



December 4, 2008

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

RE: YARTS Monthly Report: November 1 - 30, 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 November 1 - 30, 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 4,185 passengers were carried on the HWY 140 system by VIA. Of these, 526 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
11/1/2008	0	10	0	10	27	1	3	1	20	51	62
11/2/2008	4	6	4	14	23	1	4	2	24	52	68
11/3/2008	8	79	12	99	44	4	30	3	26	104	206
11/4/2008	13	73	8	94	50	1	19	0	26	96	190
11/5/2008	12	115	1	128	36	1	27	0	21	85	213
11/6/2008	8	102	11	121	45	7	29	2	18	99	222
11/7/2008	2	37	7	46	44	9	18	1	11	82	129
11/8/2008	11	3	0	14	56	3	8	2	9	76	92
11/9/2008	1	15	4	20	49	5	8	2	18	80	102
11/10/2008	13	62	5	80	20	0	18	0	17	55	135
11/11/2008	3	24	8	35	21	5	14	0	11	51	86
11/12/2008	6	68	9	83	29	0	22	1	17	68	152
11/13/2008	7	79	9	95	30	1	16	0	7	54	149
11/14/2008	7	34	11	52	45	3	17	5	12	77	134
11/15/2008	3	12	0	15	24	1	4	2	12	41	58
11/16/2008	1	12	2	15	27	2	2	1	14	45	61
11/17/2008	10	89	14	113	39	4	22	0	18	83	196
11/18/2008	3	101	6	110	53	3	29	0	9	94	204
11/19/2008	4	64	8	76	46	3	17	0	30	96	172
11/20/2008	6	66	8	80	49	1	16	0	21	87	167
11/21/2008	11	31	4	46	38	4	18	0	19	79	125
11/22/2008	2	18	2	22	25	0	2	3	28	55	80
11/23/2008	1	16	2	19	49	0	4	4	21	74	97
11/24/2008	9	76	4	89	62	3	26	2	12	103	194
11/25/2008	5	87	6	98	46	1	24	2	14	85	185
11/26/2008	6	22	7	35	45	3	15	0	25	88	123
11/27/2008	0	6	0	6	38	6	4	1	24	72	79
11/28/2008	7	16	0	23	177	1	9	1	4	191	215
11/29/2008	3	9	1	13	149	6	4	2	14	173	188
11/30/2008	1	18	2	21	46	3	4	3	24	77	101
Total	167	1,350	155	1,672	1,432	82	433	40	526	2,473	4,185
Percent	3.99%	32.26%	3.70%	39.95%	34.22%	1.96%	10.35%	0.96%	12.57%	59.09%	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	0	10	0	10	27	3	1	1	31	42
1/2/2008	4	6	4	14	23	4	2	1	28	44
1/3/2008	8	79	12	99	44	30	3	4	78	180
1/4/2008	13	73	8	94	50	19	0	1	70	164
1/5/2008	12	115	1	128	36	27	0	1	64	192
1/6/2008	8	102	11	121	45	29	2	7	81	204
1/7/2008	2	37	7	46	44	18	1	9	71	118
1/8/2008	11	3	0	14	56	8	2	3	67	83
1/9/2008	1	15	4	20	49	8	2	5	62	84
1/10/2008	13	62	5	80	20	18	0	0	38	118
1/11/2008	3	24	8	35	21	14	0	5	40	75
1/12/2008	6	68	9	83	29	22	1	0	51	135
1/13/2008	7	79	9	95	30	16	0	1	47	142
1/14/2008	7	34	11	52	45	17	5	3	65	122
1/15/2008	3	12	0	15	24	4	2	1	29	46
1/16/2008	1	12	2	15	27	2	1	2	31	47
1/17/2008	10	89	14	113	39	22	0	4	65	178
1/18/2008	3	101	6	110	53	29	0	3	85	195
1/19/2008	4	64	8	76	46	17	0	3	66	142
1/20/2008	6	66	8	80	49	16	0	1	66	146
1/21/2008	11	31	4	46	38	18	0	4	60	106
1/22/2008	2	18	2	22	25	2	3	0	27	52
1/23/2008	1	16	2	19	49	4	4	0	53	76
1/24/2008	9	76	4	89	62	26	2	3	91	182
1/25/2008	5	87	6	98	46	24	2	1	71	171
1/26/2008	6	22	7	35	45	15	0	3	63	98
1/27/2008	0	6	0	6	38	4	1	6	48	55
1/28/2008	7	16	0	23	177	9	1	1	187	211
1/29/2008	3	9	1	13	149	4	2	6	159	174
1/30/2008	1	18	2	21	46	4	3	3	53	77
Total	167	1,350	155	1,672	1,432	433	40	82	1,947	3,659
Percent	4.56%	36.90%	4.24%	45.70%	39.14%	11.83%	1.09%	2.24%	53.21%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	15	0.36%
Merced College	25	0.60%
Mall (PG&E)	6	0.14%
Downtown (Court	27	0.65%
Amtrak	494	11.80%
Transpo	149	3.56%
Catheys Valley	62	1.48%
MPMidtown	113	2.70%
Roadside Rest	554	13.24%
MPVstrCenter	103	2.46%
KOA	55	1.31%
MidPines	172	4.11%
MPPO	146	3.49%
Bug Hostel	266	6.36%
Cedar Lodge	51	1.22%
NPS Maintenance	253	6.05%
Barium Mine Rd	136	3.25%
El Portal PO	163	3.89%
YV Lodge	125	2.99%
YosVCenter	564	13.48%
Curry Village	226	5.40%
Ahwahnee	60	1.43%
YosLodge	396	9.46%
UC Merced	24	0.57%
Totals	4185	100.00%

LOAD FACTOR ANALYSIS : November 01 - November 30, 2008

Below please find the load factor calculations for the HWY 140 runs operated by VIA for November 01 through November 30, 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	864	465	53.82%	Inbound 5:52 am Service from Mariposa to YV
02B	1,365	488	35.75%	Inbound 6:24 am Service from Mariposa to YV
03B	780	338	43.33%	Inbound 7:00am Service to YV from Merced
Ex 3.3	48	21	43.75%	Inbound Service Ex 7:00am from Midpines to Yose
04B	780	266	34.10%	Inbound 8:45am Service to YV from Merced
5B2	1,438	378	26.29%	Inbound Service 10:45am to YV from Merced
6.1	1,393	218	15.65%	Inbound 5pm Service to Midpines from Merced
07	468	139	29.70%	Outbound 6:30am Service from Hostel to Merced
08B	1,437	399	27.77%	Outbound 10:00am Service from YV to Merced
9B2	1,370	661	48.25%	Outbound 4:15 pm Service from YV to Merced
10B	780	200	25.64%	Outbound 4:35 pm Service from YV to Mariposa
11B1	780	432	55.38%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,438	180	12.52%	Outbound 5:45 pm Service from YV to Merced
Total	12,941	4,185	32.34%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01B	864	465	53.82%	Inbound 5:52 am Service from Mariposa to YV
02B	832	364	43.75%	Inbound 6:24 am Service from Mariposa to YV
03B	468	239	51.07%	Inbound 7:00am Service to YV from Merced
04B	468	169	36.11%	Inbound 8:45am Service to YV from Merced
5B2	862	233	27.03%	Inbound Service 10:45am to YV from Merced
6.1	817	162	19.83%	Inbound 5pm Service to Midpines from Merced
07	468	139	29.70%	Outbound 6:30am Service from Hostel to Merced
08B	864	250	28.94%	Outbound 10:00am Service from YV to Merced
9B2	834	516	61.87%	Outbound 4:15 pm Service from YV to Merced
10B	468	152	32.48%	Outbound 4:35 pm Service from YV to Mariposa
11B1	468	307	65.60%	Outbound 5:20 pm Service from YV to Merced
12.2B	862	115	13.34%	Outbound 5:45 pm Service from YV to Merced
Total	8,275	3,111	37.60%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02B	533	124	23.26%	Inbound 6:24 am Service from Mariposa to YV
03B	312	99	31.73%	Inbound 7:00am Service to YV from Merced
Ex 3.3	48	21	43.75%	Inbound Service Ex 7:00am from Midpines to Yosemite
04B	312	97	31.09%	Inbound 8:45am Service to YV from Merced
5B2	576	145	25.17%	Inbound Service 10:45am to YV from Merced
6.1	576	56	9.72%	Inbound 5pm Service to Midpines from Merced
08B	573	149	26.00%	Outbound 10:00am Service from YV to Merced
9B2	536	145	27.05%	Outbound 4:15 pm Service from YV to Merced
10B	312	48	15.38%	Outbound 4:35 pm Service from YV to Mariposa
11B1	312	125	40.06%	Outbound 5:20 pm Service from YV to Merced
12.2B	576	65	11.28%	Outbound 5:45 pm Service from YV to Merced
Total	4,666	1,074	23.02%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01B	864	465	53.82%	Inbound 5:52 am Service from Mariposa to YV
02B	1,365	488	35.75%	Inbound 6:24 am Service from Mariposa to YV
03B	780	337	43.21%	Inbound 7:00am Service to YV from Merced
Ex 3.3	48	21	43.75%	Inbound Service Ex 7:00am from Midpines to Yosemite
04B	780	202	25.90%	Inbound 8:45am Service to YV from Merced
5B2	1,438	189	13.14%	Inbound Service 10:45am to YV from Merced
6.1	1,393	189	13.57%	Inbound 5pm Service to Midpines from Merced
07	468	134	28.63%	Outbound 6:30am Service from Hostel to Merced
08B	1,437	278	19.35%	Outbound 10:00am Service from YV to Merced
9B2	1,370	564	41.17%	Outbound 4:15 pm Service from YV to Merced
10B	780	200	25.64%	Outbound 4:35 pm Service from YV to Mariposa
11B1	780	424	54.36%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,438	168	11.68%	Outbound 5:45 pm Service from YV to Merced
Total	12,941	3,659	28.27%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01B	864	465	53.82%	Inbound 5:52 am Service from Mariposa to YV
02B	832	364	43.75%	Inbound 6:24 am Service from Mariposa to YV
03B	468	239	51.07%	Inbound 7:00am Service to YV from Merced
04B	468	130	27.78%	Inbound 8:45am Service to YV from Merced
5B2	862	122	14.15%	Inbound Service 10:45am to YV from Merced
6.1	817	143	17.50%	Inbound 5pm Service to Midpines from Merced
07	468	134	28.63%	Outbound 6:30am Service from Hostel to Merced
08B	864	178	20.60%	Outbound 10:00am Service from YV to Merced
9B2	834	463	55.52%	Outbound 4:15 pm Service from YV to Merced
10B	468	152	32.48%	Outbound 4:35 pm Service from YV to Mariposa
11B1	468	305	65.17%	Outbound 5:20 pm Service from YV to Merced
12.2B	862	109	12.65%	Outbound 5:45 pm Service from YV to Merced
Total	8,275	2,804	33.89%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02B	533	124	23.26%	Inbound 6:24 am Service from Mariposa to YV
03B	312	98	31.41%	Inbound 7:00am Service to YV from Merced
Ex 3.3	48	21	43.75%	Inbound Service Ex 7:00am from Midpines to Yosemite
04B	312	72	23.08%	Inbound 8:45am Service to YV from Merced
5B2	576	67	11.63%	Inbound Service 10:45am to YV from Merced
6.1	576	46	7.99%	Inbound 5pm Service to Midpines from Merced
08B	573	100	17.45%	Outbound 10:00am Service from YV to Merced
9B2	536	101	18.84%	Outbound 4:15 pm Service from YV to Merced
10B	312	48	15.38%	Outbound 4:35 pm Service from YV to Mariposa
11B1	312	119	38.14%	Outbound 5:20 pm Service from YV to Merced
12.2B	576	59	10.24%	Outbound 5:45 pm Service from YV to Merced
Total	4,666	855	18.32%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for November 01 through November 30, 2008.

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01B	33	386	11	28	0	1	6	0	465
02B	17	278	37	88	0	2	66	0	488
03B	4	51	8	197	5	13	59	1	338
04B	33	11	5	113	2	26	12	64	266
07	0	0	0	34	1	1	98	5	139
08B	14	10	5	217	11	11	10	121	399
10B	5	98	9	71	1	2	14	0	200
11B1	26	248	16	122	1	0	11	8	432
12.2B	4	57	10	83	0	3	11	12	180
5B2	11	1	6	152	5	11	3	189	378
6.1	0	0	0	102	9	3	75	29	218
9B2	20	210	48	204	5	9	68	97	661
Ex 3.3	0	0	0	21	0	0	0	0	21
Total	167	1,350	155	1,432	40	82	433	526	4,185
Percent	3.99%	32.26%	3.70%	34.22%	0.96%	1.96%	10.35%	12.57%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01B	33	386	11	28	0	1	6	0	465
02B	11	211	33	58	0	2	49	0	364
03B	3	47	5	123	4	9	48	0	239
04B	27	9	5	69	1	9	10	39	169
07	0	0	0	34	1	1	98	5	139
08B	14	6	2	137	3	9	7	72	250
10B	5	87	9	38	0	2	11	0	152
11B1	19	202	11	62	1	0	10	2	307
12.2B	2	50	5	43	0	1	8	6	115
5B2	4	0	1	104	2	8	3	111	233
6.1	0	0	0	66	2	2	73	19	162
9B2	19	203	48	136	3	5	49	53	516
Total	137	1,201	130	898	17	49	372	307	3,111
Percent	4.40%	38.60%	4.18%	28.87%	0.55%	1.58%	11.96%	9.87%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02B	6	67	4	30	0	0	17	0	124
03B	1	4	3	74	1	4	11	1	99
04B	6	2	0	44	1	17	2	25	97
08B	0	4	3	80	8	2	3	49	149
10B	0	11	0	33	1	0	3	0	48
11B1	7	46	5	60	0	0	1	6	125
12.2B	2	7	5	40	0	2	3	6	65
5B2	7	1	5	48	3	3	0	78	145
6.1	0	0	0	36	7	1	2	10	56
9B2	1	7	0	68	2	4	19	44	145
Ex 3.3	0	0	0	21	0	0	0	0	21
Total	30	149	25	534	23	33	61	219	1,074
Percent	2.79%	13.87%	2.33%	49.72%	2.14%	3.07%	5.68%	20.39%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01B	33	386	11	28	0	1	6	465
02B	17	278	37	88	0	2	66	488
03B	4	51	8	197	5	13	59	337
04B	33	11	5	113	2	26	12	202
07	0	0	0	34	1	1	98	134
08B	14	10	5	217	11	11	10	278
10B	5	98	9	71	1	2	14	200
11B1	26	248	16	122	1	0	11	424
12.2B	4	57	10	83	0	3	11	168
5B2	11	1	6	152	5	11	3	189
6.1	0	0	0	102	9	3	75	189
9B2	20	210	48	204	5	9	68	564
Ex 3.3	0	0	0	21	0	0	0	21
Total	167	1,350	155	1,432	40	82	433	3,659
Percent	4.56%	36.90%	4.24%	39.14%	1.09%	2.24%	11.83%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01B	33	386	11	28	0	1	6	465
02B	11	211	33	58	0	2	49	364
03B	3	47	5	123	4	9	48	239
04B	27	9	5	69	1	9	10	130
07	0	0	0	34	1	1	98	134
08B	14	6	2	137	3	9	7	178
10B	5	87	9	38	0	2	11	152
11B1	19	202	11	62	1	0	10	305
12.2B	2	50	5	43	0	1	8	109
5B2	4	0	1	104	2	8	3	122
6.1	0	0	0	66	2	2	73	143
9B2	19	203	48	136	3	5	49	463
Total	137	1,201	130	898	17	49	372	2,804
Percent	4.89%	42.83%	4.64%	32.03%	0.61%	1.75%	13.27%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02B	6	67	4	30	0	0	17	124
03B	1	4	3	74	1	4	11	98
04B	6	2	0	44	1	17	2	72
08B	0	4	3	80	8	2	3	100
10B	0	11	0	33	1	0	3	48
11B1	7	46	5	60	0	0	1	119
12.2B	2	7	5	40	0	2	3	59
5B2	7	1	5	48	3	3	0	67
6.1	0	0	0	36	7	1	2	46
9B2	1	7	0	68	2	4	19	101
Ex 3.3	0	0	0	21	0	0	0	21
Total	30	149	25	534	23	33	61	855
Percent	3.51%	17.43%	2.92%	62.46%	2.69%	3.86%	7.13%	100.00%

OPERATING STATISTICS

REVENUE MILES November 01 - November 30 2008

From November 01 through November 30, 2008 VIA HWY 140 operated a total of 25,063 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Mariposa	01B	18	55	990
	Mariposa	02B	18	55	990
	Merced	03B	18	87	1,566
	Merced	04B	18	87	1,566
	Merced	5B2	18	87	1,566
	Merced	6.1	18	51	918
	Midpines	07	18	51	918
	Yosemite	08B	18	87	1,566
	Yosemite	10B	18	55	990
	Yosemite	11B1	18	87	1,566
	Yosemite	12.2B	18	87	1,566
	Yosemite	9B2	18	87	1,566
Total Mileage					15,768

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Mariposa	02B	10	55	550
	Merced	03B	10	87	870
	Merced	04B	10	87	870
	Merced	5B2	10	87	870
	Merced	6.1	10	51	510
	Midpines	Ex 3.3	1	55	55
	Yosemite	08B	10	87	870
	Yosemite	10B	10	55	550
	Yosemite	11B1	10	87	870
	Yosemite	12.2B	10	87	870
	Yosemite	9B2	10	87	870
Total Mileage					7,755

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	5B2	2	87	174
	Merced	6.1	2	51	102
	Yosemite	08B	2	87	174
	Yosemite	10B	2	55	110
	Yosemite	11B1	2	87	174
	Yosemite	12.2B	2	87	174
	Yosemite	9B2	2	87	174
Total Mileage					1,540
Grand Total					25,063
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					25,063

REVENUE HOURS

From November 01 through November 30, 2008 VIA HWY 140 provided a total of 819.5 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Mariposa	01B	18	1.80	32.40
	Mariposa	02B	18	1.70	30.60
	Merced	03B	18	2.90	52.20
	Merced	04B	18	3.10	55.80
	Merced	5B2	18	2.90	52.20
	Merced	6.1	18	1.60	28.80
	Midpines	07	18	1.30	23.40
	Yosemite	08B	18	3.10	55.80
	Yosemite	10B	18	1.70	30.60
	Yosemite	11B1	18	2.90	52.20
	Yosemite	12.2B	18	2.90	52.20
	Yosemite	9B2	18	2.60	46.80
Total Hours					513.00

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Mariposa	02B	10	1.70	17.00
	Merced	03B	10	2.90	29.00
	Merced	04B	10	3.10	31.00
	Merced	5B2	10	2.90	29.00
	Merced	6.1	10	1.60	16.00
	Midpines	Ex 3.3	1	1.70	1.70
	Yosemite	08B	10	3.10	31.00
	Yosemite	10B	10	1.70	17.00
	Yosemite	11B1	10	2.90	29.00
	Yosemite	12.2B	10	2.90	29.00
	Yosemite	9B2	10	2.60	26.00
Total Hours					255.70

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	5B2	2	2.90	5.80
	Merced	6.1	2	1.60	3.20
	Yosemite	08B	2	3.10	6.20
	Yosemite	10B	2	1.70	3.40
	Yosemite	11B1	2	2.90	5.80
	Yosemite	12.2B	2	2.90	5.80
	Yosemite	9B2	2	2.60	5.20
Total Hours					50.80
Grand Total					819.50
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					819.50

Passengers Left / Wheelchair Usage

Bus Full / # of Passengers Left

Run Date	Route	Total Left
11/28/2008	03B	14
	Grand Total	14

Multi-Use Passes

Run Date	Route	Total Left
11/28/2008	12.2B	10
11/28/2008	11B1	18
11/28/2008	10B	14
11/28/2008	04B	6
11/28/2008	03B	23
11/28/2008	02B	23
11/29/2008	9B2	13
11/29/2008	11B1	18
11/29/2008	10B	16
11/29/2008	04B	13
11/29/2008	02B	6
	Grand Total	160

Wheel Chair

Run Date	Route	Total Left
11/18/2008	6.1	1
11/18/2008	08B	1
	Grand Total	2

ACCIDENTS/INCIDENTS

There were zero (0) accidents/incidents on VIA YARTS vehicle during the month of November 1 - 30, 2008.

ROAD CALLS

There were zero (0) road calls during the month of November 1 – 30, 2008.

SERVICE DELAYS

There were five (5) service delays during the month of November 1 - 30, 2008.

11/02/08	Run 6	Service delayed 30 minutes due to operational error See “Missed Runs.”
11/15/08	Run 5	Service delayed 9 minutes due mechanical problem.
11/16/08	Run 8	Service delayed 20 minutes due to group at Curry stop instead of temporary shuttle stop #14.
11/17/08	Run 9	Service delayed 17 minutes due to heavy passenger counts.
11/23/08	Run 9	Service delayed 20 minutes due to mechanical problem. See “Missed Runs.”

MISSED RUNS

There were two (2) missed VIA YARTS trips during the period of November 1 - 30, 2008.

11/02/08	Run 6	Service delayed 30 minutes due to operational error.
11/23/08	Run 9	Service delayed 20 minutes due to mechanical problem.

EXTRA TRIPS

There was one (1) extra Highway 140 VIA YARTS trip chargeable to YARTS operating during the period of November 1 - 30, 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 **149** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from November 1 - 30, 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

- 109 Calls received on schedule issues and questions for Hwy 140 Corridor.
- 2 Calls received on Mammoth Lake schedule information.
- 0 Calls received on Coulterville schedule information.
- 4 Calls received on park information (lodging, tours, camping, etc.)
- 32 Miscellaneous calls (lost & found, hang up calls, etc.)
- 2 Calls received as customer complaints.
- 149** Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were two (2) customer complaints received by phone and correspondence during the month of November 1 - 30, 2008.

- | | | |
|-----------------|--------------|---|
| 11/07/08 | Run 9 | <p>Park employee called and said that Run 9 has been consistently 15 to 20 minutes late everyday to the El Portal P.O. stop since the winter schedule began. She claims Run 10 gets to her stop at the same time as Run 9. Suggested the schedule needs some readjustment.</p> <p>Follow up showed times were reviewed and the construction in park and re-routing of traffic to Southside Dr. was causing extra delays. Schedule was revised and scheduled to be instituted on December 2, 2008.</p> |
| 11/24/08 | Run 9 | <p>Customer called and said driver did not stop to pick up at shuttle stop #14 (temporary Curry stop), thus she was not able to make her Amtrak connection.</p> |

Follow up showed customer took the next YARTS bus to Merced. Driver was confused about still going to shuttle stop 14 since Curry had been reopened. VIA Operations reviewed policy with drivers and had them stop at both stops until Curry was totally opened and schedule went back to normal.

OTHER

Wheel Chair Request

There were two (2) wheelchair requests filled for the month of November 1 - 30, 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.

Roadwork

There were 12- to 20- minute delays on several runs due to roadwork in the park through out the month of November 1 – 30, 2008.