



**November 10, 2020**

Ms. Christine Chavez  
Merced County Association of Governments  
369 W. 18<sup>th</sup> Street  
Merced, CA 95340

**RE: YARTS Monthly Report October 1-31, 2020**

Dear Ms. Chavez,

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 revised monthly summary of operating statistics for October 1-31, 2020.

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 10/1/2020 to 10/31/2020

A total of 2,248 passengers were carried on the HWY 140 system by VIA. Of these, 24 were Amtrak passengers utilizing the YARTS service.

## Ridership - All

Date	NPS Employees	Paid Fare	Child Free	Amtrak Paid	Total
10/1/2020	0	25	0	0	25
10/2/2020	0	60	0	0	60
10/3/2020	0	89	2	0	91
10/4/2020	0	54	0	0	54
10/5/2020	5	24	0	0	29
10/6/2020	7	29	0	0	36
10/7/2020	6	33	0	2	41
10/8/2020	5	27	0	1	33
10/9/2020	3	70	5	7	85
10/10/2020	0	117	13	0	130
10/11/2020	0	87	7	0	94
10/12/2020	0	41	1	0	42
10/13/2020	0	51	0	0	51
10/14/2020	4	51	1	1	57
10/15/2020	2	45	0	1	48
10/16/2020	1	86	2	2	91
10/17/2020	0	173	2	1	176
10/18/2020	0	100	8	5	113
10/19/2020	6	35	0	2	43
10/20/2020	4	41	0	0	45
10/21/2020	4	40	1	0	45
10/22/2020	4	37	2	1	44
10/23/2020	0	110	0	0	110
10/24/2020	0	267	0	0	267
10/25/2020	0	84	0	0	84
10/26/2020	2	42	0	0	44
10/27/2020	2	33	0	0	35
10/28/2020	7	56	1	0	64
10/29/2020	6	37	1	0	44
10/30/2020	0	54	1	1	56
10/31/2020	0	111	0	0	111
<b>Total</b>	68	2,109	47	24	2,248
	3.02%	93.82%	2.09%	1.07%	100.00%

**RIDERSHIP**

From 10/1/2020 to 10/31/2020

**Ridership - Excluding Amtrak**

Date	NPS Employees	Paid Fare	Child Free	Total
10/1/2020	0	25	0	25
10/2/2020	0	60	0	60
10/3/2020	0	89	2	91
10/4/2020	0	54	0	54
10/5/2020	5	24	0	29
10/6/2020	7	29	0	36
10/7/2020	6	33	0	39
10/8/2020	5	27	0	32
10/9/2020	3	70	5	78
10/10/2020	0	117	13	130
10/11/2020	0	87	7	94
10/12/2020	0	41	1	42
10/13/2020	0	51	0	51
10/14/2020	4	51	1	56
10/15/2020	2	45	0	47
10/16/2020	1	86	2	89
10/17/2020	0	173	2	175
10/18/2020	0	100	8	108
10/19/2020	6	35	0	41
10/20/2020	4	41	0	45
10/21/2020	4	40	1	45
10/22/2020	4	37	2	43
10/23/2020	0	110	0	110
10/24/2020	0	267	0	267
10/25/2020	0	84	0	84
10/26/2020	2	42	0	44
10/27/2020	2	33	0	35
10/28/2020	7	56	1	64
10/29/2020	6	37	1	44
10/30/2020	0	54	1	55
10/31/2020	0	111	0	111
<b>Total</b>	68	2,109	47	2,224
	3.06%	94.83%	2.11%	100.00%

## Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Airport	4	0.18%
Amtrak	163	7.25%
AutoCamp	51	2.27%
Barium Mine Rd	12	0.53%
Bug Hostel	111	4.94%
Catheys Valley	9	0.40%
Cedar Lodge	72	3.20%
Curry Village	175	7.78%
El Portal PO	41	1.82%
Mariposa Park &	268	11.92%
MidPines PK & Ri	30	1.33%
MPMidtown	93	4.14%
MPPO	12	0.53%
NPS Maintenance	25	1.11%
Roadside Rest	85	3.78%
Transpo	88	3.91%
Yosemite Valley L	168	7.47%
YosVCenter	565	25.13%
YV Lodge	276	12.28%
<b>Totals</b>	<b>2248</b>	<b>100.00%</b>

**LOAD FACTOR ANALYSIS : 10/1/2020 - 10/31/2020**

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 10/1/2020 through 10/31/2020. 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	
140-1	1,080	53	4.91%	Inbound 5:00 AM Merced to Yosemite
140-2	980	14	1.43%	Outbound 5:54 AM Midpines to Merced
140-3	1,474	142	9.63%	Inbound 5:30 AM Merced to Yosemite
140-4	1,474	170	11.53%	Outbound 8:20 AM Yosemite to Merced
140-6	1,470	175	11.90%	Outbound 2:15 PM Yosemite to Merced
140-7	1,519	315	20.74%	Inbound 6:55 AM Merced to Yosemite
140-8	1,080	75	6.94%	Outbound 3:40 PM Yosemite to Merced
140-10	1,521	350	23.01%	Outbound 4:15 PM Yosemite to Merced
140-11	1,521	273	17.95%	Inbound 8:45 AM Merced to Yosemite
140-13	1,474	220	14.93%	Inbound 10:30 AM Merced to Yosemite
140-14	1,474	315	21.37%	Outbound 5:05 PM Yosemite to Merced
140-15	1,374	146	10.63%	Inbound 5:25 PM Merced to Yosemite
Total	16,441	2,248	13.67%	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
140-1	1,080	53	4.91%	Inbound 5:00 AM Merced to Yosemite
140-2	980	14	1.43%	Outbound 5:54 AM Midpines to Merced
140-3	1,033	53	5.13%	Inbound 5:30 AM Merced to Yosemite
140-4	1,033	139	13.46%	Outbound 8:20 AM Yosemite to Merced
140-6	1,078	100	9.28%	Outbound 2:15 PM Yosemite to Merced
140-7	1,078	139	12.89%	Inbound 6:55 AM Merced to Yosemite
140-8	1,080	75	6.94%	Outbound 3:40 PM Yosemite to Merced
140-10	1,078	88	8.16%	Outbound 4:15 PM Yosemite to Merced
140-11	1,078	105	9.74%	Inbound 8:45 AM Merced to Yosemite
140-13	1,031	105	10.18%	Inbound 10:30 AM Merced to Yosemite
140-14	1,031	155	15.03%	Outbound 5:05 PM Yosemite to Merced
140-15	931	102	10.96%	Inbound 5:25 PM Merced to Yosemite
<b>Total</b>	<b>12,511</b>	<b>1,128</b>	<b>9.02%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
140-3	441	89	20.18%	Inbound 5:30 AM Merced to Yosemite
140-4	441	31	7.03%	Outbound 8:20 AM Yosemite to Merced
140-6	392	75	19.13%	Outbound 2:15 PM Yosemite to Merced
140-7	441	176	39.91%	Inbound 6:55 AM Merced to Yosemite
140-10	443	262	59.14%	Outbound 4:15 PM Yosemite to Merced
140-11	443	168	37.92%	Inbound 8:45 AM Merced to Yosemite
140-13	443	115	25.96%	Inbound 10:30 AM Merced to Yosemite
140-14	443	160	36.12%	Outbound 5:05 PM Yosemite to Merced
140-15	443	44	9.93%	Inbound 5:25 PM Merced to Yosemite
<b>Total</b>	<b>3,930</b>	<b>1,120</b>	<b>28.50%</b>	

**WITHOUT AMTRAK**

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
140-1	1,080	53	4.91%	Inbound 5:00 AM Merced to Yosemite
140-2	980	12	1.22%	Outbound 5:54 AM Midpines to Merced
140-3	1,474	142	9.63%	Inbound 5:30 AM Merced to Yosemite
140-4	1,474	169	11.47%	Outbound 8:20 AM Yosemite to Merced
140-6	1,470	174	11.84%	Outbound 2:15 PM Yosemite to Merced
140-7	1,519	312	20.54%	Inbound 6:55 AM Merced to Yosemite
140-8	1,080	75	6.94%	Outbound 3:40 PM Yosemite to Merced
140-10	1,521	349	22.95%	Outbound 4:15 PM Yosemite to Merced
140-11	1,521	271	17.82%	Inbound 8:45 AM Merced to Yosemite
140-13	1,474	211	14.31%	Inbound 10:30 AM Merced to Yosemite
140-14	1,474	315	21.37%	Outbound 5:05 PM Yosemite to Merced
140-15	1,374	141	10.26%	Inbound 5:25 PM Merced to Yosemite
<b>Total</b>	<b>16,441</b>	<b>2,224</b>	<b>13.53%</b>	



## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
140-1	1,080	53	4.91%	Inbound 5:00 AM Merced to Yosemite
140-2	980	12	1.22%	Outbound 5:54 AM Midpines to Merced
140-3	1,033	53	5.13%	Inbound 5:30 AM Merced to Yosemite
140-4	1,033	138	13.36%	Outbound 8:20 AM Yosemite to Merced
140-6	1,078	99	9.18%	Outbound 2:15 PM Yosemite to Merced
140-7	1,078	136	12.62%	Inbound 6:55 AM Merced to Yosemite
140-8	1,080	75	6.94%	Outbound 3:40 PM Yosemite to Merced
140-10	1,078	87	8.07%	Outbound 4:15 PM Yosemite to Merced
140-11	1,078	103	9.55%	Inbound 8:45 AM Merced to Yosemite
140-13	1,031	97	9.41%	Inbound 10:30 AM Merced to Yosemite
140-14	1,031	155	15.03%	Outbound 5:05 PM Yosemite to Merced
140-15	931	102	10.96%	Inbound 5:25 PM Merced to Yosemite
<b>Total</b>	<b>12,511</b>	<b>1,110</b>	<b>8.87%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
140-3	441	89	20.18%	Inbound 5:30 AM Merced to Yosemite
140-4	441	31	7.03%	Outbound 8:20 AM Yosemite to Merced
140-6	392	75	19.13%	Outbound 2:15 PM Yosemite to Merced
140-7	441	176	39.91%	Inbound 6:55 AM Merced to Yosemite
140-10	443	262	59.14%	Outbound 4:15 PM Yosemite to Merced
140-11	443	168	37.92%	Inbound 8:45 AM Merced to Yosemite
140-13	443	114	25.73%	Inbound 10:30 AM Merced to Yosemite
140-14	443	160	36.12%	Outbound 5:05 PM Yosemite to Merced
140-15	443	39	8.80%	Inbound 5:25 PM Merced to Yosemite
<b>Total</b>	<b>3,930</b>	<b>1,114</b>	<b>28.35%</b>	

## PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 10/1/2020 through 10/31/2020.

### Daily - All Routes

Run	NPS Emp's	Child Free	Paid Fare	Amtrak	Total
140-1	35	0	18	0	53
140-10	0	5	344	1	350
140-11	0	8	263	2	273
140-13	0	5	206	9	220
140-14	0	6	309	0	315
140-15	1	3	137	5	146
140-2	0	0	12	2	14
140-3	2	5	135	0	142
140-4	1	1	167	1	170
140-6	0	7	167	1	175
140-7	0	6	306	3	315
140-8	29	1	45	0	75
	68	47	2,109	24	2,248
	3.02%	2.09%	93.82%	1.07%	100.00%

**Weekdays**

<b>Run</b>	<b>NPS Emp's</b>	<b>Paid Fare</b>	<b>Child Free</b>	<b>Amtrak</b>	<b>Total</b>
140-1	35	18	0	0	53
140-10	0	85	2	1	88
140-11	0	102	1	2	105
140-13	0	95	2	8	105
140-14	0	154	1	0	155
140-15	1	99	2	0	102
140-2	0	12	0	2	14
140-3	2	51	0	0	53
140-4	1	136	1	1	139
140-6	0	97	2	1	100
140-7	0	133	3	3	139
140-8	29	45	1	0	75
	68	1,027	15	18	1,128
	6.03%	91.05%	1.33%	1.60%	100.00%

**Weekends/Holidays**

<b>Run</b>	<b>NPS</b>	<b>Paid Fare</b>	<b>Child Free</b>	<b>Amtrak</b>	<b>Total</b>
140-10	0	259	3	0	262
140-11	0	161	7	0	168
140-13	0	111	3	1	115
140-14	0	155	5	0	160
140-15	0	38	1	5	44
140-3	0	84	5	0	89
140-4	0	31	0	0	31
140-6	0	70	5	0	75
140-7	0	173	3	0	176
	0	1,082	32	6	1,120
	0.00%	96.61%	2.86%	0.54%	100.00%

**PASSENGER FARES BY TYPE EXCLUDING AMTRAK**

**Daily - All Routes**

<b>Run</b>	<b>NPS Emp's</b>	<b>Paid Fare</b>	<b>Child Free</b>	<b>Total</b>
140-1	35	18	0	53
140-10	0	344	5	349
140-11	0	263	8	271
140-13	0	206	5	211
140-14	0	309	6	315
140-15	1	137	3	141
140-2	0	12	0	12
140-3	2	135	5	142
140-4	1	167	1	169
140-6	0	167	7	174
140-7	0	306	6	312
140-8	29	45	1	75
	68	2,109	47	2,224
	3.06%	94.83%	2.11%	100.00%

**Weekdays**

<b>Run</b>	<b>NPS Emp's</b>	<b>Paid Fare</b>	<b>Child Free</b>	<b>Total</b>
140-1	35	18	0	53
140-10	0	85	2	87
140-11	0	102	1	103
140-13	0	95	2	97
140-14	0	154	1	155
140-15	1	99	2	102
140-2	0	12	0	12
140-3	2	51	0	53
140-4	1	136	1	138
140-6	0	97	2	99
140-7	0	133	3	136
140-8	29	45	1	75
	68	1,027	15	1,110
	6.13%	92.52%	1.35%	100.00%

**Weekends/Holidays**

<b>Run</b>	<b>NPS</b>	<b>Adult</b>	<b>Child Free</b>	<b>Total</b>
140-10	0	259	3	262
140-11	0	161	7	168
140-13	0	111	3	114
140-14	0	155	5	160
140-15	0	38	1	39
140-3	0	84	5	89
140-4	0	31	0	31
140-6	0	70	5	75
140-7	0	173	3	176
	0	1,082	32	1,114
	0.00%	97.13%	2.87%	100.00%



## OPERATING STATISTICS

### REVENUE MILES 10/1/2020 - 10/31/2020

From 10/1/2020 through 10/31/2020 VIA HWY 140 operated a total of 30,015 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekdays</b>					
	Merced	140-1	22	87	1,914
	Merced	140-11	22	87	1,914
	Merced	140-13	22	87	1,914
	Merced	140-15	22	87	1,914
	Merced	140-3	22	87	1,914
	Merced	140-7	22	87	1,914
	Midpines	140-2	22	87	1,914
	Yosemite	140-10	22	87	1,914
	Yosemite	140-14	22	87	1,914
	Yosemite	140-4	22	87	1,914
	Yosemite	140-6	22	87	1,914
	Yosemite	140-8	22	87	1,914
<b>Total Mileage</b>					<b>22,968</b>

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekends</b>					
	Merced	140-11	9	87	783
	Merced	140-13	9	87	783
	Merced	140-15	9	87	783
	Merced	140-3	9	87	783
	Merced	140-7	9	87	783
	Yosemite	140-10	9	87	783
	Yosemite	140-14	9	87	783
	Yosemite	140-4	9	87	783
	Yosemite	140-6	9	87	783
<b>Total Mileage</b>					<b>7,047</b>
<b>Grand Total</b>					<b>30,015</b>
<b>YARTS Total</b>					<b>30,015</b>

## REVENUE HOURS

From 10/1/2020 through 10/31/2020 VIA HWY 140 provided a total of 983.00 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekdays</b>					
	Merced	140-1	22	2.50	55.00
	Merced	140-11	22	3.00	66.00
	Merced	140-13	22	3.00	66.00
	Merced	140-15	22	3.00	66.00
	Merced	140-3	22	2.60	57.20
	Merced	140-7	22	3.00	66.00
	Midpines	140-2	22	1.70	37.40
	Yosemite	140-10	22	3.00	66.00
	Yosemite	140-14	22	3.00	66.00
	Yosemite	140-4	22	3.00	66.00
	Yosemite	140-6	22	3.00	66.00
	Yosemite	140-8	22	3.00	66.00
<b>Total Hours</b>					<b>743.60</b>

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekends</b>					
	Merced	140-11	9	3.00	27.00
	Merced	140-13	9	3.00	27.00
	Merced	140-15	9	3.00	27.00
	Merced	140-3	9	2.60	23.40
	Merced	140-7	9	3.00	27.00
	Yosemite	140-10	9	3.00	27.00
	Yosemite	140-14	9	3.00	27.00
	Yosemite	140-4	9	3.00	27.00
	Yosemite	140-6	9	3.00	27.00
<b>Total Hours</b>					<b>239.40</b>
<b>Grand Total</b>					<b>983.00</b>
<b>YARTS Total</b>					<b>983.00</b>

## **ACCIDENTS/INCIDENTS**

There was one (1) YARTS non-injury accident during the month of October 1-31, 2020. On 10-29-20 driver was on 21<sup>st</sup> Street near Yosemite Parkway in Merced, CA heading towards the Amtrak stop when an SUV pulled out of Family Dollar Store, crossed over one lane of traffic, and struck the bus. The vehicle continued without stopping. There was damage to the front and middle bay doors. A police report was filed, and no injuries were sustained by the passenger or driver.

## **ROAD CALLS**

There was one (1) road call during the month of October 1-31, 2020.

10/7/20            Run 395-4        Delayed 3 hours due to mechanical issue at Yosemite Visitor Center. Bus replaced.

## **SERVICE DELAYS**

There were four (4) notable service delays during the month of October 1-31, 2020. Total on time service for all corridors was 99.18% based on YARTS contract criteria.

### **Hwy 140**

10/25/20            Run 140-3        Delayed 35 minutes due to operational issue.

10/26/20            Run 140-3        Delayed 30 minutes due to operational issue.

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

10/7/20            Run 395-4        Delayed 3 hours due to mechanical issue at Yosemite Visitor Center (1<sup>st</sup> mechanical).

10/8/20            Run 395-3        Delayed 1 hour starting at Mammoth Mountain Inn due to driver service hours issues stemming from previous day's mechanical issue. Driver had to wait until legal to drive. See "Missed Runs".

### **SONORA Hwy 120 West**

DNR (Did not run).

### **FRESNO Hwy 41**

DNR.

## **MISSED RUNS**

There were three (3) missed runs during the month of October 1-31, 2020.

### **HWY 140**

10/25/20            Run 140-3        Delayed 35 minutes due to operational issue.

10/26/20            Run 140-3        Delayed 30 minutes due to operational issue.

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

None

10/8/20            Run 395-3        Delayed 1 hour starting due to operational issue.

### **SONORA Hwy 120 West**

DNR

**FRESNO Hwy 41**

DNR

**EXTRA RUNS**

There were no extra runs during the month of October 1-31, 2020.

**MAINTENANCE**

YARTS owned and 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 YARTS and VIA buses available to meet ADA requirements. Maintenance reports are submitted to YARTS Transit Manager for all service and repairs.

**YARTS Call Summary**

The frequency of YARTS calls to the customer service line significantly decreased in October 2020. There were 107 calls compared to 136 calls this time last year. The VIA Contractor is responsible for answering these calls Monday – Friday, except holidays, from 8am to 5pm PST. Most inquiries were concerning YARTS schedules, the reservation system, removal of the park reservation system, and “walk-on” information. Eleven (11) messages were also left on the YARTS voice mail.

The summary of calls by type, not including messages, is as follows:

Hwy 140	59
Hwy 395/Mammoth	09
Hwy 120/Sonora	04
Hwy 41/Fresno	04
Yosemite Park	10
Customer Complaints	0
Miscellaneous (Non-schedule general/other)	21
<b>Total</b>	<b>107</b>

**CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS**

There was one (1) notable customer concern that arose during the month of October 1-31, 2020 received by email or phone call. All operational issues are addressed and rectified so that they can be avoided in the future.

10/28/20      Run 140-15      El Portal resident called concerned that as she was walking her dogs on Foresta Road between Barium Mine and Rancheria Flat with a flashlight, because it was dark, a YARTS bus came up behind her and moved over to the left to straddle the yellow line. The resident said that as the bus passed her, it proceeded to go into the opposite lane before moving back over. She felt the driver passed her going faster than other YARTS bus. She walks her dogs twice daily and is a long-time resident. She expressed that normally the drivers are very courteous and slow down while passing. She did not see anything in the road that the driver might be avoiding and was concerned about the safety of the situation, though it was on the straightaway portion of the road.

The manager thanked the caller and assured her that safety was YARTS’ number one priority and that appropriate follow up would be taken to address the situation. Manager contacted the driver directly. Driver explained that they were moving over to avoid hitting the walker. He did not recall going

completely over into the other lane, but said it was dark and he was paying attention to oncoming traffic and was prepared to stop if necessary. The driver agreed they were not avoiding anything in the road except the walker and her dogs. Driver was reminded of safety issues, and instructed to move over only enough to avoid the walker, then return safely to their proper lane. The GPS tracker did not show the driver speeding along this road; however, driver was advised to watch speed and slow down even more when approaching pedestrians on the roadway and until safely passed.

### **COVID-19 Update/Cleaning/Sanitization**

Extra cleaning and sanitization measures as well as added protocols for passengers and drivers continue to be implemented on all YARTS runs/buses. One row on both sides of each bus behind the driver is blocked off with seat bands to provide distance between the drivers and passengers, and passengers are encouraged to social distance when possible. Sanitizer is available on board for passengers at the entrance and in restrooms. Masks are required on board for both passengers and the driver for the duration of the trip, and signs are also posted on the entrance doors with this information. Notices remain posted on all YARTS buses with content on preventing the potential spread of the virus, to include tips for social distancing, proper hygiene and symptom awareness.

Disinfectant has been supplied on every bus, and drivers have been trained on proper bus cleaning techniques. Cleaning checklists are followed for consistency. Buses continue to be cleaned and sanitized daily after each run. Each bus returning to the contractor yard is fogged regularly at the end of the normal full cleaning and sanitization process. New antimicrobial filters have been installed in all YARTS-owned and VIA-owned buses used for YARTS. These filters have antiseptic properties that kill 99.99% of bacteria to help maintain a healthy environment in the bus air circulation system. These measures contribute to the added health, protection, and safety of our passengers and drivers.

YARTS Staff expressed concern about disinfectant supplies being supplied to drivers and buses being cleaned regularly. Staff asked for back up support for the extra cleaning cost reimbursement offered to the contractor. VIA submitted the following documentation to YARTS Staff to verify cleaning and sanitization processes:

- Safety and Health Plan submitted as required for public file to California Public Utilities Commission (PUC)-operating authority requirement—includes cleaning/sanitization procedures (See Attachment A)
- Driver sanitization signed training checklists (notes touch areas to be sanitized; each driver was trained on procedures and signed verifying they received training and will comply with sanitizing between runs inside the park) (See attachment B)
- Mammoth and Sonora 2020 internal driver policies-to include off-site cleaning and sanitization requirements for drivers-signed by operators providing service on these corridors.
- Cleaning/Sanitization check list for Bus washers and Detailers (See Attachment C)
- Bus cleaning list for 30-day period
- Actual itemized daily cleaning logs signed off by cleaners-individual details initialed for each bus cleaned in 30-day period
- Actual payroll hours printouts for bus washers and detailers by date from contractor payroll provider
- Dispatch schedules showing runs and buses allocated to daily YARTS runs.

Contractor relayed to YARTS Staff that they are charging only for “extra” cleaning time in the VIA yards in Merced and Fresno, which equates to two (2) cleaners/detailers at an extra 30 minutes per bus, for a total of 1 extra hour per bus. No costs are being submitted to YARTS for the extra time drivers are paid by VIA to sanitize buses inside the park between runs or daily off-site on Mammoth and Sonora runs. The contractor also only charged for 8 of the 9 buses in September, and only 7 of the 9 buses

cleaned in months prior from June through August, shouldering some responsibility for a portion of the extra sanitization costs.

Masks, gloves, sanitizer and CDC information are made available to the contractor drivers and staff. Additionally, contractor offices, driver break areas and lobbies are fogged regularly as part of the building sanitization process at both the Merced and Fresno establishments. YARTS staff and contractor continue with efforts to comply with health protocols and safety updates in the interest of maximizing passenger and team care.

Overall, operators continue to be safe and in good health. The contractor continues to run YARTS service with on interruptions and no reduction in service to date due to driver health issues. All routes on all corridors are being covered using the regular VIA-YARTS driver team. Drivers have been directed to follow CDC guidelines if they feel sick or have symptoms and to regularly practice social distancing in the park during off duty time. VIA continues to be extremely grateful for a healthy work force that keeps YARTS running.

The contractor continues to submit reports and information to YARTS staff as needed to include ridership, service hours, and cleaning/sanitization costs and records.

### **YARTS Reservation System**

Reservations continue to be encouraged for potential YARTS riders. Primarily Saturdays were maxed out for reservations on Hwy 140 in October 2020. On those days potential passengers were directed to attempt to board as walk-ons. Because of the capacity to take 120 passengers into the park with the

The reservation system is still working smoothly for both sales and ticket redemption. However, the no-shows continue to be significant. In the month of September 2020 there were 187 driver-documented no-shows on all corridors, not including fire cancellations. This number is most likely lower than the actual occurrence and represents only the reported data. Per YARTS staff, increased ridership capacity greater than 30 passengers is not being considered at this time. The revenue from these no-show reservations belongs to YARTS, since cancellations may only be made 72 hours or more prior to the trip date, with the exceptions of emergencies or service shutdowns.

### **Weather/Construction/Traffic/Road Closure Delays**

There were some delays due to construction/road work on all corridors. Delays ranged from 5 to 20 minutes.

**Tioga Road Tree Work & Blue Jay Fire-**The Mather Forestry crew was removing hazardous trees along the Tioga Road between Red Fir Forest and the May Lake Road. Work took place from 7:30am to 4:00pm, Monday through Thursday. Some delays also occurred due to the Blue Jay Fire. There have been minimal delays to date for the Hwy 395/120 YARTS route.

**PG&E Construction at Cascades Substation-**Beginning in June, PG&E and their contractor began constructing a spill prevention wall around the electrical transformers at Cascades Substation about 3.25 miles from Arch Rock. Traffic control measures and periodic traffic delays at the substation are in effect, and construction will continue through October. Delays only minimally affected Hwy 140 YARTS runs.



### **Park Closures and Service Suspensions/Reductions**

All services for Hwy 140 and Hwy 395 ran as scheduled. No closures or suspensions occurred during this month.

Curry Village closed on October 20, 2020 for the winter. YARTS continues to drop at the current stop location. However, the stop may be closed off in the near future. An alternate stop is being discussed by YARTS and Park Staff, to accommodate reservations already in the system for the Curry Village stop for future dates.

### **YARTS Schedule Changes**

In the month of October, winter service began on Hwy 140 with 6 runs into the park rather than 8. Mammoth Hwy 395/120 service continued operating 1 bus from October 1 – 15, 2020. All summer service will resume in May of 2021.

### **YARTS Strategic Planning Document Submission**

YARTS Staff has begun to gather information for LSC to begin the YARTS strategic planning process. Staff has requested a variety of information from the VIA contractor, to include year-round run combinations, pictures of signage and Title VI notices on the buses and bus mileages. Contractor will continue to submit documentation as requested.



## **MERCED TRANSPORTATION COMPANY –MTC**

### **VIA MTC COMPANIES COVID-19 SAFETY & HEALTH EMERGENCY PLAN**

#### **GOALS AND OBJECTIVES OF THIS PLAN:**

- Provide guidelines for employees, employers and customers to help limit the spread of COVID-19 or other similar infectious diseases.
- Protect valued employees from each other and from passengers/clients.
- Ensure work availability when appropriate and allowed by state/local/federal authorities.
- Protect Customers from each other and drivers to the extent possible.
- Provide visible confidence to passengers that our company is providing a protocol that considers the health and safety of its employees and customers.
- Provide protocols in the event of exposure or confirmation of disease.

#### **EMPLOYEE CARE AND REQUIREMENTS:**

- Self Screen prior to coming to work—check for symptoms common to COVID-19 to include fever (100.4 or greater), cough, difficulty breathing, and chills. Employees who feel sick or have symptoms must stay home from work.
- Social distance at least 6 feet from co-workers in office spaces, maintenance facilities, classrooms, and training locales.
- Wear face coverings/masks when sharing office/work spaces, walking through common areas to include hallways, stairways and lobby areas, and interacting with any member(s) of the public. Face coverings are required in break areas with the exception of while eating or drinking.
- Drivers are to wear face coverings when driving with passengers on board and use disposable gloves when handling passenger currency, luggage, and/or tickets.
- Avoid congregating in open areas to include break rooms, park lunch areas and other close quarters.
- Wash hands regularly or use hand sanitizer as per CDC guidelines.
- Inform employers of health issues related to COVID-19.

#### **CUSTOMER AND DRIVER CARE ON BUS TRIPS**

##### **PRE-Trip Contracting**

- Sales representatives explain state rules on people congregating and social distancing and all requirements of ridership at time of charter booking/transit reservation to groups.
  - Group leaders are responsible for sharing requirements to all travelers in advance of the trip.
  - Groups/riders are encourage to bring their own hand sanitizers, hand wipes and face coverings/masks, even though coaches will have cleaning materials available for the overall cleanliness of the coach and back up supplies, if needed.

- Group leader will notify passengers that they may not travel if they have had symptoms or been exposed to anyone with COVID-19 in past two weeks.
- Ridership requirements will be included in writing in the group contract or transit information for reference. Signatures will be obtained from charter group leaders showing they have read and agree to the contract obligations, and that they and their group members are riding at their own free will.

### **During the Trip**

- Temperature checks may be required at the company's or group's discretion. If so, checks will be conducted using a contactless thermometer prior to travel. The group leader will have primary responsibility for conducting these checks, though the driver is authorized to perform evaluations as well. Passengers with temperatures of 100.4 degrees or higher will not be allowed to board.
- All riders including the driver are required to wear face coverings for the duration of the trip, with the exception of while eating or drinking. Customers who refuse to comply will not be allowed to board or continue riding.
- Drivers are provided with extra back up face masks for personal and customer use.
- Drivers are directed to maintain their space from passengers when on and off the bus.
  - The first row behind the driver is cordoned off to keep passengers from occupying these seats and create space between the driver and riders.
  - Drivers should limit group interaction during breaks and meal stops.
- Drivers will wear gloves to load luggage and may encourage passengers to handle their own luggage as well.
- Drivers sanitize hands before and after assisting passengers using a wheelchair or other mobility device.
- If a driver-switch is necessary, the cockpit area, to include the steering wheel, dash, seat, and controls, is to be sanitized between operators before departing and resuming the trip.
- Sanitizer is provided and offered to customers upon boarding and kept available and refilled throughout the trip. Sanitizer is stocked in restrooms as well.
- Drivers have cleaning and sanitization supplies and are required to wipe down surfaces in the cockpit area as well as handrails and other high touch surfaces throughout the bus daily between stops as time permits. See attached checklist "Bus Sanitizing: Mid-Day" for cleaning details.
- For transit trips pre-paid reservations are recommended. For charter trips advance payment is required. Preferred payments of credit/debit cards used to decrease contact with customers.
- Signage is posted with information on mask requirement and directives to not board if sick or experiencing symptoms.
  - Driver concerns about sick passengers or those showing symptoms will be addressed with group leader for resolution; Driver will also contact and advise Dispatch Operations of potential illness or the need for further assistance to make a determination of action needed. Passengers experiencing symptoms in line with COVID-19 will not be allowed to continue to ride.
- If driver experiences symptom, becomes sick on a trip, or no longer feels comfortable performing the trip due to health and safety concerns, they should inform Dispatch Operations immediately. A replacement driver will be sent, if needed, and group leader advised of the issue.

### **POST TRIP CLEANING & MAINTENANCE**

- Buses are thoroughly deep cleaned upon return from every trip/transport.
  - The bus is washed externally, and inside surfaces cleaned and disinfected using CDC/EPA approved products in accordance with the manufacturer's instructions and following the company cleaning checklist. See attached "Daily Cleaning Checklist" for details.

- After cleaning and disinfecting, more intense sanitization is conducted using an electrostatic fogging device.
- Filters are checked and cleaned at higher frequencies than recommended during normal bus maintenance to help maintain good air circulation inside the bus.

### **COMPANY ACTIONS**

- Written checklist provided to cleaning staff and drivers specifying all areas requiring cleaning and sanitizing and protocols. (See attached cleaning checklist)
- Drivers and cleaning staff are trained on standardized sanitizing procedures and sign certification that training was received and completed. Records of training are maintained on site.
- Provides cleaning and disinfecting supplies for drivers for cleaning buses during transit, charter and school runs and office staff.
  - Supplies of disinfecting wipes, hand sanitizer and other applicable cleaning solutions are easily accessible in the office for all employees.
  - Drivers are issued clean rags and disinfectant daily. Sanitizer is made available at bus door entrances, driver's compartment and restrooms. Disposable gloves are also available
- Washable face masks provided to all employees to include drivers. Replacements are provided as needed upon request.
- Hard plastic dividers placed in dispatch office where frequent driver contact occurs to provide barrier between employees.
- Break room tables and chairs are spaced at least 6 feet apart to encourage social distancing.
- Doors to halls, offices and break rooms are kept open to reduce contact with high touch surfaces.
- Notices are posted at main entrances of facilities and buses regarding face mask requirements in order to enter; Educational information on COVID-19 symptoms and directives to not enter if sick or experiencing symptoms are also posted at these entrances.
- Updates/Memos containing information on company health and safety precautions and cleaning protocols are posted for employee reference. (See attached communique example.)
- Seat bands provided to cordon off row behind driver, ensuring social distancing between the passengers and driver throughout the trip.
- Antimicrobial filters certified to kill 99.99% of bacteria have been installed in buses to increase efficiency of HVAC systems and good air circulation
- Facility high touch areas are cleaned regularly. Additionally, all buildings, to include offices, breakrooms, lobbies, and restrooms, are fogged at least once per week.
- Mitigate reports of possible exposure to COVID-19, positive testing, or symptoms.
- Company adheres to state and FMCSA requirements for transportation and facility operations.
  - Managers monitor CDC guidelines, state orders, and public health recommendations to keep abreast of various state requirements to ensure compliance both for the company's on site locations and for group transit and charter trips.
- Company will address concerns from workers who fall into the high risk categories and try to accommodate their needs if possible.

### **PROTOCOLS FOR FOLLOW UP ON EMPLOYEE ILLNESS**

- If a worker has symptoms of or has been diagnosed with COVID-19 and has not yet been released from isolation, or has had contact within the past 14 days with someone who has been diagnosed with COVID-19 and is considered infectious, they will not be allowed to come to work.
- If a driver calls in with symptoms of COVID-19 as described by the CDC, that trip will be halted and the group leader notified. Action will be taken in accordance with Health Department and state guidelines. If the trip is safe to continue, that driver will be replaced.

- Employees with positive diagnoses will be allowed to return to work after 10 days have passed since the symptoms first appeared, symptoms have improved, and worker has had no fever without the use of fever reducing medications for the last 72 hours.
- Employees with positive diagnoses without symptoms will be allowed to return to work after 10 days have passed since the date of the first positive COVID-19 test.
- Company will identify close contacts (those who were within 6 feet for 15 minutes or more) of an infected worker and take steps to isolate the COVID-19 positive worker(s) and close contacts.
- Company will implement the necessary processes and protocols when a workplace has an outbreak, in accordance with public health department guidelines.
- If illnesses occur, company will investigate if any work-related factors could have contributed to risk of infection, and if so, will revise protocols as needed and update the plan to reflect changes made to prevent further cases.
- Employee confidentiality will be maintained with the exception of the investigating official, president and necessary management.

# Merced Transportation Company/VIA Trailways

300 Grogan Avenue  
Merced, CA 95340  
209-384-1315

## Bus Sanitizing

- Entrance Door: Entire Surface
- Entrance Handrails
- Modesty Panels
- A/C Units' Vents
- Passenger Seats: Bottoms & Backs
- Passenger Seat Belts & Buckles
- Emergency Roof Hatch Surfaces
- Passenger Windows
- Emergency Door/Window Exit Levers
- Driver's Area: Controls & Seatbelt

This is to certify that \_\_\_\_\_, has completed the training on the above listed items (high-traffic areas) to be cleaned during down time between school drops and pick-ups. These items, due to the pandemic of COVID-19, are of great importance and as a driver, I must comply.

Date of Training: \_\_\_\_\_

**DRIVER:**

**INSTRUCTOR:**

\_\_\_\_\_  
NAME

\_\_\_\_\_  
NAME

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
SIGNATURE

## Daily Cleaning Checklist

Bus# \_\_\_\_\_

Date \_\_\_\_\_

	Initials		Initials	Notes :
1. Entrance Door Handles	<input type="text"/>	15. Lav. Door Handles Inside/Out	<input type="text"/>	
2. Ext. Door Controls	<input type="text"/>	16. Lavatory hand Sanitizer And Shelf	<input type="text"/>	_____
3. Entrance Handrails/Grabrails	<input type="text"/>	17. Clean Toilet Seat	<input type="text"/>	_____
4. Entire Interior Surface Of Entrance Door	<input type="text"/>	18. Exterior Luggage Door Handles Engine Bay Doors/Handles	<input type="text"/>	_____
5. All Interior Surface Stairwell	<input type="text"/>	19. Luggage Bays	<input type="text"/>	_____
6. Steering Wheel	<input type="text"/>	20. Pulls On All Blinds	<input type="text"/>	_____
7. Driver Controls In Cockpit	<input type="text"/>	21. Window Ledges	<input type="text"/>	_____
8. Driver Seatbelt Buckle/Latch	<input type="text"/>	22. Emergency Window Exit Levers	<input type="text"/>	_____
9. Microphones and Outlets	<input type="text"/>	23. Interior Glass Windows/Windshields	<input type="text"/>	
10. Upper Handrails	<input type="text"/>	24. Lavatory Dump	<input type="text"/>	
11. Parcel Racks And Parcel Rack Handles	<input type="text"/>	25. Exterior Wash	<input type="text"/>	
12. Disinfectant Bottle/Towel	<input type="text"/>	26. The entire Floor of The Bus Including Stairs/Sweep & Mop	<input type="text"/>	
13. Armrests/ Recliner Handles	<input type="text"/>	27. All Surface Complete Misting/Fogging	<input type="text"/>	
14. Emer. Roof Hatch Surfaces	<input type="text"/>			

# RIDERSHIP

From 10/1/2020 to 10/31/2020

A total of 86 passengers were carried on the HWY 120 system by VIA. Of these, were Amtrak passengers utilizing the YARTS service.

## Ridership - All

Date	NPS Employees	Paid Fare	Child Free	Amtrak Paid	Total
10/1/2020	0	3	0	0	3
10/2/2020	0	1	0	0	1
10/3/2020	0	5	0	0	5
10/5/2020	0	18	0	0	18
10/6/2020	0	1	0	0	1
10/7/2020	0	6	0	0	6
10/8/2020	0	3	0	0	3
10/9/2020	0	2	0	0	2
10/10/2020	0	7	0	0	7
10/11/2020	0	9	0	0	9
10/12/2020	0	8	0	0	8
10/13/2020	0	5	0	0	5
10/14/2020	0	9	0	0	9
10/15/2020	0	9	0	0	9
<b>Total</b>	0	86	0	0	86
	0.00%	100.00%	0.00%	0.00%	100.00%



**RIDERSHIP**

From 10/1/2020 to 10/31/2020

**Ridership - Excluding Amtrak**

<b>Date</b>	<b>NPS Employees</b>	<b>Paid Fare</b>	<b>Child Free</b>	<b>Total</b>
10/1/2020	0	3	0	3
10/2/2020	0	1	0	1
10/3/2020	0	5	0	5
10/5/2020	0	18	0	18
10/6/2020	0	1	0	1
10/7/2020	0	6	0	6
10/8/2020	0	3	0	3
10/9/2020	0	2	0	2
10/10/2020	0	7	0	7
10/11/2020	0	9	0	9
10/12/2020	0	8	0	8
10/13/2020	0	5	0	5
10/14/2020	0	9	0	9
10/15/2020	0	9	0	9
<b>Total</b>	0	86	0	86
	0.00%	100.00%	0.00%	100.00%

## Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Mammoth Mounta	1	1.16%
The Village	1	1.16%
HWY 203, Shilo I	2	2.33%
Lake View Lodge	12	13.95%
Tioga Mobil Gas	1	1.16%
Tuolumne Meado	9	10.47%
Tuolumne Meado	2	2.33%
Yosemite Visitor	58	67.44%
<b>Totals</b>	<b>86</b>	<b>100.00%</b>

**LOAD FACTOR ANALYSIS : 10/1/2020 - 10/31/2020**

Below please find the load factor calculations for the Mammoth HWY 120 East runs operated by VIA for October 01 through October 31, 2020. 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	
395-4	735	63	8.57%	Yosemite to Mammoth
395-3	735	23	3.13%	Mammoth to Yosemite
Total	1,470	86	5.85%	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
395-4	539	47	8.72%	Yosemite to Mammoth
395-3	539	18	3.34%	Mammoth to Yosemite
Total	1,078	65	6.03%	

**Weekends/Holidays**

Runs	Max Load Capacity	Ridership	Load Factor	
395-4	196	16	8.16%	Yosemite to Mammoth
395-3	196	5	2.55%	Mammoth to Yosemite
Total	392	21	5.36%	

**WITHOUT AMTRAK**

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
395-4	735	63	8.57%	Yosemite to Mammoth
395-3	735	23	3.13%	Mammoth to Yosemite
Total	1,470	86	5.85%	

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Total	1,078	65	6.03%	

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Runs	Max Load Capacity	Ridership	Load Factor	
395-4	196	16	8.16%	Yosemite to Mammoth
395-3	196	5	2.55%	Mammoth to Yosemite
Total	392	21	5.36%	



## PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 120 runs for 10/1/2020 through 10/31/2020.

### Daily - All Routes

Run	NPS Emp's	Child Free	Paid Fare	Amtrak	Total
395-3	0	0	23	0	23
395-4	0	0	63	0	63
	0	0	86	0	86
	0.00%	0.00%	100.00%	0.00%	100.00%

**Weekdays**

<b>Run</b>	<b>NPS Emp's</b>	<b>Paid Fare</b>	<b>Child Free</b>	<b>Amtrak</b>	<b>Total</b>
395-3	0	18	0	0	18
395-4	0	47	0	0	47
	0	65	0	0	65
	0.00%	100.00%	0.00%	0.00%	100.00%

**Weekends/Holidays**

<b>Run</b>	<b>NPS</b>	<b>Paid Fare</b>	<b>Child Free</b>	<b>Amtrak</b>	<b>Total</b>
395-3	0	5	0	0	5
395-4	0	16	0	0	16
	0	21	0	0	21
	0.00%	100.00%	0.00%	0.00%	100.00%

**PASSENGER FARES BY TYPE EXCLUDING AMTRAK**

**Daily - All Routes**

<b>Run</b>	<b>NPS Emp's</b>	<b>Paid Fare</b>	<b>Child Free</b>	<b>Total</b>
395-3	0	23	0	23
395-4	0	63	0	63
	0	86	0	86
	0.00%	100.00%	0.00%	100.00%

**Weekdays**

<b>Run</b>	<b>NPS Emp's</b>	<b>Paid Fare</b>	<b>Child Free</b>	<b>Total</b>
395-3	0	18	0	18
395-4	0	47	0	47
	0	65	0	65
	0.00%	100.00%	0.00%	100.00%

**Weekends/Holidays**

<b>Run</b>	<b>NPS</b>	<b>Adult</b>	<b>Child Free</b>	<b>Total</b>
395-3	0	5	0	5
395-4	0	16	0	16
	0	21	0	21
	0.00%	100.00%	0.00%	100.00%

## OPERATING STATISTICS

### REVENUE MILES 10/1/2020 - 10/31/2020

From October 01 through October 31, 2020 VIA Mammoth HWY 120 East operated a total of 3300 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekdays</b>					
	Mammoth	395-3	11	110	1,210
	Yosemite	395-4	11	110	1,210
<b>Total Mileage</b>					<b>2,420</b>

---

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekends</b>					
	Mammoth	395-3	4	110	440
	Yosemite	395-4	4	110	440
<b>Total Mileage</b>					<b>880</b>
<b>Grand Total</b>					<b>3,300</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>3,300</b>

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## REVENUE HOURS

From October 01 through October 31, 2020 VIA Mammoth HWY 120 East provided a total of 109.5 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekdays</b>					
	Mammoth	395-3	11	3.80	41.80
	Yosemite	395-4	11	3.50	38.50
<b>Total Hours</b>					<b>80.30</b>

---

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekends</b>					
	Mammoth	395-3	4	3.80	15.20
	Yosemite	395-4	4	3.50	14.00
<b>Total Hours</b>					<b>29.20</b>
<b>Grand Total</b>					<b>109.50</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>109.50</b>

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