

**TRANSIT SERVICES COMMISSION
WESTERN NEVADA COUNTY
AGENDA
Wednesday March 20, 2024, 8:30 A.M.
GRASS VALLEY CITY COUNCIL CHAMBERS
125 E. MAIN ST.
GRASS VALLEY, CA 95945**

Duane Strawser, Fire Safe Council, Member-at-large, Chair
Ed Scofield, Supervisor, District 2, County of Nevada, Vice-chair
Daniela Fernandez, Mayor, City of Nevada City,
Tom Ivey, Councilmember, Grass Valley City Council
Sue Hoek, Supervisor, District 4, County of Nevada
Carly Pacheco, FREED, Member-at-Large

AGENDAS ARE AVAILABLE HERE: <https://www.nevadacountyca.gov/3559/Governance>

Virtual Link

Topic: **Transit Services Commission**
Time: Mar 20, 2024 08:30 AM Pacific Time (US and Canada)

Join Zoom Meeting
<https://us06web.zoom.us/j/83467508176?pwd=2hM6J524NopQivaOeh5r9ckP4N06cA.1>

Meeting ID: 834 6750 8176
Passcode: 762900

REGULAR MEETING: 8:30 A.M.

STANDING ORDERS: Call the Meeting to Order.

PLEDGE OF ALLEGIANCE

.....
ANY MEMBER OF THE AUDIENCE DESIRING TO ADDRESS THE COMMISSION ON A MATTER ON THE AGENDA, please come to the podium when the item number and subject matter are announced. When recognized, please provide your name and address for the record. In order that all interested parties have an opportunity to speak, please limit your comments to the specific item under discussion. For items not on the agenda, please refer to the Public Comment section.
.....

1. **Call to Order**
2. **Roll Call**
3. **PUBLIC COMMENT:** Members of the public may make comments at this time on any items not appearing on the agenda that are of interest to the public and are within the jurisdiction of the Commission, provided that no action shall be taken unless otherwise authorized by Section 54954.2 of the Ralph M. Brown Act.

1. The total amount of time allotted for receiving such public comment may be limited to not less than 15 minutes during any regular Commission meeting.
2. The Chairman may limit any individual to not less than 3 minutes. Time to address the Commission will be allocated based on the number of requests received. Not all members may be allowed to speak if the total time allocated expires.

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 24, 2024 Commission Meeting** (pages 1 - 3)
Recommendation: None

ACTION ITEMS:

5. **Approve FY2024 Federal Transit Administration (FTA) Title VI Plan Update**
Recommendation: Approve the plan update (pages 4 - 38)
6. **Approve Draft FY2024-25 Transit Services Budget** (pages 39 – 44)
Recommendation: Approve the draft budget

INFORMATIONAL ITEMS:

7. **Manager’s Report: Oral** (page 45)
Recommendation: None
8. **Nevada County Connects Operations Report** (pages 46 - 57)
Recommendation: Accept the report
9. **Nevada County Now Operations Report** (pages 58 - 62)
Recommendation: Accept the report

10. COMMISSIONER COMMENTS AND ANNOUNCEMENTS

The next scheduled Transportation Services Commission meeting is on Wednesday May 15, 2024 at 8:30 AM at Grass Valley City Hall, 125 E. Main St., Grass Valley CA95945 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 website.

COMMONLY USED ACRONYMS TRANSIT SERVICES COMMISSION (TSC)

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 st Century Act (Federal)
MM	Mobility Management
MOU	Memorandum of Understanding
MPO	Metropolitan Planning Organization
MTC	Metropolitan Transportation Commission

COMMONLY USED ACRONYMS TRANSIT SERVICES COMMISSION (TSC)

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, January 24, 2024, 8:30 AM

The scheduled meeting of the Transit Services Commission, Western Nevada County, was held at the Grass Valley City Hall, 125 E. Main St., Grass Valley CA 95945 and 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 also held the scheduled meeting of the Transit Services Commission virtually via Zoom from the Grass Valley City Hall. The January 24, 2024 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 8:37 AM. Commissioner Duane Strawser asked Transit Manager, Robin VanValkenburgh to lead the Pledge of Allegiance.

2. Roll Call:

Commissioners Present:

Duane Strawser, NSAQMD, Member-at-large, Chair

Ed Scofield, Supervisor, District 2, County of Nevada, Vice-chair

Tom Ivey, Councilmember, Grass Valley City Council

Sue Hoek, Supervisor, District 4, County of Nevada

Carly Pacheco, FREED, Member-at-Large

Lou Ceci, Alternate, City of Nevada City

Commissioners Absent:

Daniela Fernandez, Mayor, City of Nevada City

Staff Present:

Robin Van Valkenburgh, Transit Services Manager

3. Public Comment:

Members of the public may make comments at this time on any items not appearing on the agenda that are of interest to the public and are within the jurisdiction of the Commission, provided that no action shall be taken unless otherwise authorized by Section 54954.2 of the Ralph M. Brown Act. There were no public comments, online or in person.

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 November 8, 2023 Commission Meeting

Commissioner Sue Hoek motioned to approve the minutes of the November 8, 2023 minutes. Commissioner Lou Ceci seconded the motion, on a roll call vote the motion was passed with one abstention from Carly Pacheco.

ACTION ITEMS:

5. Approve Professional Service Contract with Fleet Maintenance Consulting for an Electrical Safety Program for High Voltage Electric Vehicles.

Commissioner Ed Scofield motioned to approve the Professional Service Contract with Fleet Maintenance Consulting for an Electrical Safety Program for High Voltage Electric Vehicles. Commissioner Sue Hoek seconded the motion, on a roll call vote the motion was unanimously passed.

INFORMATIONAL ITEMS:

7. Manager's Report:

The Manager's report was unanimously accepted.

8. Nevada County Connects Operations Report

The Nevada County Connects report was unanimously accepted.

9. Nevada County Now Operations Report

The Nevada County Now report was unanimously accepted.

10. COMMISSIONER COMMENTS AND ANNOUNCEMENTS

The next scheduled Transportation Services Commission meeting is on Wednesday, March 20, 2024, at 8:30 AM at the Grass Valley City Hall, 125 E. Main St., Grass Valley CA 95945, unless otherwise noticed.

11. ADJOURNMENT

Commissioner Sue Hoek called for a motion to end the January 24, 2024, Transit Services Commission meeting, Commissioner Lou Ceci seconded the motioned, on a roll call vote, the motion was unanimously accepted. The Transit Services Commission meeting ended at 9:32 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
 950 MAIDU AVENUE, NEVADA CITY, CA 95959-8617
 (530) 477-0103 Toll Free (888) 660-7433 FAX (530) 477-7847
<http://new.nevadacounty.com>

George Schureck
 Acting Public Works Director

Robin Van Valkenburgh, Transit Services Manager

TRANSIT SERVICES COMMISSION
Action Item

MEETING DATE: March 20, 2024

TO: Transit Services Commission

FROM: Robin Van Valkenburgh, Transit Services Manager

SUBJECT: **Approve the FY2024 Nevada County Transit Services Division FTA Title VI Program and Language Assistance Plan Update**

RECOMMENDATION: Approve the proposed FY24 Title VI Program Plan Update.

BACKGROUND: As a recipient of Federal Transit Administration (FTA) Funds, the Department of Public Works, Transit Services Division (Transit Services) is required to comply with Title VI of the Civil Rights Act of 1964. Title VI is a Federal statute that prohibits discrimination under any program, service or activity receiving federal financial assistance.

The Title VI Program and Language Assistance Plan demonstrates how the recipient is complying with Title VI requirements. As a sub-recipient, Transit Services must submit a Title VI Program update every three years to the primary recipient, the California Department of Transportation (Caltrans), from whom Transit Services receives funding. Caltrans includes this document in their Title VI Program submission to FTA.

Staff recommends adopting the updated Department of Public Works, Transit Services Division Title VI Program and Language Assistance Plan and authorizing the Director of Public Works to execute all documents necessary for implementation of the updated Title VI Program.

Please contact me if you have any questions prior to the March 20, 2023 TSC Meeting.

TT:RVV



**COUNTY OF NEVADA
DEPARTMENT OF PUBLIC WORKS
TRANSIT SERVICES DIVISION**

**Title VI Program
& Language Assistance Plan**

**2016-17
2021-22 Updated
Revised 06-08-2022
2023-24 Update**

Table of Contents

County of Nevada, Department of Public Works, Transit Services Division <u>Title VI Program and Policy</u>	3
<u>Appendix 1: Title VI Notice to Beneficiaries (English)</u>	7
<u>Appendix 2: Title VI Notice to Beneficiaries (Spanish)</u> (Apendice 2: Titulo VI Aviso a los beneficiaries (Espanol))	8
<u>Appendix 3: Title VI Complaint Procedures (English)</u>	9
<u>Appendix 4: Title VI Complaint Procedures (Spanish)</u> (Apendice 4: Titulo VI Procedimientos de Denuncia (Espanol))	10
<u>Appendix 5: Title VI Complaint Form (English)</u>	11
<u>Appendix 6: Title VI Complaint Form (Spanish)</u> (Apendice 6: Titulo VI Formulario de Reclamacion (Espanol))	13
<u>Appendix 7: List of Title VI Investigations, Complaints and Lawsuits</u>	15
<u>Appendix 8: Public Participation Plan</u>	16
<u>Appendix 9: Minority Representation on Committees and Councils</u>	18
<u>Appendix 10: Employee Education Form</u>	19
<u>Appendix 11: Acknowledgement of Receipt of Title VI Plan</u>	20
<u>Appendix 12: System Wide Service Standard</u>	21
<u>Appendix 13: System Wide Service Policies</u>	23
<u>Appendix 14: Transit Services Language Assistance (LEP) Plan</u>	24
<u>Appendix 15: Board Resolution Approving the County of Nevada, Department of Public Works, Transit Services Division Title VI Program/Plan</u>	28
<u>Appendix 16: Notice of Public Posting</u>	29

COUNTY OF NEVADA, DEPARTMENT OF PUBLIC WORKS, TRANSIT SERVICES DIVISION

PROGRAM AND POLICY STATEMENT

The County of Nevada Department of Public Works (DPW), Transit Services Division (Transit Services) operates the fixed route Nevada County Connects (formerly Gold Country Stage) transit system within western Nevada County with service to the incorporated cities of Grass Valley, Nevada City and service to un-incorporated areas of Rough and Ready, Penn Valley, Lake Wildwood, Alta Sierra and other rural areas. There is also a limited stop regional service to and from Grass Valley and the City of Auburn, CA.

An American’s With Disabilities Act (ADA) qualified complementary paratransit service is provided through a contract with Paratransit Services/Nevada County Now (formerly Gold Country Lift) with service based on ride reservations directly to destinations requested within the defined service areas. These areas include the ADA corridor (3/4 of a mile on either side of fixed routes) and an additional 3/4 mile defined outlying service area that is served as resources allow.

Effective April 22, 2020 the County began offering Senior 65+ on-demand Dial-A-Ride service within the ADA 3/4 mile service area boundaries. Effective October 2023 the on-demand DAR service was opened to include ADA registered paratransit users. This service is provided in conjunction with the ADA paratransit services by Nevada County Now (Paratransit Services).

The governing board for Transit Services for all legal plans, budgets, grants and contracts related to the operation of public transit is the Nevada County Board of Supervisors (BOS). Additionally, the Transit Services Commission of Western Nevada County authorizes operational policies and activities for public transit and is made up of two elected Nevada County Board of Supervisors (BOS) and two public members appointed by the BOS, one elected City of Grass Valley Council Member, one elected City of Nevada City Council Member and one public member appointed jointly by the two Cities.

As a Federal Transit Administration (FTA) fund recipient, Transit Services ensures that its programs, policies and activities comply with Title VI of the Civil Rights Act of 1964, as amended, and Department of Transportation regulations and that all employees and affiliates consider, respect, and observe this policy.

Transit Services is committed to providing public transportation in an environment that is free from discrimination and operates its programs, activities and services without regard to race, color or national origin.

Transit Services does not condone retaliation against an individual for his/her involvement in asserting his/her rights pursuant to Title VI or because he/she filed a complaint or participated in an investigation under Title VI, and /or this regulation.

Transit Services ensures that the level and quality of its transportation service is provided without regard to race, color or national origin.

Transit Services promotes the full and fair participation of all affected populations in the transportation decision-making process.

Transit Services makes good faith efforts to achieve environmental justice as part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, activities, and services on minority populations and low-income populations within the public transit service area and ensures that Limited English Proficient (LEP) individuals have access to Transit Service programs, activities and services.

General Reporting Requirements:

Below are the requirements that all FTA recipients and subrecipients must follow to ensure that their programs, policies and activities comply with the DOT Title VI regulations.

1. Annual Title VI Certifications and Assurances

Transit Services annually executes and submits the annual Certifications and Assurances to Caltrans Division of Mass Transit to fulfill the County's requirement as a sub-recipient to Caltrans for FTA 5311 funds and other applicable Federal funding programs.

2. Requirement to Prepare and Submit a Title VI Program

The Title VI Program will be approved by resolution by the Nevada County Board of Supervisors and submitted to the California Department of Transportation. The effective date will be the date of the resolution.

3. Requirement to Notify Beneficiaries of Protection Under Title VI

In order to comply with 49 CFR Section 21.9(d), Transit Services provides information to the public regarding Title VI obligations and requirements. Transit Services provides this information on the Transit Services web site, at the Transit Services office, our main hub transit center and on buses operated by Transit Services. As required and applicable, this information is printed and posted at key bus stop kiosks in English and Spanish. Appendices 1 and 2.

4. Title VI Complaint Procedures and Complaint Form

Transit Services has developed a Title VI complaint procedure and form. The updated complaint procedures and form are available in English and Spanish on the Transit Services website, www.nevadacountyconnects.com. Individuals who do not have access to the internet may request that the Transit Services mail them a hard copy of the procedures and form. Appendices 1-6.

5. Title VI Investigations, Complaints and Lawsuits

Transit Services is responsible for complying with 49 CFR Section 21.9(b) by preparing and maintaining a list of any active transit related investigations conducted by FTA or other entities other than FTA, lawsuits, or complaints that allege discrimination on the basis of race, color or national origin. The list shall include the date of the investigation, lawsuit, or complaint; summary and status of the allegation; and actions taken by Transit Services in response to the investigation, lawsuit or complaint. Transit Services does not have any past, current or pending Title VI complaints and will review and update this item annually and submit as required every three years. Appendix 7.

6. Requirement to Promote Inclusive Public Participation

Transit Services provides public participation opportunities that ensure that all members of the public will be empowered to participate in decisions involved with the western Nevada County public transit system. Appendix 8.

7. Requirement to Provide Meaningful Access to Limited English Proficient (LEP) Persons

Title VI and its implementing regulations require that FTA recipients take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP). This requirement is addressed in the Transit Services Language Assistance Plan that includes the Four Factor Analysis and action plan. Appendix 14.

8. Minority Representation on Planning and Advisory Bodies

Although Transit Services is not responsible for appointments on boards or committees, we are a represented member on the non-elected Nevada County Social Service Transportation Advisory Council and encourage and support participation on non-elected committees involved with community public transit and transportation. Appendix 9.

9. Providing Assistance to Sub-recipients

Title 49 CFR Section 21.9(b) states that if “a primary recipient extends Federal financial assistance to any other recipient, such other recipient shall also submit such compliance reports to the primary recipient as may be necessary to enable the primary recipient to carry out its obligations under this part.” Transit Services fixed route currently does not have sub-recipients. If this should change in the future, Transit Services will assist a sub-recipient in complying with DOT’s Title VI regulations, including the general reporting requirements. Assistance shall be provided to the sub-recipient as necessary and appropriate by the primary recipient.

10. Determination of Site or Location of Facilities

The Nevada County DPW, Transit Services is housed at the Nevada County Operations Center, located at 12350 La Barr Meadows Road, Grass Valley, CA 95949. Future transit facility projects will encompass environmental analysis and Title VI environmental justice requirements within potential scope of work as follows:

- a. DPW, Transit Services will complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. DPW, Transit Services will engage in outreach to persons potentially impacted by the siting of facilities.
- b. The Title VI equity analysis will compare the equity impacts of various site alternatives, and the analysis will occur before selection of the preferred site.
- c. When evaluating locations of facilities, DPW, Transit Services will give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Analysis will be done at the Census tract or block group where appropriate to ensure that proper perspective is given to localized impacts.

- d. If Transit Services determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, Transit Services will only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race color or nation origin. DPW, Transit Services will show how both tests are met and will consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.
- e. This facility was built within the past four years prior to this update. As part of this project an Environmental Impact Study was conducted and the project was given a Mitigated Negative Declaration for impacts. Regarding the impacts on Population and Housing the following was found (pg. 46 Section 13a – 13c):
- f. The proposed project is not anticipated to have any impact on population growth in Nevada County nor will it displace any existing housing or people. Therefore, there is no impact.

11. Requirement to Provide Additional Information Upon Request

FTA may request, at its discretion, information other than that required by this Circular from a recipient in order for FTA to investigate complaints of discrimination or to resolve concerns about possible noncompliance with DOT’s Title VI regulations. Transit Services will fully cooperate with any FTA investigation of discrimination complaints to the extent required by Title VI regulations.

12. Requirements for Fixed Route Transit Providers

Chapter IV of FTA Circular 4702.1B discusses the additional reporting requirements for recipients of FTA funding (including their sub-recipients) that operate fixed route transit service, in order to ensure that the agency complies with DOT Title VI regulations. The requirements only apply to fixed route service, not demand response service. Per Circular 4702.1B definitions, “Fixed route refers to public transportation service provided in vehicles operated along pre-determined routes according to a fixed schedule.”

Transit Services qualifies for a reduced level of Chapter IV reporting. If a fixed route transit provider does not operate 50 or more fixed route vehicles in peak service, the transit provider is only required to set system-wide standards and policies. Transit Services operates 6 (6) fixed route vehicles in peak service. Appendices 12 and 13.

Appendix 1: Title VI Notice to Beneficiaries (English)

The County of Nevada, Department of Public Works Transit Services Division (Transit Services) operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Transit Services.

For more information on the Transit Services Title VI Plan, the Title VI complaint form (English or Spanish) and procedures to file a complaint, contact (530) 477-0103 x1003; online at <https://www.nevadacountyca.gov/2260/Rider-Information>; e-mail nevcoconnects@nevadacountyca.gov; contact or visit the Transit Services office at 12350 La Barr Meadows Road, Grass Valley, CA 95949 or the Department of Public Works, Nevada County Government Center, at 950 Maidu Avenue, Nevada City, CA 95959. If information is needed in another language, please contact Transit Services at the aforementioned contact points for assistance.

Title VI Complaints may also be filed directly to the Federal Transit Administration (FTA):

Federal Transit Administration Office of Civil Rights
Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Apéndice 2: Título VI Aviso a los beneficiarios (Español)

El Condado de Nevada, en el Departamento de Obras Públicas División de Servicios Tránsito ("Servicios de Tránsito) opera sus programas y servicios, sin importar la raza, color o origen nacional en conformidad con lo dispuesto en el Título VI de la Ley de Derechos Civiles. Cualquier persona que cree que ella o él ha sido agraviada por cualquier práctica discriminatoria ilegal en virtud del Título VI puede presentar una queja con Servicios de Tránsito.

Para obtener más información sobre el plan del Título VI de la Ley de Derechos Civiles, el Titulo VI formulario de reclamación (Inglés o Español) y los procedimientos para presentar una queja, llame al teléfono (530) 477-0103 x1003; en línea a <https://www.nevadacountyca.gov/2260/Rider-Information>; e-mail a nevcoconnects@nevadacountyca.gov; pongase en contacto o visite la oficina de Servicios de Tránsito en 12350 La Barr Meadows Road, Grass Valley, CA 95949 o el Departamento de Obras Públicas, Centro de Gobierno del Condado de Nevada, en 950 Maidu Avenue, Nevada City, CA 95959. Si necesita información en otra idioma, póngase en contacto con Servicios de Tránsito en para obtener asistencia técnica.

Título VI denuncias también pueden ser presentadas directamente a la Administración Federal de Tránsito (FTA):

Federal Transit Administration Office of Civil Rights
Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Appendix 3: Title VI Complaint Procedures (English)

The County of Nevada Department of Public Works, Transit Services Division (Transit Services) is committed to ensuring that no person is excluded from participation in or denied the benefits of its transit services or programs on the basis of race, color or national origin as afforded under Title VI of the Civil Rights Act of 1964.

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Transit Services investigates complaints received no more than 180 days after the alleged incident and will process complaints that are complete.

All Title VI and related statute complaints are considered formal; there is no informal process. Complaints must be in writing and signed by the complainant on the form provided. Complaints must include the complainant's name, address and phone number and be detailed to specify all issues and circumstances of the alleged discrimination. Allegations must be based on issues involving race, color or national origin. Title VI Complaints of discrimination may be filed with:

County of Nevada, Transit Services Division
Attn: Transit Services Manager
950 Maidu Avenue
Nevada City, CA 95959

Once the complaint is received, Transit Services will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by Transit Services.

Transit Services has 30 days to investigate the complaint and may contact the complainant if more information is required to resolve the case. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, Transit Services can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two letters to the complainant will be issued: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident and explains whether any action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so. If the complainant is unable to write a complaint, Transit Services staff will assist the complainant. If requested by complainant, Transit Services will provide a language or sign interpreter. A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

Apéndice 4: Título VI Procedimientos de Denuncia (Español)

El Condado de Nevada Departamento de Obras Públicas, División de Servicios Tránsito (Servicios de Tránsito) se ha comprometido a asegurar que ninguna persona este excluida de la participación en, o se le nege los beneficios de sus servicios de tránsito o programas sobre la base de raza, color o origen nacional en conformida con lo despuesto en el Título VI de la Ley de Derechos Civiles de 1964.

Cualquier persona que cree que ha sido objeto de discriminación por motivos de raza, color o origen nacional puede completar y enviar una denuncia en el formulario de queja Título VI. Servicios de Tránsito investiga las quejas que reciben antes de 180 días después del incidente y procesa las denuncias que estan completas.

Todo el Título VI y las denuncias relacionadas con estatuto formal se consideran; no hay proceso informal. Las quejas deben presentarse por escrito y firmada por el demandante en el formulario proporcionado. Las quejas deben incluir el nombre del autor, su dirección y número de teléfono y ser detallado para especificar todos los problemas y circunstancias de la discriminación alegado. Las denuncias deben ser basadas en temas referidos a la raza, color o origen nacional. Las Título VI quejas de discriminación pueden ser presentada a:

County of Nevada, Transit Services Division
Attn: Transit Services Manager
950 Maidu Avenue
Nevada City, CA 95959

Una vez recibida la denuncia, Servicios de Tránsito lo revisará para determinar si nuestra oficina tiene jurisdicción. El autor recibirá un acuse de recibo informando si la denuncia será investigada por Servicios de Tránsito.

Servicios de Tránsito tiene 30 días para investigar la denuncia y puede ponerse en contacto con el demandante si se necesita más información para resolver el caso. El demandante tiene 15 días hábiles de la fecha de la carta para enviar la información solicitada a el investigador asignado al caso. Si el investigador no esta contactado por el demandante, o no recibe la información solicitada en el plazo de 15 días hábiles, Servicios de Tránsito pueden administrativamente cerrar el caso. Un caso puede ser administrativamente cerrado también si el demandante ya no desea continuar su caso.

Después que el investigador examina la denuncia, uno de dos cartas se publicará a la demandante: la carta de cierre o una carta de descubrimiento (LOF). Un carta de cierre resume los hechos denunciados y afirma que no había un Título VI violación y que el caso será cerrado. El LOF se resumen las denuncias y las entrevistas sobre el presunto incidente y explica si las medidas se va a producir. Si el autor desea apelar la decisión, él/ella tiene 30 días después de la fecha de la carta o el LOF para hacerlo. Si el demandante es incapaz de escribir una queja, el personal del Servicios de Transit lo ayudará al demandante. Si pide el reclamante, Servicios de Tránsito le proporcionan un idioma o signo intérprete. Una persona también puede presentar una queja directamente con la Administración Federal de Tránsito, en FTA Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590

Appendix 5: Title VI Complaint Form (English)

Section 601 under Title VI of the Civil Rights Act of 1964 states that “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” **If you feel you have been discriminated against, please provide the following information in order to assist in processing your complaint.**

SECTION 1 (Please print clearly):

Name: _____
Address: _____
City, State, Zip Code: _____
Telephone Number: _____ (Home) _____ (Work)
Accessible format requirements? (Please list) _____

SECTION 2

Are you filing this complaint on your own behalf? _____ (Yes) _____ (No)

If you answered yes to this question, go to Section 3.

If not, please supply the name and relationship of the person for whom you are complaining:

Name: _____ Relationship: _____

Please explain why you have filed for a third party: _____

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of the third party. _____ (Yes) _____ (No)

SECTION 3

I believe the discrimination I experienced was based on (check all that applies):

_____ Race _____ Color _____ National Origin

Date and Place of Occurrence: _____

Name (s) and Title(s) of the person (s) who I believe discriminated against me:

The action or decision which caused me to believe I was discriminated against is as follows:
(Please include a description of what happened and how your benefits were denied, delayed or affected):

Please list any and all witnesses' names and phone numbers:

What type of corrective action would you like to see taken?

SECTION 4

Have you previously filed a Title VI complaint with this agency? ____ (Yes) ____ (No)

SECTION 5

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State Court? ____ (Yes) ____ (No)

If yes, check all that apply:

Federal Agency ____ Federal Court ____ State Agency ____ State Court ____ Local Agency ____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____ Title: _____

Agency: _____

Address: _____

Telephone Number: _____

You may attach any written materials or other information that you think is relevant to your complaint.

I believe the above information is true and correct to the best of my knowledge.

Signature and date required below:

Signature

Printed Name

Date

Please submit this form in person at the address below or mail this form to:

County of Nevada, Department of Public Works

Transit Services Division

Attention: Transit Services Manager

950 Maidu Avenue, Nevada City, CA 9595

Apéndice 6: Título VI Formulario de Reclamación (Español)

Sección 601 del Título VI de la Ley de Derechos Civiles de 1964, se establece que "ninguna persona en los Estados Unidos sera, sobre la causa de su raza, color o origen nacional, excluida de participar en, ni se le negará los beneficios de, o ser objeto de discriminación en cualquier programa o actividad que recibe asistencia financiera Federal." **Si usted siente que ha sido discriminado, por favor proporcione la siguiente información a fin de ayudar en el procesamiento de su reclamación.**

SECCIÓN 1 (Por favor imprima claramente):

Nombre: _____
Dirección: _____
Ciudad, Estado, Código Postal: _____
Número de Teléfono: _____ (Casa) _____ (Trabajo)
Formato accesible requisitos? (Por favor lista) _____

SECCIÓN 2

¿Está presentando esta queja en su propio nombre? _____ (Sí) _____ (No)

Si usted contestó sí a esta pregunta, vaya a la Sección 3.

Si no es así, por favor, proporcione el nombre y la relación de la persona en parte que usted se queja:

Nombre: _____ Relación: _____

Por favor, explique por qué se ha presentado para una tercera parte: _____

Por favor, confirme que ha obtenido el permiso de la parte perjudicada si va a presentar en nombre de la tercera parte. _____ (Sí) _____ (No)

SECCIÓN 3

Creo que la discriminación que he experimentado fue basado en (marque todo lo que aplica):

_____ Raza _____ Color _____ Origen Nacional

Fecha y lugar de ocurrencia: _____

Nombre (s) y Título(s) de la(s) persona(s) que creo me discrimino:

La acción o decisión que me causó creer que fui objeto de discriminación es la siguiente:

(Por favor, incluya una descripción de lo que ha sucedido y cómo sus beneficios se les negó, retraso o afecto):

Por favor, enumere todos los nombres de testigos y números de teléfono:

¿Qué tipo de medidas correctivas le gustaría ver?

SECCIÓN 4

¿Anteriormente ha Usted presentado un Título VI denuncia con esta agencia? ____ (Sí) ____ (No)

SECCIÓN 5

¿Ha Usted presentado esta queja con cualquier otro agencia Federal, local o estatal, o con cualquier Tribunal Federal o Estatal? ____ (Sí) ____ (No)

Si la respuesta es sí, marque todo lo que aplique:

Agencia Federal ___ Tribunal Federal ___ Agencia Estatal ___ Tribunal Estatal ___ Agencia Local ___

Por favor proporcione la información acerca de una persona de contacto de la agencia/corte donde se presentó la denuncia.

Nombre: _____ Título: _____

Agencia:

Dirección:

Número de Teléfono:

Usted puede adjuntar cualquier material escrito o otra información que Usted considere relevante para su reclamación.

Yo creo que la información anterior es verdadera y correcta a lo mejor de mi conocimiento. Firma y fecha requerida:

Firma

Nombre impreso

Fecha

Por favor envíe este formulario en persona en la dirección indicada o por correo a:

County of Nevada, Department of Public Works
Transit Services Division
Attention: Transit Services Manager
950 Maidu Avenue, Nevada City, CA 95959

Appendix 7: List of Title VI Investigations, Complaints and Lawsuits

Per FTA Circular 4702.1B, “all recipients are required to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin”:

- Active investigations conducted by FTA and entities other than FTA
- Lawsuits; and
- Complaints naming the recipient

Thus far, Transit Services has not received any past, present or pending Title VI Investigations, Complaints or Lawsuits. Below is the list that will be used for tracking these incidents:

Investigations, Lawsuits and Complaints

	Date (Month, Day, Year)	Summary (Include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.	N/A			
2.	N/A			
Lawsuits				
1.	N/A			
2.	N/A			
Complaints				
1.	N/A			
2.	N/A			

Appendix 8: Public Participation Plan

The County of Nevada, Department of Public Works, Transit Services Division (Transit Services) shall maintain an open and participative process including the consideration of public comment before a fare increase and/or major service reduction. Public input is solicited while proposals are under consideration. Customers are notified before the implementation of any major service changes and/or fare increases. Guidelines for Changes to Transit Services & Changes in Fares are as follows:

Service Change: A change in service area or service delivery equal to more than 25% total system square mile service area.

Fare Change:

- A change of any amount compared to existing fare.
- Decrease in the discounts offered for fare categories.

In order to ensure maximum opportunity for community input and involvement in the decision-making process, Transit Services adheres to the following:

1. Before final recommendations Transit Services staff will review proposed fare changes and/or reductions in service and the merits of such proposals with the Transit Services Commission of Western Nevada County, as well as community groups, stake holders and members of the public with interest in public transportation.
2. Provide a thirty (30) day advance notice of a public hearing to consider the proposal in appropriate local and/regional publications and media, on the www.nevadacountyconnects.com website, at all local public agencies and on all buses and bus stop kiosks. Written information will be available in English and Spanish.
3. Conduct at least one (1) formal public hearing to solicit public input and consider recommendations to the proposed service changes. The hearing will include a staff presentation of proposed service changes and the opportunity for testimony from any interested individual in attendance. Hearings may be conducted in person or virtually through interactive video conference. Minutes of the hearing are recorded.
4. Upon conclusion of the Public Hearing staff recommendations and public comment will be evaluated and a final decision regarding the service will be determined with any changes effective at least (60) days after noticing the public hearing.

Summary of Outreach Efforts

Transit Services is involved in community activities and coordinates with community agencies in an ongoing manner, and whenever feasible, to promote its transit services. This includes

participation through meetings, workshops, presentations, events, and partnerships where promotional materials are distributed and where staff is available to interact with the public. When staff prepares a document or schedules a meeting or activity and is aware that LEP individuals may be present, documents, meeting notices, flyers, and agendas are printed and posted in the appropriate language. Our past and current outreach activities include the following and are inclusive of all potential transit users:

- Transit Services participates regularly in community events, meetings and activities to raise awareness of its public transit services i.e. the annual Nevada County Fair, Social Service workshops, the Accessible Transportation Coalitions Initiative- Mobility Action Partners Coalition (ATCI-MAPCO), Hospitality House Homeless Center, FREED Independent Living Center, CORR (Community Recovery Resources) and other local community groups.
- Transit Services collaborates with the Gold Country Community /Senior Center to ensure participants are aware of our public transit services.
- Transit Services participates in the Annual Unmet Transit Needs process conducted by the Nevada County Transportation Commission (NCTC), Social Services Transportation Advisory Council (SSTAC) and is an active member of this Council.
- Transit Services is a partner with the Aging and Disability Resource Connection (ADRC) of Nevada County and actively participates in promoting public transit services through this group and the affiliated Community Living Council (CLiC).
- Transit Service provides public transit outreach through the 211Nevada County website, call center and mobility management program.
- Transit Services is actively involved in updates to the “Nevada County Coordinated Public Transit- Human Services Plan Update.” As part of the update process, staff actively participates in transit public workshops. Members of the public as well as human and social service agency representatives are invited to attend to share transit needs and discuss projects that may address these needs.
- Transit Services actively updates our goldcountrystage.com website with current outreach information, activities, and events.
- Transit Services staff presents on-site outreach at our Tinloy Transit Center throughout the year to provide information, materials, Rider’s Guides, and one-on-one interaction with current and potential public transit users.
- Transit Services continues to provide the abovementioned outreach efforts and expand them as applicable; always including minority and limited English proficient persons.

Appendix 9: Minority Representation on Committee and Councils

Although Transit Services is not responsible for appointments on boards or committees, we are a represented member on the non-elected Nevada County Social Service Transportation Advisory Council (SSTAC) and encourage and support participation on non-elected committees involved with community public transit and transportation. The make-up of the SSTAC is represented in the table below.

Body	Caucasian	Hispanic	African American	Asian	Native American	Other
* Nevada County Population	84%	10.0%	0.45%	1.4%	1.0%	3.4%
SSTAC (11 members)	99%	1.0%	0%	0%	0%	0%
**Language Primarily Spoken Group	English	Spanish	Asian Pacific	Indo / European	Other	
Nevada County	91.5%	4.9%	0.9%	2.1%	0.6%	
SSTAC	100%	0%				

* Using data from U.S. Census Bureau, Decennial 2020 Census, American Fact Finder

** Using the percentages in “Languages Spoken At Home” from the U.S. Census, 2022 American Community Survey 5-Year Estimates.

Appendix 10: Employee Education Form

Title VI Policy

No person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any Transit Services program or activity receiving federal financial assistance.

All employees of Transit Services and its affiliates are expected to consider, respect, and observe this policy. Citizen questions or complaints shall be directed to the Transit Services Manager.

Appendix 11: Acknowledgement of Receipt of Title VI Plan

I hereby acknowledge receipt of the County of Nevada, Department of Public Works, Transit Services Division (Transit Services) Title VI Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in, or denied the benefits or services delivered by the County on the basis of race, color, or national origin, as protected by Title VI.

Your signature

Print your name

Date

Appendix 12: System Wide Service Standards

The Federal Transit Administration (FTA) requires that all fixed route public transit providers develop quantitative standards for the following indicators that are applicable specifically to the transit provider’s system. These apply agency-wide rather than industry-wide.

County of Nevada, Department of Public Works, Transit Services Division System-Wide Service Standards

Transit Services currently reports the following Performance and Operating Measures/Indicators:

- Passenger fares
- Passenger boardings
- Vehicle service hours and miles
- Operating expenses
- Operating cost/Revenue Hour
- Operating cost/Revenue Mile
- Operating cost/Passenger
- Passenger trips/Revenue hour
- Passenger trips/Revenue mile
- Average Fare revenue/ Passenger
- Fare box recovery Ratio (FBR)
- Road Calls and accidents

Vehicle Load Standards

Vehicle Load can be expressed as the ratio of passengers on-board to the number of seats on a vehicle. When maximum load factors are reported as being exceeded, the ridership will be monitored to determine if the load factor is being exceeded on a regular basis. If load factors are exceeded regularly, additional capacity will be added or routes or schedules will be modified.

Vehicle Type	Seated Capacity	Standing Capacity	Total Capacity	Maximum Load Factor
30' Cutaway	26	10	36	1.5
35' Battery Electric Transit Bus	31	15	46	1.5

Appendix 12: System Wide Service Standards (continued)

Vehicle Headway

Vehicle Headway is the amount of time between two vehicles traveling in the same direction on a given route or combination of routes. A shorter headway corresponds to more frequent service. Vehicle headways are measured in minutes; service frequency is measured in vehicles per hour. Headways and frequency of service are general indications of service provided along a route.

The headway is 60 minutes on all fixed routes with the following exceptions:

- Nevada County Connects Stage Route 5 limited stop regional route runs on a two-hour headway.
- Nevada County Connects Route 6 runs on a two-hour headway.
- Nevada County Connects Route 7 runs three times per day, Monday – Friday.

The fixed route Nevada County Connects overall times of operation begin at 6:00 am and end at 8:00 pm Monday-Friday and 7:30am-5:00pm on Saturdays.

Routes 1, 2, 3, 4, 5, 6 and 7 run Monday-Friday and all routes run on Saturday with the exceptions of the Routes 5 and 7 regional routes.

Routing and scheduling involve the consideration of a number of factors including: identified unmet needs, ridership productivity, transit/pedestrian friendly streets, density of transit-dependent population and activities and relationship to the most recent Transit Development Plan (TDP) and Regional Transportation Plan.

On-Time Performance

Transit Services fixed route buses have a minimum standard of all routes running on time, defined as not early and no more than five minutes late. The desired standard is a 95% on-time performance. No bus shall depart a designated time point prior to its scheduled departure time 100% of the time. Periodically, time points may need to be changed to adjust for changing travel times. Our current overall system on time performance is 90%.

Service Availability

It is the goal to provide transit service to residential areas, major medical, shopping, government, schools, employment centers and activity centers that can support bus route services. The local route system is designed such that 85 % of the population cluster areas are within one-fourth (1/4) mile of the fixed route or within the service area of the complementary paratransit service. For the regional transit service, the goal is to provide transit service to those areas that can support commuter service consistent with the service efficiency and effectiveness goals of Transit Services.

Appendix 13: System Wide Service Policies

The Federal Transit Administration (FTA) requires that all fixed route public transit providers develop qualitative standards for the following indicators that are applicable specifically to the transit provider's system. They apply agency-wide rather than industry-wide.

County of Nevada, Department of Public Works, Transit Services Division System-Wide Service Policies

Vehicle assignment

This refers to the process by which transit vehicles are placed into service on routes throughout the transit provider's system. Transit Service route vehicles are nine (9) 30' cutaway and two (2) 35' Battery Electric low-floor transit buses and successfully fulfill capacity and route characteristic requirements. These vehicles are well suited for our foothill topography and have good turning radius and tree clearance for the small-town streets they must travel. Vehicle assignment is rotated daily for regular routes, with the two BEB's utilized on the main trunk line between Nevada City and Grass Valley unless a vehicle is being repaired or serviced. If that is the case, another 30' back-up bus is assigned. There are also 30' buses designated as "ready" buses if needed. There is no difference within the fleet in regard to passenger amenities or capacity.

On occasion, accessible vans are utilized to transport passengers who may have missed the bus due to Transit Service error. In the winter months, if there is inclement weather due to snow, Transit Services will deploy four-wheel drive service vehicles and/or a snow-chained "rescue" bus if a regular route bus becomes impassible.

Transit Amenities

This refers to items of comfort, convenience and safety that are available to the general riding public. Fixed route transit providers must set a policy to ensure equitable distribution of transit amenities across the system. This requirement applies after a transit provider has decided to fund an amenity. Transit amenities may include: seating (benches, seats at stops/stations); bus shelters; printed information (signs, system maps, schedules; trash/recycling receptacles.) Transit Services places amenities throughout the system service area. Currently Transit Services has one central transit center, Tinloy Transit Center, with four (4) large bus shelters, two (2) stand-alone benches, four (4) bike lock stations, a drinking fountain and trash receptacles. Additional amenities at the transit center include digital LED audio/visual wayfinding signs, poster sized route maps and the shelter columns are color coded to the route colors on the system map. There are 230 bus stops and twenty-two (22) bus shelters throughout the western Nevada County public transit service area. System information signs are installed at signed stops and shelters along with trash receptacles where applicable. System/route maps and schedules are included in our 'Nevada County Connects Rider's Guide' and are available on buses (in English and Spanish), online at our website, at our Transit Services office and are mailed to folks on

request. We offer Google Maps trip planning on our website and provide a real time bus location application and web portal for interested parties. The installation of transit bench and shelter amenities is based on passenger boardings along the routes. Typically for local routes amenities should be installed where passenger boardings number five (5) or more persons (benches), ten (10) or more persons (shelters) and trash receptacles as funding allows.

Appendix 14: Transit Services Language Assistance (LEP) Plan

This Limited English Proficiency (LEP) Plan has been prepared to address the County of Nevada, Department of Public Works, Transit Services Division (Transit Services) responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964; Federal Transit Administration Circular 4702.1A dated May 13, 2007, which states that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds.

The US Department of Transportation (DOT) issued its Policy Guidance Concerning Recipients Responsibilities to LEP [Federal Register: December 14, 2005 (Volume 70, Number 239)]. This policy states that DOT recipients are required to take reasonable steps to ensure meaningful access to programs by LEP persons. There are four factors for agencies to consider when assessing language needs and determining what steps they should take to ensure access for LEP persons, regardless of whether or not the agency chooses not to prepare a written LEP plan. In order to prepare this plan, Transit Services undertook the U.S. Department of Transportation (U.S. DOT) four-factor LEP analysis which considers the following factors:

- 1) The number or proportion of LEP persons eligible to be served or likely to be encountered by a Transit Services program, activity or service.
- 2) The frequency with which LEP individuals come into contact with the Transit Services programs, activities or services;
- 3) The nature and importance of programs, activities or services provided by Transit Services to the LEP population.
- 4) The resources available to Transit Services and overall costs to provide LEP assistance.

PLAN SUMMARY

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a Transit Services program, activity or service.

According to the U.S Census Bureau, "2022 American Community Survey 5-year Estimates: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over" for Nevada County determined the following:

- Approximately 7.9% of the County speak a language other than English with 2.7% speaking English “less than well;
- The largest proportion of non-English speaking language groups is Spanish with 4.9% speaking Spanish and 42.7% of the total group speaking English less than “very well.”
- 2.1% speak other Indo-European languages with 10.9% speaking English “less than well.”
- 0.9% speak Asian and of these 34.2% speak English “less than well.”

The Department of Transportation has adopted the Department of Justice’s Safe Harbor Provision, which outlines circumstances that can provide a “safe harbor” for recipients regarding translation of written materials for LEP populations.

“The ‘Safe Harbor Provision’ as defined by Department of Justice, stipulates that if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be encountered, then such action will be considered strong evidence of compliance with the recipient’s written translation obligations.”

Transit Services examined specific languages using the *2022 American Community Survey 5-Year Estimates: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over*. This data allowed Transit Services to determine whether or not those speaking languages other than Spanish fall under the ‘Safe Harbor Provision.’

All language groups other than Spanish have estimated populations of less than 2,000 persons and 3% of the total population. Transit Services will examine providing services to these language groups in annual reviews of the Title VI Program as applicable.

2. The frequency with which LEP persons come in contact with Transit Services programs, activities or services.

Transit Services is aware that there is always the potential that LEP individuals who are regular users of the public transit services in western Nevada County and assess the frequency with which staff and drivers have, or could have, contact with LEP persons. This includes tracking phone log inquiries and surveying vehicle operators and staff for requests for translators and translated documents. In the last three years Transit Services has had zero (0) requests for our Spanish bus schedule information Rider’s Guide and have not logged any requests in dispatch for Spanish language transit information. There is minimal interaction with Spanish speaking only individuals on the buses where that language is a barrier to use of the service. Drivers have not reported an incident where they could not successfully communicate with a Spanish speaking passenger.

3. The nature and importance of programs, activities or services provided by Transit Services to the LEP population.

This assessment makes the assumption that public transit service is important to people’s lives in western Nevada County. Section IV the DOT Policy Guidance Concerning Recipients Responsibilities to LEP Persons lists “Public transportation passengers” as an example of persons who are served or encountered by DOT recipients and should be considered when planning language services.

Access to public transit services is essential for many western Nevada County residents and as referenced in the “2022 American Community Survey: 5-Year Estimates” 42.7% of Spanish speaking residents in Nevada County speak English less than “very well” and Transit Services has had no interaction with LEP individuals.

4. The resources available to Transit Services and overall costs to provide LEP assistance.

In the past few years, with the downturn in the economy and slow recovery, transit revenues have suffered significantly and with these fiscal challenges Transit Service has managed to protect core service levels. We have cautiously added minimal service additions as sustainable resources allow. Given the minimal amount of LEP persons encountered in day-to-day service, there has not been an identified need for a major investment in Spanish language materials; however, our annual Transit Services budget includes revenue for providing system information and services for addressing LEP requirements.

Transit Services annually reviews the four factors for language access needs and continues to develop materials to provide meaningful access to Spanish speaking persons as required and identified. Given the relatively small size of western Nevada County public transit services and the minimal number of LEP persons that live in western Nevada County, Transit Services has determined that it is not necessary to develop an extensive LEP plan; however, we continue to adhere to and expand our Plan with the full understanding that the absence of an extensive written LEP plan does not obviate the underlying obligation to ensure meaningful access by LEP persons to the public transit program. Transit Services includes the following as part of our existing and ongoing LEP Plan efforts:

- Transit Services tracks phone log inquiries and survey vehicle operators and staff for requests for translators and translated documents.
- Transit Services educates staff and passengers about the Title VI Plan and the procedures to identify LEP needs and resources that are in place to address LEP issues.
- Transit Services currently provides our Nevada County Connects Rider’s Guide in both English and Spanish. In the last three years we have had zero requests for Spanish language Rider’s Guides.
- Informational materials and notices addressing system and/or fare changes are provided to the public in English and Spanish both on our website, in hard copy form and on signage.
- Transit Services staff is provided with a “Basic Spanish for Transit Employees” handbook that provides Spanish words and phrases that transit employees may encounter during their

workday. (Published by Colorado Mountain College in partnership with the Colorado Department of Transportation.) To date, staff has not had the need to utilize this booklet.

- Transit Service networks with local human service organizations that provide services to LEP individuals and regularly seek opportunities to provide information about our public transit programs and services. To date, these activities have not required language translation.
- Transit Service bus drivers, dispatchers, other front-line staff and management are tasked to report on any experiences concerning contacts with LEP persons that may require language translation issues and/or concerns. Transit Services will ensure that all employees and affiliates consider, respect, and observe Title VI of the Civil Rights Act of 1964, as amended.
- Transit Services has access to bilingual County staff to assist with a Spanish translation issue if required. If further translation would be required in person or on the telephone, Transit Services staff will first attempt to determine what language is required, and then seek services of a translator or utilize the translation service- Language Line Services at <http://www.language.com/>.

5. Staff training.

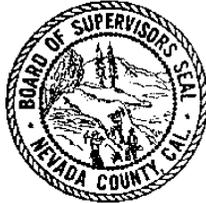
The following training is provided to the County of Nevada Transit Services staff:

1. A copy of the Transit Services Title VI Plan, procedures and LEP responsibilities is provided to all Transit Services staff.
2. The Title VI Employee Education form is provided to all Transit Services staff. (Appendix 10)
3. An acknowledgement of receipt of Title VI Plan from all employees that they have read and are committed to Title VI policy is required. (Appendix 11)
4. A description of language assistance services is available to the public. A “Basic Spanish for Transit Employees” booklet is distributed to all staff.
5. Documentation of language assistance requests is required.
6. Staff is aware of the availability of a professional interpreter services (over the phone interpretation provider).

Transit Services update our LEP Plan as required and follows the Title VI Program update schedule of submission every three years. A copy of the Plan is available on our www.nevadacountyconnects.com website and available in written hard copy form (and translated) if requested. Any questions regarding this Plan should be directed to: Transit Services Manager, 950 Maidu Avenue Nevada City, CA 95959, (530) 477-0103 x1003

**Appendix 15: Board Resolution Approving the County of Nevada
Department of Public Works, Transit Services Division
Title VI Program/Plan**

DRAFT BOARD RESOLUTION



RESOLUTION No. _____

OF THE BOARD OF SUPERVISORS OF THE COUNTY OF NEVADA

RESOLUTION APPROVING THE 2024 DEPARTMENT OF PUBLIC WORKS, TRANSIT SERVICES DIVISION UPDATED TITLE VI PROGRAM AND LANGUAGE ASSISTANCE PLAN AND AUTHORIZE THE DIRECTOR OF PUBLIC WORKS TO EXECUTE ALL DOCUMENTS NECESSARY FOR IMPLEMENTATION OF THE UPDATED TITLE VI PROGRAM

WHEREAS, the Department of Public Works, Transit Services Division (Transit Services), as a sub-recipient of Federal Transit Administration (FTA) Funds is required to comply with Title VI of the Civil Rights Act of 1964 and provisions of FTA Circular 4702.1B; and

WHEREAS, submission of an updated Title VI Program and Language Assistance Plan is required to demonstrate compliance with Title VI requirements; and

WHEREAS, Transit Services must submit a Title VI Program update every three years to the primary recipient, the California Department of Transportation (Caltrans), from whom Transit Services receives funding.

NOW, THEREFORE, BE IT HEREBY RESOLVED that the Nevada County Board of Supervisors:

1. Approves the attached Department of Public Works, Transit Services Division Updated Title VI Program and Language Assistance Plan.
2. Authorizes the Director of Public Works to execute all documents necessary for implementation of the updated Department of Public Works, Transit Services Division Updated Title VI Program.

Appendix 16: Notice of Public Posting Locations

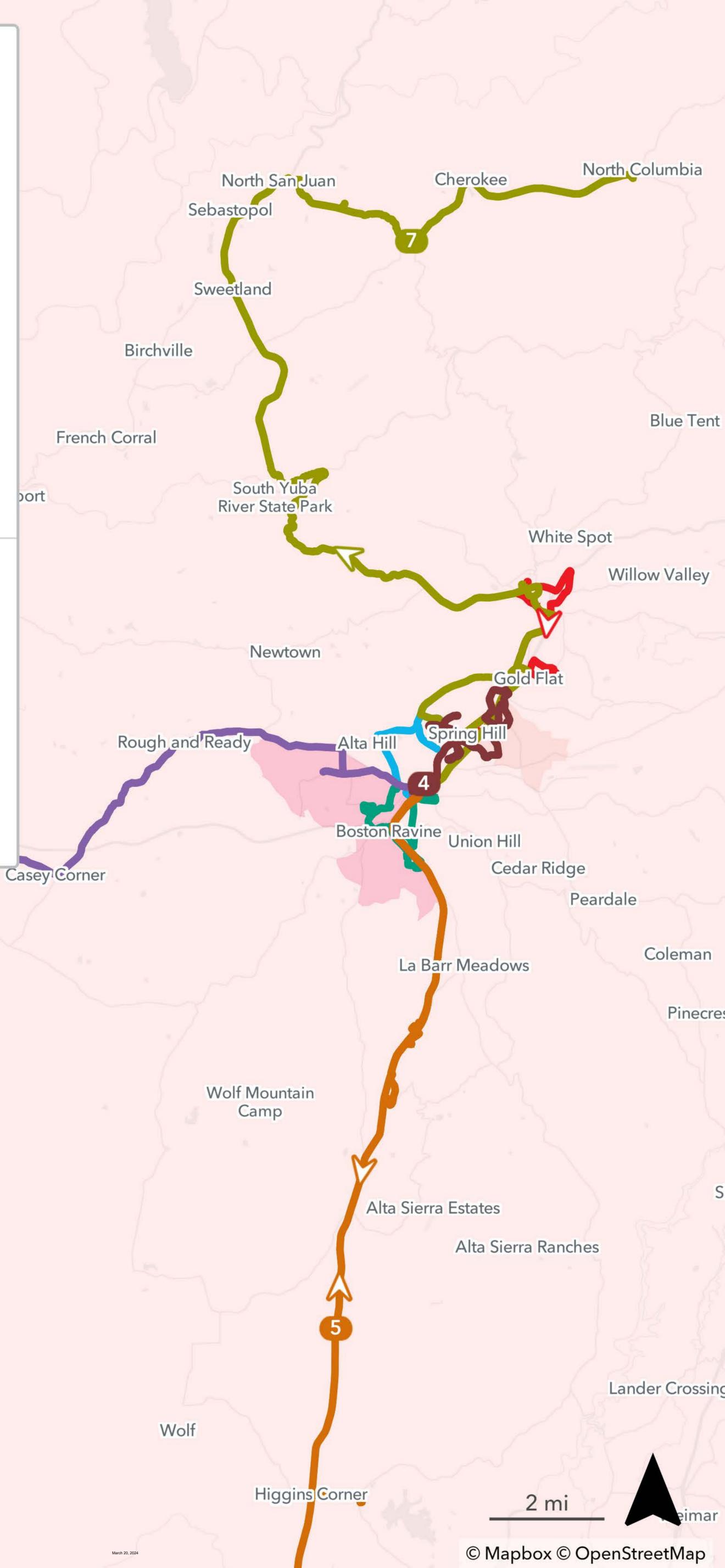
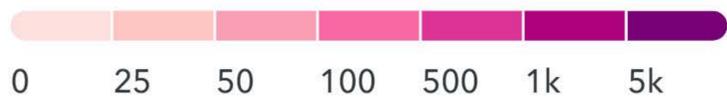
Location	
Nevada County Transit Website	www.nevadacountyconnects.com
Transit Fixed Route fleet	
Nevada County Transit Offices	12350 La Barr Meadows Rd., Grass Valley CA. 95959

- █ 1 Nevada City - Grass Valley
- █ 2 Grass Valley Downtown - Ridge Road
- █ 3 Grass Valley
- █ 4 Grass Valley Downtown - Brunswick Basin
- █ 5 Grass Valley - Auburn
- █ 6 Grass Valley - Penn Valley
- █ 7 North San Juan
- █ AS Grass Valley - Alta Sierra

Limited English: Spanish

People per square mile who are 5 years or older, who speak Spanish and speak English less than "very well", by census tract.

PEOPLE / MI²

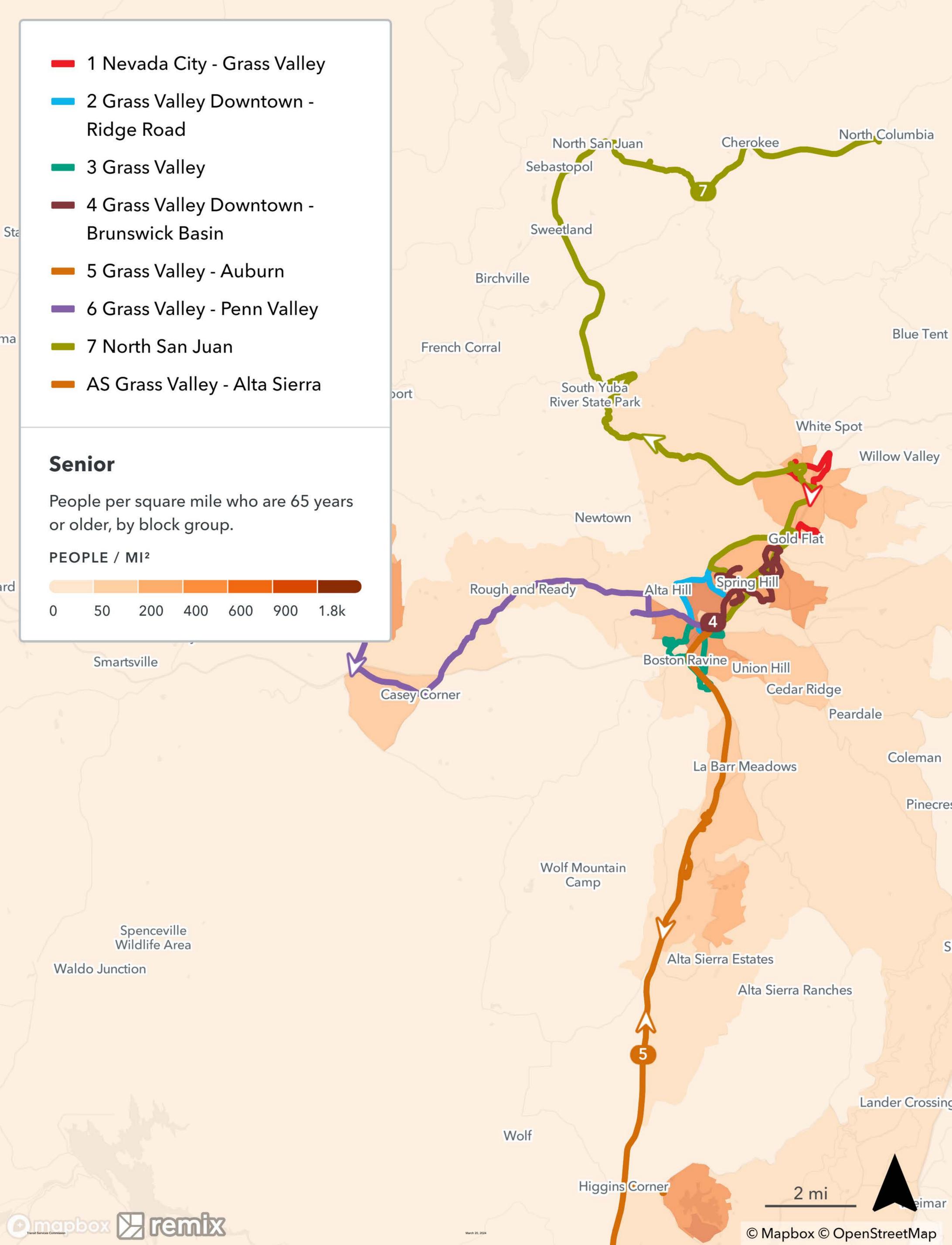


- █ 1 Nevada City - Grass Valley
- █ 2 Grass Valley Downtown - Ridge Road
- █ 3 Grass Valley
- █ 4 Grass Valley Downtown - Brunswick Basin
- █ 5 Grass Valley - Auburn
- █ 6 Grass Valley - Penn Valley
- █ 7 North San Juan
- █ AS Grass Valley - Alta Sierra

Senior

People per square mile who are 65 years or older, by block group.

PEOPLE / MI²



2 mi





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>

George Schureck
 Acting Public Works Director

Robin Van Valkenburgh, Transit Services Manager

TRANSIT SERVICES COMMISSION
Action Item

MEETING DATE: March 20, 2024

TO: Transit Services Commission

FROM: Robin Van Valkenburgh, Transit Services Manager

SUBJECT: **Approve the Draft Fiscal Year 2024-25 Transit Budget**

RECOMMENDATION: Approve the Draft Fiscal Year 2024-25 Transit Budget.

BACKGROUND: The County of Nevada Transit Services has started the process of developing the Fiscal Year 2024-25 budget. Per the Transit Services Commission Joint Powers Authority agreement, the Transit Services Commission is to review and approve the draft annual Transit Services Division budget prior to submission to the Board of Supervisors.

Traditionally a TSC budget sub-committee meets once in February to review and comment on the draft budget, but due to changes in the County budget schedule and in the dissemination of State funding allocations we are unable to provide a draft budget early enough for a sub-committee to review the document. The draft Transit Services budget is scheduled to be submitted to the County Executive Office in early April. A preliminary schedule of the County budget process is as follows.

January: Board of Supervisors Budget Priorities Workshop

February: Countywide budget kickoff

March: Draft Transit Services Division Budget due

April - May: Board of Supervisors Budget sub-committee review and presentation

June: County budget adoption estimated to occur on or around the 25th

Local Transportation Funds (LTF) is derived from local general sales tax and is the bulk of our operational revenue for transit and paratransit services. The County Auditor will be providing the official LTF projection for next Fiscal Year 2025-26 in February.

The proposed FY2024-25 Annual Transit Services Budget sees a decrease of 29 percent in total budget, including all capital and operating expenses, over the adopted FY2023-24 Transit Services Budget. Total draft budget is \$6,610,041 (\$6,152,849 Operating & \$457,192 Capital).

The proposed draft Operating Budget is \$6,152,846, which is approximately 8 percent higher than the adopted prior year budget. The difference in operating budgets between FY2024-25 and FY2023-24 is \$449,374.

The following are some highlights of the operating budget:

Initial Service Assumptions:

- 15.0 Full time employees (FTE's); 2.0 Part time benefitted drivers; 1.0 Part time benefitted Office Assistant II and 12,000 temporary driver hours.
- Continued fixed route and paratransit service on Saturdays.
- Continued operation of the 1/6 Tripper route serving Yuba River Charter School via Nevada City and Grass Valley.
- Continued operation of the Route 7 pilot service to North San Juan.
- Expansion of Route 1 Nevada City – Grass Valley service from 60 minutes to 30 minutes for peak hours from 8:00 AM - 5:30 PM. This is an increase of 62 percent from current route 1 service hours and equates to an overall service hour increase of 11 percent. This expansion was approved for FY20-21 but has not implemented due to COVID and staffing shortages.

Revenue:

The budget assumes that revenue dedicated to transit and paratransit in 2024-25 will include 100 percent of the estimated Fiscal Year 2024-25 Local Transportation Fund (LTF) revenues available to the County and the Cities of Grass Valley and Nevada City in the amount of \$2,566,841 in LTF, \$135,097 in Article 4.5 Consolidated Transportation Service Agency (CTS) funds for use in supporting mandated paratransit services for a total of \$2,701,938.

The budget assumes an estimated \$244,623 in State Transit Assistance (STA) revenue for operations. This equates to 20 percent of the total STA allocation amount of \$1,204,423 and is consistent with NCTC policy.

The budget assumes a total of \$1,162,239 in Federal Transit Assistance Section 5311 grant funds; \$628,670 in 5311, 5311 Supplemental \$57,569 and \$476,000 in one-time supplemental 5311 American Rescue Plan funds for overall operational expenses.

The budget assumes \$220,877 in Low Carbon Transit Operations Program (LCTOP) operating funds for the continuation of the Free Fare Subsidies and the Low-Income Fare Subsidy Pass Program.

The budget assumes a total amount of approximately \$343,102 in combined transit and paratransit fare revenue.

The budget assumes \$95,902 in revenue from the renewal of the Placer County Route 5 Agreement.

The budget assumes a total combined amount of \$6,120 in revenue from interest and on-board advertising.

Expenses:

The budget assumes \$2,242,637 in Class 1 expenses and reflects the following:

- Full time and Temporary employee salary step increases.
- Anticipated overtime costs.
- Leave payoff for one anticipated retirement.
- Employee leave benefits.
- Health insurance benefits.
- PERS Retirement benefits.
- Unemployment insurance.
- Worker's Compensation insurance.
- Addition of two full-time Bus Driver positions.

This is an increase of five (5) percent over prior year adopted budget.

The expenditure of \$1,894,304 for paratransit services reflects a rate increase of 3 percent per the approved paratransit contract.

The total expenditure for vehicle maintenance and equipment is estimated at \$906,725, an increase of \$55,422 (7 percent) over prior year. This includes the following.

- Fleet repairs/maintenance: \$622,980
- Fuel: \$280,745
- Bus washing/ etc.: \$3,000

The expenditure for CDA Admin expenses is estimated at \$367,318, an increase of \$28,384 (8 percent).

The expenditure for the Department of Public Works administration expenses is estimated at \$31,257, a decrease of \$17,573 (36 percent).

The expenditure for the cost allocation plan A-87 expense that reflects undercharges from the 20-21 Transit budget is estimated at \$167,923, an increase of 27,921 (20 percent). It should be noted that the A-87 charges now reflect rent for NCOC.

The expenditure for our vehicle insurance is estimated at \$170,021, this is a 9 percent increase (\$14,707) over prior year adopted budget based on preliminary estimates from our insurance providers.

The expenditure for our transit technology is estimated at \$55,930, an increase of 3.6 percent over prior year adopted budget for accounts 521474 and 521475. This expense reflects software licensing and maintenance expenses for Swiftly, Remix and RouteMatch platforms.

The total estimated operations related expenses for FY2024-25 are \$6,152,849.

Capital Projects:

The proposed draft Capital Budget is \$457,192. The proposed capital budget includes the following projects.

- FTA 5311 CRRSAA funded paratransit vehicle purchase \$172,891.
- Transit fleet electrification project engineering and construction charges \$284,301

The total overall draft FY2024-25 Annual Transit Services Budget is estimated at \$6,610,041.

Please contact me if you have any questions prior to the March 20, 2023 TSC Meeting.

TT:RVV

Account	Account Title	Current Year Budget	Current Year Estimated	New Year Request
510100	PERMANENT SALARIES	964,606	915,080	989,430
510105	OVERTIME	7,776	35,552	9,098
510120	LEAVE PAYOFF	0	551	0
510200	TEMPORARY SALARIES	249,958	66,758	244,618
510300	RETIREMENT BENEFITS	482,715	439,045	528,408
510301	OPEB - OTHER POST EMP BEN	32,866	36,193	37,620
510400	HEALTH INS	237,226	205,109	228,647
510401	DENTAL INS	10,122	15,190	12,519
510402	VISION INS	2,216	3,806	3,197
510403	UNEMPLOYMENT INS	3,002	1,191	11,772
510500	WORKER'S COMP INSURANCE	143,915	114,328	177,328
<i>SUB-TOTAL CLASS 1</i>		<i>2,134,402</i>	<i>1,832,803</i>	<i>2,242,637</i>
520200	CLOTHING & PERSONAL	4,250	1,900	3,000
520210	UNIFORM EXPENSES	1,500	0	0
520310	TELEPHONE SERVICE	3,275	3,167	3,985
520690	HOUSEHOLD EXPENSE - OTHER	4,188	2,219	3,407
520700	INSURANCE	155,314	130,322	170,021
520900	MAINTENANCE EQUIPMENT	851,303	851,303	906,725
520910	MAINTENANCE - FUEL	600	251	600
521000	MAINT BUILDINGS & IMPROVE	500	3,635	3,500
521200	MEMBERSHIPS	3,000	2,465	3,500
521410	OFFICE EXPENSE - OTHER	9,600	2,465	7,300
521474	SOFTWARE SUBSCRIPTIONS	39,700	37,815	37,130
521475	SOFTWARE MAINTENANCE	14,280	18,172	18,800
521480	COMPUTERS & RELATED EQUIP	7,060	1,716	0
521485	SOLAR ENERGY GEN & SVCS	1,289	1,289	1,777
521490	CENTRAL SVC - POSTAGE CHG	581	581	1,399
521492	CENTRAL SVC - COPIER CHGS	1,763	5,000	7,200
521520	PROFESSIONAL SERVICE	1,959,365	1,106,521	1,930,582
521600	PUBLICATIONS AND LEGAL	1,000	0	1,000
521700	RENTS & LEASES-EQUIPMENT	6,727	6,407	7,598
521900	SMALL TOOLS & INSTRUMENTS	500	875	800
522090	SPEC DEPT EXPENSE - OTHER	10,000	4,266	10,000
522210	VEHICLE RENTAL	2,700	2,676	6,000
522271	TRAVEL - TRAINING	6,000	9,209	6,000
522400	UTILITIES	4,800	1,925	1,500
<i>SUB-TOTAL CLASS 2</i>		<i>3,089,295</i>	<i>2,194,179</i>	<i>3,131,824</i>
531150	JUDGEMENTS & DAMAGES	1,000	0	2,500
538551	INTERFUND REIMBURSEMENT	397,012	397,012	409,428
538564	IS TELEPHONE SVCS	4,080	0	4,080
538565	IS SVCS	23,801	0	34,819
538566	FACILITIES MGMT SVCS	3,000	8,846	8,000
538567	IS PROGRAMMER SVCS	1,500	500	500
539500	COST PLAN SRV A-87	140,002	140,002	167,923
<i>SUB-TOTAL CLASS 3</i>		<i>570,395</i>	<i>546,360</i>	<i>627,250</i>
540300	BLDG STRUCTURES-IMPROVEMT	717,800	546,441	20,510
540500	AUTOMOTIVE EQUIPMENT	2,315,348	0	303,519
540600	OTHER EQUIPMENT	36,889	257,436	284,301
<i>SUB-TOTAL CLASS 4</i>		<i>3,070,037</i>	<i>803,877</i>	<i>608,330</i>
550700	TRANSFERS OUT	0	326,163	220,877
<i>SUB-TOTAL CLASS 5</i>		<i>0</i>	<i>326,163</i>	<i>220,877</i>
GRAND TOTAL 91003		8,864,129	5,703,382	6,830,918

Account	Account Title	Current Year Budget	Current Year Estimated	New Year Request
401500	TRANSPORTATION TAX	3,661,090	2,937,021	4,330,959
<i>SUB-TOTAL CLASS 0</i>		<i>3,661,090</i>	<i>2,937,021</i>	<i>4,330,959</i>
430100	INTEREST	4,500	11,486	7,000
430200	RENTS & CONCESSIONS	12	0	0
<i>SUB-TOTAL CLASS 3</i>		<i>4,512</i>	<i>11,486</i>	<i>7,000</i>
440170	ST-TRANSIT ASSISTANCE	374,901	0	244,623
445090	STATE OTHER	138,749	0	0
446390	FED TRANSIT ASST OPERATNG	1,148,784	1,446,904	1,162,239
446800	FED GRANT CAPITAL	3,159,859	2,843,319	172,891
449000	OTHER GOVERNMENT AGENCIES	0	0	76,700
<i>SUB-TOTAL CLASS 4</i>		<i>4,822,293</i>	<i>4,290,223</i>	<i>1,656,453</i>
453200	TRANSIT CONTRACT SERVICES	82,934	93,109	95,902
453300	TRANSIT FARES	240,000	145,400	247,200
453380	PARATRANSIT FARES	51,000	55,263	52,530
458010	MISC CHARGES & FEES	2,300	600	620
<i>SUB-TOTAL CLASS 5</i>		<i>376,234</i>	<i>294,372</i>	<i>396,252</i>
462000	OTHER REVENUES	0	1,141	1,000
<i>SUB-TOTAL CLASS 6</i>		<i>0</i>	<i>1,141</i>	<i>1,000</i>
474000	TRANSFERS IN	0	326,133	439,254
<i>SUB-TOTAL CLASS 7</i>		<i>0</i>	<i>326,133</i>	<i>439,254</i>
GRAND TOTAL 91003		8,864,129	7,860,376	6,830,918

DRAFT



**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>

George Schureck
Acting Director of Public Works

Robin Van Valkenburgh, Transit Services Manager

**TRANSIT SERVICES COMMISSION
Information Item**

MEETING DATE: March 20, 2024

TO: Transit Services Commission

FROM: Robin Van Valkenburgh, Transit Services Manager

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

RECOMMENDATION: Accept the report.



COUNTY OF NEVADA
COMMUNITY DEVELOPMENT AGENCY
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George Schureck
 Acting Director of Public Works

Robin Van Valkenburgh, Transit Services Manager

TRANSIT SERVICES COMMISSION
Information Item

MEETING DATE: March 20, 2024

TO: Transit Services Commission

FROM: Robin Van Valkenburgh, Transit Services Manager

SUBJECT: Nevada County Connects Operations Report for Jan – Feb 2024

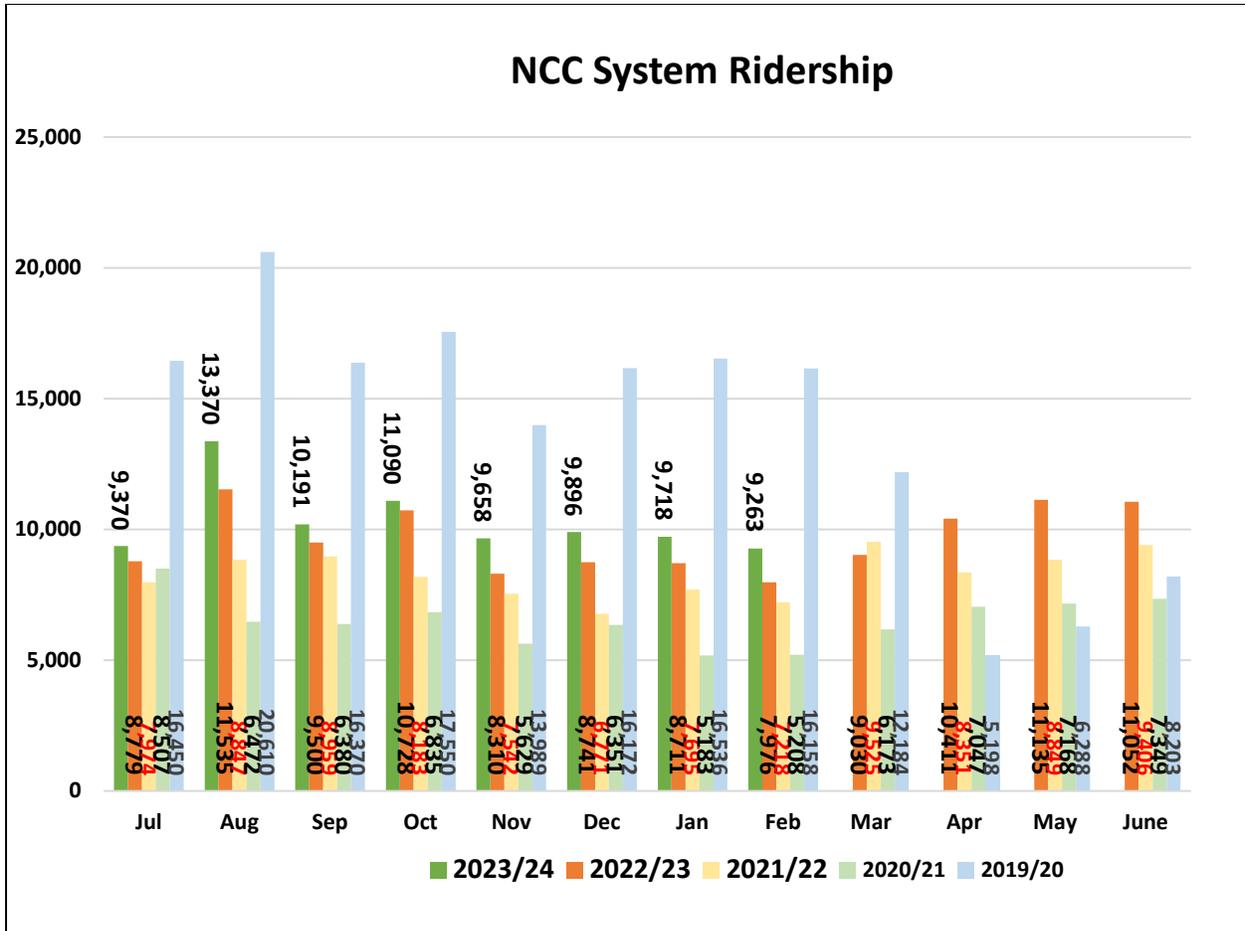
RECOMMENDATION: Accept the report.

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.

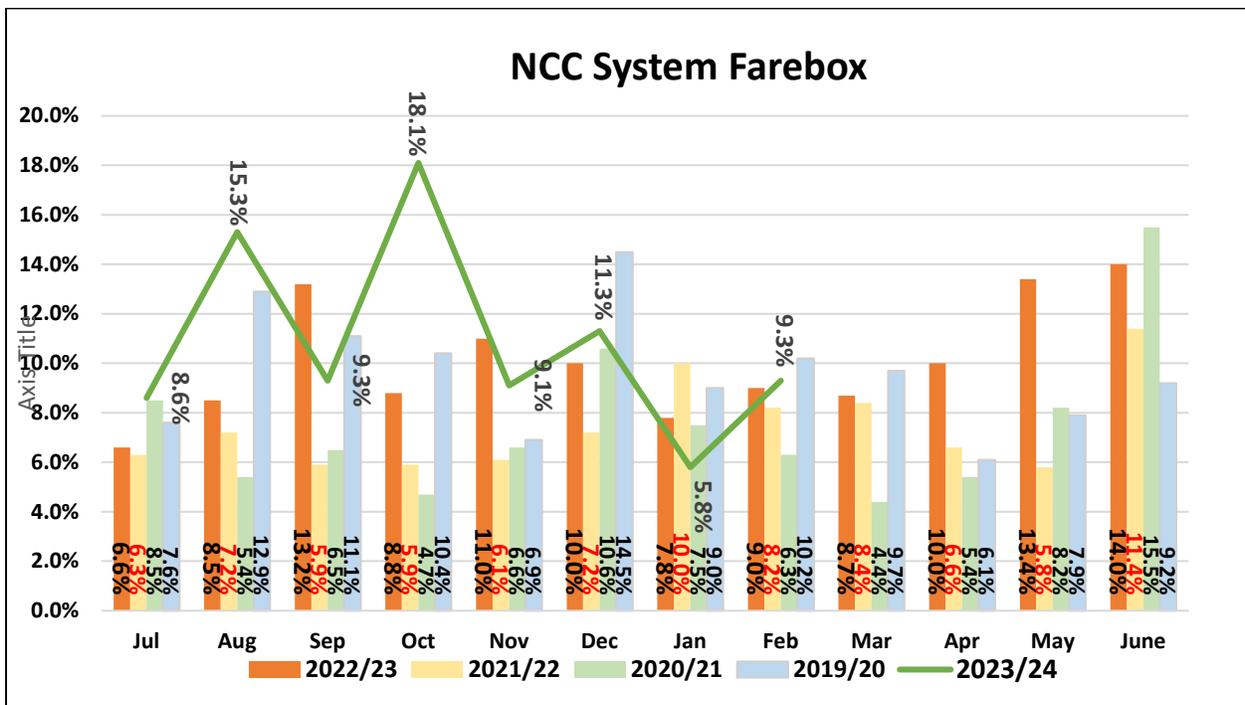
System Performance Snapshot

Current		January	February	YTD	% Change from PY
Ridership		9,718	9,263	82,556	11%
Farebox		5.8%	9.3%	10.9%	16%
On-time Performance		72.3%	73.3%	N/A	
Fare Revenue		\$14,250	\$22,104	\$196,241	23%

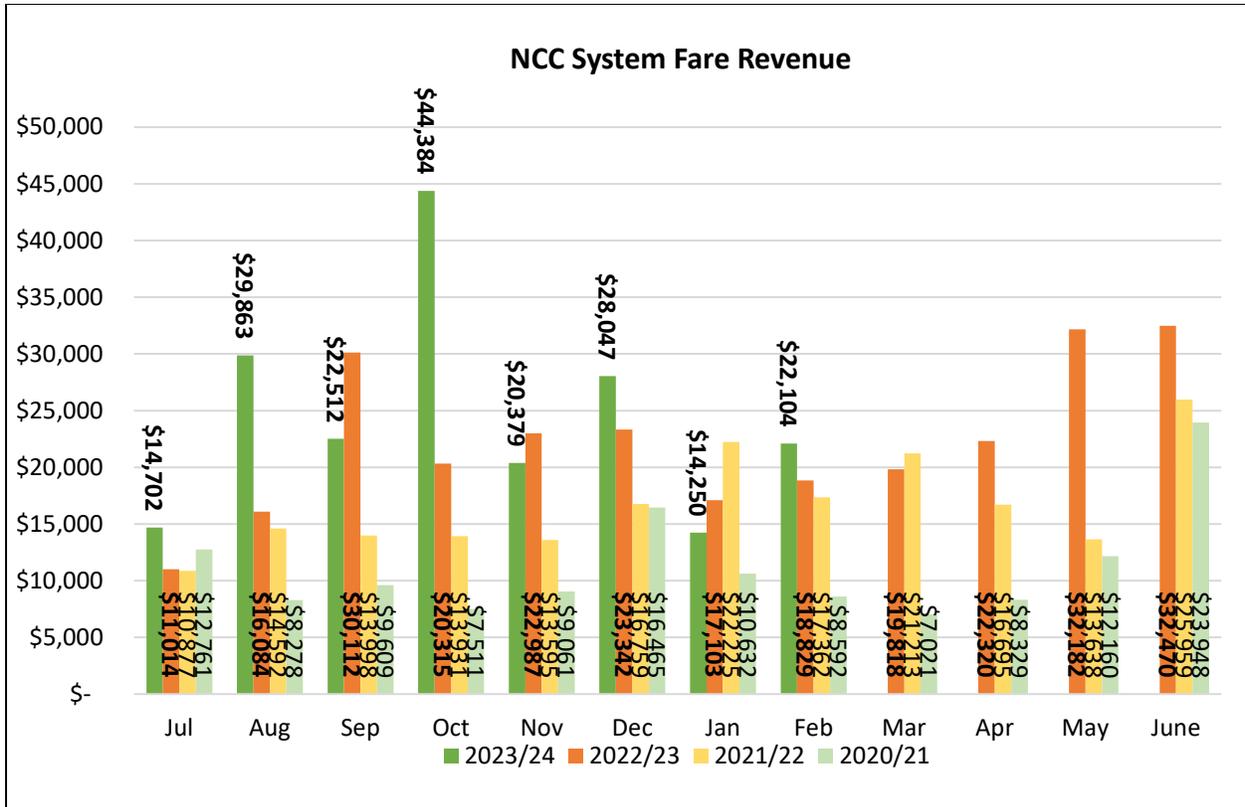
Ridership



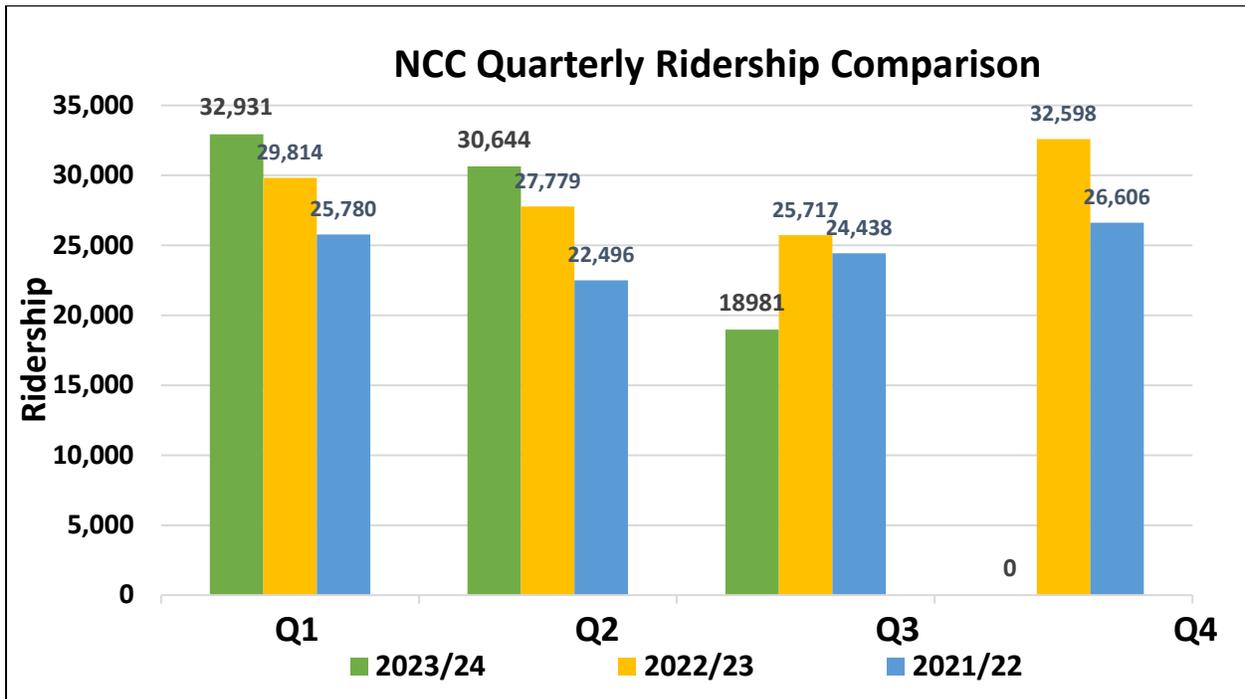
Farebox



NCC Fare Revenue



NCC Quarterly Ridership



Please contact me if you have any questions prior to the March 20, 2024 TSC Meeting.

NEVADA COUNTY CONNECTS
MONTHLY OPERATIONS REPORT - 2023-24

January 2024

Monday - Saturday
 25 Service Days

PASSENGER BOARDINGS	Route 1	Route 3.2/AS*	Route 4	Route 5**	Route 6	Route 7	Tripper		Total
Regular Cash (includes Free Fares)	668	310	409	295	208	106	1		1,997
Discount Cash	521	203	246	116	94	68	218		1,466
Free (Under 6) and Sierra College	187	168	248	48	75	3	0		729
Daily Pass	208	111	176	32	10	54	0		591
Monthly Pass	1,322	574	1,347	217	274	116	0		3,850
Transfer	105	130	196	65	59	9	0		564
One Ride Tickets	184	33	237	24	27	16	0		521
Total Boardings	3,195	1,529	2,859	797	747	372	219		9,718
	33%	16%	29%	8%	8%	4%	2%		100%
OPERATING DATA									
Revenue Vehicle Hours (RVH)	332	317	327	252	156	126	43		1,552
Total Vehicle Hours	346	330	339	273	168	147	51		1,654
Revenue Vehicle Miles (RVM)	4,147	5,131	4,398	7,304	3,260	3,276	585		28,101
Total Vehicle Miles	4,447	5,317	4,597	7,640	3,460	3,444	891		29,795
Marginal Operating Cost - RVH	\$29,601	\$28,264	\$29,133	\$22,468	\$13,887	\$11,234	\$3,789		138,376.3
Marginal Operating Cost - RVM	\$9,580	\$11,852	\$10,160	\$16,872	\$7,531	\$7,568	\$1,351		64,913.3
Marginal Operating Cost	\$39,181	\$40,116	\$39,293	\$32,429	\$21,417	\$18,802	\$5,140		196,378.5
Total Operating Cost (includes fixed costs)	\$48,910	\$49,129	\$48,557	\$41,266	\$26,808	\$24,395	\$7,761		246,827.1
Fare Revenue --ACTUALS	\$4,552	\$2,120	\$3,560	\$1,549	\$1,332	\$764	\$372		\$14,250
Net Operating Subsidy	\$44,358	\$47,009	\$44,997	\$39,717	\$25,476	\$23,631	\$7,389	\$0	\$232,577
Total Institutional Pass Sales								\$1,815	
Total M. U. B. Sales								\$743	
LCTOP Passes								\$6,525	
PERFORMANCE INDICATORS									
Marginal Operating Cost/VSH	\$118.02	\$126.55	\$120.25	\$128.69	\$137.51	\$149.22	\$120.95		\$126.53
Marginal Operating Cost/VSM	\$9.45	\$7.82	\$8.93	\$4.44	\$6.57	\$5.74	\$8.79		\$6.99
Marginal Subsidy/Passenger	\$13.88	\$30.74	\$15.74	\$49.83	\$34.10	\$63.52	\$33.74		\$23.93
Revenue/Passenger	\$1.42	\$1.39	\$1.25	\$1.94	\$1.78	\$2.05	\$1.70		\$1.47
Passengers/VSH	9.62	4.82	8.75	3.16	4.80	2.95	5.15		6.26
Passengers/VSM	0.77	0.30	0.65	0.11	0.23	0.11	0.37		0.35
Total Allocated Farebox Ratio	9.3%	4.3%	7.3%	3.8%	5.0%	3.1%	4.8%		5.8%

*Route A/S (Alta Sierra) runs only on Saturdays

****Tripper Route runs only when YRCS is operating

**Routes 5 & 7 do not run on Saturdays

& runs altered schedule on minimum days.

NEVADA COUNTY CONNECTS

**MONTHLY OPERATIONS REPORT
SYSTEMWIDE DATA**

January 2024

Monday - Saturday

	JAN 2024	JAN 2023	% CHANGE	YTD FY2023-24	YTD FY 2022-23	% CHANGE
PASSENGER BOARDINGS	25 service days	24 service days	176 service days	176 service days	176 service days	
Regular Cash	1,997	1,919	4.06%	25,701	23,329	10.17%
Discount Cash	1,466	1,039	41.10%	9,106	7,190	26.65%
Free (Under 6)	729	615	18.54%	4,691	3,952	18.70%
Daily Pass	591	520	13.65%	3,632	3,058	18.77%
Monthly Pass	3,850	3,785	1.72%	24,586	22,977	7.00%
Transfer	564	456	23.68%	3,494	3,398	2.83%
One Ride Tickets	521	377	38.20%	2,443	1,585	54.13%
Total Boardings	9,718	8,711	12%	73,653	65,489	12%
OPERATING DATA						
Revenue Vehicle Hours (RVH)	1,552	1,492	4.06%	9,931	10,097	-1.64%
Total Vehicle Hours	1,654	1,590	4.03%	10,518	10,687	-1.59%
Revenue Vehicle Miles (RVM)	28,101	26,947	4.28%	179,559	181,181	-0.90%
Total Vehicle Miles	29,795	28,619	4.11%	#REF!	192,419	0.00%
Marginal Operating Cost - RVH	\$138,376	\$123,019	12.48%	\$885,363	\$832,841	6.31%
Marginal Operating Cost - RVM	\$64,376	\$53,355	20.66%	\$410,749	\$358,678	14.52%
Marginal Operating Cost	\$196,379	\$169,462	15.88%	\$1,262,092	\$1,156,964	9.09%
Total Operating Cost (includes fixed costs)	\$246,827	\$219,185	12.61%	\$1,571,544	\$1,478,677	6.28%
Fare Revenue --ACTUALS	\$14,250	\$17,103	-16.68%	\$174,137	\$140,867	23.62%
Net Marginal Operating Subsidy	\$232,577	\$202,082	15.09%	\$1,406,880	\$1,339,032	5.07%
PERFORMANCE INDICATORS						
Marginal Operating Cost/RVH	\$126.53	\$113.62	11.37%	\$127.09	\$114.58	10.91%
Marginal Operating Cost/RVM	\$6.99	\$6.29	11.12%	\$7.03	\$6.39	10.07%
Total Subsidy/Passenger	\$23.93	\$23.20	3.16%	\$19.10	\$20.45	-6.58%
Revenue/Passenger	\$1.47	\$1.96	-25.31%	\$2.36	\$2.15	9.92%
Passengers/VSH	6.26	5.84	7.21%	7.42	6.49	14.35%
Passengers/VSM	0.35	0.32	6.98%	0.41	0.36	13.48%
Farebox Recovery Ratio	5.8%	7.8%	-26.01%	11.1%	9.5%	16.31%

NCC & NCN COMBINED SERVICES
MONTHLY OPERATIONS REPORT - 2023-24

JANUARY 2024

Monday - Saturday
 25 Service Days

	Route 1	Route 3.2/AS*	Route 4	Route 5**	Route 6	Route 7	Trippler	Paratransit		Total
PASSENGER BOARDINGS										
Regular Cash	668	310	409	295	208	106	1	1,697		3,694
Discount Cash	521	203	246	116	94	68	218			1,466
Free (Under 6)	187	168	248	48	75	3	0			729
Daily Pass	208	111	176	32	10	54	0			591
Monthly Pass	1,322	574	1,347	217	274	116	0			3,850
Transfer	105	130	196	65	59	9	0			564
One Ride Tickets	184	33	237	24	27	16	0			521
Total Boardings	3,195	1,529	2,859	797	747	372	219	1,697		11,415
OPERATING DATA										
Revenue Vehicle Hours (RVH)	332	317	327	252	156	126	43	715		2,267
Total Vehicle Hours	346	330	339	273	168	147	51	869		2,522
Revenue Vehicle Miles (RVM)	4,147	5,131	4,398	7,304	3,260	3,276	585	8,492		36,593
Total Vehicle Miles	4,447	5,317	4,597	7,640	3,460	3,444	891	9,687		39,482
Marginal Operating Cost - RVH	\$29,601	\$28,264	\$29,133	\$22,468	\$13,887	\$11,234	\$3,789			\$138,376
Marginal Operating Cost - RVM	\$9,580	\$11,852	\$10,160	\$16,872	\$7,531	\$7,568	\$1,351			\$64,913
Marginal Operating Cost	\$39,181	\$40,116	\$39,293	\$32,429	\$21,417	\$18,802	\$5,140			\$196,378
Total Operating Cost (includes fixed costs)	\$48,910	\$49,129	\$48,557	\$41,266	\$26,808	\$24,395	\$7,761	\$111,847		\$358,674
Fare Revenue - ACTUALS	\$4,552	\$2,120	\$3,560	\$1,549	\$1,332	\$764	\$372	\$5,045		\$19,294
Total Institutional & MUB Pass Sales								2557.5		
Total LCTOP Subsidized Passes								6525		
Net Operating Subsidy	\$34,629	\$37,996	\$35,733	\$30,880	\$20,085	\$18,038	\$4,768	\$0		\$182,129
PERFORMANCE INDICATORS										
Marginal Operating Cost/VSH	\$89.16	\$89.16	\$89.16	\$89.16	\$89.16	\$89.16	\$89.16	\$0.00		\$61.03
Marginal Operating Cost/VSM	\$2.31	\$2.31	\$2.31	\$2.31	\$2.31	\$2.31	\$2.31	\$0.00		\$1.77
Marginal Subsidy/Passenger	\$10.84	\$24.85	\$12.50	\$38.75	\$26.89	\$48.49	\$21.77	\$0.00		\$0.00
Revenue/Passenger	\$1.42	\$1.39	\$1.25	\$1.94	\$1.78	\$2.05	\$1.70	\$2.97		\$1.69
Passengers/VSH	9.62	4.82	8.75	3.16	4.80	2.95	5.15	2.37		5.03
Passengers/VSM	9.25	4.64	8.43	2.92	4.44	2.53	4.29	1.95		0.31
Total Allocated Farebox Ratio	9.3%	4.3%	7.3%	3.8%	5.0%	3.1%	4.8%	4.5%		5.4%

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

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

****Trippler Route runs only when YRCS is operating

NEVADA COUNTY CONNECTS
MONTHLY OPERATIONS REPORT - 2023-24

FEBRUARY 2024

Monday - Saturday:
 24 Service Days
 (Leap Year)

PASSENGER BOARDINGS	Route 1	Route 3.2/AS*	Route 4	Route 5**	Route 6	Route 7	Tripper		Total
Regular Cash	1,022	399	693	380	265	84	52		2,895
Discount Cash	375	135	232	88	84	37	209		1,160
Free (Under 6) and Sierra College	130	147	225	37	61	3	0		603
Daily Pass	109	55	107	26	6	27	0		330
Monthly Pass	1,285	518	1,053	198	280	99	0		3,433
Transfer	94	135	161	46	34	3	0		473
One Ride Tickets	148	40	135	13	19	14	0		369
Total Boardings	3,163	1,429	2,606	788	749	267	261		9,263
	34%	15%	28%	9%	8%	3%	3%		100%
OPERATING DATA									
Revenue Vehicle Hours (RVH)	318	304	313	240	149	120	50		1,494
Total Vehicle Hours	331	316	325	260	161	140	60		1,593
Revenue Vehicle Miles (RVM)	3,974	4,914	4,213	6,956	3,120	3,120	678		26,976
Total Vehicle Miles	4,262	5,094	4,404	7,276	3,312	3,280	1,038		28,666
Marginal Operating Cost - RVH	\$28,353	\$27,105	\$27,907	\$21,398	\$13,285	\$10,699	\$4,458		\$133,205
Marginal Operating Cost - RVM	\$9,181	\$11,351	\$9,732	\$16,068	\$7,207	\$7,207	\$1,566		\$62,314
Marginal Operating Cost	\$37,534	\$38,456	\$37,640	\$37,467	\$20,492	\$17,906	\$6,024		\$195,519
Total Operating Cost (includes fixed costs)	\$46,862	\$47,104	\$46,518	\$38,972	\$25,655	\$23,233	\$9,108		\$237,452
Fare Revenue --ACTUALS	\$7,347.18	\$3,170.69	\$5,711.44	\$2,379.64	\$2,040.11	\$776.97	\$677.71		\$22,104
Net Operating Subsidy	\$39,515	\$43,934	\$40,807	\$36,593	\$23,615	\$22,456	\$8,430		\$215,349
Total Institutional Pass Sales								\$8,738	
Total M. U. B. Sales								\$945	
LCTOP Passes								\$6,030	
PERFORMANCE INDICATORS									
Marginal Operating Cost/VSH	\$118.03	\$126.50	\$120.25	\$156.11	\$137.53	\$149.22	\$120.48		\$130.87
Marginal Operating Cost/VSM	\$9.44	\$7.83	\$8.93	\$5.39	\$6.57	\$5.74	\$8.89		\$7.25
Marginal Subsidy/Passenger	\$12.49	\$30.74	\$15.66	\$46.44	\$31.53	\$84.10	\$32.30		\$23.25
Revenue/Passenger	\$2.32	\$2.22	\$2.19	\$3.02	\$2.72	\$2.91	\$2.60		\$2.39
Passengers/VSH	9.95	4.70	8.33	3.28	5.03	2.23	5.22		6.20
Passengers/VSM	0.80	0.29	0.62	0.11	0.24	0.09	0.38		0.34
Total Allocated Farebox Ratio	15.7%	6.7%	12.3%	6.1%	8.0%	3.3%	7.4%		9.3%

*Route A/S (Alta Sierra) runs only on Saturdays

**Routes 5 & 7 do not run on Saturdays

NEVADA COUNTY CONNECTS

**MONTHLY OPERATIONS REPORT
SYSTEMWIDE DATA**

February 2024

Monday - Saturday

	FEB 2024	FEB 2023	% CHANGE	YTD FY2023-24	YTD FY 2022-23	% CHANGE
PASSENGER BOARDINGS	24 service days	23 service days		200 service days	199 service days	
Regular Cash	2,895	2,038	42.05%	28,596	25,367	12.73%
Discount Cash	1,160	986	17.65%	10,266	8,176	25.56%
Free (Under 6)	603	525	14.86%	5,294	4,477	18.25%
Daily Pass	330	403	-18.11%	3,962	3,461	14.48%
Monthly Pass	3,433	3,402	0.91%	28,019	26,379	6.22%
Transfer	473	333	42.04%	3,967	3,731	6.33%
One Ride Tickets	369	289	27.68%	2,812	1,874	50.05%
Total Boardings	9,263	7,976	16%	82,916	73,465	13%
OPERATING DATA						
Revenue Vehicle Hours (RVH)	1,494	1,426	4.77%	11,425	11,523	-0.85%
Total Vehicle Hours	1,593	1,521	4.77%	12,111	12,208	-0.79%
Revenue Vehicle Miles (RVM)	26,976	25,728	4.85%	206,535	206,909	-0.18%
Total Vehicle Miles	28,666	27,343	4.84%	#REF!	219,762	0.00%
Marginal Operating Cost - RVH	\$133,205	\$117,616	13.25%	\$1,018,568	\$950,458	7.17%
Marginal Operating Cost - RVM	\$62,314	\$50,942	22.32%	\$473,063	\$409,620	15.49%
Marginal Operating Cost	\$195,519	\$168,558	15.99%	\$1,457,611	\$1,325,522	9.97%
Total Operating Cost (includes fixed)	\$237,452	\$209,252	13.48%	\$1,808,996	\$1,687,929	7.17%
Fare Revenue --ACTUALS	\$22,104	\$18,829	17.39%	\$196,241	\$159,696	22.88%
Net Marginal Operating Subsidy	\$215,349	\$190,423	13.09%	\$1,622,229	\$1,529,455	6.07%
PERFORMANCE INDICATORS						
Marginal Operating Cost/RVH	\$130.87	\$118.20	10.72%	\$127.58	\$115.03	10.91%
Marginal Operating Cost/RVM	\$7.25	\$6.55	10.63%	\$7.06	\$6.41	10.16%
Total Subsidy/Passenger	\$23.25	\$23.87	-2.62%	\$19.56	\$20.82	-6.02%
Revenue/Passenger	\$2.39	\$2.36	1.08%	\$2.37	\$2.17	8.88%
Passengers/VSH	6.20	5.59	10.85%	7.26	6.38	13.83%
Passengers/VSM	0.34	0.31	10.76%	0.40	0.36	13.07%
Farebox Recovery Ratio	9.3%	9.0%	3.45%	10.8%	9.5%	14.66%

NCC & NCN COMBINED SERVICES
MONTHLY OPERATIONS REPORT - 2023-24

FEBRUARY 2024

Monday - Saturday
 24 Service Days
 (Leap Year)

	Route 1	Route 3.2/AS*	Route 4	Route 5**	Route 6	Route 7	Trippler	Paratransit			Total
PASSENGER BOARDINGS											
Regular Cash	1,022	399	693	380	265	84	52	1,638			4,533
Discount Cash	375	135	232	88	84	37	209				1,160
Free (Under 6) & Sierra College	130	147	225	37	61	3	0				603
Daily Pass	109	55	107	26	6	27	0				330
Monthly Pass	1,285	518	1,053	198	280	99	0				3,433
Transfer	94	135	161	46	34	3	0				473
One Ride Tickets	148	40	135	13	19	14	0				369
Total Boardings	3,163	1,429	2,606	788	749	267	261	1,638	0		10,901
OPERATING DATA											
Revenue Vehicle Hours (RVH)	318	304	313	240	149	120	50	698			2,192
Total Vehicle Hours	331	316	325	260	161	140	60	856			2,449
Revenue Vehicle Miles (RVM)	3,974	4,914	4,213	6,956	3,120	3,120	678	8,033			35,009
Total Vehicle Miles	4,262	5,094	4,404	7,276	3,312	3,280	1,038	9,090			37,756
Marginal Operating Cost - RVH	\$28,353	\$27,105	\$27,907	\$21,398	\$13,285	\$10,699	\$4,458				\$133,205
Marginal Operating Cost - RVM	\$9,181	\$11,351	\$9,732	\$16,068	\$7,207	\$7,207	\$1,566				\$62,314
Marginal Operating Cost	\$37,534	\$38,456	\$37,640	\$37,467	\$20,492	\$17,906	\$6,024				\$195,519
Total Operating Cost (includes fixed costs)	\$46,862	\$47,104	\$46,518	\$38,972	\$25,655	\$23,233	\$9,108	\$110,980			\$348,433
Fare Revenue - ACTUALS	\$7,347.18	\$3,170.69	\$5,711.44	\$2,379.64	\$2,040.11	\$776.97	\$677.71	\$4,836			\$26,940
Total Institutional & MUB Pass Sales									\$9,683		
Total LCTOP Subsidized Passes									\$6,030		
Net Operating Subsidy	\$30,187	\$35,285	\$31,928	\$35,087	\$18,452	\$17,129	\$5,346	\$106,144			\$279,559
PERFORMANCE INDICATORS											
Marginal Operating Cost/VSH	\$89.16	\$89.16	\$89.16	\$89.16	\$89.16	\$89.16	\$89.16	\$0.00	\$0.00		\$60.76
Marginal Operating Cost/VSM	\$2.31	\$2.31	\$2.31	\$2.31	\$2.31	\$2.31	\$2.31	\$0.00	\$0.00		\$1.78
Marginal Subsidy/Passenger	\$9.54	\$24.69	\$12.25	\$44.53	\$24.64	\$64.16	\$20.48	\$64.80	\$0.00		\$25.65
Revenue/Passenger	\$2.32	\$2.22	\$2.19	\$3.02	\$2.72	\$2.91	\$2.60	\$2.95	\$0.00		\$2.47
Passengers/VSH	9.95	4.70	8.33	3.28	5.03	2.23	5.22	2.35	0.00		4.97
Passengers/VSM	9.56	4.52	8.02	3.03	4.65	1.91	4.35	1.91	0.00		0.31
Total Allocated Farebox Ratio	15.7%	6.7%	12.3%	6.1%	8.0%	3.3%	7.4%	4.4%	0.0%		7.7%

*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

CIVIC ENGAGEMENT FREE FARE DAYS

Rise Mine Public Hearings				
Feburary 2024				
Route #	15-Feb	16-Feb	Total	Feb-24
1	153	166	319	\$478.50
3/2	58	66	124	\$186.00
4	108	144	252	\$378.00
5	48	45	93	\$222.00
6	35	29	64	\$171.00
7	10	12	22	\$58.50
ST 1/6	22	11	33	\$49.50
Totals	434	473	907	<u><u>\$1,543.50</u></u>

0

**Passenger Appreciation Free Fare Days
February 14th**

02/14-Tues 02/14-Weds.

Route #	2023	2024	Difference
1/6 (S.T.)	10	19	9
1	142	133	(9)
3/2	70	54	(16)
4	124	138	14
5	28	43	15
6	27	31	4
7	14	16	2
Totals	415	434	19

\$28.50
\$199.50
\$81.00
\$207.00
\$117.00
\$78.00
\$43.50
5%

Rts. \$754.50

ck \$754.50

Sierra College

Route #	Jul'23	Aug'23	Sep'23	Oct'23	Nov'23	Dec'23	Jan'24	Feb'24	Mar'24	Apr'24	May'24	Jun'24	Route Totals
1/6 - School Tripper	0	0	0	0	1	0	0	0					\$1.00
1 - Grass Valley/Nevada City	18	35	60	49	79	26	81	70					\$418.00
3/2 - Grass Valley/Ridge Rd	28	30	31	22	27	8	10	17					\$173.00
4 - Grass Valley/Sierra College/Brunswick	29	98	148	141	139	87	105	112					\$859.00
5 - Auburn	14	36	45	50	37	17	32	28					\$259.00
6 - Penn Valley/Lake Wildwood	35	30	23	42	40	20	38	30					\$258.00
7 - North San Juan	0	1	0	0	1	1	2	0					\$5.00
Totals	124	230	307	304	324	159	268	257	-	-	-	-	\$1,973.00
Total Overall Ridership	9,370	13,730	10,191	11,090	9,658	9,896	9,718	9,263					
Total Ridership Route 4 (serving Sierra College)	2,811	3,460	2,936	3,172	2,996	3,050	2,859	2,606					
Period totals			661			787			525			-	



**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>**

George Schureck
 Acting Director of Public Works

Robin Van Valkenburgh, Transit Services Manager

**TRANSIT SERVICES COMMISSION
 Information Item**

MEETING DATE: March 20, 2024

TO: Transit Services Commission

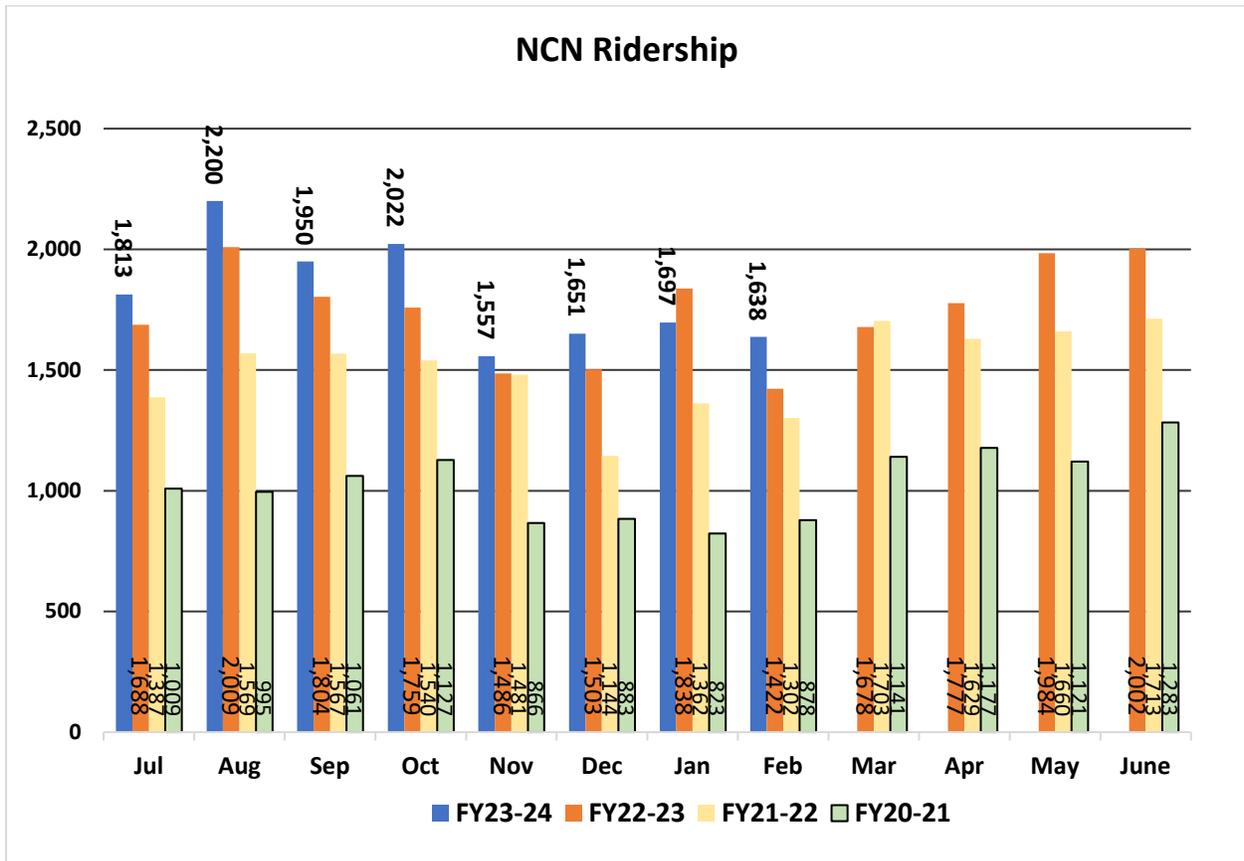
FROM: Robin Van Valkenburgh, Transit Services Manager

SUBJECT: Nevada County Now Operations Report for January – February 2024

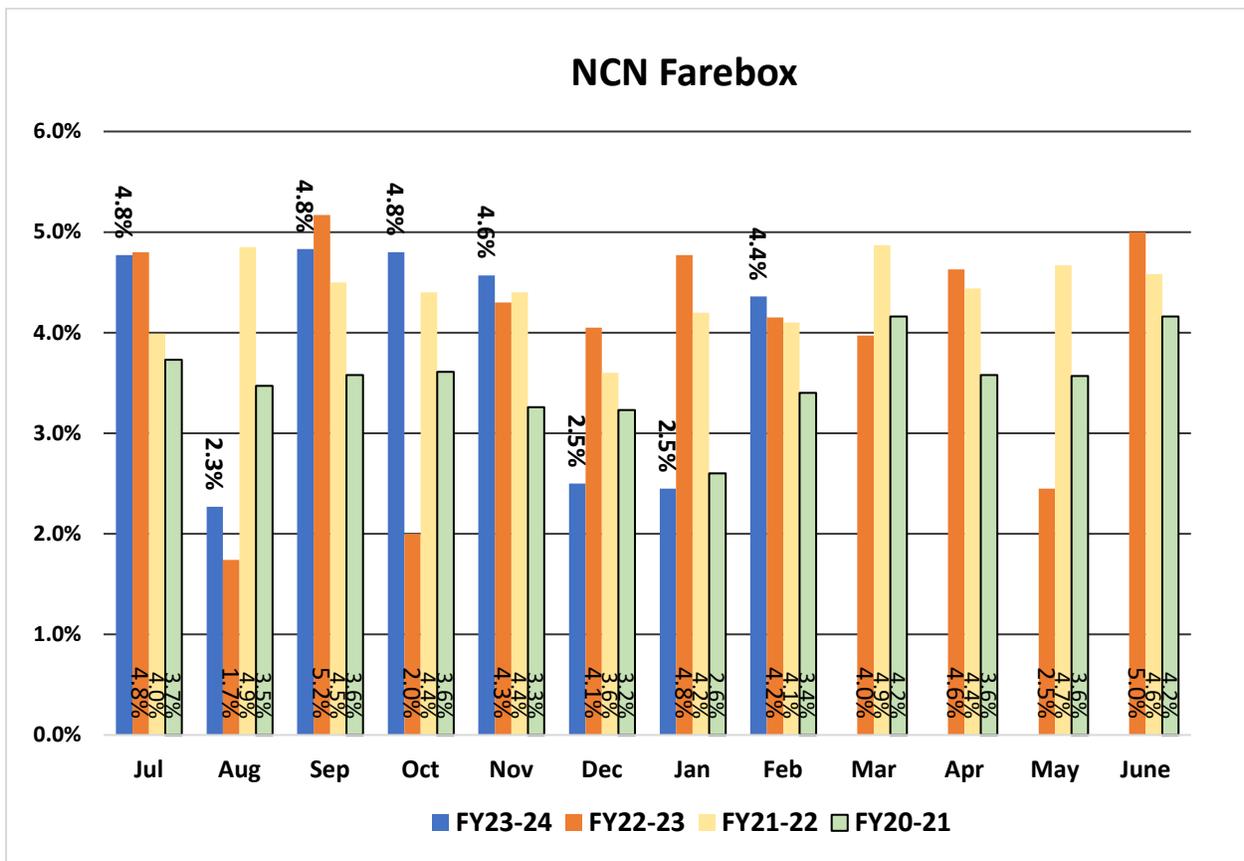
RECOMMENDATION: Accept the report.

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.

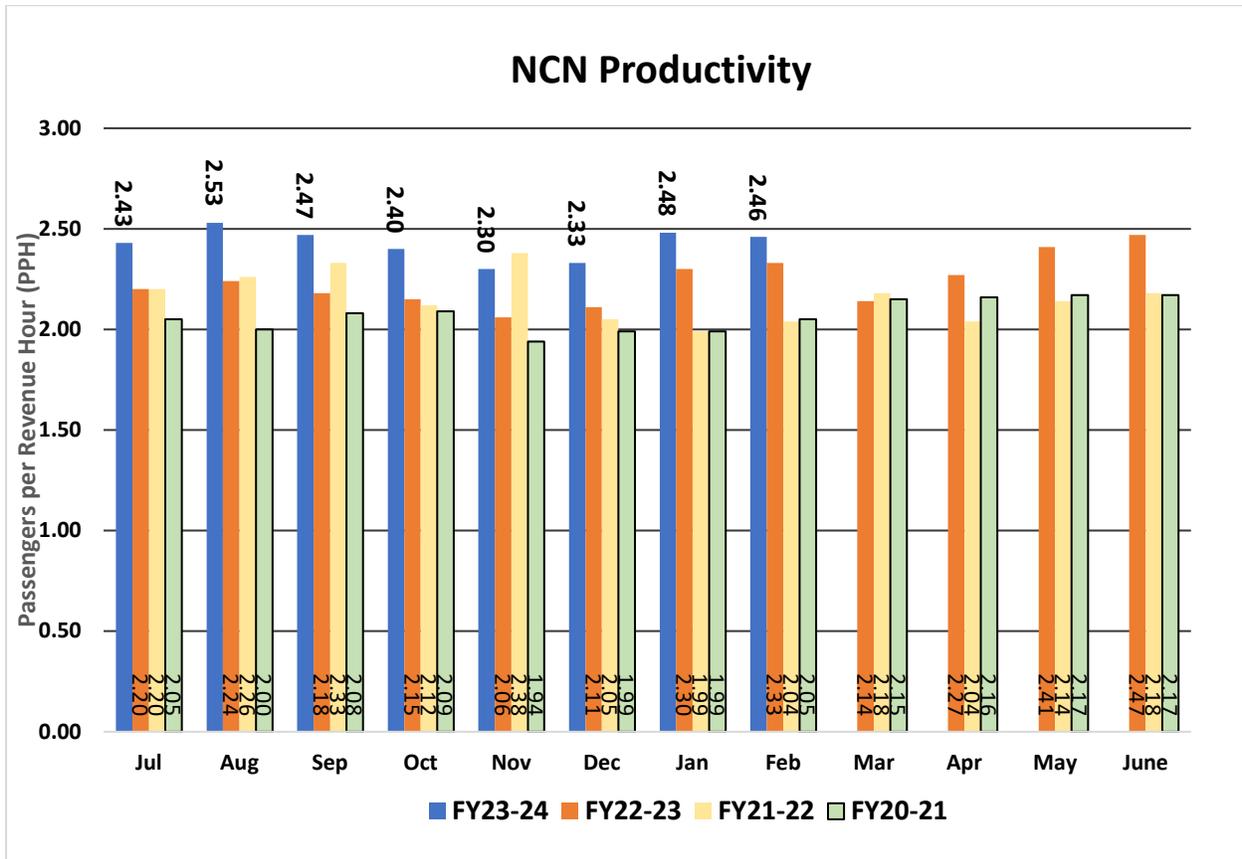
Ridership



Farebox



Passenger per Service Hour-PPH (productivity)



Year-to-Date

Total boardings year-to-date (YTD) FY23-24 are 14,528, an increase of 8 percent compared to the prior year (FY23/24 14,528 vs. FY22/23 13,509).

The NCN farebox recovery rate (FBR) for FY23-24 YTD is 3.8 percent, which is a decrease of 2.6 percent over prior year (FY22/23 3.9 percent). This is a negative trend that staff will work with the contractor to explore ways to improve FBR.

It should be noted that the significant fluctuations in monthly FBR, as seen in August and December, are due to multiday free fare events wherein the fares are not collected by Paratransit Services, rather they are paid by LCTOP grant funds.

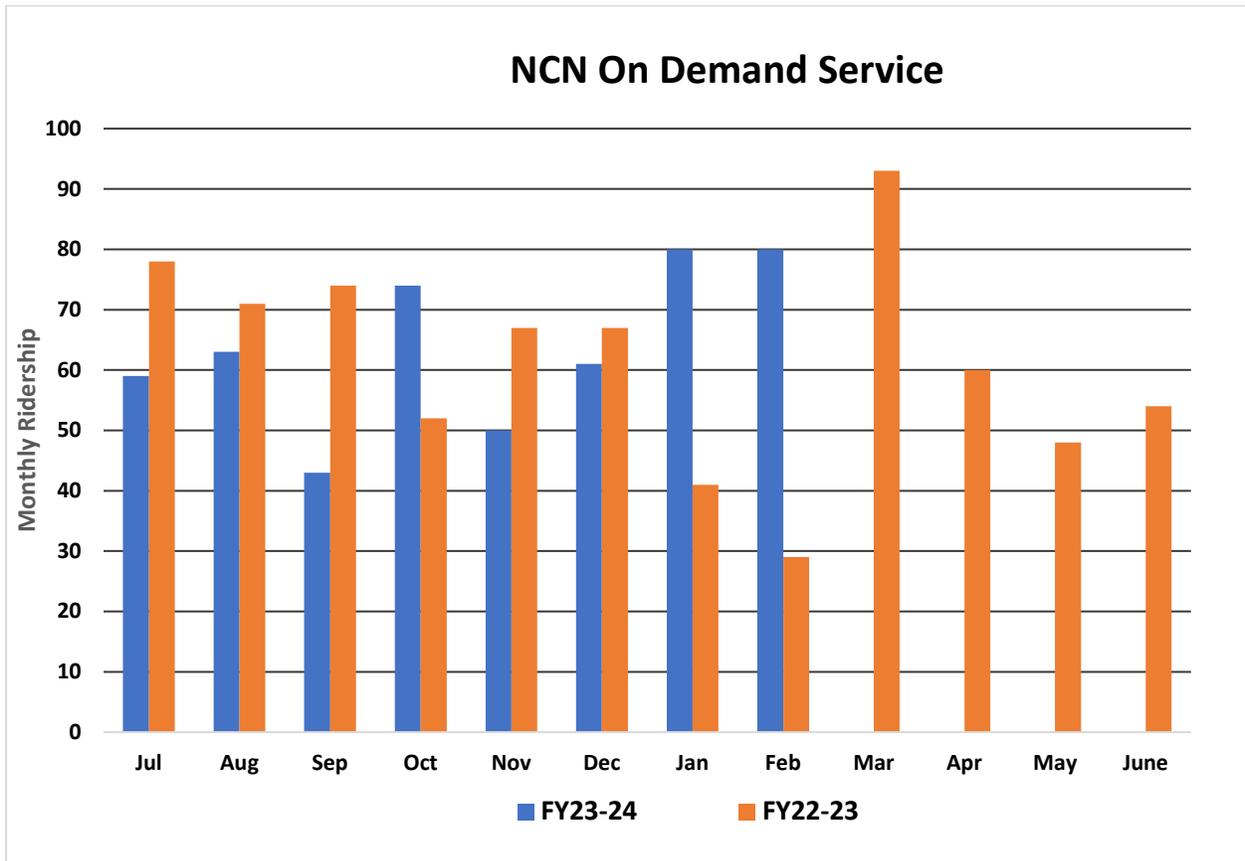
Productivity for FY23/24 YTD is at 2.43 PPH which is 10.5 percent above prior year for the same period (FY23/24 2.43 vs. FY22/23 2.2)

On-Demand Services

Senior On-demand services were implemented in April 2020, providing on-demand service to seniors 65 and over within the regular ADA service, with ADA On-demand service beginning in August 2023.

Year-to date the overall combine on-demand service has provided 510 passenger trips, which is 6 percent higher the prior year for the same period (FY23/24 510 vs FY22/23 479). This is a positive trend and we will continue to encourage use of the on-demand services.

On-demand Service Ridership



Please contact me if you have any questions prior to the March 20, 2024 TSC Meeting.

TT:RVV

Monday-Saturday	July	August	September	October	November	December	January	February	March	April	May	June	Yr to Date
Days of Service													0
Total Mileage:	10,627	12,587	11,446	11,908	9,262	9,674	9,687	9,090					84,281
Service Miles	9,346	11,210	10,096	10,524	8,189	8,640	8,492	8,033					74,530
Deadhead Miles	1281	1377	1350	1384	1073	1034	1195	1057					9751
18,400													
Total Hours:	932.82	1,074.83	977.40	1,054.55	844.83	885.85	868.63	855.50					7,494.42
Service Hours	769.42	897.23	806.38	872.73	699.43	735.35	715.43	698.33					6,194.32
Deadhead Hours	163.40	177.6	171.0167	181.8167	145.4	150.50	153.20	157.17					1300.10
Percent of Max Hours	5%	6%	5%	6%	5%	5%	5%	5%	0%	0%	0%	0%	41%
Boardings/Delivered	1,813	2,200	1,950	2,022	1,557	1,651	1,697	1,638					14,528
Subscriptions	1157	1353	1211	1223	857	960	1039	955					8755
Demand Response	597	774	696	725	650	630	578	603					5253
Senior DAR Delivered	59	53	33	31	21	39	47	32					315
ADA DAR Delivered		10	10	43	29	22	33	48					195
Non Boardings	79	86	90	101	100	73	77	67					673
No Shows	14	22	25	26	26	18	22	24					177
Late Cancels	54	44	52	65	63	44	38	32					392
Group No Shows	7	11	9	6	5	8	12	7					
Group Late Cancels	4	9	4	4	6	3	5	4					
Refused	0	0	0	0	0	0	0	0					0
Denials	0	0	0	0	0	0	0	0					0
In Service Veh Failures	0	0	0	0	0	0	0	0					0
Accidents	0	0	0	0	0	0	0	0					0
Fare Revenue	\$5,302.00	\$5,621.05	\$5,627.00	\$5,756.00	\$5,078.00	\$ 2,826.00	\$ 2,736.00	\$ 4,836.00					\$37,782.05
Farebox Percentage	4.77%	4.64%	4.83%	4.80%	4.57%	2.50%	2.45%	4.36%					4.12%
Passengers Per Hour	2.43	2.53	2.47	2.40	2.30	2.33	2.48	2.46					2.43
Price/Ride	\$ 2.92	\$ 2.56	\$ 2.89	\$ 2.85	\$ 3.26	\$ 1.71	\$ 1.61	\$ 2.95					\$ 2.59
Subscription %	63.82%	61.50%	62.10%	60.48%	55.04%	58.15%	61.23%	58.30%					60.08%
No Show %	0.77%	1.00%	1.28%	1.29%	1.67%	1.09%	1.30%	1.47%					1.23%
Late Cancel %	2.98%	2.00%	2.67%	3.21%	4.05%	2.67%	2.24%	1.95%					2.72%
Group No Shows %	0.39%	0.50%	0.46%	0.30%	0.32%	0.48%	0.71%	0.43%					
Group Late Cancels %	0.22%	0.41%	0.21%	0.20%	0.39%	0.18%	0.29%	0.24%					
Refused %	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%
ADA Board/Delivered	1684	2046	1833	1877	1452	1528	1583	1525					13528
ADA % of Total	93%	93%	94%	93%	93%	93%	93%	93%					93%
ADA No Shows	13	21	24	26	25	16	19	24					168
ADA Subscription	1098	1282	1148	1161	809	909	1014	935					8356