

REPORT TO SHASTA COUNTY RTPA

SUBJECT	MEETING DATE	ITEM NUMBER
Accept Review of Shasta Senior Nutrition Program and RABA Demand Response Operations	7/23/02	6

RECOMMENDATION Information Only

SUMMARY

The Shasta County Regional Transportation Planning Agency (SCRTPA) performed a review of the Shasta Senior Nutrition Program (SSNP) and Redding Area Bus Authority (RABA) Demand Response transportation programs. The purpose of this review was to observe, describe, and compare the operations of the two transportation providers. The review was conducted in response to questions that have recently been raised concerning these two services.

DISCUSSION

The SCRTPA collected data for this study during the period of May 6, 2002 and May 10, 2002. The two transit providers were each observed for two days on their transportation vehicles, and half a day for their dispatch procedures. Transit drivers were observed while loading and unloading their passengers from their origin through their destination. Data was collected on each passenger and documented. Photographic documentation was also obtained. Financial data was collected from the RABA State Controllers Report and the Shasta Senior Nutrition certified audit reports.

A report was prepared describing the purpose of the study, the method of the study and the following general characteristics for each agency: rider eligibility, geographic area, fare required, type of service, results of observations for data and visual, dispatch operations, cancellation procedures, and financial data. Graphs and charts were prepared from data collected for presentation within the report.

Overall, the observations concluded that the providers are consistent with the annual rides per hour as reported to the State Controllers Office and transportation documents provided to the SCRTPA. The financial data from the June 30, 2001 fiscal year end for each provider was used for the purpose of this study. The RABA Demand Response service provided a total of 2.71 rides per hour in the 2001 fiscal year, which is consistent with the amount of rides per hour of 2.87 observed during the study period. The SSNP program provided a total of 3.26 rides per hour, which is consistent with 3.22 rides per hour observed.

An analysis of the cost performance indicators arrived at a cost per mile of \$2.64 for RABA, and \$1.30 for SSNP. The difference in cost per hour is due to two primary factors. First, RABA is a municipal operator under the administrative umbrella of the City of Redding. This organizational relationship results in City costs allocated to RABA as City personnel devote resources to RABA operations. The second significant difference is due to RABA employing a contract provider who is unionized. On a "per-mile" basis, this

cost is double for RABA as compared to SSNP. SSNP utilizes a non-union workforce with relatively lower pay scale.

The study concludes that each agency is serving different types of clientele with different requirements. The RABA Demand Response serves a high number of passengers with developmental and physical disabilities. Thirty-three percent (33%) of the passengers observed were in wheelchairs. No caregivers were observed riding or assisting with these passengers, which required additional assistance from the transit drivers. In comparison, SSNP passengers had increased mobility and only needed slight assistance entering and exiting the transit vehicle from the driver. During the observation period, only one passenger was observed in a wheelchair.

Both services are optimizing the use of their vehicles within the guidelines required for the transit service.

OTHER AGENCY INVOLVEMENT

The cooperation of the Redding Area Bus Authority (RABA), Shasta Senior Nutrition Program, and Forsythe and Associates were instrumental in development of this report.

FINANCING

There is no financial impact.



Daniel J. Kovachich, Executive Officer

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Attachment: Transit Study Report