



November 5, 2009

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

RE: YARTS Monthly Report: October 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 October 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 10/1/2009 to 10/31/2009

A total of 5740 passengers were carried on the HWY 140 system by VIA. Of these, 596 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
10/1/2009	7	89	1	97	114	3	26	4	17	160	261
10/2/2009	6	39	1	46	90	5	35	0	19	149	195
10/3/2009	1	13	0	14	74	8	3	2	20	105	121
10/4/2009	0	3	0	3	81	6	5	4	16	108	115
10/5/2009	3	59	10	72	88	7	24	6	56	175	253
10/6/2009	3	68	17	88	96	6	17	1	13	132	221
10/7/2009	1	74	9	84	97	6	30	1	27	160	245
10/8/2009	0	78	14	92	91	12	28	0	26	157	249
10/9/2009	0	55	3	58	92	19	34	1	54	199	258
10/10/2009	0	13	3	16	91	9	1	4	22	123	143
10/11/2009	3	9	0	12	57	6	4	2	26	93	107
10/12/2009	0	13	13	26	59	6	19	0	14	98	124
10/13/2009	12	71	19	102	52	7	24	0	18	101	203
10/14/2009	12	102	23	137	50	8	27	2	11	96	235
10/15/2009	6	71	21	98	62	2	23	4	9	96	198
10/16/2009	9	40	8	57	65	12	18	3	24	119	179
10/17/2009	1	14	2	17	67	3	6	6	16	92	115
10/18/2009	0	10	0	10	67	12	4	0	9	92	102
10/19/2009	5	52	12	69	76	5	25	0	14	120	189
10/20/2009	17	82	9	108	80	7	25	1	10	122	231
10/21/2009	7	84	6	97	83	4	45	0	19	151	248
10/22/2009	5	75	0	80	68	7	33	0	12	120	200
10/23/2009	0	40	11	51	89	23	16	2	22	150	203
10/24/2009	3	6	5	14	64	0	3	0	14	81	95
10/25/2009	0	14	1	15	64	4	8	0	16	92	107
10/26/2009	7	103	6	116	64	6	32	4	26	128	248
10/27/2009	4	84	15	103	104	6	25	0	24	159	262
10/28/2009	12	60	28	100	67	2	14	4	8	91	195
10/29/2009	1	77	1	79	76	3	43	1	14	136	216
10/30/2009	12	34	9	55	66	8	13	2	8	95	152
10/31/2009	0	3	2	5	43	4	4	2	12	63	70
Total	137	1,535	249	1,921	2,337	216	614	56	596	3,763	5,740
Percent	2.39%	26.74%	4.34%	33.47%	40.71%	3.76%	10.70%	0.98%	10.38%	65.56%	100.00%

Ridership Excluding Amtrak

Date	YCS	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
10/1/2009	7	89	1	97	114	26	4	3	143	244
10/2/2009	6	39	1	46	90	35	0	5	130	176
10/3/2009	1	13	0	14	74	3	2	8	85	101
10/4/2009	0	3	0	3	81	5	4	6	92	99
10/5/2009	3	59	10	72	88	24	6	7	119	197
10/6/2009	3	68	17	88	96	17	1	6	119	208
10/7/2009	1	74	9	84	97	30	1	6	133	218
10/8/2009	0	78	14	92	91	28	0	12	131	223
10/9/2009	0	55	3	58	92	34	1	19	145	204
10/10/2009	0	13	3	16	91	1	4	9	101	121
10/11/2009	3	9	0	12	57	4	2	6	67	81
10/12/2009	0	13	13	26	59	19	0	6	84	110
10/13/2009	12	71	19	102	52	24	0	7	83	185
10/14/2009	12	102	23	137	50	27	2	8	85	224
10/15/2009	6	71	21	98	62	23	4	2	87	189
10/16/2009	9	40	8	57	65	18	3	12	95	155
10/17/2009	1	14	2	17	67	6	6	3	76	99
10/18/2009	0	10	0	10	67	4	0	12	83	93
10/19/2009	5	52	12	69	76	25	0	5	106	175
10/20/2009	17	82	9	108	80	25	1	7	112	221
10/21/2009	7	84	6	97	83	45	0	4	132	229
10/22/2009	5	75	0	80	68	33	0	7	108	188
10/23/2009	0	40	11	51	89	16	2	23	128	181
10/24/2009	3	6	5	14	64	3	0	0	67	81
10/25/2009	0	14	1	15	64	8	0	4	76	91
10/26/2009	7	103	6	116	64	32	4	6	102	222
10/27/2009	4	84	15	103	104	25	0	6	135	238
10/28/2009	12	60	28	100	67	14	4	2	83	187
10/29/2009	1	77	1	79	76	43	1	3	122	202
10/30/2009	12	34	9	55	66	13	2	8	87	144
10/31/2009	0	3	2	5	43	4	2	4	51	58
Total	137	1,535	249	1,921	2,337	614	56	216	3,167	5,144
Percent	2.66%	29.84%	4.84%	37.34%	45.43%	11.94%	1.09%	4.20%	61.57%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	81	1.41%
Airport	12	0.21%
Merced College	26	0.45%
Mall (PG&E)	4	0.07%
Downtown (Court	39	0.68%
Amtrak	666	11.60%
Transpo	238	4.15%
Catheys Valley	93	1.62%
MPMidtown	165	2.87%
Roadside Rest	645	11.24%
MPVstrCenter	167	2.91%
KOA	116	2.02%
MidPines	244	4.25%
MPPO	202	3.52%
Bug Hostel	238	4.15%
Cedar Lodge	82	1.43%
NPS Maintenance	315	5.49%
Barium Mine Rd	124	2.16%
El Portal PO	245	4.27%
YV Lodge	244	4.25%
YosVCenter	656	11.43%
Curry Village	326	5.68%
Ahwahnee	97	1.69%
YosLodge	658	11.46%
UC Merced	57	0.99%
Totals	5740	100.00%

LOAD FACTOR ANALYSIS : 10/1/2009 - 10/31/2009

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 10/1/2009 through 10/31/2009. 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	1,066	488	45.78%	Inbound 5:25 am from Catheys Valley to YV
02C	1,498	612	40.85%	Inbound 5:58 am from Catheys Valley to YV
03B	1,444	418	28.95%	Inbound 7:00am Service to YV from Merced
04B	831	350	42.12%	Inbound 8:45am Service to YV from Merced
5B2	1,528	427	27.95%	Inbound Service 10:45am to YV from Merced
06B	1,486	592	39.84%	Inbound 5:00pm Service YV from Merced
07	572	272	47.55%	Outbound 6:30am Service from Hostel to Merced
08B	1,505	606	40.27%	Outbound 10:00am Service from YV to Merced
9B2	1,508	774	51.33%	Outbound 4:15 pm Service from YV to Merced
10B	831	308	37.06%	Outbound 4:35 pm Service from YV to Mariposa
11B1	1,466	488	33.29%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,518	292	19.24%	Outbound 5:45 pm Service from YV to Merced
14.2B	1,486	113	7.60%	Outbound 8:35 pm from YV to Merced
Total	16,739	5,740	34.29%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C	1,066	488	45.78%	Inbound 5:25 am from Catheys Valley to YV
02C	1,066	542	50.84%	Inbound 5:58 am from Catheys Valley to YV
03B	1,056	325	30.78%	Inbound 7:00am Service to YV from Merced
04B	597	239	40.03%	Inbound 8:45am Service to YV from Merced
5B2	1,096	342	31.20%	Inbound Service 10:45am to YV from Merced
06B	1,076	483	44.89%	Inbound 5:00pm Service YV from Merced
07	572	272	47.55%	Outbound 6:30am Service from Hostel to Merced
08B	1,066	474	44.47%	Outbound 10:00am Service from YV to Merced
9B2	1,076	630	58.55%	Outbound 4:15 pm Service from YV to Merced
10B	597	278	46.57%	Outbound 4:35 pm Service from YV to Mariposa
11B1	1,056	397	37.59%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,086	215	19.80%	Outbound 5:45 pm Service from YV to Merced
14.2B	1,076	80	7.43%	Outbound 8:35 pm from YV to Merced
Total	12,486	4,765	38.16%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C	432	70	16.20%	Inbound 5:58 am from Catheys Valley to YV
03B	388	93	23.97%	Inbound 7:00am Service to YV from Merced
04B	234	111	47.44%	Inbound 8:45am Service to YV from Merced
5B2	432	85	19.68%	Inbound Service 10:45am to YV from Merced
06B	410	109	26.59%	Inbound 5:00pm Service YV from Merced
08B	439	132	30.07%	Outbound 10:00am Service from YV to Merced
9B2	432	144	33.33%	Outbound 4:15 pm Service from YV to Merced
10B	234	30	12.82%	Outbound 4:35 pm Service from YV to Mariposa
11B1	410	91	22.20%	Outbound 5:20 pm Service from YV to Merced
12.2B	432	77	17.82%	Outbound 5:45 pm Service from YV to Merced
14.2B	410	33	8.05%	Outbound 8:35 pm from YV to Merced
Total	4,253	975	22.92%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C	1,066	488	45.78%	Inbound 5:25 am from Catheys Valley to YV
02C	1,498	612	40.85%	Inbound 5:58 am from Catheys Valley to YV
03B	1,444	417	28.88%	Inbound 7:00am Service to YV from Merced
04B	831	298	35.86%	Inbound 8:45am Service to YV from Merced
5B2	1,528	223	14.59%	Inbound Service 10:45am to YV from Merced
06B	1,486	524	35.26%	Inbound 5:00pm Service YV from Merced
07	572	266	46.50%	Outbound 6:30am Service from Hostel to Merced
08B	1,505	462	30.70%	Outbound 10:00am Service from YV to Merced
9B2	1,508	694	46.02%	Outbound 4:15 pm Service from YV to Merced
10B	831	308	37.06%	Outbound 4:35 pm Service from YV to Mariposa
11B1	1,466	479	32.67%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,518	260	17.13%	Outbound 5:45 pm Service from YV to Merced
14.2B	1,486	113	7.60%	Outbound 8:35 pm from YV to Merced
Total	16,739	5,144	30.73%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C	1,066	488	45.78%	Inbound 5:25 am from Catheys Valley to YV
02C	1,066	542	50.84%	Inbound 5:58 am from Catheys Valley to YV
03B	1,056	324	30.68%	Inbound 7:00am Service to YV from Merced
04B	597	204	34.17%	Inbound 8:45am Service to YV from Merced
5B2	1,096	178	16.24%	Inbound Service 10:45am to YV from Merced
06B	1,076	440	40.89%	Inbound 5:00pm Service YV from Merced
07	572	266	46.50%	Outbound 6:30am Service from Hostel to Merced
08B	1,066	360	33.77%	Outbound 10:00am Service from YV to Merced
9B2	1,076	573	53.25%	Outbound 4:15 pm Service from YV to Merced
10B	597	278	46.57%	Outbound 4:35 pm Service from YV to Mariposa
11B1	1,056	390	36.93%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,086	197	18.14%	Outbound 5:45 pm Service from YV to Merced
14.2B	1,076	80	7.43%	Outbound 8:35 pm from YV to Merced
Total	12,486	4,320	34.60%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C	432	70	16.20%	Inbound 5:58 am from Catheys Valley to YV
03B	388	93	23.97%	Inbound 7:00am Service to YV from Merced
04B	234	94	40.17%	Inbound 8:45am Service to YV from Merced
5B2	432	45	10.42%	Inbound Service 10:45am to YV from Merced
06B	410	84	20.49%	Inbound 5:00pm Service YV from Merced
08B	439	102	23.23%	Outbound 10:00am Service from YV to Merced
9B2	432	121	28.01%	Outbound 4:15 pm Service from YV to Merced
10B	234	30	12.82%	Outbound 4:35 pm Service from YV to Mariposa
11B1	410	89	21.71%	Outbound 5:20 pm Service from YV to Merced
12.2B	432	63	14.58%	Outbound 5:45 pm Service from YV to Merced
14.2B	410	33	8.05%	Outbound 8:35 pm from YV to Merced
Total	4,253	824	19.37%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 10/1/2009 through 10/31/2009.

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C	10	411	13	24	3	0	27	0	488
02C	22	341	77	114	2	3	53	0	612
03B	0	62	18	217	6	36	78	1	418
04B	11	18	8	185	7	63	6	52	350
06B	28	3	9	349	8	9	118	68	592
07	0	0	0	90	0	4	172	6	272
08B	11	9	9	390	8	24	11	144	606
10B	18	179	36	57	0	5	13	0	308
11B1	5	200	40	177	5	15	37	9	488
12.2B	0	75	6	161	3	12	3	32	292
14.2B	2	6	3	97	0	2	3	0	113
5B2	15	1	5	169	6	19	8	204	427
9B2	15	230	25	307	8	24	85	80	774
Total	137	1,535	249	2,337	56	216	614	596	5,740
Percent	2.39%	26.74%	4.34%	40.71%	0.98%	3.76%	10.70%	10.38%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C	10	411	13	24	3	0	27	0	488
02C	22	314	77	82	2	3	42	0	542
03B	0	57	18	153	3	23	70	1	325
04B	8	15	6	120	3	48	4	35	239
06B	28	2	6	278	4	7	115	43	483
07	0	0	0	90	0	4	172	6	272
08B	11	7	9	299	6	18	10	114	474
10B	18	169	36	38	0	4	13	0	278
11B1	5	184	35	114	4	12	36	7	397
12.2B	0	67	6	112	2	7	3	18	215
14.2B	2	4	3	66	0	2	3	0	80
5B2	12	0	2	137	5	15	7	164	342
9B2	13	220	25	216	4	21	74	57	630
Total	129	1,450	236	1,729	36	164	576	445	4,765
Percent	2.71%	30.43%	4.95%	36.29%	0.76%	3.44%	12.09%	9.34%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02C	0	27	0	32	0	0	11	0	70
03B	0	5	0	64	3	13	8	0	93
04B	3	3	2	65	4	15	2	17	111
06B	0	1	3	71	4	2	3	25	109
08B	0	2	0	91	2	6	1	30	132
10B	0	10	0	19	0	1	0	0	30
11B1	0	16	5	63	1	3	1	2	91
12.2B	0	8	0	49	1	5	0	14	77
14.2B	0	2	0	31	0	0	0	0	33
5B2	3	1	3	32	1	4	1	40	85
9B2	2	10	0	91	4	3	11	23	144
Total	8	85	13	608	20	52	38	151	975
Percent	0.82%	8.72%	1.33%	62.36%	2.05%	5.33%	3.90%	15.49%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C	10	411	13	24	3	0	27	488
02C	22	341	77	114	2	3	53	612
03B	0	62	18	217	6	36	78	417
04B	11	18	8	185	7	63	6	298
06B	28	3	9	349	8	9	118	524
07	0	0	0	90	0	4	172	266
08B	11	9	9	390	8	24	11	462
10B	18	179	36	57	0	5	13	308
11B1	5	200	40	177	5	15	37	479
12.2B	0	75	6	161	3	12	3	260
14.2B	2	6	3	97	0	2	3	113
5B2	15	1	5	169	6	19	8	223
9B2	15	230	25	307	8	24	85	694
Total	137	1,535	249	2,337	56	216	614	5,144
Percent	2.66%	29.84%	4.84%	45.43%	1.09%	4.20%	11.94%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C	10	411	13	24	3	0	27	488
02C	22	314	77	82	2	3	42	542
03B	0	57	18	153	3	23	70	324
04B	8	15	6	120	3	48	4	204
06B	28	2	6	278	4	7	115	440
07	0	0	0	90	0	4	172	266
08B	11	7	9	299	6	18	10	360
10B	18	169	36	38	0	4	13	278
11B1	5	184	35	114	4	12	36	390
12.2B	0	67	6	112	2	7	3	197
14.2B	2	4	3	66	0	2	3	80
5B2	12	0	2	137	5	15	7	178
9B2	13	220	25	216	4	21	74	573
Total	129	1,450	236	1,729	36	164	576	4,320
Percent	2.99%	33.56%	5.46%	40.02%	0.83%	3.80%	13.33%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02C	0	27	0	32	0	0	11	70
03B	0	5	0	64	3	13	8	93
04B	3	3	2	65	4	15	2	94
06B	0	1	3	71	4	2	3	84
08B	0	2	0	91	2	6	1	102
10B	0	10	0	19	0	1	0	30
11B1	0	16	5	63	1	3	1	89
12.2B	0	8	0	49	1	5	0	63
14.2B	0	2	0	31	0	0	0	33
5B2	3	1	3	32	1	4	1	45
9B2	2	10	0	91	4	3	11	121
Total	8	85	13	608	20	52	38	824
Percent	0.97%	10.32%	1.58%	73.79%	2.43%	6.31%	4.61%	100.00%

OPERATING STATISTICS

REVENUE MILES 10/01/09 - 10/31/09

From 10/01/09 through 10/31/09 VIA HWY 140 operated a total of 30,757 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Catheys Valley	01C	22	69	1,518
	Catheys Valley	02C	22	69	1,518
	Merced	03B	22	87	1,914
	Merced	04B	22	87	1,914
	Merced	06B	22	87	1,914
	Merced	5B2	22	87	1,914
	Midpines	07	22	51	1,122
	Yosemite	08B	22	87	1,914
	Yosemite	10B	22	55	1,210
	Yosemite	11B1	22	87	1,914
	Yosemite	12.2B	22	87	1,914
	Yosemite	14.2B	22	87	1,914
	Yosemite	9B2	22	87	1,914
Total Mileage					22,594

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Catheys Valley	02C	9	69	621
	Merced	03B	9	87	783
	Merced	04B	9	87	783
	Merced	06B	9	87	783
	Merced	5B2	9	87	783
	Yosemite	08B	9	87	783
	Yosemite	10B	9	55	495
	Yosemite	11B1	9	87	783
	Yosemite	12.2B	9	87	783
	Yosemite	14.2B	9	87	783
	Yosemite	9B2	9	87	783
Total Mileage					8,163
Grand Total					30,757
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					30,757

REVENUE HOURS

From 10/01/09 through 10/31/09 VIA HWY 140 provided a total of 1,021.20 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Catheys Valley	01C	22	2.00	44.00
	Catheys Valley	02C	22	1.90	41.80
	Merced	03B	22	2.90	63.80
	Merced	04B	22	3.10	68.20
	Merced	06B	22	3.30	72.60
	Merced	5B2	22	2.90	63.80
	Midpines	07	22	1.30	28.60
	Yosemite	08B	22	3.10	68.20
	Yosemite	10B	22	1.70	37.40
	Yosemite	11B1	22	2.90	63.80
	Yosemite	12.2B	22	2.90	63.80
	Yosemite	14.2B	22	3.30	72.60
	Yosemite	9B2	22	2.60	57.20
Total Hours					745.80

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Catheys Valley	02C	9	1.90	17.10
	Merced	03B	9	2.90	26.10
	Merced	04B	9	3.10	27.90
	Merced	06B	9	3.30	29.70
	Merced	5B2	9	2.90	26.10
	Yosemite	08B	9	3.10	27.90
	Yosemite	10B	9	1.70	15.30
	Yosemite	11B1	9	2.90	26.10
	Yosemite	12.2B	9	2.90	26.10
	Yosemite	14.2B	9	3.30	29.70
	Yosemite	9B2	9	2.60	23.40
Total Hours					275.40
Grand Total					1,021.20
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					1,021.20

Passengers Left / Wheelchair Usage

Multi-Use Passes

Run Date	Route	Total Left
10/4/2009	10B	2
10/8/2009	04B	2
10/8/2009	10B	2
10/9/2009	04B	4
10/9/2009	10B	2
10/10/2009	04B	2
10/10/2009	10B	2
10/15/2009	11B1	1
10/15/2009	03B	1
10/16/2009	14.2B	1
10/20/2009	11B1	2
10/21/2009	04B	2
10/23/2009	04B	12
10/27/2009	02C	1
10/27/2009	12.2B	1
10/29/2009	10B	1
10/29/2009	04B	1
	Grand Total	39

Wheel Chair

Run Date	Route	Total Left
10/10/2009	5B2	1
10/12/2009	9B2	1
10/17/2009	08B	1
10/23/2009	06B	1

	Grand Total	4
--	--------------------	----------

ACCIDENTS/INCIDENTS

There were zero (0) accidents/incidents on VIA YARTS vehicle during the month of October 1 - 31, 2009.

ROAD CALLS

There were zero (0) road calls during the month of October 1 - 31, 2009.

SERVICE DELAYS

There were twelve (12) service delays during the month of October 1 - 31, 2009.

Hwy 140

10/7/09	Run 12	Service delayed 35 minutes due to mechanical problem. See "Missed Runs".
10/8/09	Run 2	Service delayed 11 minutes due to logging truck.
10/10/09	Run 5	Service delayed 15 minutes due to wheelchair loading.
10/11/09	Run 3	Service delay 18 minutes due to mechanical problem. See "Missed Runs".
	Run 5	Service delayed 10 minutes due to mechanical problems.
10/12/09	Run 9	Service delayed 10 minutes due to wheelchair loading.
10/13/09	Run 11	Service delayed 11 minutes due to weather.
10/16/09	Run 11	Service delayed 10 minutes due to weather.
10/23/09	Run 5	Service delayed 11 minutes due to late train arrival.
	Run 6	Service delayed 15 minutes due to wheelchair loading at Amtrak.
10/27/09	Run 9	Service delayed 15 minutes due to down power line at Midtown Mariposa.
10/28/09	Run 6	Service delayed 16 minutes due to weather.

Mammoth:

Not running

MISSED RUNS

There were two (2) missed VIA YARTS trips during the period of October 1 - 31, 2009.

Hwy 140:

10/7/09 **Run 12** Service delayed 35 minutes due to mechanical problem.

10/11/09 **Run 3** Service delay 18 minutes due to mechanical problem.

Mammoth:

None

EXTRA TRIPS

There were zero (0) extra Highway 140 VIA YARTS trips chargeable to YARTS operating during the period of October 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 **244** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from October 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

- 182 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.
- 1 Calls received on park information (lodging, tours, camping, etc.)
- 49 Miscellaneous calls (lost & found, hang up calls, etc.)
- 2 Calls received as customer complaints.
- 244** Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were two (2) customer complaints received by phone and correspondence during the month of October 1 - 31, 2009.

10/11/09	Run 1	Customer called waiting for the run 1 bus. Followed up by calling the customer's cell phone and leaving a message that this run does not operate on Saturday, Sunday and Holidays.
10/13/09	None	Customer called saying the bus stop at the Bug Hostel had been vandalized. Followed up with a call to Mr. Whittington.

OTHER

Wheel Chair Request

There were four (4) wheelchair request for the month of October 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 15 minute delays on several runs due to traffic and weather during the month of October 1 – 31, 2009.