

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 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, and Shasta Lake.

Since July 1, 2021, 182 new riders have tried the services. Of the 825 registered riders, 512 riders have completed at least one trip and 196 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, year-to-date performance metrics for FY 2021/22.

Sunday On-Demand Transit Service – Riders have completed 1,328 passenger trips since July 1, 2021, and average four trips a month on Sundays. Ridesharing amongst passengers is averaging 22% 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. A new "Burney" weekday service zone for the communities of Burney, Cassel, Fall River, and McArthur is planned to launch by February 2022 (Attachment B). Riders may travel anywhere within this new service area. Trip connections from the new "Burney" zone to the urban area are at the discretion of DHCL.

OTHER AGENCY INVOLVEMENT:

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

A handwritten signature in blue ink that reads "Dan Little".

Daniel S. Little, AICP, Executive Director

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

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	-	-	-	-	-	-
Jan. 2022	-	-	-	-	-	-
Feb. 2022	-	-	-	-	-	-
Mar. 2022	-	-	-	-	-	-
Apr. 2022	-	-	-	-	-	-
May 2022	-	-	-	-	-	-
June 2022	-	-	-	-	-	-
Total/Average	1,328	-	63.2	21.5%	4.4 miles	13.8 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	904	0	904
Nov. 2021	-	-	-
Dec. 2021	-	-	-
Jan. 2022	-	-	-
Feb. 2022	-	-	-
Mar. 2022	-	-	-
Apr. 2022	-	-	-
May 2022	-	-	-
June 2022	-	-	-
Total:	3,156	26	3,182

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**

