1/2/2008	19	43	10	72	66	11	10	6	55	142	220
1/3/2008	4	43	8	55	72	10	15	12	18	115	182
1/4/2008	10	28	8	46	47	0	9	2	31	87	135
1/5/2008	2	9	1	12	44	0	3	3	20	67	82
1/6/2008	3	15	4	22	31	4	1	10	164	200	232
1/7/2008	16	50	14	80	58	1	18	2	23	100	182
1/8/2008	21	72	16	109	61	3	8	2	110	182	293
1/9/2008	9	67	11	87	70	0	10	0	13	93	180
1/10/2008	15	60	16	91	51	0	10	2	12	73	166
1/11/2008	13	46	5	64	55	4	15	2	60	134	200
1/12/2008	3	8	1	12	74	2	2	7	23	101	120
1/13/2008	3	3	2	8	34	2	1	0	68	105	113
1/14/2008	15	53	23	91	50	6	17	0	8	81	172
1/15/2008	19	60	14	93	36	2	9	0	58	105	198
1/16/2008	8	40	14	62	43	1	20	2	7	71	135
1/17/2008	18	41	9	68	46	0	21	2	7	74	144
1/18/2008	14	36	5	55	45	1	18	0	22	86	141
1/19/2008	9	11	5	25	59	2	4	0	11	76	101
1/20/2008	1	7	2	10	64	1	14	3	18	97	110
1/21/2008	8	9	5	22	59	0	7	0	48	114	136
1/22/2008	30	57	5	92	35	2	19	0	8	64	156
1/23/2008	15	57	16	88	33	6	26	2	6	71	161
1/24/2008	9	42	5	56	32	2	28	0	1	63	119
1/25/2008	12	44	5	61	33	0	21	2	42	96	159
1/26/2008	10	9	1	20	97	1	4	0	4	106	126
1/27/2008	1	1	3	5	60	2	0	0	65	127	132
1/28/2008	32	51	4	87	49	4	30	2	6	89	178
1/29/2008	15	58	21	94	41	0	17	0	13	71	165
1/30/2008	14	48	9	71	28	9	29	0	20	86	157
1/31/2008	15	46	15	76	49	9	24	1	13	95	172
Total	369	1,124	261	1,754	1,579	89	418	65	974	3,060	4,879
Percent	7.56%	23.04%	5.35%	35.95%	32.36%	1.82%	8.57%	1.33%	19.96%	62.72%	100.00%

Ridership Excluding Amtrak

Date	YCS	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
1/1/2008	6	10	4	20	57	8	3	4	69	92
1/2/2008	19	43	10	72	66	10	6	11	87	165
1/3/2008	4	43	8	55	72	15	12	10	97	164
1/4/2008	10	28	8	46	47	9	2	0	56	104
1/5/2008	2	9	1	12	44	3	3	0	47	62
1/6/2008	3	15	4	22	31	1	10	4	36	68
1/7/2008	16	50	14	80	58	18	2	1	77	159
1/8/2008	21	72	16	109	61	8	2	3	72	183
1/9/2008	9	67	11	87	70	10	0	0	80	167
1/10/2008	15	60	16	91	51	10	2	0	61	154
1/11/2008	13	46	5	64	55	15	2	4	74	140
1/12/2008	3	8	1	12	74	2	7	2	78	97
1/13/2008	3	3	2	8	34	1	0	2	37	45
1/14/2008	15	53	23	91	50	17	0	6	73	164
1/15/2008	19	60	14	93	36	9	0	2	47	140
1/16/2008	8	40	14	62	43	20	2	1	64	128
1/17/2008	18	41	9	68	46	21	2	0	67	137
1/18/2008	14	36	5	55	45	18	0	1	64	119
1/19/2008	9	11	5	25	59	4	0	2	65	90
1/20/2008	1	7	2	10	64	14	3	1	79	92
1/21/2008	8	9	5	22	59	7	0	0	66	88
1/22/2008	30	57	5	92	35	19	0	2	56	148
1/23/2008	15	57	16	88	33	26	2	6	65	155
1/24/2008	9	42	5	56	32	28	0	2	62	118
1/25/2008	12	44	5	61	33	21	2	0	54	117
1/26/2008	10	9	1	20	97	4	0	1	102	122
1/27/2008	1	1	3	5	60	0	0	2	62	67
1/28/2008	32	51	4	87	49	30	2	4	83	172
1/29/2008	15	58	21	94	41	17	0	0	58	152
1/30/2008	14	48	9	71	28	29	0	9	66	137
1/31/2008	15	46	15	76	49	24	1	9	82	159
Total	369	1,124	261	1,754	1,579	418	65	89	2,086	3,905
Percent	9.45%	28.78%	6.68%	44.92%	40.44%	10.70%	1.66%	2.28%	53.42%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	20	0.41%
Airport	11	0.23%
Merced College	54	1.11%
Mall (PG&E)	4	0.08%
Downtown (Court	19	0.39%
Amtrak	522	10.70%
Transpo	213	4.37%
Catheys Valley	92	1.89%
MPMidtown	245	5.02%
Roadside Rest	507	10.39%
MPVstrCenter	148	3.03%
KOA	24	0.49%
MidPines	97	1.99%
MPPO	114	2.34%
Bug Hostel	159	3.26%
Cedar Lodge	43	0.88%
NPS Maintenance	191	3.91%
Barium Mine Rd	161	3.30%
El Portal PO	162	3.32%
YV Lodge	158	3.24%
YosVCenter	585	11.99%
Curry Village	391	8.01%
Ahwahnee	102	2.09%
YosLodge	620	12.71%
Modesto Amtrak	205	4.20%
Fresno Amtrak	32	0.66%
Totals	4879	100.00%

LOAD FACTOR ANALYSIS : January 01 - January 31, 2008

Below please find the load factor calculations for the HWY 140 runs operated by VIA for January 01 through January 31, 2008. 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	
01B	520	436	83.85%	Inbound 5:52 am Service from Mariposa to YV
02B	806	544	67.49%	Inbound 6:24 am Service from Mariposa to YV
03B	806	205	25.43%	Inbound 7:00am Service to YV from Merced
Ex 21	203	152	74.88%	Inbound 9:49 am Service from Modesto to Yosemite
Ex 21.2	48	46	95.83%	Inbound 9:49 am Service from Modesto to Yosemite
04B	806	298	36.97%	Inbound 8:45am Service to YV from Merced
5B	806	463	57.44%	Inbound 11:00 am Service to YV from Merced
Ex 05B1	78	29	37.18%	Inbound 11:00 am Service to YV from Merced
6.1	806	219	27.17%	Inbound 5pm Service to Midpines from Merced
07	546	170	31.14%	Outbound 6:30am Service from Hostel to Merced
08B	806	465	57.69%	Outbound 10:00am Service from YV to Merced
9B	806	748	92.80%	Outbound 4:15 pm Service from YV to Merced
Ex 09B1	26	9	34.62%	Outbound 4:15 pm Service from YV to Merced
Ex 22	177	138	77.97%	Outbound 4:20 pm Service YV to Modesto
Ex 22.1	26	12	46.15%	Outbound 4:20pm Service YV to Modesto/Merced
Ex 22.2	50	47	94.00%	Outbound 4:20 pm Service YV to Modesto
10B	806	289	35.86%	Outbound 4:35 pm Service from YV to Mariposa
11B	806	375	46.53%	Outbound 5:15 pm Service from YV to Merced
12B	806	170	21.09%	Outbound 5:45pm Service from YV to Merced
Ex 31	45	32	71.11%	Inbound 9:15 am Service to YV from Fresno
Ex 32	45	32	71.11%	Outbound 4:00 pm Service from YV to Fresno
Total	9,824	4,879	49.66%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01B	520	436	83.85%	Inbound 5:52 am Service from Mariposa to YV
02B	546	402	73.63%	Inbound 6:24 am Service from Mariposa to YV
03B	546	157	28.75%	Inbound 7:00am Service to YV from Merced
04B	546	190	34.80%	Inbound 8:45am Service to YV from Merced
5B	546	294	53.85%	Inbound 11:00 am Service to YV from Merced
Ex 05B1	52	24	46.15%	Inbound 11:00 am Service to YV from Merced
6.1	546	183	33.52%	Inbound 5pm Service to Midpines from Merced
07	546	170	31.14%	Outbound 6:30am Service from Hostel to Merced
08B	546	340	62.27%	Outbound 10:00am Service from YV to Merced
9B	546	574	105.13%	Outbound 4:15 pm Service from YV to Merced
Ex 09B1	26	9	34.62%	Outbound 4:15 pm Service from YV to Merced
Ex 22	129	113	87.60%	Outbound 4:20 pm Service YV to Modesto
Ex 22.1	26	12	46.15%	Outbound 4:20pm Service YV to Modesto/Merced
Ex 22.2	50	47	94.00%	Outbound 4:20 pm Service YV to Modesto
10B	546	250	45.79%	Outbound 4:35 pm Service from YV to Mariposa
11B	546	281	51.47%	Outbound 5:15 pm Service from YV to Merced
12B	546	101	18.50%	Outbound 5:45pm Service from YV to Merced
Ex 32	45	32	71.11%	Outbound 4:00 pm Service from YV to Fresno
Total	6,854	3,615	52.74%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02B	260	142	54.62%	Inbound 6:24 am Service from Mariposa to YV
03B	260	48	18.46%	Inbound 7:00am Service to YV from Merced
Ex 21	203	152	74.88%	Inbound 9:49 am Service from Modesto to Yosemite
Ex 21.2	48	46	95.83%	Inbound 9:49 an Service from Modesto to Yosemite
04B	260	108	41.54%	Inbound 8:45am Service to YV from Merced
5B	260	169	65.00%	Inbound 11:00 am Service to YV from Merced
Ex 05B1	26	5	19.23%	Inbound 11:00 am Service to YV from Merced
6.1	260	36	13.85%	Inbound 5pm Service to Midpines from Merced
08B	260	125	48.08%	Outbound 10:00am Service from YV to Merced
9B	260	174	66.92%	Outbound 4:15 pm Service from YV to Merced
Ex 22	48	25	52.08%	Outbound 4:20 pm Service YV to Modesto
10B	260	39	15.00%	Outbound 4:35 pm Service from YV to Mariposa
11B	260	94	36.15%	Outbound 5:15 pm Service from YV to Merced
12B	260	69	26.54%	Outbound 5:45pm Service from YV to Merced
Ex 31	45	32	71.11%	Inbound 9:15 am Service to YV from Fresno
Total	2,970	1,264	42.56%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01B	520	436	83.85%	Inbound 5:52 am Service from Mariposa to YV
02B	806	544	67.49%	Inbound 6:24 am Service from Mariposa to YV
03B	806	199	24.69%	Inbound 7:00am Service to YV from Merced
04B	806	257	31.89%	Inbound 8:45am Service to YV from Merced
5B	806	288	35.73%	Inbound 11:00 am Service to YV from Merced
Ex 05B1	78	4	5.13%	Inbound 11:00 am Service to YV from Merced
6.1	806	205	25.43%	Inbound 5pm Service to Midpines from Merced
07	546	162	29.67%	Outbound 6:30am Service from Hostel to Merced
08B	806	359	44.54%	Outbound 10:00am Service from YV to Merced
9B	806	644	79.90%	Outbound 4:15 pm Service from YV to Merced
Ex 09B1	26	1	3.85%	Outbound 4:15 pm Service from YV to Merced
10B	806	279	34.62%	Outbound 4:35 pm Service from YV to Mariposa
11B	806	365	45.29%	Outbound 5:15 pm Service from YV to Merced
12B	806	162	20.10%	Outbound 5:45pm Service from YV to Merced
Total	9,230	3,905	42.31%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01B	520	436	83.85%	Inbound 5:52 am Service from Mariposa to YV
02B	546	402	73.63%	Inbound 6:24 am Service from Mariposa to YV
03B	546	153	28.02%	Inbound 7:00am Service to YV from Merced
04B	546	158	28.94%	Inbound 8:45am Service to YV from Merced
5B	546	192	35.16%	Inbound 11:00 am Service to YV from Merced
Ex 05B1	52	2	3.85%	Inbound 11:00 am Service to YV from Merced
6.1	546	174	31.87%	Inbound 5pm Service to Midpines from Merced
07	546	162	29.67%	Outbound 6:30am Service from Hostel to Merced
08B	546	278	50.92%	Outbound 10:00am Service from YV to Merced
9B	546	510	93.41%	Outbound 4:15 pm Service from YV to Merced
Ex 09B1	26	1	3.85%	Outbound 4:15 pm Service from YV to Merced
10B	546	241	44.14%	Outbound 4:35 pm Service from YV to Mariposa
11B	546	279	51.10%	Outbound 5:15 pm Service from YV to Merced
12B	546	94	17.22%	Outbound 5:45pm Service from YV to Merced
Total	6,604	3,082	46.67%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02B	260	142	54.62%	Inbound 6:24 am Service from Mariposa to YV
03B	260	46	17.69%	Inbound 7:00am Service to YV from Merced
04B	260	99	38.08%	Inbound 8:45am Service to YV from Merced
5B	260	96	36.92%	Inbound 11:00 am Service to YV from Merced
Ex 05B1	26	2	7.69%	Inbound 11:00 am Service to YV from Merced
6.1	260	31	11.92%	Inbound 5pm Service to Midpines from Merced
08B	260	81	31.15%	Outbound 10:00am Service from YV to Merced
9B	260	134	51.54%	Outbound 4:15 pm Service from YV to Merced
10B	260	38	14.62%	Outbound 4:35 pm Service from YV to Mariposa
11B	260	86	33.08%	Outbound 5:15 pm Service from YV to Merced
12B	260	68	26.15%	Outbound 5:45pm Service from YV to Merced
Total	2,626	823	31.34%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for January 01 through January 31, 2008.

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01B	75	301	35	16	1	4	4	0	436
02B	37	279	79	102	2	3	42	0	544
03B	10	20	8	100	9	10	42	6	205
04B	13	11	7	191	9	21	5	41	298
07	0	0	2	56	3	0	101	8	170
08B	6	8	2	308	16	6	13	106	465
10B	27	117	23	82	11	10	9	10	289
11B	25	137	28	144	3	7	21	10	375
12B	15	41	2	97	1	2	4	8	170
5B	61	0	2	197	3	8	17	175	463
6.1	0	0	1	99	5	1	99	14	219
9B	100	210	72	182	2	17	61	104	748
Ex 05B1	0	0	0	4	0	0	0	25	29
Ex 09B1	0	0	0	1	0	0	0	8	9
Ex 21	0	0	0	0	0	0	0	152	152
Ex 21.2	0	0	0	0	0	0	0	46	46
Ex 22	0	0	0	0	0	0	0	138	138
Ex 22.1	0	0	0	0	0	0	0	12	12
Ex 22.2	0	0	0	0	0	0	0	47	47
Ex 31	0	0	0	0	0	0	0	32	32
Ex 32	0	0	0	0	0	0	0	32	32
Total	369	1,124	261	1,579	65	89	418	974	4,879
Percent	7.56%	23.04%	5.35%	32.36%	1.33%	1.82%	8.57%	19.96%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01B	75	301	35	16	1	4	4	0	436
02B	29	235	74	33	2	1	28	0	402
03B	10	15	8	69	6	10	35	4	157
04B	10	11	6	106	7	14	4	32	190
07	0	0	2	56	3	0	101	8	170
08B	3	8	2	246	3	4	12	62	340
10B	26	107	22	62	9	10	5	9	250
11B	21	132	25	79	3	5	14	2	281
12B	14	34	0	40	0	2	4	7	101
5B	50	0	0	118	1	6	17	102	294
6.1	0	0	1	71	3	0	99	9	183
9B	85	199	58	101	1	15	51	64	574
Ex 05B1	0	0	0	2	0	0	0	22	24
Ex 09B1	0	0	0	1	0	0	0	8	9
Ex 22	0	0	0	0	0	0	0	113	113
Ex 22.1	0	0	0	0	0	0	0	12	12
Ex 22.2	0	0	0	0	0	0	0	47	47
Ex 32	0	0	0	0	0	0	0	32	32
Total	323	1,042	233	1,000	39	71	374	533	3,615
Percent	8.93%	28.82%	6.45%	27.66%	1.08%	1.96%	10.35%	14.74%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02B	8	44	5	69	0	2	14	0	142
03B	0	5	0	31	3	0	7	2	48
04B	3	0	1	85	2	7	1	9	108
08B	3	0	0	62	13	2	1	44	125
10B	1	10	1	20	2	0	4	1	39
11B	4	5	3	65	0	2	7	8	94
12B	1	7	2	57	1	0	0	1	69
5B	11	0	2	79	2	2	0	73	169
6.1	0	0	0	28	2	1	0	5	36
9B	15	11	14	81	1	2	10	40	174
Ex 05B1	0	0	0	2	0	0	0	3	5
Ex 21	0	0	0	0	0	0	0	152	152
Ex 21.2	0	0	0	0	0	0	0	46	46
Ex 22	0	0	0	0	0	0	0	25	25
Ex 31	0	0	0	0	0	0	0	32	32
Total	46	82	28	579	26	18	44	441	1,264
Percent	3.64%	6.49%	2.22%	45.81%	2.06%	1.42%	3.48%	34.89%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01B	75	301	35	16	1	4	4	436
02B	37	279	79	102	2	3	42	544
03B	10	20	8	100	9	10	42	199
04B	13	11	7	191	9	21	5	257
07	0	0	2	56	3	0	101	162
08B	6	8	2	308	16	6	13	359
10B	27	117	23	82	11	10	9	279
11B	25	137	28	144	3	7	21	365
12B	15	41	2	97	1	2	4	162
5B	61	0	2	197	3	8	17	288
6.1	0	0	1	99	5	1	99	205
9B	100	210	72	182	2	17	61	644
Ex 05B1	0	0	0	4	0	0	0	4
Ex 09B1	0	0	0	1	0	0	0	1
Ex 21	0	0	0	0	0	0	0	0
Ex 21.2	0	0	0	0	0	0	0	0
Ex 22	0	0	0	0	0	0	0	0
Ex 22.1	0	0	0	0	0	0	0	0
Ex 22.2	0	0	0	0	0	0	0	0
Ex 31	0	0	0	0	0	0	0	0
Ex 32	0	0	0	0	0	0	0	0
Total	369	1,124	261	1,579	65	89	418	3,905
Percent	9.45%	28.78%	6.68%	40.44%	1.66%	2.28%	10.70%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01B	75	301	35	16	1	4	4	436
02B	29	235	74	33	2	1	28	402
03B	10	15	8	69	6	10	35	153
04B	10	11	6	106	7	14	4	158
07	0	0	2	56	3	0	101	162
08B	3	8	2	246	3	4	12	278
10B	26	107	22	62	9	10	5	241
11B	21	132	25	79	3	5	14	279
12B	14	34	0	40	0	2	4	94
5B	50	0	0	118	1	6	17	192
6.1	0	0	1	71	3	0	99	174
9B	85	199	58	101	1	15	51	510
Ex 05B1	0	0	0	2	0	0	0	2
Ex 09B1	0	0	0	1	0	0	0	1
Ex 22	0	0	0	0	0	0	0	0
Ex 22.1	0	0	0	0	0	0	0	0
Ex 22.2	0	0	0	0	0	0	0	0
Ex 32	0	0	0	0	0	0	0	0
Total	323	1,042	233	1,000	39	71	374	3,082
Percent	10.48%	33.81%	7.56%	32.45%	1.27%	2.30%	12.13%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02B	8	44	5	69	0	2	14	142
03B	0	5	0	31	3	0	7	46
04B	3	0	1	85	2	7	1	99
08B	3	0	0	62	13	2	1	81
10B	1	10	1	20	2	0	4	38
11B	4	5	3	65	0	2	7	86
12B	1	7	2	57	1	0	0	68
5B	11	0	2	79	2	2	0	96
6.1	0	0	0	28	2	1	0	31
9B	15	11	14	81	1	2	10	134
Ex 05B1	0	0	0	2	0	0	0	2
Ex 21	0	0	0	0	0	0	0	0
Ex 21.2	0	0	0	0	0	0	0	0
Ex 22	0	0	0	0	0	0	0	0
Ex 31	0	0	0	0	0	0	0	0
Total	46	82	28	579	26	18	44	823
Percent	5.59%	9.96%	3.40%	70.35%	3.16%	2.19%	5.35%	100.00%

OPERATING STATISTICS

REVENUE MILES January 01 - January 31 2008

From January 01 through January 31, 2008 VIA HWY 140 operated a total of 28,101 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Mariposa	01B	20	55	1,100
	Mariposa	02B	21	55	1,155
	Merced	03B	21	87	1,827
	Merced	04B	21	87	1,827
	Merced	5B	21	87	1,827
	Merced	6.1	21	51	1,071
	Merced	Ex 05B1	2	87	174
	Midpines	07	21	51	1,071
	Yosemite	08B	21	87	1,827
	Yosemite	10B	21	55	1,155
	Yosemite	11B	21	87	1,827
	Yosemite	12B	21	87	1,827
	Yosemite	9B	21	87	1,827
	Yosemite	Ex 09B1	1	87	87
	Yosemite	Ex 22	3	148	444
	Yosemite	Ex 22.1	1	148	148

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
	Yosemite	Ex 22.2	1	148	148
	Yosemite	Ex 32	1	116	116
Total Mileage					19,458

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Fresno	Ex 31	1	116	116
	Mariposa	02B	8	55	440
	Merced	03B	8	87	696
	Merced	04B	8	87	696
	Merced	5B	8	87	696
	Merced	6.1	8	51	408
	Merced	Ex 05B1	1	87	87
	Modesto	Ex 21	3	148	444
	Modesto	Ex 21.2	1	148	148
	Yosemite	08B	8	87	696
	Yosemite	10B	8	55	440
	Yosemite	11B	8	87	696
	Yosemite	12B	8	87	696
	Yosemite	9B	8	87	696
	Yosemite	Ex 22	1	148	148
Total Mileage					7,103

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Holidays					
	Mariposa	02B	2	55	110
	Merced	03B	2	87	174
	Merced	04B	2	87	174
	Merced	5B	2	87	174
	Merced	6.1	2	51	102
	Modesto	Ex 21	1	148	148
	Yosemite	08B	2	87	174
	Yosemite	10B	2	55	110
	Yosemite	11B	2	87	174
	Yosemite	12B	2	87	174
	Yosemite	9B	2	87	174
Total Mileage					1,688
Grand Total					28,249
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					-148
YARTS Total					28,101

REVENUE HOURS

From January 01 through January 31, 2008 VIA HWY 140 provided a total of 924.7 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Mariposa	01B	20	1.80	36.00
	Mariposa	02B	21	1.70	35.70
	Merced	03B	21	2.90	60.90
	Merced	04B	21	3.10	65.10
	Merced	5B	21	3.30	69.30
	Merced	6.1	21	1.60	33.60
	Merced	Ex 05B1	2	3.30	6.60
	Midpines	07	21	1.30	27.30
	Yosemite	08B	21	3.10	65.10
	Yosemite	10B	21	1.70	35.70
	Yosemite	11B	21	2.90	60.90
	Yosemite	12B	21	3.00	63.00
	Yosemite	9B	21	2.60	54.60
	Yosemite	Ex 09B1	1	2.60	2.60
	Yosemite	Ex 22	3	4.00	12.00
	Yosemite	Ex 22.1	1	4.00	4.00
	Yosemite	Ex 22.2	1	4.00	4.00

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
	Yosemite	Ex 32	1	3.00	3.00
Total Hours					639.40

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Fresno	Ex 31	1	3.00	3.00
	Mariposa	02B	8	1.70	13.60
	Merced	03B	8	2.90	23.20
	Merced	04B	8	3.10	24.80
	Merced	5B	8	3.30	26.40
	Merced	6.1	8	1.60	12.80
	Merced	Ex 05B1	1	3.30	3.30
	Modesto	Ex 21	3	4.00	12.00
	Modesto	Ex 21.2	1	4.00	4.00
	Yosemite	08B	8	3.10	24.80
	Yosemite	10B	8	1.70	13.60
	Yosemite	11B	8	2.90	23.20
	Yosemite	12B	8	3.00	24.00
	Yosemite	9B	8	2.60	20.80
	Yosemite	Ex 22	1	4.00	4.00
Total Hours					233.50

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Holidays					
	Mariposa	02B	2	1.70	3.40
	Merced	03B	2	2.90	5.80
	Merced	04B	2	3.10	6.20
	Merced	5B	2	3.30	6.60
	Merced	6.1	2	1.60	3.20
	Modesto	Ex 21	1	4.00	4.00
	Yosemite	08B	2	3.10	6.20
	Yosemite	10B	2	1.70	3.40
	Yosemite	11B	2	2.90	5.80
	Yosemite	12B	2	3.00	6.00
	Yosemite	9B	2	2.60	5.20
Total Hours					55.80
Grand Total					928.70
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					-4.00
YARTS Total					924.70

Passengers Left / Wheelchair Usage

Bus Full / # of Passengers Left

Run Date	Route	Total Left
1/11/2008	9B	10
	Grand Total	10

Wheel Chair

Run Date	Route	Total Left
1/2/2008	9B	1
1/3/2008	02B	1
1/3/2008	9B	1
1/4/2008	02B	1
1/4/2008	9B	1
1/7/2008	02B	1
1/7/2008	10B	1
1/8/2008	02B	1
1/8/2008	9B	1
1/9/2008	9B	1
1/9/2008	02B	1
1/10/2008	02B	1
1/10/2008	9B	1
1/11/2008	02B	1
1/11/2008	10B	1
1/14/2008	02B	1
1/15/2008	02B	1
1/15/2008	9B	1
1/16/2008	02B	1
1/16/2008	9B	1
1/17/2008	02B	1

1/17/2008	9B	1
1/18/2008	9B	1
1/22/2008	9B	1
1/22/2008	02B	1
1/24/2008	02B	1
1/24/2008	9B	1
1/25/2008	02B	1
1/25/2008	9B	1
1/29/2008	02B	1
1/29/2008	9B	1
1/30/2008	10B	1
1/31/2008	9B	1
1/31/2008	02B	1
Grand Total		34

ACCIDENTS/INCIDENTS

There was one (1) incident on VIA YARTS vehicle during the month of January 1 - 31, 2008.

1/09/08	Run 5	Driver called operations to inform them that a young passenger boarded the bus at Amtrak but refused to pay the fare. The driver asked the passenger several times to pay, informing him that if he did not pay the fare that he would have to disembark. The passenger refused to pay or disembark. Therefore, the driver called the police who escorted the passenger off the bus without further incident.
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ROAD CALLS

There were zero (0) road calls during the month of January 1 -31, 2008.

SERVICE DELAYS

There were three (3) service delays during the month of January 1 - 31, 2008.

1/02/08	Run 1	Service delayed due to operational error. See "Missed Runs."
1/04/08	Run 3	Service delayed 1 hour due to driver error. See "Missed Runs.'
1/09/08	Run 7	Service delayed 25 minutes due to driver error. See "Missed Runs."

MISSED RUNS

There were three (3) missed VIA YARTS trips during the period of January 1 - 31, 2008.

1/02/08	Run 1	Service delayed due to operational error.
1/04/07	Run 3	Service delayed due to driver error.
1/09/08	Run 7	Service delayed due to driver error.

EXTRA TRIPS

There were four (4) extra Highway 140 VIA YARTS trips operating during the period of January 1 - 31, 2008. There were also five (5) round-trips from Modesto to Yosemite and one (1) round-trip from Fresno to Yosemite between January 1 – 31, 2008.

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 **289** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from January 1 - 31, 2008. 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

- 211 Calls received on schedule issues and questions for Hwy 140 Corridor.
- 12 Calls received on Mammoth Lake schedule information.
- 0 Calls received on Coulterville schedule information.
- 7 Calls received on park information (lodging, tours, camping, etc.)
- 43 Miscellaneous calls (lost & found, hang up calls, etc.)
- 16 Calls received as customer complaints.
- 289** Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were fifteen (15) customer complaints received by phone and correspondence during the month of January 1 - 31, 2008.

- | | | |
|----------------|-------|--|
| 1/02/08 | Run 1 | Customer called and asked where the bus was for Run 1. |
| | | Follow up showed the run was not done due to an operational error. |

1/02/08	Run 9	Customers said bus never showed up at Yosemite Visitor Center.
		Follow up shows driver had employee witnesses that saw him stop at all locations on the valley floor. Employees who were picked up at the various stops on the valley floor said they thought the driver left on time from all stops. However, if there was any variance in watch times, it could have only been 2 or 3 minutes. Driver arrived at lodge on time and even departed a few minutes late. VIA Operations discussed incident with driver and reminded him to check times carefully at every stop so as not to depart early.
1/04/08	Run 3	Received two calls asking where the bus was for Run 3.
		Follow up showed the driver was running 1 hour behind schedule due to driver error. The passengers waited for the Run 4 bus.
1/07/08	Run 1	Customer waiting at KOA stop (SOD) said the driver never stopped.
		Follow up showed the driver slowed down almost to a stop, looked, saw no one and continued to his next stop.
1/09/08	Run 0	Concerned customer called and expressed his opinion that if a customer needs to use the restroom facilities en route to or from Yosemite, the driver should be able to make a stop upon request whether he is behind schedule or not.
		Follow up showed customer was referred to a supervisor, who then referred the caller to Dick Whittington and followed up with an informational e-mail for action.
1/09/08	Run 7	There were three customers who called and asked where the bus was for Run 7.
		Follow up showed the driver was running 25 minutes behind schedule due to driver error. Customers decided to drive into Merced.
1/11/08	Run 1	Customer called to say she was driving behind the early morning bus along with 4 or 5 other cars and that the driver did not to use the turnouts until he pulled off at Cedar Lodge.
		Follow up showed after speaking to the driver he felt the cars were far enough back where he didn't feel he needed to use the turnouts. However VIA Operations manager informed driver that he should pull over when safe as a courtesy when any cars are trying to get past him or when 5 or more cars are following.
1/16/08	Run 9	Customer sent an e-mail complaining that the driver was late getting them to Amtrak, therefore missing their connection. Also, an earlier bus stopped and said

he was out of service but another bus was right behind him. Customer asked why couldn't the driver transport them to Amtrak since he was empty. They felt this would have prevented them from missing their train connection.

Follow up showed the driver left the park 5 minutes late due heavy passenger load and last-minute people boarding at 4:15 pm at the lodge with luggage and cash. Also, he had a wheelchair rider along the route and encountered construction delays.

As for the "empty" bus, this was Run 10, which deadheads (empty) from Mariposa to the yard. We have historically used that bus at no additional cost to YARTS to take people to make their train or Greyhound connections if they miss Run 9, however Run 9 was visibly behind Run 10 unloading. That Run 10 bus is out of service at that point.

1/21/08	Run 8	Customer called from Yosemite View Lodge and asked where the bus was for Run 8. Follow up showed the bus was stuck in traffic at Highway 140/41 junction waiting for the snowplow to clear the road.
1/28/08	Run 2	Customer called and asked where the bus was for Run 2 Follow up showed there were extensive delays up to 1 ½ hours due to chain requirements and construction in the park.
1/31/08	Run 4	Four customers called from Midtown Mariposa stop and asked where the bus was for Run 4. Follow up showed contact was made with the driver on Run 4. The driver did pick up passengers there, however when we reviewed his watch time he was running fast which resulted in leaving the stops early. The customers decided to drive themselves in to the park. The driver's time was corrected and the operations manager reviewed polices and procedures with the driver.

OTHER

Wheel Chair Request

There were thirty-four (34) wheelchair requests filled for the month of January 1 - 31, 2008. Five (5) wheelchair buses are available to accommodate YARTS passengers who request transportation 48 hours in advance in accordance with ADA guidelines.

Holiday Traffic, Construction & Chain Delays

There were 15 -minute to 1 1/2 -hour delays on all runs for the month of January 1 - 31, 2008 due to holiday traffic, road construction in the park and chain requirements.

Rockslide Delay

There was a 30 -minute delay on Run 11 due to a small rockslide on Briceburg Pass. Only one lane was opened for through traffic.