



**December 12, 2018**

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

**RE: YARTS Monthly Report November 1-30, 2018**

Dear Mr. Smith,

In accordance with the contract agreement between the Yosemite Area Regional Transportation System Joint Powers Authority (YARTS JPA) and VIA Adventures, Inc. attached please find the monthly summary of operating statistics for November 1-30, 2018.

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 11/1/2018 to 11/30/2018

A total of 3,514 passengers were carried on the HWY 140 system by VIA. Of these, 514 were Amtrak passengers utilizing the YARTS service.

## Ridership - All

Date	NPS Employees	Paid Fare	Child Free	Amtrak Paid	Total
11/1/2018	10	116	1	22	149
11/2/2018	10	78	1	40	129
11/3/2018	2	46	0	31	79
11/4/2018	0	66	2	7	75
11/5/2018	22	66	1	16	105
11/6/2018	21	53	1	17	92
11/7/2018	19	79	0	15	113
11/8/2018	24	85	2	16	127
11/9/2018	5	88	1	12	106
11/10/2018	0	145	33	68	246
11/11/2018	1	244	0	9	254
11/12/2018	6	98	5	5	114
11/13/2018	24	57	0	11	92
11/14/2018	18	89	0	9	116
11/15/2018	13	79	3	18	113
11/16/2018	8	100	6	4	118
11/17/2018	1	85	9	10	105
11/18/2018	2	40	0	26	68
11/19/2018	17	110	2	9	138
11/20/2018	16	80	6	45	147
11/21/2018	3	96	0	22	121
11/22/2018	1	143	2	13	159
11/23/2018	0	139	1	13	153
11/24/2018	0	147	6	21	174
11/25/2018	0	76	3	11	90
11/26/2018	7	85	0	14	106
11/27/2018	23	63	0	17	103
11/28/2018	15	59	0	6	80
11/29/2018	0	11	0	2	13
11/30/2018	1	23	0	5	29
<b>Total</b>	269	2,646	85	514	3,514
	7.66%	75.30%	2.42%	14.63%	100.00%

**RIDERSHIP**

From 11/1/2018 to 11/30/2018

**Ridership - Excluding Amtrak**

<b>Date</b>	<b>NPS Employees</b>	<b>Paid Fare</b>	<b>Child Free</b>	<b>Total</b>
11/1/2018	10	116	1	127
11/2/2018	10	78	1	89
11/3/2018	2	46	0	48
11/4/2018	0	66	2	68
11/5/2018	22	66	1	89
11/6/2018	21	53	1	75
11/7/2018	19	79	0	98
11/8/2018	24	85	2	111
11/9/2018	5	88	1	94
11/10/2018	0	145	33	178
11/11/2018	1	244	0	245
11/12/2018	6	98	5	109
11/13/2018	24	57	0	81
11/14/2018	18	89	0	107
11/15/2018	13	79	3	95
11/16/2018	8	100	6	114
11/17/2018	1	85	9	95
11/18/2018	2	40	0	42
11/19/2018	17	110	2	129
11/20/2018	16	80	6	102
11/21/2018	3	96	0	99
11/22/2018	1	143	2	146
11/23/2018	0	139	1	140
11/24/2018	0	147	6	153
11/25/2018	0	76	3	79
11/26/2018	7	85	0	92
11/27/2018	23	63	0	86
11/28/2018	15	59	0	74
11/29/2018	0	11	0	11
11/30/2018	1	23	0	24
<b>Total</b>	269	2,646	85	3,000
	8.97%	88.20%	2.83%	100.00%

## Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Airport	106	3.02%
Amtrak	624	17.76%
Barium Mine Rd	40	1.14%
Bug Hostel	181	5.15%
Catheys Valley	18	0.51%
Cedar Lodge	80	2.28%
El Portal PO	33	0.94%
Half Dome Villag	322	9.16%
KOA	7	0.20%
Mall (PG&E)	5	0.14%
Mariposa Park &	282	8.03%
MidPines	76	2.16%
MPMidtown	150	4.27%
MPPO	41	1.17%
NPS Maintenance	48	1.37%
Roadside Rest	152	4.33%
Transpo	288	8.20%
Yosemite Valley L	274	7.80%
YosVCenter	658	18.73%
YV Lodge	129	3.67%
<b>Totals</b>	<b>3514</b>	<b>100.00%</b>

**LOAD FACTOR ANALYSIS : 11/1/2018 - 11/30/2018**

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 11/1/2018 through 11/30/2018. 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	
1XW	833	121	14.53%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,372	286	20.85%	Inbound 5:45 AM Catheys Valley to Yosemite
2E	98	1	1.02%	Inbound 4:45 AM Merced to Midpines
3W	1,372	536	39.07%	Inbound Express 8:45 AM Merced to Yosemite
4XW	1,372	283	20.63%	Inbound 10:25 AM Merced to Yosemite
4E	98	12	12.24%	Inbound 10:20 AM Merced to Midpines
5W	1,372	235	17.13%	Inbound 12:25 PM Merced to Yosemite
6W	1,372	257	18.73%	Inbound 5:25 PM Merced to Yosemite
6E	98	9	9.18%	Inbound 4:30 PM Merced to Midpines
7W	931	52	5.59%	Outbound 5:54 AM Midpines to Merced
8W	1,372	447	32.58%	Outbound 8:32 AM Yosemite to Merced
8E	98	15	15.31%	Outbound 10:46 AM Midpines to Merced
9XW	1,372	467	34.04%	Outbound Express 3:40 PM Yosemite to Merced
9E	98	0	0.00%	Outbound 5:06 PM Midpines to Merced
10W	833	161	19.33%	Outbound 4:15 PM Yosemite to Merced
11W	1,372	551	40.16%	Outbound 5:05 PM Yosemite to Merced
12W	1,372	81	5.90%	Outbound 5:20 PM Yosemite to Merced
<b>Total</b>	<b>15,435</b>	<b>3,514</b>	<b>22.77%</b>	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	833	121	14.53%	Inbound Express 5:00 AM Merced to Yosemite
2W	882	190	21.54%	Inbound 5:45 AM Catheys Valley to Yosemite
2E	98	1	1.02%	Inbound 4:45 AM Merced to Midpines
3W	882	234	26.53%	Inbound Express 8:45 AM Merced to Yosemite
4XW	882	141	15.99%	Inbound 10:25 AM Merced to Yosemite
4E	98	12	12.24%	Inbound 10:20 AM Merced to Midpines
5W	882	169	19.16%	Inbound 12:25 PM Merced to Yosemite
6W	882	187	21.20%	Inbound 5:25 PM Merced to Yosemite
6E	98	9	9.18%	Inbound 4:30 PM Merced to Midpines
7W	931	52	5.59%	Outbound 5:54 AM Midpines to Merced
8W	882	313	35.49%	Outbound 8:32 AM Yosemite to Merced
8E	98	15	15.31%	Outbound 10:46 AM Midpines to Merced
9XW	882	266	30.16%	Outbound Express 3:40 PM Yosemite to Merced
9E	98	0	0.00%	Outbound 5:06 PM Midpines to Merced
10W	833	161	19.33%	Outbound 4:15 PM Yosemite to Merced
11W	882	249	28.23%	Outbound 5:05 PM Yosemite to Merced
12W	882	30	3.40%	Outbound 5:20 PM Yosemite to Merced
<b>Total</b>	<b>11,025</b>	<b>2,150</b>	<b>19.50%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
2W	490	72	14.69%	Inbound 5:45 AM Catheys Valley to Yosemite
2W	490	24	4.90%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	490	65	13.27%	Inbound Express 8:45 AM Merced to Yosemite
3W	490	237	48.37%	Inbound Express 8:45 AM Merced to Yosemite
4XW	490	15	3.06%	Inbound 10:25 AM Merrced to Yosemite
4XW	490	127	25.92%	Inbound 10:25 AM Merrced to Yosemite
5W	490	20	4.08%	Inbound 12:25 PM Merced to Yosemite
5W	490	46	9.39%	Inbound 12:25 PM Merced to Yosemite
6W	490	64	13.06%	Inbound 5:25 PM Merced to Yosemite
6W	490	6	1.22%	Inbound 5:25 PM Merced to Yosemite
8W	490	112	22.86%	Outbound 8:32 AM Yosemite to Merced
8W	490	22	4.49%	Outbound 8:32 AM Yosemite to Merced
9XW	490	37	7.55%	Outbound Express 3:40 PM Yosemite to Merced
9XW	490	164	33.47%	Outbound Express 3:40 PM Yosemite to Merced
11W	490	223	45.51%	Outbound 5:05 PM Yosemite to Merced
11W	490	79	16.12%	Outbound 5:05 PM Yosemite to Merced
12W	490	5	1.02%	Outbound 5:20 PM Yosemite to Merced
12W	490	46	9.39%	Outbound 5:20 PM Yosemite to Merced
<b>Total</b>	<b>8,820</b>	<b>1,364</b>	<b>15.46%</b>	

**WITHOUT AMTRAK**

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	833	115	13.81%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,372	286	20.85%	Inbound 5:45 AM Catheys Valley to Yosemite
2E	98	1	1.02%	Inbound 4:45 AM Merced to Midpines
3W	1,372	435	31.71%	Inbound Express 8:45 AM Merced to Yosemite
4XW	1,372	229	16.69%	Inbound 10:25 AM Merced to Yosemite
4E	98	11	11.22%	Inbound 10:20 AM Merced to Midpines
5W	1,372	183	13.34%	Inbound 12:25 PM Merced to Yosemite
6W	1,372	205	14.94%	Inbound 5:25 PM Merced to Yosemite
6E	98	7	7.14%	Inbound 4:30 PM Merced to Midpines
7W	931	42	4.51%	Outbound 5:54 AM Midpines to Merced
8W	1,372	318	23.18%	Outbound 8:32 AM Yosemite to Merced
8E	98	12	12.24%	Outbound 10:46 AM Midpines to Merced
9XW	1,372	416	30.32%	Outbound Express 3:40 PM Yosemite to Merced
9E	98	0	0.00%	Outbound 5:06 PM Midpines to Merced
10W	833	154	18.49%	Outbound 4:15 PM Yosemite to Merced
11W	1,372	513	37.39%	Outbound 5:05 PM Yosemite to Merced
12W	1,372	73	5.32%	Outbound 5:20 PM Yosemite to Merced
<b>Total</b>	<b>15,435</b>	<b>3,000</b>	<b>19.44%</b>	



## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	833	115	13.81%	Inbound Express 5:00 AM Merced to Yosemite
2W	882	190	21.54%	Inbound 5:45 AM Catheys Valley to Yosemite
2E	98	1	1.02%	Inbound 4:45 AM Merced to Midpines
3W	882	196	22.22%	Inbound Express 8:45 AM Merced to Yosemite
4XW	882	103	11.68%	Inbound 10:25 AM Merced to Yosemite
4E	98	11	11.22%	Inbound 10:20 AM Merced to Midpines
5W	882	132	14.97%	Inbound 12:25 PM Merced to Yosemite
6W	882	153	17.35%	Inbound 5:25 PM Merced to Yosemite
6E	98	7	7.14%	Inbound 4:30 PM Merced to Midpines
7W	931	42	4.51%	Outbound 5:54 AM Midpines to Merced
8W	882	235	26.64%	Outbound 8:32 AM Yosemite to Merced
8E	98	12	12.24%	Outbound 10:46 AM Midpines to Merced
9XW	882	240	27.21%	Outbound Express 3:40 PM Yosemite to Merced
9E	98	0	0.00%	Outbound 5:06 PM Midpines to Merced
10W	833	154	18.49%	Outbound 4:15 PM Yosemite to Merced
11W	882	219	24.83%	Outbound 5:05 PM Yosemite to Merced
12W	882	27	3.06%	Outbound 5:20 PM Yosemite to Merced
<b>Total</b>	<b>11,025</b>	<b>1,837</b>	<b>16.66%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
2W	490	72	14.69%	Inbound 5:45 AM Catheys Valley to Yosemite
2W	490	24	4.90%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	490	55	11.22%	Inbound Express 8:45 AM Merced to Yosemite
3W	490	184	37.55%	Inbound Express 8:45 AM Merced to Yosemite
4XW	490	15	3.06%	Inbound 10:25 AM Merrced to Yosemite
4XW	490	111	22.65%	Inbound 10:25 AM Merrced to Yosemite
5W	490	20	4.08%	Inbound 12:25 PM Merced to Yosemite
5W	490	31	6.33%	Inbound 12:25 PM Merced to Yosemite
6W	490	49	10.00%	Inbound 5:25 PM Merced to Yosemite
6W	490	3	0.61%	Inbound 5:25 PM Merced to Yosemite
8W	490	66	13.47%	Outbound 8:32 AM Yosemite to Merced
8W	490	17	3.47%	Outbound 8:32 AM Yosemite to Merced
9XW	490	37	7.55%	Outbound Express 3:40 PM Yosemite to Merced
9XW	490	139	28.37%	Outbound Express 3:40 PM Yosemite to Merced
11W	490	215	43.88%	Outbound 5:05 PM Yosemite to Merced
11W	490	79	16.12%	Outbound 5:05 PM Yosemite to Merced
12W	490	5	1.02%	Outbound 5:20 PM Yosemite to Merced
12W	490	41	8.37%	Outbound 5:20 PM Yosemite to Merced
<b>Total</b>	<b>8,820</b>	<b>1,163</b>	<b>13.19%</b>	

## PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 11/1/2018 through 11/30/2018.

### Daily - All Routes

Run	NPS Emp's	Child Free	Paid Fare	Amtrak	Total
10W	21	2	131	7	161
11W	24	11	478	38	551
12W	5	1	67	8	81
1XW	74	1	40	6	121
2E	1	0	0	0	1
2W	51	0	235	0	286
3W	8	25	402	101	536
4E	0	0	11	1	12
4XW	0	7	222	54	283
5W	0	11	172	52	235
6E	0	0	7	2	9
6W	5	5	195	52	257
7W	0	0	42	10	52
8E	0	0	12	3	15
8W	5	1	312	129	447
9E	0	0	0	0	0
9XW	75	21	320	51	467
	269	85	2,646	514	3,514
	7.66%	2.42%	75.30%	14.63%	100.00%

## Weekdays

Run	NPS Emp's	Paid Fare	Child Free	Amtrak	Total
10W	21	131	2	7	161
11W	22	195	2	30	249
12W	2	25	0	3	30
1XW	74	40	1	6	121
2E	1	0	0	0	1
2W	46	144	0	0	190
3W	8	184	4	38	234
4E	0	11	0	1	12
4XW	0	102	1	38	141
5W	0	125	7	37	169
6E	0	7	0	2	9
6W	5	148	0	34	187
7W	0	42	0	10	52
8E	0	12	0	3	15
8W	2	232	1	78	313
9E	0	0	0	0	0
9XW	75	158	7	26	266
	256	1,556	25	313	2,150
	11.91%	72.37%	1.16%	14.56%	100.00%

**Weekends/Holidays**

<b>Run</b>	<b>NPS</b>	<b>Paid Fare</b>	<b>Child Free</b>	<b>Amtrak</b>	<b>Total</b>
11W	2	283	9	8	302
12W	3	42	1	5	51
2W	5	91	0	0	96
3W	0	218	21	63	302
4XW	0	120	6	16	142
5W	0	47	4	15	66
6W	0	47	5	18	70
8W	3	80	0	51	134
9XW	0	162	14	25	201
	13	1,090	60	201	1,364
	0.95%	79.91%	4.40%	14.74%	100.00%

## PASSENGER FARES BY TYPE EXCLUDING AMTRA

### Daily - All Routes

Run	NPS Emp's	Paid Fare	Child Free	Total
10W	21	131	2	154
11W	24	478	11	513
12W	5	67	1	73
1XW	74	40	1	115
2E	1	0	0	1
2W	51	235	0	286
3W	8	402	25	435
4E	0	11	0	11
4XW	0	222	7	229
5W	0	172	11	183
6E	0	7	0	7
6W	5	195	5	205
7W	0	42	0	42
8E	0	12	0	12
8W	5	312	1	318
9E	0	0	0	0
9XW	75	320	21	416
	269	2,646	85	3,000
	8.97%	88.20%	2.83%	100.00%

**Weekdays**

<b>Run</b>	<b>NPS Emp's</b>	<b>Paid Fare</b>	<b>Child Free</b>	<b>Total</b>
10W	21	131	2	154
11W	22	195	2	219
12W	2	25	0	27
1XW	74	40	1	115
2E	1	0	0	1
2W	46	144	0	190
3W	8	184	4	196
4E	0	11	0	11
4XW	0	102	1	103
5W	0	125	7	132
6E	0	7	0	7
6W	5	148	0	153
7W	0	42	0	42
8E	0	12	0	12
8W	2	232	1	235
9E	0	0	0	0
9XW	75	158	7	240
	256	1,556	25	1,837
	13.94%	84.70%	1.36%	100.00%

**Weekends/Holidays**

<b>Run</b>	<b>NPS</b>	<b>Adult</b>	<b>Child Free</b>	<b>Total</b>
11W	2	283	9	294
12W	3	42	1	46
2W	5	91	0	96
3W	0	218	21	239
4XW	0	120	6	126
5W	0	47	4	51
6W	0	47	5	52
8W	3	80	0	83
9XW	0	162	14	176
	13	1,090	60	1,163
	1.12%	93.72%	5.16%	100.00%



## OPERATING STATISTICS

### REVENUE MILES 11/1/2018 - 11/30/2018

From 11/1/2018 through 11/30/2018 VIA HWY 140 operated a total of 25,857 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekdays</b>					
	Catheys Valley	2W	18	69	1,242
	Merced	1XW	17	87	1,479
	Merced	2E	2	51	102
	Merced	3W	18	87	1,566
	Merced	4E	2	51	102
	Merced	4XW	18	87	1,566
	Merced	5W	18	87	1,566
	Merced	6E	2	51	102
	Merced	6W	18	87	1,566
	Midpines	7W	19	51	969
	Midpines	8E	2	51	102
	Midpines	9E	2	51	102
	Yosemite	10W	17	87	1,479
	Yosemite	11W	18	87	1,566
	Yosemite	12W	18	87	1,566
	Yosemite	8W	18	87	1,566

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
	Yosemite	9XW	18	87	1,566
<b>Total Mileage</b>					<b>18,207</b>

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Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekends</b>					
	Catheys Valley	2W	8	69	552
	Merced	3W	8	87	696
	Merced	4XW	8	87	696
	Merced	5W	8	87	696
	Merced	6W	8	87	696
	Yosemite	11W	8	87	696
	Yosemite	12W	8	87	696
	Yosemite	8W	8	87	696
	Yosemite	9XW	8	87	696
<b>Total Mileage</b>					<b>6,120</b>

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Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Holidays</b>					
	Catheys Valley	2W	2	69	138
	Merced	3W	2	87	174
	Merced	4XW	2	87	174
	Merced	5W	2	87	174
	Merced	6W	2	87	174
	Yosemite	11W	2	87	174
	Yosemite	12W	2	87	174
	Yosemite	8W	2	87	174
	Yosemite	9XW	2	87	174
<b>Total Mileage</b>					<b>1,530</b>
<b>Grand Total</b>					<b>25,857</b>
<b>YARTS Total</b>					<b>25,857</b>

## REVENUE HOURS

From 11/1/2018 through 11/30/2018 VIA HWY 140 provided a total of 896.20 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekdays</b>					
	Catheys Valley	2W	18	2.10	37.80
	Merced	1XW	17	2.50	42.50
	Merced	2E	2	2.00	4.00
	Merced	3W	18	3.20	57.60
	Merced	4E	2	2.00	4.00
	Merced	4XW	18	3.30	59.40
	Merced	5W	18	3.20	57.60
	Merced	6E	2	2.50	5.00
	Merced	6W	18	3.20	57.60
	Midpines	7W	19	1.50	28.50
	Midpines	8E	2	2.00	4.00
	Midpines	9E	2	2.00	4.00
	Yosemite	10W	17	3.00	51.00
	Yosemite	11W	18	3.00	54.00
	Yosemite	12W	18	3.00	54.00
	Yosemite	8W	18	3.00	54.00
	Yosemite	9XW	18	2.90	52.20

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
				<b>Total Hours</b>	<b>627.20</b>

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Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekends</b>					
	Catheys Valley	2W	8	2.10	16.80
	Merced	3W	8	3.20	25.60
	Merced	4XW	8	3.30	26.40
	Merced	5W	8	3.20	25.60
	Merced	6W	8	3.20	25.60
	Yosemite	11W	8	3.00	24.00
	Yosemite	12W	8	3.00	24.00
	Yosemite	8W	8	3.00	24.00
	Yosemite	9XW	8	2.90	23.20
<b>Total Hours</b>					<b>215.20</b>

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Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Holidays</b>					
	Catheys Valley	2W	2	2.10	4.20
	Merced	3W	2	3.20	6.40
	Merced	4XW	2	3.30	6.60
	Merced	5W	2	3.20	6.40
	Merced	6W	2	3.20	6.40
	Yosemite	11W	2	3.00	6.00
	Yosemite	12W	2	3.00	6.00
	Yosemite	8W	2	3.00	6.00
	Yosemite	9XW	2	2.90	5.80
<b>Total Hours</b>					<b>53.80</b>
<b>Grand Total</b>					<b>896.20</b>
<b>YARTS Total</b>					<b>896.20</b>



## Wheelchair Usage

Run Date	Route	Total
	<b>Grand Total</b>	<b>0</b>

## Passengers Left

Run Date	Route	Total
	<b>Grand Total</b>	<b>0</b>

## **ACCIDENTS/INCIDENTS**

There were zero (0) YARTS accidents during the month of November 1-30, 2018.

## **ROAD CALLS**

There were two (2) road calls during the month of November 1-30, 2018.

11/7/18	Run 3	Delayed 1 ½ hours due to mechanical issue en route.
11/11/18	Run 6	Delayed 1 hour due to mechanical issue en route.

## **SERVICE DELAYS**

There were five (5) service delays during the month of November 1-30. Total on time service for all corridors was 99.43%.

### **Hwy 140**

11/7/18	Run 3	Delayed 1 ½ hours due to mechanical issue en route.
11/11/18	Run 6	Delayed 1.5 hours due to mechanical issue en route.
11/18/18	Run 2	Delayed 1 hour due to Operational issue.
11/18/18	Run 8	Delayed 1 hour due to Operational issue.
11/24/18	Run 3	Delayed 15 minutes due to late train.

### **MAMMOTH Hwy 120/395**

Not Operating.

### **SONORA Hwy 120 West**

Not Operating.

### **FRESNO Hwy 41**

Not Operating.

## **MISSED RUNS**

There were two (2) missed YARTS runs during the period of November 1-30, 2018.

11/18/18	Run 2	Delayed 1 hour due to Operational issue.
11/18/18	Run 8	Delayed 1 hour due to Operational issue.

## **EXTRA RUNS**

There were no extra runs during the month of November 1-30, 2018.

## **MAINTENANCE**

VIA YARTS Buses are kept maintained regularly. Currently buses are rotated among runs to evenly distribute miles across the fleet. There are twenty (20) accessible buses available to meet ADA requirements. Maintenance reports are submitted to YARTS Transit Manager for all service and repairs.

## **CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS**

There were two (2) customer concerns that arose during the month of November 1-30, 2018 received by email or phone call. All operational issues are addressed and rectified so they can be avoided in the future. The complaints were as follows:

**11/1/18** Person contacted YARTS and said bus did not show. Upon questioning, found out the passenger was in Fresno, rather than Merced. Service to Fresno was not operating, so passenger was redirected to Merced. YARTS phone staff has been reminded to ensure passengers know which routes are running and what the actual pick up locations are.

**11/26/18** Two riders said Run 9 left NPS Maintenance stop 6 minutes early and commented that drivers have been leaving from this stop early from time to time. Review of the GPS showed the driver did in fact leave the stop prior to scheduled departure. This specific driver was followed up with appropriately directly, and YARTS drivers overall were notified to leave stops on schedule using the atomic clocks on board as reference before departing any stop location.

## **HIGHWAY 140 ROAD CLOSURE & OTHER DELAYS**

Caltrans closed Hwy 140 on November 29<sup>th</sup> and 30<sup>th</sup> from Bug Resort to Cedar Lodge during a storm due to safety concerns. The following emergency schedule was in effect:

### **Inbound Merced to Midpines:**

Run 2 4:45 AM

Run 4 10:20 AM

Run 6 4:30 PM

### **Outbound Midpines to Merced:**

Run 7 6:20 AM (normal times)

Run 8 10:46 AM

Run 9 5:06 PM

The highway reopened and runs resumed normal schedules on December 1st.

YARTS Staff is prepared with emergency schedules in the event of future road closures. A Winter Weather Travel Advisory has been written, and plans for notifications to passengers have been developed as well.

There were also various service delays throughout November due to tree removal work and construction on Hwy 140.

## **FREE YARTS RUNS**

YARTS ran free schedules on all runs on November 10th and 11th, 2018. Passengers boarded on first come, first served basis. Next free day is Martin Luther King, Jr. Holiday on January 21<sup>st</sup>, 2019.