



November 13, 2013

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

RE: YARTS Monthly Report: October 1-31, 2013

Dear Mr. Whittington,

In accordance with the 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, 2013.

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 10/1/2013 to 10/31/2013

A total of 3,642 passengers were carried on the HWY 140 system by VIA. Of these, 296 were Amtrak passengers utilizing the YARTS service.

Ridership - All

Date	DNC	NPS	Other	Total Employees	Adult Paid	Sr/Child Paid	Commuter Paid	Child Free	Amtrak Paid	Total Paid	Total
10/1/2013	0	24	1	25	104	0	38	3	7	149	177
10/2/2013	2	9	1	12	64	2	52	4	14	132	148
10/3/2013	1	5	2	8	56	0	29	0	13	98	106
10/4/2013	0	0	0	0	31	2	24	2	2	59	61
10/5/2013	0	2	0	2	19	0	7	6	0	26	34
10/6/2013	0	1	0	1	11	1	1	0	3	16	17
10/7/2013	0	0	7	7	33	2	44	1	3	82	90
10/8/2013	0	5	0	5	41	1	23	8	3	68	81
10/9/2013	0	0	0	0	37	0	34	1	1	72	73
10/10/2013	0	0	0	0	35	0	28	5	1	64	69
10/11/2013	1	2	0	3	38	1	33	0	3	75	78
10/12/2013	0	3	0	3	26	0	4	0	0	30	33
10/13/2013	0	2	1	3	15	0	4	0	2	21	24
10/14/2013	0	0	0	0	88	3	20	2	3	114	116
10/15/2013	0	1	0	1	34	5	32	1	5	76	78
10/16/2013	0	0	0	0	34	1	41	2	2	78	80
10/17/2013	2	6	1	9	40	2	22	0	0	64	73
10/18/2013	2	22	15	39	56	1	21	1	18	96	136
10/19/2013	0	4	9	13	41	4	14	0	8	67	80
10/20/2013	0	5	2	7	51	5	12	1	24	92	100
10/21/2013	0	63	1	64	60	1	55	3	13	129	196
10/22/2013	1	67	11	79	68	7	53	2	16	144	225
10/23/2013	1	53	7	61	66	8	68	6	14	156	223
10/24/2013	0	60	4	64	64	6	36	6	17	123	193
10/25/2013	0	19	5	24	73	7	35	5	21	136	165
10/26/2013	0	6	0	6	49	3	11	4	8	71	81
10/27/2013	0	3	5	8	42	3	9	0	39	93	101
10/28/2013	2	60	0	62	69	7	39	6	11	126	194
10/29/2013	3	74	2	79	73	8	48	3	24	153	235
10/30/2013	1	67	12	80	62	3	45	7	15	125	212
10/31/2013	12	38	5	55	39	3	59	1	6	107	163
Total	28	601	91	720	1,519	86	941	80	296	2,842	3,642
Percent	0.77%	16.50%	2.50%	19.77%	41.71%	2.36%	25.84%	2.20%	8.13%	78.03%	100.00%

Ridership Excluding Amtrak

Date	DNC	NPS	Other	Total Employees	Adult Paid	Commuter Paid	Child Free	Sr/Child Paid	Total Paid	Total
10/1/2013	0	24	1	25	104	38	3	0	142	170
10/2/2013	2	9	1	12	64	52	4	2	118	134
10/3/2013	1	5	2	8	56	29	0	0	85	93
10/4/2013	0	0	0	0	31	24	2	2	57	59
10/5/2013	0	2	0	2	19	7	6	0	26	34
10/6/2013	0	1	0	1	11	1	0	1	13	14
10/7/2013	0	0	7	7	33	44	1	2	79	87
10/8/2013	0	5	0	5	41	23	8	1	65	78
10/9/2013	0	0	0	0	37	34	1	0	71	72
10/10/2013	0	0	0	0	35	28	5	0	63	68
10/11/2013	1	2	0	3	38	33	0	1	72	75
10/12/2013	0	3	0	3	26	4	0	0	30	33
10/13/2013	0	2	1	3	15	4	0	0	19	22
10/14/2013	0	0	0	0	88	20	2	3	111	113
10/15/2013	0	1	0	1	34	32	1	5	71	73
10/16/2013	0	0	0	0	34	41	2	1	76	78
10/17/2013	2	6	1	9	40	22	0	2	64	73
10/18/2013	2	22	15	39	56	21	1	1	78	118
10/19/2013	0	4	9	13	41	14	0	4	59	72
10/20/2013	0	5	2	7	51	12	1	5	68	76
10/21/2013	0	63	1	64	60	55	3	1	116	183
10/22/2013	1	67	11	79	68	53	2	7	128	209
10/23/2013	1	53	7	61	66	68	6	8	142	209
10/24/2013	0	60	4	64	64	36	6	6	106	176
10/25/2013	0	19	5	24	73	35	5	7	115	144
10/26/2013	0	6	0	6	49	11	4	3	63	73
10/27/2013	0	3	5	8	42	9	0	3	54	62
10/28/2013	2	60	0	62	69	39	6	7	115	183
10/29/2013	3	74	2	79	73	48	3	8	129	211
10/30/2013	1	67	12	80	62	45	7	3	110	197
10/31/2013	12	38	5	55	39	59	1	3	101	157
Total	28	601	91	720	1,519	941	80	86	2,546	3,346
Percent	0.84%	17.96%	2.72%	21.52%	45.40%	28.12%	2.39%	2.57%	76.09%	100.00%

Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Merced Mall/Targ	46	1.26%
Airport	6	0.16%
Merced College	80	2.20%
Mall (PG&E)	1	0.03%
Downtown (Court	16	0.44%
Amtrak	490	13.45%
Transpo	181	4.97%
Catheys Valley	124	3.40%
MPMidtown	183	5.02%
Roadside Rest	378	10.38%
Mariposa Park &	311	8.54%
KOA	57	1.57%
MidPines	157	4.31%
MPPO	159	4.37%
Bug Hostel	222	6.10%
Cedar Lodge	48	1.32%
NPS Maintenance	152	4.17%
Barium Mine Rd	39	1.07%
El Portal PO	80	2.20%
YV Lodge	169	4.64%
YosVCenter	275	7.55%
Curry Village	146	4.01%
Ahwahnee	46	1.26%
YosLodge	237	6.51%
UC Merced	39	1.07%
Totals	3642	100.00%

LOAD FACTOR ANALYSIS : October 01 - October 31, 2013

Below please find the load factor calculations for the HWY 140 runs operated by VIA for October 01 through October 31, 2013. 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.5	660	232	35.15%	Inbound 5:28am service from Catheys Valley to Y
02C.5	935	247	26.42%	Inbound 5:58am service from Catheys Valley to Y
03	1,650	327	19.82%	Inbound 6:45am service from Merced to YV
04	880	240	27.27%	Inbound 10:20am service from Merced to YV
05	1,705	276	16.19%	Inbound 1:20pm service from Merced to YV
06	1,701	481	28.28%	Inbound 4:30pm service from Merced to YV
07	1,155	283	24.50%	Outbound 6:20am service from Midpines to Merce
08	1,705	611	35.84%	Outbound 9:32am service from YV to Merced
09	1,705	549	32.20%	Outbound 3:40pm service from YV to Merced
10	825	116	14.06%	Outbound 4:25pm service from YV to Mariposa
11	880	152	17.27%	Outbound 4:55pm service from YV to Merced
12	880	128	14.55%	Outbound 5:45pm service from YV to Merced
Total	14,681	3,642	24.81%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	660	232	35.15%	Inbound 5:28am service from Catheys Valley to YV
02C.5	715	218	30.49%	Inbound 5:58am service from Catheys Valley to YV
03	1,265	286	22.61%	Inbound 6:45am service from Merced to YV
04	660	166	25.15%	Inbound 10:20am service from Merced to YV
05	1,265	234	18.50%	Inbound 1:20pm service from Merced to YV
06	1,261	423	33.54%	Inbound 4:30pm service from Merced to YV
07	1,155	283	24.50%	Outbound 6:20am service from Midpines to Merced
08	1,265	509	40.24%	Outbound 9:32am service from YV to Merced
09	1,265	486	38.42%	Outbound 3:40pm service from YV to Merced
10	660	105	15.91%	Outbound 4:25pm service from YV to Mariposa
11	660	134	20.30%	Outbound 4:55pm service from YV to Merced
12	660	96	14.55%	Outbound 5:45pm service from YV to Merced
Total	11,491	3,172	27.60%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	220	29	13.18%	Inbound 5:58am service from Catheys Valley to YV
03	385	41	10.65%	Inbound 6:45am service from Merced to YV
04	220	74	33.64%	Inbound 10:20am service from Merced to YV
05	440	42	9.55%	Inbound 1:20pm service from Merced to YV
06	440	58	13.18%	Inbound 4:30pm service from Merced to YV
08	440	102	23.18%	Outbound 9:32am service from YV to Merced
09	440	63	14.32%	Outbound 3:40pm service from YV to Merced
10	165	11	6.67%	Outbound 4:25pm service from YV to Mariposa
11	220	18	8.18%	Outbound 4:55pm service from YV to Merced
12	220	32	14.55%	Outbound 5:45pm service from YV to Merced
Total	3,190	470	14.73%	

WITHOUT AMTRAK

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	660	232	35.15%	Inbound 5:28am service from Catheys Valley to YV
02C.5	935	247	26.42%	Inbound 5:58am service from Catheys Valley to YV
03	1,650	326	19.76%	Inbound 6:45am service from Merced to YV
04	880	134	15.23%	Inbound 10:20am service from Merced to YV
05	1,705	259	15.19%	Inbound 1:20pm service from Merced to YV
06	1,701	430	25.28%	Inbound 4:30pm service from Merced to YV
07	1,155	279	24.16%	Outbound 6:20am service from Midpines to Merced
08	1,705	547	32.08%	Outbound 9:32am service from YV to Merced
09	1,705	512	30.03%	Outbound 3:40pm service from YV to Merced
10	825	116	14.06%	Outbound 4:25pm service from YV to Mariposa
11	880	148	16.82%	Outbound 4:55pm service from YV to Merced
12	880	116	13.18%	Outbound 5:45pm service from YV to Merced
Total	14,681	3,346	22.79%	

Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
01C.5	660	232	35.15%	Inbound 5:28am service from Catheys Valley to YV
02C.5	715	218	30.49%	Inbound 5:58am service from Catheys Valley to YV
03	1,265	285	22.53%	Inbound 6:45am service from Merced to YV
04	660	107	16.21%	Inbound 10:20am service from Merced to YV
05	1,265	223	17.63%	Inbound 1:20pm service from Merced to YV
06	1,261	383	30.37%	Inbound 4:30pm service from Merced to YV
07	1,155	279	24.16%	Outbound 6:20am service from Midpines to Merced
08	1,265	455	35.97%	Outbound 9:32am service from YV to Merced
09	1,265	455	35.97%	Outbound 3:40pm service from YV to Merced
10	660	105	15.91%	Outbound 4:25pm service from YV to Mariposa
11	660	130	19.70%	Outbound 4:55pm service from YV to Merced
12	660	88	13.33%	Outbound 5:45pm service from YV to Merced
Total	11,491	2,960	25.76%	

Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
02C.5	220	29	13.18%	Inbound 5:58am service from Catheys Valley to YV
03	385	41	10.65%	Inbound 6:45am service from Merced to YV
04	220	27	12.27%	Inbound 10:20am service from Merced to YV
05	440	36	8.18%	Inbound 1:20pm service from Merced to YV
06	440	47	10.68%	Inbound 4:30pm service from Merced to YV
08	440	92	20.91%	Outbound 9:32am service from YV to Merced
09	440	57	12.95%	Outbound 3:40pm service from YV to Merced
10	165	11	6.67%	Outbound 4:25pm service from YV to Mariposa
11	220	18	8.18%	Outbound 4:55pm service from YV to Merced
12	220	28	12.73%	Outbound 5:45pm service from YV to Merced
Total	3,190	386	12.10%	

PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 10/1/2013 through 10/31/2013.

Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	1	179	0	11	5	0	36	0	232
02C.5	3	117	6	39	5	4	73	0	247
03	5	42	20	127	6	20	106	1	327
04	1	1	4	95	4	8	21	106	240
05	1	0	2	191	6	9	50	17	276
06	0	1	18	219	12	5	175	51	481
07	0	0	6	66	3	3	201	4	283
08	0	11	1	402	29	20	84	64	611
09	12	96	8	240	7	11	138	37	549
10	4	62	18	18	2	0	12	0	116
11	0	59	4	45	1	4	35	4	152
12	1	33	4	66	0	2	10	12	128
Total	28	601	91	1,519	80	86	941	296	3,642
Percent	0.77%	16.50%	2.50%	41.71%	2.20%	2.36%	25.84%	8.13%	100.00%

Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
01C.5	1	179	0	11	5	0	36	0	232
02C.5	3	110	6	29	5	0	65	0	218
03	5	38	16	98	6	18	104	1	286
04	1	1	4	76	4	5	16	59	166
05	1	0	1	161	6	8	46	11	234
06	0	1	18	180	6	5	173	40	423
07	0	0	6	66	3	3	201	4	283
08	0	11	1	335	25	16	67	54	509
09	12	90	2	209	6	9	127	31	486
10	4	58	15	16	2	0	10	0	105
11	0	57	4	38	1	4	26	4	134
12	1	30	1	46	0	2	8	8	96
Total	28	575	74	1,265	69	70	879	212	3,172
Percent	0.88%	18.13%	2.33%	39.88%	2.18%	2.21%	27.71%	6.68%	100.00%

Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Amtrak	Total
02C.5	0	7	0	10	0	4	8	0	29
03	0	4	4	29	0	2	2	0	41
04	0	0	0	19	0	3	5	47	74
05	0	0	1	30	0	1	4	6	42
06	0	0	0	39	6	0	2	11	58
08	0	0	0	67	4	4	17	10	102
09	0	6	6	31	1	2	11	6	63
10	0	4	3	2	0	0	2	0	11
11	0	2	0	7	0	0	9	0	18
12	0	3	3	20	0	0	2	4	32
Total	0	26	17	254	11	16	62	84	470
Percent	0.00%	5.53%	3.62%	54.04%	2.34%	3.40%	13.19%	17.87%	100.00%

PASSENGER FARES BY TYPE EXCLUDING AMTRAK

Daily - All Routes

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	1	179	0	11	5	0	36	232
02C.5	3	117	6	39	5	4	73	247
03	5	42	20	127	6	20	106	326
04	1	1	4	95	4	8	21	134
05	1	0	2	191	6	9	50	259
06	0	1	18	219	12	5	175	430
07	0	0	6	66	3	3	201	279
08	0	11	1	402	29	20	84	547
09	12	96	8	240	7	11	138	512
10	4	62	18	18	2	0	12	116
11	0	59	4	45	1	4	35	148
12	1	33	4	66	0	2	10	116
Total	28	601	91	1,519	80	86	941	3,346
Percent	0.84%	17.96%	2.72%	45.40%	2.39%	2.57%	28.12%	100.00%

Weekdays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
01C.5	1	179	0	11	5	0	36	232
02C.5	3	110	6	29	5	0	65	218
03	5	38	16	98	6	18	104	285
04	1	1	4	76	4	5	16	107
05	1	0	1	161	6	8	46	223
06	0	1	18	180	6	5	173	383
07	0	0	6	66	3	3	201	279
08	0	11	1	335	25	16	67	455
09	12	90	2	209	6	9	127	455
10	4	58	15	16	2	0	10	105
11	0	57	4	38	1	4	26	130
12	1	30	1	46	0	2	8	88
Total	28	575	74	1,265	69	70	879	2,960
Percent	0.95%	19.43%	2.50%	42.74%	2.33%	2.36%	29.70%	100.00%

Weekends/Holidays

Run	DNC	NPS	Other	Adult	Child Free	Sr/Child	Commuter	Total
02C.5	0	7	0	10	0	4	8	29
03	0	4	4	29	0	2	2	41
04	0	0	0	19	0	3	5	27
05	0	0	1	30	0	1	4	36
06	0	0	0	39	6	0	2	47
08	0	0	0	67	4	4	17	92
09	0	6	6	31	1	2	11	57
10	0	4	3	2	0	0	2	11
11	0	2	0	7	0	0	9	18
12	0	3	3	20	0	0	2	28
Total	0	26	17	254	11	16	62	386
Percent	0.00%	6.74%	4.40%	65.80%	2.85%	4.15%	16.06%	100.00%

OPERATING STATISTICS

REVENUE MILES October 01 - October 31 2013

From October 01 through October 31, 2013 VIA HWY 140 operated a total of 21,471 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekdays					
	Catheys Valley	01C.5	12	69	828
	Catheys Valley	02C.5	13	69	897
	Merced	03	23	87	2,001
	Merced	04	12	87	1,044
	Merced	05	23	87	2,001
	Merced	06	23	87	2,001
	Midpines	07	21	51	1,071
	Yosemite	08	23	87	2,001
	Yosemite	09	23	87	2,001
	Yosemite	10	12	55	660
	Yosemite	11	12	87	1,044
	Yosemite	12	12	87	1,044
Total Mileage					16,593

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
Weekends					
	Catheys Valley	02C.5	4	69	276
	Merced	03	7	87	609
	Merced	04	4	87	348
	Merced	05	8	87	696
	Merced	06	8	87	696
	Yosemite	08	8	87	696
	Yosemite	09	8	87	696
	Yosemite	10	3	55	165
	Yosemite	11	4	87	348
	Yosemite	12	4	87	348
Total Mileage					4,878
Grand Total					21,471
Nonchargeable YARTS runs 5 and 9					0
Nonchargeable YARTS extras					0
YARTS Total					21,471

REVENUE HOURS

From October 01 through October 31, 2013 VIA HWY 140 provided a total of 822. vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekdays					
	Catheys Valley	01C.5	12	2.30	27.60
	Catheys Valley	02C.5	13	2.30	29.90
	Merced	03	23	3.20	73.60
	Merced	04	12	3.50	42.00
	Merced	05	23	2.80	64.40
	Merced	06	23	3.90	89.70
	Midpines	07	21	2.20	46.20
	Yosemite	08	23	3.80	87.40
	Yosemite	09	23	3.20	73.60
	Yosemite	10	12	2.00	24.00
	Yosemite	11	12	3.20	38.40
	Yosemite	12	12	3.20	38.40
Total Hours					635.20

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
Weekends					
	Catheys Valley	02C.5	4	2.30	9.20
	Merced	03	7	3.20	22.40
	Merced	04	4	3.50	14.00
	Merced	05	8	2.80	22.40
	Merced	06	8	3.90	31.20
	Yosemite	08	8	3.80	30.40
	Yosemite	09	8	3.20	25.60
	Yosemite	10	3	2.00	6.00
	Yosemite	11	4	3.20	12.80
	Yosemite	12	4	3.20	12.80
Total Hours					186.80
Grand Total					822.00
Nonchargeable YARTS runs 5 and 9					0.00
Nonchargeable YARTS extras					0.00
YARTS Total					822.00

Passengers Left / Wheelchair Usage

Wheel Chair

Run Date	Route	Total
10/16/2013	05	1
10/29/2013	08	1
	Grand Total	2

ACCIDENTS/INCIDENTS

There were no vehicular accidents on any YARTS runs for the month of October 1-31, 2013.

ROAD CALLS

There were zero (0) road calls for the period of October 1-31, 2013.

SERVICE DELAYS

There were three (3) service delays during the month of October 1-31, 2013. Total on time service for all corridors was **98.91%**.

10/17/13	Run 5	Driver went to Amtrak first instead of Transpo, 20 minute delay (see missed runs)
10/19/13	Run 2	Service delayed 1 hour due to mechanical issue. (1st mechanical)
10/25/13	Run 6	Service delayed 30 minutes due to mechanical issue. (2nd mechanical)

MISSED RUNS

There was one (1) missed VIA YARTS trips during the period of October 1-31, 2013.

10/17/13	Run 5	Driver went to Amtrak first instead of Transpo, 20 minute delay. Run was delayed an additional 25 minutes returning from the park as Run 9 as well.
----------	-------	---

SUSPENDED RUNS

There were ninety (90) suspended VIA YARTS trips during the period of October 1-31, 2013 because of the government shutdown.

10/3-17/13 Runs 1, 2, 4, 10, 11, 12 suspended due to park closure.

A reduced schedule ran as far as Yosemite View during the shutdown. Runs 3, 5, 6, 7, 8 and 9 ran daily with the exception of Run 7 on weekends. The park reopened and the full normal winter schedule resumed on Friday, October 18th. However, YARTS ran all the way into the park as a courtesy on Thursday, October 17th to try to accommodate employees and riders lodged or working in the park.

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 **251** YARTS customer inquiry calls were received in the VIA YARTS offices during the period from October 1-31, 2013. 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

215	Calls received on schedule issues and questions for Hwy 140 Corridor.
7	Calls received on Mammoth Lake schedule information.
2	Calls received on Sonora/Groveland schedule information.
6	Calls received on park information (lodging, tours, camping, etc.)
21	Miscellaneous calls (lost & found, hang up calls, etc.)
0	Calls received as customer complaints.
251	Total

CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS

There was one (1) customer complaint received during the month of October 1-31, 2013.

10/21/13 Customer called and said driver on Run 5 on 10-17-13 was behind schedule, took a wrong turn to get to Amtrak and went across railroad tracks as arms were going down.

Follow up showed that the driver was 45 minutes behind schedule. He inadvertently went to Amtrak before Transpo, so had to backtrack causing him to leave town about 20 minutes behind schedule. This run was noted as a missed run for that reason. YARTS continued into the park on this date as a courtesy, knowing that this run would be about 15 minutes behind the normal schedule because the run arrival and departure times for the run 5 going into the park and the run 9 coming out of the park overlapped. However, because of the request by the park for service and YARTS wanting to accommodate the need, the decision was made to continue into the park on the temporary schedule and run a bit behind the normal schedule. So this increased the delay. Additionally the driver lost another 15 minutes along the route just in routine driving. The total delay for the run ended up being about 45minutes.

Upon further investigation the manager for VIA found out that the employees were expressing very inappropriate behavior; yelling at the driver when he arrived at stops and ridiculing him all the way down to Merced for being late. They seemed upset because the VIA operations manager did not approve free rides back to Merced, and expressed their dissatisfaction verbally to the driver.

Upon follow up with the driver, he said they made him so nervous because they would not let up. Though he was a newer driver, he had done the YARTS run several times, so knew where the turn was for the Amtrak station. He passed the turn on K Street, so went to M Street and made the block around back to K Street, which is normal procedure if drivers overshoot a turn. He stopped at the railroad tracks as required by law, and perceived the train to be an adequate distance away for him to proceed. He continued across the tracks and the lights came on after he was part way across the tracks. He cleared the tracks without the guards hitting his bus or any incident.

Though he was legally correct in his procedures, the VIA operations counseled the driver that he should err on the side of extreme safety. If the train lights are visible, it is safer to wait and let the train proceed even if it's one or two minutes before the rails actually go down. That is why the law exists for all commercial buses to

stop at railroad crossings, so a professional judgment can be made to wait in the event there is a train on the tracks in close proximity. VIA also instructed driver that if the passengers are engaging in behavior that affects his safe operation of the vehicle, he should pull the vehicle over at a safe location, apologize once again for the inconvenience, but express his concern for his ability to continue to drive safely and get them to their destinations if they continue their comments and behaviors, and ask them to please stop. He is to also contact Operations once he gets to a service area if the problem persists.

Wheel Chair Requests

There were two (2) wheelchair requests filed for the month of October 1-31, 2013. Additionally in the last month or two there have been regular unannounced wheelchair riders on various YARTS runs. Ten (10) wheelchair buses are available to accommodate YARTS passengers in accordance with ADA guidelines.

Cal-Trans, Traffic & Construction Delays

There were 5-minute to 1.5-hour delays throughout the month on separate runs due to vehicle accidents, road work and very heavy traffic.