

# Triennial Performance Audits of the Nevada County Transportation Commission and Transit Operators

FY 2018-19 – FY 2020-21

Presented by: Genevieve Evans, AICP  
LSC Transportation Consultants, Inc.  
[genevieve@lscctrans.com](mailto:genevieve@lscctrans.com)



# TPA Purpose:

- Required by the Transportation Development Act (TDA)
- Means for evaluating the organizations performance
- Enhance performance by making recommendations for improvements

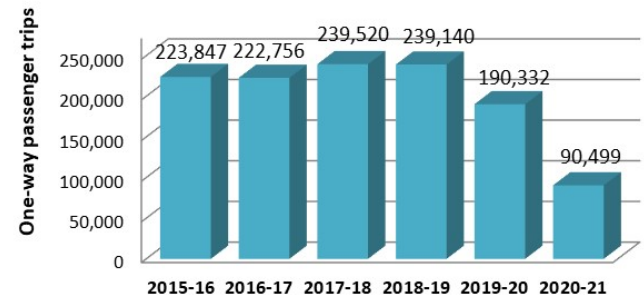
# TPA Process

- Review of compliance with certain performance related TDA statutes
- Follow up of prior performance audit recommendations
- Performance evaluation of transit operator
- Interviews with staff
- Draft and Final Audit Reports

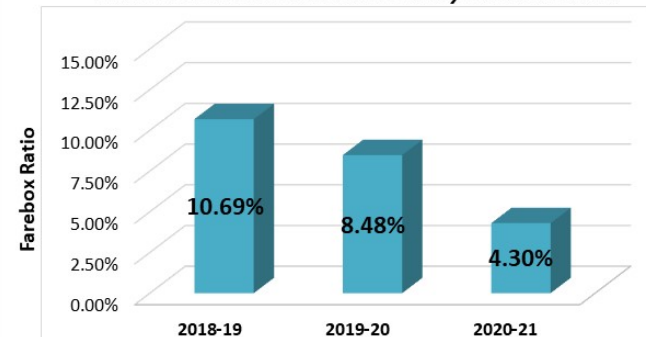
# Western Nevada County Operators Findings

- Ridership was fairly stable until COVID-19, then decreased by 50 percent.
- Farebox ratio dropped below the TDA minimum during COVID.
- Operating costs did not increase more than 7.5 percent in one year.
- Productivity on the fixed routes ranged from 12.71 trips to 6.56 trips per hour.
- Paratransit Services was able to maintain productivity standard of 2.0 trips per hour.

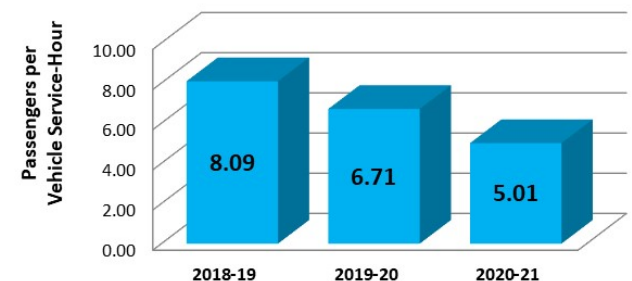
**FIGURE 1: Western Nevada County Annual Ridership History**



**FIGURE 7: Western Nevada County Farebox Ratio**



**FIGURE 4: Western Nevada County Passengers per Hour**



# Western Nevada County Operators Findings

- Not all state controller reports and fiscal audits were submitted within the required time period.
- There were discrepancies between internal spreadsheet data sets.
- TSD is beginning the transition to zero-emission vehicles through the recent purchase of a hybrid transit van.
- During COVID, TSD implemented on-demand service for seniors.
- The new and improved operations and maintenance facility meets the needs of transit operations.

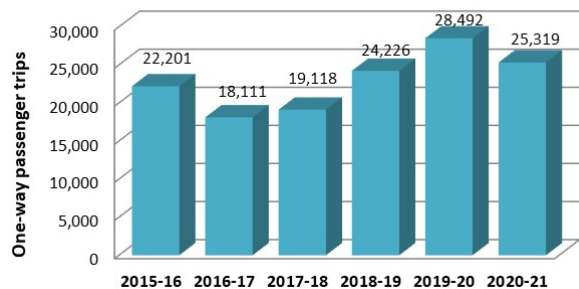
# Western Nevada County Operators Recommendations

- **Recommendation 1:** In order to be fully compliant with TDA requirements, TSD should keep documentation of how FTEs are calculated for purposes of reporting to the State Controller.
- **Recommendation 2:** Conduct a more detailed Governance Study.
- **Recommendation 3:** Conduct study to review paratransit ridership decline and study alternative modes of demand response transportation to address decreasing ridership.

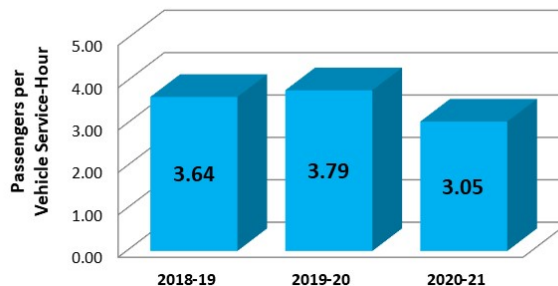
## Eastern Nevada County Transit Operator Findings

- Systemwide ridership increased by 4.5 percent during the audit period and 14 percent since FY 2015-16.
- Productivity is relatively low.
- Operating costs increased more than 15 percent in FY 2019-20
- Truckee TART exceeded 10 percent minimum farebox ratio requirement with the help of contributions from partner agencies.

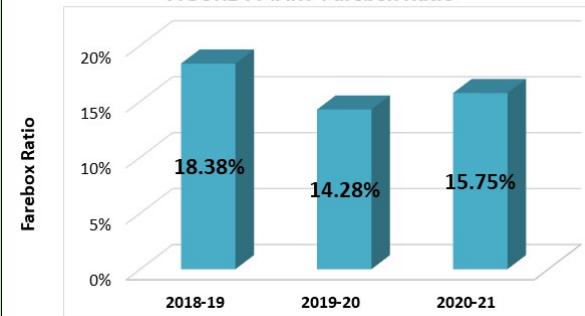
**FIGURE 1: TART Annual Ridership History**



**FIGURE 4: TART Passengers per Hour**



**FIGURE 7: TART Farebox Ratio**



## Eastern Nevada County Transit Operator Findings

- The Town prepares detailed performance reports for both NCTC and the TMA.
- Fiscal and Compliance Audits were completed late.
- FTEs were not calculated in accordance with TDA definitions.
- Truckee TART implemented all prior performance audit recommendations.



# Eastern Nevada County Transit Operator Recommendations

- **Recommendation 1:** Establish a uniform definition for contractor and Town staff as well as a method of tracking full-time equivalent employee hours for purposes of reporting to the state controller.

# NCTC Findings

- NCTC has complied with TDA requirements except for timely completion of Fiscal and Compliance Audits.
- NCTC implemented all of the prior audit recommendations.
- Functional review revealed no significant inefficiencies.
- NCTC performs unmet needs process and TDA allocation process in accordance with TDA.
- NCTC provides a good amount of oversight and planning assistance for the three transit operators.
- NCTC conducted a Transit Equity Study which recommended an innovative method of allocating STA funds.

# NCTC Recommendations

- **Recommendation:** *Monitor Western Nevada County Transit Operators farebox ratio and discuss with the transit operator methods of boosting the performance measure, particularly if farebox ratio requirements are reinstated by the state in FY 2022-23 (as currently intended). NCTC should stay informed about future legislation that may change the definitions of operating costs and/or expenses or farebox ratio calculations.*

# Questions? Comments?



Genevieve Evans  
genevieve@lsctrans.com  
530-583-4053

