

**TRANSIT SERVICES COMMISSION
WESTERN NEVADA COUNTY
AGENDA
Wednesday January 29, 2025, 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
Robb Tucker, Supervisor, District 2, County of Nevada, (1st meeting)
Lou Ceci, Councilmember, City of Nevada City,
Tom Ivey, Councilmember, Grass Valley City Council
Hardy Bullock, Supervisor, District 5, County of Nevada (1st meeting)
Carly Pacheco, FREED, Member-at-Large

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

Virtual Link

Topic: Transit Services Commission Meeting
Time: Jan 29, 2025 08:30 AM Pacific Time (US and Canada)

Join Zoom Meeting
<https://us06web.zoom.us/j/87954656679?pwd=qcXIuwVjqM0e0YvUcJI6hUxGUstB8Z.1>

Meeting ID: 879 5465 6679
Passcode: 588795

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 November 13, 2024 Commission Meeting

Recommendation: Approve minutes

(pages 1 -3)

ACTION ITEMS:

5. Elect 2025 Transit Services Commission Chair & Vice-Chair

Recommendation: Elect nominees

(page 4)

6. Appoint FY2025-26 TSD Budget Sub-Committee

Recommendation: Appoint sub-committee if required

(page 5)

INFORMATIONAL ITEMS:

7. Nevada County Transit Services FY2023-24 Annual Operations Report:

Recommendation: Accept the report

(pages 6 - 22)

8. Manager's Report:

Recommendation: None

(page 23 - 28)

9. Nevada County Connects Operations Report

Recommendation: Accept the report

(pages 29 - 38)

10. Nevada County Now Operations Report

Recommendation: Accept the report

(pages 39 - 43)

11. COMMISSIONER COMMENTS AND ANNOUNCEMENTS

Thank you to commissioner Scofield.

The next scheduled Transportation Services Commission meeting is on Wednesday March 19, 2025, at 8:30 AM at Grass Valley City Hall, 125 E. Main St., Grass Valley CA 95945 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.

**TRANSIT SERVICES COMMISSION (TSC)
WESTERN NEVADA COUNTY**

2025 MEETING SCHEDULE

THIRD WEDNESDAY OF EVERY OTHER MONTH

All meetings begin at 8:30 a.m. unless noted otherwise

JANUARY 29, 2025	<u>Virtual or Grass Valley</u>
MARCH 19, 2025	<u>Virtual or Grass Valley</u>
MAY 21, 2025	<u>Virtual or Grass Valley</u>
JULY 16, 2025	<u>Optional – NCTC Meeting in Truckee</u>
SEPTEMBER 17, 2025	<u>Virtual or Grass Valley</u>
NOVEMBER 12, 2025	<u>Virtual or Grass Valley</u>

TSC meetings are held at the following locations:

**Grass Valley City Hall
125 East Main St.
Grass Valley, CA 95945**

Or

Virtually via Zoom link

SPECIAL MEETINGS:

As needed, for items of business as directed by the Transit Services Commission.

**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, November 13, 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 September 18, 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 8:30 AM. Commissioner Duane Strawser asked Transit Manager, Robin VanValkenburgh to lead the Pledge of Allegiance.

2. Roll Call:

Commissioners Present:

Duane Strawser, Fire Safe Council, Member-at-large, Chair

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

Tom Ivy, Councilmember, Grass Valley City Council

Sue Hoek, Supervisor, District 4, County of Nevada

Commissioners Absent:

Lou Ceci, Councilmember, City of Nevada City

Carly Pacheco, FREED, Member-at-Large

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, at any time during this meeting.

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.

There were no requests, in public or online to remove any items from the agenda.

4. **Approve Minutes of the September 18, 2024 Commission Meeting** **(pages 1 – 3)**

Commissioner Duane Strawser called for a motion to approve the Minutes of the September 18, 2024 Commission Meeting. Commissioner Ed Scofield motioned to approve the minutes of the September 18, 2024 minutes. Commissioner Sue Hoek seconded the motion, on a roll call vote the motion was passed with one abstention.

ACTION ITEMS:

ACTION ITEMS:

1. **Approve the FY2025 Transit Services Commission Meeting Schedule** **(pages 4 - 5)** **Recommendation:** Approve the proposed meeting schedule

Commissioner Duane Strawser called for a motion to approve the FY2025 Transit Services Commission Meeting Schedule. Commissioner Sue Hoek called for a motion to approve the FY2025 Transit Commission Services Meeting Schedule, commissioner Tom Ivey seconded the motion. The motion passed unanimously.

2. **Approve FY24-25 Transit Services Budget Amendment** **(pages 6 - 7)** **Recommendation:** Approve the proposed budget amendment

Commissioner Duane Strawser called for a motion to approve the FY24/25 Transit Services Budget Amendment. Commissioner Ed Scofield motioned to approve the FY24/25 Transit Services Budget Amendment, Commissioner Tom Ivey seconded the motion. The motion passed unanimously.

INFORMATIONAL ITEMS:

- 7. Manager's Report:** **(page 8 - 15)**
The Manager's report was unanimously accepted.

- 8. Nevada County Connects Operations Report** **(pages 16 - 25)**
The Nevada County Connects report was unanimously accepted.

- 9. Nevada County Now Operations Report** **(pages 26 - 30)**
The Nevada County Now report was unanimously accepted.

10. COMMISSIONER COMMENTS AND ANNOUNCEMENTS

A thank you plaque was presented to Commissioner Ed Scofield, who will retire from public service in a short time; to honor of his many years of service on the Transit Services Commission.

The next scheduled Transportation Services Commission meeting is on Wednesday, November 13, 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 Duane Strawser called for a motion to end the November 13, 2024, Transit Services Commission meeting. Commissioner Tom Ivy motioned to end the November 13, 2024, Transit Services Commission meeting. Commissioner Sue Hoek seconded the motioned, the motion was unanimously passed. The Transit Services Commission meeting ended at 9:27AM.

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



COUNTY OF NEVADA
COMMUNITY DEVELOPMENT AGENCY
DEPARTMENT OF PUBLIC WORKS
TRANSIT SERVICES DIVISION
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David Garcia,
 Director of Public Works

Robin Van Valkenburgh, Transit Services Manager

TRANSIT SERVICES COMMISSION
Action Item

MEETING DATE: January 29, 2025

TO: Transit Services Commission

FROM: Robin Van Valkenburgh, Transit Services Manager

SUBJECT: **Elect a Chair and Vice-Chair for Calendar Year 2025**

RECOMMENDATION: Elect the proposed Chair and Vice-Chair.

FUNDING: Not applicable.

BACKGROUND: Under the policies and procedures previously established by the Transit Services Commission (TSC), the Chair and Vice Chair terms of office are on a calendar year basis. It is appropriate, therefore, at this time for the TSC to elect a new Chair and Vice Chair for the calendar year 2025 Commission meetings.

Please contact me if you have any questions prior to the January 29, 2025 TSC Meeting.

DC:RVV



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David Garcia, Director of Public Works

Robin Van Valkenburgh, Transit Services Manager

TRANSIT SERVICES COMMISSION
Action Item

MEETING DATE: January 29, 2025

TO: Transit Services Commission

FROM: Robin Van Valkenburgh, Transit Services Manager

SUBJECT: **Appointment of Fiscal Year 2025-26 Transit Budget Sub-Committee if Required**

RECOMMENDATION: Appoint a Fiscal Year 2025-26 Transit Budget Sub-Committee.

BACKGROUND: The County of Nevada Transit Services has started the process of developing the Fiscal Year 2025-26 budget. The draft Transit Services budget is scheduled to be submitted to the County Executive Office in early March. The TSC has traditionally appointed a budget subcommittee, consisting of two commissioners, to meet with Transit staff prior to the March TSC meeting. Due to the draft Transit Services Division budget being submitted to the Board on or before the next regularly scheduled TSC meeting, staff proposes to submit the initial draft budget to the TSC sub-committee for initial review prior to the March 19th meeting date. 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

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

June: County budget adoption estimated to occur on or around the 15th

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 LTF has been holding steady this fiscal year.

Please contact me if you have any questions prior to the January 29, 2025, TSC Meeting.

TT:RVV



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David Garcia, Director of Public Works

Robin Van Valkenburgh, Transit Services Manager

TRANSIT SERVICES COMMISSION
Information Item

MEETING DATE: January 29, 2025

TO: Transit Services Commission

FROM: Robin Van Valkenburgh, Transit Services Manager

SUBJECT: **County of Nevada Transit Services FY2023-24 Annual Operations Report**

RECOMMENDATION: Accept the report.

BACKGROUND: As requested by the Transit Services Commission, Transit Services staff provides a written annual report to Commissioners that presents an overview of Transit Services operations for the previous fiscal year that includes both the fixed route Nevada County Connects (NCC) fixed route and Nevada County Now (NCN) paratransit services. The “County of Nevada, Department of Public Works, Transit Services Division, Annual Operations Report, FY 2023-24” (Annual Report) is included in Commissioner’s agenda packets. A copy of the report is available for review at the Transit Services office and will be posted on the www.nevadacountyconnects.com website. The Annual Report provides operational and performance information for both the fixed route and demand-response paratransit provider.

The most recent FY2020-21 to FY2025-26 Western Nevada County Transit Development Plan (TDP) Update (completed 2021) includes a chapter that recommends goals, standards, and performance measures/indicators and these items are included in the Annual Report.

The overall transit system continued to experience stability in FY 2023-24. Highlights of the Annual Report include the following:

- Completion of Phase 1 of Nevada County EV Charging Infrastructure at the Nevada County Operations Center (Depot) to charge two battery electric buses.
- Receipt of, and implementation of two Gillig 35ft Battery Electric transit buses.
- In FY 2023-24 NCC provided a total of 124,477 boardings and NC Now provided 22,085 boardings.
- Ridership in FY 2023-24 grew by 8.4 percent for NCC and a 5 percent increase for paratransit.

- The annual fare box recovery ratio for NCC was 10.7 percent and 4.2 percent for NC Now, with an overall combined fare box of 8.7 percent.
- The overall passengers per vehicle service hour for NCC was 3.87 passengers for regional routes, 7.8 passengers for local routes and 2.44 passengers for NC Now paratransit. Both entities are below the desired standard.
- The fixed route NCC on-time performance standard was 76 percent.
- The NC Now demand-response paratransit on-time performance standard was 95 percent.
- All System Planning and Management standards have been met by Transit Services.
- The road calls standard of a minimum of 10,000 miles between road calls was met by NCC with only 2 road calls.
- NCC had two NTD reportable incidents. There were two preventable incidents which equates to one incident per 169,973 miles.
- NC Now met the standards for road calls. Zero accidents were reported and drivers received applicable safety and security training.
- A list of Transit Services and NC Now accomplishments in FY 2023-24 are listed in the Annual Report.

Performance Standards	Local					Regional			Fair	NCC System	Nevada County Now
	1	2/3	4	Tripper	All Local	5	6	7*			
Farebox Ratio											
Current Minimum (10% FBR)	11.6%	11.6%	11.6%	11.6%	11.6%	6.5%	6.5%	6.5%	10%	10%	10%
Current Goal (15% FBR)	17.3%	17.3%	17.3%	17.3%	17.3%	10%	10%	10%	10%	15%	10%
2023-24 Actual	17	8.2	14.5	8.4	12	6.2	9.5	4.2	36.6	10.7	4.35
Marginal Subsidy/Psgr Trip											
Current Maximum	\$ 10.20	\$ 10.20	\$ 10.20	\$ 10.20	\$ 10.20	\$ 32.32	\$ 32.32	\$ 32.32	NA	\$ 13.13	NA
Current Goal	\$ 6.24	\$ 6.24	\$ 6.24	\$ 6.24	\$ 6.24	\$ 19.38	\$ 19.38	\$ 19.38	\$ 5.00	\$ 8.05	\$ 20.00
2023-24 Actual	\$ 11.52	\$ 26.18	\$ 13.36	\$ 28.63	\$ 19.92	\$ 46.76	\$ 27.60	\$ 69.93	\$ 2.60	\$ 20.25	\$ 59.62
Passenger per Vehicle Hour (productivity-PPH)											
Current Minimum	17.1	17.1	17.1	17.1	17.1	5.7	5.7	5.7	9.0	13.5	2.0
Current Goal	26.1	26.1	26.1	26.1	26.1	9.2	9.2	9.2	15.0	20.8	2.0
2023-24 Actual	10.61	5.41	9.5	5.65	7.79	3.29	5.69	2.62	36.09	6.99	2.44

Notes: Route 7 not expected to meet performance standards. Cells highlighted in red do not meet minimum standards.

Please contact me if you have any questions prior to the January 29, 2025 TSC Meeting.

TT:RVV



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

Nevada
County
connects

and

Nevada
County **Now**

**ANNUAL OPERATIONS REPORT
FY2023 - 24**



**950 Maidu Avenue
Nevada City, CA 95959
(530) 477-0103
www.nevadacountyconnects.com**

**TRANSIT SERVICES DIVISION
ANNUAL OPERATIONS REPORT
FY2023-24**

July 1, 2023 – June 30, 2024

Transit Services Division Mission Statement:

“To provide safe, convenient, reliable, and affordable fixed route transit services and specialized paratransit services.”

Introduction

The County of Nevada, Department of Public Works, Transit Services Division (Transit Services), provides public transportation in western Nevada County under the authority of a Joint Powers Agreement (JPA) with the County of Nevada, the City of Grass Valley, and the City of Nevada City.

The County of Nevada Department of Public Works – Transit Services Division Annual Operational Report, FY2023-24(Annual Report) is prepared to apprise the Transit Services Commission of Western Nevada County and the general public, on Transit Services operations throughout the fiscal year. This report represents operational information from July 1, 2023 through June 30, 2024.

It should be noted that the overall ridership and public engagement are still heavily influenced by the ramifications of the COVID-19 pandemic. The initial pandemic response from March 2020 through April 2022 (end of mask mandates on public transit) resulted in significant ridership loss due to State and County public health safety restrictions, including limiting travel to only essential tasks (grocery shopping or medical appointments). These limitations were gradually lifted in the 2021-22 service year, with social distanced seating requirements being removed on July 1st and the resumption of normal service hours beginning on August 16, 2021.

While transit services returned to “normal”, ridership continues to be substantially impacted by other outside factors such as reduced participation in major events like the Fair, a reduction in ridership associated with Yuba River Charter School, an increase in teleworking and the continuation of a change in public perception regarding the safety of traveling by transit due to COVID, specifically an increased fear of contagion when riding transit.

Our public transit services are rebounding from these significant challenges, albeit slowly, with ridership gains being made across every route and all our paratransit on-demand services.

Transit Services Program Descriptions

Public transportation in western Nevada County is provided by the County of Nevada Public Works Department, Transit Services Division and includes fixed route, Americans with Disabilities Act (ADA) mandated complementary paratransit service and senior 65+ and Disabled demand responsive paratransit transportation. The fixed route service, Nevada County Connects (NCC) is directly operated by the County of Nevada Transit Services Division and the demand response paratransit service is contracted out by the County of Nevada. The contracted paratransit provider in FY2023-24 is Paratransit Services/Nevada County Now (NCN). The administration and management of the paratransit contract is provided by the County of Nevada Transit Services Division.

Fixed Route Service

Nevada County Connects (NCC) provides the fixed route service in western Nevada County connecting passengers to residential, commercial and employment centers throughout the local area. Regularly scheduled fixed route bus service is available to Grass Valley, Nevada City, Penn Valley and surrounding communities. Regional service is provided to North San Juan, Lake of the Pines and

the Auburn area via the Highway 49 corridor. In FY2023-24 seven regular routes and one school tripper route operated Monday through Friday from 5:50 am to 8:00 pm and five routes operated on Saturday from 7:30 am to 5:00 pm. There is no Sunday service.

Americans with Disabilities Act (ADA) Paratransit Service and Senior 65+ Demand Responsive Paratransit Service

Paratransit Services, a private non-profit agency, operates Nevada County Now (NCN), providing federally mandated Americans with Disabilities Act (ADA) complementary paratransit service to eligible individuals within ¾ mile of NCC fixed routes, supplemental zone ADA paratransit service (up to ¾ mile beyond the mandated ADA service area) and a same-day on-demand disabled and senior 65 and older dial-a-ride service. The on-demand service is provided within the regular ADA paratransit service area (within ¾ mile of the regular fixed route buses). All services are available the same days and times as the Nevada County Connects fixed routes.

NCC Service Year 2023-24 Program Highlights

- Received and put into service Gillig battery electric buses.
- Awarded Low Carbon Transit Operations grant funding for low income pass program.
- Purchased and installed the equipment related to the Contactless Fare Payment System.
- Took delivery of one Ford E450 Cutaway bus for paratransit services procured with Federal Transit Administration (FTA) Section 5310 funding.
- Ordered two Ford E450 cutaway buses for paratransit services via FTA 5311 CRRSAA grant funding.
- Purchased replacement tablets for the RouteMatch dispatching system in support of continuing operations.
- Completed the construction and installation of one Chargepoint Express Plus 150kw DC fast charger, in addition to the civil work necessary for future EV charging infrastructure, this work was funded by an EPA Targeted Airshed Grant.
- Increased fixed route ridership by 7 percent over the prior year.
- Continued our partnership with NCTC, Placer County Transportation Planning Authority (PCTPA), Sierra College, Roseville Transit, Placer County Transit and Auburn Transit to design and develop the “Ride Free with Your Sierra College ID” fare incentive program to improve transit accessibility to students at all Sierra College campuses; experienced a ridership increase of 59 percent over prior year.
- Continued partnership with local social services agencies in support of the Low-income Fare Subsidy Pass program funded through a Low Carbon Transit Operations Program grant.
- Continued partnership with Connecting Point/211 for travel training services.

Nevada County Now 2023-24 Program Highlights

- Saw a 5 percent increase in ridership over prior year.
- Continued same day on-demand senior 65+ Dial-a-Ride service and added Disabled eligibility, experienced a 13 percent increase in ridership over prior year.
- Participated with Transit Services/Nevada County Connects, Nevada County Consolidated Fire in the annual joint emergency mobilization and evacuation exercise.

- Received a staff appreciation lunch from Crystal Ridge Care Center for excellent customer service and care for residents.
- Presented community outreach through a booth at the Nevada County Fair.
- Continued partnerships with Alta California Regional Center, Gold Country Community Services, PRIDE Industries, and Neighborhood Center for the Arts and other social service providers to transport their paratransit clients.
- Achieved an average of 2.44 passengers per vehicle service hour, exceeding standards.
- Purchased and installed mobile data terminals in all vehicles to improve reliability and performance of system.
- Worked with consumers to distribute and process hundreds of ADA applications helping to improve the accessibility of the recertification process.

Operational Data and Performance Indicators

In FY2023-24 State and Federal funding opportunities maintained as the government continues attempting to offset the loss of ridership and changes in travel patterns due to COVID-19. While this funding increase has been beneficial, as it offset the significant loss of revenue due to a decrease in ridership, it did not mitigate the loss of demand or the radical change in ridership patterns. The service year began with transit operating the battery electric buses as shuttles for the Nevada County Fair in a marketing effort to draw attention to our services.

The most recent FY2023-24 Western Nevada County Transit Development Plan (TDP) Update includes a table that recommends goals, standards, and performance measures/indicators and these items are included in this report. Performance indicator graphs are also included at the end of this report for both Nevada County Connects fixed route and Nevada County Now paratransit.

Performance standards provide a reasonable target for a transit agency to aim for in order to achieve the most efficient and effective service possible. Goals establish general direction for policies and operation and provide a long-range perspective. Standards are quantifiable measures that reflect achievement of the goals. The performance measures/indicators provide the mechanism for deciding whether the standards have been met. It should be noted that specific services, routes, and operational activities may have unique circumstances that require evaluation on a case-by-case basis. This information and data is meant to provide a helpful management tool that identifies areas that may need attention and improvement for both Connects and NC Now.

The standards developed in the 2021 TDP update are based on the assumption that transit use characteristics would return to a similar state as pre-COVID, which they have not. The system is currently operating at approximately 75 percent of 2019-20 ridership and 60 percent of 2018-19 ridership. As such the Nevada County Connects and Nevada County Now services are meeting the performance standards and goals.

Service Efficiency Goal: To maximize the level of service that can be provided within the resources available. Standards should not be strictly applied to new routes for the first two years of service so long as 60 percent of standard is achieved after one full year of service and a favorable trend is maintained. The following represents service for both NCC and NC Now.

TDP Recommended Performance Metrics

10% System Wide Farebox Recovery - Minimum (2026)					
Service area	Fare Revenue Needed	Boardings Needed	Farebox Recovery	Passengers Per Vehicle Hour	Subsidy per Passenger
Core Routes	\$293,739	236,603	11.6%	17.1	\$10.20
Outlying Routes	\$71,357	36,099	6.5%	5.7	\$32.32
System	\$365,096	272,702	10.0%	13.5	\$13.13
15% System Wide Farebox Recovery - Ideal (2026)					
Service area	Fare Revenue Needed	Boardings Needed	Farebox Recovery	Passengers Per Vehicle Hour	Subsidy per Passenger
Core Routes	\$449,425	362,006	17.3%	26.1	\$6.24
Outlying Routes	\$114,567	57,958	10.0%	9.2	\$19.38
System	\$563,992	419,965	15.0%	20.8	\$8.05

Current System Performance vs. TDP Recommended Performance Metrics

Performance Standards	Local					Regional			Fair	NCC System	Nevada County Now
	1	2/3	4	Tripper	All Local	5	6	7*			
Farebox Ratio											
Current Minimum (10% FBR)	11.6%	11.6%	11.6%	11.6%	11.6%	6.5%	6.5%	6.5%	10%	10%	10%
Current Goal (15% FBR)	17.3%	17.3%	17.3%	17.3%	17.3%	10%	10%	10%	10%	15%	10%
2023-24 Actual	17	8.2	14.5	8.4	12	6.2	9.5	4.2	36.6	10.7	4.35
Marginal Subsidy/Psgr Trip											
Current Maximum	\$ 10.20	\$ 10.20	\$ 10.20	\$ 10.20	\$ 10.20	\$ 32.32	\$ 32.32	\$ 32.32	NA	\$ 13.13	NA
Current Goal	\$ 6.24	\$ 6.24	\$ 6.24	\$ 6.24	\$ 6.24	\$ 19.38	\$ 19.38	\$ 19.38	\$ 5.00	\$ 8.05	\$ 20.00
2023-24 Actual	\$ 11.52	\$ 26.18	\$ 13.36	\$ 28.63	\$ 19.92	\$ 46.76	\$ 27.60	\$ 69.93	\$ 2.60	\$ 20.25	\$ 59.62
Passenger per Vehicle Hour (productivity-PPH)											
Current Minimum	17.1	17.1	17.1	17.1	17.1	5.7	5.7	5.7	9.0	13.5	2.0
Current Goal	26.1	26.1	26.1	26.1	26.1	9.2	9.2	9.2	15.0	20.8	2.0
2023-24 Actual	10.61	5.41	9.5	5.65	7.79	3.29	5.69	2.62	36.09	6.99	2.44

Notes: Route 7 not expected to meet performance standards. Cells highlighted in red do not meet minimum standards.

Fixed Route Services:

- Fare box Recovery Ratio Standard** – Collectively all routes must meet a minimum system-wide recovery ratio of 10 percent. A target standard of 15 percent is recommended in order to improve efficiency.
 - *NCC met the minimum required recovery ratio at 10.7 percent.
- Subsidy Per Passenger Trip Standard** – The marginal subsidy per passenger-trip for Local routes should not exceed \$10.20 per trip and \$32.32 per trip for Regional routes, based on the most

recent Transit Development Plan recommendations. The marginal subsidy per passenger is defined as the operating costs minus administrative costs and minus fares.
The target system wide standard should be less than \$13.13 per trip.
Systemwide NCC did not meet the standard with a \$20.25 marginal subsidy per passenger.

Demand Response Paratransit Service Standards:

- **Fare box Return Ratio Standard** – The ratio of fare box income to operating costs should meet or exceed 10 percent.
Nevada County Now currently does not meet this standard with a 4.35 percent farebox rate for FY2023-24
- **Subsidy Per Passenger Trip Standard** – The marginal subsidy per passenger-trip for paratransit services should not exceed \$20.00 per trip, based on the most recent Transit Development Plan recommendations. The marginal subsidy per passenger is defined as the operating costs minus administrative costs and minus fares.
Nevada County Now currently does not meet this standard with a \$59.62 marginal subsidy per passenger.

All Services

- **Improvement in Effectiveness Standard** – Increase ridership productivity by a minimum of 1 percent annually for each service component, with a target standard of 3 percent annually. These figures are compared to prior year.
- 1) **NCC ridership productivity by service component (routes) is as follows:**
 - **Route 1 (Grass Valley- Nevada City):** 9% increase in ridership
 - **Route 3/2: (Grass Valley and Loma Rica):** 2% increase in ridership
 - **Route 4: (Brunswick Basin):** 7% increase in ridership
 - **Route 5: (Auburn):** 13% increase in ridership
 - **Route 6: (Penn Valley):** 7% increase in ridership
 - **Route 7: (North San Juan):** 23% increase in ridership
 - **Trippler (1/6):** 12% increase in ridership
 - **Fair Shuttle:** 37% increase in ridership
 - **Overall system ridership increases in FY2023-24 when compared to FY2022-23:** 8.4%
 - 2) **Nevada County Now Paratransit overall ridership increased by 5 percent in FY2023-24.**

Demand Response Paratransit Service:

- **Service Effectiveness Standard** – Serve a minimum of 2.0 passengers per vehicle service hour with a target of 3.0 passengers.
NC Now served 2.44 passengers per vehicle service hour in FY2023-24 and met the standard.

Service Quality Goal: To provide safe, reliable, and convenient transit services.
NC Now met this standard.

Nevada County Connects:

- **Passenger Load Standard** – For passenger safety and comfort, vehicles should be configured and the transit service operated to limit typical peak loads to the seating capacity. Standing loads shall be limited to a maximum of 20 percent of daily local runs.
NCC met this standard.

All Services

- **Accident Standard** – Maintain a minimum of 100,000 miles between preventable collision accidents, and 50,000 miles between all types of accidents. The target objective should be 500,000 miles between all preventable accidents and 250,000 between all accidents.
(NCC and NC Now Accident Tables provided in this report)
- **Road Calls** – Maintain a minimum of 10,000 miles between road calls. A target objective is 12,500 miles between road calls for all buses in the fleet.
(NCC and NC Now Road Call Tables provided in this report)
- **Preventive Maintenance Standard** – 100 percent of preventative maintenance actions should be completed, at minimum, within 500 miles of schedule. The target objective 100 percent of preventative maintenance actions within the prescribed schedule by vehicle type.
NCC and NC Now met this standard.
- **Vehicle Standard** – Vehicles should be replaced at the end of their useful lives and according to FTA guidelines.
NCC and NC Now met this standard.
- **Vehicle Cleanliness Standard** – The outside of all vehicles in regular use shall be washed at least weekly. Inside, spot cleaning and trash removal shall be conducted at least daily.
***NCC did not meet this standard**
NC Now met this standard.
- **Passenger Complaint Standard** – Passenger complaints shall be a minimum of less than 1 per 5,000 passenger-trips with a target objective of no more than 1 complaint per 10,000 passenger trips. Management response should be provided to all complaints within one working day.
NCC and NC Now exceeded this standard. *Note: In FY2023-24 NCC had a total of 12 complaints, primarily about late vehicles, for a ratio of 1:10,373 trips. These complaints were generally deemed valid upon review.

Nevada County Connects had the following complaints (total of 6 complaints with 0 valid after video review for a ratio of 1:22,085 trips):

- **Training Standard** – All services shall be provided by trained, courteous, respectful employees who are sensitive to the needs of passengers. Training needs to include the proper operation of wheelchair lifts as required by the Americans with Disabilities Act.
NCC and NC Now met the standard and included proper operation of wheelchair lifts training and refresher training as part of their respective safety programs.

Nevada County Connects:

- **On-Time Performance Standard** – The minimum standard should be 75 percent of all fixed-route trips operated “on-time,” defined as not early, and no more than five minutes late. The desired standard is 95 percent on-time performance for local routes.
NCC On-Time Performance: 74.2%.
- **Missed Trips Standard** – The proportion of runs that are not operated or are more than 15 minutes late should be no more than 1 percent.
NCC met this standard.

Paratransit Service:

- **Service Availability Standard** – Provide paratransit service to those qualified residents within ¾ mile of the NCC fixed route system (ADA corridor.)
NC Now provided paratransit to ADA qualified passengers within the three-quarters of a mile ADA corridor and met this standard.
- **On-Time Performance Standard** – Ninety percent of all demand response trips should be operated “on-time,” consistent with contract requirements of meeting the passengers within 15 minutes of the scheduled pick-up time and drop-off times.
NC Now met this standard with a 93% pick-up on-time performance.
- **Missed Trips Standard-** The proportion of runs that are not operated or are more than 15 minutes late should be no more than 1 percent.
NC Now met this standard.
- **Trip Denial Standard** – Paratransit provider should not deny a trip to ADA eligible passengers and for non-ADA passengers, trips should be rescheduled.
NC Now had zero (0) denials in FY2023-24.

Accessibility Goal: To provide a transit system that is accessible to the greatest number of persons while maintaining the productivity of the system.

- **Service Area Standard** – Maximize the area provided with transit service while maintaining minimum fare box return standards.
This standard is being met.
- **Vehicle Accessibility Standard** – Maintain a fully wheelchair-accessible transit fleet.
Both NCC and NC Now met this standard.

System Planning and Management (NCC): To evaluate strategies which help management maximize productivity while meeting the transit needs of the community and develop a transit program that supports comprehensive planning goals.

- **Planning Standard** – Transit Development Plans shall be updated at a minimum of every four years.
This standard is met.
- **Service Monitoring Standard** – Monitoring reports on the effectiveness and efficiency of transit service will be collected and reviewed monthly by NCC and NCTC staff.

This standard is met.

- **Transportation Development Act Standard** – The requirements of the TDA shall be fully met, particularly regarding addressing those unmet transit needs of the community that are “reasonable to meet.”

This standard is met.

- **Land Use Planning Standard** – Development proposals shall be reviewed with the Planning Department to assess the effects of development on transit service, and to encourage land development that is compatible with transit service. In addition, roadway modification plans along existing or planned transit service routes shall be reviewed by transit staff.

This standard is met.

- **Coordination Standard** – On at least a quarterly basis, potential coordination opportunities with all other public transportation providers in the service area shall be reviewed to ensure convenient connections between services and to avoid unnecessary duplication of service.

This standard is met. Coordination between fixed route and paratransit services is implemented as applicable.

- **Marketing Standard** – Marketing shall be conducted to ensure that all service area residents are aware of NCC and paratransit services. Targeted marketing shall be conducted for high-potential groups, including elderly, disabled, and low-income residents. Up-to-date schedules and route maps should be conveniently available to the public at all times. A minimum of 2 percent (and preferably 3 percent) of the total annual administrative budget should be expended on marketing. **The target marketing standard is not met. Staff is developing plans to improve marketing efforts.**

Performance Indicators

The following informational data includes FY2022-23 and FY2023-24 performance indicators as reflected in both NCC and NC Now Operations Reports for July through June for each respective fiscal year.

NCC Performance Indicators	FY2022-23	FY2023-24	% Change
Boardings (Ridership)	115,093	124,477	8.2%
Vehicle Service Hours (VSH)	17,085	17,812	0%
Marginal Operating Cost (VSH)	\$116.19	\$128.68	10.7%
Vehicle Service Miles (VSM)	320,617	320,331	(0.1%)
Marginal Operating Cost (VSM)	\$6.45	\$7.16	10.9%
Passengers per Vehicle Service Mile (VSM)	0.36	0.40	11.4%
Passengers per Service Hour (average)	6.46	6.99	8.1%
Marginal Subsidy per Passenger	\$20.39	\$20.25	(0.7%)
Fare Box Recovery Ratio	10.2%	10.7%	5.2%

Paratransit Performance Indicators	FY2022-23	FY2023-24	% Change
Boardings (Ridership)	20,950	22,085	5%
Service Hours (VSH)	9,685	9,404	(3%)
Marginal Operating Cost (VSH)	\$142.96	\$144.36	0.09%
Marginal Operating Cost (VSM)	\$11.61	\$12.29	5.8%
Passengers per Vehicle Service Hour (VSH)	2.24	2.44	8.8%
Passengers per Vehicle Service Mile (VSM)	0.17	0.20	17.6%
Operating Cost per Passenger	\$67.01	\$59.62	(11%)
Fare Box Recovery Ratio	3.9%	4.2%	6%
No-Shows	345	299	(13.3%)
Late Cancellations	499	571	14.4%
Ride Denials	20	0	
Ride Refusals (made by passenger)	0	0	0

Additional Data and Performance Reporting

The Transit Services Commission requested that the Annual Report include areas of reporting that cover on-time performance and road call reporting for both the fixed route and paratransit systems. In addition to these items, a list of annual accomplishments is included in the report as well as performance indicator comparison graphs.

Nevada County Connects on Time Performance (based on Swiftly GPS data):

Service Type: Fixed Route (NCC)	Minimum 75% Target 95%	Actual
Route 1	95%	78.1%
Route 2	95%	68.7%
Route 3	95%	75.5%
Route 4	95%	70.2%
Route 6	95%	74.6%
Route 5 (Regional Route)	90%	64.3%
Route 7 (Regional Route)	90%	66.5%
Overall	95%	74.2%

Nevada County Connects has not met the minimum on-time performance standard. We have two challenges in meeting on-time performance goals: 1) the schedule is designed to be tight with 10 minutes of layover (recovery) time allocated at the end of every trip, and 2) due to the use of cutaway buses we have significant delays each time a passenger uses the ADA lift, up to 5 minutes boarding and alighting. The new battery electric transit buses reduce this time to approximately 60 seconds per boarding and alighting.

NC Now On-Time Performance: July 1, 2023 – June 30, 2024

Service Type: Demand Response Paratransit (NC Now)	Target	Actual
Pick-ups	90%	93%
Drop-offs	90%	90%
Overall Average	90%	91.5%

Nevada County Now has met the target on-time performance standard.

Nevada County Connects and NC Now Road Calls and Accidents

Road calls are recorded when a tow truck and/or a mechanic responds to a mechanical/service problem for a disabled transit vehicle that is in-service. Transit Services management closely monitors maintenance trends related to road calls and takes action to reduce in-service vehicle repairs and expects NC Now to do the same. Vehicles are pulled off-service if a safety issue is identified, and vehicles are not allowed back-on-the-road until the safety issue is resolved. The standard for road calls is a minimum of 10,000 miles between road calls and a minimum of 100,000 miles between preventable collision accidents and 50,000 miles between all types of accidents.

NCC MILES BETWEEN ROAD CALLS		
Fiscal Year	Number	Miles Between
2023-24	2	169,973

NCC met the standard for road calls.

NCC ACCIDENTS				
Fiscal Year	Total Accidents	NTD Reportable	Miles Between (Preventable)	Miles Between (All accidents)
2023-24	4	2	84,987	84,987

NCC met the overall standard, but did not meet the standard between preventable accidents. NTD reportable incidents/accidents occur when a person is removed from the scene by ambulance, or a vehicle or bus must be towed from the scene. In the case of our incidents, we had two passenger falls where the passenger requested transport to the hospital via ambulance. One claim was filed and settled; the other incident did not result in a claim.

NC Now In-Service Vehicle Failures and Accidents

NC Now is required, per the County contract, to report all accidents within twenty-four hours or within one hour if injuries are involved. Additionally, the County contract agreement with NC Now states that “any vehicle with a safety defect of any kind shall have such defect remedied prior to that vehicle being permitted to re-enter passenger service.”

PARATRANSIT IN-SERVICE VEHICLE FAILURES (ROAD CALLS)		
Fiscal Year	Number	Miles Between
2023-24	0	126,698 (above 10,000 minimum)

Nevada County Now met the standards.

PARATRANSIT ACCIDENTS				
Fiscal Year	Total Accidents	Preventable Accidents	Miles Between (Preventable)	Miles Between (All Accidents)
2023-24	0	0	126,698	126,698

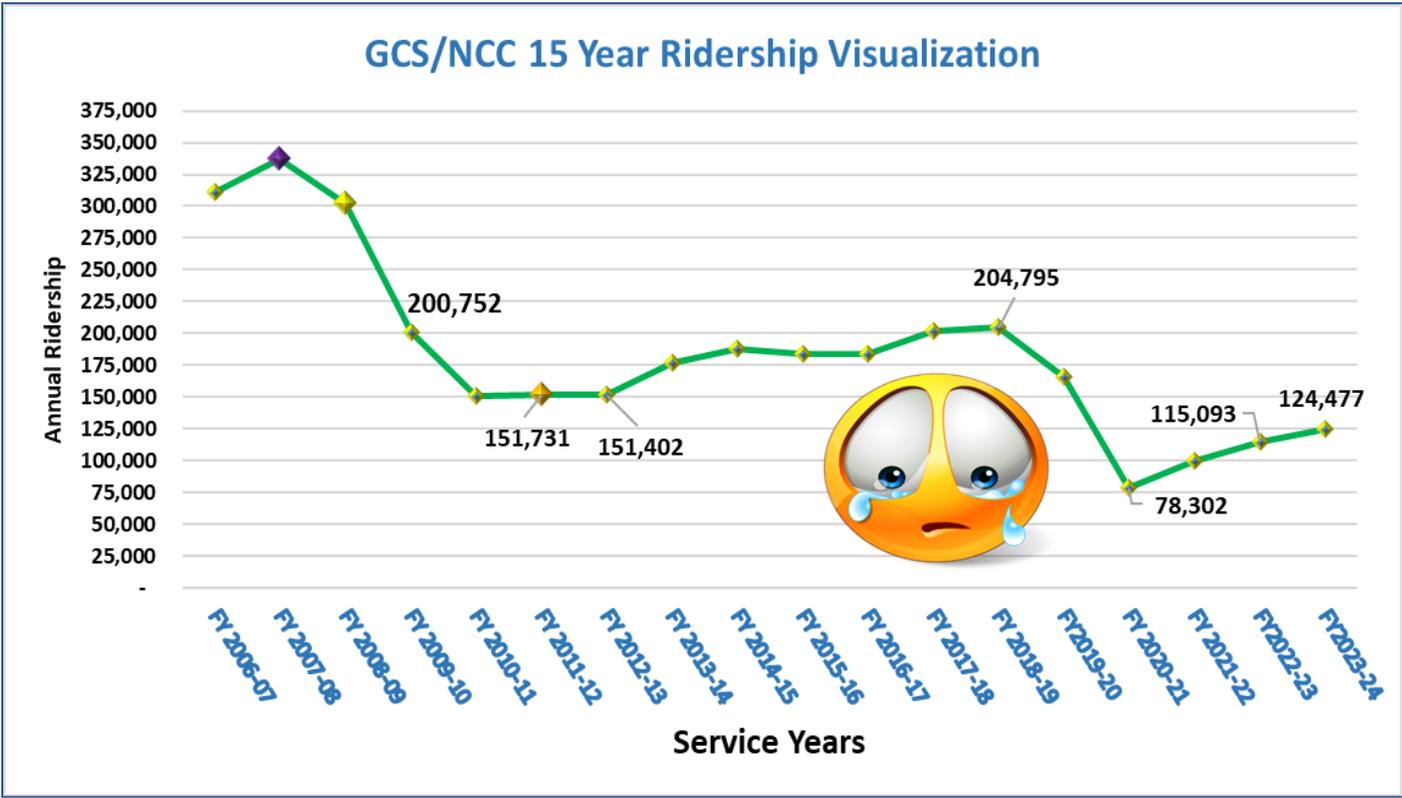
Nevada County Now met the standards.

NC Now No-Shows and Late Cancellations

The Transit Services Commission requested that the Annual Report include a section of reporting that includes paratransit ride no-show and late cancellations. The U.S. Department of Transportation (DOT) regulation 49 CFR Section 37.125(h) (1) states that “transit systems must consider only missed trips (no-shows) that are within the control of the rider and not count against the individual trips that are missed for reasons beyond the person’s control, which may include trips missed because of operator error.” The DOT suggests that late cancellations are defined in a similar manner. The DOT consistently speaks to a pattern of these behaviors by an individual. The TDP update did not provide standards for paratransit no-shows and late cancellations.

In FY2023-24 NC Now no shows decreased by 46 and late cancellations increased by 72 compared to the previous fiscal year.

NEVADA COUNTY CONNECTS (NCC) SYSTEM PERFORMANCE





**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>**

David Garcia
 Director of Public Works

Robin Van Valkenburgh, Transit Services Manager

**TRANSIT SERVICES COMMISSION
 Information Item**

MEETING DATE: January 29, 2025

TO: Transit Services Commission

FROM: Robin Van Valkenburgh, Transit Services Manager

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

RECOMMENDATION: Accept the report.

- Tinloy EV Charger Installation
- Contactless Fare Payment System
- Free Fare Events
- SB125 TIRCP/ZETCP Grant Project Updates
- From Board of Supervisors Workshop – Development of S. Yuba River Shuttle Targeting July 1 start

Please contact me if you have any questions prior to the January 29, 2025, TSC Meeting.

Sierra College FY 2024 / 2025

Route #	Jul'24	Aug'24	Sep'24	Oct'24	Nov'24	Dec'24	Jan'25	Feb'25	Mar'25	Apr'25	May'25	Jun'25	Route Totals
1/6 - School Tripper	0	0	0	0	0	0	0	0	0	0	0	0	-
1 - Grass Valley/Nevada City	89	76	55	66	37	19	0	0	0	0	0	0	342.00
3/2 - Grass Valley/Ridge Rd	20	8	65	56	5	14	0	0	0	0	0	0	168.00
4 - Grass Valley/Sierra College/Brunswick	75	124	111	113	91	56	0	0	0	0	0	0	570.00
5 - Auburn	10	27	49	66	37	29	0	0	0	0	0	0	218.00
6 - Penn Valley/Lake Wildwood	15	27	25	30	31	33	0	0	0	0	0	0	161.00
7 - North San Juan	5	16	22	16	10	4	0	0	0	0	0	0	73.00
Totals	214	278	327	347	211	155	-	-	-	-	-	-	1,532.00
Total Overall Ridership	10,641	10,661	9,690	10,261	8,753	10,178	-	-	-	-	-	-	
Total Ridership Route 4 (serving Sierra College)	3,164	3,179	2,658	2,583	2,376	2,706	-	-	-	-	-	-	
Period totals			819			713			-			-	

Low Carbon Transit Operations Program

Veteran's Appreciation Free Fare Days

2024 Sat., Nov. 9 & Tues., Nov. 12					
Route #	11/8/2019	11/9/2024	11/12/2024	Difference	<i>FY 2024 \$\$</i>
1	333	88	171	(74)	\$388.50
2/3	186	43	85	(58)	\$192.00
4	277	59	112	(106)	\$256.50
5	56	0	47	(9)	\$121.50
6	36	9	21	(6)	\$60.00
7	8	0	4	(4)	\$12.00
1/6-Tripper	61	0	26	(35)	\$39.00
Totals	957	199	466	(292)	\$1,069.50

VOTE 2024						
	5-Nov	7-Nov	8-Nov	4-Nov	5-Nov	
Route #	2022	2022	2022	2024	2024	Difference
1	65	125	98	202	138	52
3/2	42	73	48	104	75	16
4	92	120	70	151	108	(23)
5		23	16	36	44	41
6	11	29	22	14	36	(12)
7		13	13	13	10	(3)
ST 1/6		9	8	18	2	3
Totals	210	392	275	538	413	74

2024
\$510.00
\$268.50
\$388.50
\$186.00
\$132.00
\$66.00
\$30.00
<hr/>
\$1,581.00
<i>Difference:</i>

12 Days of Holiday Celebrations December Free Fare Days

2024

	Tues	Wed	Thur	Fri	Sat	Mon	Tues	Thur	Fri	Sat	Mon	Tues	Route Boarding Totals	Grant Amount per Route
Route #	12/17/24	12/18/24	12/19/24	12/20/24	12/21/24	12/23/24	12/24/24	12/26/24	12/27/24	12/28/24	12/30/24	12/31/24		
1A & 1B	228	212	184	198	80	200	86	120	115	85	182	171	1,861	\$2,791.50
3/2	88	103	95	115	53	84	29	57	77	77	99	97	974	\$1,461.00
4	192	189	137	134	87	178	48	66	88	82	129	135	1,465	\$2,197.50
5 & 5X	33	51	49	42		27	25	35	32		28	23	345	\$868.50
6	36	42	34	30	18	23	16	19	35	12	46	31	342	\$988.50
7	11	6	11	10		15	11	13	12		17	18	124	\$379.50
1/6	7	5	1	13									26	\$39.00
Boarding Totals by Day	595	608	511	542	238	527	215	310	359	256	501	475	5,137	\$8,725.50
<i>Fares</i>	\$994.50	\$1,051.50	\$885.00	\$912.00	\$384.00	\$864.00	\$387.00	\$543.00	\$631.50	\$402.00	\$865.50	\$805.50	\$8,725.50	<i>Check</i>

Rt 1/6 did not run 12/23--12/31 due to the winter school break

Rts 1/6, 5 and 7 do not run on Saturdays

\$0.00

0

Boardings			
	2023/24	2024/25	
	12 Service Days		
Route #	Route Totals	Route Totals	Difference
1	1,471	1,861	390
3/2	732	974	242
4	1,439	1,465	26
5	231	345	114
6	389	342	(47)
7	118	124	6
1/6	43	26	(17)
Totals	4,423	5,137	714

Rt 1/6 did not run 12/21--12/31 due to the winter school break

Rts 1/6, 5 and 7 do not run on Saturdays

<i>Total Fares</i>	
FY23/24	FY24/25
\$7,543.50	\$8,725.50

Fare Diff: \$1,182.00

Victorian Christmas Free Fare Shuttle 2024

Victorian Christmas Shuttle (Wednesdays)		
Date	Boardings	Amount
12/11/2024	103	\$154.50
12/18/2024	132	\$198.00
TOTAL	235	\$352.50

Cornish Christmas Free Fare Shuttle 2024

Cornish Christmas Shuttle (Fridays)		
Date	Boardings	Amount
12/6/2024	64	\$96.00
12/13/2024	41	\$61.50
12/20/2024	104	\$156.00
TOTAL	209	\$313.50



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David Garcia
 Director of Public Works

Robin Van Valkenburgh, Transit Services Manager

TRANSIT SERVICES COMMISSION
Information Item

MEETING DATE: January 29, 2025

TO: Transit Services Commission

FROM: Robin Van Valkenburgh, Transit Services Manager

SUBJECT: Nevada County Connects Operations Report for Nov - Dec 2024

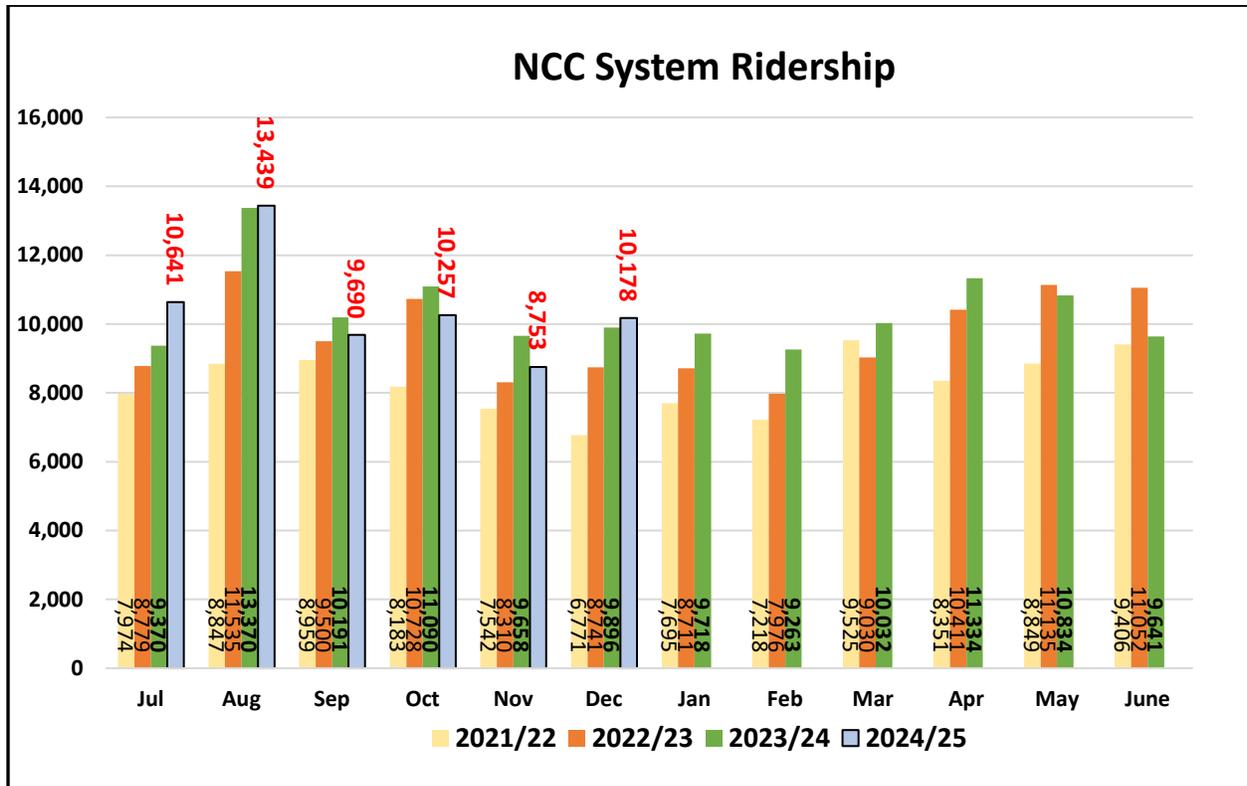
RECOMMENDATION: Accept the report.

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.

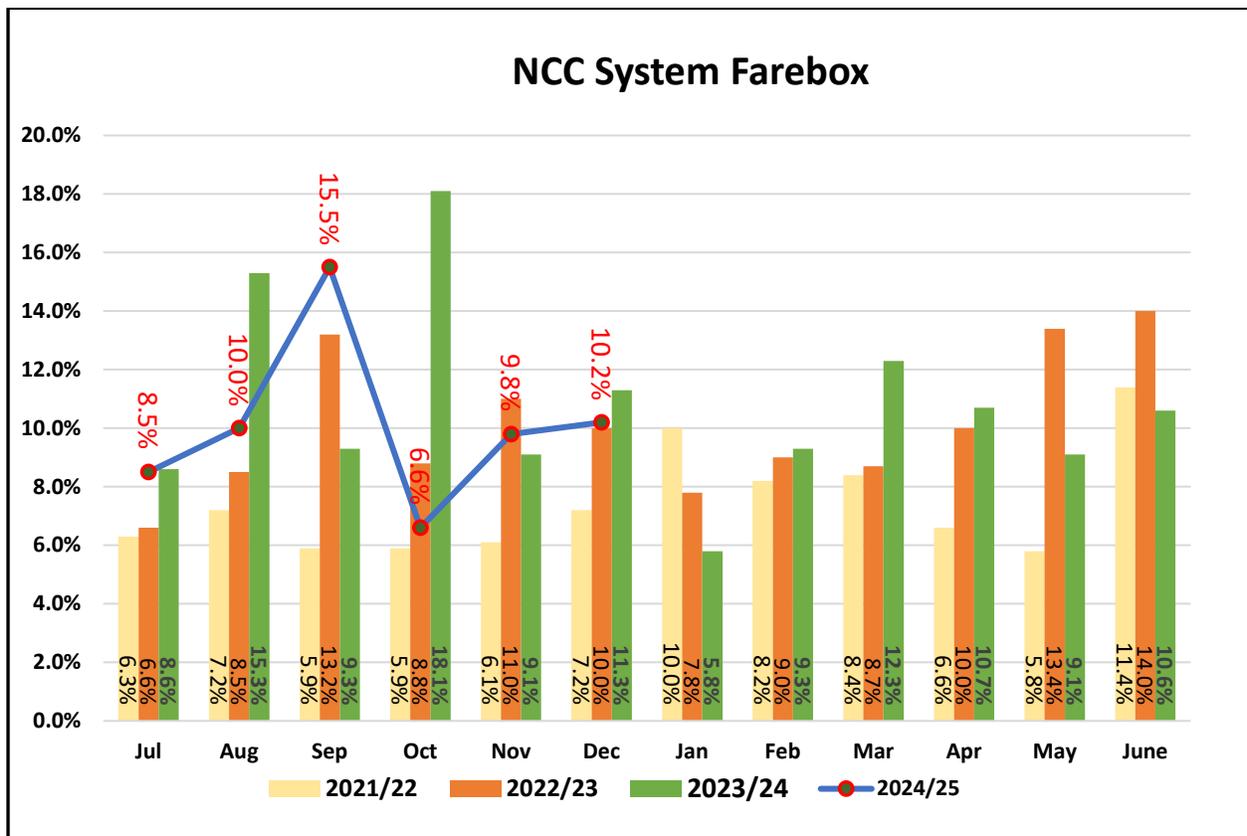
System Performance Snapshot

Current		Nov	Dec	YTD	% Change from PY
Ridership		8,753	10,178	62,958	(-1.0%)
Farebox		9.8%	10.2%	10.1%	(-15%)
On-time Performance		73.7%	74.2%	71.6%	
Fare Revenue		\$22,570	\$27,142	\$144,463	(-10%)

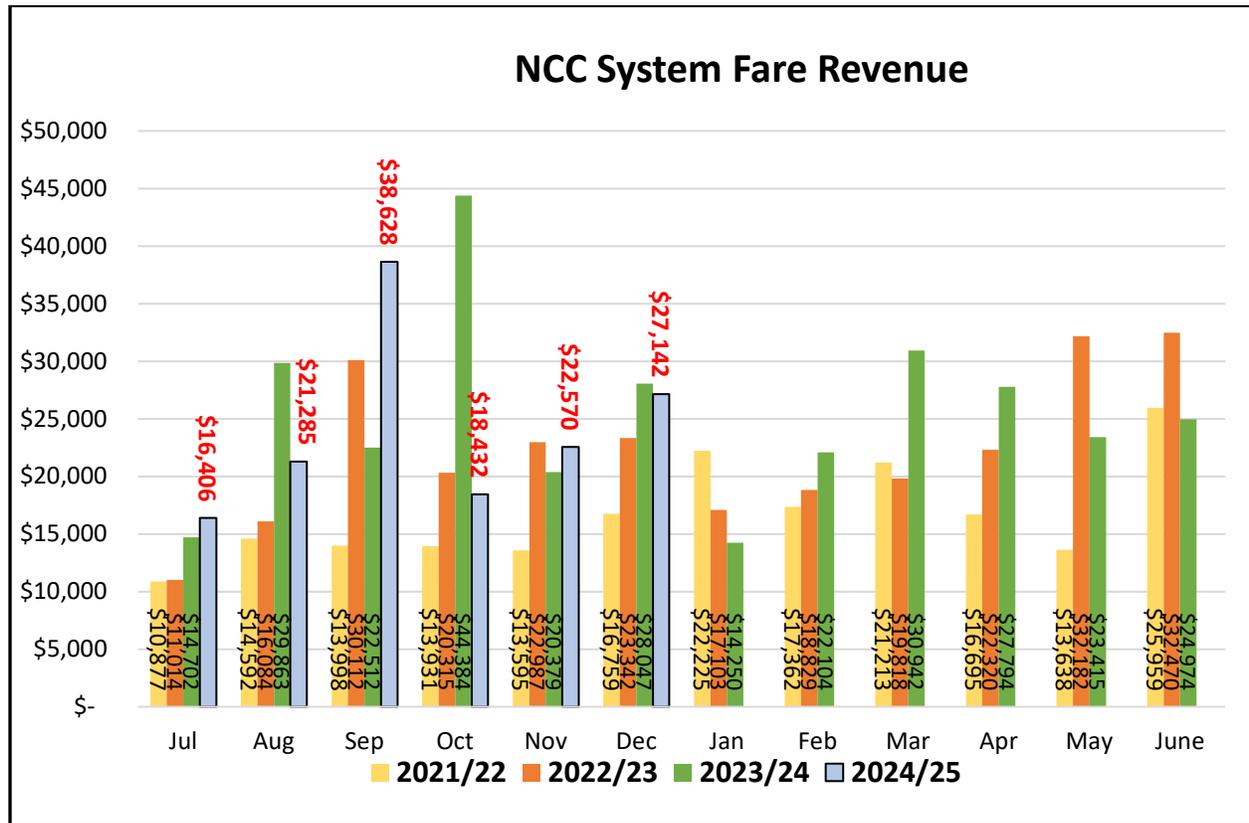
Ridership



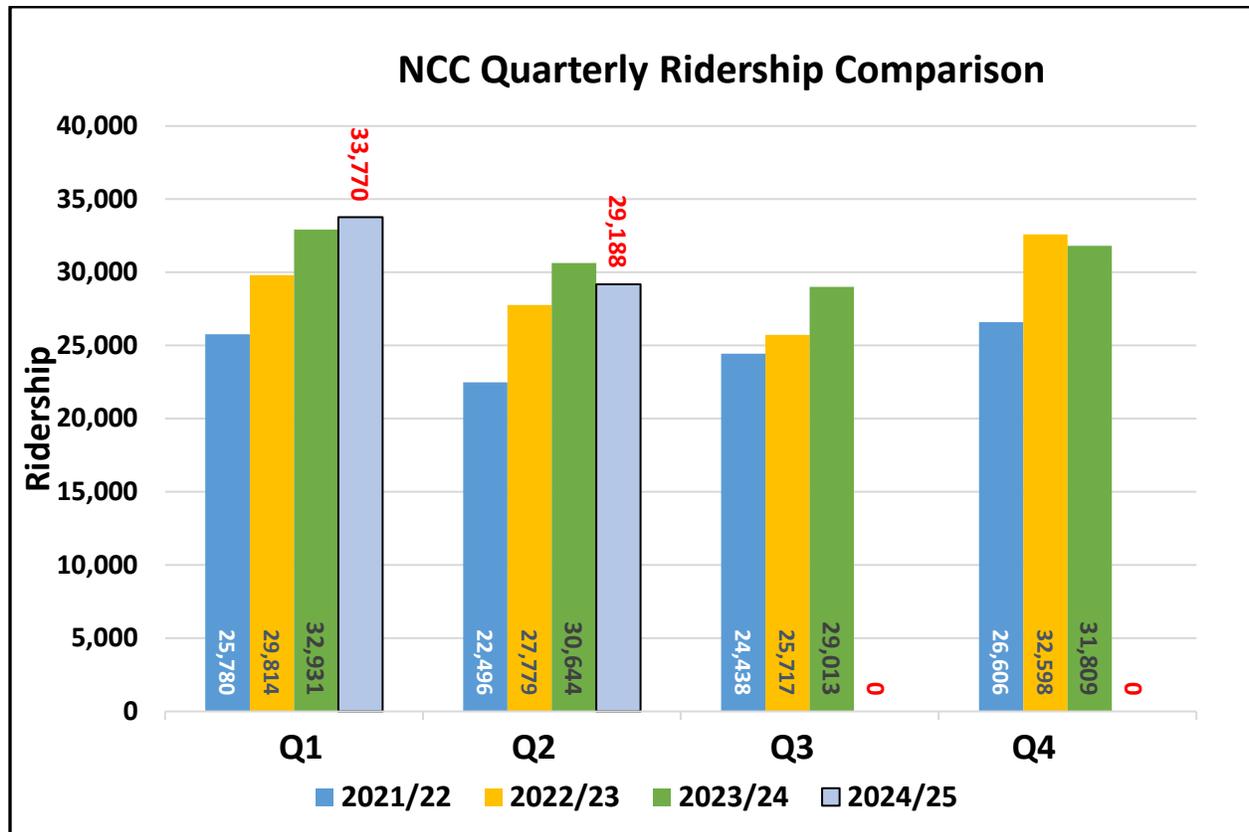
Farebox



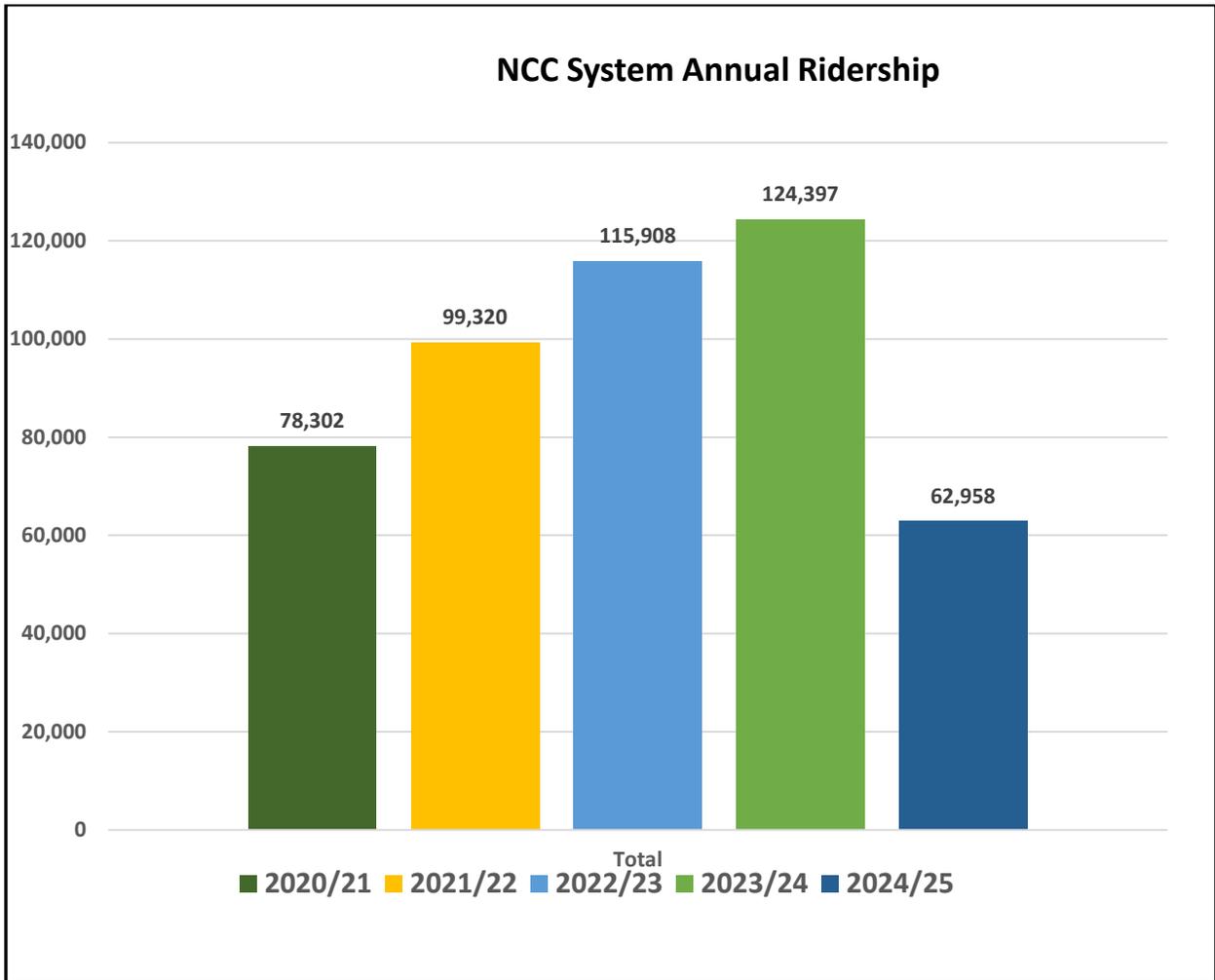
NCC Fare Revenue



NCC Quarterly Ridership



Annual Ridership Comparison



Please contact me if you have any questions prior to the January 29, 2025 TSC Meeting.

**NEVADA COUNTY CONNECTS
MONTHLY OPERATIONS REPORT - 2024-25**

November 2024

Monday - Saturday
23 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)	1,102	485	734	303	171	74	47		2,916
Discount Cash	270	104	163	97	61	20	158		873
Free (Under 6) and Sierra College	96	81	141	55	34	11	0		418
Daily Pass	136	59	77	5	15	14	0		306
Monthly Pass	1,496	677	1,024	155	169	82	0		3,603
Transfer	77	93	101	50	38	5	1		365
One Ride Tickets	136	17	103	5	7	4	0		272
Total Boardings	3,313	1,516	2,343	670	495	210	206		8,753
	38%	17%	27%	8%	6%	2%	2%		100%
OPERATING DATA									
Revenue Vehicle Hours (RVH)	300	289	295	216	139	108	40		1,387
Total Vehicle Hours	312	301	307	234	151	126	48		1,478
Revenue Vehicle Miles (RVM)	3,758	4,624	3,971	6,260	2,920	2,808	529		24,871
Total Vehicle Miles	4,034	4,806	4,154	6,548	3,104	2,952	817		26,416
Marginal Operating Cost - RVH	\$27,692	\$26,721	\$27,276	\$19,971	\$12,852	\$9,986	\$3,698	\$0	128,195.8
Marginal Operating Cost - RVM	\$9,246	\$11,376	\$9,768	\$15,401	\$7,183	\$6,908	\$1,301	\$0	61,181.7
Marginal Operating Cost	\$36,937	\$38,096	\$37,044	\$27,830	\$20,035	\$16,893	\$4,999		181,835.5
Total Operating Cost (includes fixed costs)	\$46,673	\$47,189	\$46,291	\$36,107	\$25,348	\$22,091	\$7,658	\$0	231,356.9
Fare Revenue --ACTUALS	\$8,276	\$3,745	\$5,751	\$2,100	\$1,469	\$644.69	\$584.89		\$22,570
Net Operating Subsidy	\$38,398	\$43,443	\$40,540	\$34,007	\$23,879	\$21,446	\$7,074		208,786.7
Total Institutional Pass Sales								\$7,200	208,786.7
Total LCTOP Subsidized Passes								\$8,505	
Total M. U. B. Sales								\$1,013	
PERFORMANCE INDICATORS									
Marginal Operating Cost/VSH	\$123.33	\$131.82	\$125.57	\$128.84	\$144.14	\$156.42	\$124.98		\$131.15
Marginal Operating Cost/VSM	\$9.83	\$8.24	\$9.33	\$4.45	\$6.86	\$6.02	\$9.45		\$7.31
Marginal Subsidy/Passenger	\$11.59	\$28.66	\$17.30	\$50.76	\$48.24	\$102.12	\$34.34		\$23.85
Revenue/Passenger	\$2.50	\$2.47	\$2.45	\$3.13	\$2.97	\$3.07	\$2.84		\$2.58
Passengers/VSH	11.06	5.25	7.94	3.10	3.56	1.94	5.15		6.31
Passengers/VSM	0.88	0.33	0.59	0.11	0.17	0.07	0.39		0.35
Total Allocated Farebox Ratio	17.7%	7.9%	12.4%	5.8%	5.8%	2.9%	7.6%	0.0%	9.8%

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

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

**Routes 5 & 7 do not run on Saturdays

NEVADA COUNTY CONNECTS

**MONTHLY OPERATIONS REPORT
SYSTEMWIDE DATA**

November 2024

Monday - Saturday

	NOV 2024	NOV 2023	% CHANGE	YTD FY2024-25	YTD FY2023-24	% CHANGE
PASSENGER BOARDINGS	23 service days	23 service days		126 Service Days	127 Service Days	
Regular Cash	2,916	1,979	47.35%	17,860	18,014	-0.85%
Discount Cash	873	1,526	-42.79%	5,711	6,757	-15.48%
Free (Under 6)	418	758	-44.85%	3,215	3,556	-9.59%
Daily Pass	306	569	-46.22%	1,600	2,812	-43.10%
Monthly Pass	3,603	4,062	-11.30%	20,543	18,564	10.66%
Transfer	365	469	-22.17%	2,196	2,610	-15.86%
One Ride Tickets	272	295	-7.80%	1,655	1,726	-4.11%
Total Boardings	8,753	9,658	-9.37%	52,780	54,039	-2.33%
OPERATING DATA						
Revenue Vehicle Hours (RVH)	1,387	1,416	-2.05%	7,063	6,864	2.90%
Total Vehicle Hours	1,478	1,509	-2.05%	7,455	7,250	2.83%
Revenue Vehicle Miles (RVM)	24,871	25,559	-2.69%	127,719	122,652	4.13%
Total Vehicle Miles	26,416	27,101	-2.53%	134,164	130,445	2.85%
Marginal Operating Cost - RVH	\$128,196	\$126,251	1.54%	\$652,887	\$611,909	6.70%
Marginal Operating Cost - RVM	\$61,182	\$59,040	3.63%	\$310,493	\$283,327	9.59%
Marginal Operating Cost	\$181,836	\$178,380	1.94%	\$940,763	\$874,502	7.58%
Total Operating Cost (includes fixed costs)	\$231,357	\$224,388	3.11%	\$1,169,618	\$1,077,410	8.56%
Fare Revenue --ACTUALS	\$22,570	\$20,379	10.75%	\$117,321	\$131,840	-11.01%
Net Marginal Operating Subsidy	\$208,787	\$209,544	-0.36%	\$1,054,757	\$955,044	10.44%
PERFORMANCE INDICATORS						
Marginal Operating Cost/RVH	\$131.10	\$125.97	4.07%	\$133.20	\$127.40	4.55%
Marginal Operating Cost/RVM	\$7.31	\$6.98	4.76%	\$7.37	\$7.13	3.31%
Total Subsidy/Passenger	\$23.85	\$21.70	9.94%	\$19.98	\$17.67	13.08%
Revenue/Passenger	\$2.58	\$2.11	22.20%	\$2.22	\$2.44	-8.89%
Passengers/VSH	6.31	6.82	-7.48%	7.47	7.87	-5.08%
Passengers/VSM	0.35	0.38	-6.86%	0.41	0.44	-6.20%
Farebox Recovery Ratio	9.8%	9.1%	7.42%	10.0%	12.2%	-18.03%

NCC & NCN COMBINED SERVICES
MONTHLY OPERATIONS REPORT - 2024-25

NOVEMBER 2024

Monday - Saturday

23 Service Days

	Route 1	Route 3.2/AS*	Route 4	Route 5**	Route 6	Route 7	Trippler	Paratransit	Total
PASSENGER BOARDINGS									
Regular Cash - Includes LCTOP Free Fares	1,102	485	734	303	171	74	47	1,570	4,486
Discount Cash	270	104	163	97	61	20	158		873
Free (Under 6)	96	81	141	55	34	11	0		418
Daily Pass	136	59	77	5	15	14	0		306
Monthly Pass	1,496	677	1,024	155	169	82	0		3,603
Transfer	77	93	101	50	38	5	1		365
One Ride Tickets	136	17	103	5	7	4	0		272
Total Boardings	3,313	1,516	2,343	670	495	210	206	1,570	10,323
OPERATING DATA									
Revenue Vehicle Hours (RVH)	300	289	295	216	139	108	40	679	2,066
Total Vehicle Hours	312	301	307	234	151	126	48	819	2,297
Revenue Vehicle Miles (RVM)	3,758	4,624	3,971	6,260	2,920	2,808	529	7,733	32,604
Total Vehicle Miles	4,034	4,806	4,154	6,548	3,104	2,952	817	8,787	35,203
Marginal Operating Cost - RVH	\$27,692	\$26,721	\$27,276	\$19,971	\$12,852	\$9,986	\$3,698		\$128,196
Marginal Operating Cost - RVM	\$9,246	\$11,376	\$9,768	\$15,401	\$7,183	\$6,908	\$1,301		\$61,182
Marginal Operating Cost	\$36,937	\$38,096	\$37,044	\$27,830	\$20,035	\$16,893	\$4,999		\$181,836
Total Operating Cost (includes fixed costs)	\$46,673	\$47,189	\$46,291	\$36,107	\$25,348	\$22,091	\$7,658	\$113,302	\$344,659
Fare Revenue - Includes LCTOP Free Fares	\$8,276	\$3,745	\$5,751	\$2,100	\$1,469	\$645	\$585	\$4,514.00	\$27,085
Total Institutional & MUB Pass Sales									
Total LCTOP Subsidized Passes									
Net Operating Subsidy	\$38,397	\$43,444	\$40,540	\$34,007	\$23,879	\$21,446	\$7,073	\$108,788	\$317,574
PERFORMANCE INDICATORS									
Marginal Operating Cost/VSH	\$92.46	\$92.46	\$92.46	\$92.46	\$92.46	\$92.46	\$92.46	0	\$88.03
Marginal Operating Cost/VSM	\$2.46	\$2.46	\$2.46	\$2.46	\$2.46	\$2.46	\$2.46	0	\$5.58
Marginal Subsidy/Passenger	\$11.59	\$28.66	\$17.30	\$50.76	\$48.24	\$102.12	\$34.34	\$69.29	\$30.76
Revenue/Passenger	\$2.50	\$2.47	\$2.45	\$3.13	\$2.97	\$3.07	\$2.84	\$2.88	\$2.62
Passengers/VSH	11.06	5.25	7.94	3.10	3.56	1.94	5.15	2.31	5.00
Passengers/VSM	0.88	0.33	0.59	0.11	0.17	0.07	0.39	0.20	0.32
Total Allocated Farebox Ratio	17.7%	7.9%	12.4%	5.8%	5.8%	2.9%	7.6%	4.0%	7.9%

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

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

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

**NEVADA COUNTY CONNECTS
MONTHLY OPERATIONS REPORT - 2024-25**

December 2024

Monday - Saturday

25 Service Days

PASSENGER BOARDINGS	Route 1	Route 3.2/AS*	Route 4	Route 5**	Route 6	Route 7	Trippler		Total
Regular Cash (includes Free Fares)	2,253	1,113	1,730	531	437	168	26		6,258
Discount Cash	258	82	162	72	36	16	143		769
Free (Under 6) and Sierra College	44	71	81	42	37	4	0		279
Daily Pass	72	44	27	7	12	5	0		167
Monthly Pass	988	442	568	108	103	54	0		2,263
Transfer	61	65	68	35	20	7	0		256
One Ride Tickets	68	36	70	4	7	1	0		186
Total Boardings	3,744	1,853	2,706	799	652	255	169		10,178
	37%	18%	27%	8%	6%	3%	2%		100%
OPERATING DATA									
Revenue Vehicle Hours (RVH)	332	317	327	252	156	126	38		1,547
Total Vehicle Hours	346	330	339	273	168	147	45		1,648
Revenue Vehicle Miles (RVM)	4,147	5,131	4,398	7,304	3,260	3,276	514		28,030
Total Vehicle Miles	4,447	5,317	4,597	7,640	3,460	3,444	784		29,688
Marginal Operating Cost - RVH	\$30,697	\$29,310	\$30,211	\$23,300	\$14,401	\$11,650	\$3,467		143,035.6
Marginal Operating Cost - RVM	\$10,202	\$12,622	\$10,820	\$17,967	\$8,020	\$8,059	\$1,263		68,953.3
Marginal Operating Cost	\$40,899	\$41,932	\$41,031	\$33,725	\$22,420	\$19,709	\$4,731		204,447.0
Total Operating Cost (includes fixed costs)	\$51,602	\$51,858	\$51,235	\$50,923	\$28,313	\$25,773	\$7,224		266,927.2
Fare Revenue --ACTUALS	\$9,375	\$4,618	\$6,896	\$2,628	\$2,306	\$914	\$405		\$27,142
Net Operating Subsidy	\$42,227	\$47,240	\$44,339	\$48,295	\$26,006	\$24,859	\$6,818		239,785.3
Total Institutional Pass Sales								\$6,689	239,785.3
Total LCTOP Subsidized Passes								\$8,370	
Total M. U. B. Sales								\$518	
PERFORMANCE INDICATORS									
Marginal Operating Cost/VSH	\$123.19	\$132.28	\$125.57	\$133.83	\$143.95	\$156.42	\$126.15		\$132.16
Marginal Operating Cost/VSM	\$9.86	\$8.17	\$9.33	\$4.62	\$6.88	\$6.02	\$9.21		\$7.29
Marginal Subsidy/Passenger	\$11.28	\$25.49	\$16.39	\$60.44	\$39.89	\$97.48	\$40.35		\$23.56
Revenue/Passenger	\$2.50	\$2.49	\$2.55	\$3.29	\$3.54	\$3.58	\$2.40		\$2.67
Passengers/VSH	11.28	5.85	8.28	3.17	4.19	2.02	4.51		6.58
Passengers/VSM	0.90	0.36	0.62	0.11	0.20	0.08	0.33		0.36
Total Allocated Farebox Ratio	18.2%	8.9%	13.5%	5.2%	8.1%	3.5%	5.6%	0.0%	10.2%

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

***Route 5 allocated costs less revenue from Placer County contract
January 29, 2025

**Routes 5 & 7 do not run on Saturdays

NEVADA COUNTY CONNECTS

**MONTHLY OPERATIONS REPORT
SYSTEMWIDE DATA**

December 2024

Monday - Saturday

	DEC 2024	DEC 2023	% CHANGE	YTD FY2024-25	YTD FY2023-24	% CHANGE
PASSENGER BOARDINGS	25 service days	25 service days		151 service days	152 service days	
Regular Cash	6,258	5,690	9.98%	24,118	23,704	1.75%
Discount Cash	769	883	-12.91%	6,480	7,640	-15.18%
Free (Under 6)	279	406	-31.28%	3,494	3,962	-11.81%
Daily Pass	167	229	-27.07%	1,767	3,041	-41.89%
Monthly Pass	2,263	2,172	4.19%	22,806	20,736	9.98%
Transfer	256	320	-20.00%	2,452	2,930	-16.31%
One Ride Tickets	186	196	-5.10%	1,841	1,922	-4.21%
Total Boardings	10,178	9,896	3%	62,958	63,935	-2%
OPERATING DATA						
Revenue Vehicle Hours (RVH)	1,547	1,515	2.11%	8,610	8,379	2.76%
Total Vehicle Hours	1,648	1,614	2.11%	9,103	8,864	2.70%
Revenue Vehicle Miles (RVM)	28,030	27,293	2.70%	155,749	149,945	3.87%
Total Vehicle Miles	29,688	28,936	2.60%	163,852	159,381	2.81%
Marginal Operating Cost - RVH	\$143,036	\$135,077	5.89%	\$795,922	\$746,987	6.55%
Marginal Operating Cost - RVM	\$68,953	\$63,046	9.37%	\$379,446	\$346,373	9.55%
Marginal Operating Cost	\$204,447	\$191,212	6.92%	\$1,145,210	\$1,065,714	7.46%
Total Operating Cost (includes fixed costs)	\$266,927	\$247,307	7.93%	\$1,436,545	\$1,324,717	8.44%
Fare Revenue --ACTUALS	\$27,142	\$28,047	-3.23%	\$144,463	\$159,887	-9.65%
Net Marginal Operating Subsidy	\$239,785	\$219,260	9.36%	\$1,294,542	\$1,174,304	10.24%
PERFORMANCE INDICATORS						
Marginal Operating Cost/RVH	\$132.16	\$126.21	4.71%	\$133.01	\$127.19	4.58%
Marginal Operating Cost/RVM	\$7.29	\$7.01	4.11%	\$7.35	\$7.11	3.45%
Total Subsidy/Passenger	\$23.56	\$22.16	6.33%	\$20.56	\$18.37	11.95%
Revenue/Passenger	\$2.67	\$2.83	-5.91%	\$2.29	\$2.50	-8.24%
Passengers/VSH	6.58	6.53	0.72%	7.31	7.63	-4.17%
Passengers/VSM	0.36	0.36	0.15%	0.40	0.43	-5.20%
Farebox Recovery Ratio	10.2%	11.3%	-10.34%	10.1%	12.1%	-16.68%

NCC & NCN COMBINED SERVICES
MONTHLY OPERATIONS REPORT - 2024-25

DECEMBER 2024

Monday - Saturday
 25 Service Days

	Route 1	Route 3.2/AS*	Route 4	Route 5**	Route 6	Route 7	Tripper	Paratransit		Total
PASSENGER BOARDINGS										
Regular Cash	2,253	1,113	1,730	531	437	168	26	1,771		8,029
Discount Cash	258	82	162	72	36	16	143			769
Free (Under 6)	44	71	81	42	37	4	0			279
Daily Pass	72	44	27	7	12	5	0			167
Monthly Pass	988	442	568	108	103	54	0			2,263
Transfer	61	65	68	35	20	7	0			256
One Ride Tickets	68	36	70	4	7	1	0			186
Total Boardings	3,744	1,853	2,706	799	652	255	169	1,771		11,949
OPERATING DATA										
Revenue Vehicle Hours (RVH)	332	317	327	252	156	126	38	764		2,311
Total Vehicle Hours	346	330	339	273	168	147	45	924		2,572
Revenue Vehicle Miles (RVM)	4,147	5,131	4,398	7,304	3,260	3,276	514	8,869		36,899
Total Vehicle Miles	4,447	5,317	4,597	7,640	3,460	3,444	784	10,216		39,904
Marginal Operating Cost - RVH	\$30,697	\$29,310	\$30,211	\$23,300	\$14,401	\$11,650	\$3,467			\$143,036
Marginal Operating Cost - RVM	\$10,202	\$12,622	\$10,820	\$17,967	\$8,020	\$8,059	\$1,263			\$68,953
Marginal Operating Cost	\$40,899	\$41,932	\$41,031	\$33,725	\$22,420	\$19,709	\$4,731			\$204,447
Total Operating Cost (includes fixed costs)	\$51,602	\$51,858	\$51,235	\$50,923	\$28,313	\$25,773	\$7,224	\$117,747		\$384,674
Fare Revenue - ACTUALS	\$9,375	\$4,618	\$6,896	\$2,628	\$2,306	\$914	\$405	\$4,149.00		\$31,331
Total Institutional & MUB Pass Sales										
Total LCTOP Subsidized Passes										
Net Operating Subsidy	\$42,227	\$47,240	\$44,339	\$48,295	\$26,007	\$24,859	\$6,819	\$113,598		\$353,383
PERFORMANCE INDICATORS										
Marginal Operating Cost/VSH	\$92.46	\$92.46	\$92.46	\$92.46	\$92.46	\$92.46	\$92.46	\$0.00		\$88.45
Marginal Operating Cost/VSM	\$2.46	\$2.46	\$2.46	\$2.46	\$2.46	\$2.46	\$2.46	\$0.00		\$5.54
Marginal Subsidy/Passenger	\$11.28	\$25.49	\$16.39	\$60.44	\$39.89	\$97.48	\$40.35	\$64.14		\$29.57
Revenue/Passenger	\$2.50	\$2.49	\$2.55	\$3.29	\$3.54	\$3.58	\$2.40	\$2.34		\$2.62
Passengers/VSH	11.28	5.85	8.28	3.17	4.19	2.02	4.51	2.32		5.17
Passengers/VSM	0.90	0.36	0.62	0.11	0.20	0.08	0.33	0.20		0.32
Total Allocated Farebox Ratio	18.2%	8.9%	13.5%	5.2%	8.1%	3.5%	5.6%	3.5%		8.1%

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

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

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



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>

David Garcia
 Director of Public Works

Robin Van Valkenburgh, Transit Services Manager

TRANSIT SERVICES COMMISSION
Information Item

MEETING DATE: January 29, 2025

TO: Transit Services Commission

FROM: Robin Van Valkenburgh, Transit Services Manager

SUBJECT: Nevada County Now Operations Report for Nov - Dec 2024

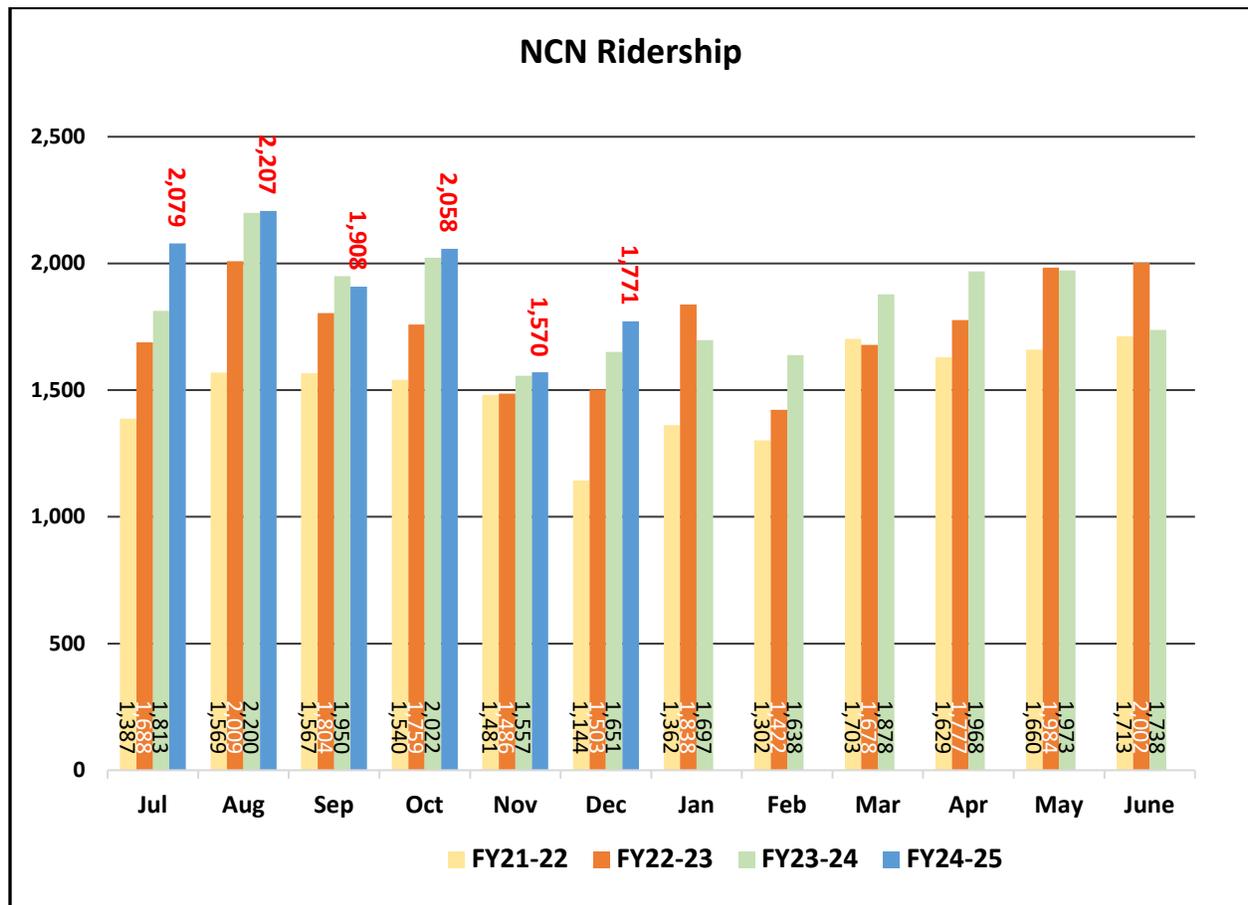
RECOMMENDATION: Accept the report.

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.

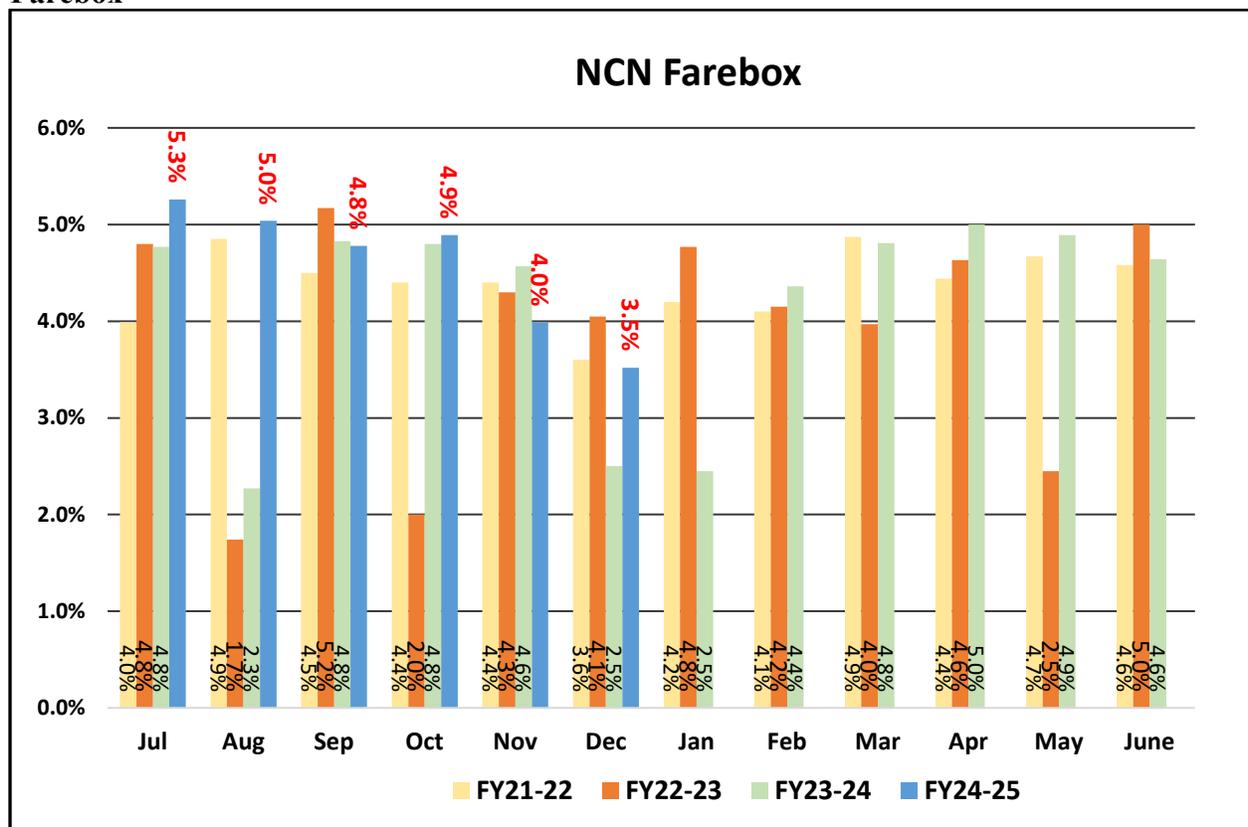
System Snapshot

	Nov	Dec
Ridership	1,570	1771
Revenue Hours	679	764
Revenue Miles	7733	8869
Productivity	2.42	2.43
Farebox	3.99%	3.52%

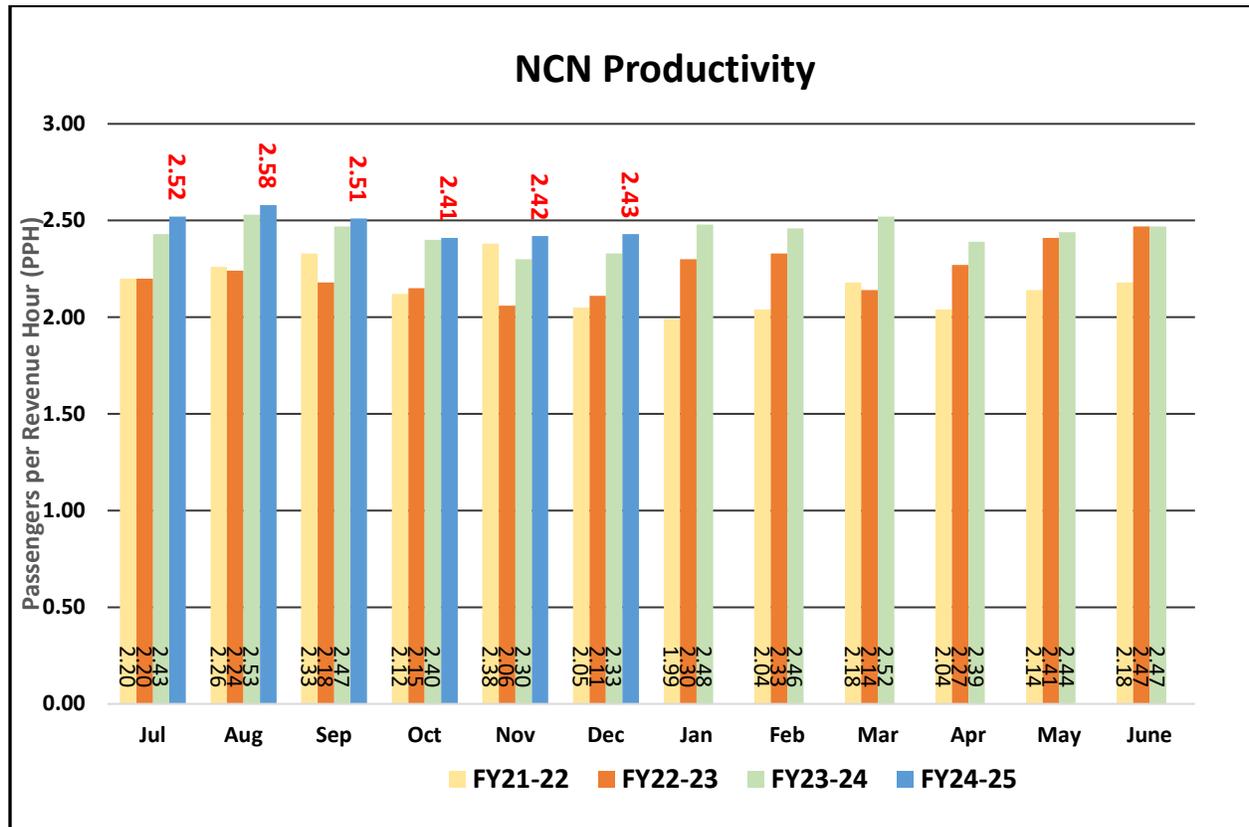
Ridership



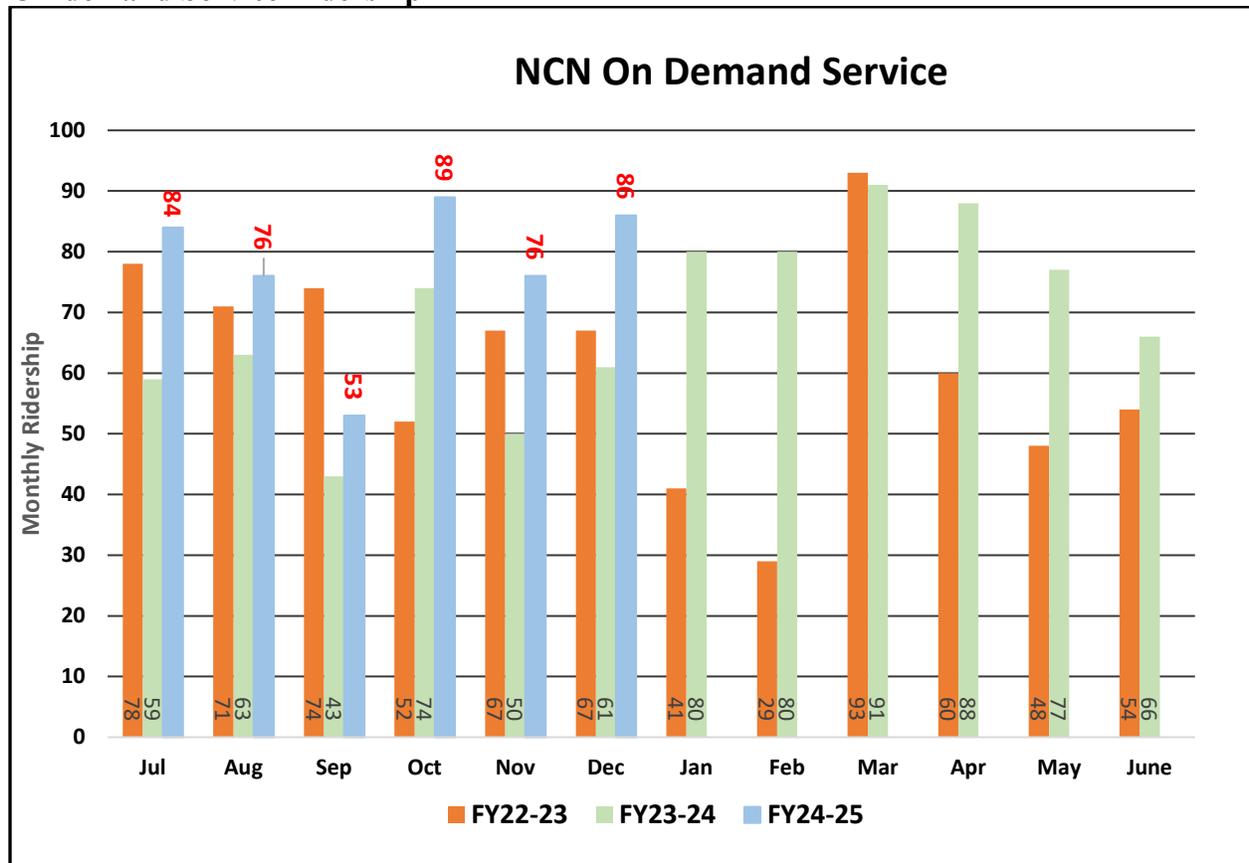
Farebox



Passenger per Service Hour-PPH (productivity)



On-demand Service Ridership



Year-to-Date

Total boardings year-to-date (YTD) FY24-25 are 11,593, an increase of 4 percent compared to the prior year (FY24/25 11,593 vs. FY23/24 11,193).

The NCN farebox recovery rate (FBR) for FY24-25 YTD is 4.6 percent, which is 14.5 percent above prior year (FY23/24 4.0 percent).

Productivity for FY24-25 YTD is at 2.48 PPH which is 2.8 percent above prior year for the same period (FY24/25 2.48 vs. FY23/24 2.41)

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 combined on-demand service has provided 464 passenger trips, which is 33 percent higher the prior year for the same period (FY24-25 464 vs FY23/24 350). This is a positive trend and we will continue to encourage use of the on-demand services.

Please contact me if you have any questions prior to the January 29, 2025, TSC Meeting.

TT:RVV

Monday-Friday	July	August	September	October	November	December	January	February	March	April	May	June	Yr to Date
Days of Service													0
Total Mileage:	11,650	11,555	10,519	11,687	8,787	10,216							64,414
Service Miles	10,344	10,270	9,421	10,328	7,733	8,869							56,965
Deadhead Miles	1306	1285	1098	1359	1,054	1347							7449
18,400													
Total Hours:	1,024.60	1,053.02	928.63	1,080.17	819.07	924.25							5,829.73
Service Hours	859.87	884.97	780.12	891.92	679.10	764.32							4,860.28
Deadhead Hours	164.73	168.05	148.5167	188.25	139.97	159.93							969.45
Percent of Max Hours	6%	6%	5%	6%	4%	5%	0%	0%	0%	0%	0%	0%	32%
Boardings/Delivered	2,079	2,207	1,908	2,058	1,570	1,771							11,593
Subscriptions	1093	1174	1058	1146	936	1028							6435
Demand Response	902	957	797	823	558	657							4694
Senior DAR Delivered	50	42	30	51	41	52							266
ADA DAR Delivered	34	34	23	38	35	34							198
Non Boardings	70	84	81	88	63	84							470
No Shows	21	30	30	28	18	30							157
Late Cancels	38	40	42	47	35	43							245
Group No Shows	7	10	6	7	5	8							43
Group Late Cancels	4	4	3	6	5	3							25
Refused	0	0	0	0	0	0							0
Denials	0	0	0	0	0	0							0
In Service Veh Failures	0	0	0	0	0	0	0	0	0	0	0	0	0
Accidents	0	0	0	0	0	0	0	0	0	0	0	0	0
Fare Revenue	\$6,456.00	\$6,251.00	\$5,672.00	\$6,083.05	\$4,518.00	\$ 4,149.00							\$33,129.05
Farebox Percentage	5.26%	5.04%	4.78%	4.89%	3.99%	3.52%							4.58%
Passengers Per Hour	2.52	2.58	2.51	2.41	2.42	2.43				EI			2.48
Price/Ride	\$ 3.11	\$ 2.83	\$ 2.97	\$ 2.96	\$ 2.88	\$ 2.34							\$ 2.85
Subscription %	52.57%	53.19%	55.45%	55.69%	59.62%	58.05%							55.76%
No Show %	1.01%	1.36%	1.57%	1.36%	1.15%	1.69%							1.36%
Late Cancel %	1.83%	1.81%	2.20%	2.28%	2.23%	2.43%							2.13%
Group No Shows %	0.34%	0.45%	0.31%	0.34%	0.32%	0.45%							0.37%
Group Late Cancels %	0.19%	0.18%	0.16%	0.29%	0.32%	0.17%							0.22%
Refused %	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%
ADA Board/Delivered	1941	2080	1792	1905	1446	1634							10798
ADA % of Total	93%	94%	94%	93%	92%	92%							93%
ADA No Shows	20	30	29	28	17	25							149
ADA Subscription	1053	1138	1032	1117	913	1001							6254