

STAFF REPORT



MEETING DATE:	June 30, 2022
SUBJECT:	Receive Update on ShastaConnect Transit Services
AGENDA ITEM:	5-10
STAFF CONTACT:	Sean Tiedgen, AICP, Executive Director

STAFF RECOMMENDATION:

It is recommended that the board of directors receive an update on ShastaConnect services.

DISCUSSION:

SRTA contracts with Dignity Health Connected Living (DHCL) to provide on-demand ridesharing services in Shasta County, including:

1. Sunday service in the cities of Anderson, Redding, and Shasta Lake; and
2. Monday through Friday service in rural Shasta County; within the RABA service area where RABA fixed-route and complementary paratransit services do not serve; and in other limited circumstances in the RABA service area, such as when riders are ineligible for complementary paratransit services and unable to use fixed-route services.

Sunday On-Demand Transit Service – Riders have completed 3,415 passenger trips since July 1, 2021. On Sundays, riders average four trips a month and share 26.8% of their trips with other riders. Staff is looking at adjusting vehicle operating hours with current vehicles to meet increased trip requests. Table 1, in Attachment A, summarizes key Sunday service performance metrics for fiscal year 2021/22.

Weekday On-Demand Rideshare Service – Riders have completed 10,338 passenger trips since July 1, 2021. On weekdays, riders average seven trips per month and share 24.4% of their trips with other riders. Table 2, in Attachment A, summarizes key weekday service performance metrics for fiscal year 2021/22. The new weekday transit service in the intermountain communities of Burney, Cassel, Fall River, and McArthur continues to grow, with 449 passenger trips completed through May 31, 2022.

OTHER AGENCY INVOLVEMENT:

DHCL and RABA coordinate as needed to meet rider needs.

FISCAL IMPACT:

Staff is conducting a detailed fiscal performance analysis of the Sunday service to evaluate it against federal/state transit performance measures and RABA services. A preliminary analysis report is anticipated for review at the October board of directors meeting.

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

Sean Tiedgen, AICP, Executive Director

Attachment: A: ShastaConnect Service Year-to-Date Performance Metrics – Fiscal Year 2021/22

Attachment A:
ShastaConnect Service Year-to-Date Performance Metrics for Fiscal Year (FY) 2021/22

Table 1: Sunday On-Demand Transit Trips (FY 2021/22)

Month	Total Passenger Trips	Total Reverse Trips	Avg. Daily Passenger Trips	Ridesharing Trip % ¹	Avg. Trip Length	Avg. Ride Time
July 2021	168	0	56	12.2%	4.1 miles	12.5 min
Aug. 2021	252	0	50	14.0%	4.1 miles	12.9 min
Sept. 2021	244	0	61	31.2%	4.6 miles	14.7 min
Oct. 2021	350	0	70	24.6%	4.9 miles	15.0 min
Nov. 2021	314	0	79	25.4%	4.5 miles	13.8 min
Dec. 2021	305	0	76	30.9%	4.9 miles	14.3 min
Jan. 2022	416	0	83	26.3%	5.1 miles	13.9 mins
Feb. 2022	356	0	89	34.8%	5.2 miles	14.4 mins
Mar. 2022	378	0	94.5	35.6%	6.2 miles	16.5 mins
Apr. 2022	242	0	60.5	29.7%	5.1 miles	14.9 mins
May 2022	390	0	78	30.5%	5.8 miles	16.8 mins
June 2022	-	-	-	-	-	-
Total/Average	3,415	-	72.4	26.8%	4.9 miles	14.5 min

Table 2: Weekday On-Demand Rideshare Service Trips (FY 2021/22)

Month	Total Passenger Trips	Total Reverse Trips	Total Trips	Avg. Daily Passenger Trips	Ridesharing Trip %	Avg. Trip Length	Avg. Ride Time
July 2021	850	26	876	43.8	25.4%	10.8 miles	24.6 mins
Aug. 2021	608	0	608	27.6	23.5%	9.8 miles	23.1 mins
Sept. 2021	794	0	794	37.8	22.8%	10.1 miles	24.3 mins
Oct. 2021	904	0	904	43.0	24.2%	10.8 miles	24.3 mins
Nov. 2021	875	0	875	43.8	27.5%	10.8 miles	25.2 mins
Dec. 2021	796	0	796	39.8	22.5%	9.6 miles	22.9 mins
Jan. 2022	902	0	902	45.1	28.1%	11.2 miles	24.1 mins
Feb. 2022	907	0	907	47.7	21.1%	10.6 miles	23.8 mins
Mar. 2022	1,249	-	1,249	54.3	25.0%	9.2 miles	21.8 mins
Apr. 2022	1,093	-	1,093	52.0	22.0%	8.8 miles	20.4 mins
May 2022	1,334	-	1,334	63.5	25.8%	8.5 miles	20.5 mins
June 2022	-	-	-				
Total:	10,312	26	10,338	46.3	24.4%	10.0 miles	23.2 mins

¹ "Ridesharing Trip %" refers to the percent of vehicle revenue miles where more than one passenger (not including the driver) was riding on the same service vehicle. This may be a group of riders or two or more individuals requesting a ride and riding at the same time on the same vehicle.