

**TRANSIT SERVICES COMMISSION
WESTERN NEVADA COUNTY
AGENDA
Wednesday September 18, 2024, 8:30 A.M.
GRASS VALLEY CITY COUNCIL CHAMBERS
125 E. MAIN ST.
GRASS VALLEY, CA 95945**

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

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

Lou Ceci, Councilmember, City of Nevada City,

Tom Ivey, Councilmember, Grass Valley City Council

Sue Hoek, Supervisor, District 4, County of Nevada

Carly Pacheco, FREED, Member-at-Large

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

Virtual Link

Topic: Transit Services Commission

Time: Sep 18, 2024 08:30 AM Pacific Time (US and Canada)

Join Zoom Meeting

<https://us06web.zoom.us/j/89484835999?pwd=TjU6ZbQ7PnEE5ES25lUpdDP5bVPIKh.1>

Meeting ID: 894 8483 5999

Passcode: 201080

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 May 15, 2024 Commission Meeting** (pages 1 - 3)
Recommendation: None

ACTION ITEMS:

5. **Approve the Contactless Fare Payment System Pilot Fare Structure**
Recommendation: Approve the proposed fare for the pilot phase (pages 4 - 6)
6. **Approve Implementation of Expanded Dial-A-Ride Zone Services and Fares**
Recommendation: Approve the proposed expanded services (pages 7 - 10)

INFORMATIONAL ITEMS:

7. **Manager's Report:** (page 11 - 17)
Recommendation: None
8. **Nevada County Connects Operations Report** (pages 18 - 34)
Recommendation: Accept the report
9. **Nevada County Now Operations Report** (pages 35 - 40)
Recommendation: Accept the report

10. COMMISSIONER COMMENTS AND ANNOUNCEMENTS

The next scheduled Transportation Services Commission meeting is on Wednesday November 13, 2024 at 8:30 AM at Grass Valley City Hall, 125 E. Main St., Grass Valley CA95945 unless otherwise noticed.

11. ADJOURNMENT

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

COMMONLY USED ACRONYMS TRANSIT SERVICES COMMISSION (TSC)

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

COMMONLY USED ACRONYMS TRANSIT SERVICES COMMISSION (TSC)

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

Updated 5-1-17

TRANSIT SERVICES COMMISSION

Minutes of Meeting

Wednesday, May 15, 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 May 15, 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:

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

Lou Ceci, Councilmember, City of Nevada City

Tom Ivey, Councilmember, Grass Valley City Council

Sue Hoek, Supervisor, District 4, County of Nevada

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

Commissioners Absent:

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.

4. Approve Minutes of the March 20, 2024 Commission Meeting

Commissioner Ed Scofield motioned to approve the minutes of the March 20, 2024 minutes. Commissioner Lou Ceci seconded the motion, on a roll call vote the motion was unanimously passed.

ACTION ITEMS:

5. Approve the Purchase of Two Starcraft Class B Paratransit Vehicles (pages 4 -14)

Commissioner Ed Scofield motioned to approve the purchase of Two Starcraft Class B Paratransit Vehicles. Commissioner Tom Ivey seconded the motion, on a roll call vote the motion was unanimously passed.

6. Approve Submission of FY23-24 LCTOP Low-income Pass Program Grant Application: (pages 15 - 38)

Commissioner Tom Ivey motioned to approve the submission of the FY23-24 LCTOP Low-income Pass Program Grant Application. Commissioner Ed Scofield seconded the motion, on a roll call vote the motion was unanimously passed.

7. Approve Submission of FFY24 FTA 5339(c) Low or No Emissions Bus Grant Program Application (pages 39 - 54)

Commissioner Ed Scofield motioned to approve the submission of the FFY24 FTA 5339(c) Low or No Emissions Bus Grant Program Application. Commissioner Lou Ceci seconded the motion, on a roll call vote the motion was unanimously passed.

INFORMATIONAL ITEMS:

8. Manager's Report:

The Manager's report was unanimously accepted.

9. Nevada County Connects Operations Report

The Nevada County Connects report was unanimously accepted.

10. Nevada County Now Operations Report

The Nevada County Now report was unanimously accepted.

11. COMMISSIONER COMMENTS AND ANNOUNCEMENTS

There were no comments by commissioners or attendees. The next scheduled Transportation Services Commission meeting is on Wednesday, July 17, 2024, at 8:30 AM at the Grass Valley City Hall, 125 E. Main St., Grass Valley CA 95945, unless otherwise noticed.

12. ADJOURNMENT

Commissioner Sue Hoek called for a motion to end the May 15, 2024, Transit Services Commission meeting, Commissioner Lou Ceci seconded the motioned, on a roll call vote, the motion was unanimously accepted. The Transit Services Commission meeting ended at 9:17 AM.

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



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David Garcia
 Director of Public Works

Robin Van Valkenburgh, Transit Services Manager

TRANSIT SERVICES COMMISSION
Action Item

MEETING DATE: September 18, 2024

TO: Transit Services Commission

FROM: Robin Van Valkenburgh, Transit Services Manager

SUBJECT: **Approval of Contactless Fare Payment System Pilot Fare Structure**

RECOMMENDATION: Discuss and approve a proposed pilot fare structure for use with the contactless fare payment system.

BACKGROUND:

The proposed pilot project is based on the implementation of new fare payment technology which allows customers to pay for their Nevada County Connects bus ride using open-loop payment media such as Apple Pay, Google Pay or debit/credit cards with the tap-to-pay capability. This project is designed to reduce barriers to riding transit by; not requiring cash for fares; minimizing potential fare conflicts thereby increasing safety and modernizing the consumer experience such that it is simple, convenient and familiar. Basically, we want to make riding the bus as easy as buying a cup of coffee at Starbucks.

On September 22, 2022, the Board of Supervisors adopted Resolution No. 22-506 accepting the award of \$132,811 in Low Carbon Transit Operations Program (LCTOP) capital grant funds for the purchase and installation of a Contactless Fare Payment System for the Nevada County Connects fixed route bus fleet.

On June 13, 2023, the Board of Supervisors adopted Resolution No. 23-267 approving the purchase of a Contactless Fare Payment System off the State of California Department of Government Services (DGS)/California Integrated Travel Project (Cal-ITP) purchasing agreements. This purchase included in-vehicle fare payment validators from KUBA, Inc., and Transit Processor Services through Littlepay, Inc. It also included a future contract with Elavon, Inc. for electronic payment acceptance services (i.e the bank-to-bank connection for acquiring payment of fares).

Transit staff has worked in partnership with Cal-ITP staff to complete the purchase and installation of the KUBA on-board fare validator devices, which were installed on all vehicles the week of July 8, 2024. Additionally, staff has initiated the fare structure development process with Littlepay to build the fare processing programming which will specify what fare is associated with each card tap.

Staff has developed two potential fare structures for discussion, one based on the current pay-per-ride fare format, and one based on a timed interval format. The proposed fare structures each offer their own benefits to customers and are designed to entice current and prospective passengers to embrace using the “Tap to Pay” system.

Fare Structure A

	Single Ride	Daily Cap	Weekly Cap	Monthly Cap
Fixed Route Regular Adult (18+)	\$1.00	\$4.00	\$10.00	\$30.00
Fixed Route Discount (Senior 65+/Disabled-ADA)	\$0.50	\$2.00	\$5.00	\$15.00

In Fare Structure A, we are proposing a greatly reduced introductory fare designed to be as cost negligible as possible for customers who are interested in trying the new payment system and riding the bus. The idea being that the novelty of easy cheap electronic payment will attract people who do not currently, or consistently, ride the bus to give it a try. This fare would be in place for a pilot (introductory) period of six months, after which the fare would increase. This fare is set for a per trip payment, meaning each new route or bus a passenger boards they will pay \$1.00.

Fare Structure B

	Single Ride (2 hours)	Daily Cap	Weekly Cap	Monthly Cap
Fixed Route Regular Adult (18+)	\$2.00	\$6.00	\$20.00	\$70.00
Fixed Route Discount (Senior 65+/Disabled-ADA)	\$1.00	\$3.00	\$10.00	\$35.00

For Fare Structure B, we are proposing a slightly different model which is based on a two-hour window per fare payment (2 hrs for \$2). This proposed fare is slightly higher than our current Zone 1 Adult fare, and slightly lower than our Zone 2 Adult fare, and is based on a time model rather than a distance model like our current structure.

In Fare Structure B a customer would tap to pay when boarding any bus, which would cover all travel for 2 hours regardless of the number of routes they get on. In this scenario a passenger could board in North San Juan, ride to Tinloy Transit Center in Grass Valley then transfer to Route 5 and ride all the way to Auburn Amtrak Station. All for \$2.00.

The long-term difference between these two options is that, in Fare Structure A the expectation would be that the fares would rise after a pilot period of six months, whereas Fare Structure B would be a long-term fare strategy that would not be changed after the pilot period. It should be noted that, in either case, the current cash and pass fare media will remain the same (i.e. \$1.50 zone 1 and \$3.00 zone 2 adult cash fares) thus both contactless payment options are more cost effective for most passengers.

Based on anecdotal evidence from peer agencies who have implemented this contactless fare payment system, most are utilizing Fare Structure B, with encouraging adoption rates, including in low-income areas where cash tends to be the dominant currency.

At this time, it is uncertain what the financial impacts of either fare structure would be since their impacts are directly tied to user adoption rates.

Staff is seeking the Transit Services Commission direction on which fare structure should be implemented for the pilot period (or permanently), approval of implementation.

Please contact me if you have any questions prior to the September 18, 2024, TSC Meeting.
TT:RVV



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David Garcia
 Director of Public Works

Robin Van Valkenburgh, Transit Services Manager

TRANSIT SERVICES COMMISSION
Action Item

MEETING DATE: September 18, 2024

TO: Transit Services Commission

FROM: Robin Van Valkenburgh, Transit Services Manager

SUBJECT: **Approve Paratransit Service-Dial-A-Ride (DAR) Zone Services Map, Fare Structure and Implementation Date**

RECOMMENDATION: Approve the proposed service area, fare structure and implementation date.

BACKGROUND:

This item is being brought forward to open discussion regarding implementation of a proposed Zone Dial-A-Ride system, specifically the adoption of the service area map and the “grandfathering” of the current Alta Sierra Outlying/Supplemental Zone service Area, and the associated fare structure. This item was first introduced at the September 18, 2019, TSC meeting.

The Transit Services Division, through Nevada County Now (NCN), provides Americans with Disabilities Act (ADA) mandated complementary paratransit services within $\frac{3}{4}$ mile of the local Nevada County Connects fixed route bus services (routes 1,3/2,4 and 6) in the core areas of Grass Valley and Nevada City. A secondary service area, called the Outlying Paratransit Service Area, was established by the TSC to offer an expanded service area up to an additional $\frac{3}{4}$ mi beyond the ADA zone. This Outlying service area is open to persons who are eligible for ADA paratransit service, but who live outside the ADA zone and service is provided on a first come, first served capacity basis only.

What we are finding is that the services within the ADA zone are being performed at an acceptable level, high productivity and a high on-time performance rate, but service to the Outlying service area is extremely limited and demand is not being met. In addition, we are seeing the NCN farebox recovery rate (FRR) is below the desired 10 percent level.

There are several simple reasons as to why the service is limited in the outlying service area, each of which can be mitigated with modest changes in how operations are set forth.

1. The current contract with Paratransit Services stipulates that ADA service is the primary service and all hours are directed toward accomplishing that task.
2. The current fleet is solely allocated to providing ADA service and as such must be assigned to those trips over outlying service area trips.
3. The current outlying service area does not necessarily meet the actual area of demand in the community.

In order to mitigate these issues and to meet the demand in the outlying service area and beyond, staff is proposing the creation of an expanded Dial-A-Ride (DAR) zone service area through the following steps.

1. The creation of DAR zones of 1, 2 & 3 miles beyond the ADA mandated $\frac{3}{4}$ complementary paratransit service area.
2. The removal of the Outlying Paratransit Service Area zone of $\frac{3}{4}$ mile beyond the current ADA paratransit service area (unnecessary due to the DAR zone implementation). Except in the case of the current Outlying/Supplemental zone area serving Alta Sierra.
3. Amendment of the Paratransit Services Inc. contract wherein a specific number of the currently allocated 18,400 annual service hours are reallocated to DAR zone service. This number is to be determined, but there appears to be sufficient unused hours to provide up to 3,000 hours annually. *Effective October 1, 2022, we will begin a new Paratransit Services contract which has the proposed Zone DAR service included within the Scope of Work.*
4. Purchase of additional ADA accessible vehicles through the FTA 5310 Enhanced Mobility for Seniors and Individuals with Disabilities Program grant funds. An application was submitted to the Caltrans for five ADA accessible vehicles on September 6th as part of this process. *Since the initial meeting these five vehicles have been ordered and two have been delivered with two more vehicles scheduled for delivery Sept. 22nd.*

The proposed DAR zone service will address specific calls for additional service for residents who live beyond the current ADA and Outlying service zones. This service may also provide an opportunity for DAR service to be opened to seniors 65 and older who may need transportation but do not necessarily qualify for ADA service. This option may be undertaken at the request of the TSC, staff will develop the program with the flexibility to implement this service if so desired.

Staff is proposing a fare structure which is based on the current ADA fare with a multiplier for zone 1 and then fixed increases for zones 2 and 3. It would look something like this.

ADA paratransit fare: \$3.00 per one-way trip

Zone 1 (would subsume the current Outlying/Supplemental zone): 2.5x ADA paratransit fare = \$7.50~~5.00~~ per one-way trip the reduction from the original proposal is to ensure those in the current outlying zone are not unnecessarily burdened and we remain equitable.

Zone 2: \$2.00 greater than zone 1 fare = ~~\$9.50~~7.00 per one-way trip

Zone 3: \$4.00 greater than zone ~~1~~2 fare = ~~\$11.50~~00 per one-way trip

This fare structure type is reasonable and falls below what it would cost to take a taxi within these areas. It will also help to ensure that the service will meet FRR of 10 percent since the greater distance traveled will mean that productivity will likely be significantly lower on the DAR zone

service than the ADA paratransit service. This is significant due to the fact that the current cost per hour of paratransit service is approximately \$137.22, which means that in order to achieve a FRR of 10 percent the regular ADA service would need to carry slightly over 4 passengers per hour, which would be a challenge. Being able to mix the higher DAR zone fares with the regular trips may provide the fare boost needed to achieve the FRR.

The reallocation of service hours within the Paratransit Service contract is a simple process and would allow us to offer the enhanced services at minimal additional cost, primarily limited to the cost of insurance for the additional vehicles proposed to operate the service. Based on prior year annual reports Paratransit Services have between 12 and 20 percent of the maximum annual service hours (18,400 annually) available for reallocation. Thus, we can incorporate hours for DAR zone service operations without incurring significant additional expenses.

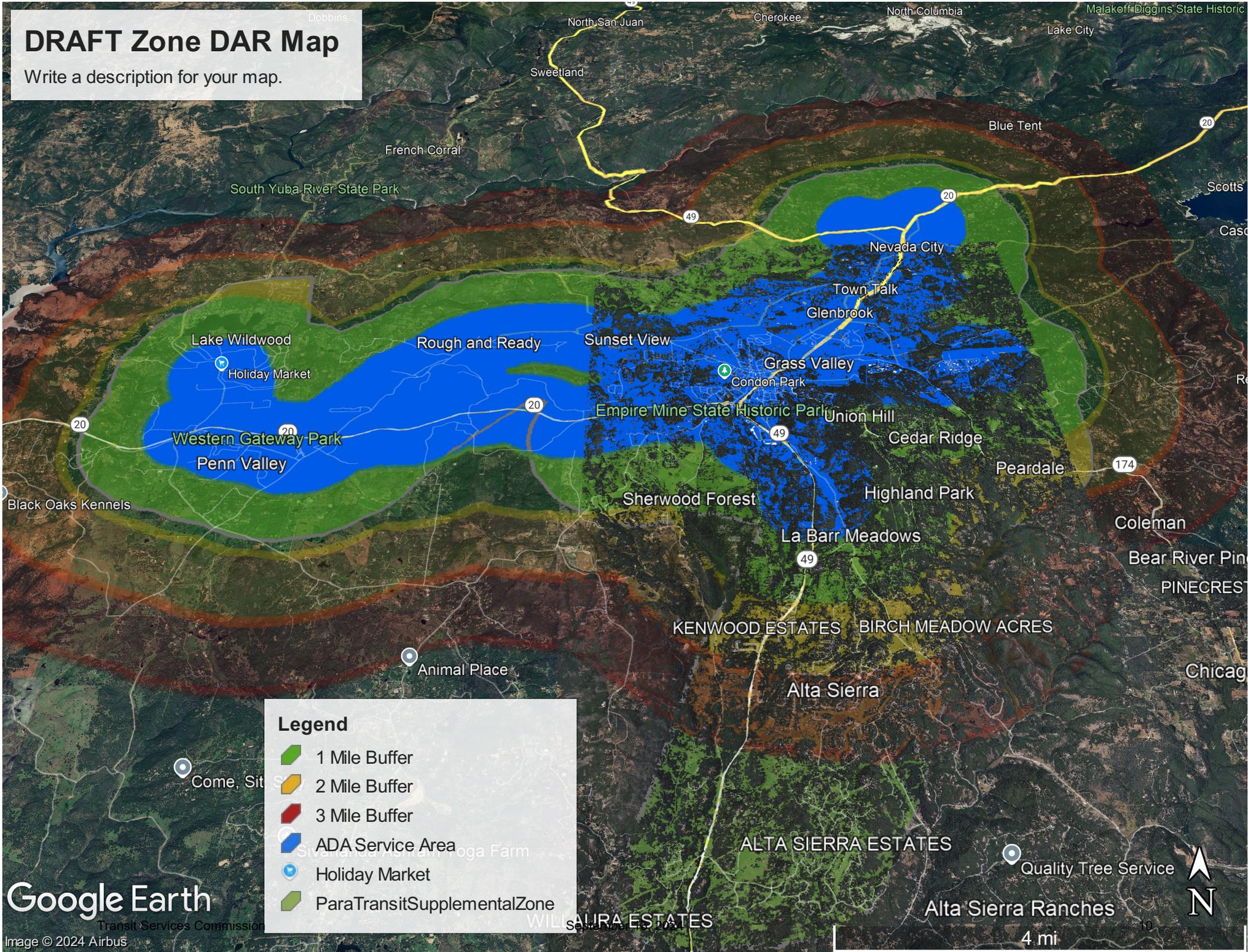
Staff is presenting this project for discussion purposes at this time with the desire to receive approval of the proposed fares and the “grandfathering” of the Alta Sierra Outlying service area into Zone 1 of the DAR zone system. Staff is proposing that the 2 – and 3 mile zones not be extended beyond the current Outlying service area zone around Alta Sierra due to the fact that the current zone extends nearly 5.5 miles beyond the ADA service area already.

Staff is proposing that this new service be started on November 4, 2024.

Please contact me if you have any questions prior to the September 18, 2024, TSC Meeting.
TT:RVV

DRAFT Zone DAR Map

Write a description for your map.





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David Garcia
Director of Public Works

Robin Van Valkenburgh, Transit Services Manager

**TRANSIT SERVICES COMMISSION
Information Item**

MEETING DATE: September 18, 2024

TO: Transit Services Commission

FROM: Robin Van Valkenburgh, Transit Services Manager

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

RECOMMENDATION: Accept the report.

Sierra College

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	0	0	0	0	0	0	0	0	0	0	165.00
3/2 - Grass Valley/Ridge Rd	20	8	0	0	0	0	0	0	0	0	0	0	28.00
4 - Grass Valley/Sierra College/Brunswick	75	124	0	0	0	0	0	0	0	0	0	0	199.00
5 - Auburn	10	27	0	0	0	0	0	0	0	0	0	0	37.00
6 - Penn Valley/Lake Wildwood	15	27	0	0	0	0	0	0	0	0	0	0	42.00
7 - North San Juan	5	16	0	0	0	0	0	0	0	0	0	0	21.00
Totals	214	278	-	-	-	-	-	-	-	-	-	-	492.00
Total Overall Ridership	10,641	10,661	-	-	-	-	-	-	-	-	-	-	
Total Ridership Route 4 (serving Sierra College)	3,164	3,179	-	-	-	-	-	-	-	-	-	-	
Period totals			492										

Sierra College

Route #	Jul'23	Aug'23	Sep'23	Oct'23	Nov'23	Dec'23	Jan'24	Feb'24	Mar'24	Apr'24	May'24	Jun'24	Route Totals
1/6 - School Tripper	0	0	0	0	1	0	0	0	0	0	0	0	1.00
1 - Grass Valley/Nevada City	18	35	60	49	79	26	81	70	63	84	92	38	695.00
3/2 - Grass Valley/Ridge Rd	28	30	31	22	27	8	10	17	19	19	33	5	249.00
4 - Grass Valley/Sierra College/Brunswick	29	98	148	141	139	87	105	112	103	127	125	33	1,247.00
5 - Auburn	14	36	45	50	37	17	32	28	30	41	19	5	354.00
6 - Penn Valley/Lake Wildwood	35	30	23	42	40	20	38	30	41	48	50	12	409.00
7 - North San Juan	0	1	0	0	1	1	2	0	1	0	0	2	8.00
Totals	124	230	307	304	324	159	268	257	257	319	319	95	2,963.00
Total Overall Ridership	9,370	13,730	10,191	11,090	9,658	9,896	9,718	9,263	10,032	11,334	10,818	9,624	
Total Ridership Route 4 (serving Sierra College)	2,811	3,460	2,936	3,172	2,996	3,050	2,859	2,606	2,937	3,243	2,995	2,715	
Period totals			661			787			782			733	

ARMED FORCES DAY

Shuttle Service Only Comparison

Armed Forces Day--All Routes			
Day	N/A	2022	
Saturday	0	262	262
Totals	0	262	262

Armed Forces Day--May 2022						
All Routes						
Day	Rt 1	Rt 3/2	Rt 4	Rt 6	Fair Ground Shuttle	Passenger Totals
Saturday	76	37	61	11	77	262
Totals @ \$1.50 & \$3.00 (Rt 6)	\$114.00	\$55.50	\$91.50	\$18.00	\$115.50	\$394.50

Armed Forces Day--May 2024		
Shuttle		
Day	Fair Ground Shuttle	Passenger Totals
Saturday	162	162
Totals @ \$1.50	\$243.00	\$243.00

Armed Forces Day--Comparison		
	2022 Shuttle Only	2024 Shuttle Only
	77	162
Grant Funds Earned	\$115.50	\$243.00

Celtic Festival 2023			
Route #	09/29/2023	09/30/2023	Total
1/6 (ST)	1	0	1
1	155	101	256
3/2	73	50	123
4	133	60	193
5/5X	58	0	58
6	31	14	45
7	16	0	16
Totals	466	225	691

\$1.50
\$384.00
\$184.50
\$289.50
\$148.50
\$126.00
\$45.00
<u>\$1,179.00</u>

Celtic Festival 2024			
Route #	3-May-24	4-May-24	Total
	Friday	Saturday	
1/6 (ST)	3	0	3
1	155	44	199
3/2	114	34	148
4	155	65	220
5/5X	54	0	54
6	43	7	50
7	17	0	17
Totals	541	150	691

\$4.50
\$298.50
\$222.00
\$330.00
\$141.00
\$147.00
\$43.00
<u>\$1,186.00</u>

BLUE GRASS FESTIVAL FREE FARE DAYS

2023 and 2024

Thursday					
Route #	2023 ^	2024 *	Difference	% Inc / (Dec)	2024
1	141	134	(7)	-5%	201.00
3/2	75	120	45	60%	120.00
4	125	149	24	19%	223.50
5	28	29	1	4%	84.00
6	43	31	(12)	-28%	81.00
7	25	19	(6)	0%	52.50
Totals	437	482	45	10%	\$762.00

Friday					
Route #	2023 ^	2024 *	Difference	% Inc / (Dec)	2024
1	148	139	(9)	-6%	208.50
3/2	52	91	39	75%	136.50
4	142	143	1	1%	214.50
5	39	41	2	5%	97.50
6	47	48	1	2%	126.00
7	16	18	2	0%	51.00
Totals	444	480	36	8%	\$834.00

Saturday					
Route #	2023 ^	2024 *	Difference	% Inc / (Dec)	2024
1	110	127	17	15%	190.50
3/2	61	66	5	8%	99.00
4	98	84	(14)	-14%	126.00
5					
6	22	18	(4)	-18%	48.00
7					
Totals	291	295	4	1%	\$463.50

Thursday, Friday and Saturday					
Route #	2023 ^	2024 *	Difference	% Inc / (Dec)	2024
1	399	400	1	100%	600.00
3/2	188	277	89	147%	355.50
4	365	376	11	3%	564.00
5	67	70	3	4%	181.50
6	112	97	(15)	-13%	255.00
7	41	37	(4)	0%	103.50
Totals	1,172	1,257	85	7%	\$2,059.50

Rt. 5 or 7 does not run on Saturdays

All Free Fare Days

	<u>Thurs</u>	<u>Fri</u>	<u>Sat</u>	
2023 & 2024 has a combination of	^ 2023--06/15/23	06/16/23	06/17/23	2023 Blue Grass Festival + Dump the Pump
1 & 2 Zones for \$1.50 and \$3.00	2024 *--06/13/24	06/14/24	06/15/24	2024 Blue Grass Festival

August 07 through 11, 2024

Boardings

Wednesday				
Route #	2023	2024	Difference	
1	163	134	(29)	
3/2	105	97	(8)	
4	171	138	(33)	
5	32	35	3	
6	41	31	(10)	
7	19	20	1	
Totals	531	455	(76)	

Thursday				
Route #	2023	2024	Difference	
1	134	126	(8)	
3/2	110	72	(38)	
4	153	134	(19)	
5	26	25	(1)	
6	49	28	(21)	
7	13	29	16	
Totals	485	414	(71)	

Friday				
Route #	2023	2024	Difference	
1	160	121	(39)	
3/2	79	67	(12)	
4	177	112	(65)	
5	58	34	(24)	
6	51	24	(27)	
7	12	25	13	
Totals	537	383	(154)	

Saturday *				
Route #	2023	2024	Difference	
1	102	63	(39)	
3/2	75	53	(22)	
4	109	84	(25)	
5				
6	19	18	(1)	
7				
Totals	305	218	(87)	

* Rts. 5 and 7 do not run on Saturdays

Weds., Thur., Fri. and Sat.				
Route #	2023	2024	Difference	
1	559	444	(115)	
3/2	369	289	(80)	
4	610	468	(142)	
5	116	94	(22)	
6	160	101	(59)	
7	44	74	30	
Totals	1,858	1,470	(388)	

FAIR SHUTTLE ONLY				
Day of the week	2023	2024	Difference	
Weds	686	462	(224)	
Thurs.	554	516	(38)	
Fri.	485	529	44	
Sat.	354	802	448	
Sun.	267	469	202	
Totals	2,346	2,778	432	

Nevada County Fair

All Free Fare Days					
Weds.	Thurs	Fri	Sat	Sun	Fair Shuttle <u>only</u> on Sunday.
2024--08/07	2024--08/08	2024----08/09	2024----08/10	2024--08/11	2024
917	930	912	1,020	469	4,248 Total # Passengers
\$1,398.00	\$1,462.50	\$1,453.50	\$1,549.50	\$703.50	\$6,567.00 Total \$ Amt (1 & 2 Zones)
1,217	1,039	1,022	659	204	
2023 / 2024 Diff.					4,141 2023 Total Passengers
(300)	(109)	(110)	361	265	

[2023 Aug. 09 to 13]



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: September 18, 2024

TO: Transit Services Commission

FROM: Robin Van Valkenburgh, Transit Services Manager

SUBJECT: Nevada County Connects Operations Report for May-August 2024

RECOMMENDATION: Accept the report.

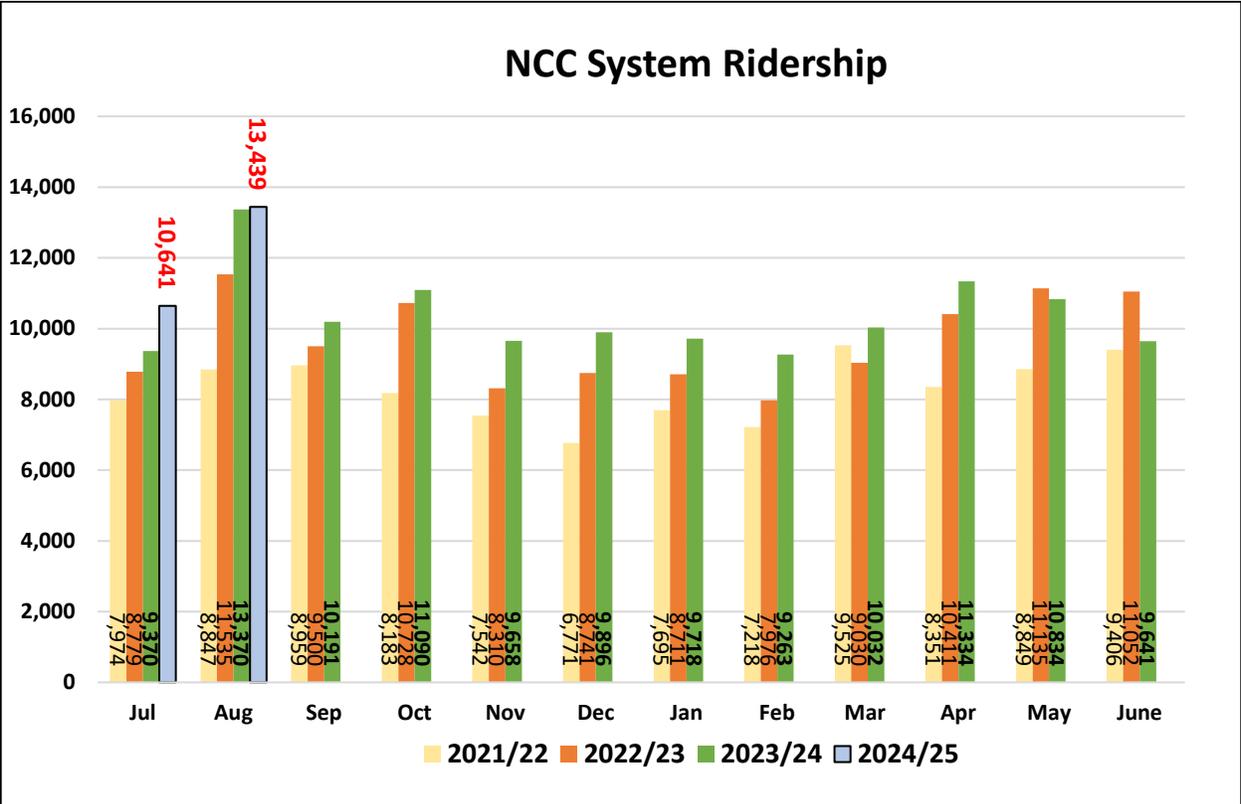
BACKGROUND: Nevada County Connects (NCC) operates fixed route bus service Monday through Saturday, serving the communities of Grass Valley, Nevada City, Penn Valley, Rough and Ready, Lake Wildwood, Alta Sierra and Lake of the Pines. NCC also provides regional bus service to Auburn Monday through Friday, 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

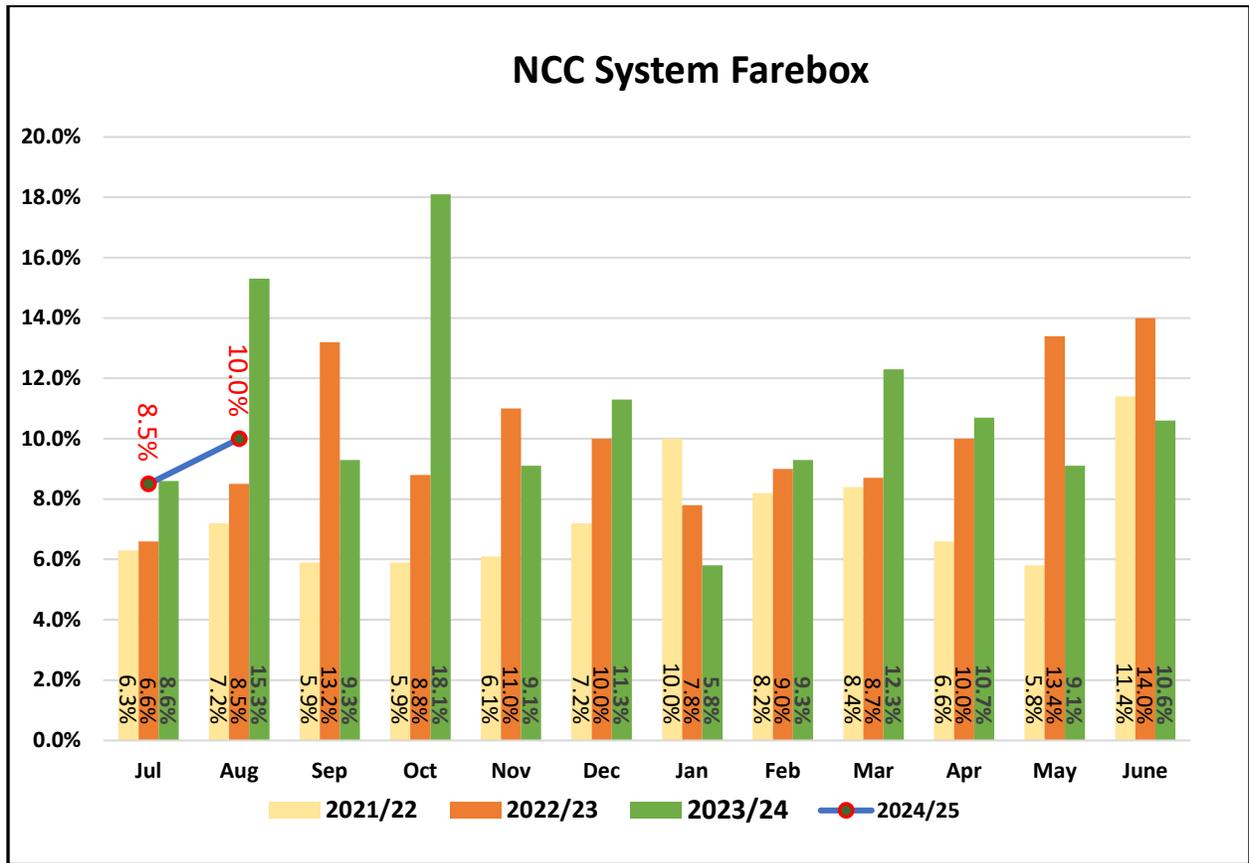
Current		May	June	YTD	% Change from PY
Ridership		10,834	9641	124,397	7.3%
Farebox		9.1%	10.6%	10.8%	7%
On-time Performance		75.3%	76.4%	N/A	
Fare Revenue		\$23,415	\$24,974	\$303,366	14%

Current		July	August	YTD	% Change from PY
Ridership		10,641	13,439	24,080	7 %
Farebox		8.5%	10.0%	9.3%	(-23%)
On-time Performance		75.3%	76.4%	N/A	
Fare Revenue		\$16,406	\$21,285	\$37,691	(-15%)

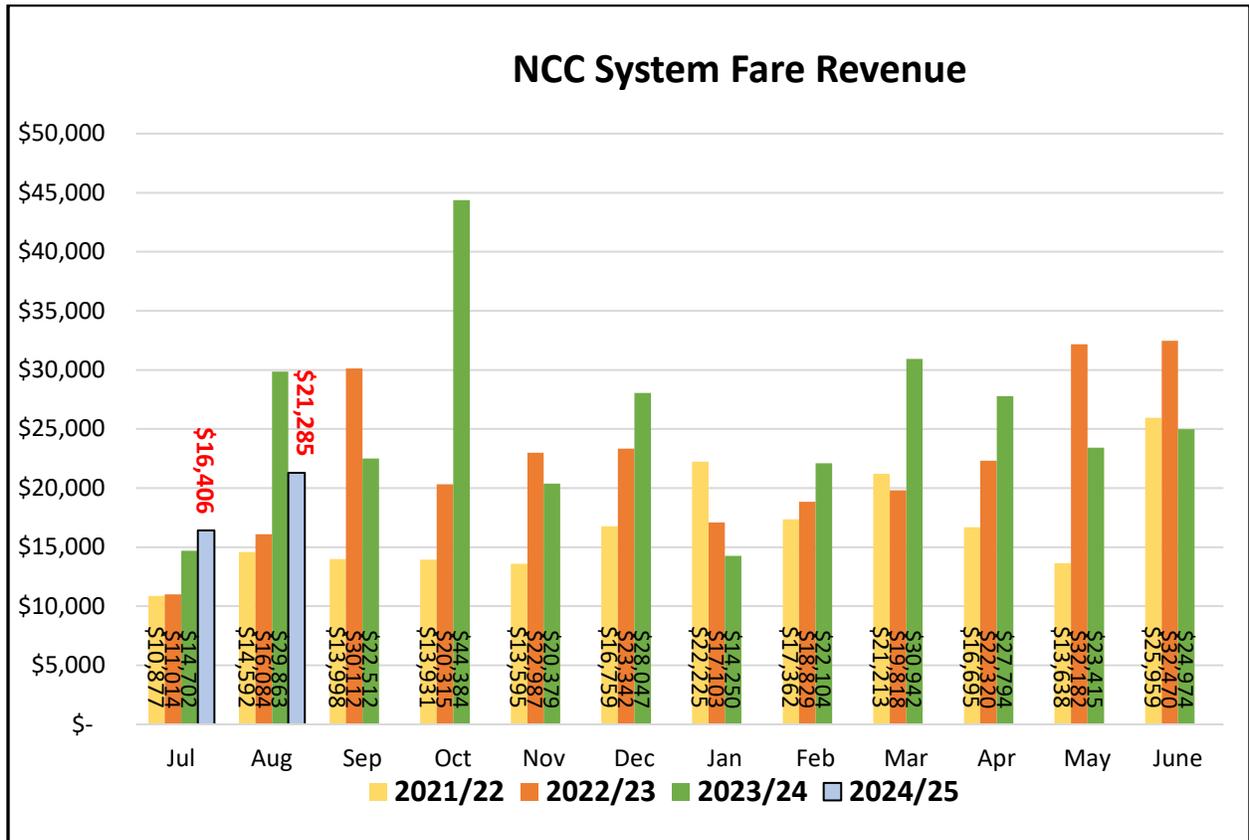
Ridership



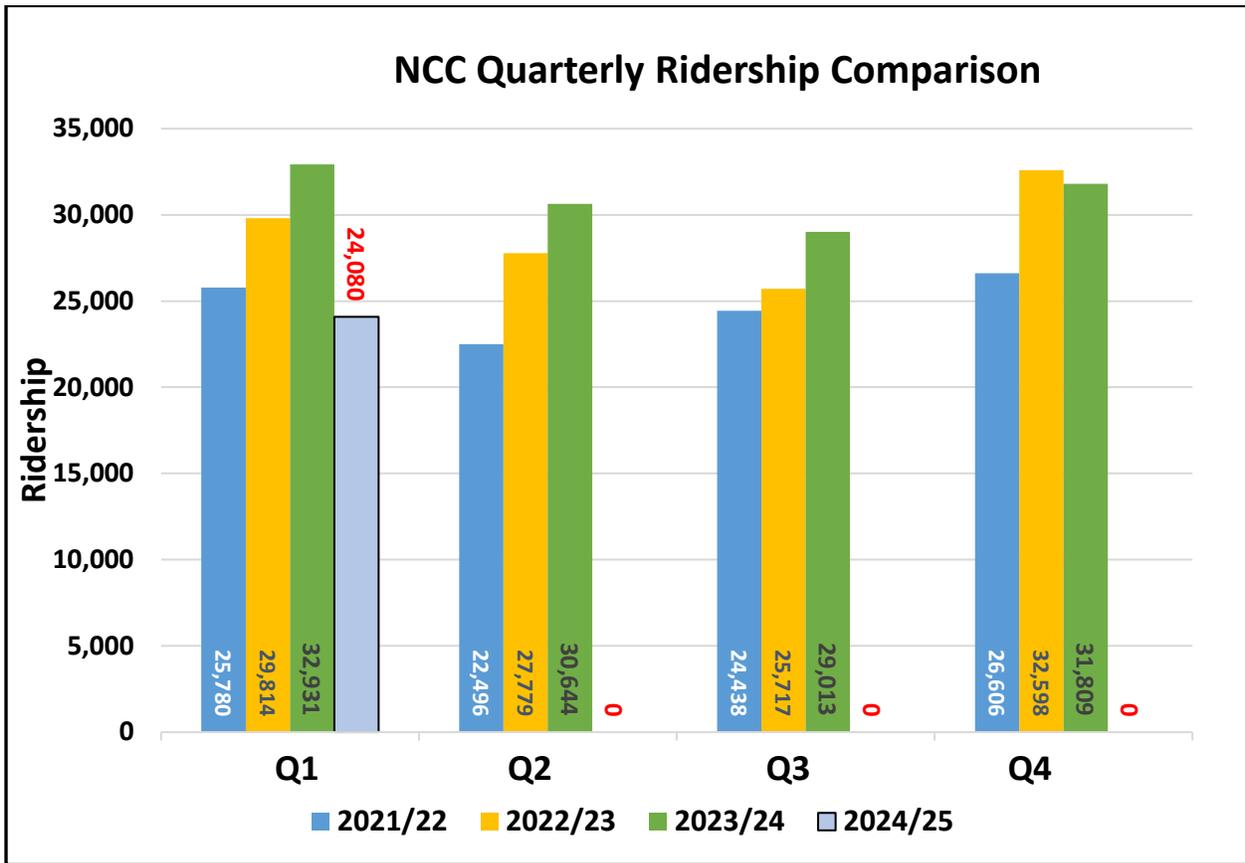
Farebox



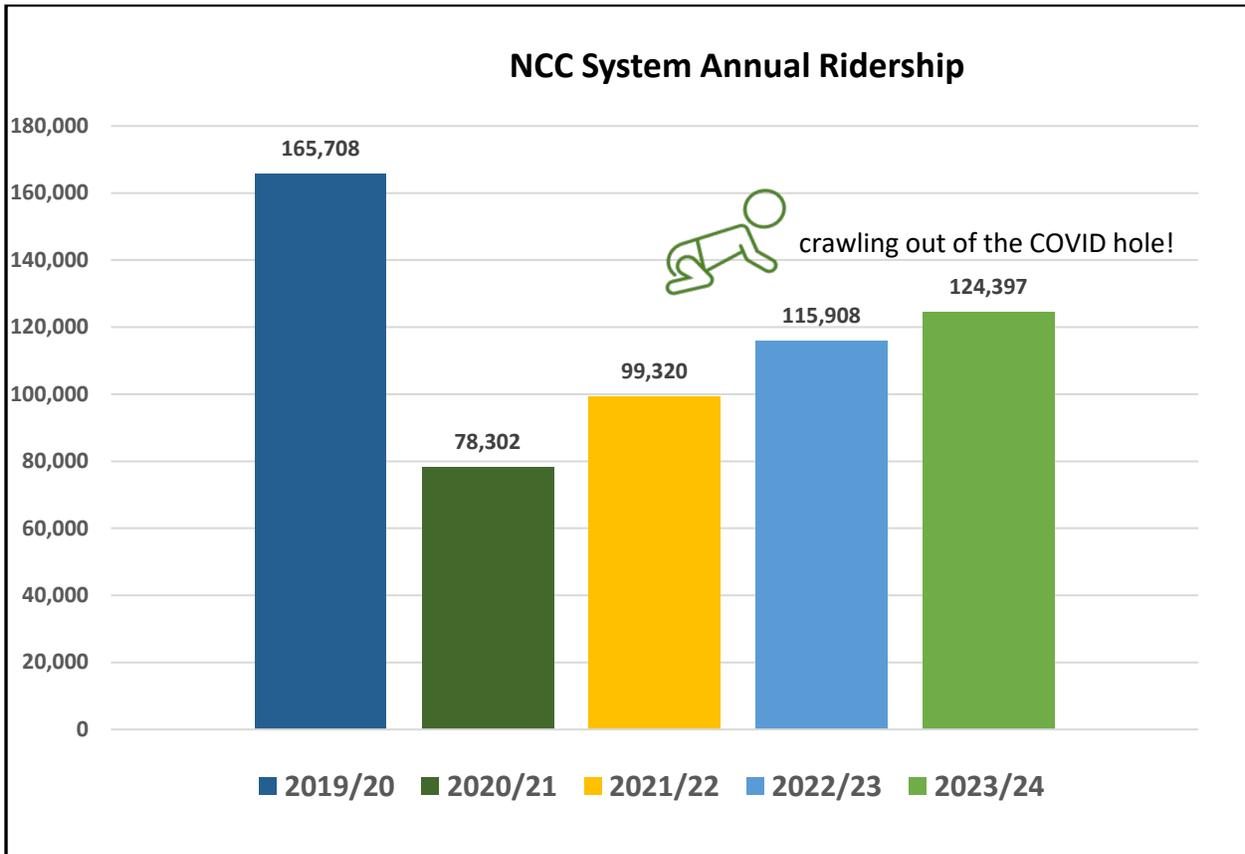
NCC Fare Revenue



NCC Quarterly Ridership



Annual Ridership Comparison



Overall we appear to be on track for consistent growth, albeit very slow growth. This is positive and should continue as we move farther into the FY24-25 service year, even with the temporary service reductions we are operating under currently.

Regarding our staffing issues and the status of our recruitments. As of August 5, 2024, we had four full-time driver positions vacant and up to 9 of 12 Temp (part-time) positions vacant. As of this meeting we have made offers to fill all four full-time positions and backfill a 50% FTE position that was vacated by a promotion to full-time driver (filling one of the four vacancies). Once all four full-time candidates have completed their onboarding and training, we will be fully staffed for full-time drivers.

Unfortunately, we have not been successful in our recruitment of Temp (part-time) drivers. To date, through two recruitments, we have had zero qualified applicants. Due to this lack of interest staff is working with HR and fiscal personnel to develop alternative staffing strategies.

Please contact me if you have any questions prior to the September 18, 2024 TSC Meeting.

NEVADA COUNTY CONNECTS
MONTHLY OPERATIONS REPORT - 2023-24

MAY 2024

Monday - Saturday
 26 Service Days

PASSENGER BOARDINGS	Route 1	Route 3.2/AS*	Route 4	Route 5**	Route 6	Route 7	Trippler		Total
Regular Cash	791	441	717	450	301	141	3		2,844
Discount Cash	506	177	240	127	93	58	265		1,466
Free (Under 6) and Sierra College	154	272	242	49	71	4	0		792
Daily Pass	113	77	145	23	34	19	0		411
Monthly Pass	1,694	719	1,352	162	338	114	1		4,380
Transfer	121	113	157	69	42	3	0		505
One Ride Tickets	167	70	140	28	17	14	0		436
Total Boardings	3,546	1,869	2,993	908	896	353	269		10,834
	33%	17%	28%	8%	8%	3%	2%		100%
OPERATING DATA									
Revenue Vehicle Hours (RVH)	346	330	341	264	163	132	48		1,623
Total Vehicle Hours	360	343	354	286	176	154	57		1,729
Revenue Vehicle Miles (RVM)	4,320	5,348	4,583	7,652	3,400	3,432	636		29,370
Total Vehicle Miles	4,632	5,540	4,790	8,004	3,608	3,608	978		31,159
Marginal Operating Cost - RVH	\$30,849	\$29,423	\$30,359	\$23,538	\$14,489	\$11,769	\$4,235		\$144,662
Marginal Operating Cost - RVM	\$9,979	\$12,353	\$10,588	\$17,675	\$7,854	\$7,928	\$1,468		\$67,846
Marginal Operating Cost	\$40,829	\$41,776	\$40,947	\$41,213	\$22,343	\$19,697	\$5,703		\$212,508
Total Operating Cost (includes fixed costs)	\$50,959	\$51,154	\$50,597	\$43,561	\$27,961	\$25,556	\$8,633		\$258,420
Fare Revenue --ACTUALS	\$7,180	\$3,756	\$5,981	\$2,608	\$2,270	\$997	\$622		\$23,415
Net Operating Subsidy	\$43,779	\$47,398	\$44,616	\$40,952	\$25,690	\$24,559	\$8,010		\$235,004
Total Institutional Pass Sales								\$8,400	
Total M. U. B. Sales								\$945	
LCTOP Subsidized Passes								\$7,425	
PERFORMANCE INDICATORS									
Marginal Operating Cost/VSH	\$118.00	\$126.59	\$120.25	\$156.11	\$137.49	\$149.22	\$120.07		\$130.98
Marginal Operating Cost/VSM	\$9.45	\$7.81	\$8.93	\$5.39	\$6.57	\$5.74	\$8.97		\$7.24
Marginal Subsidy/Passenger	\$12.35	\$25.36	\$14.91	\$45.10	\$28.67	\$69.57	\$29.78		\$21.69
Revenue/Passenger	\$2.02	\$2.01	\$2.00	\$2.87	\$2.53	\$2.83	\$2.31		\$2.16
Passengers/VSH	10.25	5.66	8.79	3.44	5.51	2.67	5.66		6.68
Passengers/VSM	0.82	0.35	0.65	0.12	0.26	0.10	0.42		0.37
Total Allocated Farebox Ratio	14.1%	7.3%	11.8%	6.0%	8.1%	3.9%	7.2%		9.1%

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

**Routes 5 does run on Saturdays

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

NEVADA COUNTY CONNECTS

**MONTHLY OPERATIONS REPORT
SYSTEMWIDE DATA**

May 2024

Monday - Saturday

	MAY 2024	MAY 2023	% CHANGE	YTD FY2023-24	YTD FY 2022-23	% CHANGE
PASSENGER BOARDINGS	26 service days	26 service days		278 service days	277 service days	
Regular Cash	2,844	3,413	-16.67%	36,810	33,986	8.31%
Discount Cash	1,466	1,374	6.70%	14,635	11,773	24.31%
Free (Under 6)	792	750	5.60%	7,702	6,504	18.42%
Daily Pass	411	499	-17.64%	5,286	5,066	4.34%
Monthly Pass	4,380	4,252	3.01%	41,030	38,492	6.59%
Transfer	505	593	-14.84%	5,590	5,348	4.53%
One Ride Tickets	436	254	71.65%	4,063	2,872	41.47%
Total Boardings	10,834	11,135	-2.70%	115,116	104,041	10.64%
OPERATING DATA						
Revenue Vehicle Hours (RVH)	1,623	1,630	-0.43%	16,259	16,225	0.21%
Total Vehicle Hours	1,729	1,738	-0.52%	17,261	17,219	0.24%
Revenue Vehicle Miles (RVM)	29,370	29,484	-0.39%	288,907	291,824	-1.00%
Total Vehicle Miles	31,159	31,326	-0.53%	#REF!	309,892	0.00%
Marginal Operating Cost - RVH	\$144,662	\$134,442	7.60%	\$1,449,478	\$1,338,279	8.31%
Marginal Operating Cost - RVM	\$67,846	\$58,378	16.22%	\$674,894	\$577,751	16.81%
Marginal Operating Cost	\$212,508	\$192,821	10.21%	\$2,090,352	\$1,881,474	11.10%
Total Operating Cost (includes fixed costs)	\$258,420	\$240,316	7.53%	\$2,578,362	\$2,379,653	8.35%
Fare Revenue --ACTUALS	\$23,415	\$32,182	-27.24%	\$278,392	\$234,016	18.96%
Net Marginal Operating Subsidy	\$235,004	\$208,134	12.91%	\$2,316,568	\$2,146,859	7.91%
PERFORMANCE INDICATORS						
Marginal Operating Cost/RVH	\$130.94	\$118.29	10.69%	\$128.57	\$115.96	10.87%
Marginal Operating Cost/RVM	\$7.24	\$6.54	10.64%	\$7.24	\$6.45	12.22%
Total Subsidy/Passenger	\$21.69	\$18.69	16.05%	\$20.12	\$20.63	-2.48%
Revenue/Passenger	\$2.16	\$2.89	-25.22%	\$2.42	\$2.25	7.52%
Passengers/VSH	6.68	6.83	-2.28%	7.08	6.41	10.41%
Passengers/VSM	0.37	0.38	-2.33%	0.40	0.36	11.76%
Farebox Recovery Ratio	9.1%	13.4%	-32.34%	10.8%	9.8%	9.79%

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

MAY 2024

Monday - Saturday
 26 Service Days

	Route 1	Route 3.2/AS*	Route 4	Route 5**	Route 6	Route 7	Trippler	Paratransit		Total
PASSENGER BOARDINGS										
Regular Cash	791	441	717	450	301	141	3	1,894		4,738
Discount Cash	506	177	240	127	93	58	265			1,466
Free (Under 6)	154	272	242	49	71	4	0			792
Daily Pass	113	77	145	23	34	19	0			411
Monthly Pass	1,694	719	1,352	162	338	114	1			4,380
Transfer	121	113	157	69	42	3	0			505
One Ride Tickets	167	70	140	28	17	14	0			436
Total Boardings	3,546	1,869	2,993	908	896	353	269	1,894		12,728
OPERATING DATA										
Revenue Vehicle Hours (RVH)	346	330	341	264	163	132	48	842		2,464
Total Vehicle Hours	360	343	354	286	176	154	57	1,006		2,735
Revenue Vehicle Miles (RVM)	4,320	5,348	4,583	7,652	3,400	3,432	636	9,599		38,969
Total Vehicle Miles	4,632	5,540	4,790	8,004	3,608	3,608	978	116,727		147,886
Marginal Operating Cost - RVH	\$30,849	\$29,423	\$30,359	\$23,538	\$14,489	\$11,769	\$4,235			\$144,662
Marginal Operating Cost - RVM	\$9,979	\$12,353	\$10,588	\$17,675	\$7,854	\$7,928	\$1,468			\$67,846
Marginal Operating Cost	\$40,829	\$41,776	\$40,947	\$41,213	\$22,343	\$19,697	\$5,703			\$212,508
Total Operating Cost (includes fixed costs)	\$50,959	\$51,154	\$50,597	\$50,472	\$27,961	\$25,556	\$8,633	\$118,249		\$383,580
Fare Revenue - ACTUALS	\$7,180.00	\$3,756.00	\$5,981.00	\$2,608.00	\$2,270.00	\$997.00	\$622.00	\$5,779.00		\$29,193
Total Institutional & MUB Pass Sales										\$9,345
Total LCTOP Subsidized Passes										\$7,425
Net Operating Subsidy	\$33,649	\$38,020	\$34,966	\$38,605	\$20,073	\$18,700	\$5,081	\$0		\$189,094
PERFORMANCE INDICATORS										
Marginal Operating Cost/VSH	\$89.16	\$89.16	\$89.16	\$89.16	\$89.16	\$89.16	\$89.16	\$0.00		\$58.70
Marginal Operating Cost/VSM	\$2.31	\$2.31	\$2.31	\$2.31	\$2.31	\$2.31	\$2.31	\$0.00		\$1.74
Marginal Subsidy/Passenger	\$9.49	\$20.34	\$11.68	\$42.52	\$22.40	\$52.97	\$18.89	\$0.00		\$14.86
Revenue/Passenger	\$2.02	\$2.01	\$2.00	\$2.87	\$2.53	\$2.82	\$2.31	\$3.05		\$2.29
Passengers/VSH	10.25	5.66	8.79	3.44	5.51	2.67	5.66	2.25		5.16
Passengers/VSM	0.82	0.35	0.65	0.12	0.26	0.10	0.42	0.20		0.33
Total Allocated Farebox Ratio	14.1%	7.3%	11.8%	5.2%	8.1%	3.9%	7.2%	4.9%		7.6%

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

**Routes 5 does not run on Saturday

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

NEVADA COUNTY CONNECTS

**MONTHLY OPERATIONS REPORT
SYSTEMWIDE DATA**

Grey shaded areas will auto-populate

Monday - Saturday

June 2024

	JUN 2024	JUN 2023	% CHANGE	YTD FY2023-24	YTD FY 2022-23	% CHANGE
PASSENGER BOARDINGS	25 service days	26 service days		303 service days	303 service days	
Regular Cash	3,150	3,577	-11.94%	39,960	37,563	6.38%
Discount Cash	1,101	1,238	-11.07%	15,736	13,011	20.94%
Free (Under 6)	559	661	-15.43%	8,261	7,165	15.30%
Daily Pass	335	575	-41.74%	5,621	5,641	-0.35%
Monthly Pass	3,702	4,098	-9.66%	44,732	42,590	5.03%
Transfer	448	575	-22.09%	6,038	5,923	1.94%
One Ride Tickets	346	328	5.49%	4,409	3,200	37.78%
Total Boardings	9,641	11,052	-12.77%	124,757	115,093	8.40%
OPERATING DATA						
Revenue Vehicle Hours (RVH)	1,490	1,580	-5.70%	17,749	17,805	-0.31%
Total Vehicle Hours	1,584	1,678	-5.60%	18,845	18,897	-0.28%
Revenue Vehicle Miles (RVM)	26,923	28,792	-6.49%	315,830	320,617	-1.49%
Total Vehicle Miles	28,386	30,275	-6.24%	#REF!	340,167	0.00%
Marginal Operating Cost - RVH	\$132,848	\$130,318	1.94%	\$1,582,326	\$1,468,597	7.74%
Marginal Operating Cost - RVM	\$62,192	\$57,009	9.09%	\$737,086	\$634,760	16.12%
Marginal Operating Cost	\$193,593	\$187,327	3.34%	\$2,283,945	\$2,068,801	10.40%
<i>Total Operating Cost (includes fixed</i>	<i>\$235,771</i>	<i>\$231,841</i>	<i>1.70%</i>	<i>\$2,814,133</i>	<i>\$2,611,493</i>	<i>7.76%</i>
Fare Revenue --ACTUALS	\$24,974	\$32,470	-23.09%	\$303,366	\$266,487	13.84%
Net Marginal Operating Subsidy	\$210,797	\$199,370	5.73%	\$2,527,365	\$2,346,229	7.72%
PERFORMANCE INDICATORS						
Marginal Operating Cost/RVH	\$129.93	\$118.56	9.59%	\$128.68	\$116.19	10.75%
Marginal Operating Cost/RVM	\$7.19	\$6.51	10.52%	\$7.23	\$6.45	12.07%
Total Subsidy/Passenger	\$21.86	\$18.04	21.21%	\$20.26	\$20.39	-0.62%
Revenue/Passenger	\$2.59	\$2.94	-11.83%	\$2.43	\$2.32	5.02%
Passengers/VSH	6.47	6.99	-7.50%	7.03	6.46	8.74%
Passengers/VSM	0.36	0.38	-6.71%	0.40	0.36	10.04%
Farebox Recovery Ratio	10.6%	14.0%	-24.37%	10.8%	10.2%	5.64%

NEVADA COUNTY CONNECTS
MONTHLY OPERATIONS REPORT - 2023-24

JUNE 2024

Monday - Saturday
 25 Service Days

Mon-Fri 20
 Sat 5

\$6,911.17

Full Day 0
 Min Day 5

PASSENGER BOARDINGS	Route 1	Route 3.2/AS*	Route 4	Route 5**	Route 6	Route 7	Trippler		Total
Regular Cash	1,018	517	768	373	325	149	0		3,150
Discount Cash	385	187	193	118	102	49	67		1,101
Free (Under 6) and Sierra College	104	232	160	28	29	6	0		559
Daily Pass	117	56	98	6	38	20	0		335
Monthly Pass	1,281	678	1,281	150	214	98	0		3,702
Transfer	89	102	160	51	43	3	0		448
One Ride Tickets	177	39	91	7	27	5	0		346
Total Boardings	3,171	1,811	2,751	733	778	330	67		9,641
	33%	19%	29%	8%	8%	3%	1%		100%
OPERATING DATA									
Revenue Vehicle Hours (RVH)	328	315	323	240	153	120	13		1,490
Total Vehicle Hours	341	328	335	260	165	140	15		1,584
Revenue Vehicle Miles (RVM)	4,104	5,058	4,341	6,956	3,200	3,120	144		26,923
Total Vehicle Miles	4,404	5,252	4,540	7,276	3,400	3,280	234		28,386
Marginal Operating Cost - RVH	\$29,200	\$28,085	\$28,754	\$21,398	\$13,597	\$10,699	\$1,115		\$132,848
Marginal Operating Cost - RVM	\$9,480	\$11,684	\$10,028	\$16,068	\$7,392	\$7,207	\$333		\$62,192
Marginal Operating Cost	\$38,680	\$39,769	\$38,782	\$37,467	\$20,989	\$17,906			\$193,593
Total Operating Cost (includes fixed costs)	\$48,335	\$48,756	\$47,950	\$38,972	\$26,306	\$23,233	\$2,218		\$235,771
Fare Revenue --ACTUALS	\$7,900	\$4,395	\$6,539	\$2,429	\$2,444	\$1,092	\$175		\$24,974
Net Operating Subsidy	\$40,436	\$44,362	\$41,411	\$36,543	\$23,862	\$22,141	\$2,043		\$210,797
Total Institutional Pass Sales									\$9,294
Total M. U. B. Sales									\$699
LCTOP Subsidized Passes									\$8,190
PERFORMANCE INDICATORS									
Marginal Operating Cost/VSH	\$118.11	\$126.25	\$120.25	\$156.11	\$137.63	\$149.22	\$0.00	\$0.00	\$129.93
Marginal Operating Cost/VSM	\$9.42	\$7.86	\$8.93	\$5.39	\$6.56	\$5.74	\$0.00	\$0.00	\$7.19
Marginal Subsidy/Passenger	\$12.75	\$24.50	\$15.05	\$49.85	\$30.67	\$67.10	\$30.49	\$0.00	\$21.86
Revenue/Passenger	\$2.49	\$2.43	\$2.38	\$3.31	\$3.14	\$3.31	\$2.61	\$0.00	\$2.59
Passengers/VSH	9.68	5.75	8.53	3.05	5.10	2.75	5.36	0.00	6.47
Passengers/VSM	0.77	0.36	0.63	0.11	0.24	0.11	0.47		0.36
Total Allocated Farebox Ratio	16.3%	9.0%	13.6%	6.2%	9.3%	4.7%	7.9%		10.6%

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

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

JUNE 2024

Monday - Saturday
 26 Service Days

	Route 1	Route 3.2/AS*	Route 4	Route 5**	Route 6	Route 7	Trippler	Paratransit	
PASSENGER BOARDINGS									
Regular Cash	1,018	517	768	373	325	149	0	1,672	
Discount Cash	385	187	193	118	102	49	67		
Free (Under 6)	104	232	160	28	29	6	0		
Daily Pass	117	56	98	6	38	20	0		
Monthly Pass	1,281	678	1,281	150	214	98	0		
Transfer	89	102	160	51	43	3	0		
One Ride Tickets	177	39	91	7	27	5	0		
Total Boardings	3,171	1,811	2,751	733	778	330	67	1,672	
OPERATING DATA									
Revenue Vehicle Hours (RVH)	328	315	323	240	153	120	13	729	
Total Vehicle Hours	341	328	335	260	165	140	15	887	
Revenue Vehicle Miles (RVM)	4,104	5,058	4,341	6,956	3,200	3,120	144	8,924	
Total Vehicle Miles	4,404	5,252	4,540	7,276	3,400	3,280	234	9,971	
Marginal Operating Cost - RVH	\$29,200	\$28,085	\$28,754	\$21,398	\$13,597	\$10,699	\$1,115		
Marginal Operating Cost - RVM	\$9,480	\$11,684	\$10,028	\$16,068	\$7,392	\$7,207	\$333		
Marginal Operating Cost	\$38,680	\$39,769	\$38,782	\$30,556	\$20,989	\$17,906	\$1,447		
Total Operating Cost (includes fixed costs)	\$48,335	\$48,756	\$47,950	\$45,883	\$26,306	\$23,233	\$2,218	\$112,531	
Fare Revenue - ACTUALS	\$7,900.00	\$4,395.00	\$6,539.00	\$2,429.00	\$2,444.00	\$1,092.00	\$175.00	\$5,217.00	
Total Institutional & MUB Pass Sales									\$9,993
Total LCTOP Subsidized Passes									\$8,190
Net Operating Subsidy	\$30,780	\$35,374	\$32,243	\$28,127	\$18,545	\$16,814	\$1,272	-\$5,217	
PERFORMANCE INDICATORS									
Marginal Operating Cost/VSH	\$89.16	\$89.16	\$89.16	\$89.16	\$89.16	\$89.16	\$89.16	\$89.16	\$0.00
Marginal Operating Cost/VSM	\$2.31	\$2.31	\$2.31	\$2.31	\$2.31	\$2.31	\$2.31	\$2.31	\$0.00
Marginal Subsidy/Passenger	\$9.71	\$19.53	\$11.72	\$38.37	\$23.84	\$50.95	\$18.99	(\$3.12)	
Revenue/Passenger	\$2.49	\$2.43	\$2.38	\$3.31	\$3.14	\$3.31	\$2.61	\$3.12	
Passengers/VSH	9.68	5.75	8.53	3.05	5.10	2.75	5.36	2.29	
Passengers/VSM	9.29	5.53	8.21	2.82	4.72	2.36	4.47	1.89	
Total Allocated Farebox Ratio	16.3%	9.0%	13.6%	5.3%	9.3%	4.7%	7.9%	4.6%	

*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**

JULY 2024

Monday - Saturday
26 Service Days

PASSENGER BOARDINGS	Route 1	Route 3.2/AS*	Route 4	Route 5**	Route 6	Route 7	Total
Regular Cash	766	309	532	370	255	134	2,366
Discount Cash	521	192	301	150	109	74	1,347
Free (Under 6) and Sierra College	182	230	228	27	37	10	714
Daily Pass	167	72	122	19	28	31	439
Monthly Pass	1,740	807	1,679	202	293	114	4,835
Transfer	133	132	189	63	57	2	576
One Ride Tickets	164	41	113	22	17	7	364
Total Boardings	3,673	1,783	3,164	853	796	372	10,641
	35%	17%	30%	8%	7%	3%	100%
OPERATING DATA							
Revenue Vehicle Hours (RVH)	280	286	260	132	91	140	1,189
Total Vehicle Hours	291	299	267	138	98	146	1,240
Revenue Vehicle Miles (RVM)	3,370	3,744	3,390	4,592	2,262	3,740	21,098
Total Vehicle Miles	3,682	4,118	3,598	4,768	2,470	3,916	22,552
Marginal Operating Cost - RVH	\$25,843	\$26,444	\$24,040	\$12,205	\$8,414	\$12,957	\$109,902
Marginal Operating Cost - RVM	\$8,289	\$9,210	\$8,340	\$11,295	\$5,565	\$9,200	\$51,900
Marginal Operating Cost	\$34,132	\$35,654	\$32,380	\$23,500	\$13,978	\$22,158	\$161,802
Total Operating Cost (includes fixed costs)	\$43,328	\$45,321	\$40,308	\$20,446	\$17,643	\$26,851	\$193,898
Fare Revenue --ACTUALS	\$5,363	\$2,471	\$4,271	\$1,877	\$1,592	\$832	\$16,406
Net Operating Subsidy	\$37,965	\$42,850	\$36,037	\$18,570	\$16,051	\$26,019	\$177,491
Total Institutional Pass Sales							\$2,025
Total M. U. B. Sales							\$743
LCTOP Passes							\$7,875
PERFORMANCE INDICATORS							
Marginal Operating Cost/VSH	\$122.12	\$124.66	\$124.54	\$178.03	\$153.61	\$158.11	\$92.46
Marginal Operating Cost/VSM	\$10.13	\$9.52	\$9.55	\$5.12	\$6.18	\$5.92	\$2.46
Marginal Subsidy/Passenger	\$10.34	\$24.03	\$11.39	\$21.77	\$20.16	\$69.94	\$16.68
Revenue/Passenger	\$1.46	\$1.39	\$1.35	\$2.20	\$2.00	\$2.24	\$1.54
Passengers/RVH	13.14	6.23	12.17	6.46	8.75	2.65	8.95
Passengers/RVM	1.09	0.48	0.93	0.19	0.35	0.10	0.50
Total Allocated Farebox Ratio	12.4%	5.5%	10.6%	9.2%	9.0%	3.1%	8.5%

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

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

School Tripper did not run in July

**Routes 5 & 7 do not run on Saturdays

NEVADA COUNTY CONNECTS

**MONTHLY OPERATIONS REPORT
SYSTEMWIDE DATA**

July 2024

Monday - Saturday

	JUL 2024	JUL 2023	% CHANGE	YTD FY2024-25	YTD FY2023-24	% CHANGE
PASSENGER BOARDINGS	25 service days	26 service days		25 service days	26 service days	
Regular Cash -Free Fares Only	2,366	2,956	-19.96%	2,366	2,956	-19.96%
Discount Cash	1,347	957	40.75%	1,347	957	40.75%
Free (Under 6)	714	653	9.34%	714	653	9.34%
Daily Pass	439	581	-24.44%	439	581	-24.44%
Monthly Pass	4,835	3,431	40.92%	4,835	3,431	40.92%
Transfer	576	528	9.09%	576	528	9.09%
One Ride Tickets	364	264	37.88%	364	264	37.88%
Total Boardings	10,641	9,370	13.56%	10,641	9,370	13.56%
OPERATING DATA						
Revenue Vehicle Hours (RVH)	1189	1116	6.54%	1189	1116	6.54%
Total Vehicle Hours	1240	1165	6.44%	1240	1165	6.44%
Revenue Vehicle Miles (RVM)	21098	19470	8.36%	21098	19470	8.36%
Total Vehicle Miles	22552	20834	8.25%	22552	20834	8.25%
Marginal Operating Cost - RVH	\$109,902	\$99,528	10.42%	\$109,902	\$99,528	10.42%
Marginal Operating Cost - RVM	\$51,900	\$44,977	15.39%	\$51,900	\$44,977	15.39%
Marginal Operating Cost	\$161,802	\$144,504	11.97%	\$161,802	\$144,504	11.97%
Total Operating Cost (includes fixed costs)	\$193,898	\$171,462	13.09%	\$193,898	\$171,462	13.09%
Fare Revenue --ACTUALS	\$16,406	\$14,702	11.59%	\$16,406	\$14,702	11.59%
Net Marginal Operating Subsidy	\$177,491	\$156,760	13.22%	\$177,491	\$156,760	13.22%
PERFORMANCE INDICATORS						
Marginal Operating Cost/RVH	\$136.08	\$129.48	5.10%	\$136.08	\$129.48	5.10%
Marginal Operating Cost/RVM	\$7.67	\$7.42	3.33%	\$7.67	\$7.42	3.33%
Total Subsidy/Passenger	\$16.68	\$16.73	-0.30%	\$16.68	\$16.73	-0.30%
Revenue/Passenger	\$1.54	\$1.57	-1.74%	\$1.54	\$1.57	-1.74%
Passengers/VSH	8.95	8.40	6.59%	8.95	8.40	6.59%
Passengers/VSM	0.50	0.48	4.80%	0.50	0.48	4.80%
Farebox Recovery Ratio	8.5%	8.6%	-1.32%	8.5%	8.6%	-1.32%

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

July 2024

Monday - Saturday

26 Service Days

	Route 1	Route 3.2/AS*	Route 4	Route 5**	Route 6	Route 7	Tripper	Paratransit	Sales	Total
PASSENGER BOARDINGS							Did not run in July			
Regular Cash	766	309	532	370	255	134		1,995		4,361
Discount Cash	521	192	301	150	109	74				1,347
Free (Under 6)	182	230	228	27	37	10				714
Daily Pass	167	72	122	19	28	31				439
Monthly Pass	1,740	807	1,679	202	293	114				4,835
Transfer	133	132	189	63	57	2				576
One Ride Tickets	164	41	113	22	17	7				364
Total Boardings	3,673	1,783	3,164	853	796	372	0	1,995		12,636
	29.1%	14.1%	25.0%	6.8%	6.3%	2.9%	0.0%	15.8%		100.0%
OPERATING DATA										
Revenue Vehicle Hours (RVH)	280	286.00	260	132	91	140	0	860		2,049
Total Vehicle Hours	291	299.00	267	138	98	146	0	1,025		2,265
Revenue Vehicle Miles (RVM)	3,370	3,744.0	3,390	4,592	2,262	3,740	0	10,344		31,442
Total Vehicle Miles	3,682	4,118	3,598	4,768	2,470	3,916	0	11,650		34,202
Marginal Operating Cost - RVH	\$25,843	\$23,589	\$24,040	\$12,205	\$8,414	\$12,957	\$0			\$107,047
Marginal Operating Cost - RVM	\$8,289	\$7,413	\$8,340	\$11,295	\$5,565	\$9,200	\$0			\$50,103
Marginal Operating Cost	\$34,132	\$31,002	\$32,380	\$15,958	\$13,978	\$22,158	\$0			\$149,608
Total Operating Cost (includes fixed costs)	\$43,328	\$45,321	\$40,308	\$20,446	\$17,643	\$26,851	\$0	\$117,099		\$310,996
Fare Revenue --ACTUALS	\$5,363.00	\$2,471	\$4,271.00	\$1,877.00	\$1,592.00	\$832.00	\$0.00	\$6,456.00		\$22,862
Total Institutional & MUB Pass Sales										\$2,768
Total LCTOP Subsidized Passes										\$7,875
Net Operating Subsidy	\$37,965	\$42,850	\$36,037	\$18,569	\$16,051	\$26,019	\$0	\$110,643		\$288,134
PERFORMANCE INDICATORS										
Marginal Operating Cost/VSH	\$92.46	\$82.48	\$92.46	\$92.46	\$92.46	\$92.46	\$0.00	\$0.00		\$52.26
Marginal Operating Cost/VSM	\$2.46	\$1.98	\$2.46	\$2.46	\$2.46	\$2.46	\$0.00	\$0.00		\$1.59
Marginal Subsidy/Passenger	\$10.34	\$0.00	\$11.39	\$21.77	\$20.16	\$69.94	\$0.00	\$55.46		\$22.80
Revenue/Passenger	\$1.46	\$1.39	\$1.35	\$2.20	\$2.00	\$2.24	\$0.00	\$3.24		\$1.81
Passengers/VSH	13.14	6.23	12.17	6.46	8.75	2.65	0.00	2.32		6.17
Passengers/VSM	12.61	5.96	11.84	6.17	8.10	2.54	0.00	1.95		0.40
Total Allocated Farebox Ratio	12.4%	5.5%	10.6%	9.2%	9.0%	3.1%	0.0%	5.5%		7.4%

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

***Route 5 allocated costs less revenue from Placer County contract **Routes 5, 7 & Tripper do not run on Saturdays

NEVADA COUNTY CONNECTS
MONTHLY OPERATIONS REPORT - 2024-25

AUGUST 2024

Monday - Saturday
 27 Service Days

Began service reduction on Aug. 1, 2024

PASSENGER BOARDINGS	Route 1	Route 3.2/AS*	Route 4	Route 5**	Route 6	Route 7	Tripper	FAIR SHUTTLE	Total
Regular Cash (includes Free Fares)	1,123	548	912	460	265	236	0	2,778	6,322
Discount Cash	415	144	244	125	87	65	107		1,187
Free (Under 6) & Sierra College ¹	169	180	239	47	40	19	0		694
Daily Pass	134	49	75	9	14	21	0		302
Monthly Pass	1,486	727	1,468	197	175	94	0		4,147
Transfer	118	95	120	72	32	10	0		447
One Ride Tickets	148	25	121	21	16	9	0		340
Total Boardings	3,593	1,768	3,179	931	629	454	107	2,778	13,439
	26.7%	13.2%	23.7%	6.9%	4.7%	3.4%	0.8%		100%
OPERATING DATA									
Revenue Vehicle Hours (RVH)	290	297	270	132	95	140	23	70.25	1,317
Total Vehicle Hours	302	311	278	138	102	146	23	70.25	1,370
Revenue Vehicle Miles (RVM)	3,499	3,888	3,521	4,592	2,349	3,740	286	1,045.2	22,920
Total Vehicle Miles	3,823	4,277	3,737	4,768	2,565	3,916	286	1,045.2	24,417
Marginal Operating Cost - RVH	\$26,837	\$27,461	\$24,964	\$12,205	\$8,737	\$12,957	\$2,080	\$6,495	\$121,737
Marginal Operating Cost - RVM	\$8,608	\$9,564	\$8,661	\$11,295	\$5,779	\$9,200	\$705	\$2,571	\$56,384
Marginal Operating Cost	\$35,445	\$37,025	\$33,625	\$23,500	\$14,516	\$22,158	\$2,785	\$9,067	\$178,120
Total Operating Cost (includes fixed costs)	\$44,995	\$47,064	\$41,859	\$20,446	\$18,321	\$26,851	\$3,353	\$10,839	\$213,727
Fare Revenue --ACTUALS	\$4,718.3	\$2,266.3	\$3,906.5	\$1,876.5	\$1,182.5	\$1,006.4	\$160.7	\$4,167.00	\$21,285
Net Operating Subsidy	\$40,276	\$44,797	\$37,952	\$18,570	\$17,139	\$25,845	\$3,192	\$6,672	\$194,443
Total Institutional Pass Sales									\$615
Total M. U. B. Sales									\$833
LCTOP Passes									\$8,235
PERFORMANCE INDICATORS									
Marginal Operating Cost/VSH	\$122.12	\$124.66	\$124.54	\$178.03	\$153.61	\$158.11	\$123.77	\$129.06	\$92.46
Marginal Operating Cost/VSM	\$10.13	\$9.52	\$9.55	\$5.12	\$6.18	\$5.92	\$9.72	\$8.67	\$2.46
Marginal Subsidy/Passenger	\$11.21	\$25.34	\$11.94	\$19.95	\$27.25	\$56.93	\$29.83	\$2.40	\$14.47
Revenue/Passenger	\$1.31	\$1.28	\$1.23	\$2.02	\$1.88	\$2.22	\$1.50	\$1.50	\$1.58
Passengers/VSH	12.38	5.95	11.77	7.05	6.66	3.24	4.76	39.54	10.21
Passengers/VSM	11.88	5.69	11.45	6.74	6.16	3.10	4.76	39.54	0.59
Total Allocated Farebox Ratio	10.5%	4.8%	9.3%	9.2%	6.5%	3.7%	4.8%	38.4%	10.0%

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

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

School Tripper did not start until August 16, 2021 (after the Fair)

**Routes 5 & 7 do not run on Saturdays

¹Sierra College Program started Aug. 22, 2022

School Tripper route does not run on Sat or school breaks & holidays

NEVADA COUNTY CONNECTS

**MONTHLY OPERATIONS REPORT
SYSTEMWIDE DATA**

August 2024

Includes Fair Data

Monday - Saturday

<i>Began service reduction on Aug. 1, 2024</i>	AUG 2024	AUG 2023	% CHANGE	YTD FY2024-25	YTD FY2023-24	% CHANGE
PASSENGER BOARDINGS	27 service days	27 service days		53 service days	53 service days	
Regular Cash	6,322	6,539	-3.3%	8,688	9,495	-8.5%
Discount Cash	1,187	1,377	-13.8%	2,534	2,334	8.6%
Free (Under 6)	694	707	-1.8%	1,408	1,360	3.5%
Daily Pass	302	505	-40.2%	741	1,086	-31.8%
Monthly Pass	4,147	3,567	16.3%	8,982	6,998	28.4%
Transfer	447	633	-29.4%	1,023	1,161	-11.9%
One Ride Tickets & Coupons	340	402	-15.4%	704	666	5.7%
Total Boardings	13,439	13,730	-2.1%	24,080	23,100	4.2%
OPERATING DATA						
Revenue Vehicle Hours (RVH)	1,317	1,259	4.61%	2,506	2,375	5.52%
Total Vehicle Hours	1,370	1,312	4.42%	2,610	2,477	5.37%
Revenue Vehicle Miles (RVM)	22,920	22,247	9.75%	45,515	41,717	9.10%
Total Vehicle Miles	24,417	23,760	0.00%	46,969	44,594	5.33%
Marginal Operating Cost - RVH	\$121,737	\$112,231	8.47%	\$231,639	\$211,759	9.39%
Marginal Operating Cost - RVM	\$56,384	\$51,390	9.72%	\$108,284	\$96,367	12.37%
<i>Marginal Operating Cost</i>	\$178,120	\$163,621	8.86%	\$339,922	\$308,125	10.32%
Total Operating Cost (includes fixed costs)	\$213,727	\$194,741	9.75%	\$407,625	\$366,203	11.31%
Fare Revenue --ACTUALS	\$21,285	\$29,863	-28.72%	\$37,691	\$44,565	-15.42%
Net Marginal Operating Subsidy	\$194,443	\$168,397	15.47%	\$371,934	\$325,157	14.39%
PERFORMANCE INDICATORS						
Marginal Operating Cost/RVH	\$135.25	\$129.96	4.07%	\$135.64	\$129.74	4.55%
Marginal Operating Cost/RVM	\$7.29	\$7.35	-0.81%	\$7.47	\$7.39	1.11%
Total Subsidy/Passenger	\$14.47	\$12.26	17.97%	\$15.45	\$14.08	9.73%
Revenue/Passenger	\$1.58	\$2.18	-27.18%	\$1.57	\$1.93	-18.87%
Passengers/VSH	\$10.20	\$10.91	-6.43%	9.61	9.73	-1.21%
Passengers/VSM	\$0.55	\$0.62	-10.82%	0.53	0.55	-4.46%
Farebox Recovery Ratio	10.0%	15.3%	-35.06%	9.2%	12.2%	-24.02%

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

August 2024

Monday - Saturday
 27 Service Days

	Route 1	Route 3.2/AS*	Route 4	Route 5**	Route 6	Route 7	Tripper	Paratransit	Fair	Shuttle	Total
PASSENGER BOARDINGS											
Regular Cash	1,123	548	912	460	265	236	0	2,131	2,778		8,453
Discount Cash	415	144	244	125	87	65	107				1,187
Free (Under 6) & Sierra College ¹	169	180	239	47	40	19	0				694
Daily Pass	134	49	75	9	14	21	0				302
Monthly Pass	1,486	727	1,468	197	175	94	0				4,147
Transfer	118	95	120	72	32	10	0				447
One Ride Tickets	148	25	121	21	16	9	0				340
Total Boardings	3,593	1,768	3,179	931	629	454	107	2,131	2,778		15,570
OPERATING DATA											
Revenue Vehicle Hours (RVH)	290	297.00	270	132	95	140	23	885	70		2,202
Total Vehicle Hours	302	310.50	278	138	102	146	23	1,053	70		2,423
Revenue Vehicle Miles (RVM)	3,499	3,888.0	3,521	4,592	2,349	3,740	286	10,270	1,045		33,190
Total Vehicle Miles	3,823	4,277	3,737	4,768	2,565	3,916	286	11,555	1,045		35,972
Marginal Operating Cost - RVH	\$26,837	\$24,497	\$24,964	\$12,205	\$8,737	\$12,957	\$2,080		\$6,495		\$118,772
Marginal Operating Cost - RVM	\$8,608	\$7,698	\$8,661	\$11,295	\$5,779	\$9,200	\$705		\$2,571		\$54,517
Marginal Operating Cost	\$35,445	\$32,195	\$33,625	\$15,958	\$14,516	\$22,158	\$2,785		\$9,067		\$165,749
Total Operating Cost (includes fixed costs)	\$44,995	\$47,064	\$41,859	\$20,446	\$18,321	\$26,851	\$3,353	\$124,040	\$10,839		\$337,768
Fare Revenue - ACTUALS	\$4,718.30	\$2,266.30	\$3,906.50	\$1,876.50	\$11,182.50	\$1,006.40	\$160.70	\$6,251.00	\$4,167.00		\$35,535
Total Institutional & MUB Pass Sales										\$1,448	
Total LCTOP Subsidized Passes										\$8,235	
Net Operating Subsidy	\$40,276	\$44,797	\$37,952	\$18,570	\$7,139	\$25,845	\$3,192	\$117,789	\$6,672		\$302,232
PERFORMANCE INDICATORS											
Marginal Operating Cost/VSH	\$92.46	\$82.48	\$92.46	\$92.46	\$92.46	\$92.46	\$92.46	\$0.00	\$92.46		\$53.95
Marginal Operating Cost/VSM	\$2.46	\$1.98	\$2.46	\$2.46	\$2.46	\$2.46	\$2.46	\$0.00	\$2.46		\$1.64
Marginal Subsidy/Passenger	\$11.21	\$25.34	\$11.94	\$19.95	\$11.35	\$56.93	\$29.83	\$55.27	\$2.40		\$19.41
Revenue/Passenger	\$1.31	\$1.28	\$1.23	\$2.02	\$17.78	\$2.22	\$1.50	\$2.93	\$1.50		\$2.28
Passengers/VSH	12.38	5.95	11.77	7.05	6.66	3.24	4.76	2.41	39.54		7.07
Passengers/VSM	11.88	5.69	11.45	6.74	6.16	3.10	4.76	2.02	39.54		0.47
Total Allocated Farebox Ratio	10.5%	4.8%	9.3%	9.2%	61.0%	3.7%	4.8%	5.0%	38.4%		10.5%

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

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

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

¹Sierra College Program started Aug. 22, 2022



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: September 18, 2024

TO: Transit Services Commission

FROM: Robin Van Valkenburgh, Transit Services Manager

SUBJECT: Nevada County Now Operations Report for May - August 2024

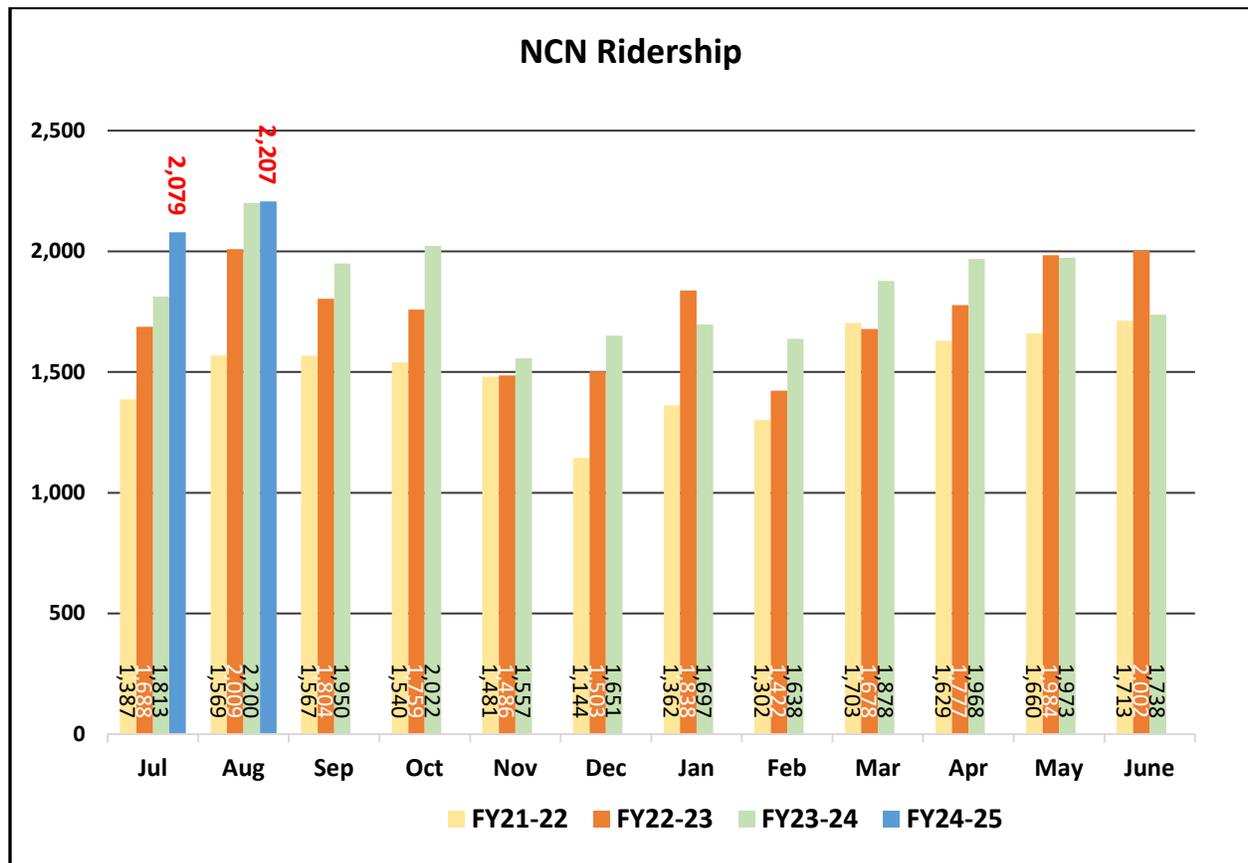
RECOMMENDATION: Accept the report.

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.

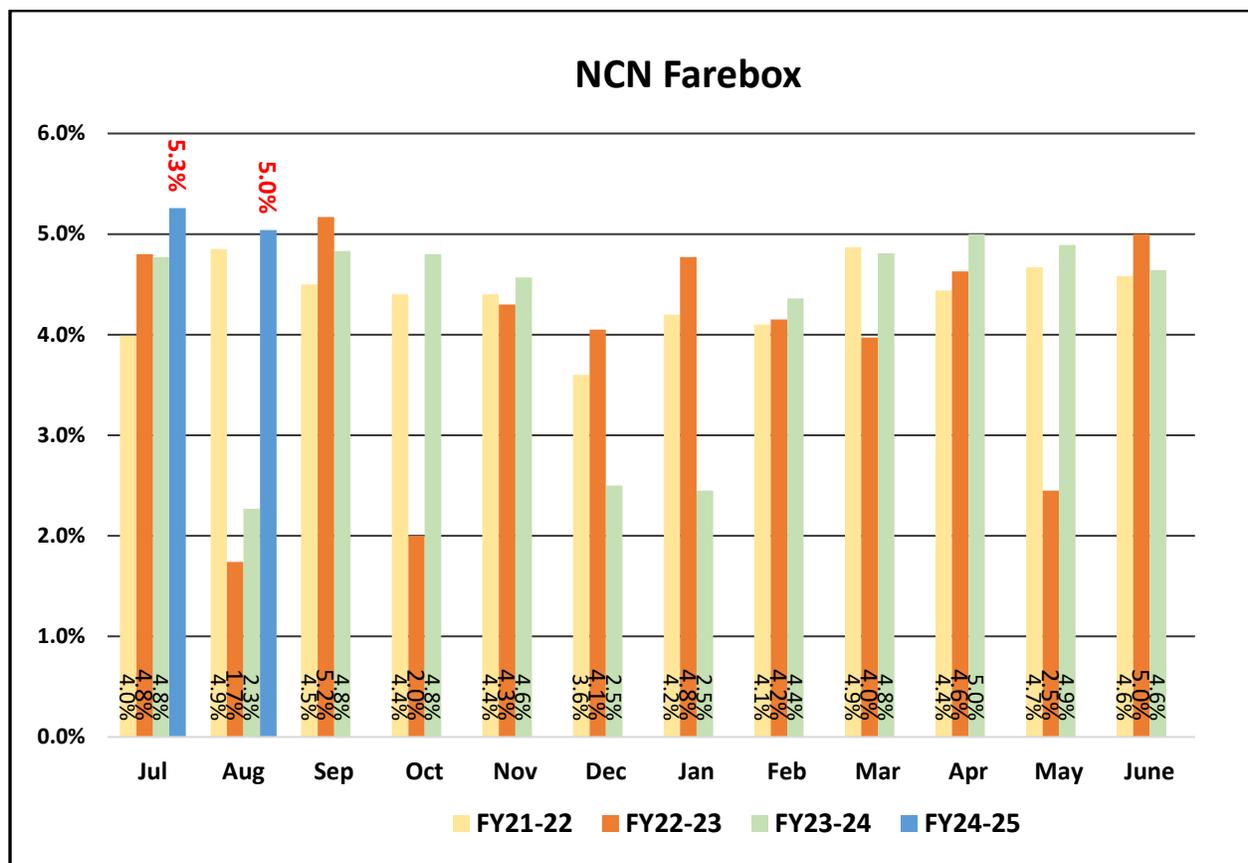
System Snapshot

	May	June	July	August
Ridership	1973	1738	2079	2207
Revenue Hours	842	729	860	885
Revenue Miles	9559	8924	10344	10270
Productivity	2.44	2.47	2.52	2.58
Farebox	4.9%	4.6%	5.3%	5.0%

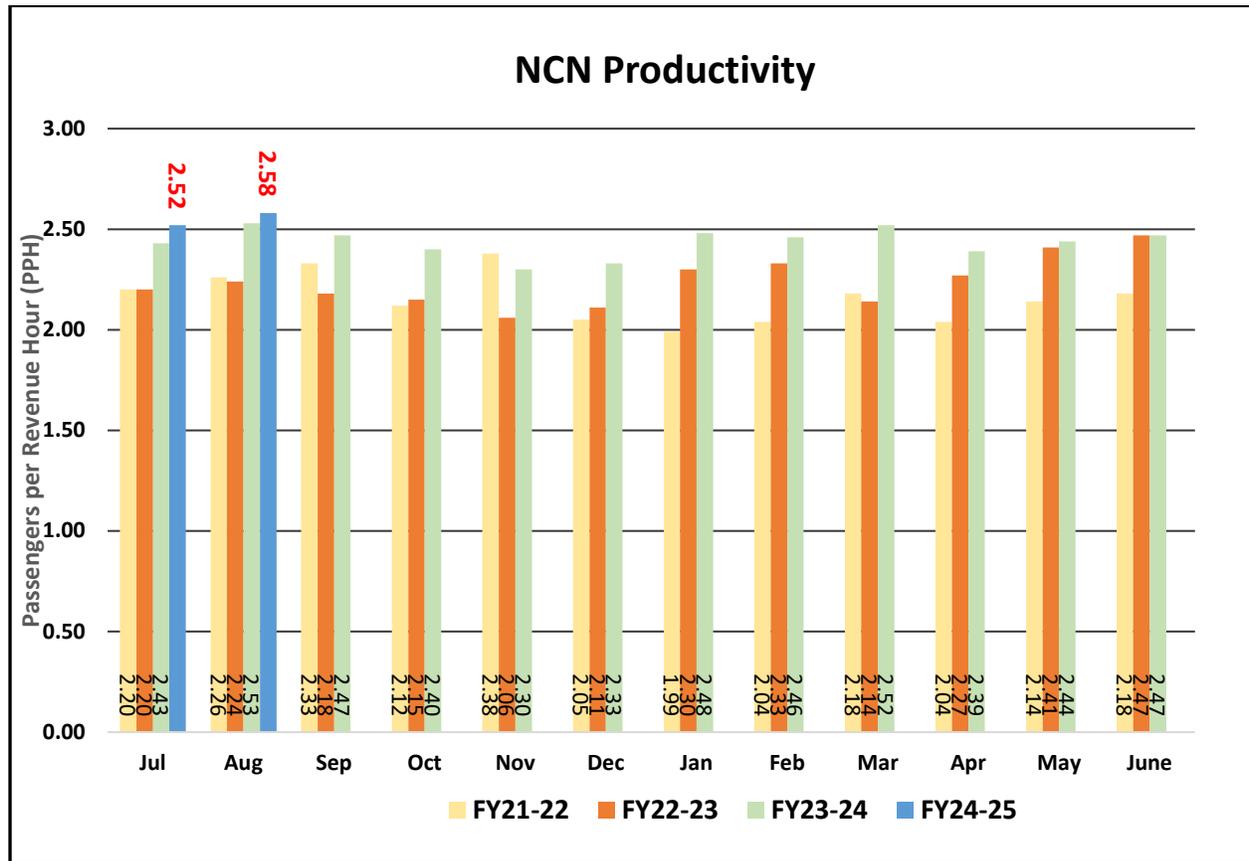
Ridership



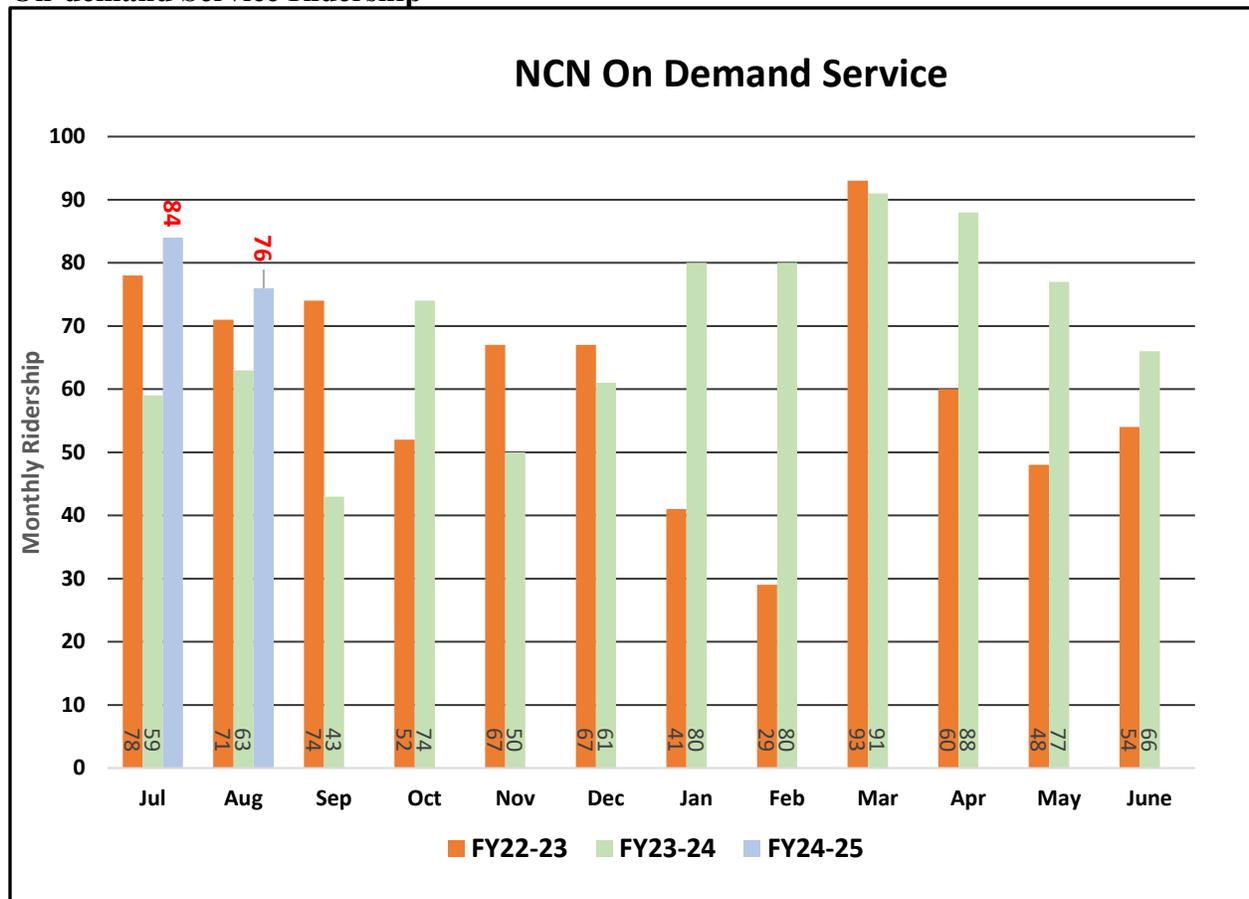
Farebox



Passenger per Service Hour-PPH (productivity)



On-demand Service Ridership



Year-to-Date

Total boardings year-to-date (YTD) FY23-24 are 22,085, an increase of 5 percent compared to the prior year (FY23/24 22,085 vs. FY22/23 20,950).

The NCN farebox recovery rate (FBR) for FY23-24 YTD is 4.2 percent, which is 6 percent above prior year (FY22/23 3.9 percent).

Productivity for FY23/24 YTD is at 2.44 PPH which is 8.8 percent above prior year for the same period (FY23/24 2.44 vs. FY22/23 2.24)

On-Demand Services

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

Year-to date the overall combine on-demand service has provided 832 passenger trips, which is 13 percent higher the prior year for the same period (FY23/24 832 vs FY22/23 734). 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 September 18, 2024, TSC Meeting.

TT:RVV

Nevada County Now Paratransit Services FY2023-24

Monday-Friday	July	August	September	October	November	December	January	February	March	April	May	June	Yr to Date
Days of Service													0
Total Mileage:	10,627	12,587	11,446	11,908	9,262	9,674	9,687	9,090	10,312	11,354	10,780	9,971	126,698
Service Miles	9,346	11,210	10,096	10,524	8,189	8,640	8,492	8,033	9,097	10,079	9,599	8,924	112,229
Deadhead Miles	1281	1377	1350	1384	1073	1034	1195	1057	1215	1275	1181	1047	14469
18,400													
Total Hours:	932.82	1,074.83	977.40	1,054.55	844.83	885.85	868.63	855.50	944.23	1,027.85	1,005.52	886.88	11,358.90
Service Hours	769.42	897.23	806.38	872.73	699.43	735.35	715.43	698.33	780.43	858.78	841.83	728.93	9,404.30
Deadhead Hours	163.40	177.6	171.0167	181.8167	145.4	150.50	153.20	157.17	163.80	169.07	163.68	157.95	1954.60
Percent of Max Hours	5%	6%	5%	6%	5%	5%	5%	5%	5%	6%	5%	5%	62%
Boardings/Delivered	1,813	2,200	1,950	2,022	1,557	1,651	1,697	1,638	1,878	1,968	1,973	1,738	22,085
Subscriptions	1157	1353	1211	1223	857	960	1039	955	1127	1142	1104	991	13119
Demand Response	597	774	696	725	650	630	578	603	660	738	790	681	8122
Senior DAR Delivered	59	53	33	31	21	39	47	32	46	40	38	29	468
ADA DAR Delivered		10	10	43	29	22	33	48	45	48	39	37	364
Non Boardings	79	86	90	101	100	73	77	67	83	90	81	91	1018
No Shows	14	22	25	26	26	18	22	24	20	33	33	36	299
Late Cancels	54	44	52	65	63	44	38	32	58	46	38	37	571
Group No Shows	7	11	9	6	5	8	12	7	1	5	3	15	89
Group Late Cancels	4	9	4	4	6	3	5	4	4	6	7	3	59
Refused	0	0	0	0	0	0	0	0	0	0	0	0	0
Denials	0	0	0	0	0	0	0	0	0	0	0	0	0
In Service Veh Failures	0	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	\$5,302.00	\$5,621.05	\$5,627.00	\$5,756.00	\$5,078.00	\$ 2,826.00	\$ 2,736.00	\$ 4,836.00	\$ 5,532.75	\$ 5,958.00	\$ 5,779.00	\$ 5,217.00	\$60,268.80
Farebox Percentage	4.77%	4.64%	4.83%	4.80%	4.57%	2.50%	2.45%	4.36%	4.81%	5.00%	4.89%	4.64%	4.35%
Passengers Per Hour	2.43	2.53	2.47	2.40	2.30	2.33	2.48	2.46	2.52	2.39	2.44	2.47	2.44
Price/Ride	\$ 2.92	\$ 2.56	\$ 2.89	\$ 2.85	\$ 3.26	\$ 1.71	\$ 1.61	\$ 2.95	\$ 2.95	\$ 3.03	\$ 2.93	\$ 3.00	\$ 2.72
Subscription %	63.82%	61.50%	62.10%	60.48%	55.04%	58.15%	61.23%	58.30%	60.01%	58.03%	55.96%	57.02%	59.30%
No Show %	0.77%	1.00%	1.28%	1.29%	1.67%	1.09%	1.30%	1.47%	1.06%	1.68%	1.67%	2.07%	1.36%
Late Cancel %	2.98%	2.00%	2.67%	3.21%	4.05%	2.67%	2.24%	1.95%	3.09%	2.34%	1.93%	2.13%	2.60%
Group No Shows %	0.39%	0.50%	0.46%	0.30%	0.32%	0.48%	0.71%	0.43%	0.05%	0.25%	0.15%	0.86%	0.41%
Group Late Cancels %	0.22%	0.41%	0.21%	0.20%	0.39%	0.18%	0.29%	0.24%	0.21%	0.30%	0.35%	0.17%	0.27%
Refused %	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Denials %	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
ADA Board/Delivered	1684	2046	1833	1877	1452	1528	1583	1525	1728	1808	1851	1622	20537
ADA % of Total	93%	93%	94%	93%	93%	93%	93%	93%	92%	92%	94%	93%	93%
ADA No Shows	13	21	24	26	25	16	19	24	19	31	33	33	284
ADA Subscription	1098	1282	1148	1161	809	909	1014	935	1085	1103	1077	953	12574

Monday-Saturday	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											23,205
Service Miles	10,344	10,270											20,614
Deadhead Miles	1306	1285											2591
18,400													
Total Hours:	1,024.60	1,053.02											2,077.62
Service Hours	859.87	884.97											1,744.83
Deadhead Hours	164.73	168.05											332.78
Percent of Max Hours	6%	6%	0%	11%									
Boardings/Delivered	2,079	2,207											4,286
Subscriptions	1093	1174											2267
Demand Response	902	957											1859
Senior DAR Delivered	50	42											92
ADA DAR Delivered	34	34											68
Non Boardings	70	84											154
No Shows	21	30											51
Late Cancels	38	40											78
Group No Shows	7	10											17
Group Late Cancels	4	4											8
Refused	0	0											0
Denials	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											\$12,707.00
Farebox Percentage	5.26%	5.04%											5.15%
Passengers Per Hour	2.52	2.58								EI			2.55
Price/Ride	\$ 3.11	\$ 2.83											\$ 2.97
Subscription %	52.57%	53.19%											52.88%
No Show %	1.01%	1.36%											1.18%
Late Cancel %	1.83%	1.81%											1.82%
Group No Shows %	0.34%	0.45%											0.39%
Group Late Cancels %	0.19%	0.18%											0.19%
Refused %	0.00%	0.00%											0.00%
Denials %	0.00%	0.00%											0.00%
ADA Board/Delivered	1941	2080											4021
ADA % of Total	93%	94%											94%
ADA No Shows	20	30											50
ADA Subscription	1053	1138											2191