

STAFF REPORT



MEETING DATE:	October 31, 2024
SUBJECT:	Receive Update on ShastaConnect Transit Services for Fiscal Year-End 2023/24
AGENDA ITEM:	7-4
STAFF CONTACT:	Jennifer Pollom, AICP, Senior Transportation Planner

SUMMARY:

A ShastaConnect service performance summary for fiscal year-end (FY) 2023/24 and service updates are presented. This is an information item only and no action will be taken.

STAFF RECOMMENDATION:

It is recommended that the board of directors receive ShastaConnect service updates for Fiscal Year-End (FY) 2023/24.

DISCUSSION:

Background – In FY 2023/24 SRTA contracted with Dignity Health Connected Living (DHCL) for specialized on-demand ridesharing transit service in Shasta County including:

1. Monday through Friday (weekday) in rural Shasta County, including within:
 - a. The Redding Area Bus Authority (RABA) service area where services are not currently provided and for those who are ineligible for RABA's complimentary paratransit services but are unable to ride fixed route service; and
 - b. The Intermountain Area communities of Burney, Cassel, Fall River Mills, and McArthur; and
2. Sundays in the cities of Anderson, Redding, and Shasta Lake. RABA did not operate on Sundays in FY 2023/24.

A summary of service performance is available in the attachment. Overall, weekday CTSA service decreased 4,658 trips, compared to FY 2022/23. Sunday service decreased 209 trips compared to FY 2022/23. The drop in ridership is primarily due to changes in regional services in the Knighton Road area, whereby RABA's Flex Route 15 (since October 2023) primarily serves the Veterans Home of California – Redding, Redding Veterans Affairs (VA) Clinic, and Redding Regional Airport, instead of ShastaConnect, except for limited circumstances as coordinated with RABA.

Regional Transit Consolidation – SRTA, DHCL, and RABA staff are coordinating on regional transit consolidation based on recommendations in SRTA's 2024 Shasta Coordinated Transportation Plan and 2040 Long-Range Transit Plan. Staff are working on the transit consolidation efforts systematically and bringing items before the SRTA Board of Directors, the RABA Board of Directors, and DHCL's executive committee for consideration and approval. Consolidation of regional transit services should improve costs and provide better service to riders.

Consolidation efforts that are complete include:

- RABA's service area now covers all of Shasta County allowing RABA to directly operate Burney Express (299X) and removed Shasta County Public Works as a transit operator;
- Fare coordination so that fares are more consistent between RABA and ShastaConnect services;

- RABA was the sole applicant for FY 2023/24 Low Carbon Transit Operations Program (LCTOP) funds and will work with DHCL on CTSA-related needs;
- RABA included the ShastaConnect services in their contract with Via, so SRTA no longer has to maintain a contract with the software company for on-demand ride-sharing. Additionally, there is now one mobile app for riders in the region to request transit rides;
- Sunday transit services were moved from ShastaConnect to RABA (September 2024); and
- A memorandum of understanding for transit coordination between RABA and DHCL, including shared use of vehicles.

On-going efforts to consolidate regional transit are:

- Transferring ownership of SRTA owned vehicles to RABA (Agenda Item #7-9 today);
- Potential for RABA to be designated the Consolidated Transportation Services Agency (CTSA) for the region and subsequently taking on the CTSA contract with DHCL from SRTA for ShastaConnect CTSA services; and
- Working with Caltrans, DHCL, and RABA to transfer approved grant-funded projects, both LCTOP and State of Good Repair (SGR) to RABA for implementation.

OTHER AGENCY INVOLVEMENT:

SRTA discusses and coordinates services with DHCL and RABA as needed to meet rider needs and to make all systems more cost effective.

FISCAL IMPACT:

SRTA staff time to administer CTSA and other transit programs is budgeted in the FY 2024/25 Overall Work Program.

Weekday On-Demand Rideshare Service – Weekday transit services are funded through SRTA’s annual five percent set-aside from the Local Transportation Fund (LTF) for consolidated transportation services agency (CTSA) services, Low Carbon Transit Operations Program (LCTOP) grants, and State of Good Repair (SGR) funds. Operational costs for FY 2023/24 totaled \$716,663.65, resulting in an average cost of \$72.77 per trip.

Sunday On-Demand Transit Service – Sunday service, while part of SRTA’s contract with DHCL, was funded via LCTOP grants. Operational costs for FY 2023/24 totaled \$176,779.86, resulting in an average cost of \$63.57 per trip. Approximately \$177,951.15 remains in LCOTP funding for Sunday service.



Sean Tiedgen, AICP, Executive Director

Attachment: ShastaConnect Service Performance Metrics

ShastaConnect Service Performance Metrics – Fiscal Year 2023/24

Table 1: Sunday On-Demand Transit Trips

Month	Total Passenger Trips	Operating Days in Month	Avg. Daily Passenger Trips	Ridesharing Trip % ¹	Avg. Trip Length (miles)	Avg. Ride Time (minutes)
July 2023	298	5	59.6	23.1%	4.9	12.5
Aug. 2023	237	4	59.3	25.8%	5.1	13.0
Sept. 2023	243	4	60.8	24.9%	5.2	12.5
Oct. 2023	250	5	50.0	15.7%	5.1	12.5
Nov. 2023	194	4	48.5	16.4%	4.7	12.1
Dec. 2023	232	5	46.4	24.8%	5.0	13.2
Jan. 2024	207	4	51.8	26.0%	5.1	12.9
Feb. 2024	245	4	61.3	17.2%	3.9	11.4
Mar. 2024	212	4	53.0	29.1%	5.5	13.9
Apr. 2024	205	4	51.3	25.4%	5.2	14.2
May 2024	169	4	42.3	12.9%	4.3	12.4
June 2024	289	5	57.8	20.3%	4.3	13.0
Total/Average	2,781	52	53.5	22.8%	4.9	13.9
2022/23 Total	2,990					
Change	-7.0%					

Table 2: Weekday On-Demand Rideshare Service Trips (CTSA)

Month	Total Passenger Trips	Operating Days in Month	Avg. Daily Passenger Trips	Ridesharing Trip % ¹	Avg. Trip Length (miles)	Avg. Ride Time (minutes)
July 2023	1,346	20	67.3	22.1%	8.2	16.8
Aug. 2023	1,611	23	70.0	21.2%	7.7	16.6
Sept. 2023	763	20	38.2	29.1%	8.6	18.6
Oct. 2023	896	22	40.7	24.9%	8.2	16.5
Nov. 2023	1,213	20	60.7	30.7%	9.4	19.2
Dec. 2023	924	20	46.2	37.4%	9.2	19.0
Jan. 2024	1,061	22	48.2	32.8%	9.3	18.3
Feb. 2024	956	20	47.8	28.8%	8.9	17.2
Mar. 2024	1,025	21	48.8	31.1%	9.5	17.9
Apr. 2024	803	22	36.5	34.2%	10.4	21.4
May 2024	738	22	33.5	38.4%	10.9	23.5
June 2024	643	20	32.2	34.9%	9.9	20.9
Total/Average	9,849	251	39.2	31.8%	9.2	20.5
2022/23 Total	14,507					
Change	-32.1%					

¹ “Ridesharing Trip %” refers to the share of bookings that had some boarded time shared with another booking

Table 3: Annual ShastaConnect Performance for FY 2023/24

Year	Weekday		Sunday
Costs	\$	716,663.65	\$ 176,779.86
Operating Hours		6,526	1,267
Total Passendger Trips		9,849	2,781
LCTOP and SGR Grant Revenue	\$	147,829.83	\$176,779.86
CTSA LTF	\$	568,833.82	\$0.00
Illustrative Fare*		\$4.00	\$2.00
Passenger Trips Per Hour		1.51	2.19
CTSA LTF Per Passenger Trip		\$57.76	\$0.00
Illustrative Farebox Ratio*		5.50%	3.15%
Cost Per Passenger Trip	\$	72.77	\$ 63.57
* LCTOP and SB125 grants mostly covered fares			