

STAFF REPORT



MEETING DATE:	December 10, 2019
SUBJECT:	Receive ShastaConnect Sunday On-Demand Transit Performance Report
AGENDA ITEM:	14
STAFF CONTACT:	Sean Tiedgen, AICP, Senior Transportation Planner

STAFF RECOMMENDATION:

It is recommended that the board of directors receive October and November service performance reports for the ShastaConnect Sunday On-Demand Transit Service.

DISCUSSION:

The ShastaConnect Sunday On-Demand Transit service launched on October 13, 2019. As of November 25, 2019, there were 390 registered riders. Ride requests are currently split 50/50 between phone calls and the mobile app. Key service performance metrics for October and November 2019 are summarized in the table below.

Month	Passenger Trips	Avg. Daily Ridership
October	129	43
November	330	82.5
Total:	459	65.6

Other service statistics include:

- Average trip length: 3.71 miles
- Percentage of trips with riders having a mobility aid: 4.9%
- Percentage of trips with riders having a bike: 1.5%

Overall, initial ridership exceeds agency performance goals for total passenger trips (435) and average daily ridership (62.1) through November. Additional performance metrics and goals will be reported on in future meetings once data is available. With only two months of data, no service changes are recommended at this time.

OTHER AGENCY INVOLVEMENT:

SRTA contracts with Dignity Health Connected Living to operate the Sunday On-Demand Transit service. An update was provided to the Technical Advisory Committee (TAC).

A handwritten signature in blue ink, appearing to read "D. Little", is written over a horizontal line.

Daniel S. Little, AICP, Executive Director