

# STAFF REPORT



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

## **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 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. Sunday riders average four trips a month. Passenger ridesharing averages 26.8% per Sunday. No changes to the services are proposed at this time. Table 1 in Attachment A summarizes key Sunday service performance metrics for fiscal year 2021/22.

**Weekday On-Demand Rideshare Service** – Riders have completed 7,885 passenger trips since July 1, 2021. Weekday riders average seven trips per month. Passenger ridesharing averages 24.4% on weekdays. 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 has started 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.

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**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 % <sup>1</sup> | 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                         | 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  | -                     | -                   | -           |                            |                    |                  |                |
| May 2022   | -                     | -                   | -           |                            |                    |                  |                |
| June 2022  | -                     | -                   | -           |                            |                    |                  |                |
| Total:     | 7,885                 | 26                  | 7,911       | 42.5                       | 24.4%              | 10.5 miles       | 24.0 mins      |

<sup>1</sup> "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.