

STAFF REPORT



MEETING DATE:	February 24, 2022
SUBJECT:	Receive Update on ShastaConnect Transit Services
AGENDA ITEM:	7-6
STAFF CONTACT:	Sean Tiedgen, AICP, Senior Transportation Planner

STAFF RECOMMENDATION:

It is recommended that the board of directors receive an update on ShastaConnect services.

DISCUSSION:

The Shasta Regional Transportation Agency (SRTA) contracts with Dignity Health Connected Living (DHCL) to provide on-demand ridesharing services in Shasta County, including:

- 1) Sunday service in the cities of Anderson, Redding, and Shasta Lake; and
- 2) Monday through Friday in rural Shasta County; within the Redding Area Bus Authority's (RABA) service area where RABA fixed route and demand response services are unable to serve; and in other limited circumstances in the RABA service area, such as when riders are ineligible for complementary paratransit services and unable to use fixed route services.

Since July 1, 2021, 273 new riders have tried the services, 489 registered riders have completed at least one trip, and 245 riders have completed five or more trips since November 1, 2020. At the April board meeting, staff will present on the impact of SRTA's Fall 2021 outreach effort. Attachment A summarizes key, year-to-date performance metrics for Fiscal Year 2021/22.

Sunday On-Demand Transit Service – Riders have completed 2,049 passenger trips since July 1, 2021. Sunday riders average four trips a month. Passenger ridesharing averages 23.5% per Sunday. Any proposed changes to services will be discussed as part of the annual Transit Needs Assessment.

Weekday On-Demand Rideshare Service – Riders have completed 4,894 passenger trips since July 1, 2021. Weekday riders average seven trips per month. A new weekday service for rides between the intermountain communities of Burney, Cassel, Fall River, and McArthur launched on January 24, 2022. Rides are provided from 8:00 a.m. to 3:30 p.m. Flyers are being shared at various locations in the communities.

OTHER AGENCY INVOLVEMENT:

DHCL and RABA coordinate as needed to meet rider needs. Coordination with neighboring county transit agencies may be possible in the future.

A handwritten signature in black ink that reads "KEITH WILLIAMS".

Keith R. Williams, AICP, Senior Transportation Planner

Attachment: ShastaConnect Service Year-to-Date Performance Metrics – Fiscal Year 2021/22

Attachment A:
ShastaConnect Service Year-to-Date Performance Metrics for Fiscal Year (FY) 2021/22

Table 1: Sunday On-Demand Transit Trips (FY 2021/22)

Month	Total Passenger Trips	Total Reverse Trips	Avg. Daily Passenger Trips	Ridesharing Trip % ¹	Avg. Trip Length	Avg. Ride Time
July 2021	168	0	56	12.2%	4.1 miles	12.5 min
Aug. 2021	252	0	50	14.0%	4.1 miles	12.9 min
Sept. 2021	244	0	61	31.2%	4.6 miles	14.7 min
Oct. 2021	350	0	70	24.6%	4.9 miles	15.0 min
Nov. 2021	314	0	79	25.4%	4.5 miles	13.8 min
Dec. 2021	305	0	76	30.9%	4.9 miles	14.3 min
Jan. 2022	416	0	83	26.3%	5.1 miles	13.9 mins
Feb. 2022	-	-	-	-	-	-
Mar. 2022	-	-	-	-	-	-
Apr. 2022	-	-	-	-	-	-
May 2022	-	-	-	-	-	-
June 2022	-	-	-	-	-	-
Total/Average	2,049	-	68	23.5%	4.6 miles	13.9 min

Table 2: Weekday On-Demand Rideshare Service Trips (FY 2021/22)

Month	Passenger Trips	Reverse Trips	Total Trips
July 2021	850	26	876
Aug. 2021	608	0	608
Sept. 2021	794	0	794
Oct. 2021	904	0	904
Nov. 2021	875	0	875
Dec. 2021	837	0	837
Jan. 2022	-	-	-
Feb. 2022	-	-	-
Mar. 2022	-	-	-
Apr. 2022	-	-	-
May 2022	-	-	-
June 2022	-	-	-
Total:	4,868	26	4,894

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.