

STAFF REPORT



MEETING DATE:	June 28, 2021
SUBJECT:	Receive Update on ShastaConnect Transit Services
AGENDA ITEM:	5-9
STAFF CONTACT:	Sean Tiedgen, AICP, Senior Transportation Planner

SUMMARY

The Shasta Regional Transportation Agency (SRTA) contracts with Dignity Health Connected Living to provide specialized transportation services in the Shasta Region under the ShastaConnect brand. This includes weekday operations of the Consolidated Transportation Services Agency (CTSA) and rural public transit service, and Sunday On-Demand Transit Service in the cities of Anderson, Redding, and Shasta Lake. An update and key performance metrics for each service for FY 2020/21 are provided.

STAFF RECOMMENDATION:

It is recommended that the board of directors receive an update on ShastaConnect transit services from July 1, 2020, through May 31, 2021.

DISCUSSION:

Sunday On-Demand Transit Service Update – On November 1, 2020, the Sunday service relaunched with an expanded service area that now includes the cities of Anderson and Shasta Lake. While still in its pilot phase, this service is currently focused on providing essential transportation for our community during this pandemic while following recommended health guidelines. Greater emphasis on outreach to increase ridership and ridesharing is planned to take place this summer.

There are currently 438 registered riders, which represents 62 percent of the 700 registered riders we had prior to the service being suspended due to COVID-19. Key performance metrics for the Sunday On-Demand Transit Service from November 1, 2020, to May 31, 2021, are summarized in Table 1 (see Attachment A). Because service was suspended on April 1, 2020, due to COVID, it is not possible to compare reporting periods between this year and last year. However, the April and May 2021 ridership trend indicates a slow return to pre-COVID ridership levels.

The current average operating cost on Sundays is **\$77.84 per** hour for the period from November 2020 to May 2021. This contrasts with an average pre-pandemic operating cost of \$71.84 per hour.

Monday–Friday Rural Public Service Update – Reverse transit trips—which allow riders to order, pay, and then have essential groceries or medicines delivered to them—accounts for 55% of all weekday CTSA and rural transit trip requests since July 1, 2020. This has helped minimize public interaction during the pandemic, and the fulfillment of reverse transit trips has been optimized during days of the week when ridership is lower so that it does not conflict with serving riders requesting passenger trips. These requests are anticipated to drop as health requirements ease and passenger trips increase. Table 2 (see Attachment A) summarizes key ShastaConnect weekday service data available for FY 2020/21.

Comparing current ridership to pre-pandemic levels, ShastaConnect weekday service is in line with state trends. Across California, transit agencies are seeing a rise in ridership, but continue to see ridership varying between 20-70% below pre-pandemic levels. The CTSA and rural public transit service is up 2.2% when comparing July to May in FY 2020/21 (12,514 trips) to FY 2019/20 (12,244 trips).

OTHER AGENCY INVOLVEMENT:

SRTA contracts with Dignity Health Connected Living to operate ShastaConnect services.

Daniel S. Little, AICP, Executive Director

Attachment: ShastaConnect Service Performance Metrics

Attachment A – ShastaConnect Service Performance Metrics

Table 1: ShastaConnect Sunday On-Demand Transit Trips

Month	Total Passenger Trips	Total Reverse Trips	Avg. Daily Passenger Trips	Ridesharing Trip % ¹	Avg. Trip Length	Avg. Ride Time
Nov. 2020	148	0	29	20.0%	5.2 miles	12.2 min
Dec. 2020	130	112	32	15.0%	4.9 miles	12.0 min
Jan. 2021	166	73	33	11.0%	5.2 miles	13.1 min
Feb. 2021	177	78	44	5.0%	5.2 miles	12.5 min
Mar. 2021	224	20	56	13.4%	5.9 miles	14.0 min
Apr. 2021	180	3	60	16.0%	5.6 miles	13.3 min
May 2021	296	TBD	59.20	13.9%	3.3 miles	14.0 min
June 2021	-	-	-	-	-	-
Total/Average	1,321	286	-	13.4%	5.0 miles	13.0 min

Table 2: ShastaConnect Weekday (Monday-Friday) CTSA and Rural Transit Trips

Month	Passenger Trips	Reverse Trips	Total Trips
July 2020	905	1,398	2,303
Aug. 2020	894	1,042	1,936
Sept. 2020	966	888	1,854
Oct. 2020	435	770	1,205
Nov. 2020	337	640	977
Dec. 2020	479	633	1,112
Jan. 2021	433	588	1,021
Feb. 2021	515	434	949
Mar. 2021	501	656	1,157
Apr. 2021	654	394	1,048
May 2021	TBD	TBD	TBD
June 2021	-	-	-
Total:	6,119	7,443	13,562

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.