



November 07, 2008

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

RE: YARTS Monthly Report: October 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 October 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 6,372 passengers were carried on the HWY 140 system by VIA. Of these, 869 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
10/1/2008	20	94	9	123	109	0	30	1	35	174	298
10/2/2008	12	87	9	108	93	15	41	4	63	212	324
10/3/2008	6	47	3	56	73	23	26	1	31	153	210
10/4/2008	4	16	0	20	60	34	3	0	13	110	130
10/5/2008	3	16	2	21	91	2	6	0	36	135	156
10/6/2008	12	78	5	95	76	7	29	0	22	134	229
10/7/2008	10	105	11	126	59	6	27	1	36	128	255
10/8/2008	8	95	1	104	97	11	33	0	34	175	279
10/9/2008	4	84	7	95	90	16	33	5	30	169	269
10/10/2008	8	55	8	71	81	7	23	5	30	141	217
10/11/2008	3	12	1	16	81	6	8	6	27	122	144
10/12/2008	4	15	2	21	85	7	5	5	19	116	142
10/13/2008	6	14	1	21	83	5	29	3	40	157	181
10/14/2008	15	67	10	92	86	9	33	0	33	161	253
10/15/2008	10	76	2	88	80	1	25	2	30	136	226
10/16/2008	6	75	4	85	107	5	28	3	21	161	249
10/17/2008	5	41	2	48	80	11	21	2	59	171	221
10/18/2008	11	7	2	20	67	9	3	12	11	90	122
10/19/2008	5	13	2	20	39	2	2	3	11	54	77
10/20/2008	10	86	5	101	59	7	28	5	16	110	216
10/21/2008	12	106	6	124	52	10	32	0	19	113	237
10/22/2008	18	76	4	98	56	6	38	0	32	132	230
10/23/2008	6	73	10	89	46	5	24	2	21	96	187
10/24/2008	5	49	2	56	71	10	25	3	26	132	191
10/25/2008	6	5	0	11	61	2	4	0	14	81	92
10/26/2008	1	13	7	21	50	2	6	0	26	84	105
10/27/2008	7	105	3	115	68	9	37	0	38	152	267
10/28/2008	14	93	14	121	94	3	27	0	18	142	263
10/29/2008	11	74	8	93	37	7	47	0	24	115	208
10/30/2008	4	87	9	100	67	7	39	0	30	143	243
10/31/2008	7	49	0	56	40	2	26	3	24	92	151
Total	253	1,813	149	2,215	2,238	246	738	66	869	4,091	6,372
Percent	3.97%	28.45%	2.34%	34.76%	35.12%	3.86%	11.58%	1.04%	13.64%	64.20%	100.00%

Ridership Excluding Amtrak

Date	YCS	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
01/01/2008	20	94	9	123	109	30	1	0	139	263
01/02/2008	12	87	9	108	93	41	4	15	149	261
01/03/2008	6	47	3	56	73	26	1	23	122	179
01/04/2008	4	16	0	20	60	3	0	34	97	117
01/05/2008	3	16	2	21	91	6	0	2	99	120
01/06/2008	12	78	5	95	76	29	0	7	112	207
01/07/2008	10	105	11	126	59	27	1	6	92	219
01/08/2008	8	95	1	104	97	33	0	11	141	245
01/09/2008	4	84	7	95	90	33	5	16	139	239
01/10/2008	8	55	8	71	81	23	5	7	111	187
01/11/2008	3	12	1	16	81	8	6	6	95	117
01/12/2008	4	15	2	21	85	5	5	7	97	123
01/13/2008	6	14	1	21	83	29	3	5	117	141
01/14/2008	15	67	10	92	86	33	0	9	128	220
01/15/2008	10	76	2	88	80	25	2	1	106	196
01/16/2008	6	75	4	85	107	28	3	5	140	228
01/17/2008	5	41	2	48	80	21	2	11	112	162
01/18/2008	11	7	2	20	67	3	12	9	79	111
01/19/2008	5	13	2	20	39	2	3	2	43	66
01/20/2008	10	86	5	101	59	28	5	7	94	200
01/21/2008	12	106	6	124	52	32	0	10	94	218
01/22/2008	18	76	4	98	56	38	0	6	100	198
01/23/2008	6	73	10	89	46	24	2	5	75	166
01/24/2008	5	49	2	56	71	25	3	10	106	165
01/25/2008	6	5	0	11	61	4	0	2	67	78
01/26/2008	1	13	7	21	50	6	0	2	58	79
01/27/2008	7	105	3	115	68	37	0	9	114	229
01/28/2008	14	93	14	121	94	27	0	3	124	245
01/29/2008	11	74	8	93	37	47	0	7	91	184
01/30/2008	4	87	9	100	67	39	0	7	113	213
01/31/2008	7	49	0	56	40	26	3	2	68	127
Total	253	1,813	149	2,215	2,238	738	66	246	3,222	5,503
Percent	4.60%	32.95%	2.71%	40.25%	40.67%	13.41%	1.20%	4.47%	58.55%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	109	1.71%
Merced College	40	0.63%
Mall (PG&E)	33	0.52%
Downtown (Court	40	0.63%
Amtrak	734	11.52%
Transpo	195	3.06%
Catheys Valley	92	1.44%
MPMidtown	192	3.01%
Roadside Rest	741	11.63%
MPVstrCenter	166	2.61%
KOA	142	2.23%
MidPines	217	3.41%
MPPO	158	2.48%
Bug Hostel	163	2.56%
Cedar Lodge	72	1.13%
NPS Maintenance	357	5.60%
Barium Mine Rd	167	2.62%
El Portal PO	265	4.16%
YV Lodge	383	6.01%
YosVCenter	781	12.26%
Curry Village	375	5.89%
Ahwahnee	86	1.35%
YosLodge	808	12.68%
UC Merced	56	0.88%
Totals	6372	100.00%

LOAD FACTOR ANALYSIS : October 01 - October 31, 2008

Below please find the load factor calculations for the HWY 140 runs operated by VIA for October 01 through October 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	1,104	662	59.96%	Inbound 5:52 am Service from Mariposa to YV
02B	1,428	552	38.66%	Inbound 6:24 am Service from Mariposa to YV
2.2A	806	288	35.73%	Inbound Service 6:am to YV from Merced
03B	806	318	39.45%	Inbound 7:00am Service to YV from Merced
4.2B	806	395	49.01%	Inbound 9:00 am Service from Merced to YV
5B2	1,485	413	27.81%	Inbound Service 10:45am to YV from Merced
06B	1,486	634	42.66%	Inbound 5:00pm Service YV from Merced
07	594	196	33.00%	Outbound 6:30am Service from Hostel to Merced
08B	1,483	639	43.09%	Outbound 10:00am Service from YV to Merced
9B1	806	560	69.48%	Outbound Service 3:45pm from YV to Merced
9A	1,431	461	32.22%	Outbound Service 4:15pm from YV to Merced
10B	806	283	35.11%	Outbound 4:35 pm Service from YV to Mariposa
11B1	1,485	550	37.04%	Outbound 5:20 pm Service from YV to Merced
12.2B	806	304	37.72%	Outbound 5:45 pm Service from YV to Merced
14.1B	1,486	117	7.87%	Outbound 8:20 pm Service from YV to Merced
Total	16,818	6,372	37.89%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01B	1,104	662	59.96%	Inbound 5:52 am Service from Mariposa to YV
02B	1,059	475	44.85%	Inbound 6:24 am Service from Mariposa to YV
2.2A	598	239	39.97%	Inbound Service 6:am to YV from Merced
03B	598	259	43.31%	Inbound 7:00am Service to YV from Merced
4.2B	598	296	49.50%	Inbound 9:00 am Service from Merced to YV
5B2	1,101	314	28.52%	Inbound Service 10:45am to YV from Merced
06B	1,101	519	47.14%	Inbound 5:00pm Service YV from Merced
07	594	196	33.00%	Outbound 6:30am Service from Hostel to Merced
08B	1,101	505	45.87%	Outbound 10:00am Service from YV to Merced
9B1	598	489	81.77%	Outbound Service 3:45pm from YV to Merced
9A	1,062	405	38.14%	Outbound Service 4:15pm from YV to Merced
10B	598	240	40.13%	Outbound 4:35 pm Service from YV to Mariposa
11B1	1,101	467	42.42%	Outbound 5:20 pm Service from YV to Merced
12.2B	598	237	39.63%	Outbound 5:45 pm Service from YV to Merced
14.1B	1,101	101	9.17%	Outbound 8:20 pm Service from YV to Merced
Total	12,912	5,404	41.85%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02B	369	77	20.87%	Inbound 6:24 am Service from Mariposa to YV
2.2A	208	49	23.56%	Inbound Service 6:am to YV from Merced
03B	208	59	28.37%	Inbound 7:00am Service to YV from Merced
4.2B	208	99	47.60%	Inbound 9:00 am Service from Merced to YV
5B2	384	99	25.78%	Inbound Service 10:45am to YV from Merced
06B	385	115	29.87%	Inbound 5:00pm Service YV from Merced
08B	382	134	35.08%	Outbound 10:00am Service from YV to Merced
9B1	208	71	34.13%	Outbound Service 3:45pm from YV to Merced
9A	369	56	15.18%	Outbound Service 4:15pm from YV to Merced
10B	208	43	20.67%	Outbound 4:35 pm Service from YV to Mariposa
11B1	384	83	21.61%	Outbound 5:20 pm Service from YV to Merced
12.2B	208	67	32.21%	Outbound 5:45 pm Service from YV to Merced
14.1B	385	16	4.16%	Outbound 8:20 pm Service from YV to Merced
Total	3,906	968	24.78%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01B	1,104	662	59.96%	Inbound 5:52 am Service from Mariposa to YV
02B	1,428	552	38.66%	Inbound 6:24 am Service from Mariposa to YV
2.2A	806	287	35.61%	Inbound Service 6:am to YV from Merced
03B	806	305	37.84%	Inbound 7:00am Service to YV from Merced
4.2B	806	318	39.45%	Inbound 9:00 am Service from Merced to YV
5B2	1,485	194	13.06%	Inbound Service 10:45am to YV from Merced
06B	1,486	499	33.58%	Inbound 5:00pm Service YV from Merced
07	594	190	31.99%	Outbound 6:30am Service from Hostel to Merced
08B	1,483	444	29.94%	Outbound 10:00am Service from YV to Merced
9B1	806	514	63.77%	Outbound Service 3:45pm from YV to Merced
9A	1,431	358	25.02%	Outbound Service 4:15pm from YV to Merced
10B	806	282	34.99%	Outbound 4:35 pm Service from YV to Mariposa
11B1	1,485	520	35.02%	Outbound 5:20 pm Service from YV to Merced
12.2B	806	267	33.13%	Outbound 5:45 pm Service from YV to Merced
14.1B	1,486	111	7.47%	Outbound 8:20 pm Service from YV to Merced
Total	16,818	5,503	32.72%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01B	1,104	662	59.96%	Inbound 5:52 am Service from Mariposa to YV
02B	1,059	475	44.85%	Inbound 6:24 am Service from Mariposa to YV
2.2A	598	238	39.80%	Inbound Service 6:am to YV from Merced
03B	598	247	41.30%	Inbound 7:00am Service to YV from Merced
4.2B	598	233	38.96%	Inbound 9:00 am Service from Merced to YV
5B2	1,101	136	12.35%	Inbound Service 10:45am to YV from Merced
06B	1,101	413	37.51%	Inbound 5:00pm Service YV from Merced
07	594	190	31.99%	Outbound 6:30am Service from Hostel to Merced
08B	1,101	351	31.88%	Outbound 10:00am Service from YV to Merced
9B1	598	446	74.58%	Outbound Service 3:45pm from YV to Merced
9A	1,062	320	30.13%	Outbound Service 4:15pm from YV to Merced
10B	598	239	39.97%	Outbound 4:35 pm Service from YV to Mariposa
11B1	1,101	439	39.87%	Outbound 5:20 pm Service from YV to Merced
12.2B	598	208	34.78%	Outbound 5:45 pm Service from YV to Merced
14.1B	1,101	95	8.63%	Outbound 8:20 pm Service from YV to Merced
Total	12,912	4,692	36.34%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02B	369	77	20.87%	Inbound 6:24 am Service from Mariposa to YV
2.2A	208	49	23.56%	Inbound Service 6:am to YV from Merced
03B	208	58	27.88%	Inbound 7:00am Service to YV from Merced
4.2B	208	85	40.87%	Inbound 9:00 am Service from Merced to YV
5B2	384	58	15.10%	Inbound Service 10:45am to YV from Merced
06B	385	86	22.34%	Inbound 5:00pm Service YV from Merced
08B	382	93	24.35%	Outbound 10:00am Service from YV to Merced
9B1	208	68	32.69%	Outbound Service 3:45pm from YV to Merced
9A	369	38	10.30%	Outbound Service 4:15pm from YV to Merced
10B	208	43	20.67%	Outbound 4:35 pm Service from YV to Mariposa
11B1	384	81	21.09%	Outbound 5:20 pm Service from YV to Merced
12.2B	208	59	28.37%	Outbound 5:45 pm Service from YV to Merced
14.1B	385	16	4.16%	Outbound 8:20 pm Service from YV to Merced
Total	3,906	811	20.76%	

PASSENGER FARES BY TYPE

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

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01B	47	520	12	63	0	2	18	0	662
02B	18	342	34	85	0	2	71	0	552
03B	1	27	6	164	6	31	70	13	318
06B	8	1	2	328	3	4	153	135	634
07	0	0	0	34	0	1	155	6	196
08B	16	5	4	379	6	14	20	195	639
10B	20	168	12	52	8	17	5	1	283
11B1	8	291	13	167	4	12	25	30	550
12.2B	5	103	8	122	3	15	11	37	304
14.1B	11	11	2	69	0	4	14	6	117
2.2A	19	80	10	104	5	8	61	1	288
4.2B	39	3	8	174	13	70	11	77	395
5B2	8	2	2	155	5	11	11	219	413
9A	22	184	11	109	5	9	18	103	461
9B1	31	76	25	233	8	46	95	46	560
Total	253	1,813	149	2,238	66	246	738	869	6,372
Percent	3.97%	28.45%	2.34%	35.12%	1.04%	3.86%	11.58%	13.64%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01B	47	520	12	63	0	2	18	0	662
02B	12	299	28	63	0	2	71	0	475
03B	1	25	5	123	2	28	63	12	259
06B	1	0	0	257	1	3	151	106	519
07	0	0	0	34	0	1	155	6	196
08B	16	5	4	297	3	8	18	154	505
10B	20	163	12	26	4	9	5	1	240
11B1	7	269	10	123	4	4	22	28	467
12.2B	4	88	6	91	1	12	6	29	237
14.1B	11	11	1	54	0	4	14	6	101
2.2A	13	78	10	69	4	8	56	1	239
4.2B	32	3	8	122	9	50	9	63	296
5B2	6	1	2	114	2	6	5	178	314
9A	16	182	10	84	4	7	17	85	405
9B1	30	72	25	184	6	38	91	43	489
Total	216	1,716	133	1,704	40	182	701	712	5,404
Percent	4.00%	31.75%	2.46%	31.53%	0.74%	3.37%	12.97%	13.18%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02B	6	43	6	22	0	0	0	0	77
03B	0	2	1	41	4	3	7	1	59
06B	7	1	2	71	2	1	2	29	115
08B	0	0	0	82	3	6	2	41	134
10B	0	5	0	26	4	8	0	0	43
11B1	1	22	3	44	0	8	3	2	83
12.2B	1	15	2	31	2	3	5	8	67
14.1B	0	0	1	15	0	0	0	0	16
2.2A	6	2	0	35	1	0	5	0	49
4.2B	7	0	0	52	4	20	2	14	99
5B2	2	1	0	41	3	5	6	41	99
9A	6	2	1	25	1	2	1	18	56
9B1	1	4	0	49	2	8	4	3	71
Total	37	97	16	534	26	64	37	157	968
Percent	3.82%	10.02%	1.65%	55.17%	2.69%	6.61%	3.82%	16.22%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01B	47	520	12	63	0	2	18	662
02B	18	342	34	85	0	2	71	552
03B	1	27	6	164	6	31	70	305
06B	8	1	2	328	3	4	153	499
07	0	0	0	34	0	1	155	190
08B	16	5	4	379	6	14	20	444
10B	20	168	12	52	8	17	5	282
11B1	8	291	13	167	4	12	25	520
12.2B	5	103	8	122	3	15	11	267
14.1B	11	11	2	69	0	4	14	111
2.2A	19	80	10	104	5	8	61	287
4.2B	39	3	8	174	13	70	11	318
5B2	8	2	2	155	5	11	11	194
9A	22	184	11	109	5	9	18	358
9B1	31	76	25	233	8	46	95	514
Total	253	1,813	149	2,238	66	246	738	5,503
Percent	4.60%	32.95%	2.71%	40.67%	1.20%	4.47%	13.41%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01B	47	520	12	63	0	2	18	662
02B	12	299	28	63	0	2	71	475
03B	1	25	5	123	2	28	63	247
06B	1	0	0	257	1	3	151	413
07	0	0	0	34	0	1	155	190
08B	16	5	4	297	3	8	18	351
10B	20	163	12	26	4	9	5	239
11B1	7	269	10	123	4	4	22	439
12.2B	4	88	6	91	1	12	6	208
14.1B	11	11	1	54	0	4	14	95
2.2A	13	78	10	69	4	8	56	238
4.2B	32	3	8	122	9	50	9	233
5B2	6	1	2	114	2	6	5	136
9A	16	182	10	84	4	7	17	320
9B1	30	72	25	184	6	38	91	446
Total	216	1,716	133	1,704	40	182	701	4,692
Percent	4.60%	36.57%	2.83%	36.32%	0.85%	3.88%	14.94%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02B	6	43	6	22	0	0	0	77
03B	0	2	1	41	4	3	7	58
06B	7	1	2	71	2	1	2	86
08B	0	0	0	82	3	6	2	93
10B	0	5	0	26	4	8	0	43
11B1	1	22	3	44	0	8	3	81
12.2B	1	15	2	31	2	3	5	59
14.1B	0	0	1	15	0	0	0	16
2.2A	6	2	0	35	1	0	5	49
4.2B	7	0	0	52	4	20	2	85
5B2	2	1	0	41	3	5	6	58
9A	6	2	1	25	1	2	1	38
9B1	1	4	0	49	2	8	4	68
Total	37	97	16	534	26	64	37	811
Percent	4.56%	11.96%	1.97%	65.84%	3.21%	7.89%	4.56%	100.00%

OPERATING STATISTICS

REVENUE MILES October 01 - October 31 2008

From October 01 through October 31, 2008 VIA HWY 140 operated a total of 35,515 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Mariposa	01B	23	55	1,265
	Mariposa	02B	23	55	1,265
	Merced	03B	23	87	2,001
	Merced	06B	23	87	2,001
	Merced	2.2A	23	87	2,001
	Merced	5B2	23	87	2,001
	Midpines	07	23	51	1,173
	Yosemite	08B	23	87	2,001
	Yosemite	10B	23	55	1,265
	Yosemite	11B1	23	87	2,001
	Yosemite	12.2B	23	87	2,001
	Yosemite	14.1B	23	87	2,001
	Yosemite	4.2B	23	87	2,001
	Yosemite	9A	23	87	2,001
	Yosemite	9B1	23	87	2,001
Total Mileage					26,979

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Mariposa	02B	8	55	440
	Merced	03B	8	87	696
	Merced	06B	8	87	696
	Merced	2.2A	8	87	696
	Merced	5B2	8	87	696
	Yosemite	08B	8	87	696
	Yosemite	10B	8	55	440
	Yosemite	11B1	8	87	696
	Yosemite	12.2B	8	87	696
	Yosemite	14.1B	8	87	696
	Yosemite	4.2B	8	87	696
	Yosemite	9A	8	87	696
	Yosemite	9B1	8	87	696
Total Mileage					8,536
Grand Total					35,515
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					35,515

REVENUE HOURS

From October 01 through October 31, 2008 VIA HWY 140 provided a total of 1,184.2 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Mariposa	01B	23	1.80	41.40
	Mariposa	02B	23	1.70	39.10
	Merced	03B	23	2.90	66.70
	Merced	06B	23	3.30	75.90
	Merced	2.2A	23	2.90	66.70
	Merced	5B2	23	2.90	66.70
	Midpines	07	23	1.30	29.90
	Yosemite	08B	23	3.10	71.30
	Yosemite	10B	23	1.70	39.10
	Yosemite	11B1	23	2.90	66.70
	Yosemite	12.2B	23	2.90	66.70
	Yosemite	14.1B	23	3.30	75.90
	Yosemite	4.2B	23	3.10	71.30
	Yosemite	9A	23	2.60	59.80
	Yosemite	9B1	23	2.60	59.80
Total Hours					897.00

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Mariposa	02B	8	1.70	13.60
	Merced	03B	8	2.90	23.20
	Merced	06B	8	3.30	26.40
	Merced	2.2A	8	2.90	23.20
	Merced	5B2	8	2.90	23.20
	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	14.1B	8	3.30	26.40
	Yosemite	4.2B	8	3.10	24.80
	Yosemite	9A	8	2.60	20.80
	Yosemite	9B1	8	2.60	20.80
Total Hours					287.20
Grand Total					1,184.20
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					1,184.20

Passengers Left / Wheelchair Usage

Multi-Use Passes

Run Date	Route	Total Left
10/15/2008	4.2B	1
10/18/2008	11B1	1
10/18/2008	03B	1
10/27/2008	03B	2
10/28/2008	03B	2
10/29/2008	9B1	2
10/29/2008	03B	2
	Grand Total	11

Wheel Chair

Run Date	Route	Total Left
10/27/2008	4.2B	1
	Grand Total	1

ACCIDENTS/INCIDENTS

There were zero (0) accidents/incidents on VIA YARTS vehicle during the month of October 1 - 31, 2008.

ROAD CALLS

There were four (4) road calls during the month of October 1 – 31, 2008.

10/02/08	Run 6	Service delayed 1 hour due to mechanical problem. Bus switched.
10/10/08	Run 8	Service delayed 1 hour & 15 minutes due to mechanical problem. Bus switched.
10/13/08	Run 1	Run delayed 1½ hours due to mechanical problem. Bus switched.
10/15/08	Run 1	Run delayed 1½ hours due to mechanical problem. Bus switched.

SERVICE DELAYS

There were six (6) service delays during the month of October 1 - 31, 2008.

10/01/08	Run 2	Service delayed 14 minutes due to mechanical problem.
10/02/08	Run 6	Service delayed 1 hour due to mechanical problem. Bus switched. See “Missed Runs.”
10/10/08	Run 8	Service delayed 1 hour and 15 minutes due to mechanical problem. Bus switched. See “Missed Runs.”
10/13/08	Run 1	Run delayed 1½ hours due to mechanical problem. Bus switched. See “Missed Runs.”
10/15/08	Run 1	Run delayed 1½ hours due to mechanical problem. Bus switched. See “Missed Runs.”
10/22/08	Run 9	Service delayed 20 minutes due to mechanical problem. Bus switched. See “Missed Runs.”

MISSED RUNS

There were five (5) missed VIA YARTS trips during the period of October 1 - 31, 2008.

10/02/08	Run 6	Service delayed 1 hour due to mechanical problem.
10/10/08	Run 8	Service delayed 1 hour and 15 minutes due to mechanical problem.
10/13/08	Run 1	Run delayed 1½ hours due to mechanical problem.
10/15/08	Run 1	Run delayed 1½ hours due to mechanical problem.
10/22/08	Run 9	Service delayed 20 minutes due to mechanical problem.

EXTRA TRIPS

There were zero (0) extra Highway 140 VIA YARTS trips chargeable to YARTS operating during the period of October 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 **191** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from October 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

125	Calls received on schedule issues and questions for Hwy 140 Corridor.
10	Calls received on Mammoth Lake schedule information.
0	Calls received on Coulterville schedule information.
4	Calls received on park information (lodging, tours, camping, etc.)
51	Miscellaneous calls (lost & found, hang up calls, etc.)
1	Calls received as customer complaints.
191	Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There was one (1) customer complaint received by phone and correspondence during the month of October 1 - 31, 2008.

10/23/08 Park employee called with concerns about where to catch the YARTS bus because of the rockslide occurrence at Curry Village.

Follow up showed rockslide and construction crews were closing Curry's stop on a regular basis. YARTS was uncertain when stop was open or closed, so instructed drivers to pick up passengers by the stop sign to the entrance to Curry. The stop was then temporarily moved to shuttle stop 14 until Curry reopens permanently.

OTHER

Wheel Chair Request

There was one (1) wheelchair request filled for the month of October 1 - 31, 2008. 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.

Road work, unrelated auto accident & small grass fire delays

There was a 15- minute delay on Run 5 at Catheys Valley due to construction, an unrelated auto accident and a small grass fire.

Rockslide at Curry Village

All YARTS runs were unable to pick up at Curry Village due to a rockslide occurrence on 10/7/08 & 10/8/08. Drivers were initially instructed to pick up at the stop sign at the entrance to Curry Village. YARTS coordinated with the park to move the Curry YARTS stop temporarily to shuttle stop 14 in the Apple Orchard until the regular Curry stop reopens permanently.