

STAFF REPORT



MEETING DATE:	February 23, 2023
SUBJECT:	Receive Update on ShastaConnect Transit Services
AGENDA ITEM:	8-7
STAFF CONTACT:	Kimiko Taguchi, Associate Transportation Planner

SUMMARY:

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 in rural Shasta County, including:
 - 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.

A summary of ShastaConnect service performance is provided below.

STAFF RECOMMENDATION:

It is recommended that the board of directors receive an update on ShastaConnect services for fiscal year (FY) 2022/23.

DISCUSSION:

Systemwide for all services, since November 1, 2020, 885 riders have completed at least one trip and 451 riders completed five or more trips. Since July 1, 2022, 209 new riders began using ShastaConnect's services. DHCL reconsidered the need for reverse transit trips for eligible passengers based on increased requests and restarted the service in September 2022. Service outreach has focused on a strong social media presence describing ShastaConnect's services. Staff is evaluating opportunities for outreach at future community events. Attachment A summarizes key year-to-date performance metrics for FY 2022/23.

Weekday On-Demand Rideshare Service – A total of 5,730 passenger trips were completed from July 1 to December 31, 2022. Riders average four trips per month Monday through Friday. No immediate changes to services are planned at this time, however SRTA and DHCL staff are reviewing various requests to determine if changes may improve service and increase ridership.

Sunday On-Demand Transit Service – A total of 1,569 passenger trips were completed from July 1 to December 31, 2022. Riders average three passenger trips per month on Sundays. Ridesharing, where more than one passenger was riding on the same vehicle, is averaging 21.9% per day. No changes to services are planned at this time.

OTHER AGENCY INVOLVEMENT:

SRTA discusses and coordinates services with DHCL and the Redding Area Bus Authority (RABA) as needed to meet rider needs. Coordination with neighboring county transit agencies may be possible in the future. The Technical Advisory Committee (TAC) concurs with staff recommendation.

FISCAL IMPACT:

Fiscal information is based on invoices received from DHCL. Invoices for November and December 2022 are not available at this time and are not reflected in this financial summary.

Weekday On-Demand Rideshare Service – Monday through Friday 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 October 31, 2022, totaled \$212,180.

Sunday On-Demand Transit Service – Sunday service is funded through LCTOP grants. Administration and operational costs for July 1 to October 31, 2022, totaled \$49,829. An LCTOP balance of \$195,450 remains for eligible operations, software, outreach, and SRTA staff costs. The balance of remaining LCTOP funds are to be spent on Sunday On-Demand Transit Service only and may be rolled over into a future fiscal year, given approval from Caltrans.



Sean Tiedgen, AICP, Executive Director

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

Attachment A:
ShastaConnect Service Year-to-Date Performance Metrics for Fiscal Year (FY) 2022/23

Table 1: Sunday On-Demand Transit Trips (FY 2022/23)

Month	Total Passenger Trips	Total Reverse Trips	Avg. Daily Passenger Trips	Ridesharing Trip % ¹	Avg. Trip Length	Avg. Ride Time
July 2022	351	0	70	19.5%	7.8 miles	18.9 min
Aug. 2022	310	0	77	19.5%	8.1 miles	20.0 min
Sept. 2022	266	0	66	20.4%	7.9 miles	19.0 min
Oct. 2022	318	0	64	29.0%	5.2 miles	15.8 min
Nov. 2022	198	0	49	18.7%	8.2 miles	19.3 min
Dec. 2022	126	0	31	24.4%	8.6 miles	13.6 min
Jan. 2023	-	-	-	-	-	-
Feb. 2023	-	-	-	-	-	-
Mar. 2023	-	-	-	-	-	-
Apr. 2023	-	-	-	-	-	-
May 2023	-	-	-	-	-	-
June 2023	-	-	-	-	-	-
Total/Average	1,569	0	59	21.9%	7.6 miles	17.7 min

Table 2: Weekday On-Demand Rideshare Service Trips (FY 2022/23)

Month	Passenger Trips	Reverse Trips	Total Trips
July 2022	857	0	857
Aug. 2022	1,064	0	1,064
Sept. 2022	655	326	981
Oct. 2022	427	538	965
Nov. 2022	919	0	919
Dec. 2022	944	0	944
Jan. 2023	-	-	-
Feb. 2023	-	-	-
Mar. 2023	-	-	-
Apr. 2023	-	-	-
May 2023	-	-	-
June 2023	-	-	-
Total:	4,866	864	5,730

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.