



September 9, 2009

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

RE: YARTS Monthly Report: August 1 - 31, 2009

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 August 1 - 31, 2009.

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 8/1/2009 to 8/31/2009

A total of 8267 passengers were carried on the HWY 140 system by VIA. Of these, 1100 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
8/1/2009	2	16	3	21	107	9	4	9	54	174	204
8/2/2009	0	21	1	22	136	10	6	12	37	189	223
8/3/2009	10	74	3	87	155	8	26	11	37	226	324
8/4/2009	1	120	11	132	128	15	15	3	24	182	317
8/5/2009	8	124	9	141	117	4	20	14	36	177	332
8/6/2009	2	101	3	106	115	3	30	8	11	159	273
8/7/2009	3	56	9	68	110	6	11	3	40	167	238
8/8/2009	0	20	1	21	137	0	1	23	41	179	223
8/9/2009	4	16	7	27	106	1	5	1	30	142	170
8/10/2009	5	81	5	91	146	0	19	10	32	197	298
8/11/2009	5	147	10	162	133	3	18	3	35	189	354
8/12/2009	1	100	3	104	126	2	30	4	23	181	289
8/13/2009	5	75	0	80	205	12	40	28	36	293	401
8/14/2009	4	52	11	67	129	11	9	17	31	180	264
8/15/2009	1	18	2	21	119	8	1	6	59	187	214
8/16/2009	2	10	3	15	182	1	2	11	46	231	257
8/17/2009	5	85	9	99	163	5	17	8	42	227	334
8/18/2009	1	89	1	91	142	4	19	0	23	188	279
8/19/2009	11	103	6	120	132	1	15	0	43	191	311
8/20/2009	7	84	18	109	134	11	19	9	50	214	332
8/21/2009	5	38	16	59	146	3	7	10	64	220	289
8/22/2009	1	11	0	12	163	7	10	3	35	215	230
8/23/2009	0	11	1	12	102	0	4	7	37	143	162
8/24/2009	5	100	2	107	95	6	28	2	35	164	273
8/25/2009	11	90	2	103	114	5	18	3	21	158	264
8/26/2009	3	91	12	106	116	4	27	3	36	183	292
8/27/2009	1	68	12	81	122	8	10	6	27	167	254
8/28/2009	5	49	7	61	124	14	21	4	31	190	255
8/29/2009	0	10	1	11	130	2	2	7	31	165	183
8/30/2009	1	10	4	15	123	3	4	11	17	147	173
8/31/2009	2	71	2	75	120	3	21	0	36	180	255
Total	111	1,941	174	2,226	4,077	169	459	236	1,100	5,805	8,267
Percent	1.34%	23.48%	2.10%	26.93%	49.32%	2.04%	5.55%	2.85%	13.31%	70.22%	100.00%

Ridership Excluding Amtrak

Date	YCS	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
8/1/2009	2	16	3	21	107	4	9	9	120	150
8/2/2009	0	21	1	22	136	6	12	10	152	186
8/3/2009	10	74	3	87	155	26	11	8	189	287
8/4/2009	1	120	11	132	128	15	3	15	158	293
8/5/2009	8	124	9	141	117	20	14	4	141	296
8/6/2009	2	101	3	106	115	30	8	3	148	262
8/7/2009	3	56	9	68	110	11	3	6	127	198
8/8/2009	0	20	1	21	137	1	23	0	138	182
8/9/2009	4	16	7	27	106	5	1	1	112	140
8/10/2009	5	81	5	91	146	19	10	0	165	266
8/11/2009	5	147	10	162	133	18	3	3	154	319
8/12/2009	1	100	3	104	126	30	4	2	158	266
8/13/2009	5	75	0	80	205	40	28	12	257	365
8/14/2009	4	52	11	67	129	9	17	11	149	233
8/15/2009	1	18	2	21	119	1	6	8	128	155
8/16/2009	2	10	3	15	182	2	11	1	185	211
8/17/2009	5	85	9	99	163	17	8	5	185	292
8/18/2009	1	89	1	91	142	19	0	4	165	256
8/19/2009	11	103	6	120	132	15	0	1	148	268
8/20/2009	7	84	18	109	134	19	9	11	164	282
8/21/2009	5	38	16	59	146	7	10	3	156	225
8/22/2009	1	11	0	12	163	10	3	7	180	195
8/23/2009	0	11	1	12	102	4	7	0	106	125
8/24/2009	5	100	2	107	95	28	2	6	129	238
8/25/2009	11	90	2	103	114	18	3	5	137	243
8/26/2009	3	91	12	106	116	27	3	4	147	256
8/27/2009	1	68	12	81	122	10	6	8	140	227
8/28/2009	5	49	7	61	124	21	4	14	159	224
8/29/2009	0	10	1	11	130	2	7	2	134	152
8/30/2009	1	10	4	15	123	4	11	3	130	156
8/31/2009	2	71	2	75	120	21	0	3	144	219
Total	111	1,941	174	2,226	4,077	459	236	169	4,705	7,167
Percent	1.55%	27.08%	2.43%	31.06%	56.89%	6.40%	3.29%	2.36%	65.65%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	117	1.42%
Airport	14	0.17%
Merced College	25	0.30%
Mall (PG&E)	9	0.11%
Downtown (Court	21	0.25%
Amtrak	1075	13.00%
Transpo	397	4.80%
Catheys Valley	95	1.15%
MPMidtown	180	2.18%
Roadside Rest	667	8.07%
MPVstrCenter	235	2.84%
KOA	356	4.31%
MidPines	323	3.91%
MPPO	180	2.18%
Bug Hostel	406	4.91%
Cedar Lodge	231	2.79%
NPS Maintenance	313	3.79%
Barium Mine Rd	173	2.09%
El Portal PO	227	2.75%
YV Lodge	414	5.01%
YosVCenter	1111	13.44%
Curry Village	660	7.98%
Ahwahnee	96	1.16%
YosLodge	906	10.96%
UC Merced	36	0.44%
Totals	8267	100.00%

LOAD FACTOR ANALYSIS : 8/1/2009 - 8/31/2009

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 8/1/2009 through 8/31/2009. 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	1,061	686	64.66%	Inbound 5:25 am from Catheys Valley to YV
02C	1,568	716	45.66%	Inbound 5:58 am from Catheys Valley to YV
03B	1,512	758	50.13%	Inbound 7:00am Service to YV from Merced
04B	806	681	84.49%	Inbound 8:45am Service to YV from Merced
5B2	1,516	754	49.74%	Inbound Service 10:45am to YV from Merced
06B	1,534	737	48.04%	Inbound 5:00pm Service YV from Merced
07	546	174	31.87%	Outbound 6:30am Service from Hostel to Merced
08B	1,541	792	51.40%	Outbound 10:00am Service from YV to Merced
9B2	1,556	1,042	66.97%	Outbound 4:15 pm Service from YV to Merced
10B	806	371	46.03%	Outbound 4:35 pm Service from YV to Mariposa
11B1	1,526	777	50.92%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,516	474	31.27%	Outbound 5:45 pm Service from YV to Merced
14.2B	1,534	305	19.88%	Outbound 8:35 pm from YV to Merced
Total	17,022	8,267	48.57%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C	1,061	686	64.66%	Inbound 5:25 am from Catheys Valley to YV
02C	1,058	569	53.78%	Inbound 5:58 am from Catheys Valley to YV
03B	1,032	521	50.48%	Inbound 7:00am Service to YV from Merced
04B	546	429	78.57%	Inbound 8:45am Service to YV from Merced
5B2	1,028	490	47.67%	Inbound Service 10:45am to YV from Merced
06B	1,052	564	53.61%	Inbound 5:00pm Service YV from Merced
07	546	174	31.87%	Outbound 6:30am Service from Hostel to Merced
08B	1,061	585	55.14%	Outbound 10:00am Service from YV to Merced
9B2	1,046	763	72.94%	Outbound 4:15 pm Service from YV to Merced
10B	546	315	57.69%	Outbound 4:35 pm Service from YV to Mariposa
11B1	1,046	593	56.69%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,028	325	31.61%	Outbound 5:45 pm Service from YV to Merced
14.2B	1,052	214	20.34%	Outbound 8:35 pm from YV to Merced
Total	12,102	6,228	51.46%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C	510	147	28.82%	Inbound 5:58 am from Catheys Valley to YV
03B	480	237	49.38%	Inbound 7:00am Service to YV from Merced
04B	260	252	96.92%	Inbound 8:45am Service to YV from Merced
5B2	488	264	54.10%	Inbound Service 10:45am to YV from Merced
06B	482	173	35.89%	Inbound 5:00pm Service YV from Merced
08B	480	207	43.13%	Outbound 10:00am Service from YV to Merced
9B2	510	279	54.71%	Outbound 4:15 pm Service from YV to Merced
10B	260	56	21.54%	Outbound 4:35 pm Service from YV to Mariposa
11B1	480	184	38.33%	Outbound 5:20 pm Service from YV to Merced
12.2B	488	149	30.53%	Outbound 5:45 pm Service from YV to Merced
14.2B	482	91	18.88%	Outbound 8:35 pm from YV to Merced
Total	4,920	2,039	41.44%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C	1,061	686	64.66%	Inbound 5:25 am from Catheys Valley to YV
02C	1,568	716	45.66%	Inbound 5:58 am from Catheys Valley to YV
03B	1,512	744	49.21%	Inbound 7:00am Service to YV from Merced
04B	806	537	66.63%	Inbound 8:45am Service to YV from Merced
5B2	1,516	392	25.86%	Inbound Service 10:45am to YV from Merced
06B	1,534	587	38.27%	Inbound 5:00pm Service YV from Merced
07	546	166	30.40%	Outbound 6:30am Service from Hostel to Merced
08B	1,541	591	38.35%	Outbound 10:00am Service from YV to Merced
9B2	1,556	896	57.58%	Outbound 4:15 pm Service from YV to Merced
10B	806	371	46.03%	Outbound 4:35 pm Service from YV to Mariposa
11B1	1,526	762	49.93%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,516	423	27.90%	Outbound 5:45 pm Service from YV to Merced
14.2B	1,534	296	19.30%	Outbound 8:35 pm from YV to Merced
Total	17,022	7,167	42.10%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C	1,061	686	64.66%	Inbound 5:25 am from Catheys Valley to YV
02C	1,058	569	53.78%	Inbound 5:58 am from Catheys Valley to YV
03B	1,032	519	50.29%	Inbound 7:00am Service to YV from Merced
04B	546	350	64.10%	Inbound 8:45am Service to YV from Merced
5B2	1,028	245	23.83%	Inbound Service 10:45am to YV from Merced
06B	1,052	462	43.92%	Inbound 5:00pm Service YV from Merced
07	546	166	30.40%	Outbound 6:30am Service from Hostel to Merced
08B	1,061	432	40.72%	Outbound 10:00am Service from YV to Merced
9B2	1,046	685	65.49%	Outbound 4:15 pm Service from YV to Merced
10B	546	315	57.69%	Outbound 4:35 pm Service from YV to Mariposa
11B1	1,046	586	56.02%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,028	290	28.21%	Outbound 5:45 pm Service from YV to Merced
14.2B	1,052	210	19.96%	Outbound 8:35 pm from YV to Merced
Total	12,102	5,515	45.57%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C	510	147	28.82%	Inbound 5:58 am from Catheys Valley to YV
03B	480	225	46.88%	Inbound 7:00am Service to YV from Merced
04B	260	187	71.92%	Inbound 8:45am Service to YV from Merced
5B2	488	147	30.12%	Inbound Service 10:45am to YV from Merced
06B	482	125	25.93%	Inbound 5:00pm Service YV from Merced
08B	480	159	33.13%	Outbound 10:00am Service from YV to Merced
9B2	510	211	41.37%	Outbound 4:15 pm Service from YV to Merced
10B	260	56	21.54%	Outbound 4:35 pm Service from YV to Mariposa
11B1	480	176	36.67%	Outbound 5:20 pm Service from YV to Merced
12.2B	488	133	27.25%	Outbound 5:45 pm Service from YV to Merced
14.2B	482	86	17.84%	Outbound 8:35 pm from YV to Merced
Total	4,920	1,652	33.58%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 8/1/2009 through 8/31/2009.

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C	8	600	5	44	1	1	27	0	686
02C	33	414	51	146	11	5	56	0	716
03B	8	51	29	513	35	38	70	14	758
04B	0	15	7	444	47	23	1	144	681
06B	4	3	4	506	3	5	62	150	737
07	0	0	0	95	0	5	66	8	174
08B	0	8	4	535	15	18	11	201	792
10B	2	151	5	171	12	4	26	0	371
11B1	31	267	29	338	35	8	54	15	777
12.2B	4	109	4	272	20	4	10	51	474
14.2B	5	15	4	240	11	11	10	9	305
5B2	0	3	4	337	21	17	10	362	754
9B2	16	305	28	436	25	30	56	146	1042
Total	111	1,941	174	4,077	236	169	459	1,100	8,267
Percent	1.34%	23.48%	2.10%	49.32%	2.85%	2.04%	5.55%	13.31%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C	8	600	5	44	1	1	27	0	686
02C	31	348	41	91	8	5	45	0	569
03B	8	46	28	330	15	27	65	2	521
04B	0	13	7	278	32	19	1	79	429
06B	4	2	4	382	3	5	62	102	564
07	0	0	0	95	0	5	66	8	174
08B	0	7	1	389	9	18	8	153	585
10B	1	145	4	129	11	2	23	0	315
11B1	26	243	28	216	17	8	48	7	593
12.2B	3	105	2	159	12	1	8	35	325
14.2B	5	12	3	166	9	8	7	4	214
5B2	0	1	4	208	13	10	9	245	490
9B2	14	276	24	285	16	19	51	78	763
Total	100	1,798	151	2,772	146	128	420	713	6,228
Percent	1.61%	28.87%	2.42%	44.51%	2.34%	2.06%	6.74%	11.45%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02C	2	66	10	55	3	0	11	0	147
03B	0	5	1	183	20	11	5	12	237
04B	0	2	0	166	15	4	0	65	252
06B	0	1	0	124	0	0	0	48	173
08B	0	1	3	146	6	0	3	48	207
10B	1	6	1	42	1	2	3	0	56
11B1	5	24	1	122	18	0	6	8	184
12.2B	1	4	2	113	8	3	2	16	149
14.2B	0	3	1	74	2	3	3	5	91
5B2	0	2	0	129	8	7	1	117	264
9B2	2	29	4	151	9	11	5	68	279
Total	11	143	23	1,305	90	41	39	387	2,039
Percent	0.54%	7.01%	1.13%	64.00%	4.41%	2.01%	1.91%	18.98%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C	8	600	5	44	1	1	27	686
02C	33	414	51	146	11	5	56	716
03B	8	51	29	513	35	38	70	744
04B	0	15	7	444	47	23	1	537
06B	4	3	4	506	3	5	62	587
07	0	0	0	95	0	5	66	166
08B	0	8	4	535	15	18	11	591
10B	2	151	5	171	12	4	26	371
11B1	31	267	29	338	35	8	54	762
12.2B	4	109	4	272	20	4	10	423
14.2B	5	15	4	240	11	11	10	296
5B2	0	3	4	337	21	17	10	392
9B2	16	305	28	436	25	30	56	896
Total	111	1,941	174	4,077	236	169	459	7,167
Percent	1.55%	27.08%	2.43%	56.89%	3.29%	2.36%	6.40%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C	8	600	5	44	1	1	27	686
02C	31	348	41	91	8	5	45	569
03B	8	46	28	330	15	27	65	519
04B	0	13	7	278	32	19	1	350
06B	4	2	4	382	3	5	62	462
07	0	0	0	95	0	5	66	166
08B	0	7	1	389	9	18	8	432
10B	1	145	4	129	11	2	23	315
11B1	26	243	28	216	17	8	48	586
12.2B	3	105	2	159	12	1	8	290
14.2B	5	12	3	166	9	8	7	210
5B2	0	1	4	208	13	10	9	245
9B2	14	276	24	285	16	19	51	685
Total	100	1,798	151	2,772	146	128	420	5,515
Percent	1.81%	32.60%	2.74%	50.26%	2.65%	2.32%	7.62%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02C	2	66	10	55	3	0	11	147
03B	0	5	1	183	20	11	5	225
04B	0	2	0	166	15	4	0	187
06B	0	1	0	124	0	0	0	125
08B	0	1	3	146	6	0	3	159
10B	1	6	1	42	1	2	3	56
11B1	5	24	1	122	18	0	6	176
12.2B	1	4	2	113	8	3	2	133
14.2B	0	3	1	74	2	3	3	86
5B2	0	2	0	129	8	7	1	147
9B2	2	29	4	151	9	11	5	211
Total	11	143	23	1,305	90	41	39	1,652
Percent	0.67%	8.66%	1.39%	79.00%	5.45%	2.48%	2.36%	100.00%

OPERATING STATISTICS

REVENUE MILES 08/01/09 - 08/31/09

From 08/01/09 through 08/31/09 VIA HWY 140 operated a total of 30,637 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Catheys Valley	01C	21	69	1,449
	Catheys Valley	02C	21	69	1,449
	Merced	03B	21	87	1,827
	Merced	04B	21	87	1,827
	Merced	06B	21	87	1,827
	Merced	5B2	21	87	1,827
	Midpines	07	21	51	1,071
	Yosemite	08B	21	87	1,827
	Yosemite	10B	21	55	1,155
	Yosemite	11B1	21	87	1,827
	Yosemite	12.2B	21	87	1,827
	Yosemite	14.2B	21	87	1,827
	Yosemite	9B2	21	87	1,827
Total Mileage					21,567

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Catheys Valley	02C	10	69	690
	Merced	03B	10	87	870
	Merced	04B	10	87	870
	Merced	06B	10	87	870
	Merced	5B2	10	87	870
	Yosemite	08B	10	87	870
	Yosemite	10B	10	55	550
	Yosemite	11B1	10	87	870
	Yosemite	12.2B	10	87	870
	Yosemite	14.2B	10	87	870
	Yosemite	9B2	10	87	870
Total Mileage					9,070
Grand Total					30,637
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					30,637

REVENUE HOURS

From 08/01/09 through 08/31/09 VIA HWY 140 provided a total of 1,017.90 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Catheys Valley	01C	21	2.00	42.00
	Catheys Valley	02C	21	1.90	39.90
	Merced	03B	21	2.90	60.90
	Merced	04B	21	3.10	65.10
	Merced	06B	21	3.30	69.30
	Merced	5B2	21	2.90	60.90
	Midpines	07	21	1.30	27.30
	Yosemite	08B	21	3.10	65.10
	Yosemite	10B	21	1.70	35.70
	Yosemite	11B1	21	2.90	60.90
	Yosemite	12.2B	21	2.90	60.90
	Yosemite	14.2B	21	3.30	69.30
	Yosemite	9B2	21	2.60	54.60
Total Hours					711.90

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Catheys Valley	02C	10	1.90	19.00
	Merced	03B	10	2.90	29.00
	Merced	04B	10	3.10	31.00
	Merced	06B	10	3.30	33.00
	Merced	5B2	10	2.90	29.00
	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	14.2B	10	3.30	33.00
	Yosemite	9B2	10	2.60	26.00
Total Hours					306.00
Grand Total					1,017.90
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					1,017.90

Passengers Left / Wheelchair Usage

Bus Full / # of Passengers Left

Run Date	Route	Total Left
8/1/2009	04B	14
8/9/2009	04B	6
8/22/2009	04B	8
	Grand Total	28

Multi-Use Passes

Run Date	Route	Total Left
8/1/2009	03B	3
8/2/2009	11B1	2
8/4/2009	04B	3
8/4/2009	10B	3
8/4/2009	9B2	1
8/8/2009	03B	6
8/8/2009	04B	3
8/8/2009	9B2	6
8/10/2009	03B	6
8/10/2009	9B2	3
8/13/2009	10B	3
8/13/2009	5B2	6
8/13/2009	9B2	1
8/14/2009	11B1	3
8/16/2009	12.2B	3
8/16/2009	03B	7
8/16/2009	04B	5
8/16/2009	11B1	4

8/16/2009	9B2	11
8/17/2009	04B	4
8/17/2009	11B1	6
8/18/2009	14.2B	1
8/19/2009	04B	3
8/19/2009	06B	1
8/19/2009	9B2	3
8/21/2009	04B	4
8/21/2009	14.2B	7
8/21/2009	11B1	2
8/21/2009	12.2B	1
8/23/2009	03B	3
8/24/2009	12.2B	1
8/27/2009	04B	3
8/27/2009	10B	3
8/29/2009	9B2	3
8/30/2009	11B1	3
8/30/2009	5B2	3
Grand Total		130

Wheel Chair

Run Date	Route	Total Left
8/8/2009	04B	1
8/14/2009	01C	2
8/17/2009	02C	1
8/17/2009	5B2	1
8/20/2009	10B	2
8/31/2009	04B	1

	Grand Total	8
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ACCIDENTS/INCIDENTS

There was one (1) accident/incident on VIA YARTS vehicle during the month of August 1 - 31, 2009, not the fault of the driver. YARTS bus was traveling in the left hand lane towards Target stop when a motor vehicle tried to make a u-turn on "R" street in Merced in front of bus from the right hand lane. No damage to the bus or injuries. Police were contacted and motor vehicle driver was escorted from the scene.

ROAD CALLS

There were four (4) road calls during the month of August 1 - 31, 2009.

SERVICE DELAYS

There were twenty six (26) service delays during the month of August 1 - 31, 2009. Numerous additional service delays occurred due to construction, summer vehicular traffic, large passenger counts and the Buck Meadows fire. The Buck Meadows fire started on August 27 and continues to today.

Hwy 140

8/1/09	Run 9/10/12	Service delayed 10 - 23 minutes due to traffic and vehicle accident in the park.
8/2/09	Run 4	Service delayed 20 minutes due to mechanical problem. See "Missed Runs".
8/3/09	Run 1	Service delayed 15 minutes due to mechanical problem. See "Missed Runs".
	Run 2	Service delayed 10 minutes due to mechanical problem.
8/4/09	Run 1	Service delay 20 minutes due to large number of passenger needing passes.
	Run 4	Service delayed 10 minutes due to mechanical problem
	Run 6	Service delayed 10 minutes due to passenger loading.
8/7/09	Run 4	Service delayed 15 minutes due to mechanical problem. See "Missed Runs."
8/11/09	Run 12	Service delayed 25 minutes due to mechanical problem. See "Missed Runs."
8/18/09	Run 3	Service delayed 30 minutes due to mechanical problems. See "Missed Runs".
	Run 6/9/11/12/14	Service delayed 30 minutes to 1 hour 30 minutes due to accident on Guadalupe Grade.
8/19/09	Run 6/14	Service delayed 10 minutes due to large passenger count and baggage.
8/21/09	Run 6	Service delayed 30 minutes due to tree removal and construction.
	Run 9	Service delayed 55 minutes due to a not at fault accident.
8/22/09	Run 4	Service delayed 12 minutes due to driver error.
8/25/09	Run 9	Service delayed 1 hour 50 minutes due to mechanical problems. See "Missed Runs".

8/27/09	Run 3	Service delayed 16 minutes due to road closure at NPS maintenance.
8/28/09	Run 3	Service delayed 14 minutes due to Buck Meadows fire.
8/29/09	Run 3	Service delayed 21 minutes due to Buck Meadows fire and helicopter activity.
8/31/09	Run 3	Service delayed 29 minutes due to wheelchair loading and traffic.

Mammoth:

See Mammoth – Hwy 120/395 Route

MISSED RUNS

There were six (6) missed VIA YARTS trips during the period of August 1 - 31, 2009.

Hwy 140:

8/2/09	Run 4	Service delayed 20 minutes due to mechanical problem.
8/3/09	Run 1	Service delayed 15 minutes due to mechanical problem.
8/7/09	Run 6	Service delayed 15 minutes due to mechanical problem.
8/11/09	Run 12	Service delayed 25 minutes due to mechanical problem.
8/18/09	Run 3	Service delayed 30 minutes due to mechanical problems.
8/25/09	Run 9	Service delayed 1 hour 50 minutes due to mechanical problems.

Mammoth:

None

EXTRA TRIPS

There were zero (0) extra Highway 140 VIA YARTS trips chargeable to YARTS operating during the period of August 1 - 31, 2009.

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 **623** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from August 1 - 31, 2009. 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

- 235 Calls received on schedule issues and questions for Hwy 140 Corridor.
- 229 Calls received on Mammoth Lake schedule information.
- 0 Calls received on Coulterville schedule information.
- 6 Calls received on park information (lodging, tours, camping, etc.)
- 145 Miscellaneous calls (lost & found, hang up calls, etc.)
- 8 Calls received as customer complaints.

- 623** Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were eight (8) customer complaints received by phone and correspondence during the month of August 1 - 31, 2009.

- | | | |
|-----------------|---------------|--|
| 08/04/09 | Run 1 | Customer at the El Portal Post Office called saying the bus did not show until 17 minutes later than scheduled.

Follow up showed driver was running late due to monthly pass sales at previous pick up points. |
| 8/7/09 | Run 4 | Amtrak customer wanted to know why the 9:00am run could not wait for the train which arrived later than 9:00am.

Follow up showed the driver called the office at 9:00am indicating the train was late and awaited for our instructions. The office instructed the driver to leave Amtrak in order to stay on schedule. Further instructions came from Dick Whittington following the incident to have the bus wait up to 10 minutes past 9:00am and to have the driver call the office if the train is arriving later than the extended minutes, then depart. |
| 8/10/09 | Run ?? | Customer called from the Mariposa Visitors Center looking for the bus. |

Follow up was made by contacting the Visitors Center but the individual who called was not available. Left a message with the attendant to have the caller contact us as soon as possible.

- 8/12/09** **Run 9** Customer called from the Mariposa Visitors Center looking for the bus.
- Follow up was made by contacting the driver who indicated the customer was on the downhill side of the Visitors Center enroute.
- 8/18/09** **Run 3** Caller did not see the bus at the Cedar Lodge pickup point at 8:54am
- Follow up showed the bus was having mechanical problems and was running 30 minutes late.
- 8/18/09** **Run 14** Passenger called looking for the Run 14 bus at Curry Village.
- The called was notified run was running late due to a major accident along the canyon highway corridor and the bus would be there once the accident cleared.
- 8/25/09** **Run 3** Customer called from the Transpo Center looking for the 7:00am bus.
- Follow up with the driver showed he left the Transpo Center with 3 passengers and he left the building two minutes later than scheduled.
- 8/27/09** **Mammoth** Customer called from Mammoth Mountain Inn looking for the 7:00am bus.
- Follow up showed management talked with customer and informed the customer there is a forest fire closing our route along the highway 120/140 corridor.
(See Mammoth Hwy 120/395 route for more information)

OTHER

Wheel Chair Request

There was one (1) wheelchair request for the month of August 1 - 31, 2009. 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.

Traffic Delays

There were 8 - to 31- minute delays on several runs due to traffic and construction during the month of August 1 – 31, 2009.

Mammoth – Hwy 120/395 Route

Daily service on highway 120/395 Mammoth schedule ran daily during the month of August except when the Buck Meadows fire started on August 26th. Due to this fire Highway 120 was closed starting at the Highway 140/120 junction up to Crane Flat. Additional bussing was required to support the passengers travelling from Yosemite to Tuolumne Meadows and on to Mammoth Lakes. Travel for passengers was minimal due to the smaller size vehicle used. Starting on August 29th service was provided from Crane Flat/White Wolf in the pm to accommodate passengers going to Mammoth with full service from Mammoth to White Wolf starting August 30th until August 31, the last day of daily service to Mammoth. The park projected the closures would continue through the first week in September.

Additional Service Hours

Due to delays from the accident on 8/18/09 and service rerouting from 8/26/09 to 8/31/09 due to the Buck Meadows fire, YARTS incurred additional service hour charges. YARTS also had reduced service hour charges on Mammoth when the route ran only between White Wolf or Crane Flat to Mammoth.

Hours are as follows:

Hwy 140

8/18/09 Total extra service hours 3

Hwy 120	Time	Actual Hrs	Normal Hrs	Service Hrs (+ or -)
8/26/09	PM	7.25	3.8	+3.45
8/27/09	AM	5.0	3.9	+1.1
	PM	6.0	3.8	+2.2
8/28/09	AM	5.5	3.9	+1.6
	PM (No SVS)			
8/29/09	AM	3.4	3.9	-0.5
	PM	3.4	3.8	-0.4
8/30/09	AM	2.9	3.9	-1.0
	PM	2.9	3.8	-0.9
8/31/09	AM	2.9	3.9	-1.0
	PM	2.9	3.8	-0.1
			TOTAL EXTRA SVS HRS	+3.65

RIDERSHIP

A total of 1,520 passengers were carried on the HWY 120E/395 system by VIA. Of these, 29 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
8/1/2009	1	1	2	4	75	4	0	14	3	82	100
8/2/2009	0	0	0	0	36	3	0	0	0	39	39
8/3/2009	0	0	0	0	56	2	0	1	3	61	62
8/4/2009	0	0	0	0	47	2	0	2	2	51	53
8/5/2009	0	0	0	0	34	1	4	5	0	39	44
8/6/2009	0	0	0	0	61	2	0	6	0	63	69
8/7/2009	0	0	0	0	66	1	0	4	0	67	71
8/8/2009	2	0	0	2	56	1	0	0	0	57	59
8/9/2009	0	0	0	0	56	4	0	9	0	60	69
8/10/2009	1	0	0	1	57	7	0	0	0	64	65
8/11/2009	0	0	0	0	40	1	0	1	0	41	42
8/12/2009	0	0	0	0	47	11	0	3	1	59	62
8/13/2009	0	0	0	0	50	3	0	2	0	53	55
8/14/2009	0	0	0	0	78	4	0	4	1	83	87
8/15/2009	0	0	0	0	53	2	0	4	0	55	59
8/16/2009	0	0	0	0	65	3	0	2	4	72	74
8/17/2009	0	0	0	0	39	5	0	0	0	44	44
8/18/2009	0	0	0	0	34	9	0	0	0	43	43
8/19/2009	0	0	0	0	46	4	0	6	0	50	56
8/20/2009	0	0	0	0	31	2	0	0	3	36	36
8/21/2009	0	0	0	0	38	1	0	5	0	39	44
8/22/2009	0	0	0	0	54	8	0	8	1	63	71
8/23/2009	0	0	0	0	42	4	0	2	1	47	49
8/24/2009	0	0	0	0	40	1	0	0	5	46	46
8/25/2009	0	0	0	0	41	0	0	0	2	43	43
8/26/2009	0	0	0	0	22	0	0	0	1	23	23
8/27/2009	0	0	0	0	14	0	0	0	0	14	14
8/28/2009	0	0	0	0	5	0	0	0	2	7	7
8/29/2009	0	0	0	0	17	1	0	0	0	18	18
8/30/2009	0	0	0	0	12	2	0	0	0	14	14
8/31/2009	0	0	0	0	2	0	0	0	0	2	2
Total	4	1	2	7	1,314	88	4	78	29	1,435	1,520
Percent	0.26%	0.07%	0.13%	0.46%	86.45%	5.79%	0.26%	5.13%	1.91%	94.41%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Mammoth Mountain Inn	118	7.76%
Juniper Springs Summit	18	1.18%
Mammoth Lakes Park & Ride	33	2.17%
HWY 203, Shilo Inn	174	11.45%
June Mountain Ski Area	7	0.46%
Rush Creek Trailhead	10	0.66%
Lake View Lodge	24	1.58%
Forest Service Center	6	0.39%
Tioga Mobil Gas Mart	17	1.12%
Tuolumne Meadows Store	254	16.71%
Tuolumne Meadows Visitor Center	15	0.99%
White Wolf Lodge	37	2.43%
Crane Flat Gas Station	35	2.30%
Yosemite Visitor Center	772	50.79%
Totals	1520	100.00%

LOAD FACTOR ANALYSIS : August 01 - August 31, 2009

Below please find the load factor calculations for the HWY 120 E / 395 runs operated by VIA for August 01 through August 31, 2009. The load factor analysis is broken down by daily-all routes, weekday, and weekend service.

Daily - All Runs

Runs	Max Load Capacity	Ridership	Load Factor	
01	1,583	543	34.30%	Mammoth Mountain Inn - Inbound
02	1,583	977	61.72%	Yosemite Visitor Center - Outbound
Total	3,166	1,520	48.01%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor
01	1,093	331	30.28%
02	1,060	637	60.09%
Total	2,153	968	44.96%

Mammoth Mountain Inn - Inbound

Yosemite Visitor Center - Outbound

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
01	490	212	43.27%	Mammoth Mountain Inn - Inbound
02	523	340	65.01%	Yosemite Visitor Center - Outbound
Total	1,013	552	54.49%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 120E/395 runs for August 01 through August 31, 2009.

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01	3	0	1	447	30	50	2	10	543
02	1	1	1	867	48	38	2	19	977
Total	4	1	2	1,314	78	88	4	29	1,520
Percent	0.26%	0.07%	0.13%	86.45%	5.13%	5.79%	0.26%	1.91%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01	1	0	0	271	14	33	2	10	331
02	0	0	0	577	25	23	2	10	637
Total	1	0	0	848	39	56	4	20	968
Percent	0.10%	0.00%	0.00%	87.60%	4.03%	5.79%	0.41%	2.07%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01	2	0	1	176	16	17	0	0	212
02	1	1	1	290	23	15	0	9	340
Total	3	1	2	466	39	32	0	9	552
Percent	0.54%	0.18%	0.36%	84.42%	7.07%	5.80%	0.00%	1.63%	100.00%

OPERATING STATISTICS

REVENUE MILES August 01 - August 31 2009

From August 01 through August 31, 2009 VIA HWY 120 E / 395 operated a total of 7,875 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
		01	22	125	2,750
		02	21	125	2,625
Total Mileage					5,375

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
		01	10	125	1,250
		02	10	125	1,250
Total Mileage					2,500
Grand Total					7,875

REVENUE HOURS

From August 01 through August 31, 2009 VIA HWY 120 E / 395 provided a total of 242.6 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
		01	22	3.90	85.80
		02	21	3.80	79.80
Total Hours					165.60

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
		01	10	3.90	39.00
		02	10	3.80	38.00
Total Hours					77.00
Grand Total					242.60

Passengers Left / Wheelchair Usage

Bus Full / # of Passengers Left

Run Date	Route	Total Left
8/1/2009	02	13
8/1/2009	01	0
8/3/2009	01	0
8/29/2009	02	0
	Grand Total	13

Multi-Use Passes

Run Date	Route	Total Left
8/1/2009	01	0
8/3/2009	01	0
8/29/2009	02	0
	Grand Total	0

Wheel Chair

Run Date	Route	Total Left
8/1/2009	01	0
8/3/2009	01	0
8/29/2009	02	0
	Grand Total	0