



July 13, 2010

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

RE: YARTS Monthly Report: June 1 - 30, 2010

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 June 1 - 30, 2010.

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 6/1/2010 to 6/30/2010

A total of 9197 passengers were carried on the HWY 140 system by VIA. Of these, 979 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
6/1/2010	53	89	7	149	115	18	19	15	28	180	344
6/2/2010	13	71	7	91	117	17	29	9	31	194	294
6/3/2010	40	90	2	132	136	15	30	8	18	199	339
6/4/2010	31	48	2	81	154	18	31	17	25	228	326
6/5/2010	0	5	2	7	172	19	7	8	37	235	250
6/6/2010	2	14	0	16	132	21	6	15	22	181	212
6/7/2010	43	104	3	150	183	17	27	14	50	277	441
6/8/2010	0	98	5	103	143	7	22	9	24	196	308
6/9/2010	28	91	8	127	160	10	26	11	37	233	371
6/10/2010	19	82	5	106	121	3	25	6	24	173	285
6/11/2010	31	58	9	98	134	16	23	6	30	203	307
6/12/2010	0	14	2	16	185	22	8	11	30	245	272
6/13/2010	0	16	8	24	112	5	4	7	22	143	174
6/14/2010	2	79	8	89	95	6	20	6	49	170	265
6/15/2010	1	101	23	125	149	10	17	22	21	197	344
6/16/2010	6	112	6	124	145	21	33	11	21	220	355
6/17/2010	4	74	8	86	164	13	14	16	34	225	327
6/18/2010	14	55	4	73	199	7	32	9	34	272	354
6/19/2010	0	15	2	17	114	4	9	7	33	160	184
6/20/2010	0	24	7	31	117	5	9	6	31	162	199
6/21/2010	4	89	12	105	157	17	20	18	41	235	358
6/22/2010	3	132	5	140	130	14	30	8	28	202	350
6/23/2010	0	105	10	115	131	22	31	4	31	215	334
6/24/2010	5	109	0	114	184	7	28	15	39	258	387
6/25/2010	1	49	2	52	146	5	16	14	47	214	280
6/26/2010	0	20	1	21	139	18	9	13	29	195	229
6/27/2010	6	21	0	27	193	1	14	9	36	244	280
6/28/2010	2	120	14	136	128	12	15	22	45	200	358
6/29/2010	33	85	9	127	126	7	22	14	29	184	325
6/30/2010	1	92	7	100	158	7	19	8	53	237	345
Total	342	2,062	178	2,582	4,339	364	595	338	979	6,277	9,197
Percent	3.72%	22.42%	1.94%	28.07%	47.18%	3.96%	6.47%	3.68%	10.64%	68.25%	100.00%

Ridership Excluding Amtrak

Date	YCS	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
6/1/2010	53	89	7	149	115	19	15	18	152	316
6/2/2010	13	71	7	91	117	29	9	17	163	263
6/3/2010	40	90	2	132	136	30	8	15	181	321
6/4/2010	31	48	2	81	154	31	17	18	203	301
6/5/2010	0	5	2	7	172	7	8	19	198	213
6/6/2010	2	14	0	16	132	6	15	21	159	190
6/7/2010	43	104	3	150	183	27	14	17	227	391
6/8/2010	0	98	5	103	143	22	9	7	172	284
6/9/2010	28	91	8	127	160	26	11	10	196	334
6/10/2010	19	82	5	106	121	25	6	3	149	261
6/11/2010	31	58	9	98	134	23	6	16	173	277
6/12/2010	0	14	2	16	185	8	11	22	215	242
6/13/2010	0	16	8	24	112	4	7	5	121	152
6/14/2010	2	79	8	89	95	20	6	6	121	216
6/15/2010	1	101	23	125	149	17	22	10	176	323
6/16/2010	6	112	6	124	145	33	11	21	199	334
6/17/2010	4	74	8	86	164	14	16	13	191	293
6/18/2010	14	55	4	73	199	32	9	7	238	320
6/19/2010	0	15	2	17	114	9	7	4	127	151
6/20/2010	0	24	7	31	117	9	6	5	131	168
6/21/2010	4	89	12	105	157	20	18	17	194	317
6/22/2010	3	132	5	140	130	30	8	14	174	322
6/23/2010	0	105	10	115	131	31	4	22	184	303
6/24/2010	5	109	0	114	184	28	15	7	219	348
6/25/2010	1	49	2	52	146	16	14	5	167	233
6/26/2010	0	20	1	21	139	9	13	18	166	200
6/27/2010	6	21	0	27	193	14	9	1	208	244
6/28/2010	2	120	14	136	128	15	22	12	155	313
6/29/2010	33	85	9	127	126	22	14	7	155	296
6/30/2010	1	92	7	100	158	19	8	7	184	292
Total	342	2,062	178	2,582	4,339	595	338	364	5,298	8,218
Percent	4.16%	25.09%	2.17%	31.42%	52.80%	7.24%	4.11%	4.43%	64.47%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	85	0.92%
Airport	9	0.10%
Merced College	1	0.01%
Mall (PG&E)	6	0.07%
Downtown (Court	19	0.21%
Amtrak	964	10.48%
Transpo	397	4.32%
Catheys Valley	116	1.26%
MPMidtown	298	3.24%
Roadside Rest	779	8.47%
MPVstrCenter	280	3.04%
KOA	487	5.30%
MidPines	289	3.14%
MPPO	263	2.86%
Bug Hostel	373	4.06%
Cedar Lodge	193	2.10%
NPS Maintenance	422	4.59%
Barium Mine Rd	186	2.02%
El Portal PO	297	3.23%
YV Lodge	559	6.08%
YosVCenter	1182	12.85%
Curry Village	674	7.33%
Ahwahnee	145	1.58%
YosLodge	1141	12.41%
Red Cloud Mkt	0	0.00%
UC Merced	32	0.35%

Pick-up Location	Riders	Percentage
Totals	9197	100.00%

LOAD FACTOR ANALYSIS : 6/1/2010 - 6/30/2010

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 6/1/2010 through 6/30/2010. 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	1,070	811	75.79%	Inbound 5:25am from Catheys Valley to YV
02C.1	1,490	884	59.33%	Inbound 5:58am from Catheys Valley to YV
03B	1,455	1,059	72.78%	Inbound 7:00am Service to YV from Merced
04B	1,498	731	48.80%	Inbound 8:45am Service to YV from Merced
5B3	1,470	600	40.82%	Inbound Service 10:45am to YV from Merced
Ex 5B3	74	31	41.89%	Inbound Extra Svs 10:45am from Merced to YV
06B	1,454	615	42.30%	Inbound 5:00pm Service YV from Merced
07A	572	180	31.47%	Outbound 6:30am from Hostel to Merced
08B	1,463	692	47.30%	Outbound 10:00am Service from YV to Merced
9B4	1,490	1,334	89.53%	Outbound 4:00pm from YV to Merced
10B.1	1,498	511	34.11%	Outbound 4:35pm from YV to Mariposa
11B1	1,407	840	59.70%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,470	611	41.56%	Outbound 5:45 pm Service from YV to Merced
14.2B	1,454	298	20.50%	Outbound 8:35 pm from YV to Merced
Total	17,865	9,197	51.48%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.1	1,070	811	75.79%	Inbound 5:25am from Catheys Valley to YV
02C.1	1,102	691	62.70%	Inbound 5:58am from Catheys Valley to YV
03B	1,071	780	72.83%	Inbound 7:00am Service to YV from Merced
04B	1,081	570	52.73%	Inbound 8:45am Service to YV from Merced
5B3	1,084	428	39.48%	Inbound Service 10:45am to YV from Merced
Ex 5B3	74	31	41.89%	Inbound Extra Svs 10:45am from Merced to YV
06B	1,063	509	47.88%	Inbound 5:00pm Service YV from Merced
07A	572	180	31.47%	Outbound 6:30am from Hostel to Merced
08B	1,070	560	52.34%	Outbound 10:00am Service from YV to Merced
9B4	1,102	1,061	96.28%	Outbound 4:00pm from YV to Merced
10B.1	1,081	441	40.80%	Outbound 4:35pm from YV to Mariposa
11B1	1,023	648	63.34%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,084	474	43.73%	Outbound 5:45 pm Service from YV to Merced
14.2B	1,063	213	20.04%	Outbound 8:35 pm from YV to Merced
Total	13,540	7,397	54.63%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.1	388	193	49.74%	Inbound 5:58am from Catheys Valley to YV
03B	384	279	72.66%	Inbound 7:00am Service to YV from Merced
04B	417	161	38.61%	Inbound 8:45am Service to YV from Merced
5B3	386	172	44.56%	Inbound Service 10:45am to YV from Merced
06B	391	106	27.11%	Inbound 5:00pm Service YV from Merced
08B	393	132	33.59%	Outbound 10:00am Service from YV to Merced
9B4	388	273	70.36%	Outbound 4:00pm from YV to Merced
10B.1	417	70	16.79%	Outbound 4:35pm from YV to Mariposa
11B1	384	192	50.00%	Outbound 5:20 pm Service from YV to Merced
12.2B	386	137	35.49%	Outbound 5:45 pm Service from YV to Merced
14.2B	391	85	21.74%	Outbound 8:35 pm from YV to Merced
Total	4,325	1,800	41.62%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C.1	1,070	806	75.33%	Inbound 5:25am from Catheys Valley to YV
02C.1	1,490	879	58.99%	Inbound 5:58am from Catheys Valley to YV
03B	1,455	1,042	71.62%	Inbound 7:00am Service to YV from Merced
04B	1,498	563	37.58%	Inbound 8:45am Service to YV from Merced
5B3	1,470	361	24.56%	Inbound Service 10:45am to YV from Merced
06B	1,454	516	35.49%	Inbound 5:00pm Service YV from Merced
07A	572	178	31.12%	Outbound 6:30am from Hostel to Merced
08B	1,463	544	37.18%	Outbound 10:00am Service from YV to Merced
9B4	1,490	1,205	80.87%	Outbound 4:00pm from YV to Merced
10B.1	1,498	510	34.05%	Outbound 4:35pm from YV to Mariposa
11B1	1,407	797	56.65%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,470	519	35.31%	Outbound 5:45 pm Service from YV to Merced
14.2B	1,454	298	20.50%	Outbound 8:35 pm from YV to Merced
Total	17,791	8,218	46.19%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.1	1,070	806	75.33%	Inbound 5:25am from Catheys Valley to YV
02C.1	1,102	691	62.70%	Inbound 5:58am from Catheys Valley to YV
03B	1,071	769	71.80%	Inbound 7:00am Service to YV from Merced
04B	1,081	434	40.15%	Inbound 8:45am Service to YV from Merced
5B3	1,084	274	25.28%	Inbound Service 10:45am to YV from Merced
06B	1,063	429	40.36%	Inbound 5:00pm Service YV from Merced
07A	572	178	31.12%	Outbound 6:30am from Hostel to Merced
08B	1,070	452	42.24%	Outbound 10:00am Service from YV to Merced
9B4	1,102	958	86.93%	Outbound 4:00pm from YV to Merced
10B.1	1,081	440	40.70%	Outbound 4:35pm from YV to Mariposa
11B1	1,023	616	60.22%	Outbound 5:20 pm Service from YV to Merced
12.2B	1,084	398	36.72%	Outbound 5:45 pm Service from YV to Merced
14.2B	1,063	213	20.04%	Outbound 8:35 pm from YV to Merced
Total	13,466	6,658	49.44%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.1	388	188	48.45%	Inbound 5:58am from Catheys Valley to YV
03B	384	273	71.09%	Inbound 7:00am Service to YV from Merced
04B	417	129	30.94%	Inbound 8:45am Service to YV from Merced
5B3	386	87	22.54%	Inbound Service 10:45am to YV from Merced
06B	391	87	22.25%	Inbound 5:00pm Service YV from Merced
08B	393	92	23.41%	Outbound 10:00am Service from YV to Merced
9B4	388	247	63.66%	Outbound 4:00pm from YV to Merced
10B.1	417	70	16.79%	Outbound 4:35pm from YV to Mariposa
11B1	384	181	47.14%	Outbound 5:20 pm Service from YV to Merced
12.2B	386	121	31.35%	Outbound 5:45 pm Service from YV to Merced
14.2B	391	85	21.74%	Outbound 8:35 pm from YV to Merced
Total	4,325	1,560	36.07%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 6/1/2010 through 6/30/2010.

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.1	98	531	16	90	7	3	61	5	811
02C.1	57	452	54	215	20	25	56	5	884
03B	21	86	16	630	72	94	123	17	1059
04B	24	19	7	387	55	70	1	168	731
06B	2	1	7	436	5	3	62	99	615
07A	0	0	0	105	0	5	68	2	180
08B	24	35	2	442	12	14	15	148	692
10B.1	9	224	15	209	21	12	20	1	511
11B1	31	208	15	444	28	27	44	43	840
12.2B	18	140	12	298	25	7	19	92	611
14.2B	0	20	2	236	13	15	12	0	298
5B3	7	7	8	279	20	21	19	239	600
9B4	51	339	24	568	60	68	95	129	1334
Ex 5B3	0	0	0	0	0	0	0	31	31
Total	342	2,062	178	4,339	338	364	595	979	9,197
Percent	3.72%	22.42%	1.94%	47.18%	3.68%	3.96%	6.47%	10.64%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.1	98	531	16	90	7	3	61	5	811
02C.1	57	397	47	117	19	13	41	0	691
03B	20	80	13	429	50	72	105	11	780
04B	24	14	5	295	44	52	0	136	570
06B	2	1	7	349	5	3	62	80	509
07A	0	0	0	105	0	5	68	2	180
08B	24	35	2	359	11	8	13	108	560
10B.1	9	220	15	149	15	12	20	1	441
11B1	30	191	12	298	21	23	41	32	648
12.2B	15	127	6	219	15	4	12	76	474
14.2B	0	13	2	172	13	5	8	0	213
5B3	4	1	7	214	14	19	15	154	428
9B4	51	323	24	379	48	50	83	103	1061
Ex 5B3	0	0	0	0	0	0	0	31	31
Total	334	1,933	156	3,175	262	269	529	739	7,397
Percent	4.52%	26.13%	2.11%	42.92%	3.54%	3.64%	7.15%	9.99%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02C.1	0	55	7	98	1	12	15	5	193
03B	1	6	3	201	22	22	18	6	279
04B	0	5	2	92	11	18	1	32	161
06B	0	0	0	87	0	0	0	19	106
08B	0	0	0	83	1	6	2	40	132
10B.1	0	4	0	60	6	0	0	0	70
11B1	1	17	3	146	7	4	3	11	192
12.2B	3	13	6	79	10	3	7	16	137
14.2B	0	7	0	64	0	10	4	0	85
5B3	3	6	1	65	6	2	4	85	172
9B4	0	16	0	189	12	18	12	26	273
Total	8	129	22	1,164	76	95	66	240	1,800
Percent	0.44%	7.17%	1.22%	64.67%	4.22%	5.28%	3.67%	13.33%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.1	98	531	16	90	7	3	61	806
02C.1	57	452	54	215	20	25	56	879
03B	21	86	16	630	72	94	123	1042
04B	24	19	7	387	55	70	1	563
06B	2	1	7	436	5	3	62	516
07A	0	0	0	105	0	5	68	178
08B	24	35	2	442	12	14	15	544
10B.1	9	224	15	209	21	12	20	510
11B1	31	208	15	444	28	27	44	797
12.2B	18	140	12	298	25	7	19	519
14.2B	0	20	2	236	13	15	12	298
5B3	7	7	8	279	20	21	19	361
9B4	51	339	24	568	60	68	95	1205
Ex 5B3	0	0	0	0	0	0	0	0
Total	342	2,062	178	4,339	338	364	595	8,218
Percent	4.16%	25.09%	2.17%	52.80%	4.11%	4.43%	7.24%	100.00%

Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.1	98	531	16	90	7	3	61	806
02C.1	57	397	47	117	19	13	41	691
03B	20	80	13	429	50	72	105	769
04B	24	14	5	295	44	52	0	434
06B	2	1	7	349	5	3	62	429
07A	0	0	0	105	0	5	68	178
08B	24	35	2	359	11	8	13	452
10B.1	9	220	15	149	15	12	20	440
11B1	30	191	12	298	21	23	41	616
12.2B	15	127	6	219	15	4	12	398
14.2B	0	13	2	172	13	5	8	213
5B3	4	1	7	214	14	19	15	274
9B4	51	323	24	379	48	50	83	958
Ex 5B3	0	0	0	0	0	0	0	0
Total	334	1,933	156	3,175	262	269	529	6,658
Percent	5.02%	29.03%	2.34%	47.69%	3.94%	4.04%	7.95%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02C.1	0	55	7	98	1	12	15	188
03B	1	6	3	201	22	22	18	273
04B	0	5	2	92	11	18	1	129
06B	0	0	0	87	0	0	0	87
08B	0	0	0	83	1	6	2	92
10B.1	0	4	0	60	6	0	0	70
11B1	1	17	3	146	7	4	3	181
12.2B	3	13	6	79	10	3	7	121
14.2B	0	7	0	64	0	10	4	85
5B3	3	6	1	65	6	2	4	87
9B4	0	16	0	189	12	18	12	247
Total	8	129	22	1,164	76	95	66	1,560
Percent	0.51%	8.27%	1.41%	74.62%	4.87%	6.09%	4.23%	100.00%

OPERATING STATISTICS

REVENUE MILES 06/01/10 - 06/30/10

From 06/01/10 through 06/30/10 VIA HWY 140 operated a total of 29,937 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Catheys Valley	01C.1	22	69	1,518
	Catheys Valley	02C.1	22	69	1,518
	Merced	03B	22	87	1,914
	Merced	04B	22	87	1,914
	Merced	06B	22	87	1,914
	Merced	5B3	22	87	1,914
	Merced	Ex 5B3	2	87	174
	Midpines	07A	22	51	1,122
	Yosemite	08B	22	87	1,914
	Yosemite	10B.1	22	55	1,210
	Yosemite	11B1	21	87	1,827
	Yosemite	12.2B	22	87	1,914
	Yosemite	14.2B	22	87	1,914
	Yosemite	9B4	22	87	1,914
Total Mileage					22,681

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Catheys Valley	02C.1	8	69	552
	Merced	03B	8	87	696
	Merced	04B	8	87	696
	Merced	06B	8	87	696
	Merced	5B3	8	87	696
	Yosemite	08B	8	87	696
	Yosemite	10B.1	8	55	440
	Yosemite	11B1	8	87	696
	Yosemite	12.2B	8	87	696
	Yosemite	14.2B	8	87	696
	Yosemite	9B4	8	87	696
Total Mileage					7,256
Grand Total					29,937
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					29,937

REVENUE HOURS

From 06/01/10 through 06/30/10 VIA HWY 140 provided a total of 1,038.30 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Catheys Valley	01C.1	22	2.25	49.50
	Catheys Valley	02C.1	22	2.25	49.50
	Merced	03B	22	2.90	63.80
	Merced	04B	22	3.10	68.20
	Merced	06B	22	3.30	72.60
	Merced	5B3	22	3.10	68.20
	Merced	Ex 5B3	2	3.10	6.20
	Midpines	07A	22	1.50	33.00
	Yosemite	08B	22	3.10	68.20
	Yosemite	10B.1	22	1.90	41.80
	Yosemite	11B1	21	2.90	60.90
	Yosemite	12.2B	22	2.90	63.80
	Yosemite	14.2B	22	3.30	72.60
	Yosemite	9B4	22	3.00	66.00
Total Hours					784.30

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Catheys Valley	02C.1	8	2.25	18.00
	Merced	03B	8	2.90	23.20
	Merced	04B	8	3.10	24.80
	Merced	06B	8	3.30	26.40
	Merced	5B3	8	3.10	24.80
	Yosemite	08B	8	3.10	24.80
	Yosemite	10B.1	8	1.90	15.20
	Yosemite	11B1	8	2.90	23.20
	Yosemite	12.2B	8	2.90	23.20
	Yosemite	14.2B	8	3.30	26.40
	Yosemite	9B4	8	3.00	24.00
Total Hours					254.00
Grand Total					1,038.30
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					1,038.30

Passengers Left / Wheelchair Usage

Multi-Use Passes

Run Date	Route	Total Left
6/1/2010	10B.1	4
6/1/2010	03B	5
6/2/2010	10B.1	8
6/5/2010	03B	2
6/6/2010	03B	2
6/6/2010	12.2B	2
6/6/2010	5B3	2
6/7/2010	11B1	2
6/7/2010	9B4	2
6/7/2010	04B	4
6/7/2010	03B	2
6/8/2010	9B4	2
6/11/2010	04B	2
6/11/2010	11B1	2
6/11/2010	12.2B	2
6/12/2010	04B	4
6/12/2010	10B.1	2
6/12/2010	5B3	2
6/13/2010	12.2B	2
6/13/2010	02C.1	2
6/13/2010	03B	2
6/13/2010	04B	2
6/13/2010	11B1	2
6/14/2010	04B	2
6/14/2010	06B	11

6/14/2010	14.2B	2
6/16/2010	03B	2
6/16/2010	08B	1
6/16/2010	10B.1	2
6/16/2010	12.2B	2
6/16/2010	5B3	2
6/17/2010	04B	4
6/17/2010	12.2B	2
6/17/2010	9B4	2
6/18/2010	03B	3
6/19/2010	08B	2
6/21/2010	04B	3
6/22/2010	03B	3
6/22/2010	11B1	3
6/23/2010	04B	3
6/25/2010	10B.1	3
6/28/2010	11B1	2
6/29/2010	04B	4
	Grand Total	119

There was one (1) accidents/incidents on VIA YARTS vehicle during the month of June 1 - 30, 2010. On June 4th, 2010 the driver on run 12 reported damage to the baggage bay on the new YARTS bus which seemed to be caused by a rock or object that flew under the bus. Bus repairs were completed.

ROAD CALLS

There were zero (0) road calls during the month of June 1 - 30, 2010.

SERVICE DELAYS

There were twenty one (21) service delays during the month of June 1 - 30, 2010. Numerous additional service delays occurred due to the start of summer and holiday traffic plus CHP and DOT vehicle inspections. (See Traffic Delays)

Hwy 140

6/1/10	Run 4	Service delayed 10 minutes at the Yosemite Bug Hostel due to a sick passenger.
6/3/10	Run 1	Service delayed 8 minutes due to drivers hours.
6/7/10	Run 4	Service delayed 16 minutes due to mechanical problem. "See Missed Runs."
6/9/10	Run 4	Service delayed going through Catheys Valley due to semi blocking the road.
6/10/10	Run 5	Service delayed 30 minutes due to mechanical problems. "See Missed Runs".
6/13/10	Run 4	Service delayed 16 minutes due to mechanical problems. "See Missed Runs".
6/15/10	Run 2	Service delayed at the Midpines Post Office waiting for a passenger's husband to deliver her purse and work bag.
6/16/10	Run 14	Service delayed at Yosemite Lodge due to request by the front desk to wait for a passenger who missed the bus at Curry Village.
6/18/10	Run 5	Service delayed to pick up 30 passengers from a Charter Bus with mechanical problems on highway 140.
	Run 6	Service delayed 20 minutes leaving Amtrak due to late train arrival.
6/19/10	Run 2	Service delayed 60 minutes due to driver error. "See Missed Runs".
6/21/10	Run 10	Service delayed 30 minutes due to police activity at the 140/120 junction.
	Run 11	Service delayed at the rockslide bridge due to heavy traffic. Had to wait 3 cycles before bus could cross the bridge.
6/22/10	Run 6	Service delayed 30 minutes due to mechanical problem. "See Missed Runs".

6/24/10	Run 6	Service delayed 10 minutes due to operations delay.
6/25/10	Run 11	Service did not run due to driver error. Runs 11 and 12 were combined. "See Missed Runs".
6/27/10	Run 2	Service delayed 10 minutes in Mariposa due to large passenger count.
6/28/10	Run 9	Service delayed 10 minutes in Mariposa due to large passenger count.
6/29/10	Run 4	Service delayed 30 minutes due to dispatch error. "See Missed Runs".
6/30/10	Run 11 Run 12	Service delayed at Foresta road due to driver error. "See Missed Runs". Service delayed 20 minutes due to slow traffic.

Mammoth:
None

MISSED RUNS

There were eight (8) missed VIA YARTS trips during the period of June 1 - 30, 2010.

Hwy 140:

6/7/10	Run 4	Service delayed 16 minutes due to mechanical problem.
6/10/10	Run 5	Service delayed 30 minutes due to mechanical problems.
6/13/10	Run 4	Service delayed 16 minutes due to mechanical problems.
6/19/10	Run 2	Service delayed 60 minutes due to driver error.
6/22/10	Run 6	Service delayed 30 minutes due to mechanical problem.
6/25/10	Run 11	Run did not go due to driver error.
6/29/10	Run 4	Service delayed 30 minutes due to dispatch error.
6/30/10	Run 11	Service delayed at Foresta road due to driver error.

Mammoth:
None

EXTRA TRIPS

There were two (2) extra Highway 140 VIA YARTS trips chargeable to YARTS operating during the period of June 1 - 30, 2010.

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 **470** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from June 1 - 30, 2010. 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

- 224 Calls received on schedule issues and questions for Hwy 140 Corridor.
- 117 Calls received on Mammoth Lake schedule information.
- 0 Calls received on Coulterville schedule information.
- 31 Calls received on park information (lodging, tours, camping, etc.)
- 102 Miscellaneous calls (lost & found, hang up calls, etc.)
- 6 Calls received as customer complaints.
- 470** Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were six (6) complaints received by phone and correspondence during the month of May 1 - 31, 2010.

- | | | |
|---------------|---------------|--|
| 6/1/10 | Run #4 | Received a call from a passenger at Yosemite View waiting for the 10:57am bus saying as of 11:15am the bus had not shown. |
| | | Informed the caller we had not received any calls of the bus being delayed and the bus on this run was the white YARTS bus. Attempted to call the driver but did not receive a response. Follow up showed the run ran on time. |

- 6/9/10** **Run #?** Received a call from a passenger at Mariposa Roadside Rest stop the bus left 2 minutes early from the stop. This same passenger called a friend on the bus to have the driver wait at least 2 minutes at the next stop to get him back on schedule.
- Informed management who followed up with reminding the drivers to check there watch daily by the time clock used for YARTS.
- 6/10/10** **Run #5** Received a call from a passenger at the Yosemite Bug Hostel waiting for the bus to Yosemite.
- Contacted the driver and informed the caller there was construction between Mariposa and Midpines and the bus was delayed 20 minutes.
- 6/16/10** **Run #3** Received a call from the Mariposa Visitors Center saying a guest had been waiting for the bus since 8:00am and as of 8:40am and no bus has shown.
- Office attempted to call the driver but not able to make contact due to the bus being in a dead zone. Informed caller the next bus should be at the Visitors Center in about one hour. Follow up with the driver indicated she picked up 2 passengers at the Visitor Center.
- 6/22/10** **Run 5** Received two calls from passengers complaining about the bus and driver. Bus had mechanical problems on highway 140 in Merced at Rancho San Miguel. Passenger wanted to disembark but said the driver was rude and would not allow him to leave the bus.
- Operations Manager followed up with passenger and explained that because the bus was not in a safe location for disembarking, the driver was concerned about letting the passenger off and was concerned about passengers wandering off and not being ready to depart once the bus was fixed. A mechanic came from VIA and had the bus fixed quickly and the route continued (30 minutes late). Passenger said the driver normally has a fine attitude however in this instance he felt she could have explained things better and spoken in a more professional tone. Rider did comment he enjoys riding YARTS and appreciates our drivers and will continue to ride YARTS in the future.
- Operations Manager spoke to the driver and relayed feedback and reviewed some customer service skills and policies on how to handle passengers during breakdowns or difficult situations.

OTHER

Wheel Chair Request

There were zero (0) wheelchair request for the month of June 1 – 30, 2010. 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 several service delays from 8 to 60 minutes in duration due to late train arrivals and summer traffic going to and from the park during the month of June 1 – 30, 2010. Additional delays occurred on June 9th and 10th with a scheduled roadside vehicle inspection by CHP and DOT. Another surprise inspection by CHP and DOT occurred on June 18th, 19th, and 20th. YARTS vehicles were inspected with no out of service violations and all minor defects corrected.

RIDERSHIP

A total of 161 passengers were carried on the HWY 120E/395 system by VIA. Of these, 3 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
6/1/2010	0	0	0	0	0	0	0	0	0	0	0
6/5/2010	0	0	0	0	0	0	0	0	0	0	0
6/12/2010	0	0	0	0	18	0	0	0	0	18	18
6/13/2010	0	0	0	0	8	0	0	2	1	9	11
6/19/2010	0	0	0	0	30	0	0	0	2	32	32
6/20/2010	0	0	0	0	29	3	0	7	0	32	39
6/26/2010	0	0	0	0	27	5	0	0	0	32	32
6/27/2010	0	0	0	0	28	0	0	1	0	28	29
6/30/2010	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	140	8	0	10	3	151	161
Percent	0.00%	0.00%	0.00%	0.00%	86.96%	4.97%	0.00%	6.21%	1.86%	93.79%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Mammoth Mountain Inn	9	5.59%
Juniper Springs Summit	2	1.24%
HWY 203, Shilo Inn	8	4.97%
June Mountain Ski Area	1	0.62%
Rush Creek Trailhead	4	2.48%
Lake View Lodge	3	1.86%
Forest Service Center	2	1.24%
Tioga Mobil Gas Mart	12	7.45%
Tuolumne Meadows Store	17	10.56%
Tuolumne Meadows Visitor Center	0	0.00%
White Wolf Lodge	0	0.00%
Crane Flat Gas Station	0	0.00%
Yosemite Visitor Center	98	60.87%
Mammoth Lakes Park & Ride	5	3.11%
Totals	161	100.00%

LOAD FACTOR ANALYSIS : June 01 - June 30, 2010

Below please find the load factor calculations for the YARTS runs operated by VIA for June 01 through June 30, 2010. 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	
02	459	99	21.57%	Yosemite Visitor Center - Outbound
01	408	62	15.20%	Mammoth Mountain Inn - Inbound
Total	867	161	18.57%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor
02	51	0	0.00%
01	51	0	0.00%
Total	102	0	0.00%

Yosemite Visitor Center - Outbound

Mammoth Mountain Inn - Inbound

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02	408	99	24.26%	Yosemite Visitor Center - Outbound
01	357	62	17.37%	Mammoth Mountain Inn - Inbound
Total	765	161	21.05%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 120E/395 runs for June 01 through June 30, 2010.

Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
	0	0	0	0	0	0	0	0	0
01	0	0	0	52	5	4	0	1	62
02	0	0	0	88	5	4	0	2	99
Total	0	0	0	140	10	8	0	3	161
Percent	0.00%	0.00%	0.00%	86.96%	6.21%	4.97%	0.00%	1.86%	100.00%

Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
	0	0	0	0	0	0	0	0	0
01	0	0	0	52	5	4	0	1	62
02	0	0	0	88	5	4	0	2	99
Total	0	0	0	140	10	8	0	3	161
Percent	0.00%	0.00%	0.00%	86.96%	6.21%	4.97%	0.00%	1.86%	100.00%

OPERATING STATISTICS

REVENUE MILES June 01 - June 30 2010

From June 01 through June 30, 2010 VIA Hwy 120E/395 operated a total of 1,875 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
		01	7	125	875
		02	8		1,000
Total Mileage					1,875
Grand Total					1,875

REVENUE HOURS

From June 01 through June 30, 2010 VIA HWY 120 E / 395 provided a total of 57.7 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
		01	7	3.90	27.30
		02	8	3.80	30.40
Total Hours					57.70
Grand Total					57.70

Passengers Left / Wheelchair Usage

Bus Full / # of Passengers Left

Run Date	Route	Total Left
6/1/2010		0
6/5/2010		0
	Grand Total	0

Multi-Use Passes

Run Date	Route	Total Left
6/1/2010		0
6/5/2010		0
	Grand Total	0

Wheel Chair

Run Date	Route	Total Left
6/1/2010		0
6/5/2010		0
	Grand Total	0