



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

Nevada  
County  
**connects**

**and**

Nevada  
County **Now**

**ANNUAL OPERATIONS REPORT**  
**FY2023 - 24**



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**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 1<sup>st</sup> 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  $\frac{3}{4}$  mile of NCC fixed routes, supplemental zone ADA paratransit service (up to  $\frac{3}{4}$  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  $\frac{3}{4}$  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
    - **Tripper (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.

<b>NCC Performance Indicators</b>	<b>FY2022-23</b>	<b>FY2023-24</b>	<b>% Change</b>
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%

<b>Paratransit Performance Indicators</b>	<b>FY2022-23</b>	<b>FY2023-24</b>	<b>% Change</b>
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):**

<b>Service Type: Fixed Route (NCC)</b>	<b>Minimum 75% Target 95%</b>	<b>Actual</b>
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%
<b>Overall</b>	<b>95%</b>	<b>74.2%</b>

**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**

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

**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.

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

**NCC met the standard for road calls.**

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

**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.”

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

**Nevada County Now met the standards.**

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

**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**

