

May 02, 2008

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

**RE: YARTS Monthly Report: April 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 April 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 5,477 passengers were carried on the HWY 140 system by VIA. Of these, 994 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
4/1/2008	12	57	16	85	46	4	22	2	14	86	173
4/2/2008	14	60	12	86	45	0	26	1	18	89	176
4/3/2008	17	43	11	71	55	10	36	6	8	109	186
4/4/2008	13	27	15	55	46	6	18	3	93	163	221
4/5/2008	4	4	5	13	84	2	4	4	15	105	122
4/6/2008	0	2	4	6	81	3	3	5	10	97	108
4/7/2008	7	58	11	76	98	1	21	3	25	145	224
4/8/2008	10	54	11	75	72	2	20	3	33	127	205
4/9/2008	15	58	3	76	69	8	17	0	26	120	196
4/10/2008	7	49	4	60	65	2	24	2	36	127	189
4/11/2008	18	25	6	49	61	6	19	0	119	205	254
4/12/2008	3	7	2	12	61	5	5	8	18	89	109
4/13/2008	11	6	2	19	64	4	4	3	106	178	200
4/14/2008	10	43	9	62	86	10	26	0	19	141	203
4/15/2008	13	52	19	84	64	4	19	1	42	129	214
4/16/2008	13	64	9	86	67	2	20	4	28	117	207
4/17/2008	8	49	12	69	70	13	31	4	18	132	205
4/18/2008	17	30	6	53	74	6	19	8	28	127	188
4/19/2008	3	4	3	10	41	9	8	4	66	124	138
4/20/2008	2	2	4	8	46	4	3	0	6	59	67
4/21/2008	6	56	15	77	47	6	16	0	38	107	184
4/22/2008	22	60	18	100	54	2	24	2	13	93	195
4/23/2008	4	48	7	59	69	22	21	1	30	142	202
4/24/2008	22	41	9	72	56	20	17	4	39	132	208
4/25/2008	21	44	4	69	59	5	20	6	31	115	190
4/26/2008	3	4	7	14	65	0	5	7	31	101	122
4/27/2008	4	1	0	5	58	1	0	7	24	83	95
4/28/2008	6	44	14	64	97	6	26	1	15	144	209
4/29/2008	14	62	26	102	78	31	22	9	24	155	266
4/30/2008	19	53	7	79	85	8	24	4	21	138	221
<b>Total</b>	318	1,107	271	1,696	1,963	202	520	102	994	3,679	5,477
<b>Percent</b>	5.81%	20.21%	4.95%	30.97%	35.84%	3.69%	9.49%	1.86%	18.15%	67.17%	100.00%

## Ridership Excluding Amtrak

Date	YCS	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
4/1/2008	12	57	16	85	46	22	2	4	72	159
4/2/2008	14	60	12	86	45	26	1	0	71	158
4/3/2008	17	43	11	71	55	36	6	10	101	178
4/4/2008	13	27	15	55	46	18	3	6	70	128
4/5/2008	4	4	5	13	84	4	4	2	90	107
4/6/2008	0	2	4	6	81	3	5	3	87	98
4/7/2008	7	58	11	76	98	21	3	1	120	199
4/8/2008	10	54	11	75	72	20	3	2	94	172
4/9/2008	15	58	3	76	69	17	0	8	94	170
4/10/2008	7	49	4	60	65	24	2	2	91	153
4/11/2008	18	25	6	49	61	19	0	6	86	135
4/12/2008	3	7	2	12	61	5	8	5	71	91
4/13/2008	11	6	2	19	64	4	3	4	72	94
4/14/2008	10	43	9	62	86	26	0	10	122	184
4/15/2008	13	52	19	84	64	19	1	4	87	172
4/16/2008	13	64	9	86	67	20	4	2	89	179
4/17/2008	8	49	12	69	70	31	4	13	114	187
4/18/2008	17	30	6	53	74	19	8	6	99	160
4/19/2008	3	4	3	10	41	8	4	9	58	72
4/20/2008	2	2	4	8	46	3	0	4	53	61
4/21/2008	6	56	15	77	47	16	0	6	69	146
4/22/2008	22	60	18	100	54	24	2	2	80	182
4/23/2008	4	48	7	59	69	21	1	22	112	172
4/24/2008	22	41	9	72	56	17	4	20	93	169
4/25/2008	21	44	4	69	59	20	6	5	84	159
4/26/2008	3	4	7	14	65	5	7	0	70	91
4/27/2008	4	1	0	5	58	0	7	1	59	71
4/28/2008	6	44	14	64	97	26	1	6	129	194
4/29/2008	14	62	26	102	78	22	9	31	131	242
4/30/2008	19	53	7	79	85	24	4	8	117	200
<b>Total</b>	318	1,107	271	1,696	1,963	520	102	202	2,685	4,483
<b>Percent</b>	7.09%	24.69%	6.05%	37.83%	43.79%	11.60%	2.28%	4.51%	59.89%	100.00%

## Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	12	0.22%
Merced College	65	1.19%
Downtown (Court	15	0.27%
Amtrak	620	11.32%
Transpo	262	4.78%
Catheys Valley	97	1.77%
MPMidtown	193	3.52%
Roadside Rest	525	9.59%
MPVstrCenter	103	1.88%
KOA	142	2.59%
MidPines	170	3.10%
MPPO	112	2.04%
Bug Hostel	275	5.02%
Cedar Lodge	53	0.97%
NPS Maintenance	176	3.21%
Barium Mine Rd	173	3.16%
El Portal PO	186	3.40%
YV Lodge	291	5.31%
YosVCenter	776	14.17%
Curry Village	422	7.70%
Ahwahnee	98	1.79%
YosLodge	582	10.63%
Modesto Amtrak	129	2.36%
<b>Totals</b>	<b>5477</b>	<b>100.00%</b>

**LOAD FACTOR ANALYSIS : April 01 - April 30, 2008**

Below please find the load factor calculations for the HWY 140 runs operated by VIA for April 01 through April 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	546	470	86.08%	Inbound 5:52 am Service from Mariposa to YV
01	26	27	103.85%	Inbound 5:57 am Service from Mariposa to YV
02B	780	519	66.54%	Inbound 6:24 am Service from Mariposa to YV
03B	780	491	62.95%	Inbound 7:00am Service to YV from Merced
Ex 21	101	77	76.24%	Inbound 9:49 am Service from Modesto to Yosemite
Ex 21.2	50	52	104.00%	Inbound 9:49 am Service from Modesto to Yosemite
04B	772	392	50.78%	Inbound 8:45am Service to YV from Merced
5B	780	431	55.26%	Inbound 11:00 am Service to YV from Merced
Ex 05B1	18	12	66.67%	Inbound 11:00 am Service to YV from Merced
Ex 5M	45	20	44.44%	Inbound Service from Merced to Midpines
6.1	804	267	33.21%	Inbound 5pm Service to Midpines from Merced
07	564	200	35.46%	Outbound 6:30am Service from Hostel to Merced
08B	780	396	50.77%	Outbound 10:00am Service from YV to Merced
Ex8B1	26	21	80.77%	Outbound 10:00 am Service from YV to Merced
9B	780	714	91.54%	Outbound 4:15 pm Service from YV to Merced
Ex 22	191	150	78.53%	Outbound 4:20 pm Service YV to Modesto
Ex 9M	18	20	111.11%	Outbound Service from Midpines to Merced
10B	780	438	56.15%	Outbound 4:35 pm Service from YV to Mariposa
11B	772	500	64.77%	Outbound 5:15 pm Service from YV to Merced
12B	780	264	33.85%	Outbound 5:45pm Service from YV to Merced
Ex 12E	26	16	61.54%	Outbound Service from El Portal to Merced
<b>Total</b>	<b>9,419</b>	<b>5,477</b>	<b>58.15%</b>	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01B	546	470	86.08%	Inbound 5:52 am Service from Mariposa to YV
01	26	27	103.85%	Inbound 5:57 am Service from Mariposa to YV
02B	572	468	81.82%	Inbound 6:24 am Service from Mariposa to YV
03B	572	370	64.69%	Inbound 7:00am Service to YV from Merced
Ex 21	46	36	78.26%	Inbound 9:49 am Service from Modesto to Yosemite
Ex 21.2	50	52	104.00%	Inbound 9:49 an Service from Modesto to Yosemite
04B	564	300	53.19%	Inbound 8:45am Service to YV from Merced
5B	572	336	58.74%	Inbound 11:00 am Service to YV from Merced
Ex 05B1	18	12	66.67%	Inbound 11:00 am Service to YV from Merced
Ex 5M	45	20	44.44%	Inbound Service from Merced to Midpines
6.1	596	229	38.42%	Inbound 5pm Service to Midpines from Merced
07	564	200	35.46%	Outbound 6:30am Service from Hostel to Merced
08B	572	312	54.55%	Outbound 10:00am Service from YV to Merced
Ex8B1	26	21	80.77%	Outbound 10:00 am Service from YV to Merced
9B	572	591	103.32%	Outbound 4:15 pm Service from YV to Merced
Ex 22	91	57	62.64%	Outbound 4:20 pm Service YV to Modesto
Ex 9M	18	20	111.11%	Outbound Service from Midpines to Merced
10B	572	374	65.38%	Outbound 4:35 pm Service from YV to Mariposa
11B	564	409	72.52%	Outbound 5:15 pm Service from YV to Merced
12B	572	196	34.27%	Outbound 5:45pm Service from YV to Merced
Ex 12E	26	16	61.54%	Outbound Service from El Portal to Merced
<b>Total</b>	<b>7,184</b>	<b>4,516</b>	<b>62.86%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02B	208	51	24.52%	Inbound 6:24 am Service from Mariposa to YV
03B	208	121	58.17%	Inbound 7:00am Service to YV from Merced
Ex 21	55	41	74.55%	Inbound 9:49 am Service from Modesto to Yosemite
04B	208	92	44.23%	Inbound 8:45am Service to YV from Merced
5B	208	95	45.67%	Inbound 11:00 am Service to YV from Merced
6.1	208	38	18.27%	Inbound 5pm Service to Midpines from Merced
08B	208	84	40.38%	Outbound 10:00am Service from YV to Merced
9B	208	123	59.13%	Outbound 4:15 pm Service from YV to Merced
Ex 22	100	93	93.00%	Outbound 4:20 pm Service YV to Modesto
10B	208	64	30.77%	Outbound 4:35 pm Service from YV to Mariposa
11B	208	91	43.75%	Outbound 5:15 pm Service from YV to Merced
12B	208	68	32.69%	Outbound 5:45pm Service from YV to Merced
<b>Total</b>	<b>2,235</b>	<b>961</b>	<b>43.00%</b>	

## WITHOUT AMTRAK

### Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01B	546	470	86.08%	Inbound 5:52 am Service from Mariposa to YV
01	26	27	103.85%	Inbound 5:57 am Service from Mariposa to YV
02B	780	519	66.54%	Inbound 6:24 am Service from Mariposa to YV
03B	780	486	62.31%	Inbound 7:00am Service to YV from Merced
04B	772	293	37.95%	Inbound 8:45am Service to YV from Merced
5B	780	201	25.77%	Inbound 11:00 am Service to YV from Merced
Ex 05B1	18	2	11.11%	Inbound 11:00 am Service to YV from Merced
6.1	804	246	30.60%	Inbound 5pm Service to Midpines from Merced
07	564	198	35.11%	Outbound 6:30am Service from Hostel to Merced
08B	780	266	34.10%	Outbound 10:00am Service from YV to Merced
Ex8B1	26	1	3.85%	Outbound 10:00 am Service from YV to Merced
9B	780	610	78.21%	Outbound 4:15 pm Service from YV to Merced
10B	780	438	56.15%	Outbound 4:35 pm Service from YV to Mariposa
11B	772	485	62.82%	Outbound 5:15 pm Service from YV to Merced
12B	780	241	30.90%	Outbound 5:45pm Service from YV to Merced
<b>Total</b>	<b>8,988</b>	<b>4,483</b>	<b>49.88%</b>	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01B	546	470	86.08%	Inbound 5:52 am Service from Mariposa to YV
01	26	27	103.85%	Inbound 5:57 am Service from Mariposa to YV
02B	572	468	81.82%	Inbound 6:24 am Service from Mariposa to YV
03B	572	367	64.16%	Inbound 7:00am Service to YV from Merced
04B	564	228	40.43%	Inbound 8:45am Service to YV from Merced
5B	572	144	25.17%	Inbound 11:00 am Service to YV from Merced
Ex 05B1	18	2	11.11%	Inbound 11:00 am Service to YV from Merced
6.1	596	214	35.91%	Inbound 5pm Service to Midpines from Merced
07	564	198	35.11%	Outbound 6:30am Service from Hostel to Merced
08B	572	207	36.19%	Outbound 10:00am Service from YV to Merced
Ex8B1	26	1	3.85%	Outbound 10:00 am Service from YV to Merced
9B	572	515	90.03%	Outbound 4:15 pm Service from YV to Merced
10B	572	374	65.38%	Outbound 4:35 pm Service from YV to Mariposa
11B	564	399	70.74%	Outbound 5:15 pm Service from YV to Merced
12B	572	184	32.17%	Outbound 5:45pm Service from YV to Merced
<b>Total</b>	<b>6,908</b>	<b>3,798</b>	<b>54.98%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02B	208	51	24.52%	Inbound 6:24 am Service from Mariposa to YV
03B	208	119	57.21%	Inbound 7:00am Service to YV from Merced
04B	208	65	31.25%	Inbound 8:45am Service to YV from Merced
5B	208	57	27.40%	Inbound 11:00 am Service to YV from Merced
6.1	208	32	15.38%	Inbound 5pm Service to Midpines from Merced
08B	208	59	28.37%	Outbound 10:00am Service from YV to Merced
9B	208	95	45.67%	Outbound 4:15 pm Service from YV to Merced
10B	208	64	30.77%	Outbound 4:35 pm Service from YV to Mariposa
11B	208	86	41.35%	Outbound 5:15 pm Service from YV to Merced
12B	208	57	27.40%	Outbound 5:45pm Service from YV to Merced
<b>Total</b>	<b>2,080</b>	<b>685</b>	<b>32.93%</b>	

## PASSENGER FARES BY TYPE

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

### Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01	0	20	2	2	0	0	3	0	27
01B	68	318	33	24	2	5	20	0	470
02B	21	286	64	80	8	4	56	0	519
03B	9	7	10	335	13	53	59	5	491
04B	11	9	2	195	19	53	4	99	392
07	0	0	0	66	1	0	131	2	200
08B	1	3	1	238	3	5	15	130	396
10B	34	180	43	151	10	10	10	0	438
11B	62	127	51	181	17	25	22	15	500
12B	11	53	17	130	9	12	9	23	264
5B	43	2	11	125	4	4	12	230	431
6.1	0	0	1	124	3	2	116	21	267
9B	58	102	36	309	13	29	63	104	714
Ex 05B1	0	0	0	2	0	0	0	10	12
Ex 12E	0	0	0	0	0	0	0	16	16
Ex 21	0	0	0	0	0	0	0	77	77
Ex 21.2	0	0	0	0	0	0	0	52	52
Ex 22	0	0	0	0	0	0	0	150	150
Ex 5M	0	0	0	0	0	0	0	20	20
Ex 9M	0	0	0	0	0	0	0	20	20
Ex8B1	0	0	0	1	0	0	0	20	21
<b>Total</b>	318	1,107	271	1,963	102	202	520	994	5,477
<b>Percent</b>	5.81%	20.21%	4.95%	35.84%	1.86%	3.69%	9.49%	18.15%	100.00%

## Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01	0	20	2	2	0	0	3	0	27
01B	68	318	33	24	2	5	20	0	470
02B	17	276	59	55	7	2	52	0	468
03B	9	7	8	243	5	45	50	3	370
04B	11	7	2	151	10	44	3	72	300
07	0	0	0	66	1	0	131	2	200
08B	1	3	1	182	2	4	14	105	312
10B	32	179	42	91	10	10	10	0	374
11B	51	119	46	132	11	23	17	10	409
12B	10	46	11	93	4	12	8	12	196
5B	34	2	9	82	2	4	11	192	336
6.1	0	0	1	94	2	1	116	15	229
9B	55	100	30	245	8	24	53	76	591
Ex 05B1	0	0	0	2	0	0	0	10	12
Ex 12E	0	0	0	0	0	0	0	16	16
Ex 21	0	0	0	0	0	0	0	36	36
Ex 21.2	0	0	0	0	0	0	0	52	52
Ex 22	0	0	0	0	0	0	0	57	57
Ex 5M	0	0	0	0	0	0	0	20	20
Ex 9M	0	0	0	0	0	0	0	20	20
Ex8B1	0	0	0	1	0	0	0	20	21
<b>Total</b>	288	1,077	244	1,463	64	174	488	718	4,516
<b>Percent</b>	6.38%	23.85%	5.40%	32.40%	1.42%	3.85%	10.81%	15.90%	100.00%

### Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02B	4	10	5	25	1	2	4	0	51
03B	0	0	2	92	8	8	9	2	121
04B	0	2	0	44	9	9	1	27	92
08B	0	0	0	56	1	1	1	25	84
10B	2	1	1	60	0	0	0	0	64
11B	11	8	5	49	6	2	5	5	91
12B	1	7	6	37	5	0	1	11	68
5B	9	0	2	43	2	0	1	38	95
6.1	0	0	0	30	1	1	0	6	38
9B	3	2	6	64	5	5	10	28	123
Ex 21	0	0	0	0	0	0	0	41	41
Ex 22	0	0	0	0	0	0	0	93	93
<b>Total</b>	30	30	27	500	38	28	32	276	961
<b>Percent</b>	3.12%	3.12%	2.81%	52.03%	3.95%	2.91%	3.33%	28.72%	100.00%

## PASSENGER FARES BY TYPE EXCLUDING AMTRAK

### Daily - All Routes

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01	0	20	2	2	0	0	3	27
01B	68	318	33	24	2	5	20	470
02B	21	286	64	80	8	4	56	519
03B	9	7	10	335	13	53	59	486
04B	11	9	2	195	19	53	4	293
07	0	0	0	66	1	0	131	198
08B	1	3	1	238	3	5	15	266
10B	34	180	43	151	10	10	10	438
11B	62	127	51	181	17	25	22	485
12B	11	53	17	130	9	12	9	241
5B	43	2	11	125	4	4	12	201
6.1	0	0	1	124	3	2	116	246
9B	58	102	36	309	13	29	63	610
Ex 05B1	0	0	0	2	0	0	0	2
Ex 12E	0	0	0	0	0	0	0	0
Ex 21	0	0	0	0	0	0	0	0
Ex 21.2	0	0	0	0	0	0	0	0
Ex 22	0	0	0	0	0	0	0	0
Ex 5M	0	0	0	0	0	0	0	0
Ex 9M	0	0	0	0	0	0	0	0
Ex8B1	0	0	0	1	0	0	0	1
<b>Total</b>	318	1,107	271	1,963	102	202	520	4,483
<b>Percent</b>	7.09%	24.69%	6.05%	43.79%	2.28%	4.51%	11.60%	100.00%

## Weekdays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01	0	20	2	2	0	0	3	27
01B	68	318	33	24	2	5	20	470
02B	17	276	59	55	7	2	52	468
03B	9	7	8	243	5	45	50	367
04B	11	7	2	151	10	44	3	228
07	0	0	0	66	1	0	131	198
08B	1	3	1	182	2	4	14	207
10B	32	179	42	91	10	10	10	374
11B	51	119	46	132	11	23	17	399
12B	10	46	11	93	4	12	8	184
5B	34	2	9	82	2	4	11	144
6.1	0	0	1	94	2	1	116	214
9B	55	100	30	245	8	24	53	515
Ex 05B1	0	0	0	2	0	0	0	2
Ex 12E	0	0	0	0	0	0	0	0
Ex 21	0	0	0	0	0	0	0	0
Ex 21.2	0	0	0	0	0	0	0	0
Ex 22	0	0	0	0	0	0	0	0
Ex 5M	0	0	0	0	0	0	0	0
Ex 9M	0	0	0	0	0	0	0	0
Ex8B1	0	0	0	1	0	0	0	1
<b>Total</b>	288	1,077	244	1,463	64	174	488	3,798
<b>Percent</b>	7.58%	28.36%	6.42%	38.52%	1.69%	4.58%	12.85%	100.00%

### Weekends/Holidays

Run	YCS	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02B	4	10	5	25	1	2	4	51
03B	0	0	2	92	8	8	9	119
04B	0	2	0	44	9	9	1	65
08B	0	0	0	56	1	1	1	59
10B	2	1	1	60	0	0	0	64
11B	11	8	5	49	6	2	5	86
12B	1	7	6	37	5	0	1	57
5B	9	0	2	43	2	0	1	57
6.1	0	0	0	30	1	1	0	32
9B	3	2	6	64	5	5	10	95
Ex 21	0	0	0	0	0	0	0	0
Ex 22	0	0	0	0	0	0	0	0
<b>Total</b>	30	30	27	500	38	28	32	685
<b>Percent</b>	4.38%	4.38%	3.94%	72.99%	5.55%	4.09%	4.67%	100.00%

## OPERATING STATISTICS

### REVENUE MILES April 01 - April 30 2008

From April 01 through April 30, 2008 VIA HWY 140 operated a total of 26,831 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekdays</b>					
	El Portal	Ex 12E	1	87	87
	Mariposa	01	1	55	55
	Mariposa	01B	21	55	1,155
	Mariposa	02B	22	55	1,210
	Merced	03B	22	87	1,914
	Merced	04B	22	87	1,914
	Merced	5B	22	87	1,914
	Merced	6.1	22	51	1,122
	Merced	Ex 05B1	1	87	87
	Merced	Ex 9M	1	51	51
	Midpines	07	22	51	1,122
	Midpines	Ex 5M	1	51	51
	Modesto	Ex 21	1	148	148
	Modesto	Ex 21.2	1	148	148
	Yosemite	08B	22	87	1,914
	Yosemite	10B	22	55	1,210

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
	Yosemite	11B	22	87	1,914
	Yosemite	12B	22	87	1,914
	Yosemite	9B	22	87	1,914
	Yosemite	Ex 22	2	148	296
	Yosemite	Ex8B1	1	87	87
<b>Total Mileage</b>					<b>20,227</b>

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekends</b>					
	Mariposa	02B	8	55	440
	Merced	03B	8	87	696
	Merced	04B	8	87	696
	Merced	5B	8	87	696
	Merced	6.1	8	51	408
	Modesto	Ex 21	1	148	148
	Yosemite	08B	8	87	696
	Yosemite	10B	8	55	440
	Yosemite	11B	8	87	696
	Yosemite	12B	8	87	696
	Yosemite	9B	8	87	696
	Yosemite	Ex 22	2	148	296
<b>Total Mileage</b>					<b>6,604</b>
<b>Grand Total</b>					<b>26,831</b>
<b>Nonchargeable YARTS runs 5 and 9</b>					<b>0</b>
<b>Nonchargeable YARTS extras</b>					<b>0</b>
<b>YARTS Total</b>					<b>26,831</b>

## REVENUE HOURS

From April 01 through April 30, 2008 VIA HWY 140 provided a total of 884.9 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekdays</b>					
	El Portal	Ex 12E	1	2.30	2.30
	Mariposa	01	1	1.60	1.60
	Mariposa	01B	21	1.80	37.80
	Mariposa	02B	22	1.70	37.40
	Merced	03B	22	2.90	63.80
	Merced	04B	22	3.10	68.20
	Merced	5B	22	3.30	72.60
	Merced	6.1	22	1.60	35.20
	Merced	Ex 05B1	1	3.30	3.30
	Merced	Ex 9M	1	1.60	1.60
	Midpines	07	22	1.30	28.60
	Midpines	Ex 5M	1	1.60	1.60
	Modesto	Ex 21	1	4.00	4.00
	Modesto	Ex 21.2	1	4.00	4.00
	Yosemite	08B	22	3.10	68.20
	Yosemite	10B	22	1.70	37.40
	Yosemite	11B	22	2.90	63.80

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
	Yosemite	12B	22	3.00	66.00
	Yosemite	9B	22	2.60	57.20
	Yosemite	Ex 22	2	4.00	8.00
	Yosemite	Ex8B1	1	3.10	3.10
<b>Total Hours</b>					<b>665.70</b>

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekends</b>					
	Mariposa	02B	8	1.70	13.60
	Merced	03B	8	2.90	23.20
	Merced	04B	8	3.10	24.80
	Merced	5B	8	3.30	26.40
	Merced	6.1	8	1.60	12.80
	Modesto	Ex 21	1	4.00	4.00
	Yosemite	08B	8	3.10	24.80
	Yosemite	10B	8	1.70	13.60
	Yosemite	11B	8	2.90	23.20
	Yosemite	12B	8	3.00	24.00
	Yosemite	9B	8	2.60	20.80
	Yosemite	Ex 22	2	4.00	8.00
<b>Total Hours</b>					<b>219.20</b>
<b>Grand Total</b>					<b>884.90</b>
<b>Nonchargeable YARTS runs 5 and 9</b>					<b>0.00</b>
<b>Nonchargeable YARTS extras</b>					<b>0.00</b>
<b>YARTS Total</b>					<b>884.90</b>

## Passengers Left / Wheelchair Usage

### Bus Full / # of Passengers Left

Run Date	Route	Total Left
4/23/2008	04B	6
4/28/2008	9B	18
4/29/2008	9B	19
	<b>Grand Total</b>	<b>43</b>

### Multi-Use Passes

Run Date	Route	Total Left
4/1/2008	04B	1
4/1/2008	9B	1
4/5/2008	10B	20
4/5/2008	03B	21
4/6/2008	10B	20
4/6/2008	03B	20
4/7/2008	12B	17
4/7/2008	04B	9
4/7/2008	11B	3
4/7/2008	03B	9
4/8/2008	9B	14
4/12/2008	9B	3
4/12/2008	04B	3
4/13/2008	5B	2
4/14/2008	11B	2
4/14/2008	10B	1
4/14/2008	03B	3
4/17/2008	03B	2
4/18/2008	5B	2

4/19/2008	03B	2
4/19/2008	9B	2
4/22/2008	9B	3
4/22/2008	03B	3
4/24/2008	03B	3
4/24/2008	11B	3
4/25/2008	11B	2
4/26/2008	03B	2
4/27/2008	04B	2
4/28/2008	11B	2
4/28/2008	04B	2
4/30/2008	10B	2
4/30/2008	03B	2
<b>Grand Total</b>		<b>183</b>

**Wheel Chair**

<b>Run Date</b>	<b>Route</b>	<b>Total Left</b>
4/1/2008	02B	1
4/1/2008	9B	1
4/2/2008	9B	1
4/2/2008	02B	1
4/4/2008	02B	1
4/7/2008	02B	1
4/7/2008	9B	1
4/8/2008	02B	1
4/9/2008	02B	1
4/9/2008	10B	1
4/11/2008	10B	1
4/15/2008	02B	1
4/16/2008	10B	1

4/16/2008	02B	1
4/17/2008	10B	1
4/17/2008	02B	1
4/18/2008	02B	1
4/18/2008	10B	1
4/21/2008	02B	1
4/21/2008	11B	1
4/22/2008	02B	1
4/22/2008	9B	1
4/23/2008	02B	1
4/24/2008	02B	1
4/24/2008	9B	1
4/26/2008	04B	1
4/26/2008	9B	1
4/28/2008	02B	1
4/28/2008	10B	1
4/29/2008	02B	1
4/29/2008	10B	1
4/30/2008	9B	1
4/30/2008	02B	1
	<b>Grand Total</b>	<b>33</b>

## **ACCIDENTS/INCIDENTS**

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

## **ROAD CALLS**

There were zero (0) road calls during the month of April 1 – 31, 2008.

## **SERVICE DELAYS**

There were two (2) service delays during the month of April 1 - 30, 2008.

**4/06/08**      **Run 4**      Service delayed 15 minutes due to late train.

**4/26/08**      **Run 5**      Service delayed 20 minutes due to mechanical problem. Bus switched. See  
“Missed Runs.”

## **MISSED RUNS**

There was one (1) missed VIA YARTS trip during the period of April 1 - 30, 2008.

**4/26/08**      **Run 5**      Service delayed 20 minutes due to mechanical problem.

## **EXTRA TRIPS**

There were two (2) extra Highway 140 VIA YARTS trips operating during the period of April 1 - 30, 2008 and three (3) round-trips and one (1) one-way trip from Modesto to Yosemite.

In addition three (3) special runs were conducted. These runs are referred to as 5M, 9M & 12E under “Revenue Hours.”

## **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 **365** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from April 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

- 188 Calls received on schedule issues and questions for Hwy 140 Corridor.
- 34 Calls received on Mammoth Lake schedule information.
- 0 Calls received on Coulterville schedule information.
- 21 Calls received on park information (lodging, tours, camping, etc.)
- 112 Miscellaneous calls (lost & found, hang up calls, etc.)
- 10 Calls received as customer complaints.
- 365** Total

## CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There were ten (**10**) customer complaints received by phone and correspondence during the month of April 1 - 30, 2008.

- |                |              |  |
|----------------|--------------|--|
| <b>4/04/08</b> | <b>Run 8</b> | Caller called about a driver exceeding the speed limit and tailgating in the park.<br><br>Follow up showed driver was referred to the operations manager, who followed up with driver disciplinary action.                     |
| <b>4/09/08</b> | <b>Run 2</b> | Driver did not pick up passenger with special arrangements at the Transportation Center on Run 2.<br><br>Follow up showed driver was referred to the operations manager, and all drivers were reminded of the special pick up. |
| <b>4/10/08</b> | <b>Run 8</b> | Customer called from Roadside Rest stop and asked where the bus was for Run 8.<br><br>Follow up showed driver was running 30 minutes behind schedule due to construction in the park.  |

- 4/13/08**      **Run 10 & 11**      Customer called from Roadside Rest stop and said she has been waiting for the bus for 1 ½ hours and no bus has shown up.
- Follow up showed the buses were running 30 minutes behind schedule due to construction in the park. Run 10 only goes as far as Mariposa then deadheads to Merced, so passenger could not take this run to Merced. Run 11 stopped and picked up one passenger at the Roadside Rest stop.
- 4/15/08**      **Run 10**      Customer called and claimed he arrived at the stop at 4:33 p.m., and the bus had already left his group of 3 passengers.
- Follow up showed the driver left Yosemite Lodge stop on time. Customers waited for the next bus.
- 4/22/08**      **Run 9**      Customer called and said an elderly couple who rode up with the Run 5 driver to the park was concerned that they would not be able to make their Amtrak connection on Run 9 due to construction.
- Follow up showed Amtrak and YARTS have agreed drivers should inform passengers in advance about possible construction delays that could affect their connections. However, drivers also let the passengers know Amtrak will accommodate them if they do happen to miss their connections.
- 4/25/08**      **Run 3**      Customer called and said Run 3 driver left Amtrak stop early.
- The driver looked at the departure time incorrectly and did leave a few minutes early. Driver was contacted to return to Amtrak, however customer decided to catch the bus at Catheys Valley stop instead.
- 4/25/08**      **Run 10**      Customer called and asked why was her daughter not dropped off at Yaqui Gulch instead of Mariposa.
- Follow up shows that Run 10 only goes as far as Mariposa and deadheads to Merced. Operations informed customer that her daughter should take any run other than Run 10 if she wants to be assured a special drop at Yaqui Gulch. On this day the driver would have dropped her if she were deadheading back to Merced. However, this driver was assigned to a special YARTS run for overflow passengers to be picked up at Yosemite View Lodge making connections at Amtrak.

**4/28/08**      **Run 5**      Customer called from Roadside Rest stop and said the driver left early.  
  
Follow up showed driver was on time and even picked up 2 passengers. The customer who called was late to the stop; it was bystanders that told her that the bus had already left.

**4/30/08**      **Run 6**      Customers called and asked where the bus was for Run 6.  
  
Follow up showed while they were on the phone calling the office, the driver arrived at the stop.

## **OTHER**

### **Wheel Chair Request**

There were thirty-three (**33**) wheelchair requests filled for the month of April 1 - 30, 2008. Five (**5**) wheelchair buses are available to accommodate YARTS passengers who request transportation 48 hours in advance in accordance with ADA guidelines.

### **Construction Delays**

There were 10- to 50-minute delays on all runs for the month of April 1 - 30, 2008 due to road construction in the park.

### **YARTS Meeting**

Curtis Riggs and Denise Demery went to a YARTS Advisory Council and YARTS JPA Meeting on April 7<sup>th</sup>. The Mammoth YARTS bus was on display at both meetings for attendees to tour.