



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

Robin Van Valkenburgh, Transit Services Manager

**TRANSIT SERVICES COMMISSION**  
**Information Item**

**MEETING DATE:** January 21, 2026

**TO:** Transit Services Commission  
**FROM:** Robin Van Valkenburgh, Transit Services Manager  
**SUBJECT:** **Nevada County Now Operations Report for November and December 2025**

**RECOMMENDATION:** Accept the report.

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

### System Snapshot

	Nov	Dec	YTD
<b>Ridership</b>	<b>1,743</b>	<b>2,067</b>	<b>12,250</b>
<b>Revenue Hours</b>	<b>729</b>	<b>873</b>	<b>5,101</b>
<b>Revenue Miles</b>	<b>9,372</b>	<b>10,694</b>	<b>63,344</b>
<b>Productivity</b>	<b>2.47</b>	<b>2.43</b>	<b>2.5</b>
<b>Farebox</b>	<b>4.68%</b>	<b>4.83%</b>	<b>4.8%</b>

### Year-to-Date

Total boardings year-to-date (YTD) FY25-26 are 12,250, an increase of 6 percent compared to the prior year (FY25-26 12,250 vs. FY24-25 11,593).

The NCN farebox recovery rate (FBR) for (YTD) FY25-26 is 4.8 percent, which is 4 percent below prior year (FY24-25 5.0 percent).

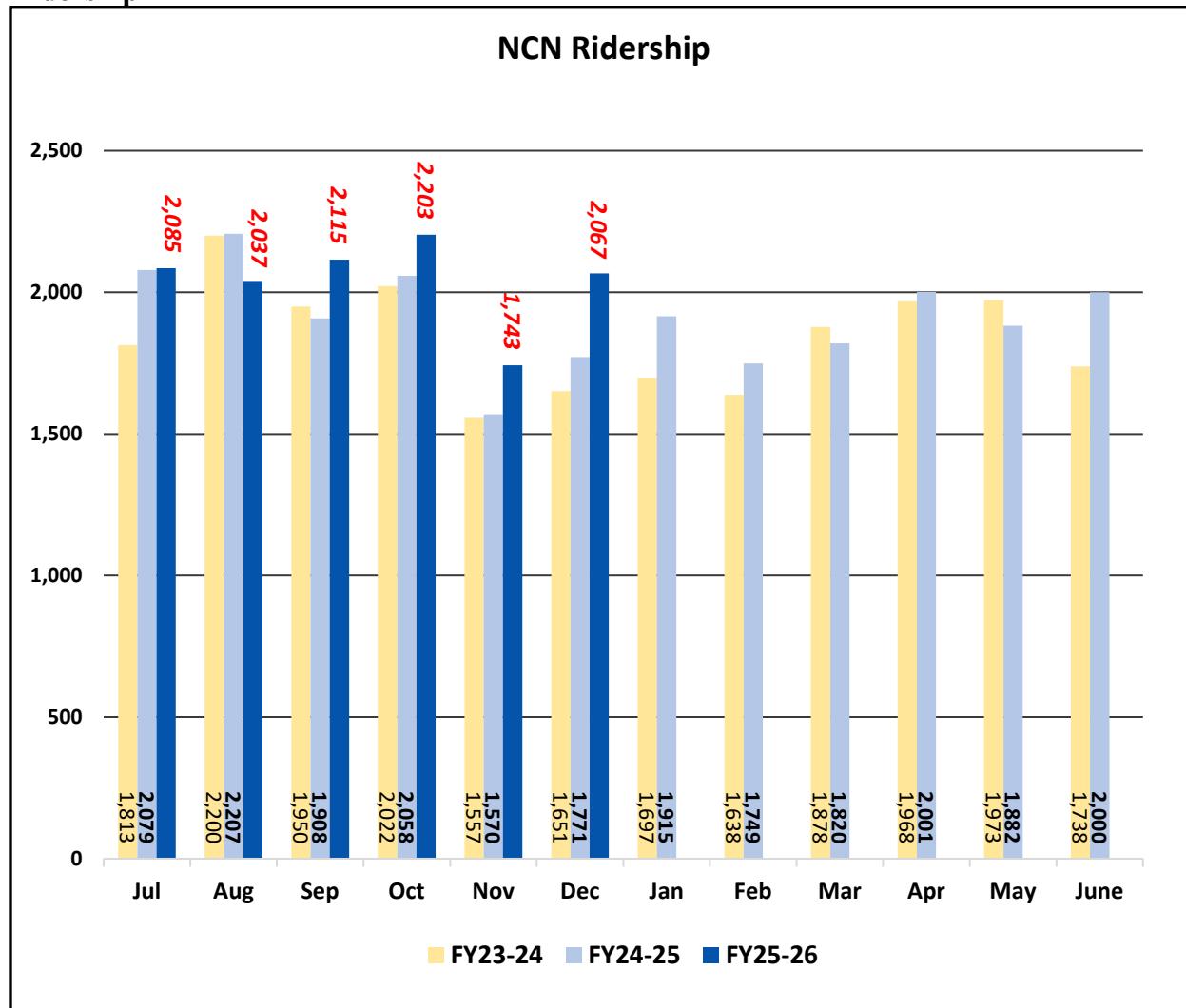
Productivity for (YTD) FY25-26 is at 2.49 PPH which is flat when compared to prior year for the same period (FY25-26 2.49 vs. FY24-25 2.48)

### On-Demand Services

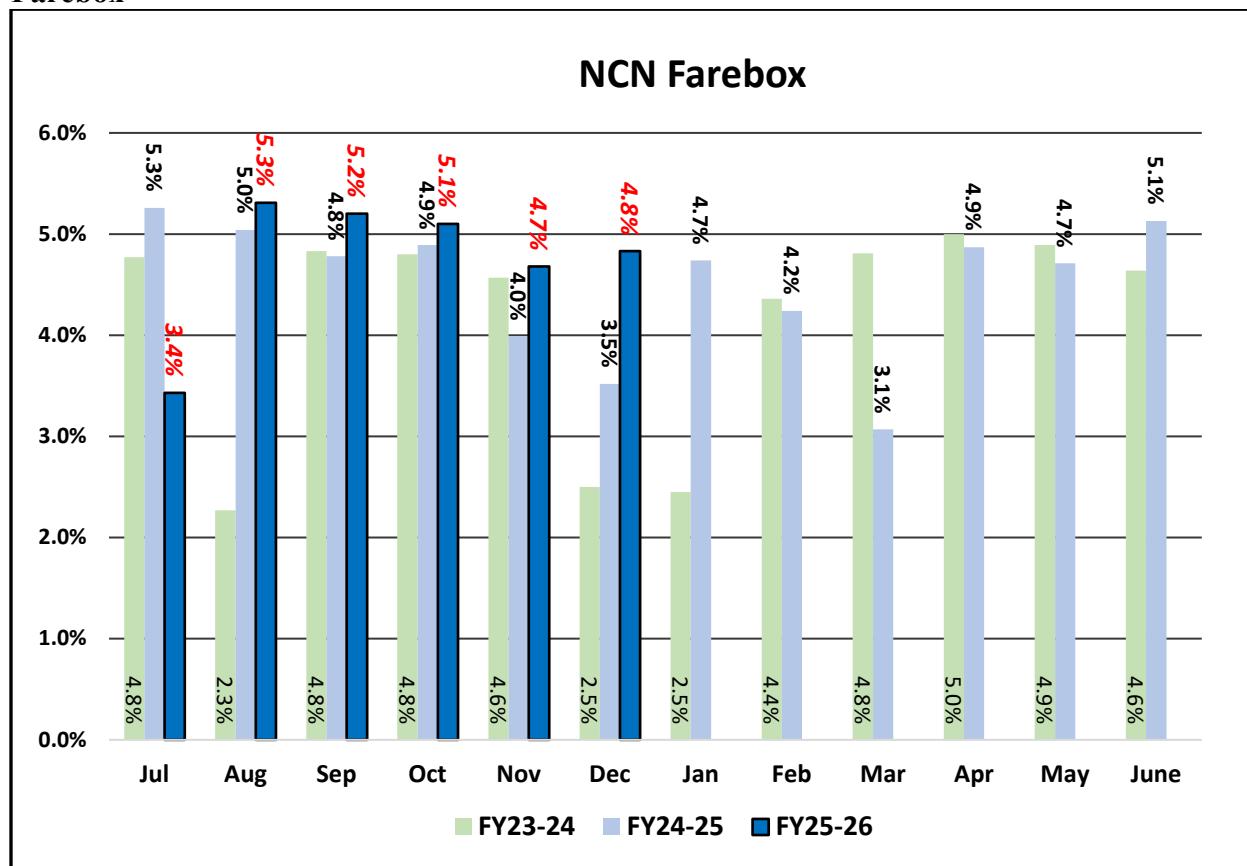
Senior On-demand services were implemented in April 2020, providing on-demand service to seniors 65 and over within the regular ADA service, with ADA On-demand service beginning in August 2023.

Year-to-date the overall combined on-demand service has provided 738 passenger trips, which is 59 percent higher than the prior year (FY25-26 738 vs FY24-25 464). We had our highest On-demand ridership ever in September with 167 passenger trips. This is a positive trend, and we will continue to encourage use of the on-demand services.

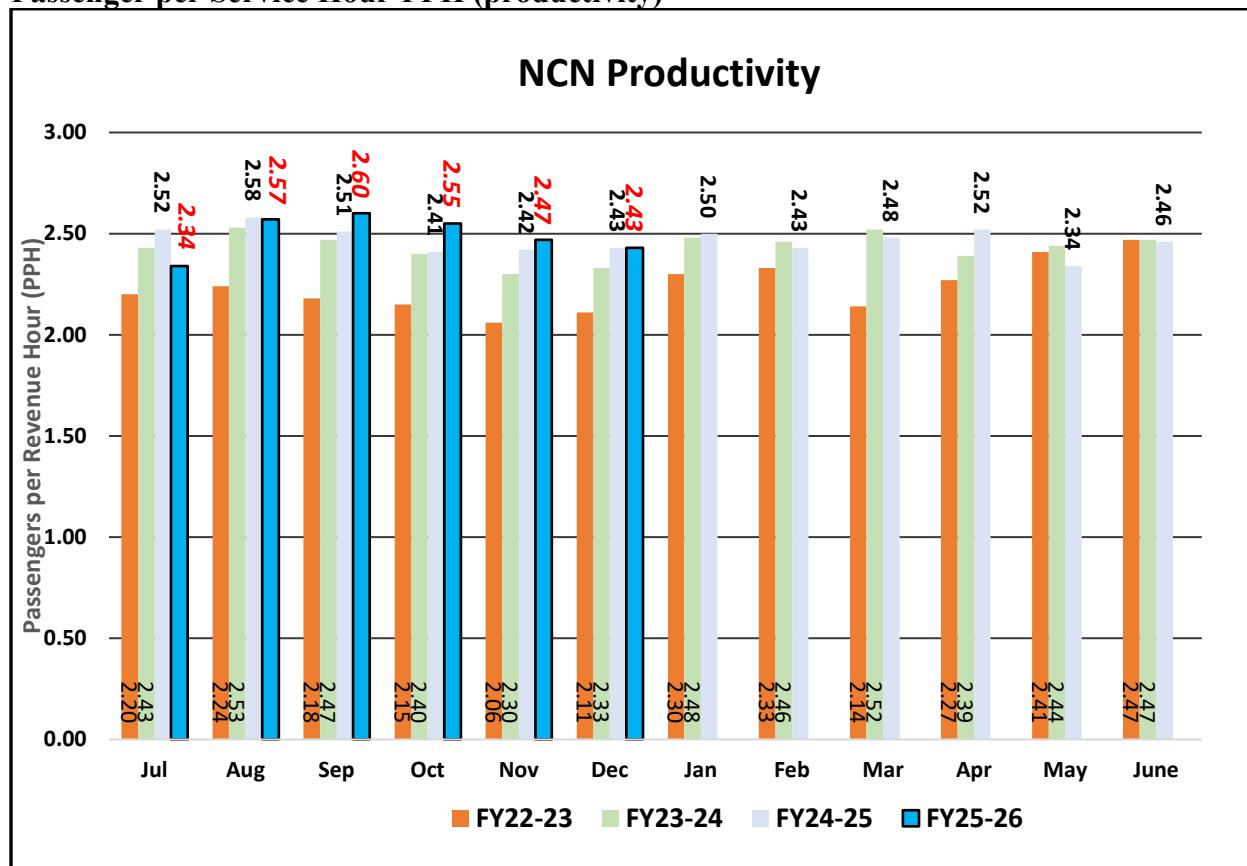
## Ridership



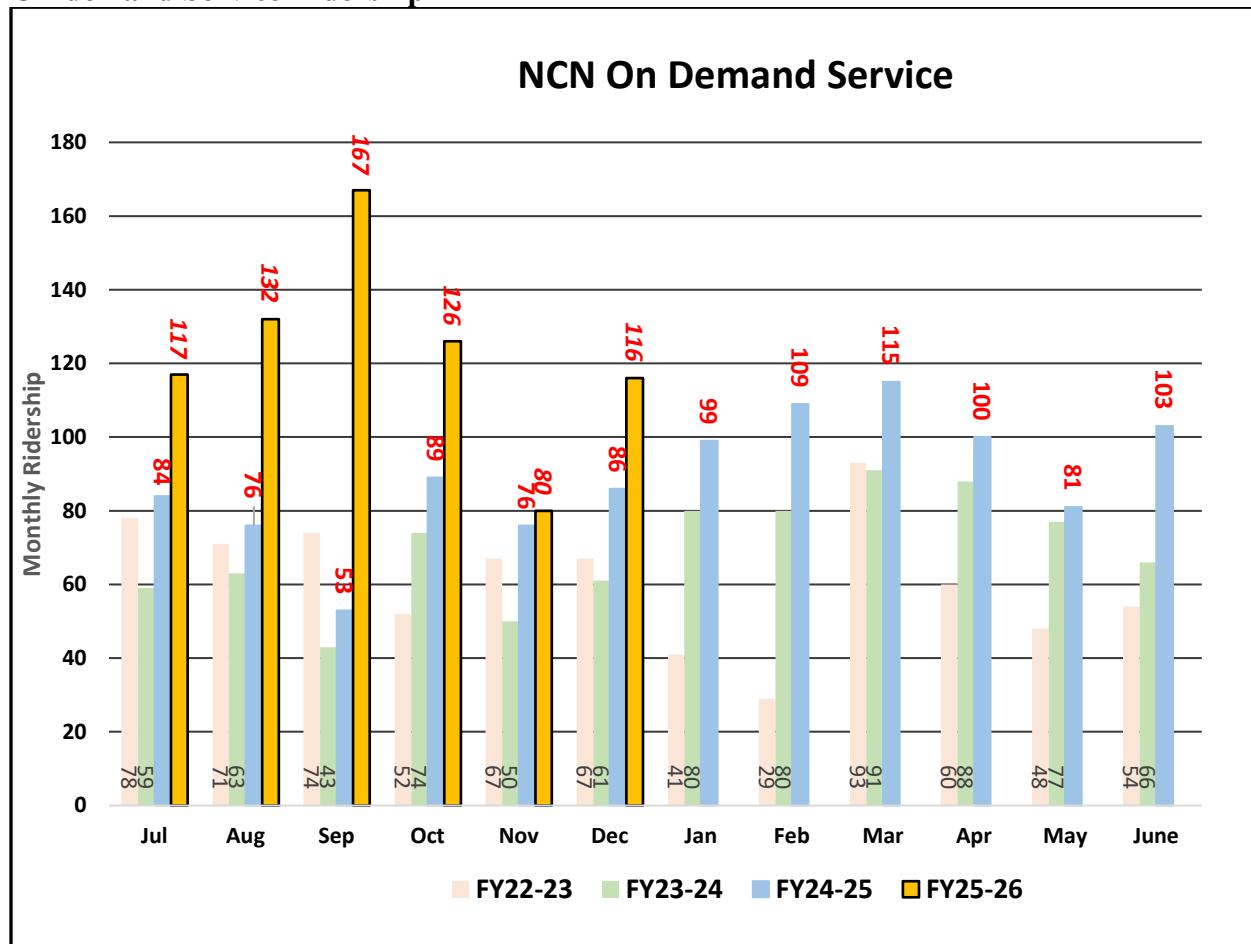
## Farebox



## Passenger per Service Hour-PPH (productivity)



## On-demand Service Ridership



Please contact me if you have any questions prior to the January 21, 2026, TSC Meeting.

Monday-Friday	July	August	Septembe	October	November	December	January	February	March	April	May	June	Yr to Date
Days of Service	26	26	25	27	22	26							152
Total Mileage:	12,558	11,673	12,463	12,961	10,666	12,419							72,740
Service Miles	10,920	10,097	10,805	11,456	9,372	10,694							63,344
Deadhead Miles	1638	1,576	1658	1505	1294	1725							9396
<b>18,400</b>													
Total Hours:	1,131.82	1,048.28	1,027.28	1,063.13	873.58	1,058.30							6,202.40
Service Hours	918.98	844.12	842.47	894.10	728.67	872.55							5,100.88
Deadhead Hours	212.83	204.17	184.82	169.0333	144.9167	185.75							1101.52
<b>Percent of Max Hours</b>	<b>6%</b>	<b>6%</b>	<b>6%</b>	<b>6%</b>	<b>5%</b>	<b>6%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>34%</b>
Boardings/Delivered	2,085	2,037	2,115	2,203	1,743	2,067							12,250
Subscriptions	1206	1112	1209	1384	1116	1251							7278
Demand Response	813	793	739	693	547	700							4285
Senior DAR Delivered	66	69	95	73	55	52							410
ADA DAR Delivered	51	63	72	53	25	64							
Non Boardings	83	89	87	91	106	98							554
No Shows	32	38	26	31	29	38							194
Late Cancels	40	30	47	46	50	45							258
Group No Shows	5	10	3	6	12	6							
Group Late Cancels	6	11	11	8	15	9							
Refused	0	0	0	0	0	0							0
Denials	0	0	0	0	0	0							0
In Service Veh Failures	1	0	1	0	0	3							5
Accidents	1	0	0	0	0	1							2
Fare Revenue	\$4,310.00	\$6,479.00	\$6,531.00	\$6,379.05	\$5,424.00	\$ 5,962.00							\$35,085.05
Farebox Percentage	3.43%	5.31%	5.21%	5.12%	4.68%	4.83%							4.76%
Passengers Per Hour	2.34	2.57	2.62	2.55	2.47	2.43							2.50
Price/Ride	\$ 2.07	\$ 3.18	\$ 3.09	\$ 2.90	\$ 3.11	\$ 2.88							\$ 2.87
Subscription %	57.84%	54.59%	57.16%	62.82%	64.03%	60.52%							59.49%
No Show %	1.53%	1.87%	1.23%	1.41%	1.66%	1.84%							1.59%
Late Cancel %	1.92%	1.47%	2.22%	2.09%	2.87%	2.18%							2.12%
Group No Shows %	0.24%	0.49%	0.14%	0.27%	0.69%	0.29%							
Group Late Cancels %	0.29%	0.54%	0.52%	0.36%	0.86%	0.44%							
Refused %	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
Denials %	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
ADA Board/Delivered	1899	1775	1836	1952	1570	1852							10884
ADA % of Total	91%	87%	87%	89%	90%	90%							89%
ADA No Shows	28	36	25	29	25	36							179
ADA Subscription	1152	1057	1146	1314	1060	1202							6931