

**TRANSIT SERVICES COMMISSION  
WESTERN NEVADA COUNTY  
AGENDA  
Wednesday July 20, 8:30 A.M.  
VIRTUAL MEETING**

Pursuant to Governor Gavin Newsom’s Executive Order pertaining to the convening of public meetings in response to the COVID-19 pandemic, the County of Nevada hereby provides notice that it will hold its regularly scheduled meeting of the Transit Services Commission virtually via Zoom.

**Public Comment:** Members of the Public will not be able to comment during the meeting. Comments on items that are of interest to the public and are within the subject matter jurisdiction of the Commission, or on a particular agenda item, can be submitted via email to [nevcoconnects@co.nevada.ca.us](mailto:nevcoconnects@co.nevada.ca.us) , comments must be submitted prior to the meeting July 20, 2022, 8:30 A.M. PST. Additionally, the Public can comment by calling (530) 470-2833 and leaving a message. *Comments submitted by phone or email must be received no later than July 19, 2022 at 5:00 P.M. PST*

**Topic: Transit Services Commission  
Time: Jul 20, 2022 08:30 AM Pacific Time (US and Canada)**

Join Zoom Meeting  
<https://us06web.zoom.us/j/85084593869?pwd=cVFTVGR4amM4eURHTUJXZkRWbVVxZz09>

Meeting ID: 850 8459 3869  
Passcode: 943703  
One tap mobile  
+16699006833,,85084593869#,,,,\*943703# US (San Jose)  
+16694449171,,85084593869#,,,,\*943703# US

- Duane Strawser, Councilmember, City of Nevada City, Chair
- Ed Scofield, Supervisor, District 2, County of Nevada, Vice-chair
- Jan Arbuckle, Councilmember, Grass Valley City Council
- Sue Hoek, Supervisor, District 4, County of Nevada
- Carly Pacheco, FREED, Member-at-Large

**REGULAR MEETING:** 8:30 a.m.

**STANDING ORDERS:** Call the Meeting to Order.

**PLEDGE OF ALLEGIANCE**

- .....
1. Call to Order
  2. Roll Call
  3. **PUBLIC COMMENT:** \*\*Please see above for special COVID-19 Public Comment procedures.\*\*

**CONSENT ITEMS:** These items listed are considered routine and non-controversial, and will be acted on by the Commission at one time without discussion. Any Commission member, staff member or interested party may request that an item be removed from the consent agenda for discussion.

**4. Approve Minutes of the January 26, 2022 Commission Meeting** (Pages 1 - 3)  
**Recommendation:** Approve Meeting Minutes

**5. Approve A Resolution Authorizing the Ongoing Use of Virtual Meeting Platforms per AB361**  
**Recommendation:** Approve the Resolution (Pages 4 - 6)

**ACTION ITEMS:**

**6. Elect Replacement Transit Services Commission Chair for Remainder of 2022 Calendar**  
**Recommendation:** Elect a TSC Chair (Page 7)

**7. Approve FY2022-23 Nevada County Connects Charter Policy and Rate Update**  
**Recommendation:** Approve the policy and rate update (Page 8 -15)

**INFORMATIONAL ITEMS:**

**8. Manager's Report:** Oral  
**Recommendation:** None

**9. Nevada County Connects Operations Report**  
**Recommendation:** Accept the report (Pages 17 - 28)

**10. Nevada County Now Operations Report**  
**Recommendation:** Accept the report (Pages 29 - 32)

**10. COMMISSIONER COMMENTS AND ANNOUNCEMENTS**

The next scheduled Transportation Services Commission meeting is on Wednesday September 21, 2022 at 8:30 AM via Zoom unless otherwise noticed.

**11. ADJOURNMENT**

This agenda was posted 72 hours in advance of the meeting at the Eric Rood Administrative Center, the Town of Truckee Administrative Center, the City Hall of Grass Valley and the [www.goldcountrystage.com](http://www.goldcountrystage.com) website.

<p><b>COMMONLY USED ACRONYMS</b>  <b>TRANSIT SERVICES COMMISSION (TSC)</b></p>
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ADA	Americans with Disabilities Act
ADT	Average Daily Trip
APTA	American Public Transportation Association
ARRA	American Recovery and Reinvestment Act
ARB	Air Resources Board (same agency as CARB)
ATCI-MAPCO	Accessible Transportation Coalition Initiatives/Mobility Action Plan Coalition
BOS	Board of Supervisors
CAL-ACT	California Association for Coordinated Transportation
CAL-TIP	California Transit Indemnity Pool
CALTRANS	California Department of Transportation
CARB	California Air Resources Board
CCAA	California Clean Air Act
CDBG	Community Development Block Grant
CEQA	California Environmental Quality Act
CIP	Capital Improvement Program
CMAQ	Congestion Mitigation and Air Quality
CNG	Compressed Natural Gas
GCL	Gold County Lift
GCS	Gold County Stage
CSAC	California State Association of Counties
CT	Caltrans
CTA	California Transit Association
CTAA	Community Transportation Association of America
CTC	California Transportation Commission
CTP	California Transportation Plan
CTS	Community Transit Service
CTSA	Consolidated Transportation Service Agency
CTSGP-CTAP	California Transit Security Grant Program-California Transit Assistance Fund
DBE	Disadvantaged Business Enterprise
DPW	Department of Public Works (formerly DOTS)
EIR	Environmental Impact Report
EPA	Environmental Protection Agency
ERC	Economic Resource Council
FFY	Federal Fiscal Year
FTA	Federal Transit Administration
FY	Fiscal Year
GCS	Gold Country Stage
GV	Grass Valley
ITS	Intelligent Transportation Systems
JARC	Job Access & Reverse Commute
JPA	Joint Powers Agreement
LAFCO	Local Agency Formation Commission
LCTOP	Low Carbon Transit Operations Program
LOP	Lake of the Pines
LOS	Level of Service
LTF	Local Transportation Fund
LWW	Lake Wildwood
MAP	Mobility Action Partners
MAP 21	Moving Ahead for Progress in the 21 <sup>st</sup> Century Act (Federal)
MM	Mobility Management
MOU	Memorandum of Understanding
MPO	Metropolitan Planning Organization
MTC	Metropolitan Transportation Commission

<b>COMMONLY USED ACRONYMS</b> <b>TRANSIT SERVICES COMMISSION (TSC)</b>
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MUB	Multi-use building
NC	Nevada City
NCCA	Nevada County Contractors' Association
NCTC	Nevada County Transportation Commission
NEPA	National Environmental Policy Act
NSAQMD	Northern Sierra Air Quality Management District
NSJ	North San Juan
OWP	Overall Work Program
PAC	Project Advisory Committee
PCT	Placer County Transit
PCTPA	Placer County Transportation Planning Agency
PV	Penn Valley
PTMISEA	Public Transportation Modernization Improvement & Service Enhancement Act.
PUC	Public Utilities Commission
R/W	Right-of-Way
RAB	Roundabout
RCTF	Rural Counties Task Force
RDA	Redevelopment Agency
RFP	Request for Proposal
RIP	Regional Improvement Program
RPA	Rural Planning Assistance
RR	Rough & Ready
RT	Route
RTP	Regional Transportation Plan
RTPA	Regional Transportation Planning Agency
SACOG	Sacramento Area Counsel of Governments
SAFETEA-LU	Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users
SDA	Special Development Areas
SEDD	Sierra Economic Development District
SOV	Single Occupant Vehicle
SBD	Supervising Bus Driver
SSTAC	Social Services Technical Advisory Council
STA	State Transit Assistance
STIP	State Transportation Improvement Program
TAC	Transit Citizen's Advisory Committee
TART	Tahoe Area Regional Transit
TDA	Transportation Development Act
TDP	Transit Development Plan
TE	Transportation Enhancement
TNT/TMA	Truckee-North Tahoe Transportation Management Association
TPA	Triennial Performance Audit
TRPA	Tahoe Regional Planning Agency
TSC	Transit Services Commission
TSD	Transit Services Division
TSM	Transit Services Manager
TTC	Tinloy Street Transit Center
VMT	Vehicle Miles of Travel
VSH	Vehicle Service Hour
VSM	Vehicle Service Miles

Updated 5-1-17

## **TRANSIT SERVICES COMMISSION**

Minutes of Meeting

Wednesday, May 18, 2022

The scheduled meeting of the Transit Services Commission, Western Nevada County, pursuant to Governor Gavin Newsom's Executive Order pertaining to the convening of public meetings in response to the COVID-19 pandemic, the County of Nevada held the scheduled meeting of the Transit Services Commission virtually via Zoom. The May 18, 2022 meeting of the Transit Services Commission (TSC) was opened by Commissioner Duane Strawser.

**1. Call to Order:** Commissioner Duane Strawser called the meeting to order at 8:31 AM. Commissioner Duane Strawser asked Transit Manager, Robin VanValkenburgh to lead the Pledge of Allegiance.

**2. Roll Call:**

**Commissioners Present:**

Duane Strawser, Councilmember, City of Nevada City City Council, Chair

Ed Scofield, County Representative, District 2, Nevada County Board of Supervisors, Vice-Chair

Jan Arbuckle, Councilmember, Grass Valley City Council

Sue Hoek, County Representative, District 4, Nevada County Board of Supervisors

Carly Pacheco, FREED, Member-at-Large

**Commissioners Absent:**

No commissioners were absent.

**Staff Present:**

Robin Van Valkenburgh, Transit Services Manager

Elizabeth Nielsen, Accounting Technician

**3. Public Comment:**

No public comments were received by telephone message or email.

CONSENT ITEMS: These items listed are considered routine and non-controversial and will be acted on by the Commission at one time without discussion. Any Commission member, staff member or interested party may request that an item be removed from the consent agenda for discussion.

**4. Approve Minutes of the Commission Meeting. (Pages 1 – 3)**

Commissioner Duane Strawser called for a motion to approve the minutes of March 16, 2021 meeting and approve the resolution authorizing the ongoing use of virtual meeting platforms per AB361; items 4 and 5. Commissioner Sue Hoek motioned for approval of the March 16, 2021 minutes and approval of the resolution authorizing the ongoing use of virtual meeting platforms per AB361. Commissioner Jan Arbuckle seconded the motion. On a roll call vote the motion was unanimously passed.

**5. Approve A Resolution Authorizing the Ongoing Use of Virtual Meeting Platforms per AB361.**

**(Pages 4 - 6)**

Commissioner Duane Strawser called for a motion to approve the minutes of March 16, 2021 meeting and approve the resolution authorizing the ongoing use of virtual meeting platforms per AB361; items 4 and 5. Commissioner Sue Hoek motioned for approval of the March 16, 2021 minutes and approval of the resolution authorizing the ongoing use of virtual meeting platforms per AB361. Commissioner Jan Arbuckle seconded the motion. On a roll call vote the motion was unanimously passed.

**ACTION ITEMS:**

6. **Approve FY2022-23 Route 5 Placer County Contract** Recommendation: Approve the contract **(Page 7 - 8)**  
Commissioner Duane Strawser called for a motion for approval of the FY2022-23 Route 5 Placer County Contract. Commissioner Ed Scofield called a motion for approval of the FY2022-23 Route 5 Placer County Contract. Commissioner Jan Arbuckle seconded the motion. On a roll call vote the motion was unanimously passed.

**INFORMATIONAL ITEMS:**

**7. Manager’s Report: (Pages 9 - 13)**

On a roll call vote the report was unanimously accepted.

**8. Nevada County Connects Operations Report (Pages 14 - 23)**

On a roll call vote the report was unanimously accepted.

**9. Nevada County Now Operations Report**

**(Pages 24 - 27)**

On a roll call vote the report was unanimously accepted.

**10. Transportation Development Act (TDA) Triennial Performance Audit Report Recommendation:**

**(Pages 28 +)**

On a roll call vote the report was unanimously accepted.

**10. COMMISSIONER COMMENTS AND ANNOUNCEMENTS**

**12. ADJOURNMENT**

Commissioner Duane Strawser called for a motion to end the meeting, Commissioner Sue Hoek made a motion to close the meeting, the motion was seconded by Commissioner Ed Scofield. The Transit Services Commission meeting ended at 9:22 AM.

Respectfully submitted by Elizabeth Nielsen, Accounting Technician, Nevada County Public Works Department



**COUNTY OF NEVADA  
COMMUNITY DEVELOPMENT AGENCY  
DEPARTMENT OF PUBLIC WORKS  
TRANSIT SERVICES DIVISION  
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<http://new.nevadacounty.com>**

Trisha Tillotson,  
Community Development Agency Director

Robin Van Valkenburgh, Transit Services Manager

**TRANSIT SERVICES COMMISSION  
Consent Item**

**MEETING DATE:** July 20, 2022

**TO:** Transit Services Commission

**FROM:** Robin Van Valkenburgh, Transit Services Manager

**SUBJECT:** **Transit Services Commission Resolution Approving Ongoing Use of Virtual Meeting Platforms in Accordance with AB361**

**RECOMMENDATION:** Approve the attached Resolution.

**BACKGROUND:** On March 4, 2020 the Governor of the State of California proclaimed a State of Emergency in response to the outbreak of COVID-19.

As part of the response to, and mitigation of COVID-19, the Centers for Disease Control (CDC) and the State of California have recommended social distancing within the workplace, including meetings of legislative bodies such as the Transit Services Commission.

In accordance with CDC Guidance and pursuant to AB361 which the Governor signed into law September 16, 2021, the attached Resolution provides the Transit Services Commission the authorization to continue holding its meetings remotely until such time as the proclaimed state of emergency is lifted.

Please contact me if you have any questions prior to the July 20, 2022, TSC Meeting.

TT:RVV

## RESOLUTION OF THE TRANSIT SERVICES COMMISSION

### **A RESOLUTION AUTHORIZING REMOTE TELECONFERENCE MEETINGS OF THE TRANSIT SERVICES COMMISSION AND ITS LEGISLATIVE BODIES PURSUANT TO THE RALPH M. BROWN ACT**

WHEREAS, all meetings of the Transit Services Commission are open and public, as required by the Ralph M. Brown Act (Cal. Gov. Code §§ 54950 – 54963), so that any member of the public may attend, participate, and watch the legislative bodies conduct their business; and

WHEREAS, the Brown Act, Government Code section 54953(e), makes provisions for remote teleconferencing participation in meetings by members of a legislative body, without compliance with the requirements of Government Code section 54953(b)(3), subject to the existence of certain conditions and requirements; and

WHEREAS, a required condition of Government Code section 54953(e) is that a state of emergency is declared by the Governor pursuant to Government Code section 8625, proclaiming the existence of conditions of disaster or of extreme peril to the safety of persons and property within the state caused by conditions as described in Government Code section 8558(b); and

WHEREAS, a further required condition of Government Code section 54953(e) is that state or local officials have imposed or recommended measures to promote social distancing, or, the legislative body holds a meeting to determine or has determined by a majority vote that meeting in person would present imminent risks to the health and safety of attendees; and

WHEREAS, on March 4, 2020, Governor Newsom issued a Proclamation of a State of Emergency declaring a state of emergency exists in California due to the threat of COVID-19, pursuant to the California Emergency Services Act (Government Code section 8625); and

WHEREAS, on June 11, 2021, Governor Newsom issued Executive Order N-07-21, which formally rescinded the Stay-at-Home Order (Executive Order N-33-20), as well as the framework for a gradual, risk-based reopening of the economy (Executive Order N-60-20, issued on May 4, 2020) but did not rescind the proclaimed state of emergency; and

WHEREAS, on June 11, 2021, Governor Newsom also issued Executive Order N-08-21, which set expiration dates for certain paragraphs of the State of Emergency Proclamation dated March 4, 2020 and other Executive Orders but did not rescind the proclaimed state of emergency; and

WHEREAS, as of the date of this Resolution, neither the Governor nor the state Legislature have exercised their respective powers pursuant to Government Code section 8629 to lift the state of emergency either by proclamation or by concurrent resolution the state Legislature; and

WHEREAS, the California Department of Industrial Relations has issued regulations related to COVID-19 Prevention for employees and places of employment. Title 8 of the California Code of Regulations, Section 3205(5)(D) specifically recommends physical (social) distancing as one of the measures to decrease the spread of COVID-19 based on the fact that particles containing the virus can travel more than six feet, especially indoors; and

WHEREAS, the Transit Services Commission finds that state or local officials have imposed or recommended measures to promote social distancing, based on the California Department of Industrial Relations' issuance of regulations related to COVID-19 Prevention through Title 8 of the California Code of Regulations, Section 3205(5)(D); and

WHEREAS, in light of this recommendation, the Transit Services Commission desires to continue to have the flexibility, to meet via teleconference; and

WHEREAS, as a consequence, Transit Services Commission does hereby find that it shall conduct its meetings by teleconferencing without compliance with Government Code section 54953 (b)(3), as authorized by Section 54953(e), and will continue to provide the public with access to the meetings as prescribed by Government Code section 54953(e)(2).

NOW, THEREFORE, BE IT RESOLVED that Transit Services Commission, does hereby resolve as follows:

SECTION 1: Recitals. The recitals set forth are true and correct and are incorporated into this Resolution by this reference.

SECTION 2: State or Local Officials have Imposed or Recommended Measures to Promote Social Distancing. The Transit Services Commission hereby proclaims that state officials have imposed or recommended measures to promote social (physical) distancing based on the California Department of Industrial Relations' issuance of regulations related to COVID-19 Prevention through Title 8 of the California Code of Regulations, Section 3205(5)(D).

SECTION 3: Remote Teleconference Meetings. The Transit Services Commission will carry out the intent and purpose of this Resolution including, conducting open and public meetings in accordance with Government Code section 54953(e) and other applicable provisions of the Brown Act.

SECTION 4: Effective Date. This Resolution shall take effect immediately upon its adoption.



**COUNTY OF NEVADA  
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(530) 477-0103 Toll Free (888) 660-7433 FAX (530) 477-7847  
<http://new.nevadacounty.com>**

Trisha tillotson,  
Community Development Agency Director

Robin Van Valkenburgh, Transit Services Manager

**TRANSIT SERVICES COMMISSION  
Action Item**

**MEETING DATE:** July 20, 2022

**TO:** Transit Services Commission

**FROM:** Robin Van Valkenburgh, Transit Services Manager

**SUBJECT:** Election of 2022 Replacement Transit Services Commission Chair

**RECOMMENDATION:** Elect a replacement Chair for the remainder of 2022.

**BACKGROUND:** Under the policies and procedures previously established by the Transit Services Commission (TSC), the Chair and Vice Chair terms of office are on a calendar year basis. Due to the retirement of Commissioner Duane Strawser from the City of Nevada City there may be a need to elect a replacement Chairperson for the remainder of the 2022 calendar year.

Daniela Fernandez, the City of Nevada City alternate will move to the primary Nevada City commissioner seat.

Duane Strawser is recommended to assume the vacant City appointed At-Large commission seat, and as such may be eligible to continue as the TSC Chair if the Commission so desires.

Staff recommends the continuation of Duane Strawser as the Chair, upon being recognized as the City appointed At-Large Commissioner.

Please contact me if you have any questions prior to the July 20, 2022 TSC Meeting.

TT:RVV



**COUNTY OF NEVADA**  
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**DEPARTMENT OF PUBLIC WORKS**  
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Trisha Tillotson,  
 Community Development Agency Director

Robin Van Valkenburgh, Transit Services Manager

**TRANSIT SERVICES COMMISSION**  
**Action Item**

**MEETING DATE:** July 20, 2022

**TO:** Transit Services Commission

**FROM:** Robin Van Valkenburgh, Transit Services Manager

**SUBJECT:** Nevada County Connects FY2022-23 Charter Policy and Rate Update

**RECOMMENDATION:** Approve the proposed charter policy and rate update.

**BACKGROUND:** Nevada County Connects currently provides limited charter services as allowed per State and Federal guidelines. Nevada County Connects last set an hourly charter rate in November 2005 as per the guidelines set forth in the *Transportation Development Act (TDA), Statutes and California Codes of Regulations, January 2005*. This item is being brought forward to update the previously approved policy, last updated November 16, 2005, and to set a current charter rate.

**Discussion:** The State of California TDA regulations Section 99250 include the following guidance regarding charter services performed by a public transit agency:

1. "...charter bus service rates and minimums shall be established which are...at least equal to the average of the three lowest current rates charged by private charter bus carriers actually operating charters originating in the same service area of the public transportation system during the prior year."
2. "All charter bus service rates shall be reviewed and adjusted not less than semiannually to reflect variations in actual and assumed costs, as well as private charter bus carrier rates."

Staff solicited quotes from private charter providers operating in the service area. The participating operators were asked to base their quotes on at least a five (5) hour charter to include dead-head and fuel surcharges where applicable. Average hourly rates were calculated and ranked. The average of the four (4) quotes was \$181.45 per hour.

<b>Charter Service Quotes</b>				
	<b>Rate/Hr</b>	<b>Max Pax</b>	<b>Min Hrs</b>	<b>Total Cost</b>
Prompt Charter-minibus	\$ 120.00	25	5	
Coach USA-minibus	\$ 178.37	28	7	\$ 1,248.57
Bauer - lux shuttle	\$ 303.12	45	7	\$ 2,121.81
Durham - school bus	\$ 124.32	45	5	\$ 621.60
Average Cost per Hr	\$ 181.45			

Staff recommends Nevada County Connects’ rate for charter service be set at no less than \$190.00 per service hour for FY 2022-23. Consistent with the TDA regulations, this rate will be non- competitive with private operator’s average rates for similar service and will adequately cover El Dorado Transit’s operating costs.

Please contact me if you have any questions prior to the July 20, 2022, TSC Meeting.

TT:RVV



COUNTY OF NEVADA  
 COMMUNITY DEVELOPMENT AGENCY  
 Public Works Department  
 Transit Services Division



950 MAIDU AVENUE, SUITE 170, NEVADA CITY, CA 95959-8617  
 Phone: (530) 477-0103 Toll free: (888) 660-7433 Fax: (530) 477-7847  
 Contact: Mr. Robin Van Valkenburgh, Transit Services Manager

Email: [nevcoconnects@co.nevada.ca.us](mailto:nevcoconnects@co.nevada.ca.us)  
[www.NevadaCountyConnects.com](http://www.NevadaCountyConnects.com)

**TRANSIT SERVICES COMMISSION**

Operational Policy No. 04-03  
 Nevada County Connects (formerly Gold Country Stage) Charter Services  
 Adopted 3/17/04 \_ Revised 1/19/05 \_ Revised 11/16/05 \_ Revised 07/20/22

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**PURPOSE:**

The purpose of the policy is to provide guidance to Transit Services Division staff regarding the provision of charter services with Nevada County Connects vehicles and personnel.

**POLICY:**

1. The Transit Services Division may provide charter services pursuant to this policy for purposes deemed to be in the public interest, provided that such charter services in no way interfere with the provision of regularly scheduled ~~Nevada County Connects Gold Country Stage~~ bus service, as determined by the Transit Services Manager.
2. Charter services will be provided in compliance with the provisions of P.U.C. Section 99250 and applicable Federal regulations.
3. Charters must be sponsored by an organization based or headquartered in Nevada County, or by a local chapter of a larger organization.
4. Charter services will be limited to the following categories:
  - Transportation of the general public in conjunction with community events sponsored by public agencies or recognized community organizations (e.g. chambers of commerce, downtown associations, etc.)
  - Transportation of elected, appointed and staff officials to NCTC/TSC meetings and other public meetings, hearings, and events.
  - ~~Transportation of local government employees, Transportation of local government employees~~ elected officials, committee members, etc. to view public facilities or programs.
5. Charters shall be limited to travel within Nevada County and other areas within the ~~Nevada County Connects Gold Country Stage~~ service area.
6. No overnight charters will be provided.
7. The Transit Services Manager will decide on a case-by-case basis whether to approve or disapprove a requested charter, based on the charter's consistency with the provisions of this policy, the availability of vehicles and drivers, and other relevant factors.
8. The rate charged for charter services will be reviewed at least semi-annually by the Transit Services Commission and will be based on the actual cost per vehicle service hour for ~~Nevada County Connects Gold Country Stage~~ operations, including vehicle depreciation, as determined from the most recent fiscal audit of the transit program. Based on Fiscal Year ~~2004-05~~ 2021-22 financial data, the ~~current~~ proposed charter rate is \$~~82-28~~ 190.00 per vehicle hour. "Vehicle hour", as used in this policy, is defined as the amount of time (expressed in ~~tenths-quarter~~ increments) that each chartered vehicle is in service from the time the vehicle departs the Transit Services office to the time it returns to that location, or to the point where the vehicle is returned to regularly scheduled transit service. Vehicle hours include deadhead and layover time.

9. The minimum charge for each vehicle used in charter services shall be based on two vehicle hours of service.
10. Charter sponsors will be responsible for all tolls and/or parking fees, if any, associated with charter services.
11. The Transit Services Division will enter into an agreement with each charter sponsor in advance of the charter, specifying the estimated number of vehicle hours, the cost per vehicle hour, and the total estimated cost of the charter. To ensure that drivers and vehicles are available for charter services, the agreement must be fully executed and on-file at least ~~seven-three (73)~~ days prior to the day of the charter. The Transit Services Division is under no obligation to confine its customer billing to the estimate provided in the agreement, as factors beyond its control may extend the time necessary to complete the charter.
12. The Transit Services Division or the charter sponsor may cancel a scheduled charter no later than 24 hours prior to the performance of the charter. If not cancelled per ~~this criteria~~this criterion, the sponsor will be charged 25 percent of the estimated cost of the charter, or two vehicle hours per bus requested, whichever is less.
13. Payment for charter services is due in full within thirty (30) calendar days from the receipt of an invoice from the Transit Services Division.
14. All expenses related to repair of damage to ~~Nevada County Connects Gold Country Stage~~ vehicles resulting from acts of the charter sponsor or passengers aboard the bus shall be charged to the individual or organization responsible and will be payable to the Transit Services Division upon presentation of an invoice.
15. Charter sponsors may elect to charge a fare to passengers carried in conjunction with charter operations. If a fare is charged, actual fare revenue collected by ~~Nevada County Connects Gold Country Stage~~ will be retained by the Transit Services Division and deducted from the cost of the charter.





**COUNTY OF NEVADA**  
**COMMUNITY DEVELOPMENT AGENCY**  
Public Works Department  
Transit Services Division



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[www.NevadaCountyConnects.com](http://www.NevadaCountyConnects.com)

### TRANSIT SERVICES COMMISSION

Operational Policy No. 04-03  
Nevada County Connects (formerly Gold Country Stage) Charter Services  
Adopted 3/17/04\_\_ Revised 1/19/05\_ Revised 11/16/05\_ Revised 07/20/22

#### PURPOSE:

The purpose of the policy is to provide guidance to Transit Services Division staff regarding the provision of charter services with Nevada County Connects vehicles and personnel.

#### POLICY:

1. The Transit Services Division may provide charter services pursuant to this policy for purposes deemed to be in the public interest, provided that such charter services in no way interfere with the provision of regularly scheduled Nevada County Connects bus service, as determined by the Transit Services Manager.
2. Charter services will be provided in compliance with the provisions of P.U.C. Section 99250 and applicable Federal regulations.
3. Charters must be sponsored by an organization based or headquartered in Nevada County, or by a local chapter of a larger organization.
4. Charter services will be limited to the following categories:
  - ❑ Transportation of the general public in conjunction with community events sponsored by public agencies or recognized community organizations (e.g. chambers of commerce, downtown associations, etc.)
  - ❑ Transportation of elected, appointed and staff officials to NCTC/TSC meetings and other public meetings, hearings, and events.
  - ❑ Transportation of local government employees elected officials, committee members, etc. to view public facilities or programs.
5. Charters shall be limited to travel within Nevada County and other areas within the Nevada County Connects service area.
6. No overnight charters will be provided.
7. The Transit Services Manager will decide on a case-by-case basis whether to approve or disapprove a requested charter, based on the charter's consistency with the provisions of this policy, the availability of vehicles and drivers, and other relevant factors.
8. The rate charged for charter services will be reviewed at least semi-annually by the Transit Services Commission and will be based on the actual cost per vehicle service hour for Nevada County Connects operations, including vehicle depreciation, as determined from the most recent fiscal audit of the transit program. Based on Fiscal Year 2021-22 financial data, the proposed charter rate is \$190.00 per vehicle hour. "Vehicle hour", as used in this policy, is defined as the amount of time (expressed in quarter of an hour increments) that each chartered vehicle is in service from the time the vehicle departs the Transit Services office to the time it returns to that location, or to the point where the vehicle is returned to regularly scheduled transit service. Vehicle hours include deadhead and layover time.

9. The minimum charge for each vehicle used in charter services shall be based on two vehicle hours of service.
10. Charter sponsors will be responsible for all tolls and/or parking fees, if any, associated with charter services.
11. The Transit Services Division will enter into an agreement with each charter sponsor in advance of the charter, specifying the estimated number of vehicle hours, the cost per vehicle hour, and the total estimated cost of the charter. To ensure that drivers and vehicles are available for charter services, the agreement must be fully executed and on-file at least three (3) days prior to the day of the charter. The Transit Services Division is under no obligation to confine its customer billing to the estimate provided in the agreement, as factors beyond its control may extend the time necessary to complete the charter.
12. The Transit Services Division or the charter sponsor may cancel a scheduled charter no later than 24 hours prior to the performance of the charter. If not cancelled per this criterion, the sponsor will be charged 25 percent of the estimated cost of the charter, or two vehicle hours per bus requested, whichever is less.
13. Payment for charter services is due in full within thirty (30) calendar days from the receipt of an invoice from the Transit Services Division.
14. All expenses related to repair of damage to Nevada County Connects vehicles resulting from acts of the charter sponsor or passengers aboard the bus shall be charged to the individual or organization responsible and will be payable to the Transit Services Division upon presentation of an invoice.
15. Charter sponsors may elect to charge a fare to passengers carried in conjunction with charter operations. If a fare is charged, actual fare revenue collected by Nevada County Connects will be retained by the Transit Services Division and deducted from the cost of the charter.



**COUNTY OF NEVADA**  
**COMMUNITY DEVELOPMENT AGENCY**  
 Public Works Department  
 Transit Services Division



950 MAIDU AVENUE, SUITE 170, NEVADA CITY, CA 95959-8617  
 Phone: (530) 477-0103 Toll free: (888) 660-7433 Fax: (530) 477-7847  
 Contact: Mr. Robin Van Valkenburgh, Transit Services Manager

Email: [nevcoconnects@co.nevada.ca.us](mailto:nevcoconnects@co.nevada.ca.us)  
[www.NevadaCountyConnects.com](http://www.NevadaCountyConnects.com)

## CHARTER REQUEST QUESTIONNAIRE FORM

In order to process your Charter request, we require the following information. Please complete this form and **email** or FAX back as soon as possible. *Please remember that we cannot confirm a charter until this information has been processed and a signed contract is received.* Thank you.

REQUESTING AGENCY \_\_\_\_\_

BILLING ADDRESS \_\_\_\_\_

CITY, STATE, ZIP \_\_\_\_\_

PHONE / FAX NUMBER (Phone) \_\_\_\_\_ (Fax) \_\_\_\_\_

EMAIL ADDRESS \_\_\_\_\_

DATE(S) OF CHARTER \_\_\_\_\_

DURATION (approx. time from 1<sup>st</sup> pick-up to last drop-off) \_\_\_\_\_

1<sup>st</sup> PICK-UP LOCATION \_\_\_\_\_

USE ADDITIONAL  
PAGES IF  
NECESSARY

DESTINATION \_\_\_\_\_

CONTACT PERSON/PHONE NUMBER \_\_\_\_\_

NUMBER OF PASSENGERS (each bus can accommodate 24 passengers) \_\_\_\_\_

Number of passengers requiring special accommodations \_\_\_\_\_

The cost of our charters is \$190.00 per hour (quarter hour increments, no mileage) with a 2-hour minimum. Chargeable time begins when driver leaves Transit facility and ends when driver arrives back at Transit facility.

### ROUTE

Stop 1: \_\_\_\_\_

Stop 2: \_\_\_\_\_

Stop 3: \_\_\_\_\_

Stop 4: \_\_\_\_\_

Stop 5: \_\_\_\_\_

Stop 6: \_\_\_\_\_

Stop 7: \_\_\_\_\_

**Stop 8:** \_\_\_\_\_



**COUNTY OF NEVADA**  
**COMMUNITY DEVELOPMENT AGENCY**  
**DEPARTMENT OF PUBLIC WORKS**  
**TRANSIT SERVICES DIVISION**  
**950 MAIDU AVENUE, NEVADA CITY, CA 95959-8617**  
**(530) 477-0103 Toll Free (888) 660-7433 FAX (530) 477-7847**  
<http://new.nevadacounty.com>

Trisha Tillotson,  
 Community Development Agency Director

Robin Van Valkenburgh, Transit Services Manager

**TRANSIT SERVICES COMMISSION**  
**Information Item**

**MEETING DATE:** July 20, 2022

**TO:** Transit Services Commission

**FROM:** Robin Van Valkenburgh, Transit Services Manager

**SUBJECT:** **Manager's Report - Oral**

**RECOMMENDATION:** Accept the report.

**BACKGROUND:**

**This will be an oral report.**

Please contact me if you have any questions prior to the July 20, TSC Meeting.  
 TT:RVV



**COUNTY OF NEVADA**  
**COMMUNITY DEVELOPMENT AGENCY**  
**DEPARTMENT OF PUBLIC WORKS**  
**TRANSIT SERVICES DIVISION**  
**950 MAIDU AVENUE, NEVADA CITY, CA 95959-8617**  
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<http://new.nevadacounty.com>

Trisha Tillotson,  
 Community Development Agency Director

Robin Van Valkenburgh, Transit Services Manager

**TRANSIT SERVICES COMMISSION**  
**Information Item**

**MEETING DATE:** July 20, 2022

**TO:** Transit Services Commission

**FROM:** Robin Van Valkenburgh, Transit Services Manager

**SUBJECT:** Nevada County Connects Operations Report for May and June 2022

**RECOMMENDATION:** Accept the report.

**BACKGROUND:** Nevada County Connects (NCC) operates fixed route bus service Monday through Saturday, serving the communities of Grass Valley, Nevada City, Penn Valley, Rough and Ready, Lake Wildwood, Alta Sierra and Lake of the Pines. NCC also provides regional bus service to Auburn Monday through Friday, providing connections to Placer County Transit, Auburn Transit and Amtrak. The following performance metrics are captured and reported on a monthly basis.

**System Performance Snapshot**

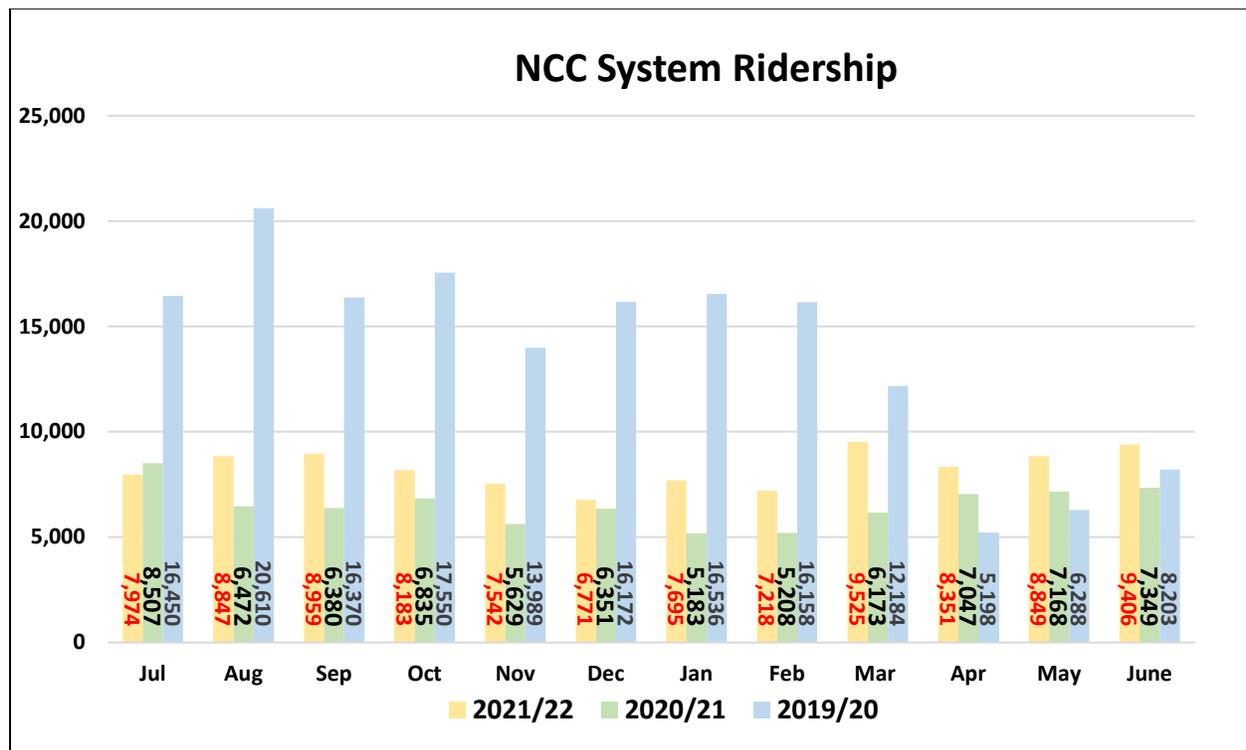
May		% Change from PY		June	% Change from PY
<b>Ridership</b>	8,849	23.5%		9,406	28%
<b>Farebox</b>	5.8%	-29%		11.4%	-26%
<b>On-time Performance</b>	78%			77%	
<b>Fare Revenue</b>	\$13,638	12%		\$25,959	8%

**In response to the COVID-19 pandemic, the following actions were taken.**

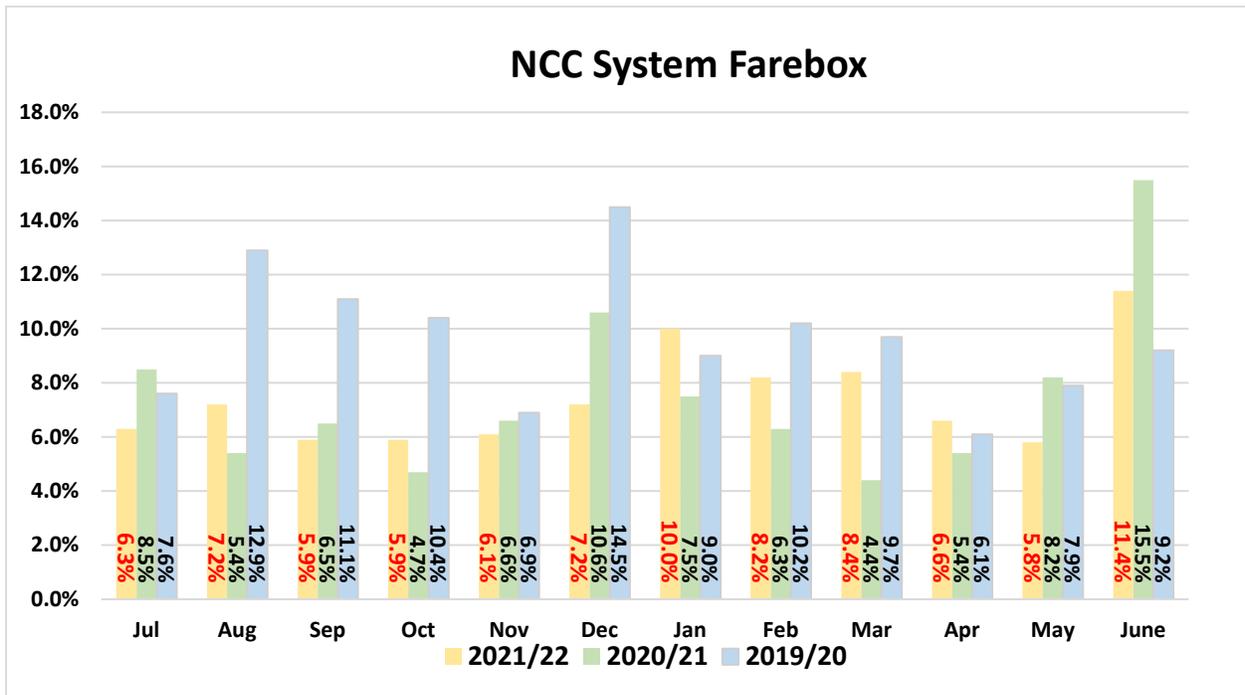
- March 12, 2020: Staff implemented nightly sanitizing of all buses.

- March 18, 2020: Nevada County Connects and Nevada County Now implement free fares through April 30, 2020. This is made possible through the use of Low Carbon Transit Operations Program (LCTOP) grant funds.
- April 1, 2020: Due to severe reduction in ridership and to accommodate recommended social distancing and shelter-in-place protocols, GCS and GCL implement reduced schedule service based on regular Saturday service schedules.
- April 22, 2020: In an effort to meet potential service demand for seniors sequestered during COVID-19, Nevada County Now begins offering On-demand Senior (65+) Dial-a-Ride service within the current ADA paratransit service area.
- April 27, 2020: Nevada County Connects and Nevada County Now extend free fares through May 31, 2020.
- May 26, 2020: Nevada County Connects and Nevada County Now extend free fares through June 30, 2020.
- June 26, 2020: Nevada County Connects and Nevada County Now extend free fares through July 31, 2020.
- August 1, 2020: Nevada County Connects began charging regular fares.
- August 16, 2021: Nevada County Transit Services resume normal operating hours.
- December 27 – 28, 2021: Full system closure due to winter storm.
- December 29 – 31, 2021: Reduced service levels, limited to routes 1, 3 & 4.

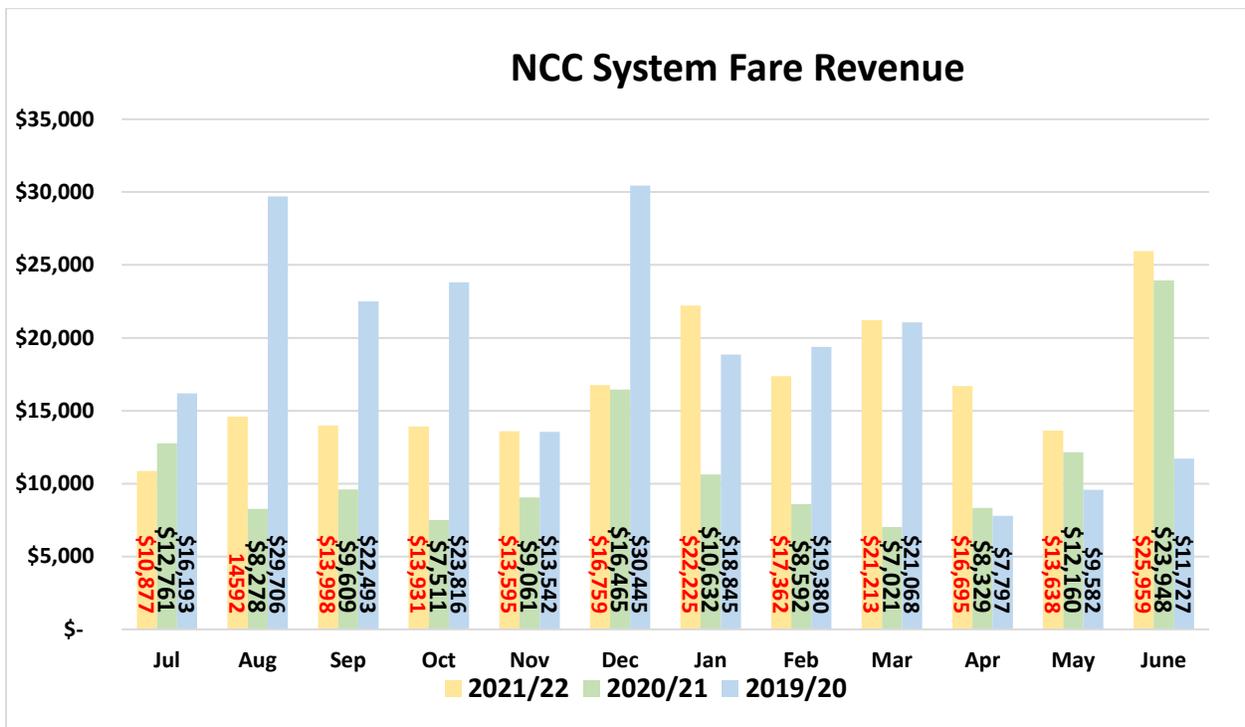
## Ridership



## Farebox



## NCC Fare Revenue



As we can see by the graphics, ridership is beginning to rebound back towards pre-pandemic levels.

## **Year-to-Date**

Overall Nevada County Connects ridership shows an increase of 27 percent (99,320 in FY21/22 v 78,302 in FY20/21) through June 30th when compared to the same time in prior year.

Overall year-to-date the Farebox Recovery Rate (FRR) is 7.4 percent, which is approximately one percent lower than the prior year for the same period.

Please contact me if you have any questions prior to the July 20, 2022 TSC Meeting.  
TT:RVV

**NCC & NCN COMBINED SERVICES  
MONTHLY OPERATIONS REPORT - 2021-22**

**MAY 2022**

Monday - Saturday  
25 Service Days

	Route 1	Route 3.2/AS*	Route 4	Route 5**	Route 6	Route 7	Trippler	Paratransit	Fair		Total
<b>PASSENGER BOARDINGS</b>											
Regular Cash (includes LCTOP Free Fares)	759	448	448	310	215	105	3	1,633			3,921
Discount Cash	429	126	331	98	84	49	162				1,279
Free (Under 6)	77	188	116	6	14	10	0				411
Daily Pass	190	98	157	23	4	36	0				508
Monthly Pass	1,201	611	1,259	140	239	51	26				3,527
Transfer	112	153	190	58	44	9	6				572
One Ride Tickets	82	58	99	14	4	1	6				264
<b>Total Boardings</b>	<b>2,850</b>	<b>1,682</b>	<b>2,600</b>	<b>649</b>	<b>604</b>	<b>261</b>	<b>203</b>	<b>1,633</b>	<b>0</b>		<b>10,482</b>
<b>OPERATING DATA</b>										<b>Total Sales</b>	
Revenue Vehicle Hours (RVH)	332	317	327	252	156	126	48	787			2,344
Total Vehicle Hours	346	330	339	273	168	147	57	977			
Revenue Vehicle Miles (RVM)	4,147	5,131	4,398	7,304	3,260	3,276	642	9,600			37,759
Total Vehicle Miles	4,447	5,317	4,597	7,640	3,460	3,444	984	11,031			
Marginal Operating Cost - RVH	\$29,219	\$27,899	\$28,757	\$22,179	\$13,708	\$11,089	\$4,180				\$137,032
Marginal Operating Cost - RVM	\$7,009	\$8,671	\$7,433	\$12,343	\$5,509	\$5,536	\$1,086				\$47,588
Marginal Operating Cost	\$36,228	\$36,570	\$36,190	\$28,022	\$19,217	\$16,626	\$5,266				\$178,120
Total Operating Cost (includes fixed costs)	\$47,262	\$46,891	\$46,796	\$44,317	\$25,203	\$22,731	\$8,221	\$100,719			\$342,140
Fare Revenue - ACTUALS	\$4,221.00	\$2,389.00	\$3,462.00	\$1,457.00	\$1,176.00	\$616.00	\$316.00	\$4,730.00			\$18,367
Total Institutional & MUB Pass Sales & LCTOP Subsidized Passes										\$8,130	
Net Operating Subsidy	\$32,007	\$34,181	\$32,728	\$26,565	\$18,041	\$16,010	\$4,950	\$0	\$0		\$164,483
<b>PERFORMANCE INDICATORS</b>											
Marginal Operating Cost/VSH	\$88.01	\$88.01	\$88.01	\$88.01	\$88.01	\$88.01	\$88.01	\$0.00	\$0.00		\$58.47
Marginal Operating Cost/VSM	\$1.69	\$1.69	\$1.69	\$1.69	\$1.69	\$1.69	\$1.69	\$0.00	\$0.00		\$1.26
Marginal Subsidy/Passenger	\$11.23	\$20.32	\$12.59	\$40.93	\$29.87	\$61.34	\$24.38	\$0.00	\$0.00		\$15.69
Revenue/Passenger	\$1.48	\$1.42	\$1.33	\$2.24	\$1.95	\$2.36	\$1.56	\$2.90	\$0.00		\$1.75
Passengers/VSH	8.58	5.31	7.96	2.58	3.88	2.07	4.27	2.08	0.00		4.47
Passengers/VSM	8.25	5.10	7.66	2.38	3.59	1.78	3.56	1.67	0.00		0.28
<b>Total Allocated Farebox Ratio</b>	<b>8.9%</b>	<b>5.1%</b>	<b>7.4%</b>	<b>3.3%</b>	<b>4.7%</b>	<b>2.7%</b>	<b>3.8%</b>	<b>4.7%</b>	<b>0.0%</b>		<b>5.4%</b>

\*Route A/S (Alta Sierra) runs only on Saturdays & COVID-19 Schedule

\*\*Routes 5 does not run on Saturday

\*\*\*Route 5 allocated costs less revenue from Placer County contract

**NEVADA COUNTY CONNECTS**

**MONTHLY OPERATIONS REPORT  
SYSTEMWIDE DATA**

**May 2022**

Monday - Saturday

	<b>MAY 2022</b>	<b>MAY 2021</b>	<b>% CHANGE</b>	<b>YTD FY2021-22</b>	<b>YTD FY 2020-21</b>	<b>% CHANGE</b>
<b>PASSENGER BOARDINGS</b>	25 service days	26 service days		279 service days	278 service days	
Regular Cash	2,288	1,884	21.44%	25,382	28,861	-12.05%
Discount Cash	1,279	1,067	19.87%	11,711	8,307	40.98%
Free (Under 6)	411	387	6.20%	4,142	2,856	45.03%
Daily Pass	508	405	25.43%	6,800	4,585	48.31%
Monthly Pass	3,527	2,741	28.68%	32,654	20,189	61.74%
Transfer	572	570	0.35%	5,830	4,488	29.90%
One Ride Tickets	264	114	131.58%	3,395	1,667	103.66%
<b>Total Boardings</b>	<b>8,849</b>	<b>7,168</b>	<b>23.45%</b>	<b>89,914</b>	<b>70,953</b>	<b>26.72%</b>
<b>OPERATING DATA</b>						
Revenue Vehicle Hours (RVH)	1,557	976	59.49%	16,409	10,908	50.43%
Total Vehicle Hours	1,660	1,014	63.64%	17,445	11,331	53.96%
Revenue Vehicle Miles (RVM)	28,159	16,609	69.54%	294,665	186,489	58.01%
Total Vehicle Miles	29,889	17,669	69.16%	312,488	198,345	57.55%
Marginal Operating Cost - RVH	\$137,032	\$81,097	68.97%	\$1,443,767	\$906,086	59.34%
Marginal Operating Cost - RVM	\$47,588	\$31,890	49.23%	\$498,224	\$358,059	39.15%
Marginal Operating Cost	\$184,620	\$111,792	65.15%	\$1,915,991	\$1,222,313	56.75%
<b>Total Operating Cost (includes fixed)</b>	<b>\$234,921</b>	<b>\$147,616</b>	<b>59.14%</b>	<b>\$2,463,510</b>	<b>\$1,645,143</b>	<b>49.74%</b>
Fare Revenue --ACTUALS	\$13,638	\$12,160	12.16%	\$174,079	\$110,418	57.65%
<b>Net Marginal Operating Subsidy</b>	<b>\$221,284</b>	<b>\$99,632</b>	<b>122.10%</b>	<b>\$2,289,431</b>	<b>\$1,111,895</b>	<b>105.90%</b>
<b>PERFORMANCE INDICATORS</b>						
Marginal Operating Cost/RVH	\$88.01	\$83.07	5.95%	\$87.99	\$83.07	5.92%
Marginal Operating Cost/RVM	\$1.69	\$1.92	-11.98%	\$1.69	\$1.92	-11.94%
Marginal Subsidy/Passenger	\$25.01	\$13.90	79.91%	\$25.46	\$15.67	62.48%
Revenue/Passenger	\$1.54	\$1.70	-9.15%	\$1.94	\$1.56	24.41%
Passengers/VSH	5.68	7.34	-22.60%	5.48	6.50	-15.76%
Passengers/VSM	0.31	0.43	-27.18%	0.31	0.38	-19.80%
<b>Farebox Recovery Ratio</b>	<b>5.8%</b>	<b>8.2%</b>	<b>-29.53%</b>	<b>7.1%</b>	<b>6.7%</b>	<b>5.28%</b>

**NEVADA COUNTY CONNECTS**  
**MONTHLY OPERATIONS REPORT - 2021-22**

**MAY 2022**

Monday - Saturday  
 25 Service Days

<b>PASSENGER BOARDINGS</b>	<b>Route 1</b>	<b>Route 3.2/AS*</b>	<b>Route 4</b>	<b>Route 5**</b>	<b>Route 6</b>	<b>Route 7</b>	<b>Tripper</b>		<b>Total</b>
Regular Cash (includes Free Fare Days)	759	448	448	310	215	105	3		2,288
Discount Cash	429	126	331	98	84	49	162		1,279
Free (Under 6)	77	188	116	6	14	10	0		411
Daily Pass	190	98	157	23	4	36	0		508
Monthly Pass	1,201	611	1,259	140	239	51	26		3,527
Transfer	112	153	190	58	44	9	6		572
One Ride Tickets	82	58	99	14	4	1	6		264
<b>Total Boardings</b>	<b>2,850</b>	<b>1,682</b>	<b>2,600</b>	<b>649</b>	<b>604</b>	<b>261</b>	<b>203</b>		<b>8,849</b>
	32%	19%	29%	7%	7%	3%	2%		100%
<b>OPERATING DATA</b>									
Revenue Vehicle Hours (RVH)	332	317	327	252	156	126	48		1,557
Total Vehicle Hours	346	330	339	273	168	147	57		1,660
Revenue Vehicle Miles (RVM)	4,147	5,131	4,398	7,304	3,260	3,276	642		28,159
Total Vehicle Miles	4,447	5,317	4,597	7,640	3,460	3,444	984		29,889
Marginal Operating Cost - RVH	\$29,219	\$27,899	\$28,757	\$22,179	\$13,708	\$11,089	\$4,180		\$137,032
Marginal Operating Cost - RVM	\$7,009	\$8,671	\$7,433	\$12,343	\$5,509	\$5,536	\$1,086		\$47,588
Marginal Operating Cost	\$36,228	\$36,570	\$36,190	\$34,522	\$19,217	\$16,626	\$5,266		\$184,620
Total Operating Cost (includes fixed costs)	\$47,262	\$46,891	\$46,796	\$37,817	\$25,203	\$22,731	\$8,221		\$234,921
Fare Revenue --ACTUALS	\$4,221	\$2,389	\$3,462	\$1,457	\$1,176	\$616	\$316		\$13,638
Net Operating Subsidy	\$43,041	\$44,502	\$43,334	\$36,361	\$24,027	\$22,115	\$7,905		\$221,284
Total Institutional Pass Sales								\$2,370	
Total M. U. B. Sales								\$765	
LCTOP Subsidized Passes								\$4,995	
<b>PERFORMANCE INDICATORS</b>									
Marginal Operating Cost/VSH	\$88.01	\$88.01	\$88.01	\$88.01	\$88.01	\$88.01	\$88.01	\$88.01	\$88.01
Marginal Operating Cost/VSM	\$1.69	\$1.69	\$1.69	\$1.69	\$1.69	\$1.69	\$1.69	\$1.69	\$1.69
Marginal Subsidy/Passenger	\$15.10	\$26.46	\$16.67	\$56.03	\$39.78	\$84.73	\$38.94		\$25.01
Revenue/Passenger	\$1.48	\$1.42	\$1.33	\$2.24	\$1.95	\$2.36	\$1.56		\$1.54
Passengers/VSH	0.69	0.33	0.59	0.09	0.19	0.08	0.32		5.68
Passengers/VSM	0.69	0.33	0.59	0.09	0.19	0.08	0.32		0.31
<b>Total Allocated Farebox Ratio</b>	<b>8.9%</b>	<b>5.1%</b>	<b>7.4%</b>	<b>3.9%</b>	<b>4.7%</b>	<b>2.7%</b>	<b>3.8%</b>		<b>5.8%</b>

\*Route A/S (Alta Sierra) running Mon-Sat during COVID Schedule

\*\*Routes 5 does run on Saturdays

\*\*\*Route 5 allocated costs less revenue from Placer County contract

**NCC & NCN COMBINED SERVICES  
MONTHLY OPERATIONS REPORT - 2021-22**

**JUNE 2022**

Monday - Saturday  
25 Service Days

	Route 1	Route 3.2/AS*	Route 4	Route 5**	Route 6	Route 7	Tripper	Paratransit	Fair	
<b>PASSENGER BOARDINGS</b>										
Regular Cash	787	359	482	329	227	93	3	1,630		
Discount Cash	381	180	369	130	211	66	32			
Free (Under 6)	86	188	129	6	41	6	0			
Daily Pass	236	97	173	21	25	59	0			
Monthly Pass	1,313	699	1,283	150	258	35	4			
Transfer	123	148	257	81	24	7	1			
One Ride Tickets	83	54	136	25	7	2	0			
<b>Total Boardings</b>	<b>3,009</b>	<b>1,725</b>	<b>2,829</b>	<b>742</b>	<b>793</b>	<b>268</b>	<b>40</b>	<b>1,630</b>	<b>0</b>	
<b>OPERATING DATA</b>										
Revenue Vehicle Hours (RVH)	332	317	327	252	156	126	8	822		
Total Vehicle Hours	346	330	339	273	168	147	9	1,030		
Revenue Vehicle Miles (RVM)	4,147	5,131	4,398	7,304	3,260	3,276	86	10,156		
Total Vehicle Miles	4,447	5,317	4,597	7,640	3,460	3,444	140	11,552		
Marginal Operating Cost - RVH	\$29,219	\$27,899	\$28,757	\$22,179	\$13,708	\$11,089	\$660			
Marginal Operating Cost - RVM	\$7,009	\$8,671	\$7,433	\$12,343	\$5,509	\$5,536	\$146			
Marginal Operating Cost	\$36,228	\$36,570	\$36,190	\$28,022	\$19,217	\$16,626	\$806			
Total Operating Cost (includes fixed costs)	\$47,262	\$46,891	\$46,796	\$44,317	\$25,203	\$22,731	\$1,273	\$102,365		
Fare Revenue - ACTUALS	\$8,131.00	\$4,444.00	\$7,210.00	\$2,515.00	\$2,567.00	\$974.00	\$118.00	\$4,685.90		
Total Institutional & MUB Pass Sales										\$20,163
Net Operating Subsidy	\$28,097	\$32,126	\$28,980	\$25,507	\$16,650	\$15,652	\$688	\$0	\$0	
<b>PERFORMANCE INDICATORS</b>										
Marginal Operating Cost/VSH	\$88.01	\$88.01	\$88.01	\$88.01	\$88.01	\$88.01	\$88.01	\$0.00	\$0.00	
Marginal Operating Cost/VSM	\$1.69	\$1.69	\$1.69	\$1.69	\$1.69	\$1.69	\$1.69	\$0.00	\$0.00	
Marginal Subsidy/Passenger	\$9.34	\$18.62	\$10.24	\$34.38	\$21.00	\$58.40	\$17.20	\$0.00	\$0.00	
Revenue/Passenger	\$2.70	\$2.58	\$2.55	\$3.39	\$3.24	\$3.63	\$2.95	\$2.87	\$0.00	
Passengers/VSH	9.06	5.44	8.66	2.94	5.09	2.13	5.33	1.98	0.00	
Passengers/VSM	8.71	5.24	8.34	2.72	4.71	1.82	4.44	1.58	0.00	
<b>Total Allocated Farebox Ratio</b>	<b>17.2%</b>	<b>9.5%</b>	<b>15.4%</b>	<b>5.7%</b>	<b>10.2%</b>	<b>4.3%</b>	<b>9.3%</b>	<b>4.6%</b>	<b>0.0%</b>	

\*Route A/S (Alta Sierra) runs only on Saturdays & COVID-19 Schedule

\*\*Routes 5, 7 & Tripper do not run on Saturday

\*\*\*Route 5 allocated costs less revenue from Placer County contract

**NEVADA COUNTY CONNECTS**

**MONTHLY OPERATIONS REPORT  
SYSTEMWIDE DATA**

Grey shaded areas will auto-populate

Monday - Saturday

**June 2022**

FY 2021-22 = 305 total service days

	JUN 2022	JUN 2021	% CHANGE	YTD FY2021-22	YTD FY 2020-21	% CHANGE
<b>PASSENGER BOARDINGS</b>	25 service days	25 service days		305 service days	304 service days	
Regular Cash	2,280	1,873	21.73%	27,662	30,734	-10.00%
Discount Cash	1,369	1,046	30.88%	13,080	9,353	39.85%
Free (Under 6)	456	374	21.93%	4,598	3,230	42.35%
Daily Pass	611	613	-0.33%	7,411	5,198	42.57%
Monthly Pass	3,742	2,731	37.02%	36,396	22,920	58.80%
Transfer	641	520	23.27%	6,471	5,008	29.21%
One Ride Tickets	307	192	59.90%	3,702	1,859	99.14%
<b>Total Boardings</b>	<b>9,406</b>	<b>7,349</b>	<b>27.99%</b>	<b>99,320</b>	<b>78,302</b>	<b>26.84%</b>
<b>OPERATING DATA</b>						
Revenue Vehicle Hours (RVH)	1,517	1,023	48.36%	17,926	11,930	50.26%
Total Vehicle Hours	1,612	1,062	51.71%	19,056	12,393	53.76%
Revenue Vehicle Miles (RVM)	27,603	17,524	57.51%	322,267	204,013	57.96%
Total Vehicle Miles	29,045	18,636	55.85%	341,533	216,981	57.40%
Marginal Operating Cost - RVH	\$133,511	\$84,939	57.18%	\$1,577,278	\$991,025	59.16%
Marginal Operating Cost - RVM	\$46,648	\$33,646	38.64%	\$544,872	\$391,705	39.10%
Marginal Operating Cost	\$180,160	\$117,389	53.47%	\$2,096,151	\$1,339,702	56.46%
<b>Total Operating Cost (includes fixed)</b>	<b>\$227,973</b>	<b>\$154,864</b>	<b>47.21%</b>	<b>\$2,691,483</b>	<b>\$1,800,007</b>	<b>49.53%</b>
Fare Revenue --ACTUALS	\$25,959	\$23,948	8.40%	\$200,038	\$134,366	48.88%
Net Marginal Operating Subsidy	\$202,014	\$93,441	116.19%	\$2,491,445	\$1,205,336	106.70%
<b>PERFORMANCE INDICATORS</b>						
Marginal Operating Cost/RVH	\$88.01	\$83.07	5.95%	\$87.99	\$83.07	5.92%
Marginal Operating Cost/RVM	\$1.69	\$1.92	-11.98%	\$1.69	\$1.92	-11.94%
Marginal Subsidy/Passenger	\$21.48	\$12.71	68.92%	\$25.09	\$15.39	62.96%
Revenue/Passenger	\$2.76	\$3.26	-15.31%	\$2.01	\$1.72	17.37%
Passengers/VSH	6.20	7.19	-13.73%	5.54	6.56	-15.58%
Passengers/VSM	0.34	0.42	-18.74%	0.31	0.38	-19.70%
Farebox Recovery Ratio	11.4%	15.5%	-26.37%	7.4%	7.5%	-0.44%

**NEVADA COUNTY CONNECTS**  
**MONTHLY OPERATIONS REPORT - 2021-22**

**JUNE 2022**

Monday - Saturday  
 25 Service Days

<b>PASSENGER BOARDINGS</b>	<b>Route 1</b>	<b>Route 3.2/AS*</b>	<b>Route 4</b>	<b>Route 5**</b>	<b>Route 6</b>	<b>Route 7</b>	<b>Tripper</b>		<b>Total</b>
Regular Cash	787	359	482	329	227	93	3		2,280
Discount Cash	381	180	369	130	211	66	32		1,369
Free (Under 6)	86	188	129	6	41	6	0		456
Daily Pass	236	97	173	21	25	59	0		611
Monthly Pass	1,313	699	1,283	150	258	35	4		3,742
Transfer	123	148	257	81	24	7	1		641
One Ride Tickets	83	54	136	25	7	2	0		307
<b>Total Boardings</b>	<b>3,009</b>	<b>1,725</b>	<b>2,829</b>	<b>742</b>	<b>793</b>	<b>268</b>	<b>40</b>		<b>9,406</b>
	32%	18%	30%	8%	8%	3%	0%		100%
<b>OPERATING DATA</b>									
Revenue Vehicle Hours (RVH)	332	317	327	252	156	126	8		1,517
Total Vehicle Hours	346	330	339	273	168	147	9		1,612
Revenue Vehicle Miles (RVM)	4,147	5,131	4,398	7,304	3,260	3,276	86		27,603
Total Vehicle Miles	4,447	5,317	4,597	7,640	3,460	3,444	140		29,045
Marginal Operating Cost - RVH	\$29,219	\$27,899	\$28,757	\$22,179	\$13,708	\$11,089	\$660	\$0	\$133,511
Marginal Operating Cost - RVM	\$7,009	\$8,671	\$7,433	\$12,343	\$5,509	\$5,536	\$146	\$0	\$46,648
Marginal Operating Cost	\$36,228	\$36,570	\$36,190	\$34,522	\$19,217	\$16,626	\$806		\$180,160
Total Operating Cost (includes fixed costs)	\$47,262	\$46,891	\$46,796	\$37,817	\$25,203	\$22,731	\$1,273	\$0	\$227,973
Fare Revenue --ACTUALS	\$8,131	\$4,444	\$7,210	\$2,515	\$2,567	\$974	\$118		\$25,959
Net Operating Subsidy	\$39,131	\$42,446	\$39,586	\$35,303	\$22,636	\$21,757	\$1,155	\$0	\$202,014
Total Institutional Pass Sales								\$14,110	
Total M. U. B. Sales								\$788	
LCTOP Subsidized Passes								\$5,265	
<b>PERFORMANCE INDICATORS</b>									
Marginal Operating Cost/VSH	\$88.01	\$88.01	\$88.01	\$88.01	\$88.01	\$88.01	\$88.01	\$88.01	\$88.01
Marginal Operating Cost/VSM	\$1.69	\$1.69	\$1.69	\$1.69	\$1.69	\$1.69	\$1.69	\$1.69	\$1.69
Marginal Subsidy/Passenger	\$13.00	\$24.61	\$13.99	\$47.58	\$28.54	\$81.18	\$28.87		\$21.48
Revenue/Passenger	\$2.70	\$2.58	\$2.55	\$3.39	\$3.24	\$3.63	\$2.95		\$2.76
Passengers/VSH	0.73	0.34	0.64	0.10	0.24	0.08	0.46		6.20
Passengers/VSM	0.73	0.34	0.64	0.10	0.24	0.08	0.46		0.34
<b>Total Allocated Farebox Ratio</b>	<b>17.2%</b>	<b>9.5%</b>	<b>15.4%</b>	<b>6.6%</b>	<b>10.2%</b>	<b>4.3%</b>	<b>9.3%</b>		<b>11.4%</b>

\*Route A/S (Alta Sierra) running Mon-Sat during COVID Schedule

**NCC & NCN COMBINED SERVICES  
MONTHLY OPERATIONS REPORT - 2021-22**

**Year-to-Date 2021-22**

Monday - Saturday  
302 Service Days

Weekdays 251  
Sats 51

\$77,997.99

Full Day

Min Day

117

57

	Route 1	Route 3.2/AS*	Route 4	Route 5**	Route 6	Route 7	Trippler	Paratransit	Fair	Total
<b>PASSENGER BOARDINGS</b>										
Regular Cash	9,599	4,299	6,146	3,219	2,551	746	57	16,233	1,045	43,895
Discount Cash	4,351	1,420	3,430	1,022	969	321	1,567			13,080
Free (Under 6)	851	2,167	1,215	84	191	84	6			4,598
Daily Pass	2,779	1,344	2,179	294	358	421	36			7,411
Monthly Pass	11,822	8,261	12,344	1,563	1,991	257	158			36,396
Transfer	1,358	1,806	2,086	681	465	67	9			6,472
One Ride Tickets	1,219	474	1,632	201	127	41	8			3,702
<b>Total Boardings</b>	<b>31,979</b>	<b>19,771</b>	<b>29,032</b>	<b>7,064</b>	<b>6,652</b>	<b>1,937</b>	<b>1,841</b>	<b>16,233</b>	<b>1,045</b>	<b>115,554</b>
<b>OPERATING DATA</b>										
Revenue Vehicle Hours (RVH)	3,883	3,732	3,809	2,814	1,766	1,442	435	8,505	70	26,454
Total Vehicle Service Hours	4,047	3,877	3,954	3,044	1,911	1,666	516	10,508	70	29,593
Revenue Vehicle Miles (RVM)	48,557	59,547	51,155	82,260	37,422	37,578	5,807	103,930	1,045	427,300
Total Vehicle Service Miles	52,181	61,920	53,560	86,072	39,838	39,490	8,723	116,029	1,045	458,858
Marginal Operating Cost - RVH	\$ 341,699	\$ 328,453	\$ 335,186	\$ 247,660	\$ 155,382	\$ 126,890	\$ 38,284	\$ -	\$ 5,836	\$1,579,391
Marginal Operating Cost - RVM	\$ 82,061	\$ 100,634	\$ 86,451	\$ 139,020	\$ 63,243	\$ 63,507	\$ 9,813	\$ -	\$ 2,007	\$546,736
Marginal Operating Cost	\$ 423,760	\$ 429,087	\$ 421,637	\$ 315,182	\$ 218,625	\$ 190,397	\$ 48,098	\$ 194,632	\$ 7,842	\$2,249,259
Total Operating Cost (includes fixed costs)	\$ 553,718	\$ 550,686	\$ 545,360	\$ 450,131	\$ 287,142	\$ 258,354	\$ 74,102	\$ 1,167,001	\$ 9,883	\$3,896,378
Fare Revenue - ACTUALS	\$ 63,941	\$ 35,205	\$ 53,612	\$ 18,873	\$ 17,334	\$ 5,708	\$ 3,758	\$ 51,177	\$ 1,568	\$251,175
Total Institutional & MUB Pass Sales										\$126,233
Total LCTOP Subsidized Passes										\$8,100
Net Operating Subsidy	\$359,819	\$393,882	\$368,025	\$296,309	\$201,291	\$184,689	\$44,340	\$0	\$6,275	\$1,854,629
<b>PERFORMANCE INDICATORS</b>										
Marginal Operating Cost/VSH	\$109.15	\$114.98	\$110.71	\$112.00	\$123.83	\$132.06	\$110.57	\$22.89	\$111.63	\$85.02
Marginal Operating Cost/VSM	\$8.73	\$7.21	\$8.24	\$3.83	\$5.84	\$5.07	\$8.28	\$1.87	\$7.50	\$5.26
Marginal Subsidy/Passenger	\$13.25	\$21.70	\$14.52	\$44.62	\$32.87	\$98.29	\$26.13	\$11.99	\$7.50	\$16.05
Revenue/Passenger	\$2.00	\$1.78	\$1.85	\$2.67	\$2.61	\$2.95	\$2.04	\$3.15	\$1.50	\$2.17
Passengers/VSH	8.24	5.30	7.62	2.51	3.77	1.34	4.23	1.91	14.88	4.37
Passengers/VSM	7.90	5.10	7.34	2.32	3.48	1.16	3.57	1.54	14.88	0.27
<b>Total Allocated Farebox Ratio</b>	<b>11.5%</b>	<b>6.4%</b>	<b>9.8%</b>	<b>4.2%</b>	<b>6.0%</b>	<b>2.2%</b>	<b>5.1%</b>	<b>4.4%</b>	<b>15.9%</b>	<b>6.4%</b>

\*Route A/S (Alta Sierra) runs only on Saturdays & COVID-19 Schedule

\*\*Routes 5, 7 & Trippler do not run on Saturday

\*\*\*Route 5 allocated costs less revenue from Placer County contract

NEVADA COUNTY CONNECTS  
MONTHLY OPERATIONS REPORT - 2021-22

Year to Date: Jul 2021 -- Jun 2022

Monday - Saturday  
302 Service Days

Mon-Fri 251

Sat 51

Total Service Days 302

\$77,998.00

Trippler >>

Full Days Min Days

117

57

PASSENGER BOARDINGS	Route 1	Route 3.2/AS*	Route 4	Route 5**	Route 6	Route 7	Trippler	FAIR	Total
Regular Cash (includes LCTOP Free Fares)	9,599	4,299	6,146	3,219	2,551	746	57	1,045	27,662
Discount Cash	4,351	1,420	3,430	1,022	969	321	1,567	0	13,080
Free (Under 6)	851	2,167	1,215	84	191	84	6	0	4,598
Daily Pass	2,779	1,344	2,179	294	358	421	36	0	7,411
Monthly Pass	11,822	8,261	12,344	1,563	1,991	257	158	0	36,396
Transfer	1,358	1,806	2,086	681	465	67	9	0	6,472
One Ride Tickets	1,219	474	1,632	201	127	41	8	0	3,702
<b>Total Boardings</b>	<b>31,979</b>	<b>19,771</b>	<b>29,032</b>	<b>7,064</b>	<b>6,652</b>	<b>1,937</b>	<b>1,841</b>	<b>1,045</b>	<b>99,321</b>
	32%	20%	29%	7%	7%	2%	2%	1%	99%
<b>OPERATING DATA</b>									
Revenue Vehicle Hours (RVH)	3,883	3,758	3,809	2,814	1,766	1,442	385	70	17,926
Total Vehicle Hours	4,047	3,909	3,954	3,044	1,911	1,666	456	70	19,056
Revenue Vehicle Miles (RVM)	48,557	59,380	51,155	82,260	37,422	37,578	4,870	1,045	322,267
Total Vehicle Miles	52,181	61,920	53,560	86,072	39,838	39,490	7,426	1,045	341,533
Marginal Operating Cost - RVH	\$ 341,699	\$ 330,742	\$ 335,186	\$ 247,660	\$ 155,382	\$ 126,890	\$ 33,884	\$ 5,836	\$1,577,278
Marginal Operating Cost - RVM	\$ 82,061	\$ 100,353	\$ 86,451	\$ 139,020	\$ 63,243	\$ 63,507	\$ 8,231	\$ 2,007	\$544,872
Marginal Operating Cost	\$ 423,760	\$ 431,094	\$ 421,637	\$ 360,680	\$ 218,625	\$ 190,397	\$ 42,115	\$ 7,842	\$2,096,151
Total Operating Cost (includes fixed costs)	\$ 553,718	\$ 554,335	\$ 545,360	\$ 417,682	\$ 287,142	\$ 258,354	\$ 65,009	\$ 9,883	\$2,691,483
Fare Revenue --ACTUALS	\$ 63,981	\$ 35,206	\$ 53,612	\$ 18,873	\$ 17,334	\$ 5,707	\$ 3,758	\$ 1,568	\$200,038
Net Operating Subsidy	\$ 489,736	\$ 519,130	\$ 491,748	\$ 398,809	\$ 269,808	\$ 252,647	\$ 61,251	\$ 8,315	\$2,491,445
Total Institutional Pass Sales									\$ 75,142
Total LCTOP Subsidized Passes									\$ 48,825
Total M. U. B. Sales									\$ 11,432
<b>PERFORMANCE INDICATORS</b>									
Marginal Operating Cost/VSH	\$88.01	\$88.01	\$88.01	\$88.01	\$88.01	\$88.01	\$88.01	\$88.01	\$87.99
Marginal Operating Cost/VSM	\$1.69	\$1.69	\$1.69	\$1.69	\$1.69	\$1.69	\$1.69	\$1.69	\$1.69
Marginal Subsidy/Passenger	\$15.31	\$26.26	\$16.94	\$56.46	\$40.56	\$130.43	\$33.27	\$7.96	\$25.08
Revenue/Passenger	\$2.00	\$1.78	\$1.85	\$2.67	\$2.61	\$2.95	\$2.04	\$1.50	\$2.01
Passengers/VSH	8.24	5.26	7.62	2.51	3.77	1.34	4.78	14.88	5.54
Passengers/VSM	7.90	5.06	7.34	2.32	3.48	1.16	4.04	14.88	0.31
<b>Total Allocated Farebox Recovery Ratio</b>	<b>11.6%</b>	<b>6.4%</b>	<b>9.8%</b>	<b>4.5%</b>	<b>6.0%</b>	<b>2.2%</b>	<b>5.8%</b>	<b>15.9%</b>	<b>7.4%</b>

\*\*Routes 5 & 7 do not run on Saturdays

\*\*Route 5 allocated costs less revenue from Placer County contract



**COUNTY OF NEVADA**  
**COMMUNITY DEVELOPMENT AGENCY**  
**DEPARTMENT OF PUBLIC WORKS**  
**TRANSIT SERVICES DIVISION**  
 950 MAIDU AVENUE, NEVADA CITY, CA 95959-8617  
 (530) 477-0103 Toll Free (888) 660-7433 FAX (530) 477-7847  
<http://new.nevadacounty.com>

Trisha Tillotson,  
 Community Development Agency Director

Robin Van Valkenburgh, Transit Services Manager

**TRANSIT SERVICES COMMISSION**  
**Information Item**

**MEETING DATE:** July 20, 2022

**TO:** Transit Services Commission

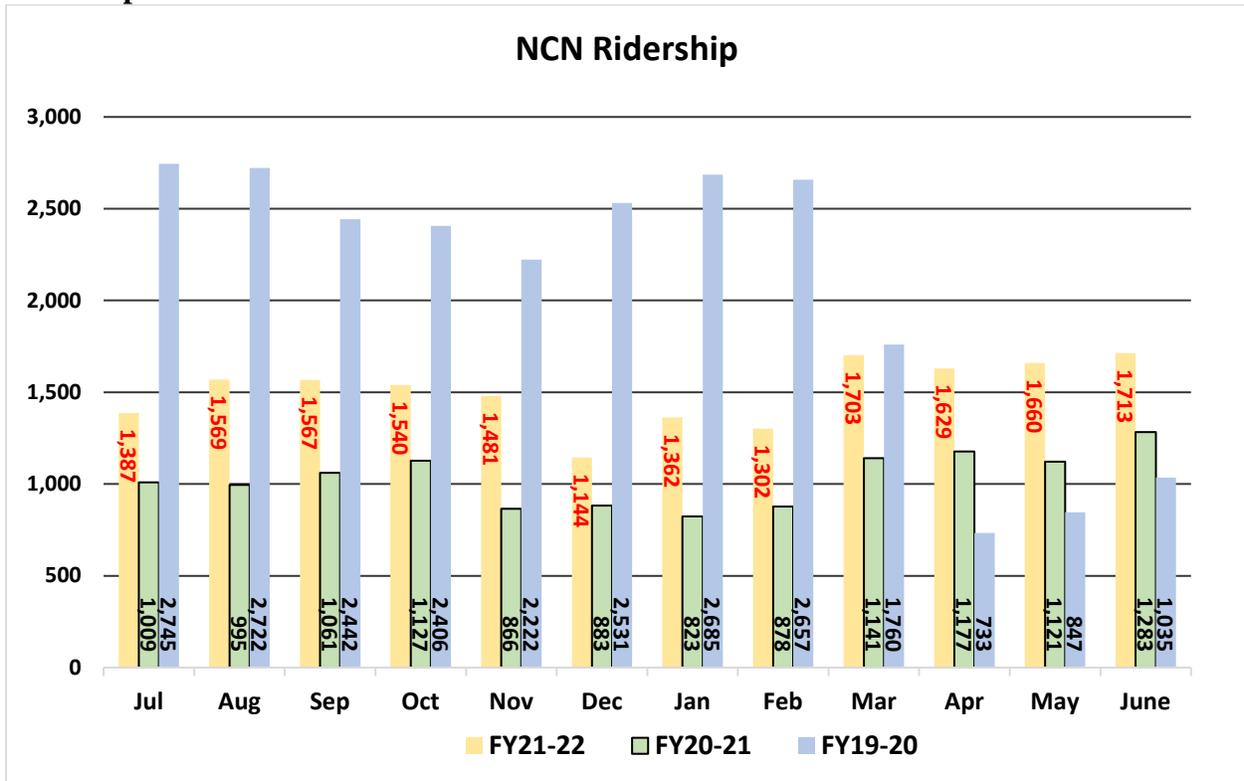
**FROM:** Robin Van Valkenburgh, Transit Services Manager

**SUBJECT:** Nevada County Now Operations Report for May - June 2022

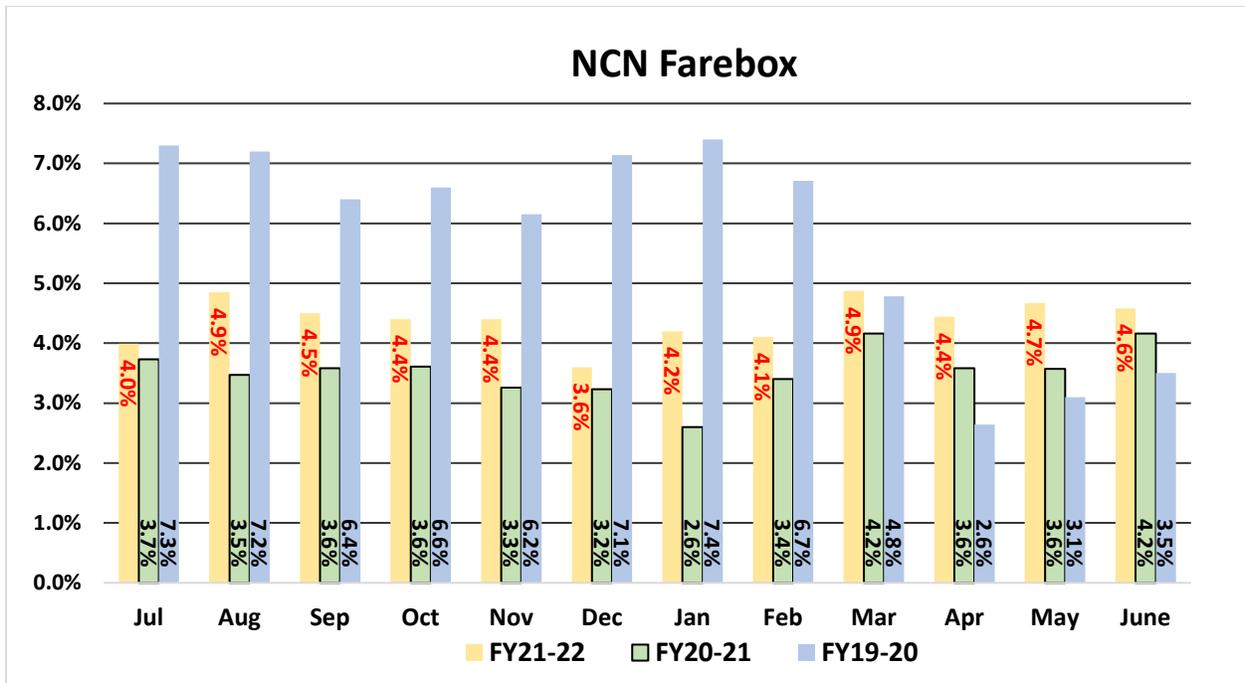
**RECOMMENDATION:** Accept the report.

**BACKGROUND:** Nevada County Now (NCN) operates Americans with Disabilities Act (ADA) paratransit service Monday through Saturday, serving the communities of Grass Valley, Nevada City, Penn Valley, Rough and Ready, Lake Wildwood and Alta Sierra. The following performance metrics are captured and reported on a monthly basis.

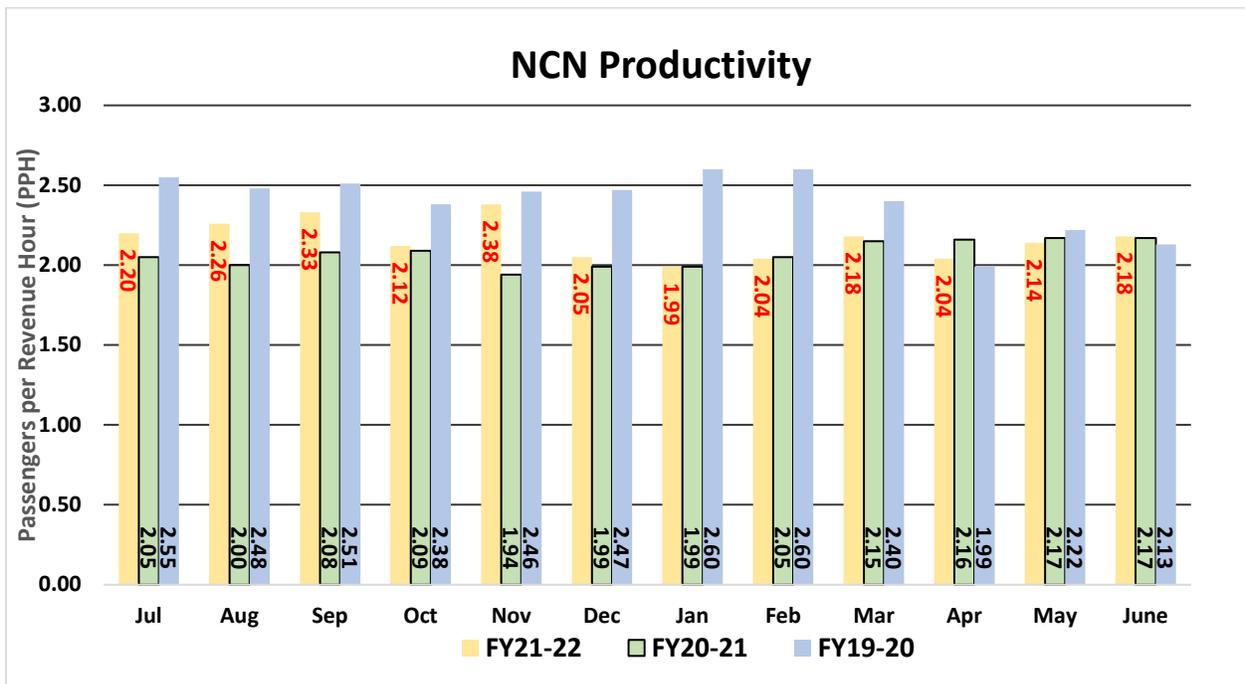
**Ridership**



## Farebox



## Passenger per Service Hour-PPH (productivity)



## Year-to-Date

Total boardings year-to-date (YTD) have increased 46 percent compared to the prior year (FY21/22 18,057 vs. FY20-21 12,364).

The NCN farebox recovery rate (FBR) for FY21-22 YTD is 4.4 percent, which is 24 percent above prior year (FY20/21 3.5 percent).

Productivity for FY21-22 YTD is at 2.16 PPH which is 4 percent higher than prior year for the same period (FY21-22 2.16 vs. FY20-21 2.07)

### **Senior Dial-A-Ride**

Senior Dial-A-Ride services were implemented in April 2020, providing on-demand service to seniors 65 and over within the regular ADA service. Year-to-date we have provided a total of 367 trips.

### **Overall System Capacity**

As seen in the charts above, the Nevada County Now system has been on a gentle recovery slope since the height of the pandemic in summer of 2021. It should be noted that, while ridership is increasing at a modest rate, we are still significantly below our ridership levels in 2017-18. With this reduction in ridership, we also see a similar reduction in overall service hours used, for this past fiscal year (FY21-22) that equates to 57 percent of allocated service hours.

The unused service hours may provide us with the opportunity to enhance or expand service in the coming year(s) without causing an unplanned increase in contracted paratransit service costs. Proposals for potential service changes will be brought to the TSC at future meetings.

Please contact me if you have any questions prior to the July 20, 2022 TSC Meeting.

TT:RVV

Monday-Friday Days of Service	July	August	September	October	November	December	January	February	March	April	May	June	Yr to Date
													0
<b>Total Mileage:</b>	8,513	9,895	9,763	9,915	9,215	7,607	9,288	8,908	10,755	10,587	11,031	11,552	117,029
Service Miles	7,555	8,826	8,826	8,886	8,257	6,731	8,289	7,908	9,629	9,267	9,600	10,156	103,930
Deadhead Miles	958	1069	937	1029	958	876	999	1000	1126	1320	1431	1396	13099
<b>18,400</b>													
<b>Total Hours:</b>	807.73	881.06	836.65	871.74	773.11	720.90	859.01	812.76	954.52	984.53	976.68	1,029.77	10,508.46
Service Hours	643.28	706.43	686.00	710.92	640.22	570.88	694.38	649.85	793.22	800.73	786.53	822.33	8,504.78
Deadhead Hours	164.45	174.6233	150.6533	160.8233	132.8933	150.02	164.62	162.91	161.31	183.80	190.15	207.43	2003.69
<b>Percent of Max Hours</b>	<b>4%</b>	<b>5%</b>	<b>5%</b>	<b>5%</b>	<b>4%</b>	<b>4%</b>	<b>5%</b>	<b>4%</b>	<b>5%</b>	<b>5%</b>	<b>5%</b>	<b>6%</b>	<b>57%</b>
Boardings/Delivered	1,387	1,569	1,567	1,540	1,481	1,144	1,362	1,302	1,703	1,629	1,660	1,713	18,057
Subscriptions	600	701	741	735	741	545	651	634	870	825	913	858	8814
Demand Response	759	843	794	775	700	575	692	643	806	797	720	772	8876
DAR Delivered	28	25	32	30	40	24	19	25	27	7	27	83	367
Non Boardings	57	78	66	52	53	69	96	82	79	95	90	83	900
No Shows	11	23	25	18	14	21	32	27	24	31	26	27	279
Late Cancels	45	50	38	28	34	38	51	34	41	51	47	45	502
Group No Shows	1	3	2	4	2	6	9	12	10	10	13	10	
Group Late Cancels	0	2	1	2	3	4	4	9	4	3	4	1	
Refused	0	0	0	0	0	0	0	0	0	0	0	0	0
Denials	0	0	0	0	0	0	0	0	0	0	0	0	0
In Service Veh Failures	0	1	2	2	0	5	0	3	3	1	2	0	19
Accidents	1	0	0	0	0	0	0	0	0	2	0	0	3
Fare Revenue	\$3,752.10	\$4,710.05	\$4,298.00	\$4,282.25	\$4,165.00	\$ 3,319.00	\$ 4,001.00	\$ 3,882.00	\$ 4,915.00	\$ 4,496.75	\$ 4,707.00	\$ 4,685.90	\$51,214.05
Farebox Percentage	3.99%	4.85%	4.47%	4.40%	4.43%	3.66%	4.15%	4.11%	4.87%	4.44%	4.67%	4.58%	4.38%
Passengers Per Hour	2.20	2.26	2.33	2.21	2.38	2.05	1.99	2.04	2.18	2.04	2.14	2.18	2.17
Price/Ride	\$ 2.71	\$ 3.00	\$ 2.74	\$ 2.78	\$ 2.81	\$ 2.90	\$ 2.94	\$ 2.98	\$ 2.89	\$ 2.76	\$ 2.84	\$ 2.74	\$ 2.84
Subscription %	43.26%	44.68%	47.29%	47.73%	50.03%	47.64%	47.80%	48.69%	51.09%	50.64%	55.00%	50.09%	48.66%
No Show %	0.79%	1.47%	1.60%	1.17%	0.95%	1.84%	2.35%	2.07%	1.41%	1.90%	1.57%	1.58%	1.56%
Late Cancel %	3.24%	3.19%	2.43%	1.82%	2.30%	3.32%	3.74%	2.61%	2.41%	3.13%	2.83%	2.63%	2.80%
Group No Shows %	0.07%	0.19%	0.13%	0.26%	0.14%	0.52%	0.66%	0.92%	0.59%	0.61%	0.78%	0.58%	
Group Late Cancels %	0.00%	0.13%	0.06%	0.13%	0.20%	0.35%	0.29%	0.69%	0.23%	0.18%	0.24%	0.06%	
Refused %	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Denials %	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
ADA Board/Delivered	1328	1522	1508	1464	1420	1092	1308	1231	1620	1534	1568	1557	17152
ADA % of Total	96%	97%	96%	95%	96%	95%	96%	95%	95%	94%	94%	91%	95%
ADA No Shows	10	23	23	16	13	21	32	26	22	30	24	26	266
ADA Subscription	590	693	732	726	738	537	642	620	854	780	886	826	8624