FY 2021/2022 Transit Needs Assessment

April 27, 2021

Executive Summary

The headline for this cycle of the Transit Needs Assessment and Unmet Transit Needs findings is the COVID-19 pandemic, which has negatively impacted both ridership and operating costs. While the pandemic and associated restrictions are in place, the focus in public transportation has necessarily shifted from efficiencies and meeting farebox recovery goals to addressing public safety and maintaining essential services. Legislation has waived farebox requirements and free fares were provided system wide. ShastaConnect on-demand service was expanded from Sunday service in parts of Redding to now include weekday service as well as service in the cities of Shasta Lake and Anderson. Reverse transit (i.e., the delivery of groceries individuals' homes) was introduced to meet public needs and safety.

Prior to the pandemic, two unmet transit needs were determined to be reasonable to meet:

- Sunday service - After repeated and consistent requests from the public for Sunday service, SRTA and Dignity Health Connected Living (DHCL) partnered on a grant-funded Sunday Service pilot program to serve urban areas in Redding. This service commenced in October 2019 and performed very near expectations. Service was suspended in April 2020 due to the pandemic. In November 2020, Sunday transit operations resumed, with expanded service to the cities of Anderson and Shasta Lake. While ridership is low due to COVID guidelines on social distancing and vehicle capacity, DHCL is now more suited to respond to needs as the region's COVID tiers change. The Sunday service pilot is planned to operate through June 2022. Future operations beyond the pilot is dependent on ridership and potential funding.
- Whiskeytown 'Beach Bus' summer service - After debuting June through August 2017, the Whiskeytown Lake 'Beach Bus' was approved for funding by the SRTA Board of Directors for the 2018 season. It was not implemented because the National Park Service (NPS) intended to charge an entry fee per individual (as opposed to per vehicle), thereby rendering the service non-competitive. These issues have been resolved and SRTA is working with the NPS to obtain an operating permit for the summer of 2021.

SRTA works closely with transit operators to ensure that both RABA and CTSA can meet their transit obligations with the federal and state money allocated. RABA's ratio of fare revenue to operating cost for the combined performance of RABA fixed-route and demand response service for FY 2019/20 is 11.34%. This is below the region's goal of 18% and the absolute minimum TDA requirement of 15%, though farebox minimum has been waived under state law during the COVID-19 pandemic. For CTSA services, SRTA established an aspirational goal for TDA subsidy per trip of $11.43 and a contract maximum of $21.20, including cost of living adjustsment for current year. Note: lower subsidy = better performance. For FY 2019/20 the TDA subsidy per trip was $22.43, or 1.47% less than last year. Lastly, Burney Expess rural service has a minimum 10% farebox recovery ratio. In FY 2019/20, the performance of Burney Express fell by just over 1% to 7.71%.

These performance trends are indicative of the pandemic and not necessarily of transit demand within the region. Once the pandemic subsides, transit performance will be reevaluated and transit improvement strategies identified in the soon to be completed short- and long-range transit plans will be pursued. Funding exclusively for public transportation in recent years has been greater than what is needed for current services in all areas save the city of Redding. In light of newly-develeped planning strategies and additional financial means, more options for meeting unmet transit needs are anticipated in the coming cycles.

Table of Contents

Section 1 Introduction

SRTA is the metropolitan planning organization and regional transportation planning agency for the Shasta Region. Its mission is to maximize state, federal and other revenues for cost-effective transportation investment strategies that connect communities, people, and goods. SRTA works in collaboration with the following entities to develop policies and make decisions about regional issues related to economic growth and mobility:

Purpose:

Assess the current state of transit mobility in the Shasta Region and identify where there are deficiencies or where a need for new transit service can be met.

This report is conducted annually to evaluate the transit system in the Shasta Region and identify any deficiencies or areas where transit service is under-provided. The purpose of this document is to assess the current state of transit mobility and determine whether or not possible solutions to address identified deficiencies can be reasonably met with available funding.

1.1 Overview of Funding for Transit Needs

In 1971, the Transportation Development Act (TDA) was enacted by California's Legislature to improve transit service and surface transportation in communities across the state. The TDA provides two funding sources:

1. **Local Transportation Fund (LTF): derived from one-quarter of one-cent of the general sales tax collected statewide; and**
2. **State Transit Assistance Fund (STA): derived from statewide sales taxes on diesel fuel.**

Under TDA, SRTA may use LTF funds for non-transit purposes, such as streets and roads, if it can be demonstrated that there are no unmet transit needs in the region that are reasonable to meet.

TDA is the primary source of funds for public transit. Financial assistance is also available to transit operators through other state and federal sources. Tables 1 and 2 present an overview of competitive grant programs and formula funding, offered by the Federal Transit Administration (FTA) and the California Department of Transportation, providing capital and operating assistance to transit operators. The California Department of Transportation (Caltrans) Division of Mass Transportation administers FTA grant programs. Some eligible FTA grant projects must be derived from a locally developed, coordinated transportation plan, such as SRTA's 2017 Coordinated Transportation Plan.

1.1 Overview of Funding for Transit Needs (Cont'd)

Table 1. Non-TDA Federal Funding Sources

Federal Transit Administration – Formula Funds		
Formula Programs	Acronym	Purpose
Metropolitan Planning Program	5303	Supports urban areas in planning activities to develop and improve public transportation systems.
Small Urbanized Area Formula Program	5307	Supports public transit capital and operating in urbanized areas with populations under 200,000.
Rural and Small Transit Formula Program	5311	Supports public transit capital and operating in non-urban areas.
Bus and Bus Facilities Program	5339	Provides capital funding to replace, rehabilitate and purchase buses, vans, and related equipment, and to construct bus-related facilities.
Federal Transit Administration – Competitive Grant Programs		
Grant Programs	Acronym	Purpose
Intercity Bus Program	5311(f)	Designed to address intercity travel needs of residents in non-urbanized areas of the state by funding services that provide access to the intercity bus and transportation networks in California.
Statewide or Urban Transit Planning Grant Studies	5304	Addresses transit planning issues of statewide or regional significance. Planning studies are intended to improve transit services and to facilitate congestion relief by offering an alternative to the single occupant vehicle.
Elderly and Disabled Specialized Transit Program	5310	Provides capital grants for meeting the transportation needs of elderly persons and persons with disabilities in areas where public mass transportation services are otherwise unavailable. Allows for the purchase of Americans with Disabilities Act (ADA) accessible vehicles, communication equipment, mobility management activities, and computer hardware and software.
Low or No Emission Vehicle Program	5339(c)	Provides funding to purchase or lease low or no emission transit buses and related equipment, or to lease, construct, or rehabilitate facilities to support low or no emission buses.
Mobility on Demand (MOD) Sandbox Demonstration Program	5312	Funds projects that promote innovative business models to deliver high quality, seamless and equitable mobility options for all travelers.
Accelerating Innovative Mobility	AIM	Includes $11 million in challenge grants to help transit agencies experiment with new ways of doing business, such as exploring new service models that provide more efficient and frequent service.
Note: Local match requirements are specific to the grant program.		

1.1 Overview of Funding for Transit Needs (Cont'd)

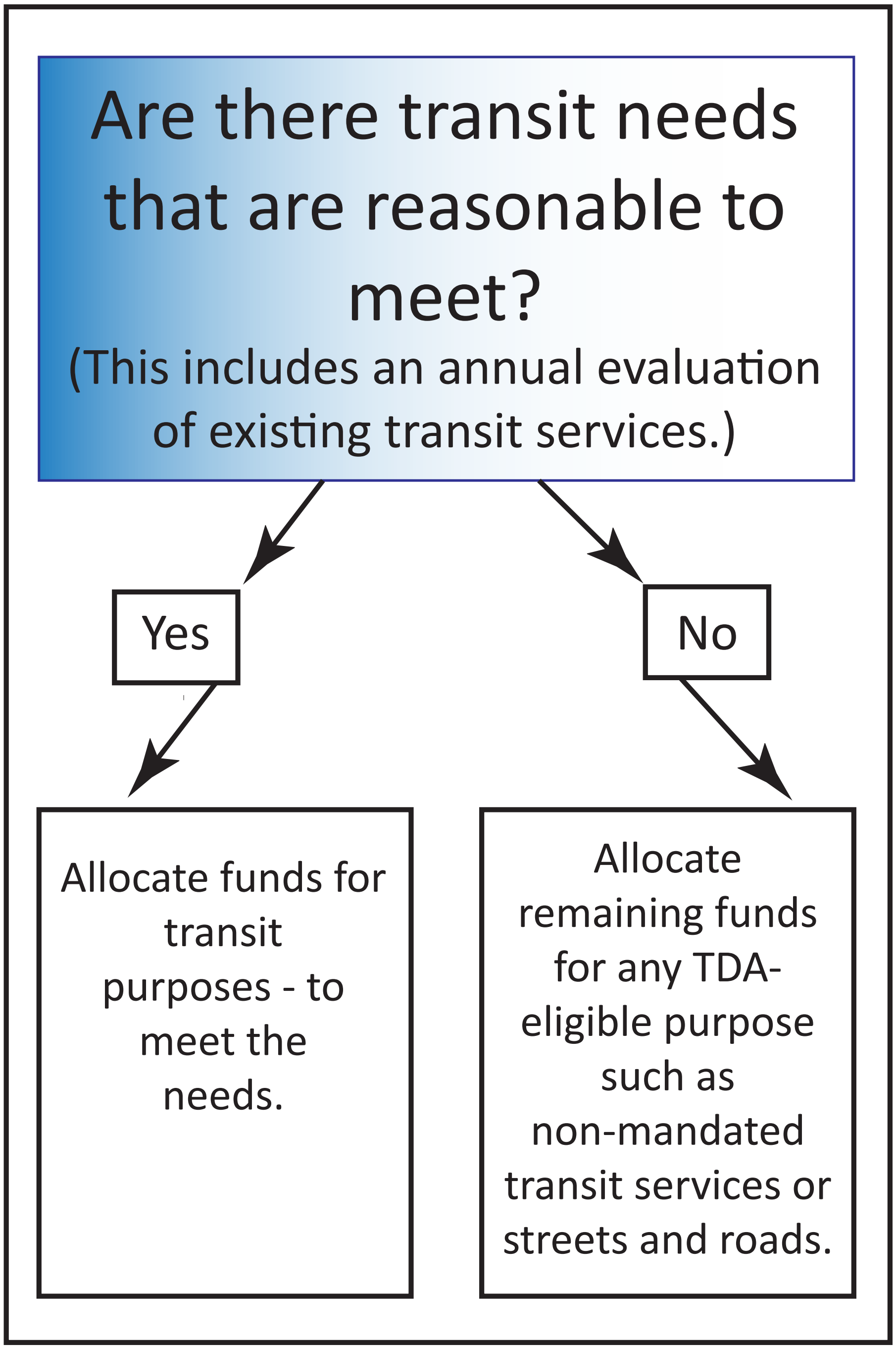
Table 2. Non-TDA State Funding Sources

California Department of Transportation – Formula Funds		
Grant Programs	Acronym	Purpose
Low Carbon Transit Operations Program	LCTOP	Provides operating and capital assistance for transit agencies to reduce greenhouse gas emissions and improve mobility, with a priority on serving disadvantaged communities. Approved projects in LCTOP will support new or expanded bus or rail services, expand intermodal transit facilities, and may include equipment acquisition, fueling, maintenance and other costs to operate those services or facilities.
State of Good Repair Program	SGR	The Road Repair and Accountability Act of 2017 (Senate Bill 1) established the SGR program to help fund transit infrastructure repair and service improvements. SGR funds are directed annually to the State Transit Assistance (STA) Account for eligible transit maintenance, rehabilitation, and capital projects.
California Department of Transportation – Competitive Grant Programs		
Grant Programs	Acronym	Purpose
Transit and Intercity Rail Program	TIRCP	Funds capital improvements and operational investments that reduce greenhouse gas emissions, expand rail service to increase ridership, integrate different rail and bus systems, and improve rail safety. Eligible projects include rail and bus capital projects, and operational improvements that result in increased ridership and reduced greenhouse gas emissions.
Affordable Housing Sustainable Communities Program	AHSC	Funds sustainable transportation infrastructure, services, and programs that complement affordable housing projects and that reduce greenhous gas emissions.
California Air Resources Board - Competitive Grant Programs		
Sustainable Transportation Equity Project	STEP	Funding helps disadvantaged and low-income communities identify residents' transportation needs and prepare these communities to implement clean transportation and supporting projects. One to three implementation grants for clean transportation and supporting projects are also funded.
Other Competitive Grant Programs		
Clean Mobility Options Voucher Program	CMO	Provides voucher-based funding for zero-emission carsharing, carpooling/vanpooling, bikesharing/scooter-sharing, innovative transit services, and ride-on-demand services in California's historically underserved communities.
COVID-19 Emergency Relief Funds		
Federal Transit Administration (FTA)	CARES Act	Additional funds available to eligible applicants, administered through existing, established federal programs.
Note: Local match requirements are specific to the grant program.		

1.2 What is the Unmet Transit Needs Process?

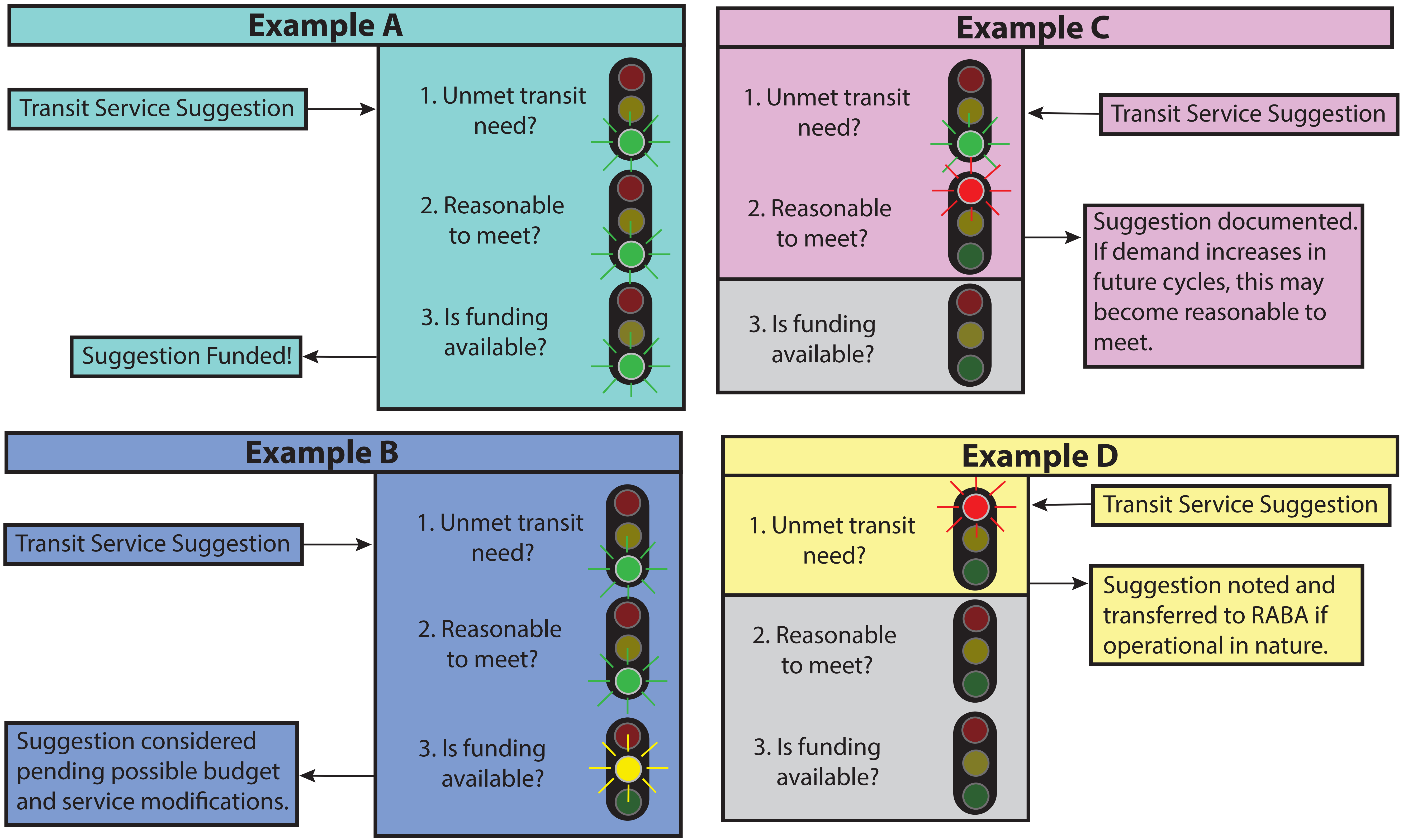
Each year, in accordance with TDA, SRTA is required to identify any unmet transit needs in the Shasta Region. Should any unmet transit needs be identified, a further determination must be made to establish whether or not those needs are "reasonable to meet." TDA funds must be allocated first to unmet transit needs, which are found to be reasonable to meet, before any remaining funds can be allocated to local jurisdictions for non-transit purposes, such as streets and roads. Figure 1 outlines the decision tree that is at the core of the unmet transit needs process.

Figure 1 - Decision Tree for Funding Unmet Transit Needs



1.2 What is the Unmet Transit Needs Process? (Cont'd)

Figure 2 - Decision Framework for Transit Service Suggestions



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1.2.2 What is an Unmet Transit Need?

An unmet transit need is defined by SRTA Board of Directors Resolution 16-14, consistent with TDA statutes, and summarized below. Refer to Appendix 2 for the full resolution and definition. An “unmet transit need” under the TDA shall be found to exist only under the following conditions:

1. A population group in the proposed transit service area has been defined and located which has no reliable, affordable, or accessible transportation for necessary trips. The size and location of the group must be such that a service to meet their needs is feasible within the definition of “reasonable to meet.”
2. Necessary trips are defined as those trips which are required for the maintenance of life, education, access to social service programs, health, and physical and mental well-being, including trips which serve employment purposes.

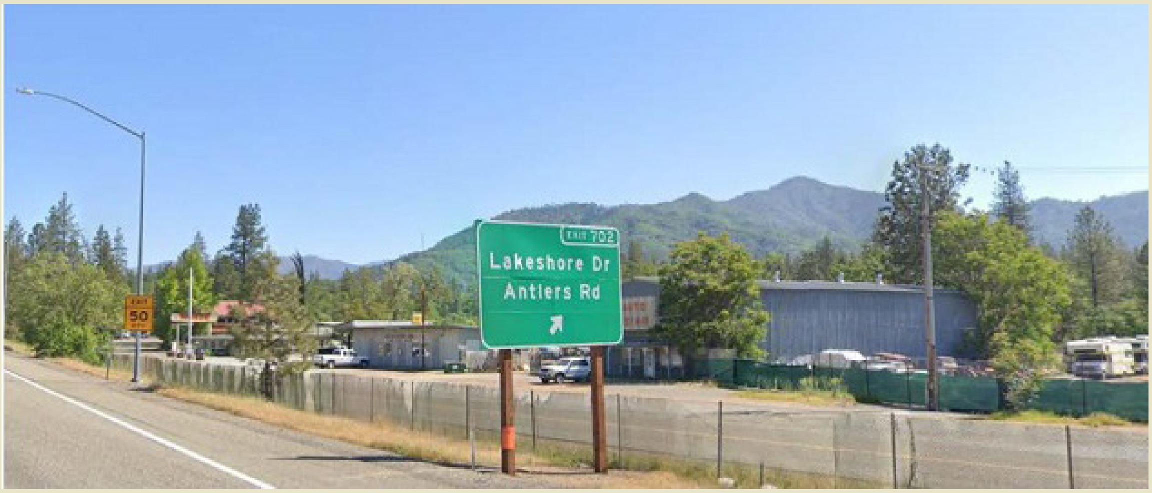
What do unmet transit needs specifically include?

- Transit or specialized transportation needs identified by the Social Services Transportation Advisory Council and confirmed by SRTA through testimony or reports, which are not yet identified or funded.
- Transit or specialized transportation needs identified in the transit system’s Americans with Disabilities Act (ADA) Paratransit Plan or Short-Range Transit Plan, which are not yet implemented or funded.

What is not an unmet transit need for purposes of LTF funding?

- Minor operational improvements or changes such as bus stops, schedules and minor route changes (Referred to RABA).
- Trips for any purpose outside of the Shasta Region.
- Primary and secondary school transportation.

Figure 3 - Several requests were received during the FY 2020/21 Unmet Transit Needs public outreach process for service to the community of Lakehead



1.2.3 What is "Reasonable to Meet"?

The meaning of "reasonable to meet" is defined by SRTA Board of Directors Resolution 16-14, consistent with TDA statutes, and summarized below. Refer to Appendix 2 for the full resolution and definition. An identified unmet transit need shall be found "reasonable to meet" only under the following conditions:

1. The proposed transit service can be operated with a minimum farebox recovery of 20% in urbanized areas and 10% in non urbanized areas. Exceptions may apply where anticipated farebox revenue (see farebox ratio description to right) from proposed services don't meet minimum requirements.* These exceptions include:
   (a) Transit services that are funded entirely with grants.
   (b) Transit services that are funded entirely by a local agency, at the agency's discretion.
   (c) Urban transit services that represent a critical or essential service, as determined by the SRTA Board of Directors, providing such services do not result in farebox penalties for the transit system as a whole.
   (d) Pilot projects and new services for up to two years.
   (e) When a transit service primarily serves urban areas but also includes non-urban areas, a pro-rated farebox recovery standard based on the ratio of urban and non-urban in-service transit vehicle miles may be used.
2. The proposed expenditure of TDA funds required to support the transit service, in a city or county, does not exceed the authorized amounts available to that jurisdiction.
3. The proposed expenditure shall not be used to support or establish a service in direct competition with an existing private service, or to provide 24-hour service.
4. Inter-agency cost sharing shall be equitable.
5. Transit services shall be coordinated with transit services currently provided, either publicly or privately.

What is Farebox Ratio?

Farebox Ratio (also known as Farebox Recovery Ratio) is the portion of the fares paid by passengers that supports the transit agency's operating cost. For example, if passengers pay 20 cents of every dollar spent to operate a service, the farebox ratio for that service is 20%.

*Farebox ratio is analyzed to determine the extent to which bus fares can cover the cost of operations. The TDA sets minimum farebox ratio requirements of 20% in urban areas and 10% in rural areas that must be met before continuing existing services or adding additional services. In coordination with RABA, SRTA developed a Caltrans-approved methodology to determine farebox ratio minimums for transit services encompassing both urban and rural areas. Applying this methodlogy, RABA's weighted farebox recovery ratio is approximately 18%. In addition, recent changes to TDA statutes allow for the inclusion of revenue from sources other than state and federal grants in the calculation of the farebox recovery ratio.

1.3 What is the Transit Needs Assessment?

The annual transit needs assessment is used to help determine system performance and that the community's transit needs are being met. To identify the transit needs of the Shasta Region, Section 99401.5 of the TDA statutes requires consideration of the following criteria:

1. An annual assessment of the size and location of identifiable groups likely to be transit dependent or transit disadvantaged, including, but not limited to, the elderly; the disabled, including individuals eligible for paratransit and other special transportation services; and persons of limited means, including, but not limited to, recipients under the CalWORKS program;
2. An analysis of the adequacy of existing public transportation services and specialized transportation services, including private and public provided services;
3. An analysis of the potential alternative public transportation and specialized transportation services and service improvements that would meet all or part of the transit demand; and
4. An analysis of the need to acquire or lease vans and related equipment for a farmworker vanpool program pursuant to subdivision (f) of Section 99400. This analysis is only required, however, upon receipt by the transportation planning agency of a request of an interested party identifying a potential need.

SRTA annually conducts an assessment of transit needs within each jurisdiction. The assessment consists of a two-part test that determines if there are unmet transit needs, and if these unmet transit needs are "reasonable to meet," according to the definition provided in Appendix 2.

During the annual assessment, citizens and organization representatives may submit comments to SRTA regarding new transit services. Comments on operations are referred to the appropriate agency.

1.3 What is the Transit Needs Assessment? (Cont'd)

Table 3. Concerns and Responsible Agencies

	Area of Concern	Examples	Responsible Agency
eUnmet Transit Needs	**Expanded Service**	Adding a new bus route	SRTA and RABA
		Longer hours	
		Sunday service	
		Shorter headways (time between buses)	
Not Unmet Transit Needs	**RABA/Burney Express Operational Issues**	Altering existing routes	RABA
		Changing the location of bus stops	
		Comments about customer service	
	CTSA Operational Issues	Altering existing routes	CTSA
		Comments about customer service	
	Other Services	Services not required by SRTA as part of the Unmet Transit Needs process	The cities of Anderson, Redding, and Shasta Lake, and county of Shasta may provide other services.
	Intercity Services	Service trips outside Shasta County	SRTA may consider such services with other funding sources outside of the TDA process.

Section 2 Description of TDA-Funded Transit Providers

This chapter describes the service area and services offered by TDA-funded transportation providers. Seniors, young adults, residents below the poverty line, persons with disabilities, and persons with limited automobile access are more likely to be transit dependent and/or require specialized transportation. For the last 30-plus years, there have been at least three TDA-funded transportation service providers in the region, as detailed below. Appendix 3 includes a table of other non-TDA funded transportation providers.

2.1 Redding Area Bus Authority (RABA)

RABA is the primary public transportation provider in the Shasta Region. RABA provides fixed-route and demand-response service to a population of nearly 116,960. The service area covers 100 square miles, encompassing the cities of Anderson, Redding, and Shasta Lake, as well as unincorporated fringe areas. In addition, RABA operates express routes (School Express, Crosstown Express and Burney Express (see separate description and analysis in sections 2.2 and 4.2)) with limited hours and stops. RABA's transit fleet consists of 20 fixed route coaches and 20 demand response vans. All vehicles are equipped with lifts. Table 4 lists RABA's hours of operation. A more detailed view of RABA's hours of operation is available on the RABA website.

Table 4. RABA Hours of Operation

Weekday Hours of Operation		
Route	From	To
1	5:35 AM	7:30 PM
6	6:50 AM	7:17 PM
7	7:20 AM	7:15 PM
9 (Does Not Run Hourly)	6:20 AM	7:17 PM
All Other Routes	6:20 AM	7:20 PM
Crosstown Express (weekdays during peak hours)	8:20 AM	6:47 PM
School Express (2 runs per weekday during school year)	7:30 AM	3:50 PM
Saturday hours of operation begin three hours later in the morning. All service ends 7:30 PM.		

As shown in Figure 6 (next page), much of the population served by RABA routes are generally located in central Redding near commercial retail destinations and in the downtown Redding area where large employers like the Shasta Regional Medical Center and other social services are located.

2.1 RABA (Cont'd)

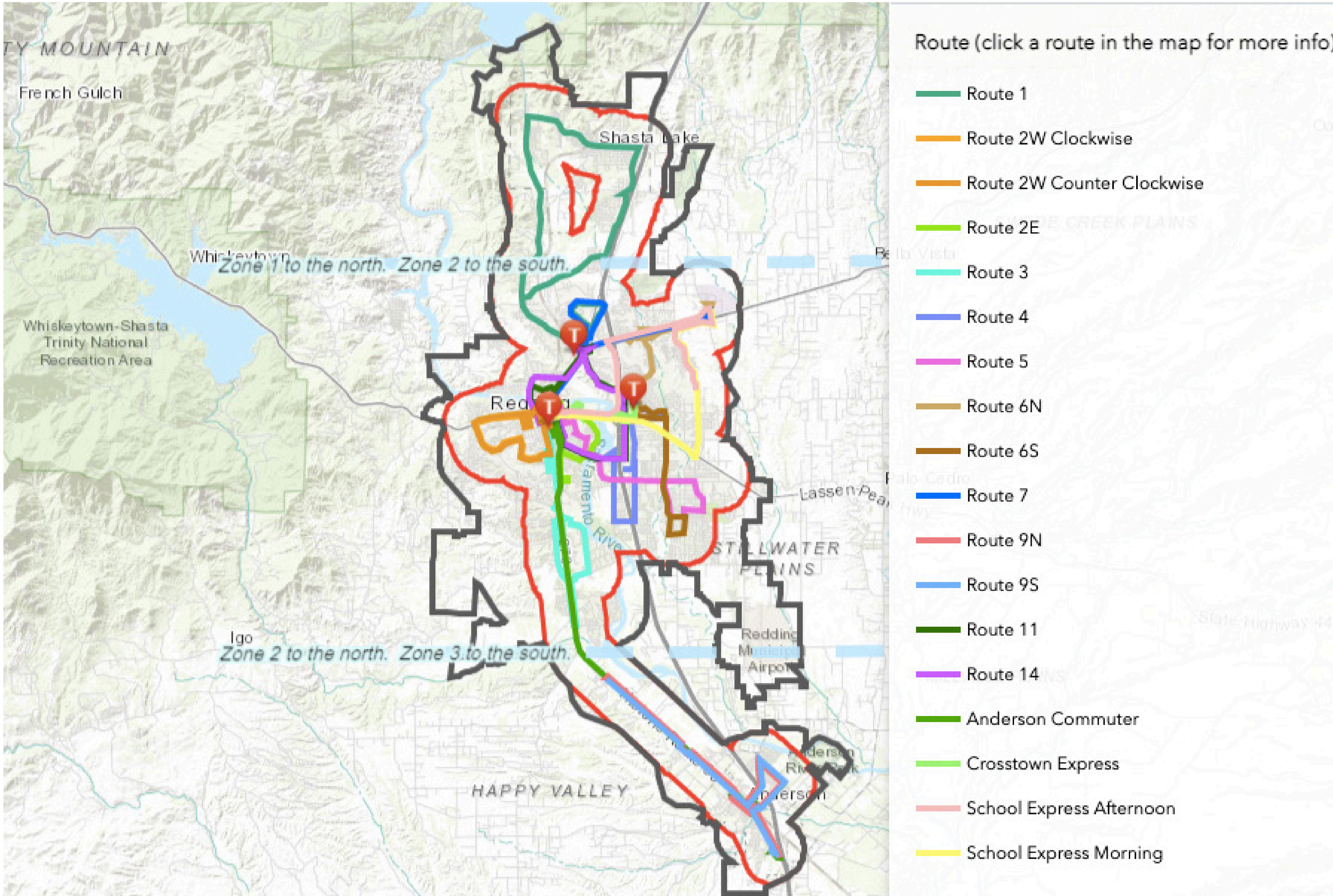
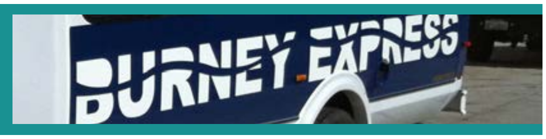


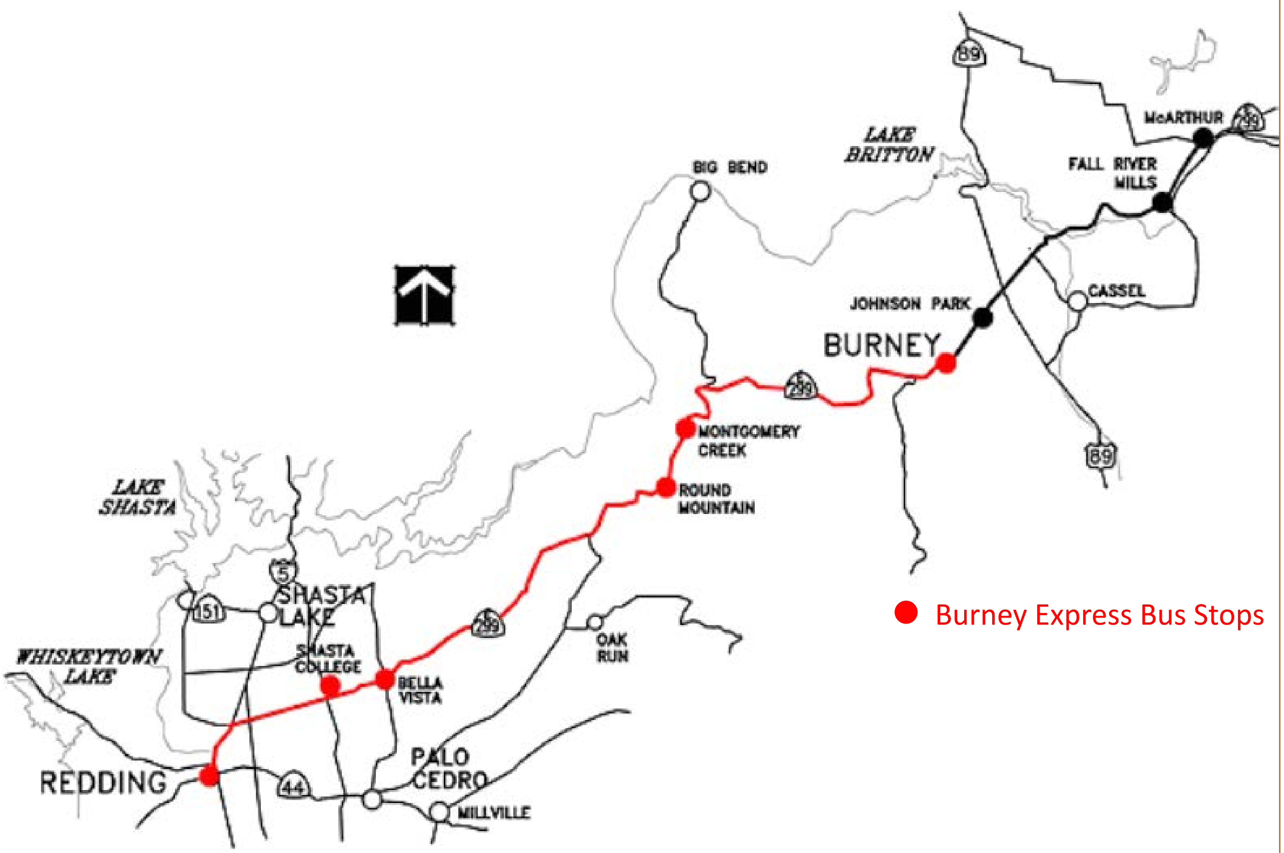
Figure 4 - RABA Fixed Route and Demand Response

2.2 Burney Express



The county of Shasta administers funding and manages Burney Express as its own transit agency. The county contracts with RABA to provide express service to the outlying community of Burney as seen in Figure 5. This service is generally for commuters and has limited stops. Burney Express operates M-F with three round-trips each day and makes four stops between Redding and Burney. Shasta College serves as the transfer point between this route and RABA Routes 6 and 7. There is no fixed-route service within the town of Burney. The county of Shasta provides two ADA-compliant medium-size buses for this service.

Figure 5 - Burney Express



2.3 Shasta Connect

SRTA contracts with Dignity Health Connected Living (DHCL) to operate specialized public transit services, including: 1) Consolidated Transportation Services Agency (CTSA) services; 2) general public rural transit for those 18 years of age and older outside of the RABA service area; and 3) Sunday on-demand transit in the cities of Redding, Anderson, and Shasta Lake. These services are operated by DHCL under the ShastaConnect brand, which utilized a fleet of 9-passenger vans (3 total) and 12-passenger buses ((6 total, including back-up vehicles). All vehicles are ADA-accessible with a lift and 2-3 wheelchair spots for riders.

At least one end of a CTSA trip must be outside the RABA service, unless approved by RABA. In 2020, DHCL, SRTA, and RABA signed a ridership eligibility agreement to clarify how riders are assigned to the appropriate service to avoid overlapping services. The cost to use CTSA service is $3.00; however, during the COVID-19 pandemic, DHCL has waived fares and began providing reverse trips (i.e., grocery delivery), both of which SRTA reimburses DHCL for the waived fare using LCTOP funds. There is no fare for Sunday on-demand service during its pilot inception period as fares are paid for with LCTOP funding. Service areas and hours of operation are shown in Table 5 below.

Table 5. DHCL Service Areas and Hours

Rural Transportation and CTSA Service	
Area of Service	**Hours of Service**
Anderson and Happy Valley/Cottonwood	7:30am - 3:30pm (Mon - Fri)
Redding	7:30am - 4:00pm (Mon - Fri)
Shasta Lake	7:30am - 4:00pm (Mon - Fri)
Bella Vista, Palo Cedro, and Millville	7:30am - 4:00pm (Mon - Fri)
Old Shasta	7:30am - 4:00pm (Mon - Fri)
Unincorporated Areas	7:30am - 3:30pm (Mon - Fri)
Lakehead	7:30am - 3:30pm (Mon - Fri)
Sunday On-Demand Service	
Area of Service	**Hours of Service**
Redding	6:30am - 7:30pm (Sunday only)
Shasta Lake	6:30am - 7:30pm (Sunday only)
Anderson	6:30am - 7:30pm (Sunday only)

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Section 3 Transit Demand Analysis

The Transit Needs Assessment identifies the transit demand for the Region's entire population, and per Transportation Development Act guidelines, for transit dependent segments of the population. Section 3.1 focuses on transit demand for the transit-dependent population, while Section 3.2 focuses on transit demand for the general population. Section 3.3 wraps up the analysis by interpreting the results.

3.1 Transit-Dependent Population

Section 99401.5 of the TDA requires transportation planning agencies to conduct an annual assessment of the size and location of identifiable groups likely to be transit dependent and transit disadvantaged, as part of the annual transit needs assessment. These groups include, but are not limited to seniors, people with disabilities, young adults, and low-income residents. This assessment includes the size and location of likily to be transit dependent demographics (in Table 6 and 7) in the Shasta Region's urban area. All of the demographic data comes from American Community Survey estimates for the years 2010-2014. This information will be updated to be consistent with RABA's Short Range Transit Plan and SRTA's Long-Range Transit Plan, once these plans have been adopted.

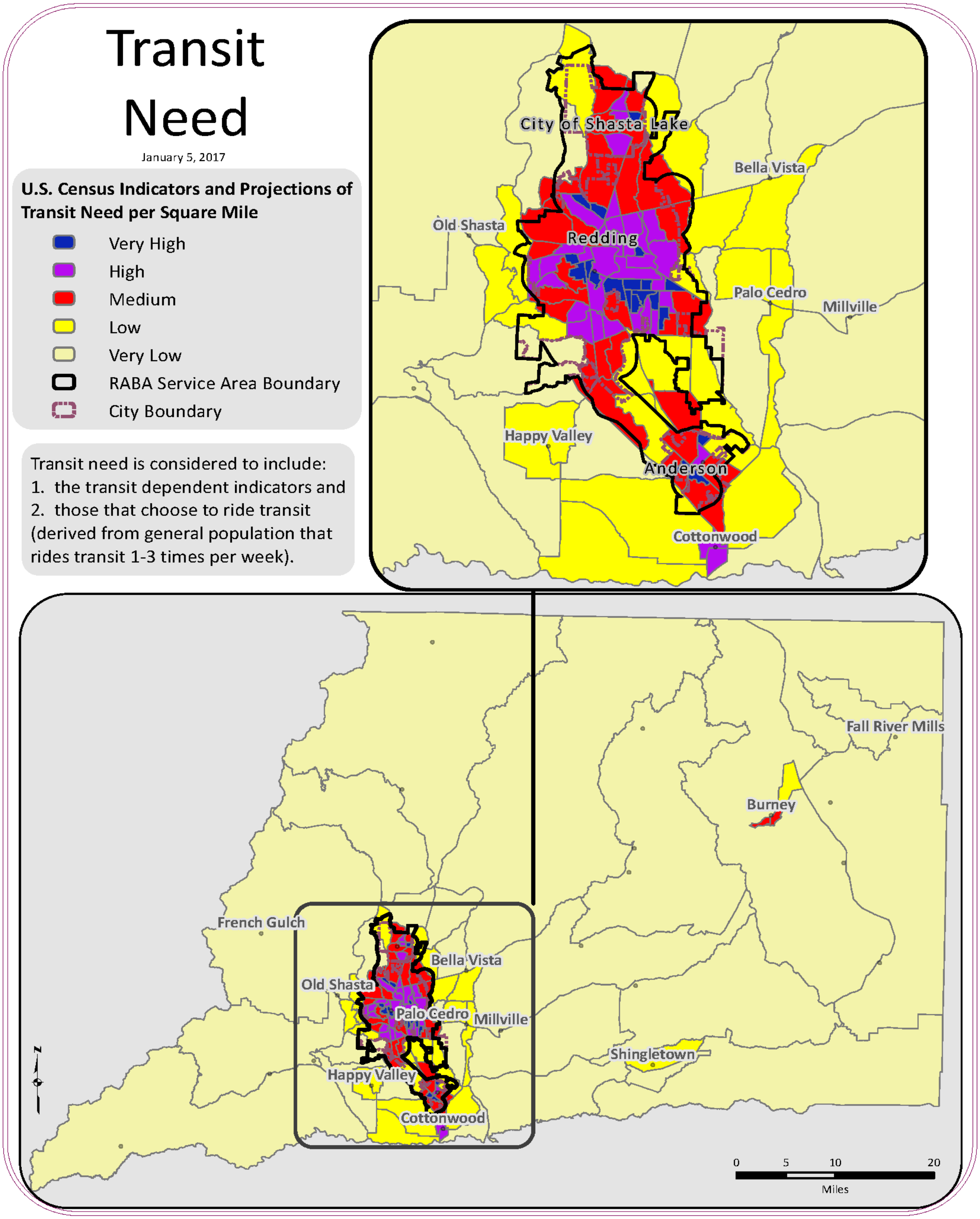
Table 6. Transit-Dependent Population Descriptions

Transit Dependent Group	Description
Young Adults	Age 15 to 24 (RABA's Short Range Transit Plan (SRTP))
Seniors	Age 65 and over (RABA's SRTP)
Very Low Income	Income below the poverty line (RABA's SRTP)
Disabled	Non-institutionalized, civilian members of the population who may be unable to operate vehicles or utilize certain modes of public transportation due to physical or mental disabilities
Limited Automobile Access	People who have no vehicles available for their use. See Appendix 5 for methodology)

In an effort to gain a comprehensive overview of the transit demand for these disparate groups, these population segments have been consolidated into a single demographic group: the transit-dependent population. Figure 6, on the next page, depicts transit demand for the transit-dependent population per square mile by census block group in the Shasta Region. The methodology used to develop the map can be found in Appendix 5. As indicated in the map on the following page, the areas with the strongest transit dependent demand include the central parts of Redding, Shasta Lake, Anderson, and Cottonwood.

3.1 Transit-Dependent Population

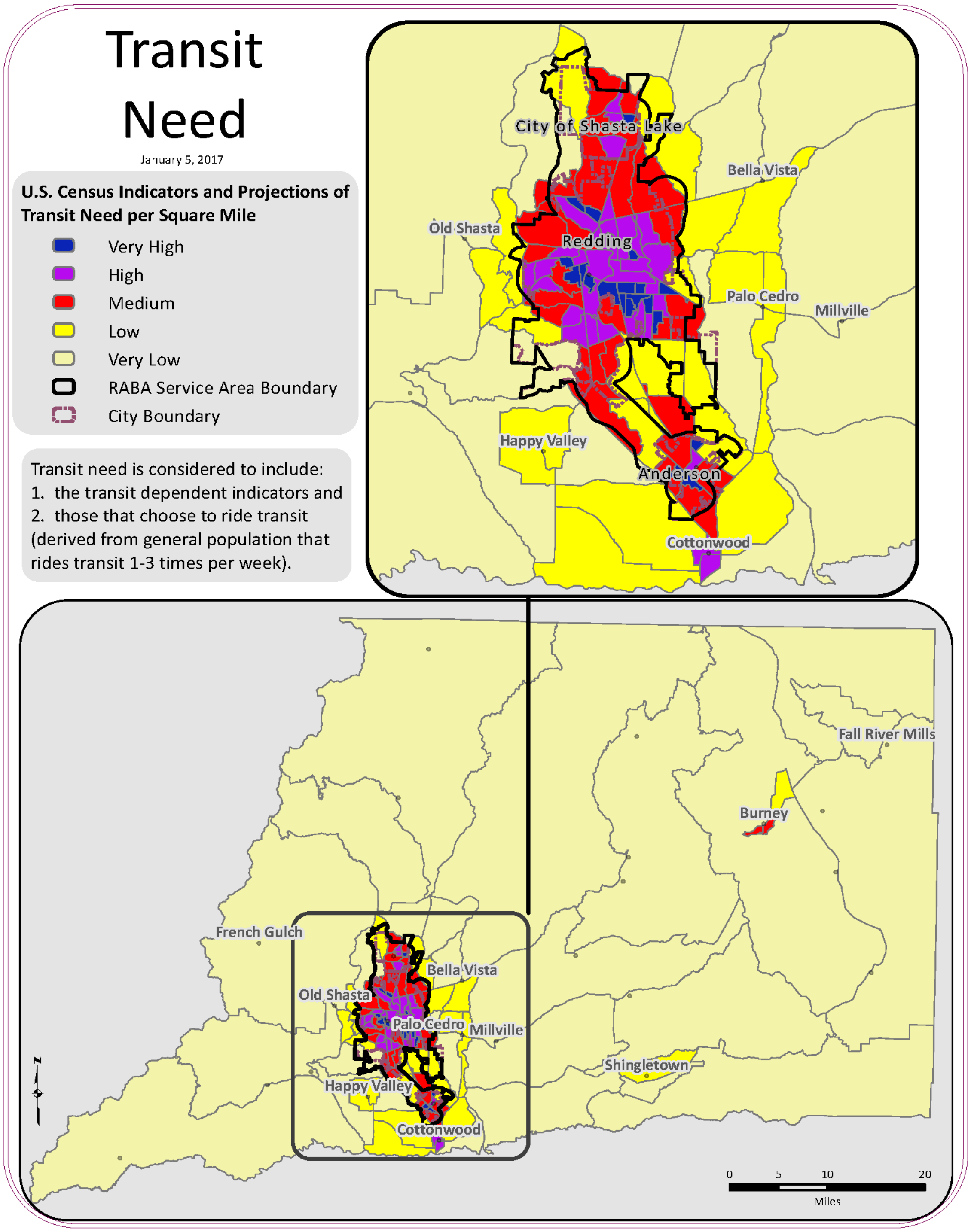
Figure 6 - Transit Dependent Population



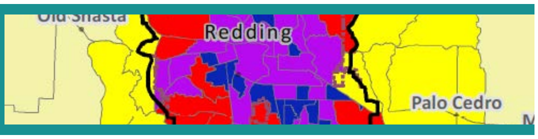
3.2 General Population

This section provides a comprehensive look at transit demand in the Shasta Region. Building on the five demographics included in the transit demand analysis for the transit dependent population, the corresponding analysis for total transit need factors in an additional demographic: residents who elect to use transit one to three times per week. Figure 7 depicts total transit need for the general population per square mile by census block group in the Shasta Region. The methodology used to develop the map can be found in Appendix 5. As in the map for the transit dependent population, the map depicting transit need for the general population highlights those areas with the strongest transit need to be the central parts of Redding, Shasta Lake, Anderson, and Cottonwood.

Figure 7 - Transit Need for the General Population



3.3 Interpretation of Results



The maps depicting transit demand for the transit-dependent population and the total need for the general population are strikingly similar. All identified transit-dependent groups have some level of transit service by at least one of the region's transit providers. Higher concentrations of the transit-dependent population in the South County Urban Region lend credibility to requests for expanded transit services.

Given the fact that so few people ride transit who are not transit-dependent, it appears the region's transit system, in its current state, appeals mostly to those individuals who have no transportation alternatives. The repetition of popular transit service requests made annually by the public highlights real unmet transit needs.

For the choice rider, the current service delivery model is arguably not appealing due to indirect routes, infrequent service intervals, frequent required transfers between routes, and travel times that are not competitive with other mobility options.

After repeated and consistent requests from the public for Sunday service, SRTA and Dignity Health Connected Living (DHCL) partnered on a grant-funded Sunday Service pilot program to serve urban areas in Redding. This service commenced in October 2019 and performed very near expectations. Service was suspended in April 2020 due to the pandemic. In November 2020, Sunday transit operations resumed, with expanded service to the cities of Anderson and Shasta Lake. While ridership is low due to COVID guidelines on social distancing and vehicle capacity, DHCL is now more suited to respond to needs as the region's COVID tiers change. The Sunday service pilot is planned to operate at least through June 2022. Future operations beyond the pilot is dependent on ridership and potential funding.

Section 4 Existing Transit Performance

This chapter examines the performance of the Shasta Region's transit providers. Under the Transportation Development Act (TDA), transit providers are generally required to meet a farebox ratio of one fifth of their operating cost (20%) in urban areas and one tenth (10%) in non-urban areas in order to claim TDA funding assistance. The farebox ratio can be set at not less than 15% in urban areas with a population of less than 500,000, such as the Shasta Region. In coordination with RABA, SRTA developed a Caltrans-approved methodology to determine farebox ratio minimums for transit services encompassing both urban and rural areas. Applying this methodlogy, RABA's weighted farebox recovery ratio is approximately 18%. In addition, recent changes to TDA statutes allow for the inclusion of revenue from sources other than state and federal grants in the calculation of the farebox recovery ratio.

Farebox ratio is the fare revenue received divided by the cost of operating the service. For example, if passengers pay 20 cents of every dollar spent to operate a service, the farebox ratio for that service is 20%. Figure 10 below gives a generic idea how farebox ratio is calculated. Operating costs do not include capital costs such as bus purchases. Depreciation is also excluded from expenses. Revenue from sources other than state and federal grants, such as advertising revenue, is included per recent changes to TDA statutes. The farebox ratio standards are included in the SRTA "reasonable to meet" definition and assist SRTA in determining the efficiency of the transit service.

The headline for this cycle of the Transit Needs Assessment and Unmet Transit Needs findings is the COVID-19 pandemic, which has negatively impacted both ridership and operating costs. While the pandemic and associated restrictions are in place, the focus has necessarily shifted from efficiencies and meeting farebox recovery goals to addressing public safety and maintaining essential services. Legislation has waived farebox requirements and free fares were provided system wide.

SRTA works closely with transit operators to ensure that both RABA and CTSA can meet their transit obligations with the federal and state money allocated. Transit performance in the region is down; however, performance trends are indicative of the pandemic and not necessarily of transit demand within the region. Once the pandemic subsides, transit performance will be reevaluated and transit improvements strategies identified in the soon to be completed short- and long-range transit plans will be pursued. These strategies, combined with the recent trend of increased annual funding exclusively for public transportation (amounts that are greater than what is needed for the services currently being provided within all areas except the city of Redding), will provide additional options and financial means for meeting unmet transit needs in the coming cycles.

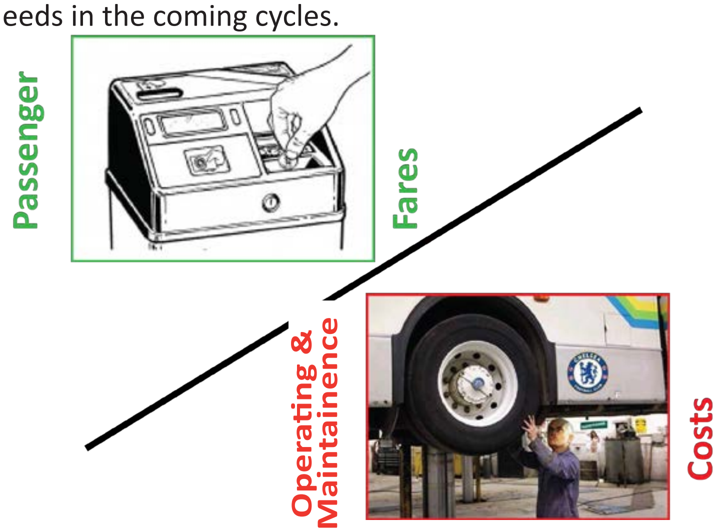


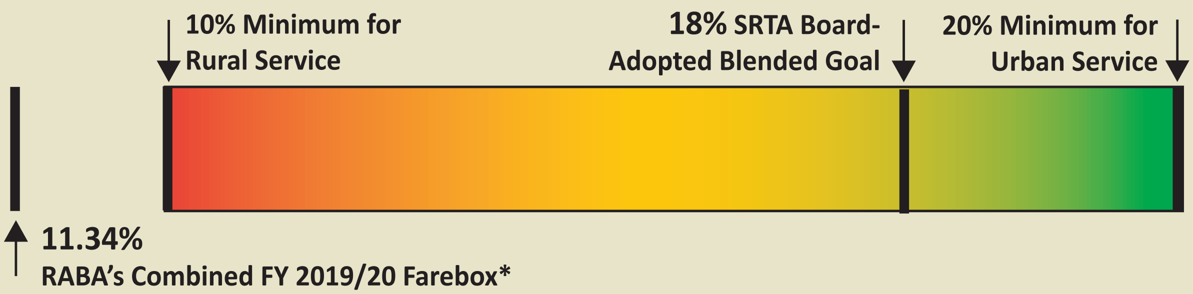
Figure 8 - Farebox Ratio

4.1 RABA

RABA Performance Measures

1. **Operating Cost per Passenger:** Improve service efficiency for the last 12 quarters as a whole based on available data.
2. **Operating Cost per Service Hour:** Improve service efficiency for the last 12 quarters as a whole based on available data. Evaluation will include administrative costs, maintenance costs and maintenance program effectiveness. Both fixed and variable are to be considered.
3. **Passengers per Service Hour:** Improve passenger productivity for the last 12 as quarters as a whole based on available data.
4. **Passengers per Service Mile:** Improve passenger productivity for the last 12 quarters as a whole based on available data.
5. **Service Hours per Employee:** Improve labor productivity for the last 12 quarters as a whole based on available data. Both fixed and variable costs are to be considered.
6. **Fare Box Recovery:** Meet or exceed the minimum SRTA targets for fare box recovery ratio listed in their final TDA claim for the last four quarters of available data.
7. **Customer Satisfaction:** Reliability, vehicle cleanliness, route directness, travel speed, missed trips, vandalism and safety. (SRTA and RABA working on establishing criteria for this performance measure.)

Minimum TDA Farebox Recovery Ratio



*Includes both fixed route and demand response as well as urban and non-urban service areas

In coordination with RABA, SRTA developed a Caltrans-approved methodology to determine farebox ratio minimums for transit services encompassing both urban and non-urban areas. Applying the proposed methodology, RABA's weighted farebox recovery ratio standard is approximately 18%.

Under TDA, penalties may begin to occur below 15% farebox recovery; however minimum farebox recovery ratios and penalties have been waived under state law during the COVID-19 pandemic.

4.1 RABA (Cont'd)

Table 7 compares the combined performance of RABA's Fixed Route and Demand Response services, including a comparison to last year and the five-year average. A comprehensive overview of RABA performance, broken down by Fixed Route and Demand Response service, is provided in Appendix 6. As part of the ongoing effort to improve transit performance, goals were determined in consultation with RABA and have been added to Table 7.

Table 7. RABA Performance Overview

Performance Measures	2017/ 2018	2018/ 2019	2019/ 2020	Five-Year Average	2018/19 vs 2019/20	% Change 2018/19 to 2019/20	Goal vs. Actual Performance
Operating Cost/ Passenger Trip	$7.71	$8.89	$10.35	$8.32	+$1.46	+16.35%	Goal: ≤2.5% Over by: 13.85%
Operating Cost/ Service Hour	$95.50	$100.37	$110.99	$97.96	+$10.62	+10.58%	Goal: ≤2.5% Over by: 8.08%
Passengers/ Service Hour	12.39	11.28	10.72	11.88	-0.56	-5.23%	Goal: 17 Under by: 6.28
Passengers/Service Mile	0.76	0.71	0.69	0.74	-0.02	-2.85%	Goal: 1 Under by: 0.31
Service Hours/ Employee*	991	955	960	988	+5	+0.05%	N/A
Farebox Recovery**	18.78%	13.71%	11.34%	15.50%	-2.37%	-17.31%	Goal: 18% Under by: 6.66%

* Performance measure for the contracted service operator.

** Increased farebox due to one-time state grant funding for Crosstown Express free rides.

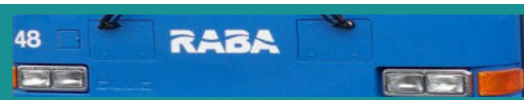
*** Criteria for this metric need to be established and survey tool developed and administered.

The measures listed above allow RABA and SRTA to track transit performance trends and discuss strategies for addressing them annually. Table 8 provides a review of FY 2018/19 performance trends, as presented and discussed last year, and efforts to address these.

Table 8. FY2018/19 Performance Trends Review

RABA-Reported Sources of 2018/19 Performance Trends	RABA's Approach Over the Last 12 Months to Address FY 2018/19 Performance Trends
Expired LCTOP funds - Crosstown Express was created using LCTOP funds but is no longer subsidized with LCTOP. Affordable Housing Sustainable Communities (AHSC) grant funds will subsidize this route in approximately 2-3 years.	1. LCTOP funds provide short-term operational and capital assistance for new or expanded services. For future LCTOP allocations, RABA would like to test expanded services (e.g., from 1-hour to 30-minute headways during peak periods). 2. RABA is seeking funds for both a fare study and short-range transit plan in 2021. 3. RABA will implement new fareboxes and a real time passenger information system in February 2021.
Automatic cost increases for contracted transit service operator.	
Airport Express Route was supported by contract agreement with local flight school until September 2018 (39% farebox recovery) but wasn't eliminated until March 2019 (1.7% farebox recovery).	

4.1 RABA (Cont'd)

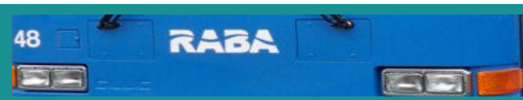


Both Fixed Route and Demand Response service performance decreased in FY 2019/20. A reduction in overall passenger trips of 12.74% combined with built-in contract cost escalators with the operator and the COVID-19 pandemic resulted in a 2.37% decrease in Farebox Recovery Ratio. This in turn contributed to increases in operating cost per passenger trip and service hour for Fixed Route and Demand Response services by over 16% and 10%, respectively. Table 9 provides an overview of FY 2019/20 performance trends.

Table 9. FY 2019/20 Performance Trends Overview

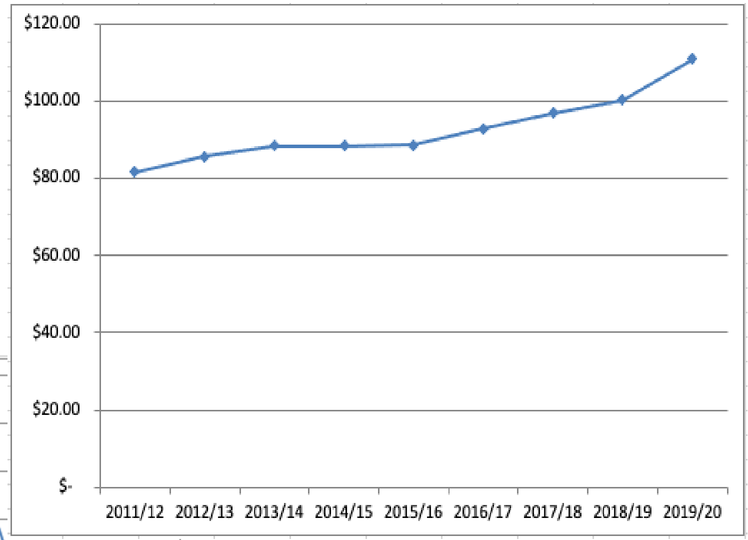
RABA-Reported Sources of 2018/19 Performance Trends	Opportunities and Lessons Learned from Last Year's Approach	RABA's Approach for the Next 12-Months to Address FY 2019/20 Trends
Negotiated annual labor/wage escalations increase service operator costs.	Contracted service operator costs are anticipated to increase by approximately 5% every year. *Contracted service operator cost increases are valid until the end of FY25.*	RABA acquired Federal funds to conduct both a fare study and a short-range transit plan. RABA System changes require extensive study and public outreach prior to implementation. As State LCTOP funds provide short-term operational and capital assistance for new or expanded services, utilizing these funds to test RABA System changes prior to implementation should be pursued.
The transfer of Adult Day Health Care (ADHC) trips from RABA Demand Response Service to CTSA/ DHCL Service. In the Fall of 2020, RABA ADHC trips began decreasing. In December 2020, RABA ADHC trips decreased 100%. This trend persisted for the remainder of the FY. Combined, RABA Demand Response trips decreased 23%.	The transfer of ADHC trips has affected RABA Demand Response Service, as well as RABA combined performance. In December 2021, RABA, SRTA, and the CTSA/DHCL established a service coordination agreement. *ADHC trips shall be reverted to RABA from CTSA/DHCL.*	
COVID-19 impacts. Commencing with the Governor's COVID-19 Stay-at-Home Order late March 2020 (to June 30, 2020), RABA Fixed Route trips decreased approximately 33%. Additionally, RABA Demand Response Service was and continues to be significantly affected by the closure of group homes/facilities.	RABA will continue to provide essential transportation during the COVID-19 pandemic. *RABA emergency response will be considered in the RABA Short-Range Transit Plan.*	

4.1 RABA (Cont'd)



Although FY 2019/20 performance is overshadowed by the COVID-19 pandemic, performance has been trending down for multiple years. The following tables provide a historical perspective on two key performance metrics:

Table 10. FY 2011/12 through 2019/20 Operating Cost Per Service Hour (Combined Fixed-Route and Demand Response)



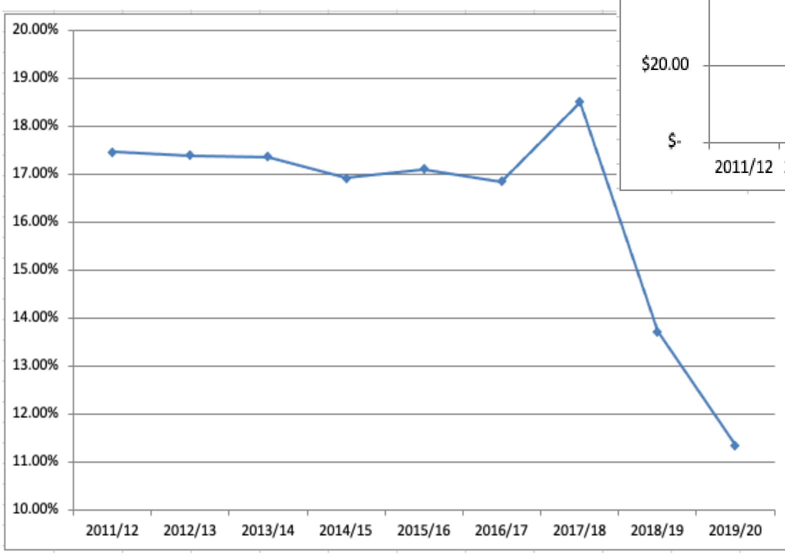


Table 11. FY 2011/12 through 2019/20 Farebox Recovery Ratio (Combined Fixed-Route and Demand Response)

To address these trends, new pilot programs are being tested. SRTA began an on-demand Sunday service pilot project in October of 2019. In November 2020, this service was expanded to include the cities of Anderson and Shasta Lake. If successful, this service may be considered more broadly to better serve both transit dependent and choice riders in areas where conventional fixed route service is not performing well. Another avenue may be increased efficiency by reducing operational and administrative overlap with Burney Express, CTSA, and the Modoc Sage Stage. A variety of further transit service delivery strategies are being explored through SRTA's Long-Range Transit Plan. Regardless of the specific strategies, it is clear that transit services in the region will need to adapt over time to changing conditions to remain relevant. In the near term, however, RABA provides an essential mobility function for transit dependent populations with few alternatives and cannot be discontinued without something in its place.

RABA notes that farebox recovery noncompliance is so prevalent amongst small transit operators in California that a final draft framework for TDA Reform was adopted January 2, 2020 to modernize the 50-year-old TDA. It includes modifications to the farebox calculation and the removal of penalties for farebox recovery noncompliance. The TDA Reform task force is hopeful for legislative approval. In the meantime, for FY 2021/22, minumum farebox recovery requirements have been waived due to the COVID-19 pandemic and RABA is working on a fare study and short-range transit plan to evaluate potential modifications.

4.2 Burney Express

The number of Burney Express trips increased by nearly 5% to 5,224 boardings, while the farebox recovery ratio fell by over 1% to 7.71% due to increased operating costs (+11.94%). A detailed comparison of Burney Express' performance over the last five years is provided in Table 12. Revenue for FY 2019/20 includes LCTOP-funded Free/Reduced Fare Program, which totaled $4,652 in revenue that is directly tied to passenger trips provided.

Table 12. Burney Express Performance Overview

Burney Express							
Performance Indicator	**FY 2015/ 2016**	**FY 2016/ 2017**	**FY 2017/ 2018**	**FY 2018/ 2019**	**FY 2019/ 2020**	**Change from Prior Year**	**Percent Change**
Total Trips	5,969	6,266	6,038	4,981	5,224	+243	+4.88%
Veh Service Miles	58,327	87,780	86,526	86,246	87,552	+1,306	+1.51%
Vehicle Hours	2,214	2,313	2,340	2,270	2,320	+50	+2.20%
Total Expenses	$211,824	$237,118	$246,775	$245,496	$274,790	+$29,321	+11.94%
Farebox Revenue	$26,560	$26,021	$25,722	$21,425	$21,192	-$233	-1.09%
Farebox Ratio	12.54%	10.97%	10.43%	8.73%	7.71%	-1.02%	-11.64%
TDA Subsidy Per Trip	$31.04	$33.69	$36.61	$44.98	$48.54	+$3.57	+9.74%
Riders Per Hour	2.70	2.71	2.58	2.19	2.25	+0.06	+2.62%
Riders Per Month	497	522	503	415	435	+20	4.88%

Burney Express farebox recovery ratio has, for the second year, fallen below the minimum 10% farebox ratio set by TDA for transit in non-urbanized areas. SRTA continues to work with RABA and the county of Shasta to investigate possible service changes and alternatives, including the reduction of operational and administative overlap with Burney Express, CTSA, and Modoc Sage Stage services; however, performance during FY 2019/20 was greatly impacted by the COVID-19 pandemic and restrictions on the number of passengers per vehicle. As with other services, it is anticipated that ridership will largely rebound after the pandemic subsides. Until then, the state has waived farebox recovery minimums.

4.3 Shasta Connect

In July 2017, SRTA renewed its contract with Dignity Health Connected Living (DHCL) to provide Sunday On-Demand services as well as general public service to individuals at least 18 years old outside of the RABA service area. These services are branded under the ShastaConnect moniker. The contract includes performance goals to improve efficiency for the delivery of Consolidated Transportation Services Agency (CTSA) services. As noted in Table 13 the sole performance mandate for CTSA transit services is "Subsidy per Trip." The performance measures in Table 13 provide a snapshot of CTSA's performance for FY 2016/17 through 2019/20. The CTSA fare is $3.00 for each one-way trip.

Due to COVID, total CTSA ridership for FY 2019/20 is down 6% compared to FY 2018/19. However, in order to meet rider needs due to the impact of COVID, DHCL started offering 'reverse transit' trips to riders. Reverse transit trips allows eligible riders to call in and pay for groceries or prescriptions to have DHCL deliver them to their residence. DHCL charges SRTA a $5.00 fee for each trip, which is then paid for through the region's LCTOP-funded Free/Reduced-Fare Program. When including these reverse transit trips, total passenger trips in FY 2019/20 increased by 19% over FY 2018/19.

Table 13. CTSA Performance Overview

CTSA						
Performance Measures	**FY 2016/ 2017**	**FY 2017/ 2018**	**FY 2018/ 2019**	**FY 2019/ 2020**	**Aspirational Goals**	**Goal vs. Actual Performance**
Fare Contribution Ratio	7.95%	6.80%	6.51%	7.01%	10%	N/A
Passengers per Hr.	2.14	1.90	1.68	2.04	2.74	N/A
Cost per Service Hour	$48.88	$49.28	$61.13	58.62	$42.58	N/A
TDA subsidy per Trip	$18.20	$17.28	$23.90	22.43	$11.43	Goal: $21.20** Over by: $1.23
Passenger per Service Mile	0.16	0.13	0.11	0.15	0.20	N/A
Denied Trips	0	0	0	0	0	N/A
Complaints	0	0	0	0	0	N/A
Missed Trips	0	0	0.25	0	0	N/A
Match of CTSA Budget*	%	21%	26.20%	25.1%	25%	NA

*DHCL provides matching funds through in-kind services, as well as separate senior transportation grant funding.
**Includes annual escalation in future years tied to cost of living index.
***Denied Trips, Complaints, and Missed Trips may not be fully accounted, needs review.

The TDA subsidy per trip came down by $1.43 and is only $0.72 over the contract goal. As the service matures and the pandemic subsides, it is anticipated that performance will trend toward the aspirational goal of $11.43 TDA subsidy per trip. In order to serve individuals with transportation needs outside of RABA's service area, SRTA recommends continued support for CTSA services with TDA funds.

Efforts to improve performance include funding for new vehicle purchases and hybrid kits, or electric buses with charging stations. In November 2020, ShastaConnect services went digital, with an improved software system to manage operations and that allows riders to request rides by smartphone. Further improvements in transaction software and fare recovery may also enhance CTSA performance in future years. Additionally, SRTA will continue to work with DHCL and RABA to better coordinate service delivery between the two systems. SRTA will continue to look for increased efficiencies by eliminating

4.3 Shasta Connect (Cont.)

or minimizing operational and administrative overlap. DHCL, SRTA, and RABA signed a service eligibility agreement in December 2020, which went into effect January 2021, to addresss any redundancies between services.

SRTA's partnership with Dignity Health Connected Living (DHCL) for on-demand Sunday service performed very near expectations prior to COVID. This service began October 2019, but was suspended in April 2020. In November 2020, Sunday transit operations resumed, with expanded service to the cities of Anderson and Shasta Lake. While ridership is low due to COVID guidelines (i.e., social distancing and passenger limitations on vehicles) and temporary scale-back of marketing due to the pandemic, DHCL is now more suited to respond to needs as the region’s COVID tiers change. The Sunday service pilot is planned to operate at least through June 2022. Future operations beyond the pilot is dependent on ridership and potential funding.

Section 5 Community Outreach

Consistent with SRTA's Public Participation Plan, multiple outreach methods are used for the public engagement efforts of the annual Unmet Transit Needs Process. Activities for the FY 2019/20 cycle were virtual due to the COVID-19 pandemic. They included:

- An online survey in both English and Spanish;
- Advertising on transit vehicles direction riders to the survey;
- Social media posts;
- Utilization of Social Services Transportation Advisory Council (SSTAC) members for information sharing among the community; and
- A public hearing.

In recent prior Transit Needs Assessments, SRTA went above and beyond TDA requirements to reach out to a greater number and diversity of individuals. Given that SRTA is concurrently carrying out the region's first Long Range Transit Plan, which includes extensive public outreach components, SRTA chose not to double up on outreach efforts. This approach will avoid confusing and tiring the public with two overlapping and similar outreach processes. In addition, recent efforts, although successful at increasing the volume of comments received, did not appreciably change the nature of the public input or SRTA's findings. Nor did they differ from findings for the RABA-administered Short Range Transit Plan.

Appendix 8 is a summary of public comments received for the current Unmet Transit Needs process. Year-to-year top-ranked requests include: 1) more frequent service; 2) expanded hours of RABA operation; 3) Sunday service; 4) better bus route connections; and 5) Whiskeytown Beach Bus service.

All of these requests represent Unmet Transit Needs. To address these needs, SRTA expanded ShastaConnect to include general public service on additional days and areas. Further efforts are temporalily suspended until the pandemic subsides. Section 6 of this report provides more detail regarding potential improvements as well as alternative, more cost effective service delivery strategies.

5.2 Unmet Transit Needs Survey

An online (English and Spanish) was posted online on November 16, 2020. As of January 7, 2021, two surveys were completed and documented in appendices to this report. Only one specific trip requests was submitted, as shown below. This trip does not qualify for consideration as both the trip origin and destination are outside of the Shasta Region.

Desired Trip Origin	Desired Trip Destination	Time of Day	Days of Week	Trip Purpose
1200 Block of Everitt Memorial Highway, Mt. Shasta	Medical Center in Medford, OR	n/a	n/a	Medical services

Concurrent with the Unmet Transit Needs online survey, extensive community outreach was performed as part of the 2040 Long-Range Transit Plan. Although additional specific trips were not idenified as part of this process, general categories of needs were identified as well as strategies that would help fill gaps, such better first- and last-mile active transportation connections to transit, were submitted for consideration. Once the 2040 Long-Range Transit Plan been accepted by the SRTA Board of Directors (anticipated April 2021), findings will be incorporated into the next cycle of the Transit Needs Assessment.

5.3 Official Public Comment Period

This document will be published on January 22, 2021, and a 30-day public comment period advertised via local newspapers on SRTA's website. The SRTA Board of Directors will hold a public hearing on February 23, 2021. Public comments were received through March 2, 2021, for this cycle, and incorporated into this final report. Comments received for this year's unmet transit needs are documented and responded to in Appendix 8. In addition, the public is invited to comment when the TDA budget is considered for approval by the SRTA Board of Directors. The public may continue to submit comments year round for consideration in future cycles.

5.4 Comments on Findings

After public comments have been reviewed and the Social Services Transportation Advisory Council (SSTAC) has been consulted for their recommendation, SRTA will produce a Summary Report on Unmet Transit Needs findings. The SSTAC recommendation will be included in Appendix 9 of this document. Both the SSTAC and SRTA staff recommendation will be considered and approved concurrent with the TDA budget at the April or June 2021 SRTA Board of Directors meeting. Once this report has been finalized with any additional public comments and approved by the SRTA Board of Directors, Sections 6.1 (short term recommendations) and 6.2 (long term recommendations) in this Transit Needs Assessment will become the official FY 2021/22 Unmet Transit Needs Findings.

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Section 6 Analysis of Potential Service Improvements

This section fulfills the TDA statute requiring SRTA to conduct an analysis of the potential alternative public transportation and specialized transportation services in meeting identified transit demand. Potential transit services must meet the SRTA Board of Directors definition of an "Unmet Transit Need" and must be determined "Reasonable to Meet." The recommendations made in this section are based on public input and analysis of transit performance. The public and the SSTAC are provided an opportunity to comment on recommendations prior to approval by the SRTA Board of Directors.

Potential transit needs identified by the public and SRTA staff present a broad range of new transit service opportunities. In order to more easily compare potential unmet transit needs, they have been grouped into needs that could be categorized as Short-Term and Long-Term.

Before reviewing the recommendations, it is important to note the consistency in the unmet needs identified by the public. For a complete summary of comments received and responses to those comments, see Appendix 8. The following transit needs consistently rank among the top unmet transit needs identified by the Shasta Transit Priorities Survey, RABA Short Range Transit Plan, and SRTA's Chronological History of Unmet Transit Needs Comments since FY 2002/03:

- Sunday Service
- Expanded Hours of Operation
- More Frequent Buses (Shorter Headways)
- New Service

It is not possible to fund all of these unmet transit needs system-wide in a single Unmet Transit Needs Cycle. However, SRTA can focus on service improvements, narrower in scope, which could ultimately lead to more comprehensive improvements. Additionally, if the on-demand Sunday transit service model is successful, SRTA may look to this service delivery model in the future to satisfy other unmet needs.

6.1 Short Term

This section presents recommendations for this year's unmet transit needs process or before the next Short Range Transit Plan.

Table 14. Initial Short-Term Recommendations

Identified Need	Unmet Need?	Reasonable to Meet?	Recommendation/Comments
Sunday Service	Yes	Yes. Grant-funded two-year on-demand Sunday service pilot project began October 2019.	SRTA started a grant-funded on-demand transit pilot service on Sundays in partnership with Dignity Health Connected Living (DHCL). The service, under the ShastaConnect brand, started October 13, 2019, and will operate at least through June 2022 (two-year period was extended due to temporary, pandemic-related hiatus in service). Future operations is dependent on ridership and funding.
Whiskey-town Summer Service	Yes	Yes. Implementation pending the end of COVID-19 restrictions.	After debuting June through August 2017, the Whiskeytown Lake 'Beach Bus' was approved for funding by the SRTA Board of Directors for the 2018 season but not implemented because the National Park Service (NPS) intended to charge an entry fee per individual (as opposed to per vehicle), thereby rendering the service non-competitive. These issues were resolved and this specialty service is set to return for summer 2021 as long as pandemic conditions allow.

6.2 Long Term

This section presents recommendations to be planned and considered beyond the current unmet needs cycle.

6.2.1 RABA

Table 15. Initial Long-Term Recommendations for RABA

Identified Need	Unmet Need?	Reasonable to Meet?	Recommendations/Comments
More Frequent Service	Yes	Not at this time.	RABA services are not meeting the minimum farebox recovery ratio. Even with the affects of the pandemic considered, ridership and revenue have been decreasing over multiple cycles while operating costs are increasing by about 4-5% annually. Without significant increases in ridership, major changes to the service delivery paradigm, and/or changes in TDA legislation, RABA will face reduced eligibility for funding. SRTA's ShastaConnect is testing a new on-demand service delivery model. In November 2020, using LCTOP funding, service was expanded from Sunday-only service in parts of Redding to now include Monday through Friday service in all requested areas save Platina. Ridership eligibility was also expanded and reverse trip service (i.e. grocery home delivery) was added. With these LCTOP-funded services, ShastaConnect was the only public transportation service in the region to improve in performance over last fiscal year. As the service matures and the pandemic subsides, this transit service delivery strategy may continue to be considered when filling service area gaps, service hours/days gaps, and supplanting portions of conventional fixed route service where rider demand is low and cost per service hour is greater than on-demand service.
Extended Service Hours	Yes		
Extended Service Areas: • Cottonwood • Airport Road (more frequent and earlier) • Mountain Gate • Palo Cedro • Shingletown • Platina • Lakehead	Yes		

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Appendix 1 - Unmet Transit Needs Process

Public Utilities Code Section 99401.5. Prior to making any allocation not directly related to public transportation services, specialized transportation services or facilities provided for the exclusive use of pedestrians and bicycles, the transportation planning agency shall annually do all of the following:

A. Consult with the Social Services Transportation Advisory Council established pursuant to Section 99238.

B. Identify the transit needs of the jurisdiction which have been considered as part of the transportation planning process, including the following:

1. An annual assessment of the size and location of identifiable groups likely to be transit-dependent or transit-disadvantaged, including, but not limited to, the elderly, persons of limited means, and individuals eligible for paratransit and other special transportation services pursuant to Section 12143 of Title 42 of the United States Code (the federal Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12191, et seq.)).
2. An analysis of the adequacy of existing public transportation services and specialized transportation services, including privately- and publicly-provided services necessary to implement the 1995 Shasta County Transit Services Evaluation Plan prepared pursuant to Section 12143 (c) (7) of Title 42 of the United States Code, in meeting the transit demand identified pursuant to paragraph (1).
3. An analysis of the potential alternative public transportation and specialized transportation services and service improvements that would meet all or part of the transit demand.

C. Identify the unmet transit needs of the jurisdiction and those needs that are “reasonable to meet.” The transportation planning agency shall hold at least one public hearing pursuant to Section 99238.5 for the purpose of soliciting comments on the unmet transit needs that may exist within the jurisdiction and that might be “reasonable to meet” by establishing or contracting for new public transportation or specialized transportation services or by expanding existing services. The definition adopted by the transportation planning agency for the terms “unmet transit needs” and “reasonable to meet” shall be documented by resolution or in the minutes of the agency. The fact that an identified transit need cannot be fully met based on available resources shall not be the sole reason for finding that a transit need is not “reasonable to meet.” An agency’s determination of needs that are “reasonable to meet” shall not be made by comparing unmet transit needs with the need for other uses.

Appendix 1 - Unmet Transit Needs Process (Cont'd)

D. Adopt by resolution a finding for the jurisdiction, after consideration of all available information compiled pursuant to subdivisions (a), (b) and (c). The finding shall be that (1) there are no unmet transit needs, (2) there are no unmet needs that are "reasonable to meet," or (3) there are unmet transit needs, including needs that are "reasonable to meet." The resolution shall include development pursuant to subdivisions (a), (b) and (c) which provides the basis for the finding.

E. If the transportation planning agency adopts a finding that there are unmet transit needs, including needs that are "reasonable to meet," then the unmet transit needs shall be funded before any allocation is made for other uses within the jurisdiction.

Appendix 2 - SRTA Resolution No. 16-14

RESOLUTION NO. 16-14

DEFINITION OF UNMET TRANSIT NEEDS
AND REASONABLE TO MEET

WHEREAS, the Transportation Development Act (TDA) requires each transportation planning agency to find, prior to any allocation of Local Transportation Fund (LTF) monies for streets and roads, (1) that there are no unmet transit needs, or (2) that there are no unmet transit needs which can reasonably be met, or (3) if there are unmet transit needs, including some such needs that are reasonable to meet, that those needs determined reasonable to meet have been funded (California Public Utilities Code (PUC) Section 99401.5); and

WHEREAS, the TDA further permits the agency to define the terms “unmet transit needs” and “reasonable to meet” as it determines appropriate, consistent with PUC Section 99401.5(c); and

WHEREAS, Shasta County Regional Transportation Planning Agency staff, having consulted with claimant jurisdiction representatives and the Citizens Transportation Advisory Committee and have concluded that minor technical changes consistent with the TDA and prior RTPA practice are appropriate, and have therefore recommended the following revised definitions:

Unmet Transit Needs. An “unmet transit need” under the Transportation Development Act shall be found to exist only under the following conditions:

1. A population group in the proposed transit service area has been defined and located which has no reliable, affordable, or accessible transportation for necessary trips. The size and location of the group must be such that a service to meet their needs is feasible within the definition of “reasonable to meet” as set forth below.

2. Necessary trips are defined as those trips which are required for the maintenance of life, education, access to social service programs, health, and physical and mental well-being, including trips which serve employment purposes.

3. Unmet transit needs specifically include:
   (a) Transit or specialized transportation needs identified in the transit system’s Americans with Disabilities Act Paratransit Plan or short-range Transit Plan which are not yet implemented or funded.

Appendix 2 - SRTA Resolution No. 16-14 (Cont'd)

(b) Transit or specialized transportation needs identified by the Social Services Transportation Advisory Council and confirmed by the RTPA through testimony or reports which are not yet implemented or funded.

4. Unmet transit needs specifically exclude:

(a) Minor operational improvements or changes, involving issues such as bus stops, schedules and minor route changes.

(b) Improvements funded or scheduled for implementation in the following fiscal year.

(c) Trips for any purpose outside of Shasta County, in accordance with PUC Section 99220(b).

(d) Primary and secondary school transportation.

Reasonable to Meet. An identified unmet transit need shall be found "reasonable to meet" only under the following conditions:

1. It has been demonstrated to the satisfaction of the Agency that transit service adequate to meet the unmet need can be operated with a minimum farebox recovery of 20% in urbanized areas and 10% in non-urbanized areas. Where anticipated farebox revenue from proposed services do not meet these minimum requirements, the following exceptions may apply as determined by the SRTA Board of Directors:
(a) Transit services that are funded entirely with grants.
(b) Transit services that are funded entirely by a local agency at the agency's discretion.
(c) Urban transit services that represent a critical or essential service, as determined by the SRTA Board of Directors, providing such services do not result in farebox penalties for the transit system as a whole.
(d) Pilot projects and new services for up to two years.
(e) When a transit service primarily serves urban areas but also includes non-urban areas, a pro-rated farebox recovery standard based on the ratio of urban and non-urban in-service transit vehicle miles may be used.

It must also have been demonstrated that the unsubsidized portion of operating costs can be recovered by fare revenues as defined in the State Controller's Uniform System of Accounts and Records. The "Cost Allocation Method" as shown in Exhibit (A) is the method to be used for determining fare box ratio.
(A) Transit service farebox recovery minimums may be determined on an individual route or service area basis.

2. The proposed expenditure of Transportation Development-Act funds required to support the transit service does not exceed the authorized allocation of the claimant, consistent with Public Utilities Code Sections 99230-99231.2 and TDA Regulations Sections 6649 and 6655.

Appendix 2 - SRTA Resolution No. 16-14 (Cont'd)

The fact that an identified need cannot fully be met based on available resources, however, shall not be the sole reason for finding that a transit need is not Reasonable to Meet.

3. The proposed expenditure shall not be used to support or establish a service in direct competition with an existing private service, nor to provide 24-hour service.

4. Where transit service is to be jointly funded by two or more of the local claimant jurisdictions, it shall be demonstrated to the satisfaction of the SRTA Board of Directors that the resulting inter-agency cost sharing is equitable. In determining if the required funding equity has been achieved the Commission may consider, but is not limited to considering whether or not the proposed cost sharing formula is acceptable to the affected claimants.

5. Transit services designed or intended to address an unmet transit need shall in all cases make coordinated efforts with transit services currently provided, either publicly or privately.

NOW, THEREFORE, BE IT RESOLVED that the definitions set forth above shall govern the RTPA's determinations of unmet transit needs that are reasonable to meet pursuant to applicable TDA statutes and regulations, and the resulting allocation of TDA funds by this Commission;

BE IT FURTHER RESOLVED that Resolution 00-21 of the Shasta Regional Transportation Agency dated December 12, 2000, is hereby rescinded and superseded.

PASSED AND ADOPTED this 13th day of December, 2016, by the Shasta Regional Transportation Agency.

Leonard Moty, Chair
Shasta Regional Transportation Agency

Appendix 3 - Table of Social Service Transportation Providers

The following agencies and organizations provide human transportation in Shasta County. This list was compiled from information gathered in a program profile survey and is not totally inclusive of all transportation providers in the region.

ASSISTED LIVING/CARE HOMES	
Beverly Healthcare and Rehabilitation	Provides a wheelchair accessible van for use by residents and staff (Redding area only). Also contracts with Care-A-Van. Contact: 530-241-6756.
Compass Shining Care	Supported living services for people with disabilities and senior services. Provides mileage reimbursement. Contact: 530-232-5543.
Holiday Retirement Corp (Hilltop Estates)	One bus for resident transportation only. Contact: 530-338-0190.
Krista Transitional Housing	Auto and van for persons enrolled in program. Contact: 530-246-1259.
Oakdale Heights Assisted Living	One bus for use by residents of the facility. Contact: 530-241-6047.
River Oaks Retirement	One non ADA-compliant bus for residents.
Sierra Oaks	One ADA-complaint bus for residents. Contact: 530-241-5100.
Welcome Home Assisted Living	Van for residents of facility only.
Willow Springs Alzheimer Care Center	Transports residents only. Contact: 530-953-2714.
FAITH-BASED ORGANIZATIONS	
Fountain Ministries	Sunday bus service to members.
Palo Cedro Community Church	Auto service to members as needed.
Good News Rescue Mission	Provides the Journey Home Program, an initiative aimed at reuniting the transient population with the family and/or employment opportunities. Contact: 530-242-5920 ext. 132.

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Appendix 3 - Table of Social Service Transportation Providers (Cont'd)

NON-PROFIT TRANSPORTATION PROVIDERS	
Dignity Health Connected Living (DHCL)	DHCL operates the largest fleet of social service agency vehicles in Shasta County. DHCL is the designated Consolidated Transportation Services Agency (CTSA) and eligible for Transportation Development Act (TDA) funds. DHCL is a private, non-profit agency, which has been in operation since 1979. Nine vehicles are operated through a central radio dispatch system. Service is provided 8:00 a.m. - 4:00 p.m. (M-F). Passengers are transported from non-urban areas of Shasta County to urban areas where medical and social needs can be met. Use of DHCL's radio base station, and a remote station in the Burney Dining Center, is offered to all social service transit providers at a nominal fee. Federal and state funding for DHCL operations is obtained through contract with the Area Agency on Aging, Planning and Service Area II under provisions of the Older Americans Act. The contract calls for provision of services to individuals' age 60 or older on a donation basis. Five zones are funded using TDA funds. These zones are outside of RABA'S demand-response service area and are for elderly and mobility-impaired individuals 18-years of age and older. Transportation capital is funded in part with FTA Section 5310 funds, as granted.
Shasta County Opportunity Center (OC)	The OC is a program within Shasta County Health and Human Services Agency that provides vocational services to individuals with disabilities since 1963. OC transports individuals to and/or from the work site, or between work sites when public transit or other forms of transit are not readily available. The center has a fleet of 18 vehicles including wheelchair lift vans. Approximately 250 clients are served per day with up to 9,000 miles a month being logged transporting people to and from work. Transportation capital is funded in part with FTA Section 5310 funds.
Far Northern Regional Center (FRNC)	FNRC is a private, non-profit agency, which provides a variety of services including transportation service to approximately 5,400 persons with developmental disabilities. Nine northern California counties are served by FNRC. Funding comes from the State of California Department of Developmental Services. FRNC does not own vehicles. Transportation within Shasta County is contracted through First Transit, Shascade Community Services and a variety of other transportation providers. Contact: 530-222-4791.

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Appendix 3 - Table of Social Service Transportation Providers (Cont'd)

Golden Umbrella, Inc. (GU)	A private, non-profit agency, has served Redding area senior citizens since 1968. GU operates one van. Dignity Health Connected Living (DHCL) and RABA provide the majority of transportation to this agency. GU's service is available 8:00 a.m. to 4:00 p.m. (M-F). The service area is the greater Redding area. Eligibility for adult day health care is age 55+ or a disabled adult over 18. Contact: 530-223-6034.
Northern Valley Catholic Social Service	Provides low-cost or free mental health, housing, vocational and support services to individuals with families in five Northern California counties. Contact: 530-241-0552.
Stillwater Learning Program	Provides rehabilitation services to disabled adults. The service area covers Anderson, Redding and Shasta Lake. Transportation revenue comes from the Shasta County Health Department. Stillwater owns and operates one 14-passenger bus, three 11-passenger vans and one six-passenger van. Contact: 530-241-5470.
Veterans Administration	Provides a 12-passenger van from Redding with stops in Anderson, Cottonwood, Red Bluff, Corning, Orland, Willow, and Williams to access facilities in both Sacramento and Martinez. The van travels to Sacramento (M-F), leaving Redding at 6:00 a.m. On Monday and Wednesday a van leaves Redding at 5:30 a.m. bound for Martinez. A shuttle leaves Burney for Redding on the first and third Wednesdays of the month. Reservations are required and may be made by calling 530-226-7575. Persons must be a veteran or escorting a veteran to use this service.
Shascade Community Services, Inc.	Shascade is a private, non-profit agency, which serves only persons with developmental disabilities enrolled in the FNRC who reside in Shasta County. The agency has been in operation since 1960. Transportation resources include 16 vehicles, including 10 wheelchair accessible vehicles. Nine vehicles were obtained through the FTA Section 5310 grant program. Vehicles are used to transport individuals to work, program sites and community outings. Shascade's service area encompasses the south central region of the county from Mountain Gate to Cottonwood, and from Bella Vista and Palo Cedro to West Redding. Normal hours of operation are from 7:00 a.m. to 4:00 p.m. (M-F). Contact: 530-243-1651.

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Appendix 3 - Table of Social Service Transportation Providers (Cont'd)

PRIVATE TRANSPORTATION	
Merit Medi-Trans, Inc.	Provides non-emergency medical transportation within a 250-mile radius of Shasta County to Medi-Cal and private pay clients needing transportation. The R&M fleet contains eleven ADA-compliant vans. All drivers are EMT certified. Contact: 530-221-4321.
ABC Cab	Available to Shasta County residents 24/7. Six taxis provide service to customers. Contact: 530-246-0577.
First Transit	Provides paratransit programs that range from curb-to-curb to door-to-door; group services to individual dial-a-ride; ADA; general public and special services to target populations. Provides contracted service to FNRC.
Road Runner Taxi	Service around Redding and to airport, Shingletown, and Sacramento. Contact: 530-241-7433.
Yellow Cab Taxi	24-hour service around Redding. Contact: 530-222-1234.
Amtrak	Intercity rail service. Contact: 1-800-872-7245.
Greyhound Bus Lines	Intercity bus service. Contact: 530-241-2070.
PUBLIC TRANSIT	
Burney Express	Express service is provided between Burney and Redding with stops at Round Mountain, Montgomery Creek, Bella Vista and Shasta College M-F. This service is timed to connect with RABA'S fixed-route service. Two ADA-accessible 18-passenger vehicles provide this service, with an average of 500 passenger trips per month. A portion of this service is funded with FTA 5311 funds. Contact: 530-241-2877.
Sage Stage (Connecting Service)	Provides service from Alturas to Redding, Monday - Friday. Contact: 530-233-6410.
Redding Area Bus Authority (RABA) Fixed-Route	RABA fixed-route system operates M-F 6:30 a.m. - 7:30 p.m. and Saturday 9:30 a.m. - 7:30 p.m. This service logs about 53,000 miles per month, providing approximately 55,000 monthly passenger trips. This service is funded through FTA 5307 and TDA funds. Contact: 530-241-2877.
Redding Area Bus Authority (RABA) Demand Response	RABA also provides paratransit service to mobility-impaired through its contract with TransDev for lift-equipped demand-response service. This service is for mobility-impaired of all ages in the RABA service area. Service operates at the same time (or concurrently) as the fixed-route system: M-F 6:30 a.m. to 7:30 p.m. and Saturday 9:30 a.m. to 7:30 p.m. Demand-response vehicles travel approximately 25,000 miles per month, providing approximately 4,400 passenger trips monthly. This service is funded through FTA 5307 and TDA funds.
Trinity Transit (Connecting Service)	Provides service from Weaverville to Redding with two round-trips per day on Monday, Wednesday, and Friday. Contact: 530-623-5738.

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Appendix 3 - Table of Social Service Transportation Providers (Cont'd)

SCHOOL TRANSPORTATION	
Head Start Child Development, Inc. (Shasta Head Start)	Provides a mix of school bus and on-call transportation for low-income (federal poverty guidelines) families with children.
Shasta College	Shasta Community College operates eleven buses and three vans, which transport students from Tehama County, Trinity County and remote portions of Shasta County. An unrecorded number of these students have disabilities, which would make it impossible for them to drive. Shasta College provides a fixed-route service from Monday-Friday, 6:00 a.m. to 6:00 p.m., during the school year. Students pay $60.00 per semester for this service.
Shasta County Superintendent of Schools	Provides transportation to students with special transportation needs There are 77 high school buses in the county fleet, 91 elementary school buses, and 31 other transportation vehicles. Shasta County Office of Education, through Far Northern Regional Center, has 40 buses and 8 other vehicles used for students with disabilities.
TRIBAL TRANSPORTATION	
Pit River Health Services	Pit River Health Services provides transportation to access Pit River health services within their ancestral tribal territory. This territory covers Shasta, Lassen, Modoc and Siskiyou counties. Contact: 530-335-5090 ext. 151.
Redding Rancheria	Operates four programs that serve the local Native American Health Community with transportation services. These programs are: Native American Health Clinic, Head Start, Child Care and Senior Nutrition (not affiliated with Shasta Senior Nutrition Programs). The health clinic provides a demand-response service to transport clients to the Clinic for medical and dental care. Contact: 530-224-2700. Head Start provides a fixed-route round-trip service to preschool age children. Child Care provides a fixed-route service that provides round-trip transportation to preschool and elementary school age children.
Susanville Indian Rancheria Public Transportation Program (Connecting Service)	Provides round-trip service Monday - Saturday from Susanville to Red Bluff via Redding. Contact: 530-257-1128.
Greenville Rancheria	Service for established tribal patients within Tehama County, with service to Shasta County based on need. Contact: 530-528-8600.

Appendix 4 - History of Unmet Needs Requests

Hearing Year/Primary Request	SRTA Response or Action
FY 2002/03	
1. Service to Palo Cedro and Lakehead 2. Sunday service and longer hours	1. These areas are low density and not "reasonable to meet." Consolidated Transportation Services Agency (CTSA) served Lakehead daily for a six-month period; service was cancelled after it was minimally used. 2. The 2000/01 farebox ratio was 18.8% falling below the required 19% farebox ratio.
FY 2003/04	
1. Service to Shasta College 2. Service to outlying areas 3. Longer hours 4. Sunday service	1, 2: RABA implemented a pilot service to Shasta College through regular operations. 2: Due to lack of ridership and farebox ratio recovery trial services implemented in 2001/02 were terminated. Farebox ratios were Fall River Mills—3.7%, Cottonwood—3% and Airport Road Corridor—1.5%. RABA did meet the farebox ratio requirement of 16.5% in 2001/02. 3, 4: An extended hour analysis was performed by the SRTA using an elasticity of demand theory. The analysis yielded a 14.7% farebox ratio, which does not meet the "reasonable to meet" definition. To obtain data for the analysis, SRTA staff performed an on-board survey of riders for both RABA demand-response and the CTSA.
FY 2004/05	
1. Service to Happy Valley and Mountain Gate 2. Longer hours 3. Sunday service	1. Service can be provided to outlying areas where the CTSA operator has service, providing that persons are over 60 years of age or mobility-impaired. 2, 3. See discussions in 2003/2004.
FY 2005/06	
1. Service to Stillwater and Shingletown 2. Reduce one-hour headways 3. Longer Hours 4. Sunday Service	1. These areas are low density and not "reasonable to meet." SRTA staff met with Shasta Senior Nutrition Program (SSNP) to discuss the feasibility of providing senior transportation to Shingletown. SSNP and community medical center will continue these discussions. 2, 3, 4: RABA is currently operating below the required 19% farebox ratio. RABA developed a 10-year financial plan that is projected to achieve the required farebox ratio of 19% in 2006/07.

Appendix 4 - History of Unmet Needs Requests (Cont'd)

Hearing Year/Primary Request	SRTA Response or Action
FY 2006/07	
1. Service to Cottonwood 2. Service to Old Alturas Rd/ Boyle Rd 3. Additional stops on Burney Express 4. Support of Anderson Express	1, 2: These services are outside of the RABA service area. Referred to CTSA: SSNP. 3: Shasta County approved two additional stops for Burney Express at Pit River Casino and Diddy Wells Fire Station. 4: A combination of the Anderson-only service and Anderson Express is on a six-month trial operation.
FY 2007/08	
1. Longer hours 2. Service to Shingletown 3. Stop at Round Mountain on Burney Express 4. Increase service to Anderson 5. Stop at Shasta County Public Health	1. RABA is currently operating below the required 19% farebox ratio. RABA developed a 7-year financial plan that is projected to achieve the required farebox ratio of 19% in 2014/15. 2. This is a low density population area. Previously the county operated a vanpool service which failed due to lack of riders. 3. In the process of establishing. 4. As a member of the JPA, Anderson requested the Anderson-only trial service return to the prior service hours. 5. A bus stop location has been established.
FY 2008/09	
1. Sunday service and longer hours	1. Under temporary farebox reduction. 15.5% required – actual 17.8% farebox return. The City of Redding is at a point where TDA revenue may no longer be able to sustain the current level of transit provided in Redding. Much will depend on the economy and the state budget.
FY 2009/10	
1. Service to Burney Falls 2. Service to Cottonwood 3. Service to Redding Airport	1. Burney is served by an express commuter service with limited stops. Burney Falls is approx. 20-minutes from Burney. Adding this stop will add 45-minutes to the service and affect the existing headways. 2. This is a low-density population area. In 2001/02 a trial service was implemented. Due to lack of ridership and farebox ratio recovery (3%) the service was terminated. 3. The Social Services Transportation Advisory Council (SSTAC) recommends exploring the feasibility of an express or pilot service on this corridor. RABA is operating under a temporary farebox ratio reduction of 16.2% - actual farebox return FY 2009/10 was 15.2%. Exploring service to the airport is not likely until the economy recovers.

Appendix 4 - History of Unmet Needs Requests (Cont'd)

Hearing Year/Primary Request	SRTA Response or Action
FY 2010/11	
1. Weekend service for Burney Express 2. Service during Intermountain Fair (Burney Express) 3. Accept Shasta College bus passes (Burney Express) 4. Service to Shingletown 5. Service to Cottonwood 6. Service to Old Shasta 7. Service to Millville 8. New stops 9. Extended hours of service	1. Saturday service is projected at half of the weekday service. Weekend service is not feasible at this time. 2. Specialty services can be provided if privately chartered. 3. The college program has since been discontinued. 4. Transit service has been attempted in this area and has failed to meet performance requirements. 5. Service to Cottonwood was attempted in the past and failed to meet the required farebox ratio. Express routes to Cottonwood will be considered in RABA's next transit plan update. 6. Trinity Transit serves Old Shasta while enroute to Redding. 7. Millville is one of the least populated census tracts. Such low population density cannot support minimum farebox thresholds. 8. The request was forwarded to RABA and SSNP for review. 9. Extended hours are not economically feasible at this time. RABA's transit plan update will include a review of frequency of service on popular routes.
FY 2011/12	
1. Service to Redding Airport 2. Modification of the Airport Road Corridor Route 3. Accept California Heritage YouthBuild Academy Bus Passes	1. The Airport Road Corridor Route was established. Transit service between the IASCO Flight Training Center at the Redding Airport and the Canby Transfer Center was established. 2. Morning service was meeting capacity. Adjustment to the route enabled service to the Shasta Builders Exchange Facility and California Heritage YouthBuild Academy. 3. This service is current and ongoing as of December 2012.
FY 2012/13	
1. Extension of Service to Burney Falls 2. Service to Mountain Gate 3. Daily Service	1. The County and SRTA need to perform an analysis to determine if modifications can be made to this route without hindering service for existing riders. The County and RABA are also looking at opportunities to improve the coordination of transit services. 2. Currently this area is outside of RABA's fixed route transit service area and fixed route bus service is not planned for this area. However, demand-response service through SSNP is available for eligible individuals. 3. RABA is currently analyzing where routes can be adjusted to maximize ridership and service. Additional information about transit service in the region will be addressed in the Short-Range Transit Plan.

Appendix 4 - History of Unmet Needs Requests (Cont'd)

Hearing Year/Primary Request	SRTA Response or Action
FY 2013/14	
1. Service to Shingletown	1. SSNP began the Shingletown Express in April 2013 with grant funding.
FY 2014/15	
1. WE-CARE-A-LOT Connections 2. Cottonwood Service 3. Airport Road Additional Service 4. Additional Burney Express Service 5. Seasonal Service to Whiskeytown Lake 6. Sunday Service 7. More Frequent Service 8. Extended Service Hours	1. Explore transit options to serve the WE-CARE-A-LOT Foundation in order to meet the mobility needs of clients with developmental disabilities and employees. RABA Demand Response and CTSA services will cover the current needs. 2. Fund transit alternatives to serve the community of Cottonwood, where an identifiable population of transportation disadvantaged is located. “Cottonwood Express” service to be introduced following on-going RABA analysis. 3. Work with RABA and the city of Redding to fund additional transit service along Airport Road to include the new Redding Electric Utility facility, needed for customer access. 4. An additional afternoon roundtrip bus run departing Redding (2:35 PM) and Burney (4:00 PM) will be introduced August 17, 2015. Burney Express ridership increased by 28% in the first six months of operating the additional run. 5. It is recommended that SRTA meet with the National Park Service to investigate the feasibility of funding improved transit connections between Redding and Whiskeytown with grants designated for improved park access. 6, 7, 8: It is recommended that SRTA and RABA meet to explore ways of meeting these needs in the next Short Range Transit Plan. It is unlikely that changes could be made system-wide initially, but pilot programs but could be introduced in high-use transit areas.

Appendix 4 - History of Unmet Needs Requests (Cont'd)

Hearing Year/Primary Request	SRTA Response or Action
FY 2015/16	
1. Express transit service from Downtown to Shasta Mall 2. Service to Turtle Bay 3. Seasonal Service to Whiskeytown Lake 4. Sunday Service 5. More Frequent Service 6. Extended Service Hours	1, 2: "Crosstown Express" service, including a stop at Turtle Bay/ Civic Center, to be introduced following on-going RABA analysis. 3. An eight-week pilot program was introduced summer 2016 to test whether the service could meet the 10% farebox threshold for rural areas. If successful, the service could continue in successive years. 4, 5, 6: Develop service alternatives and analysis for consideration in future unmet transit needs cycles. For Sunday service, SRTA is studying its introduction or people with mobility issues using the Consolidated Transportation Services Agency, as soon as July 1, 2017, as part of a comprehensive transit analysis and development of a Coordinated Transit Plan.
FY 2016/17	
1. Sunday Service 2. Crosstown Express (September 2016) 3. Cottonwood Express (April 2016) 4. Whiskeytown "Beach Bus" (Summer 2016)	1. PENDING PILOT PROJECT: The SRTA Board of Directors approved funding in December 2016 to design an on-demand Sunday transit service demonstration project. SRTA is working with the city of Shasta Lake on designing a pilot project for an on-demand service. 2. CONTINUE WITH MODIFICATIONS: RABA service adjustments are underway to address low ridership numbers of this pilot project. 3. DISCONTINUE: Service fell well below the minimum "reasonable to meet" criteria and fixed route services is scheduled to be discontinued on June 30, 2017. A new dial-a-ride service by SSNP is under development and could start as soon as July to meet this route's limited demand. 4. CONTINUE: Service for Summer 2017 beginning May 25 with funding from grants.

Appendix 4 - History of Unmet Needs Requests (Cont'd)

Hearing Year/Primary Request	SRTA Response or Action
FY 2017/18	
1. Sunday service (Carryover Request) 2. More frequent service (Carryover); 3. Extended service hours (Carryover) 4. Crosstown Express (Pilot Project) 5. Whiskeytown "Beach Bus" (Pilot Project)	1, 2: SRTA is working on the development of a demonstration project for Sunday transit service that serves the region. In October and November of 2017, 299 participants filled out ridership surveys. Service alternatives are being developed and evaluated based on survey responses. SRTA anticipates recommending a service solution concept at the June 2018 board of directors meeting, a business plan in October, 2018, and starting service in July, 2019. 2, 3: These more generalized needs and potential service delivery options will be addressed in the next short-range transit plan anticipated in 2019. It is unlikely that changes could be made system-wide initially; however, pilot programs could be introduced in high-use transit areas. SRTA is also exploring the possibility of smart phone-enabled 'on-demand' transit service to provide more targeted and rider-responsive service enhancements. 4. Introduced in September 2016, this service was slow to grow ridership with an average of 290 trips per month in the first four months. However, RABA made service adjustments which have increased the average number of trips to 834 per month in the final four months of 2017. This service was funded primarily by a Low Carbon Transit Operations Program grant for free rides through June 30, 2018, and a ridership fare agreement with the Bethel School of Supernatural Ministry. It is recommended that this service continue as a TDA-funded pilot project. 5. The Beach Bus was funded in part by a grant obtained by the Friends of Whiskeytown from Dignity Health. Seasonal service began two years ago, during which time 627 passenger trips were provided during the 2016 season and 1,092 passenger trips were provided during the 2017 Season. The Friends of Whiskeytown has indicated that it will not be pursuing another grant from Dignity Health. Without supplemental grant funds, the farebox recovery ratio for last season would have been 6.54% - which is below the 10% minimum standard for non-urban routes. However, the SRTA BOD elected to offer the service using TDA funding due to its low operating cost. Subsequent to that decision, the NPS indicated that they would charge each RABA bus passenger an entrance fee. SRTA, RABA and NPS were working on alternatives when the July 2018 Carr Fire began, severely damaging Whiskeytown NRA. Therefore, the service was not implemented summer 2018.

Appendix 4 - History of Unmet Needs Requests (Cont'd)

Hearing Year/Primary Request	SRTA Response or Action
FY 2018/19	
1. Sunday Service 2. Whiskeytown Summer Service 3. Extended Service Hours 4. More Frequent Service 5. Extended Service Areas	1. SRTA developed an on-demand, Sunday transit service in association with Dignity Health Connected Living (DHCL); it began service October 13, 2019. Funding for the two-year pilot service is through the Low Carbon Transit Operations Program. 2. The SRTA Board of Directors approved service continuation, acknowledging that summer 2019 service might be unlikely due to Whiskeytown park personnel still working on fire recovery efforts. Although the service did not run, NPS staff did reach agreement with SRTA and RABA on how to address future park bus entries. 3, 4, 5: SRTA staff calculated that the RABA farebox ratio was at risk to fall below the state-mandated 15% within the next two years. Therefore, no expansion of RABA services using TDA funds was recommended.

Appendix 4 - History of Unmet Needs Requests (Cont'd)

Chronological History of Unmet Needs Requests							
	2002-2005	2005-2008	2008-2011	2011-2014	2014 - 2019	2020	# of Times Requested
Service to Palo Cedro	1				2		3
Service to Lakehead	1				1	4	6
Sunday service	3	1	1	2	3		10
Longer Hours	3	2	2		3		10
Service to Shasta College	1				1		2
Service to outlying areas	1				1		2
Service to Happy Valley	1				1		2
Service to Mountain Gate	1			2	1		4
Service to Stillwater		1					1
Service to Shingletown		2	1		2	1	6
Reduce one-hour headways		1			2		3
Service to Cottonwood		1	2		2		5
Service Old Alturas Rd/Boyle Rd		1					1
Support of Anderson Express		1					1
Increase service to Anderson		1			1		2
Service to Burney Falls			1	1			2
Service to Redding Airport			1	1		1	3
Weekend service for Burney Express			1				1
Service during Intermountain Fair (Burney Express)			1				1
Service to Old Shasta			1		1		2
Service to Millville			1				1
Additional Redding to Burney run					2		2
Service along Placer to Outer Redding					1		1
Service to Turtle Bay					1		1
Service to Old Oregon Trail/SR44					2	1	3
Enhanced active transportation connections to transit						1	1
Service to Riverland Drive						1	1

Appendix 5 - Identifying Transit Demand

SRTA identified transit demand using GIS. Two ways of calculating transit demand relationships were discussed: percentage and density. Characteristic counts can be used to derive measures that express either of these relationships. Percentages express the relation of a single observation to all observations using values that range between 1 and 100. Densities express the relationship of an observation to the size of a unit area.

The use of either relationship was considered in the analysis to identify U.S. Census Block Groups (BG, minimum mapping unit) with high transit demand. SRTA staff decided the analysis would use density since a BG with a high percentage of transit demand but low density is not as cost effective as servicing a BG with high transit demand and a high density transit demand.

MAGNITUDE RANGE METHOD OF TRANSIT DEMAND PER SQUARE MILE

SRTA utilizes a 'range method' to determine the presense and magnitude of transit dependency within the region. Using Census Block Group data, various demographics commonly associated with limited mobility are combined with population density and displayed as a heat map - i.e. high levels of transit dependency is shown as red, moderate levels shown as yellow, and low levels shown as green.

METHODOLOGY

The data for defining transit demand was derived from the American Community Survey (ACS) five-year estimates for the years 2010 through 2014, using statistics from the SRTP and mode share split from the Travel Demand Model (TDM). Factor counts were summed to develop the transit demand magnitude. The first five factors were summed to develop the transit dependent magnitude; all six were summed to develop the transit need. The factors are described below:

- Limited Automobile Access – Occupied housing units with no vehicle available, multiplied by 2.48 (the average household size from SRTA's Travel Demand Model).
- Very Low Income – Individuals that live at 100% or less of the federal poverty level.
- Seniors – Individuals aged 65 or older.
- Young Adults – Individuals aged 15 to 24.
- Individuals with Disabilities – Individuals 18 and older with a disability.
- Voluntary Transit Riders – Total individuals multiplied by 1.3% (Downtown Redding mode share from SRTA's Travel Demand Model) multiplied by 34% (percentage of choice/voluntary transit ridership [1-3 Days/Week] from RABA's Short Range Transit Plan).

Appendix 6 - RABA Performance Over The Last Five Years

Table 16. RABA Performance Over Last Five Years

Performance Indicator	2015/16	2016/17	2017/18	2018/19	2019/20	2018/19 vs. 2019/20	% Change 2018/19 to 2019/20
Fixed Route							
Total Trips	664,367	679,527	659,697	575,978	513,051	(62,927)	-10.93%
Vehicle Service Miles	631,855	648,171	637,806	609,569	589,000	(20,569)	-3.37%
Vehicle Hours	40,762	41,685	41,257	39,664	38,912	(752)	-1.90%
Total Expenses (minus exclusions)	$3,626,750	$3,858,305	$4,006,604	$3,976,024	$4,280,134	$304,527	7.66%
Farebox Revenue (minus exclusions)	$681,072	$714,238	$841,311	$586,852	$527,933	$(58,919)	-10.04%
Farebox Ratio	18.78%	18.51%	21.00%	14.76%	12.33%	-2.43%	-11.34%
TDA Subsidy Per Trip	$4.43	$4.63	$4.80	$5.88	$7.31	1.43	24.31%
Operating Cost/Passenger Trip	$5.46	$5.68	$6.07	$6.90	$8.34	0.95	16.02%
Operating Cost/Service Hour	$88.97	$92.56	$97.11	$100.24	$110.00	5.11	5.37%
Passengers/Service Hour	16.30	16.30	15.99	14.52	13.18	(1.47)	-9.18%
Passengers/Service Mile	1.05	1.05	1.03	0.94	0.87	(0.09)	-8.64%
Service Hours/Employee	1,164.63	1,263.18	1,178.77	1,133.26	n/a	n/a	-3.86%
Demand Response							
Total Trips	52,744	54,395	52,821	49,169	32,439	(16,730)	-34.03%
Vehicle Service Miles	302,227	300,213	294,282	268,782	199,892	(68,890)	-25.63%
Vehicle Hours	17,169	16,405	16,232	15,739	11,950	(3,789)	-24.07%
Total Expenses (minus exclusions)	$1,508,472	$1,537,815	$1,565,900	$1,584,926	$1,364,935	(219,991)	-13.88%
Farebox Revenue (minus exclusions)	$196,898	$194,823	$189,683	$175,590	$112,113	(63,477)	-36.15%
Farebox Ratio	13.05%	12.67%	12.11%	11.08%	8.21%	-2.86%	-25.86%
TDA Subsidy Per Trip	$24.87	$24.69	$26.05	$28.66	$38.62	9.96	38.22%
Operating Cost/Passenger Trip	$28.60	$28.27	$29.65	$32.23	$42.08	$9.84	30.53%
Operating Cost/Service Hour	$87.86	$93.74	$96.47	$100.70	$114.22	$13.52	13.43%
Passengers/Service Hour	3.07	3.32	3.25	3.12	2.71	$(0.41)	-13.11%
Passengers/Service Mile	0.17	0.18	0.18	0.18	0.16	$(0.02)	-11.29%
Service Hours/Employee	817.57	656.20	705.74	684.30	519.57	(164.74)	-24.07%
Combined							
Total Trips	717,111	733,922	712,478	625,147	545,490	(79,657)	-12.74%
Vehicle Service Miles	934,082	948,384	932,088	878,351	788,892	(89,459)	-10.18%
Vehicle Hours	57,931	58,090	57,489	55,403	50,862	(4,541)	-8.20%
Total Expenses (minus exclusions)	$5,135,222	$5,396,120	$5,572,504	$5,560,533	$5,645,069	84,536	1.52%
Farebox Revenue (minus exclusions)	$877,970	$909,061	$1,030,994	$762,442	$640,046	(122,396)	-16.05%
Farebox Ratio	17.10%	16.85%	18.50%	13.71%	11.34%	-2.37%	-17.31%
TDA Subsidy Per Trip	$5.94	$6.11	$6.37	$7.68	$9.18	1.50	23.97%
Operating Cost/Passenger Trip	$7.16	$7.35	$7.82	$8.89	$10.35	$1.45	16.35%
Operating Cost/Service Hour	$88.64	$92.89	$96.93	$100.37	$110.99	$10.62	10.58%
Passengers/Service Hour	12.38	12.63	12.39	11.28	10.72	$(0.56)	-4.95%
Passengers/Service Mile	0.77	0.77	0.76	0.71	0.69	$(0.02)	-2.85%
Service Hours/Employee	1,034.48	1,001.55	991.19	955.22	876.93	(78.29)	-8.20%
Burney Express							
Total Trips	5,969	6,266	6,038	4,981	5,224	243	4.88%
Vehicle Service Miles	58,327	87,780	86,526	86,246	87,552	1,306	1.51%
Vehicle Hours	2,214	2,313	2,340	2,270	2,320	50	2.20%
Total Expenses (minus exclusions)	$211,824	$237,118	$246,775	$245,469	$274,790	29,321	11.94%
Farebox Revenue (minus exclusions)	$26,560	$26,021	$25,722	$21,425	$21,192	(233)	-1.09%
Farebox Ratio	12.54%	10.97%	10.42%	8.73%	7.71%	-1.02%	-11.64%
TDA Subsidy Per Trip	$31.04	$33.69	$36.61	$44.98	$48.54	$3.57	9.74%
Riders per Hour	2.70	2.71	2.58	2.19	2.25	0.06	2.62%
Riders per Month	497	522	503	415	435	20.25	4.88%

Sources: Draft 2019/20 RABA Comprehensive Annual Fiscal Report and internal tracking by RABA and SRTA

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Appendix 7 - Glossary

Allocation
A dollar or personnel-year amount distributed for a specific purpose according to a plan. Allocation and Allotment are often used interchangeably.

Americans with Disabilities Act of 1990 (ADA)
The legislation defining the responsibilities of and requirements for transportation providers to make transportation accessible to individuals with disabilities.

Annual Passenger Trips
The number of passengers who board operational revenue vehicles. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination. Trips should be counted regardless of whether an individual fare is collected for each leg of travel. It includes passenger trips on volunteer vehicles.

Annual Vehicle Hours
The total amount of time in hours for the reporting period that all vehicles travel from the time they pull out to go into revenue service to the time they pull in from revenue service. This includes the hours of personal vehicles used in service.

Annual Vehicle Miles
The total number of miles for the reporting period that all vehicles travel from the time they pull out to go into revenue service to the time they pull in from revenue service. This includes the miles of personal vehicles used in service.

Apportionment
A statutorily prescribed division or assignment of funds based upon prescribed formulas in the law.

Automatic Vehicle Location (AVL)
Position determination via an automatic technology or combination of technologies, such as Global Positioning System (triangulation of satellite signals), Signposts (beacons at known locations transmit signals picked up by vehicle), Ground-Based Radio (triangulation of radio tower signals), or Dead-Reckoning (vehicle's odometer and compass used to measure new position from previous known position), and typically includes real-time reporting of that location to a dispatcher.

Average Ridership
The total number of passenger-trips divided by the total number of service days.

Glossary continued on next page.

Appendix 7 Glossary (Cont'd)

Demand Response (DR)
A transit mode comprised of passenger cars, vans or small buses operating in response to calls from passengers or their agents to the transit operator, who then dispatches a vehicle to pick up the passengers and transport them to their destinations.

Expenditure
Allocates the cost of goods delivered or services rendered, whether paid or unpaid.

Fare Box
A device that accepts coins, bills, tickets, and tokens given by passengers as payment for rides.

Fare Box Revenue
Includes cash, tickets, tokens, and pass receipts but excludes charter revenue.

Fare Box Revenue Ratio (Fare Box Ratio)
Measure of the proportion of operating expenses covered by passenger fares.

Fiscal Year
A twelve month period to which the annual budget applies, and at the end of which a governmental unit determines its financial position and the results of its operations. Federal Fiscal Year (as of 1977) = October 1 – September 30; California State Fiscal Year =July 1 – June 30.

Fixed Route Service
Transit service using rubber tired passenger vehicles operating on fixed routes and schedules, regardless of whether a passenger actively requests a vehicle.

Fuel and Lubricants (504.01)
The costs of gasoline, diesel fuel, propane, lubricating oil, transmission fluid, grease, etc., for use in vehicles.

Needs Assessment
A technique of predicting the potential demand for service.

Operating Cost
Recurring costs in transportation systems that include ages, salaries, taxed, insurance, and supplies, but not capital depreciation or interest payments.

Operating Expense
Monies paid in salaries and wages, settlements of claims, maintenance of equipment and buildings, and rentals of equipment and facilities.

Operating Revenue
Income received from passenger fares or from the charter or contracting of services.

Glossary continued on next page.

Appendix 7 Glossary (Cont'd)

Paratransit
Types of passenger transportation which are more flexible than conventional fixed-route transit but more structured than the use of private automobiles. Paratransit includes demand response (DR) transportation services, shared-ride taxis, car-pooling and vanpooling (VP), and jitney (JT) services. Most often refers to wheelchair-accessible, demand response (DR) service.

Passenger Miles Traveled (PMT)
The cumulative sum of the distances ridden by each passenger.

Passenger Trip
A passenger trip is a one-way trip counted separately each time a passenger boards the bus. Passenger trips are different from the number of riders. One rider typically accounts for two or more passenger trips each day.

Transportation Development Act (TDA)
The Mills-Alquist-Deddeh Transportation Development Act of 1971 provides two major sources of funding for public transportation: 1) Local Transportation Fund (LTF); and 2) State Transit Assistance (STA).

Transit Dependent
Someone who must use public transportation for his/her travel.

Social Services Transportation Advisory Council (SSTAC)
A group of representatives of under-served transit users, appointed by SRTA, to provide recommendations to SRTA on "unmet transit needs that are reasonable to meet" and other transit coordination issues.

Urbanized Area (UZA)
An area defined by the U. S. Census Bureau that includes one or more incorporated cities, villages, towns (central place), and the adjacent densely settled surrounding territory (urban fringe) that together has a minimum of 50,000 persons.

V**ehicle Revenue Miles (VRM)**
The miles that vehicles are scheduled to or actually travel while in revenue service.

Appendix 8 - Public Comments and Responses

2020/21 Unmet Transit Needs Public Comments

- **Comments and responses below color-coded maroon are related to the Redding Area Bus Authority (RABA) operational and administrative functions. Black type-face comments and responses are related to the SRTA Unmet Transit Needs Process.**

#	Last Name	First Name	Comment/Request	Medium	Date Re-ceived	Extend Hrs. of Opera-tion	Increase Bus Fre-quency	Sunday Service	Interre-gional Connec-tions	Extend/ Reroute Service to...	RABA Opera-tional / Admin	New Service	SRTA Unmet Need(s) Response	RABA Operational / Administrative Response
1	n/a	n/a	Service request between Mt. Shasta and Medford, Oregon for medical services.	Online survey	January 6, 2021				X				Service origin and destination are outside of the region. Request forwarded to Siskiyou County.	n/a

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Appendix 9 - SSTAC Recommendation

1255 East Street, Suite 202 • Redding, CA 96001 • (530)262-6190 • Fax: (530)262-6189
E-mail: srta@srta.ca.gov • Website: www.srta.ca.gov

Daniel S. Little, Executive Director

To: Shasta Regional Transportation Agency (SRTA) Board of Directors
Date: April 27, 2021
Subject: 2021/22 Unmet Transit Needs Recommendation

The Shasta Region's Social Services Transportation Advisory Council (SSTAC) meets at least biannually to review transit needs in the Shasta Region. The SSTAC is responsible for preparing an unmet needs recommendation to the SRTA Board of Directors as part of the annual unmet transit needs process. The primary public transportation provider in the region is the Redding Area Bus Authority (RABA).

The SSTAC reviewed and concurred with the following SRTA staff recommendations:

1) Continue Sunday On-Demand Transit Service – Begun in October 2019, the SSTAC recommends continuation of the pilot project, which was on hiatus late March 2020 through October 2020 due to the COVID-19 Pandemic.
2) Provide Whiskeytown Summer Service – Work with RABA and the National Park Service to offer Summer 2020 service, as long as pandemic conditions allow.
3) Defer Extended Service Hours, More Frequent Services, and Extended Service Areas – RABA services are not meeting the minimum farebox recovery ratio. Even with the effects of the pandemic considered, ridership and revenue have been decreasing over multiple cycles. Without significant increases in ridership, major changes to the service delivery paradigm, and/or changes in TDA legislation, RABA will face reduced eligibility for funding.

Respectfully submitted,

Patrick Geagan

Patrick Geagan (Chair)	-	Citizen, Disabled Transit User
Hallie Fonseca (Vice Chair)	-	Local Social Service Provider for Seniors (Transportation)
Sharon Gatt	-	Transit User 60 Years of Age or Older
Theresa McCausland	-	Local Social Service Provider for Seniors (Non-Transp)
Sou Saechao	-	Local Social Service Provider for the Disabled (Transp)
Del Lockwood	-	Local Social Service Provider for the Disabled (Non-Transp)
Vacant	-	Social Service Provider for Persons of Limited Means
Shannon Krikorian	-	Local CTSA Representative (Administrator)
Jami Brinson	-	Local CTSA Representative (Operator)
Steve Smith	-	Help, Inc., Additional Member
Susan Morris Wilson	-	Citizen, Additional Member
Robert Hale	-	Citizen, Additional Member
Holly Leaf	-	Shasta County Opportunity Center, Additional Member
Anne Thomas	-	Shasta Living Streets, Additional Member
Christina Prosperi	-	Citizen, Additional Member