

STAFF REPORT



MEETING DATE: February 23, 2021
SUBJECT: Receive Update on ShastaConnect Transit Services
AGENDA ITEM: 8-7
STAFF CONTACT: Sean Tiedgen, AICP, Senior Transportation Planner

STAFF RECOMMENDATION:

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

DISCUSSION:

Sunday On-Demand Transit Service Update – On November 1, 2020, the Sunday service relaunched with an expanded service area that now includes the cities of Anderson and Shasta Lake. While still in its pilot phase, this service is currently focused on providing essential transportation for our community during this pandemic while following recommended health guidelines. Greater emphasis on outreach to increase ridership and ridesharing will grow over time as pandemic conditions ease and the region moves into lower COVID tiers.

As of February 1, 2021, there are 259 registered riders. Key service performance metrics for Sunday Transit service from November 1, 2020 – January 31, 2021, are summarized in the following table.

Month	Total Passenger Trips	Avg. Daily Passenger Trips	% of Trips with Ridesharing	Avg. Trip Length	Avg. Ride Time
November 2020	148	29	20%	5.2 miles	12.2 min
December 2020	130	32	15%	4.9 miles	12.0 min
January 2021	166	33	11%	5.2 miles	13.1 min

Monday–Friday Rural Public Service Update – Since April 2020, reverse transit trips—which allow riders to order, pay, and then have essential groceries or medicines delivered to them—accounted for over 60 percent of all weekday CTSA and rural transit trip requests. This has helped minimize public interaction during the pandemic. These requests are anticipated to drop as health requirements ease.

When comparing current ridership to pre-pandemic levels, ShastaConnect services are slightly better than the estimated 65-85% loss of ridership for transit agencies statewide. Sunday On-Demand Transit passenger trips are down 59.8% when comparing November-January in Fiscal Year (FY) 2020/21 to FY 2019/20. ShastaConnect weekday CTSA and rural public transit service is down 46% when comparing July-October in FY 2020/21 to FY 2019/20. Reverse transit trips are not included in the above table.

OTHER AGENCY INVOLVEMENT:

SRTA contracts with Dignity Health Connected Living to operate ShastaConnect services.

Daniel S. Little, AICP, Executive Director