

Transit Services

Mission Statement:

The mission of the Transit Services Division of the Department of Public Works is to provide safe, convenient, reliable, and affordable fixed route transit services and specialized paratransit services.

Service Description:

The Transit Services Division of the Department of Public Works is responsible for the Administration and delivery of fixed route public transit and paratransit services, primarily in western Nevada County.

Major Accomplishments in 2008-09

- Completed the Western Nevada County Transit Development Plan Update and implemented systemwide transit and service efficiency changes as recommended in the Plan.
- Implemented across-the-board transit fare increases that included a new youth discount fare.
- Developed a newly designed and formatted Rider's Guide.
- Achieved fleet compliance with new State emissions standards through the procurement of seven new 29-foot clean diesel buses and the retrofit of two (2) older diesel buses.
- Realized a \$50,000 decrease in vehicle maintenance costs due to updated/upgraded fleet vehicles.
- Installed new bus stop benches systemwide through a FTA 5311 grant.
- Upgraded and replaced Transit Services two-way radio equipment, systemwide through a Homeland Security Grant.
- Implemented a First Annual Joint Training Class with Gold Country Stage and Telecare.
- Processed over 300 ADA certification applications and developed a laminated ADA passenger identification card.
- Provided ongoing community outreach components at transit transfer site and onboard vehicles.
- Gold Country Stage achieved an average of 13.0 and paratransit services an average of 2.0 passengers per vehicle service hour.

- Gold Country Stage achieved an overall farebox recovery of 12.3 percent.

Objectives & Performance Measures for 2009-10:

Objective:

In light of funding revenue shortfalls, reduce services and expenditures by 25 percent. Focus on protecting, sustaining and strengthening the Gold Country Stage core service.

Performance Measures:

- Re-structure transit system through implementing transit and paratransit service reductions.
- Monitor and identify true service costs to confirm cost savings estimates.
- Adapt for ongoing service efficiencies while continuing to provide transportation access to the community.

Objective:

Increase transit ridership through educating the community on the value and advantages of using public transit in western Nevada County.

Performance Measures:

- Implement a public outreach campaign through CMAQ grant funding.
- Monitor ridership trends and profiles through ongoing passenger feedback surveys.
- Track ridership and fare recovery rates to confirm effectiveness.

Objective:

Develop an updated driver safety training program.

Performance Measures:

- Decrease driver mishaps by 10 percent.
- Ensure that all drivers are current on mandatory DMV requirements.

Service Budget Unit Code	- 91003
Office/Department	- Department of Public Works
Major Service Area	- Transit Services

