

STAFF REPORT



MEETING DATE:	June 22, 2023
SUBJECT:	Receive Update on ShastaConnect Transit Services
AGENDA ITEM:	7-8
STAFF CONTACT:	Jennifer Pollom, AICP, Senior Transportation Planner

STAFF RECOMMENDATION:

It is recommended that the board of directors receive a ShastaConnect update for July 1, 2022, through April 30, 2023.

DISCUSSION:

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

1. Monday through Friday (M-F) 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.

Systemwide, since November 1, 2020, 1,008 riders have completed at least one trip, and 511 have completed five or more. Since July 1, 2022, 281 new riders began using ShastaConnect services. Service outreach has focused on social media describing ShastaConnect services. Key performance metrics are attached.

OTHER AGENCY INVOLVEMENT:

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

FISCAL IMPACT:

Fiscal information is based on invoices received from DHCL.

Weekday On-Demand Rideshare Service – M-F 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 and Low Carbon Transit Operations Program (LCTOP) grants. Fares are currently offset via LCTOP-funded free/reduced fare program. Administration and operational costs for July 1 to April 30, 2023, totaled \$571,075.

Sunday On-Demand Transit Service – Sunday service is funded through LCTOP grants. Administration and operational costs for July 1 to April 30, 2023, totaled \$135,688. An LCTOP balance of \$154,677 remains 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 handwritten signature in blue ink, appearing to read "J. Carlson", is written over a horizontal line.

Jessica Carlson, Chief Fiscal Officer

Attachment: ShastaConnect Service Performance Metrics - July 1, 2022, through April 30, 2023

ShastaConnect Service Performance Metrics - July 1, 2022, through April 30, 2023

Table 1: Sunday On-Demand Transit Trips

Month	Total Passenger Trips	Total Reverse Trips	Avg. Daily Passenger Trips	Ridesharing Trip % ¹	Avg. Trip Length (miles)	Avg. Ride Time (minutes)
July 2022	351	0	70	28.1%	4.8	14.9
Aug. 2022	310	0	78	25.8%	4.8	14.2
Sept. 2022	266	0	67	27.7%	5.3	15.5
Oct. 2022	318	0	64	28.5%	5.2	15.8
Nov. 2022	198	0	66	24.3%	5.9	16.8
Dec. 2022	126	0	42	20.3%	4.4	13.6
Jan. 2023	204	0	51	19.1%	5.0	14.9
Feb. 2023	235	0	59	17.8%	4.5	13.9
Mar. 2023	248	0	62	17.9%	4.5	12.9
Apr. 2023	283	0	71	15.2%	4.4	14.7
May 2023	-	-	-	-	-	-
June 2023	-	-	-	-	-	-
Total/Average	2,539	0	63	22.5%	4.9	14.7

Table 2: Weekday On-Demand Rideshare Service Trips

Month	Passenger Trips	Reverse Trips	Total Trips
July 2022	962	0	962
Aug. 2022	1,194	0	1,194
Sept. 2022	683	326	1,009
Oct. 2022	493	538	1,031
Nov. 2022	464	504	968
Dec. 2022	448	502	950
Jan. 2023	475	468	943
Feb. 2023	572	418	990
Mar. 2023	487	526	1,013
Apr. 2023	552	334	932
May 2023	-	-	-
June 2023	-	-	-
Total:	6,330	3,616	9,992

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.