

STAFF REPORT



MEETING DATE:	April 28, 2020
SUBJECT:	Receive Update Regarding ShastaConnect Sunday On-Demand Transit Service Temporary Suspension and Performance Report Through March 2020
AGENDA ITEM:	9
STAFF CONTACT:	Sean Tiedgen, AICP, Senior Transportation Planner

SUMMARY

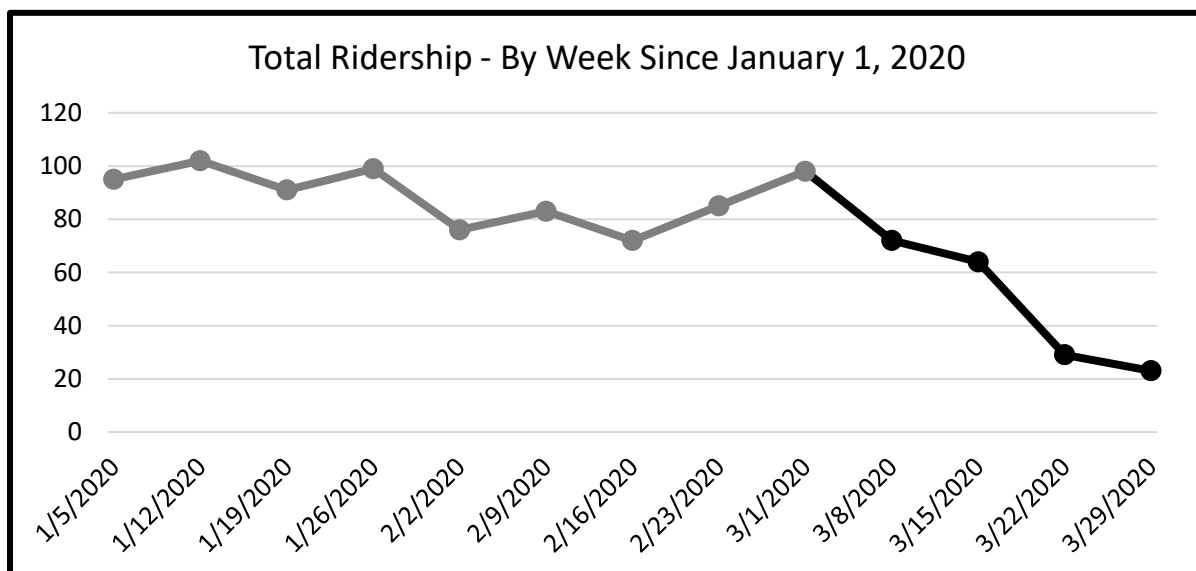
The ShastaConnect Sunday On-Demand Transit service launched October 13, 2019. On March 30, 2020, a temporary suspension of the service was announced due to the COVID-19 virus pandemic. A date for when service will restart has not been determined. A summary report on the service's performance through March 31, 2020, is provided.

STAFF RECOMMENDATION:

It is recommended that the board of directors receive a status update and performance report for the ShastaConnect Sunday On-Demand Transit service through March 31, 2020.

DISCUSSION:

Temporary Suspension of Service – The ShastaConnect Sunday On-Demand Transit service launched on October 13, 2019. Starting in March 2020, the COVID-19 virus outbreak resulted in a sharp decline in ridership (see chart below) and challenges in meeting staffing needs. As things progressed, SRTA and DHCL staff determined it was best to temporarily suspend service beginning on April 5, 2020. A return to service date has not been determined.



Performance Report – As of March 31, 2020, there were approximately 700 registered users. Before the COVID-19 outbreak, ridership was steadily increasing. Between November 2019 and February 2020:

- Daily ridership averaged 84 passenger trips per Sunday.
- Requested trips averaged eight miles in length.
- Ridesharing (trips with two or more persons) was approximately 18% of all trips.

Sunday On-Demand Transit Service Performance Metrics Through March 2020

Month	Passenger Trips	Avg. Daily Ridership	Vehicle Revenue Miles	Passengers per Mile	Vehicle Revenue Hours	Passengers per Hour
Oct. 2019	130	43.30	961	0.14	69.75	1.86
Nov. 2019	331	82.75	2,098	0.16	110.5	3.00
Dec. 2019	387	77.4	2,416	0.16	175	2.21
Jan. 2020	387	96.75	2,346	0.16	137.5	2.81
Feb. 2020	316	79.00	1,441	0.22	130	2.43
Mar. 2020	286	57.20	1,247	0.23	133.5	2.14
Total/Avg:	1,837	72.75	10,509	0.18	756.25	2.41

Staff will notify registered users and others when service resumes. Staff is also considering using the downtime to further refine service and technology for this pilot program.

OTHER AGENCY INVOLVEMENT:

SRTA contracts with DHCL to operate the ShastaConnect Sunday On-Demand Transit Service. Staff at both agencies mutually agreed to temporarily suspend Sunday services.

FISCAL IMPACT

The ShastaConnect Sunday On-Demand Transit service relies on ridership in order to cover operational costs. Low Carbon Transit Operations Program (LCTOP) funds totaling \$231,865 have been secured for the service. Staff is looking at ways to restructure how LCTOP reimburses for the service that does not rely on ridership.



Daniel S. Little, AICP, Executive Director