

STAFF REPORT



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

STAFF RECOMMENDATION:

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

DISCUSSION:

The Shasta Regional Transportation Agency (SRTA) contracts with Dignity Health Connected Living (DHCL) to provide on-demand ridesharing services in Shasta County: 1) Monday through Friday in rural Shasta County; 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, and the communities of Burney, Cassel, Fall River Mills, and McArthur.

Since November 1, 2020, there are 1,883 registered riders, with 866 riders completing at least one trip and 425 riders completing five or more trips. From July 1 to September 30, 2022, 132 new riders began using ShastaConnect's services. Attachment A summarizes key year-to-date performance metrics for Fiscal Year 2022/23.

Sunday On-Demand Transit Service – A total of 929 passenger trips were completed from July 1 to September 30, 2022. Registered riders average three passenger trips per month on Sundays. Ridesharing amongst registered riders is averaging 27% per day. No changes to services are planned at this time.

Weekday On-Demand Rideshare Service – Riders have completed 2,902 trips from July 1 to September 30, 2022, and average four trips per month on weekdays.

OTHER AGENCY INVOLVEMENT:

SRTA contracts with DHCL to provide on-demand ridesharing services in Shasta County. Coordination with the Redding Area Bus Authority (RABA) and neighboring county transit agencies may be possible in the future. SRTA and RABA are in communication with the Veterans Clinic on Knighton Road regarding continued transportation needs for veterans in the region.

Sean Tiedgen, AICP, Executive Director

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

Attachment A:
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.