

STAFF REPORT



MEETING DATE:	April 25, 2024
SUBJECT:	Receive Update on ShastaConnect Transit Services for Fiscal Year 2023/24
AGENDA ITEM:	12
STAFF CONTACT:	Jennifer Pollom, AICP, Senior Transportation Planner

SUMMARY:

A ShastaConnect service performance summary to-date for fiscal year (FY) 2023/24 and fare implementation plan will be presented.

STAFF RECOMMENDATION:

It is recommended that the board of directors receive a ShastaConnect service update for Fiscal Year (FY) 2023/24.

DISCUSSION:

Background – SRTA contracts with Dignity Health Connected Living (DHCL) for specialized on-demand ridesharing transit service in Shasta County including:

1. Monday through Friday (weekday) in rural Shasta County, including within:
 - a. The Redding Area Bus Authority (RABA) service area where services are not currently provided and for those who are ineligible for RABA's complimentary paratransit services but are unable to ride fixed route service; and
 - b. The Intermountain Area communities of Burney, Cassel, Fall River Mills, and McArthur; and
2. Sundays in the cities of Anderson, Redding, and Shasta Lake. RABA does not operate on Sundays.

A summary of service performance is available in Attachment A. Overall, weekday CTSA service has seen a decrease of about 790 trips between July 2023 – March 2024, compared with the same period in FY 2022/23. Sunday service has seen a decline of approximately 140 trips between July 2023 – March 2024, compared to the same period in FY 2022/23. Since July 2023, there have been 194 new riders on the system, and over 1,000 riders have used the system two or more times. Over 220 riders have used the system 100 times or more, and of those 25 riders have used the system over 200 times.

ShastaConnect Fares – Prior to October 2023, fares were offset via LCTOP-funded grants; both grants are fully expended. For fare payments from October 2023 to current day, the board approved using a portion of the region's SB 125 transit funds at the December 2023 meeting to continue to provide free fares for ShastaConnect services until fares are reintroduced.

Regarding fare reintroduction, DHCL has tested their new fare collection system on the Intermountain Area and will fully reintroduce fares in the coming weeks on all ShastaConnect services. DHCL has been informing riders since December 2023 that fares will be returning to ShastaConnect services. DHCL's fare structure is similar to RABA's new fare structure (including passes and free rides for veterans), making the two transit systems more coordinated and easier for riders. See the following table for details.

Table 1 ShastaConnect Fare Structure (mimicking RABA's Fare Structure)

Passenger Type	ShastaConnect (including CTSA and Sunday)
General*	\$4.00
Discount(s)**	(pending, see note below)

**Veterans ride free. RABA will reimburse DHCL for veteran fares.*

**RABA 7-Day and Monthly Passes accepted. RABA will reimburse DHCL for rides paid with RABA passes.*

***Note: RABA's discounted fare is for fixed route service and for Seniors (65+ years), persons with disabilities, and persons presenting a Medicare card, Proof of eligibility (i.e., ID card or driver's license, RABA Blue Discount ID Card, and/or Medicare card). RABA's Demand Response (Paratransit) fare is \$4.00 and most like ShastaConnect. SRTA and DHCL staff are considering who would be eligible for a discounted fare on ShastaConnect.*

OTHER AGENCY INVOLVEMENT:

SRTA discusses and coordinates services with DHCL and RABA as needed to meet rider needs.

FISCAL IMPACT:

SRTA staff time to administer CTSA and other transit programs is budgeted in the Overall Work Program. The following information is based on invoices received from DHCL.

Weekday On-Demand Rideshare Service – Weekday transit services are funded through SRTA's annual five percent set-aside from the Local Transportation Fund (LTF) for consolidated transportation services agency (CTSA) services, Low Carbon Transit Operations Program (LCTOP) grants, and State of Good Repair (SGR) funds. Operational costs for FY 2023/24 through March 2024, totaled \$516,188, resulting in a cost of \$52.70 per trip.

Sunday On-Demand Transit Service – Sunday service is funded via LCTOP grants. Operational costs for FY 2023/24 through March 2024, totaled \$132,457, resulting in a cost of \$62.54 per trip. An LCTOP balance of \$221,317, remains for eligible operations, software costs, and outreach. Remaining LCTOP funds will be spent on Sunday On-Demand Transit Service only and may be rolled over into a future fiscal year, with Caltrans approval.



Sean Tiedgen, AICP, Executive Director

Attachment: ShastaConnect Service Performance Metrics – Fiscal Year 2023/24

ShastaConnect Service Performance Metrics – Fiscal Year 2023/24

Table 1: Sunday On-Demand Transit Trips

Month	Total Passenger Trips	Operating Days in Month	Avg. Daily Passenger Trips	Ridesharing Trip % ¹	Avg. Trip Length (miles)	Avg. Ride Time (minutes)
July 2023	298	5	59.6	23.1%	4.9	12.5
Aug. 2023	237	4	59.3	25.8%	5.1	13.0
Sept. 2023	243	4	60.8	24.9%	5.2	12.5
Oct. 2023	250	5	50.0	15.7%	5.1	12.5
Nov. 2023	194	4	48.5	16.4%	4.7	12.1
Dec. 2023	232	5	46.4	24.8%	5.0	13.2
Jan. 2024	207	4	51.8	26.0%	5.1	12.9
Feb. 2024	245	4	61.3	17.2%	3.9	11.4
Mar. 2024	212	4	53.0	29.1%	5.5	13.9
Apr. 2024	-	-	-	-	-	-
May 2024	-	-	-	-	-	-
June 2024	-	-	-	-	-	-
Total/Average	2,118	39	54.3	22.6%	4.9	12.7

Table 2: Weekday On-Demand Rideshare Service Trips (CTSA)

Month	Total Passenger Trips	Operating Days in Month	Avg. Daily Passenger Trips	Ridesharing Trip % ¹	Avg. Trip Length (miles)	Avg. Ride Time (minutes)
July 2023	1,346	20	67.3	22.1%	8.2	16.8
Aug. 2023	1,611	23	70.0	21.2%	7.7	16.6
Sept. 2023	763	20	38.2	29.1%	8.6	18.6
Oct. 2023	896	22	40.7	24.9%	8.2	16.5
Nov. 2023	1,213	20	60.7	30.7%	9.4	19.2
Dec. 2023	924	20	46.2	37.4%	9.2	19.0
Jan. 2024	1,061	22	48.2	32.8%	9.3	18.3
Feb. 2024	956	20	47.8	28.8%	8.9	17.2
Mar. 2024	1,025	21	48.8	31.1%	9.5	17.9
Apr. 2024	-	-	-	-	-	-
May 2024	-	-	-	-	-	-
June 2024	-	-	-	-	-	-
Total/Average	9,795	188	52.1	28.7%	8.8	17.8

¹ “Ridesharing Trip %” refers to the share of bookings that had some boarded time shared with another booking