



**COUNTY OF NEVADA
COMMUNITY DEVELOPMENT AGENCY
DEPARTMENT OF PUBLIC WORKS
TRANSIT SERVICES DIVISION
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Heba El-Guindy,
Director of Public Works

Robin Van Valkenburgh, Transit Services Manager

**TRANSIT SERVICES COMMISSION
Information Item**

MEETING DATE: November 8, 2023

TO: Transit Services Commission

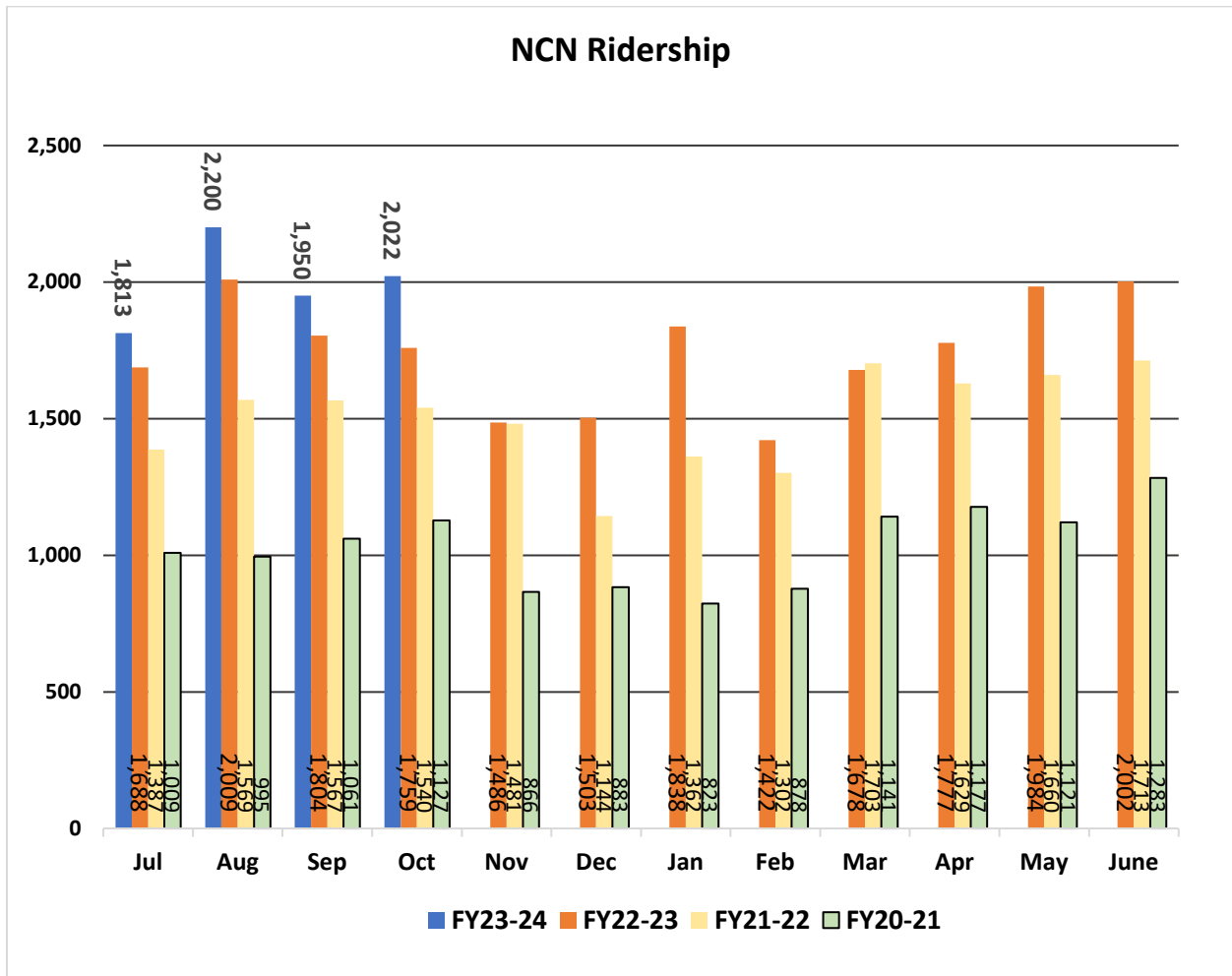
FROM: Robin Van Valkenburgh, Transit Services Manager

SUBJECT: Nevada County Now Operations Report for September and October 2023

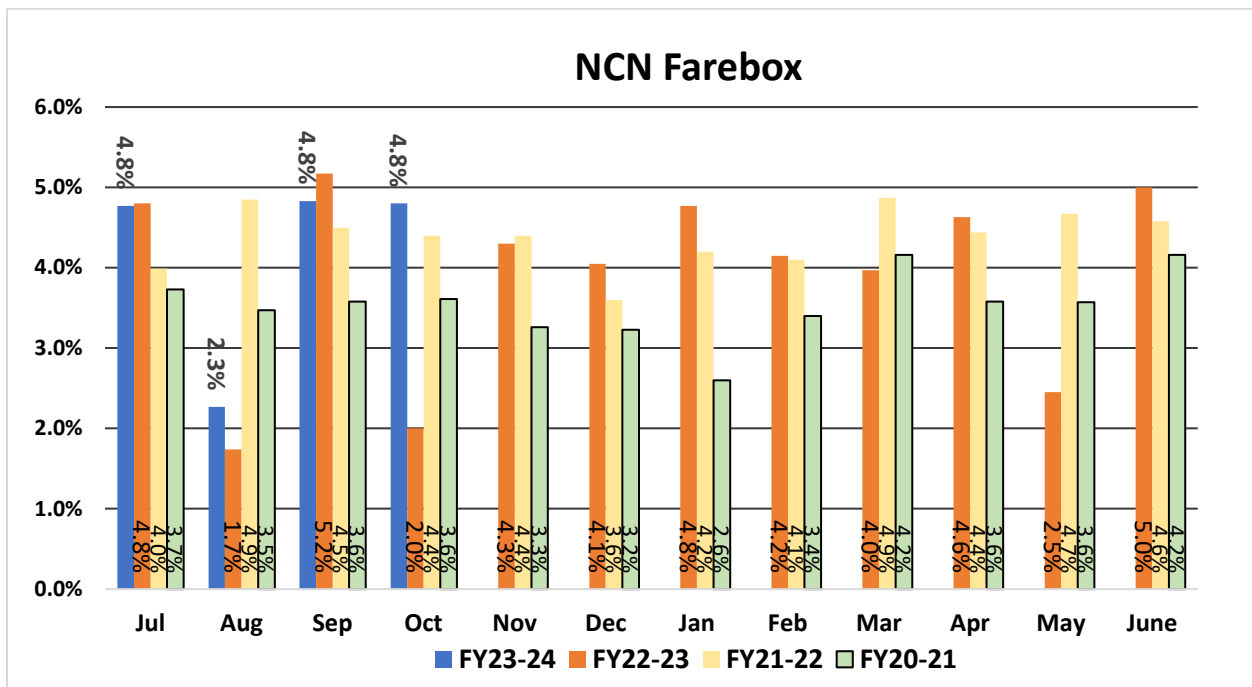
RECOMMENDATION: Accept the report.

BACKGROUND: Nevada County Now (NCN) operates Americans with Disabilities Act (ADA) paratransit service Monday through Saturday, serving the communities of Grass Valley, Nevada City, Penn Valley, Rough and Ready, Lake Wildwood and Alta Sierra. The following performance metrics are captured and reported on a monthly basis.

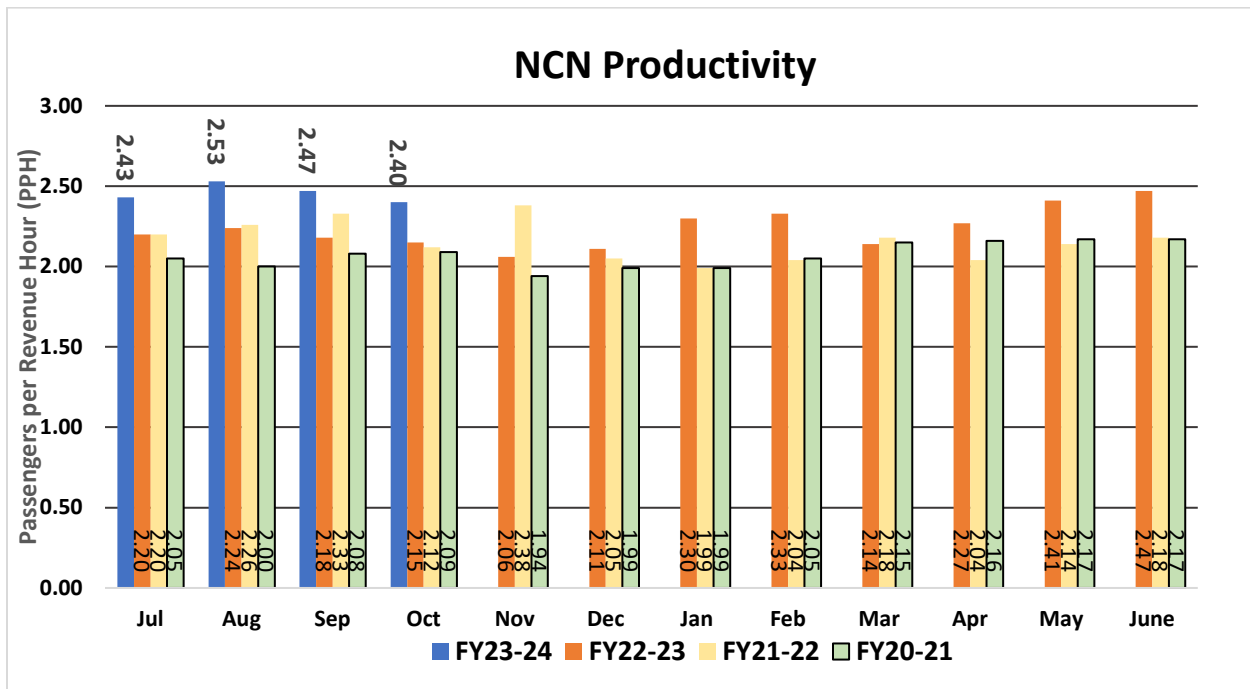
Ridership



Farebox



Passenger per Service Hour-PPH (productivity)



Year-to-Date

Total boardings year-to-date (YTD) FY23-24 are 7,985, an increase of 10 percent compared to the prior year (FY23/24 7,985 vs. FY22/23 7,260).

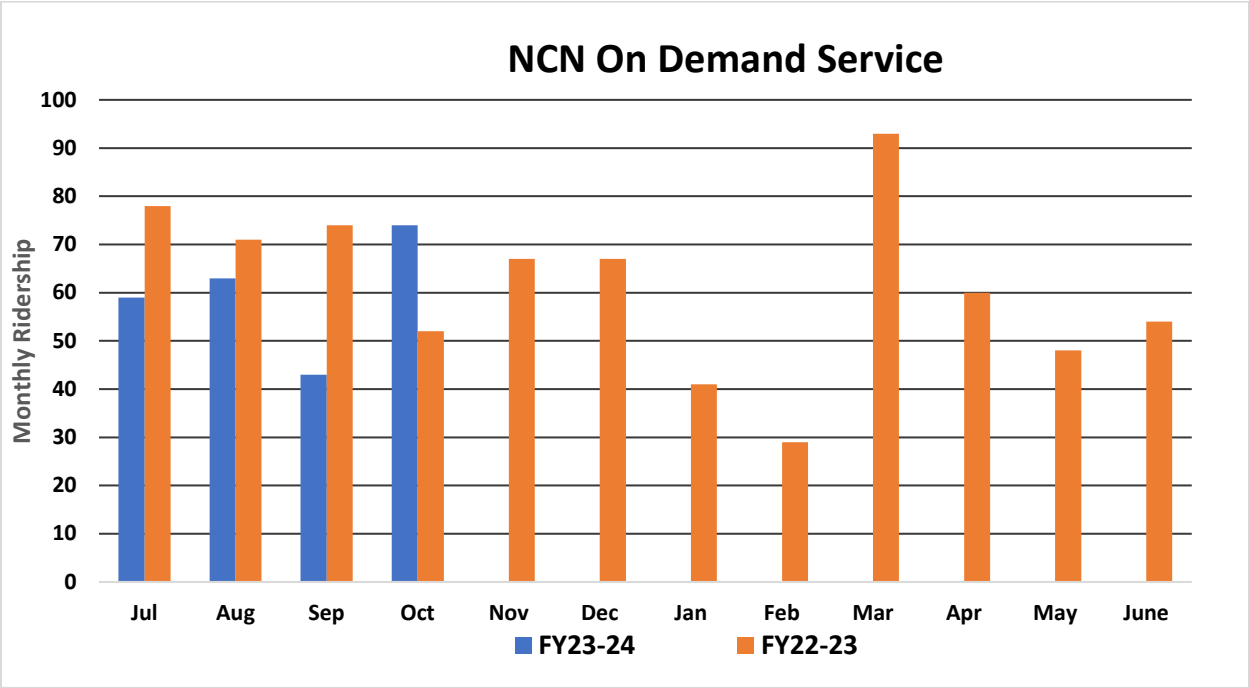
The NCN farebox recovery rate (FBR) for FY23-24 YTD is 4.2 percent, which is an increase of 23.5 percent over prior year (FY22/23 3.4 percent). This is a positive trend that follows the increase in ridership we are seeing.

Productivity for FY23/24 YTD is at 2.46 PPH which is 12 percent above prior year for the same period (FY23/24 2.46 vs. FY22/23 2.19)

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 239 passenger trips, which is 13 percent below the prior year for the same period (FY23/24 239 vs FY22/23 275). While this is a slower than expected start to the year with the addition of ADA on-demand service, we do see a significant increase in on-demand ridership in the month of October. The expectation is that we will continue to see increases in the on-demand services as consumers get more familiar with the new processes.



Please contact me if you have any questions prior to the November 8, 2023 TSC Meeting.

TT:RVV

Monday-Friday	July	August	September	October	November	December	January	February	March	April	May	June	Yr to Date
Days of Service													0
Total Mileage:	10,627	12,587	11,446	11,908									46,568
Service Miles	9,346	11,210	10,096	10,524									41,176
Deadhead Miles	1281	1377	1350	1384									5392
18,400													
Total Hours:	932.82	1,074.83	977.40	1,054.55									4,039.60
Service Hours	769.42	897.23	806.38	872.73									3,345.77
Deadhead Hours	163.40	177.6	171.0167	181.8167									693.83
Percent of Max Hours	5%	6%	5%	6%	0%	0%	0%	0%	0%	0%	0%	0%	22%
Boardings/Delivered	1,813	2,200	1,950	2,022									7,985
Subscriptions	1157	1353	1211	1223									4944
Demand Response	597	774	696	725									2792
Senior DAR Delivered	59	53	33	31									176
ADA DAR Delivered		10	10	43									63
Non Boardings	79	86	90	101									356
No Shows	14	22	25	26									87
Late Cancels	54	44	52	65									215
Group No Shows	7	11	9	6									
Group Late Cancels	4	9	4	4									
Refused	0	0	0	0									0
Denials	0	0	0	0									0
In Service Veh Failures	0	0	0	0									0
Accidents	0	0	0	0									0
Fare Revenue	\$5,302.00	\$5,621.05	\$5,627.00	\$5,756.00									\$22,306.05
Farebox Percentage	4.77%	4.64%	4.83%	4.80%									4.76%
Passengers Per Hour	2.43	2.53	2.47	2.40									2.46
Price/Ride	\$ 2.92	\$ 2.56	\$ 2.89	\$ 2.85									\$ 2.80
Subscription %	63.82%	61.50%	62.10%	60.48%									61.98%
No Show %	0.77%	1.00%	1.28%	1.29%									1.09%
Late Cancel %	2.98%	2.00%	2.67%	3.21%									2.71%
Group No Shows %	0.39%	0.50%	0.46%	0.30%									
Group Late Cancels %	0.22%	0.41%	0.21%	0.20%									
Refused %	0.00%	0.00%	0.00%	0.00%									0.00%
Denials %	0.00%	0.00%	0.00%	0.00%									0.00%
ADA Board/Delivered	1684	2046	1833	1877									7440
ADA % of Total	93%	93%	94%	93%									93%
ADA No Shows	13	21	24	26									84
ADA Subscription	1098	1282	1148	1161									4689