

STAFF REPORT



MEETING DATE:	December 15, 2022
SUBJECT:	Receive Update on ShastaConnect Transit Services
AGENDA ITEM:	5-4
STAFF CONTACT:	Kimiko Taguchi, Associate Transportation Planner

SUMMARY:

The Shasta Regional Transportation Agency (SRTA) contracts with Dignity Health Connected Living (DHCL) to provide on-demand ridesharing services in Shasta County including: 1) Monday through Friday in rural Shasta County including the Intermountain Area communities of Burney, Cassel, Fall River Mills, and McArthur, within the Redding Area Bus Authority's (RABA) service area where RABA is unable to serve; and in the RABA service area for those unable to use fixed route service and who are ineligible for complimentary paratransit services; and 2) Sundays in the cities of Anderson, Redding, Shasta Lake. A summary of ShastaConnect service performance is provided below.

STAFF RECOMMENDATION:

It is recommended that the board of directors receive an update on ShastaConnect services for fiscal year (FY) 2022/23.

DISCUSSION:

Since November 1, 2020, 880 riders have completed at least one trip and 434 riders completed five or more trips. Since July 1, 2022, 184 new riders began using ShastaConnect's services. DHCL reconsidered the need for reverse transit trips for eligible passengers based on increased requests and restarted the service in September 2022. Outreach has focused on social media posts, highlighting ShastaConnect's services and free fares. Staff is evaluating opportunities for outreach at future community events. Attachment A summarizes key year-to-date performance metrics for Fiscal Year 2022/23.

Sunday On-Demand Transit Service – A total of 927 passenger trips were completed from July 1 to September 30, 2022. Registered riders average three passenger trips per month on Sundays. Ridesharing, where more than one passenger was riding on the same service vehicle, amongst riders is averaging 27% of all trips per day. No changes to services are planned at this time.

Weekday On-Demand Rideshare Service – A total of 2,902 passenger trips were completed from July 1 to September 30, 2022. Registered riders average four trips per month Monday through Fridays.

Recently, SRTA and RABA were notified regarding increased ride needs for veterans needing to get to the Redding Veterans Affairs (VA) Clinic on Knighton Road during weekdays. Currently, ShastaConnect provides on-demand trips to the VA Clinic since no fixed-route public transit service is available, and current ridership data doesn't support adding a fixed-route at this time. SRTA, RABA, and DHCL staff continue to have discussions with Redding VA Clinic staff regarding transportation needs for veterans and possible solutions to increase service.

OTHER AGENCY INVOLVEMENT:

SRTA discusses and coordinates services with DHCL and the Redding Area Bus Authority (RABA) as needed to meet rider needs. Coordination with neighboring county transit agencies may be possible in the future.

FISCAL IMPACT:

Weekday On-Demand Rideshare Service – Monday through Friday transit services are funded through SRTA's annual five percent TDA set-aside, LCTOP grants, and fares (currently offset via LCTOP-funds free/reduced fare program). Administration and operational costs for July 1 to September 30, 2022, totaled \$142,552.

Sunday On-Demand Transit Service – Sunday service is funded through LCTOP grants. Administration and operational costs for July 1 to September 30, 2022, totaled \$39,630. An LCTOP balance of \$224,681 remains for eligible operations, software, outreach, and SRTA staff costs. This balance of remaining LCTOP funds are to be spent on Sunday On-Demand Transit Service only and may be rolled over into a future fiscal year given approval from Caltrans.



Sean Tiedgen, AICP, Executive Director

Attachment: ShastaConnect Service Year-to-Date Performance Metrics – Fiscal Year 2022/23

Attachment:
ShastaConnect Service Year-to-Date Performance Metrics for Fiscal Year (FY) 2022/23

Table 1: Sunday On-Demand Transit Trips (FY 2022/23)

Month	Total Passenger Trips	Total Reverse Trips	Avg. Daily Passenger Trips	Ridesharing Trip % ¹	Avg. Trip Length	Avg. Ride Time
July 2022	351	0	70	19.5%	7.8 miles	18.9 min
Aug. 2022	310	0	77	19.5%	8.1 miles	20 min
Sept. 2022	266	0	66	20.4%	7.9 miles	19 min
Oct. 2022	-	-	-	-	-	-
Nov. 2022	-	-	-	-	-	-
Dec. 2022	-	-	-	-	-	-
Jan. 2023	-	-	-	-	-	-
Feb. 2023	-	-	-	-	-	-
Mar. 2023	-	-	-	-	-	-
Apr. 2023	-	-	-	-	-	-
May 2023	-	-	-	-	-	-
June 2023	-	-	-	-	-	-
Total/Average	927	0	71	19.8%	7.9 miles	13.8 min

Table 2: Weekday On-Demand Rideshare Service Trips (FY 2022/23)

Month	Passenger Trips	Reverse Trips	Total Trips
July 2022	857	0	857
Aug. 2022	1,064	0	1,064
Sept. 2022	655	326	981
Oct. 2022	-	-	-
Nov. 2022	-	-	-
Dec. 2022	-	-	-
Jan. 2023	-	-	-
Feb. 2023	-	-	-
Mar. 2023	-	-	-
Apr. 2023	-	-	-
May 2023	-	-	-
June 2023	-	-	-
Total:	2,576	326	2,902

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.