STAFF REPORT

MEETING DATE:	**October 30, 2025**
SUBJECT:	**Receive Final Update on ShastaConnect Transit Services for Fiscal Year 2024/25**
AGENDA ITEM:	**7-5**
STAFF CONTACT:	**Jennifer Pollom, AICP, Senior Transportation Planner**

SUMMARY:

The final ShastaConnect service performance summary for Fiscal Year (FY) 2024/25 and regional transit consolidation efforts are presented for review. Starting July 1, 2025, Redding Area Bus Authority (RABA) was the sole public transit operator in the Shasta Region, having fully taken over all ShastaConnect operations. This is the last ShastaConnect transit services staff report. This is an information item only and no action will be taken.

STAFF RECOMMENDATION:

It is recommended that the board of directors receive the final ShastaConnect service updates for FY 2024/25.

DISCUSSION:

Background – In FY 2024/25, SRTA contracted with Dignity Health Connected Living (DHCL) for specialized on-demand ridesharing transit service in Shasta County branded as ShastaConnect, including two distinct weekday (Monday through Friday) Consolidated Transportation Services Agency (CTSA) services in rural Shasta County. The two services are within:

1. The RABA service area where services are not currently provided and for individuals who are ineligible for RABA's complimentary paratransit services and are unable to ride fixed route service; and
2. The Intermountain Area communities of Burney, Cassel, Fall River Mills, and McArthur.

Despite early drops in ridership due to the impact of RABA taking on the Knighton Road area regional transit services and reintroduction of fares, the CTSA service is up 508 trips compared to FY 2023/24, a 5.2 percent increase in annual ridership and a 29.9 percent increase for June alone. A summary of service performance is available through the attached table and chart.

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 over time.

Completed consolidation efforts are listed below.

- RABA's service area now covers all of Shasta County, allowing RABA to directly operate Route 299X and removing Shasta County Public Works as a transit operator.
- Fares were coordinated for greater consistency between RABA and ShastaConnect services.
- RABA continues to be the sole applicant for Low Carbon Transit Operations Program (LCTOP) and State of Good Repair (SGR) funds while working with DHCL on CTSA-related service needs.

- RABA included ShastaConnect services in their contract with Via, so SRTA no longer maintains a contract with the software company for on-demand ridesharing. Additionally, there is now one mobile app for riders in the region to request transit rides.
- Sunday transit services transitioned from ShastaConnect to RABA on September 1, 2024.
- A memorandum of understanding for transit coordination between RABA and DHCL, including shared use of vehicles, was completed.
- SRTA transferred ownership of all SGR-funded vehicles to RABA.
- SRTA amended the CTSA contract for ShastaConnect services to facilitate a contract transfer to RABA.
- SRTA transferred four ShastaConnect SGR projects, totaling $356,827.48 with accrued interest, to make RABA the implementing agency.
- SRTA transferred all remaining SGR funds for RABA projects to RABA as the implementing agency.
- SRTA designated RABA as the CTSA for the region, effective July 1, 2025, with DHCL continuing CTSA operations under the existing contract.
    - SRTA assigned the contract with DHCL to provide special transportation services to RABA.
    - SRTA and RABA entered into a memorandum of understanding for administration of CTSA.
- SRTA worked with Caltrans, Shasta County Public Works, and RABA to transfer Federal Transit Administration (FTA) rural transit grants to RABA.
- Simplified the State Transit Assistance (STA) allocation process, allocating all estimated transit-only eligible funding to RABA upfront.
- SRTA terminated the following CTSA-associated agreements with DHCL:
    - Agreement for the Lease of Vehicles for Specialized Public Transportation Services (executed on November 8, 2019).
    - DHCL – RABA – SRTA CTSA Service Coordination Agreement for Shasta County (executed January 7, 2021).
    - Memorandum of Understanding Between SRTA and Shasta Senior Nutrition Programs for Administration of the CTSA (executed on December 16, 2017).
    - Senate Bill (SB) 125 Sub-recipient Cooperative Agreement between SRTA and DHCL (executed on March 20, 2025).

Remaining on-going efforts to consolidate regional transit include:

- Working with Caltrans and RABA to transfer approved grant-funded projects, including LCTOP, State of Good Repair (SGR), Transit and Intercity Rail Capital Program (TIRCP), and SB 125 Transit Program funds to RABA for implementation.
- Further updating of Transportation Development Act (TDA) policies and processes pending recommendations from SB 125 Transit Transformative Task Force report (anticipated Fall 2025) and subsequent state legislative action.

OTHER AGENCY INVOLVEMENT:
SRTA discusses and coordinates services with DHCL and RABA, as needed, to meet rider needs and make regional transit more cost effective. RABA will provide ShastaConnect performance reports to SRTA, starting July 1, 2025, on a quarterly basis.

FISCAL IMPACT:
SRTA staff time to administer CTSA and other transit programs was 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 CTSA services and SGR funds. Operational costs for FY 2024/25 from July 1, 2024, to June 30, 2025, totaled $821,885.08. FY 2024/25

CTSA costs were over budget compared to estimates provided by DHCL, primarily due to costly vehicle repairs, rising fuel costs, and increased personnel costs due to required increases in minimum wage and other employee benefits. The CTSA Reserve account, which is a balance of unused CTSA funds for prior years, was fully expended to cover most expenses in excess of the initial FY 2024/25 budget. DHCL staff were informed, and they will be able to cover the remaining CTSA costs.

Sunday On-Demand Transit Service – SRTA currently reimburses RABA for Sunday service using LCTOP grant funds dedicated for this service with approximately $12,302.71 remaining. Once LCTOP funds are fully expended, RABA intends to use TDA State Transit Assistance, FTA, and SB 125 funds to pay for ongoing Sunday transit service if it meets RABA performance standards for micro-transit services in the Short-Range Transit Plan.

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Keith Williams, AICP, Senior Transportation Planner

Attachment: ShastaConnect Service Performance Metrics

ShastaConnect Service Performance Metrics – Fiscal Year 2024/25

Table 1: Weekday On-Demand Rideshare Service Trips

Month	Total Passenger Trips	Operating Days in Month	Avg. Daily Passenger Trips	Ridesharing Trip %	Avg. Trip Length (miles)	Avg. Ride Time (minutes)
July 2024	697	26	26.8	39.3%	10.8	23.4
Aug. 2024	860	27	31.9	42.8%	10.7	23.4
Sept. 2024	853	24	35.5	43.0%	11.2	23.4
Oct. 2024	914	27	33.9	48.8%	12.3	25.7
Nov. 2024	756	25	30.2	48.0%	12.4	25.9
Dec. 2024	875	21	41.7	47.3%	11.4	24.2
Jan. 2025	828	21	39.4	42.4%	11.6	24.5
Feb. 2025	843	19	44.4	43.2%	11.1	23.7
Mar. 2025	987	21	47.0	46.8%	11.6	24.5
Apr. 2025	1,019	22	46.3	46.4%	13.7	28.0
May 2025	890	21	42.4	44.3%	12.3	25.9
June 2025	835	21	39.8	36.7%	11.4	23.1
Total/Average	10,357	275	37.7	44.1%	11.8	24.7
2023/24 Total	9,849					
Change	5.2%					

Chart 1: Three Year Historic CTSA Ridership