

STAFF REPORT



MEETING DATE:	June 20, 2024
SUBJECT:	Receive Update on ShastaConnect Transit Services for Fiscal Year 2023/24
AGENDA ITEM:	7-5
STAFF CONTACT:	Jennifer Pollom, AICP, Senior Transportation Planner

SUMMARY:

A ShastaConnect service performance summary to-date for fiscal year (FY) 2023/24 and fare implementation update will be presented. This is an information item only and no action will be taken.

STAFF RECOMMENDATION:

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

DISCUSSION:

Background – SRTA contracts 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 does not operate on Sundays.

A summary of service performance is available in Attachment A. Overall, weekday CTSA service has seen a decrease of about 1,637 trips between July 2023 – May 2024, compared with the same period in FY 2022/23. Sunday service has seen a decline of approximately 274 trips between July 2023 – May 2024, compared to the same period in 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 15/18 (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.

Since July 2023, there have been 242 new riders on the system, and over 1,074 riders have used the system two or more times. Between July 2023 – May 2024, 88 riders have used the system 25 times or more, and of those 28 riders have used the system over 100 times this fiscal year.

ShastaConnect Fares – Prior to October 2023, fares were offset via LCTOP-funded grants; both grants are fully expended. For fare payments from October 2023 to current day, the board approved using a portion of the region's Senate Bill (SB) 125 transit funds at the December 2023 meeting to continue to provide free fares for ShastaConnect services until fares are reintroduced.

DHCL beta tested their new fare collection system and fare structure for ShastaConnect services from May 4 through May 22, 2024, and it was successful. Free fares began again on May 23rd and will go through September 30, 2024. Fares will return on October 1, 2024. DHCL's new fare structure is similar to RABA's fare structure (including passes and free rides for veterans), making the two transit systems more coordinated and easier for riders to use public transportation in the region.

OTHER AGENCY INVOLVEMENT:

SRTA discusses and coordinates services with DHCL and RABA as needed to meet rider needs.

FISCAL IMPACT:

SRTA staff time to administer CTSA and other transit programs is budgeted in the Overall Work Program. The following information is based on invoices received from DHCL through April 2024.

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 through April 2024, totaled \$576,853.40, resulting in a cost of \$50.89 per trip.

Sunday On-Demand Transit Service – Sunday service is funded via LCTOP grants. Operational costs for FY 2023/24 through April 2024, totaled \$146,277, resulting in a cost of \$58.70 per trip. An LCTOP balance of \$199,242, remains for eligible operations, software costs, and outreach. Remaining LCTOP funds will be spent on Sunday On-Demand Transit Service only and may be rolled over into a future fiscal year, with Caltrans approval.



Sean Tiedgen, AICP, Executive Director

Attachment: ShastaConnect Service Performance Metrics – Fiscal Year 2023/24

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	-	-	-	-	-	-
Total/Average	2,492	47	53.0	21.9%	4.9	12.8
2022/23 Total	2,766 (July to May)					
Change	-9.9%					

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	-	-	-	-	-	-
Total/Average	11,336	231	49.1	30.1%	9.1	18.6
2022/23 Total	12,973 (July to May)					
Change	-12.6%					

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