

STAFF REPORT



MEETING DATE:	February 29, 2024
SUBJECT:	Receive Update on ShastaConnect Transit Services for Fiscal Year 2023/24
AGENDA ITEM:	9-7
STAFF CONTACT:	Jennifer Pollom, AICP, Senior Transportation Planner

SUMMARY:

A ShastaConnect service performance summary to-date for fiscal year 2023/24 and fare implementation plan update are provided for information purposes.

STAFF RECOMMENDATION:

It is recommended that the board of directors receive a ShastaConnect service update for Fiscal Year (FY) 2023/24.

DISCUSSION:

Background – SRTA contracts with Dignity Health Connected Living (DHCL) for specialized on-demand ridesharing transit service 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 operate on Sundays.

A summary of service performance is available in Attachment A. Overall, weekday CTSA service has seen an increase of over 1,000 trips between July – November 2023, compared with the same period in 2022. Sunday service has seen a decline of approximately 100 trips between July – December 2023, compared to the same period in 2022.

ShastaConnect Fares – Prior to October 2023, fares were offset via LCTOP-funded grants; both grants are fully expended. The board approved using a portion of the region's SB 125 transit funds at the December meeting to continue to provide free fares for ShastaConnect services until fares are reintroduced.

DHCL is working on a schedule to reintroduce fares in the coming weeks on all ShastaConnect services, which is dependent on delivery of some fare equipment. DHCL has been informing riders since December 2023, that fares will be returning to ShastaConnect services. DHCL's draft fare structure is nearly complete and is anticipated to be similar in structure to what RABA is implementing in March 2024. RABA's structure includes passes and free rides for veterans.

OTHER AGENCY INVOLVEMENT:

SRTA discusses and coordinates services with DHCL and RABA as needed to meet rider needs. RABA introduced a flex route service (Route 15) to serve the Veterans Clinic, Veterans Home, and

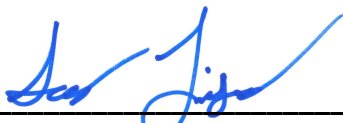
Redding Regional Airport in October 2023. ShastaConnect services were scaled back in those areas to reduce trip request conflicts.

FISCAL IMPACT:

SRTA staff time to administer CTSA and other transit programs is budgeted in the Overall Work Program. The following information is based on invoices received from DHCL.

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. Operational costs for FY 2023/24 through November 2023, totaled \$284,566.75.

Sunday On-Demand Transit Service – Sunday service is funded via LCTOP grants. Operational costs for FY 2023/24 through January 2024, totaled \$104,316.25. An LCTOP balance of \$243,485, remains for eligible operations, software, and outreach. 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.



Sean Tiedgen, AICP, Executive Director

Attachment: ShastaConnect Service Performance Metrics – Fiscal Year 2023/24

ShastaConnect Service Performance Metrics – Fiscal Year 2023/24

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 2023	298	5	60	17.0%	5.0	13.8
Aug. 2023	237	4	59	15.1%	5.2	14.3
Sept. 2023	243	4	61	21.6%	5.2	14.1
Oct. 2023	250	5	50	11.6%	5.0	13.8
Nov. 2023	194	4	49	18.0%	4.7	13.5
Dec. 2023	232	5	46	21.3%	5.0	12.9
Jan. 2024	207	4	52	23.1%	5.1	12.8
Feb. 2024	-	-	-	-	-	-
Mar. 2024	-	-	-	-	-	-
Apr. 2024	-	-	-	-	-	-
May 2024	-	-	-	-	-	-
June 2024	-	-	-	-	-	-
Total/Average	1,661	31	54	18.3%	5.0	13.6

Table 2: Weekday On-Demand Rideshare Service Trips

Month	Total Passenger Trips	Operating Days in Month	Avg. Daily Passenger Trips	Ridesharing Trip % ²	Avg. Trip Length (miles)	Avg. Ride Time (minutes)
July 2023	1,346	20	67.3	13.1%	8.2	19.5
Aug. 2023	1,611	23	70.04	12.3%	7.8	19.0
Sept. 2023	763	20	38.15	17.0%	8.7	21.4
Oct. 2023	896	22	40.73	14.0%	8.3	19.0
Nov. 2023	1,213	20	60.65	17.7%	8.4	20.2
*Dec. 2023	-	-	-	-	-	-
*Jan. 2024	-	-	-	-	-	-
Feb. 2024	-	-	-	-	-	-
Mar. 2024	-	-	-	-	-	-
Apr. 2024	-	-	-	-	-	-
May 2024	-	-	-	-	-	-
June 2024	-	-	-	-	-	-
Total/Average	5,829	105	39	14.8%	8.3	19.8

*December 2023 and January 2024 performance metrics are not available for CTSA at this of reporting.

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.