

STAFF REPORT



MEETING DATE:	December 13, 2021
SUBJECT:	Receive Update on ShastaConnect Transit Services
AGENDA ITEM:	5-5
STAFF CONTACT:	Sean Tiedgen, AICP, Senior Transportation Planner

STAFF RECOMMENDATION:

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

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 RABA's 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, and Shasta Lake.

Since July 1, 2021, 173 new riders have tried the services. Of the 819 registered riders, 507 riders have completed at least one trip and 193 riders have completed five or more trips since November 1, 2020. SRTA finished a fall 2021 outreach effort in November and staff is reviewing how effective the outreach was in generating new, frequent riders. A summary will be available early next year. Attachment A summarizes key performance metrics for FY 2021/22.

Sunday On-Demand Transit Service – Riders have completed 1,014 passenger trips since July 1, 2021, and average four trips a month on Sundays. Ridesharing amongst passengers is averaging 23% per day. No changes to services are planned at this time.

Weekday On-Demand Rideshare Service – Riders have completed 2,252 passenger trips since July 1, 2021, and average seven trips per month on weekdays. SRTA, DHCL, and Via are working to improve weekday service to the communities of Burney, Cassel, Fall River, and McArthur by adding a new service zone to the ShastaConnect operating system and mobile application, enabling travel between those communities (Attachment B). The enhanced service should start in early 2022.

OTHER AGENCY INVOLVEMENT:

SRTA contracts with DHCL to provide the following on-demand ridesharing services. Coordination with neighboring county transit agencies may be possible in the future.

Daniel S. Little, AICP, Executive Director

Attachments: **A:** ShastaConnect Service Performance Metrics – Fiscal Year 2021/22
B: Draft Burney/Fall River/Cassel/McArthur CTSA Zone

Attachment A:
ShastaConnect Service 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%	-	-
Nov. 2021	238	0	79	23.9%	-	-
Dec. 2021	-	-	-	-	-	-
Jan. 2022	-	-	-	-	-	-
Feb. 2022	-	-	-	-	-	-
Mar. 2022	-	-	-	-	-	-
Apr. 2022	-	-	-	-	-	-
May 2022	-	-	-	-	-	-
June 2022	-	-	-	-	-	-
Total/Average	1,014	-	59	19.0%	4.3 miles	13.4 min

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

Month	Passenger Trips	Reverse Trips	Total Trips
July 2021	850	26	876
Aug. 2021	608	0	608
Sept. 2021	794	0	794
Oct. 2021	-	-	-
Nov. 2021	-	-	-
Dec. 2021	-	-	-
Jan. 2022	-	-	-
Feb. 2022	-	-	-
Mar. 2022	-	-	-
Apr. 2022	-	-	-
May 2022	-	-	-
June 2022	-	-	-
Total:	2,252	26	2,278

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.

Attachment B:

**CTSA Service Area:
Burney/Fall River/Cassel/McArthur Zone (Draft)**

