



STAFF REPORT

MEETING DATE:	December 14, 2023
SUBJECT:	Receive Update on ShastaConnect Transit Services for Fiscal Year 2022/23
AGENDA ITEM:	7-5
STAFF CONTACT:	Jennifer Pollom, AICP, Senior Transportation Planner

STAFF RECOMMENDATION:

It is recommended that the board of directors receive a ShastaConnect update for Fiscal Year (FY) 2022/23.

DISCUSSION:

SRTA contracts with Dignity Health Connected Living (DHCL) to provide specialized on-demand ridesharing services 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, as RABA does not currently offer service on Sundays.

Weekday ridership for 2022/23 increased 23 percent over 2021/22 ridership. Over the same timeframe, Sunday ridership decreased 20 percent, mostly attributed to staffing levels at DHCL, both administrative staff and drivers. Key performance metrics are attached.

OTHER AGENCY INVOLVEMENT:

SRTA discusses and coordinates services with DHCL and RABA as needed to meet rider needs. The Technical Advisory Committee (TAC) met on November 30, 2023, to review FY 2022/23 ShastaConnect update.

FISCAL IMPACT

Fiscal information is based on invoices received from DHCL, and SRTA staff time is budgeted in the 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. Fares are currently offset via LCTOP-funded free/reduced fare program. SRTA's total administration and operational costs for FY 2022/23, including SRTA staff time totaled \$667,768.55.

Sunday On-Demand Transit Service – Sunday service is funded through LCTOP grants. Administration and operational costs for FY 2022/23, totaled \$185,861.96. An LCTOP balance of \$98,843 remains as of the end of the fiscal year for eligible operations, software, outreach, and SRTA staff costs. 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.

A blue ink signature of Sean Tiedgen, written in a cursive style.

Sean Tiedgen, AICP, Executive Director

Attachment: ShastaConnect Service Performance Metrics – Fiscal Year 2022/23

ShastaConnect Service Performance Metrics – Fiscal Year 2022/23

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 2022	351	5	70	28.1%	4.8	14.9
Aug. 2022	310	4	78	25.8%	4.8	14.2
Sept. 2022	266	4	67	27.7%	5.3	15.5
Oct. 2022	318	5	64	28.5%	5.2	15.8
Nov. 2022	198	3	66	24.3%	5.9	16.8
Dec. 2022	126	3	42	20.3%	4.4	13.6
Jan. 2023	204	4	51	19.1%	5.0	14.9
Feb. 2023	235	4	59	17.8%	4.5	13.9
Mar. 2023	248	4	62	17.9%	4.5	12.9
Apr. 2023	283	4	71	15.2%	4.4	14.7
May 2023	227	4	57	16.2%	4.5	13.3
June 2023	224	4	56	15.4%	5.4	15.6
Total/Average	2,990	48	62	21.4%	4.9	14.7
2021/22 Total	3,738					
Change	-20%					

Table 2: Weekday On-Demand Rideshare Service Trips

Month	Passenger Trips	Reverse Trips	Total Trips
July 2022	1,148	0	1,148
Aug. 2022	1,375	0	1,375
Sept. 2022	1,180	326	1,506
Oct. 2022	1,138	538	1,676
Nov. 2022	1,128	504	1,632
Dec. 2022	1,116	502	1,618
Jan. 2023	1,077	468	1,545
Feb. 2023	1,143	418	1,561
Mar. 2023	1,281	526	1,807
Apr. 2023	1,120	334	1,454
May 2023	1,267	12	1,279
June 2023	1,534	N/A ²	1,534
Total	14,507	3,628	18,135
2021/22 Total	11,750		
Change	+23%		

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.

² Reverse transit trips ended after May of 2023.

Table 3: Annual ShastaConnect Performance for FY 2022/23

Year	Weekday	Sunday
Costs	\$667,768.55	\$185,861.96
Operating Hours	11,288	1,331
Riders (incl reverse transit)	18,135	2,990
LCTOP and SGR Grant Revenue	\$212,167.79	\$185,861.96
CTSA LTF	\$455,600.76	\$0.00
Illustrative Fare*	\$3.00	\$3.00
Riders Per Hour	1.61	2.25
CTSA LTF Per Rider (incl reverser transit)	\$25.12	\$0.00
Illustrative Farebox Ratio*	8.15%	4.83%
* LCTOP grants covered fares		