



DRAFT

2018-2019 Transit Needs Assessment



Executive Summary



The [Transportation Development Act \(TDA\)](#) was enacted in 1971 to improve California’s public transportation. The [TDA](#) provides funding for public transportation in urban and non-urban areas, and for local streets and roads after all transit needs have been met.

The Transit Needs Assessment annually evaluates the transit needs in the Shasta Region and assists the Shasta Regional Transportation Agency’s Board of Directors to determine if proposed transit services are “reasonable to meet” according to specific criteria.

Last year, two proposals for expansion of service were found “reasonable to meet.” After repeated requests from the public, SRTA is in the process of developing a Sunday Service pilot program that would serve areas of Redding. Grant funding has been instrumental in continuing seasonal service to Whiskeytown Lake which ran again in 2017 after making its debut from June 2016 to August 2016. Ridership will need to grow for this service to continue if grant funding disappears. After a slow start, ridership for the Crosstown Express is growing. Service from Anderson to Cottonwood (the Cottonwood Express) was discontinued in June 2017 based on low ridership numbers along the route.

The [Redding Area Bus Authority \(RABA\)](#) is the primary public transportation provider in the Shasta Region. [RABA](#) provides both fixed-route and demand-response transit service to a 100 square mile area in and around the cities of [Redding](#), [Anderson](#), and [Shasta Lake](#). [RABA](#) also operates the [Burney Express](#) commuter route, funded through the county of Shasta’s portion of [TDA](#) funding.

Non-profit agencies and contractors provide some service to outlying areas beyond the [RABA](#) service area. [The Shasta Regional Transportation Agency \(SRTA\)](#) contracts with [Dignity Health Connected Living \(DHCL, formerly SSNP\)](#) to operate [Consolidated Transportation Services Agency \(CTSA\)](#) transit service for seniors and the disabled outside of [RABA](#)’s service area.

[SRTA](#) works closely with transit operators to ensure that both [RABA](#) and [CTSA](#) can meet their transit obligations with the federal and state money allocated. [RABA](#)’s ratio of fare revenue to operating cost is 16.9%. This is below the 18% goal (weighted average for urban and non-urban areas). The [Burney Express](#) 10.97% ratio exceeds its farebox ratio goal of 10%, but has faced challenges with increased fuel costs and the need to replace two engines in the last year. While SRTA monitors the [CTSA](#)’s farebox performance, its only mandatory performance standard is Subsidy per Trip. The [CTSA](#)’s Subsidy per Trip for 2016/17 is \$18.20 and just below the maximum of \$18.60. There are also opportunities to improve and expand transit services through new state transit funding programs.

Table of Contents

Executive Summary	2
Section 1 Introduction	4
1.1 Overview of Funding for Transit Needs	5
1.2 What is the Unmet Transit Needs Process?	8
1.2.2 What is an Unmet Transit Need?	11
1.2.3 What is "Reasonable to Meet"?	12
1.3 What is the Transit Needs Assessment?	13
Section 2 Description of TDA-Funded Transit Providers	15
2.1 Redding Area Bus Authority (RABA) (Cont'd)	15
2.2 Burney Express	17
2.3 Dignity Health Connected Living - CTSA	18
Section 3 Transit Demand Analysis	20
3.1 Transit-Dependent Population	20
3.2 General Population	22
3.3 Interpretation of Results	23
Section 4 Existing Transit Performance	24
4.1 RABA	25
4.2 Burney Express	28
4.3 Consolidated Transportation Services Agency	29
Section 5 Community Outreach	30
5.1 Shasta Transit Brainstorm	31
5.2 Shasta Transit Priority Survey	32
5.3 Official Public Comment Period	36
5.4 Comments on Findings	36
Section 6 Analysis of Potential Service Improvements	37
6.1 Short Term	38
6.2 Long Term	39
6.2.1 RABA	39
6.3 Potential Unmet Needs for Other Funding Sources	40
Appendix 1 - Unmet Transit Needs Process	41
Appendix 2 - SRTA Resolution No. 16-14	43
Appendix 3 - Table of Social Service Transportation Providers	46
Appendix 4 - History of Unmet Needs Requests	51
Appendix 5 - Identifying Transit Demand	53
Appendix 6 - RABA Performance Over The Last Five Years	55
Appendix 7 - Glossary	56
Appendix 8 - Public Comments and SRTA Responses	60

Section 1 Introduction



[SRTA](#) is the metropolitan planning organization and regional transportation planning agency for the Shasta Region. Its mission is to maximize state, federal and other revenues for cost-effective transportation investment strategies that connect communities, people, and goods. [SRTA](#) works in collaboration with the following entities to develop policies and make decisions about regional issues related to economic growth and mobility:



Purpose:

Assess the current state of transit mobility in the Shasta Region and identify where there are deficiencies or where a need for new transit service can be met.

This report is conducted annually to evaluate the transit system in the Shasta Region and identify any deficiencies or areas where transit service is underprovided. The purpose of this document is to assess the current state of transit mobility and determine whether or not possible solutions to address identified deficiencies can be reasonably met with available funding.

1.1 Overview of Funding for Transit Needs



In 1971, the [Transportation Development Act \(TDA\)](#) was enacted by California's Legislature to improve transit service and surface transportation in communities across the state. The [TDA](#) provides two funding sources:

1. **[Local Transportation Fund \(LTF\)](#): derived from one-quarter of one-cent of the general sales tax collected statewide; and**
2. **State Transit Assistance Fund (STA): derived from statewide sales taxes on diesel fuel.**

Under [TDA](#), [SRTA](#) may use [LTF](#) funds for non-transit purposes, such as streets and roads, if it can be demonstrated that there are no unmet transit needs that are reasonable to meet.

TDA is the primary source for transit funds for public transit. Financial assistance is also available to transit operators through other state and federal sources. Tables [1](#) and [2](#) present an overview of competitive grant programs and formula funding, offered by the [Federal Transit Administration \(FTA\)](#) and the [California Department of Transportation](#), providing capital and operating assistance to transit operators. The [California Department of Transportation \(Caltrans\) Division of Mass Transportation](#) administers [FTA grant programs](#). Some eligible [FTA](#) grant projects must be derived from a locally developed, coordinated transportation plan.

1.1 Overview of Funding for Transit Needs (Cont'd)



Table 1. Non-TDA Federal Funding Sources

Federal Transit Administration – Formula Funds		
Formula Programs	Section	Purpose
Metropolitan Planning Program	5303	Supports urban areas in planning activities to develop and improve public transportation systems.
Small Urbanized Area Formula Program	5307	Supports public transit capital and operating in urbanized areas with populations under 200,000.
Rural and Small Transit Formula Program	5311	Supports public transit capital and operating in non-urban areas.
Bus and Bus Facilities Program	5339	Provides capital funding to replace, rehabilitate and purchase buses, vans, and related equipment, and to construct bus-related facilities.
Federal Transit Administration – Competitive Grant Programs		
Grant Programs	Section	Purpose
Intercity Bus Program	5311(f)	Designed to address intercity travel needs of residents in non-urbanized areas of the state by funding services that provide access to the intercity bus and transportation networks in California.
Statewide or Urban Transit Planning Grant Studies	5304	Addresses transit planning issues of statewide or regional significance. Planning studies are intended to improve transit services and to facilitate congestion relief by offering an alternative to the single occupant vehicle.
Elderly and Disabled Specialized Transit Program	5310	Provides capital grants for meeting the transportation needs of elderly persons and persons with disabilities in areas where public mass transportation services are otherwise unavailable. Allows for the purchase of Americans with Disabilities Act (ADA) accessible vehicles, communication equipment, mobility management activities, and computer hardware and software.
Low or No Emission Vehicle Program	5339(c)	Provides funding to purchase or lease low or no emission transit buses and related equipment, or to lease, construct, or rehabilitate facilities to support low or no emission buses.
Mobility on Demand (MOD) Sandbox Demonstration Program	5312	Funds projects that promote innovative business models to deliver high quality, seamless and equitable mobility options for all travelers.
<i>Note: Local match requirements are specific to the grant program.</i>		

1.1 Overview of Funding for Transit Needs (Cont'd)



Table 2. Non-TDA State Funding Sources

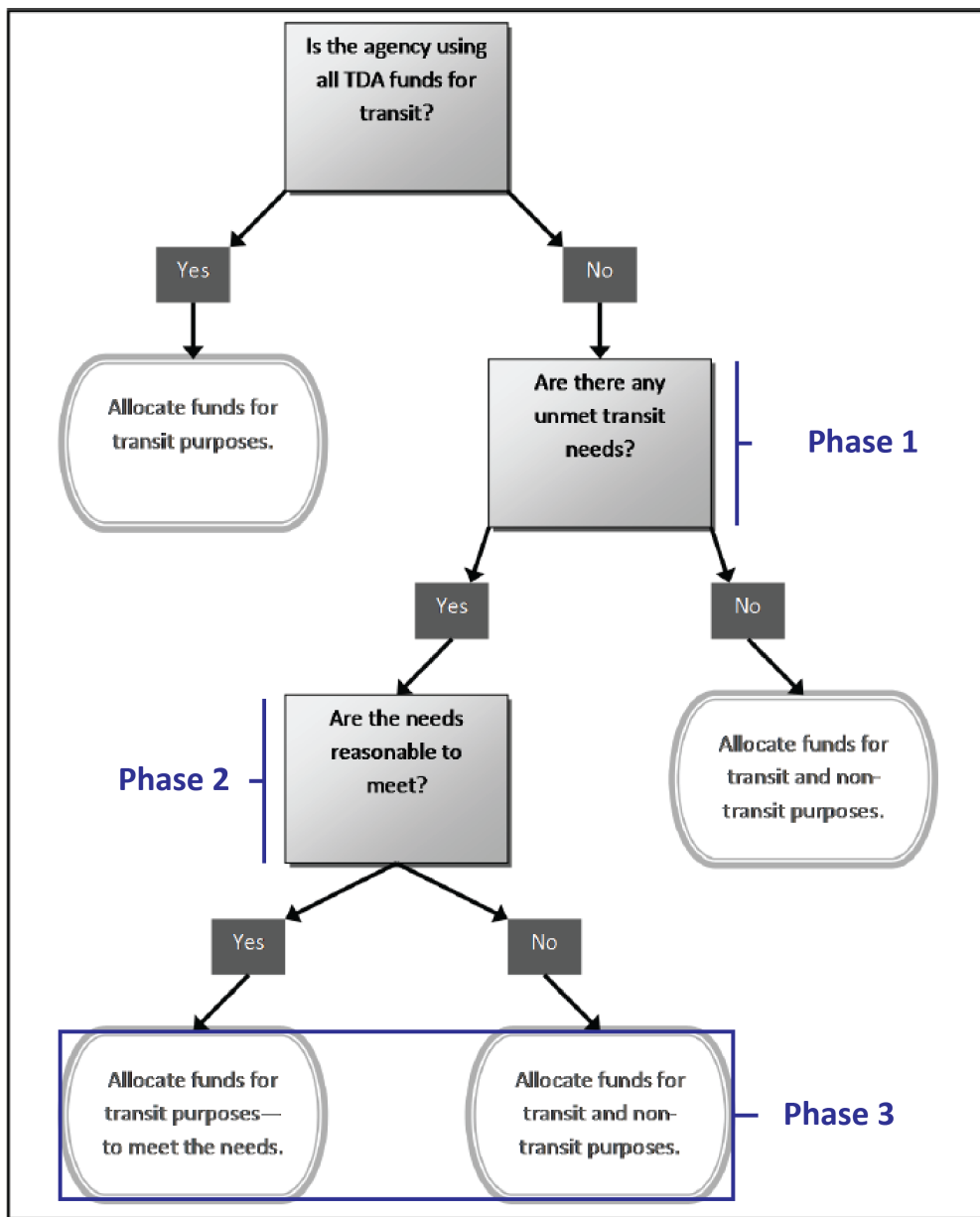
California Department of Transportation – Formula Funds		
Grant Programs	Acronym	Purpose
Low Carbon Transit Operations Program	LCTOP	Provides operating and capital assistance for transit agencies to reduce greenhouse gas emissions and improve mobility, with a priority on serving disadvantaged communities. Approved projects in LCTOP will support new or expanded bus or rail services, expand intermodal transit facilities, and may include equipment acquisition, fueling, maintenance and other costs to operate those services or facilities.
Proposition 1B - Public Transportation Modernization, Improvement, and Service Enhancement Account	PTMISEA	May be used for transit rehabilitation, safety or modernization improvements, capital service enhancements or expansions, new capital projects, bus rapid transit improvements, or rolling stock (buses and rail cars) procurement, rehabilitation or replacement. Funds in this account are appropriated annually by the Legislature to the State Controllers Office (SCO) for allocation in accordance with Public Utilities Code formula distributions: 50% allocated to Local Operators based on fare-box revenue and 50% to Regional Entities based on population.
California Department of Transportation – Competitive Grant Programs		
Grant Programs	Acronym	Purpose
Transit and Intercity Rail Program	TIRCP	Funds capital improvements and operational investments that reduce greenhouse gas emissions, expand rail service to increase ridership, integrate different rail and bus systems, and improve rail safety. Eligible projects include rail and bus capital projects, and operational improvements that result in increased ridership and reduced greenhouse gas emissions.
<i>Note: Local match requirements are specific to the grant program.</i>		

1.2 What is the Unmet Transit Needs Process?



Each year, in accordance with [TDA](#), [SRTA](#) is required to identify any unmet transit needs in the Shasta Region. Should any unmet transit needs be identified, a further determination must be made to establish whether or not those needs are “[reasonable to meet](#).” In accordance with state law, [TDA](#) funds must be allocated first to unmet transit needs, which are found to be reasonable to meet, before any remaining funds can be allocated to local jurisdictions for non-transit purposes. Figure 1 outlines the decision tree that is at the core of the unmet transit needs process.

Figure 1 - Decision Tree for Funding Unmet Transit Needs



1.2 What is the Unmet Transit Needs Process? (Cont'd)

The Unmet Transit Needs Process (Figure 2) represents continuous sequence of annual cycles (Figure 3). [Figure 4](#), on the next page, represents the decision framework transit service suggestions go through before they might be considered for funding.

Figure 2 - Unmet Transit Needs Process

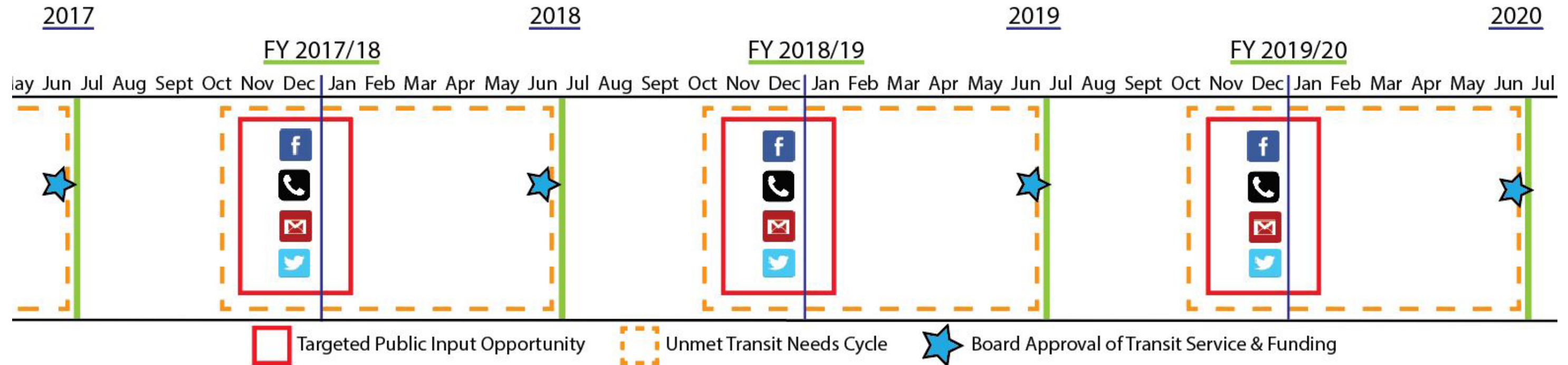
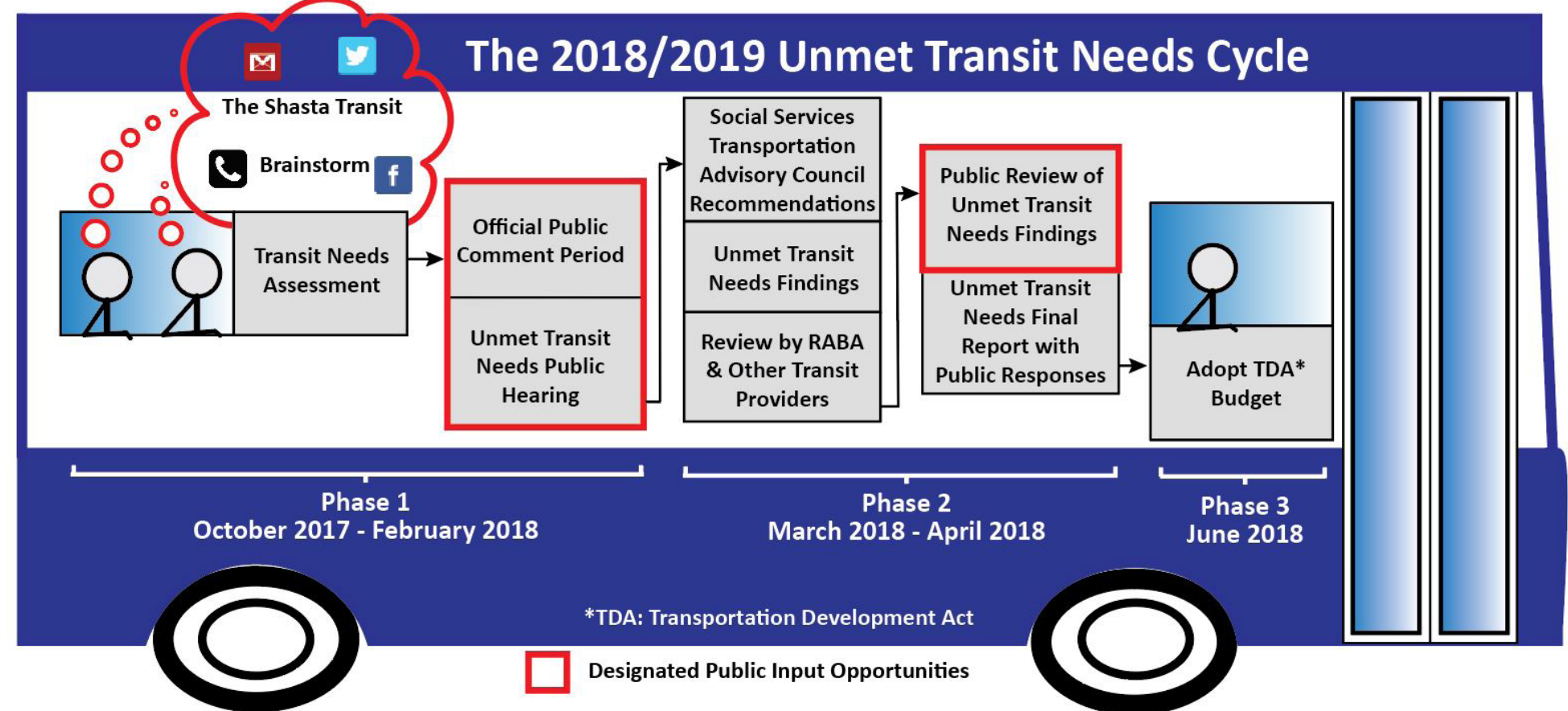
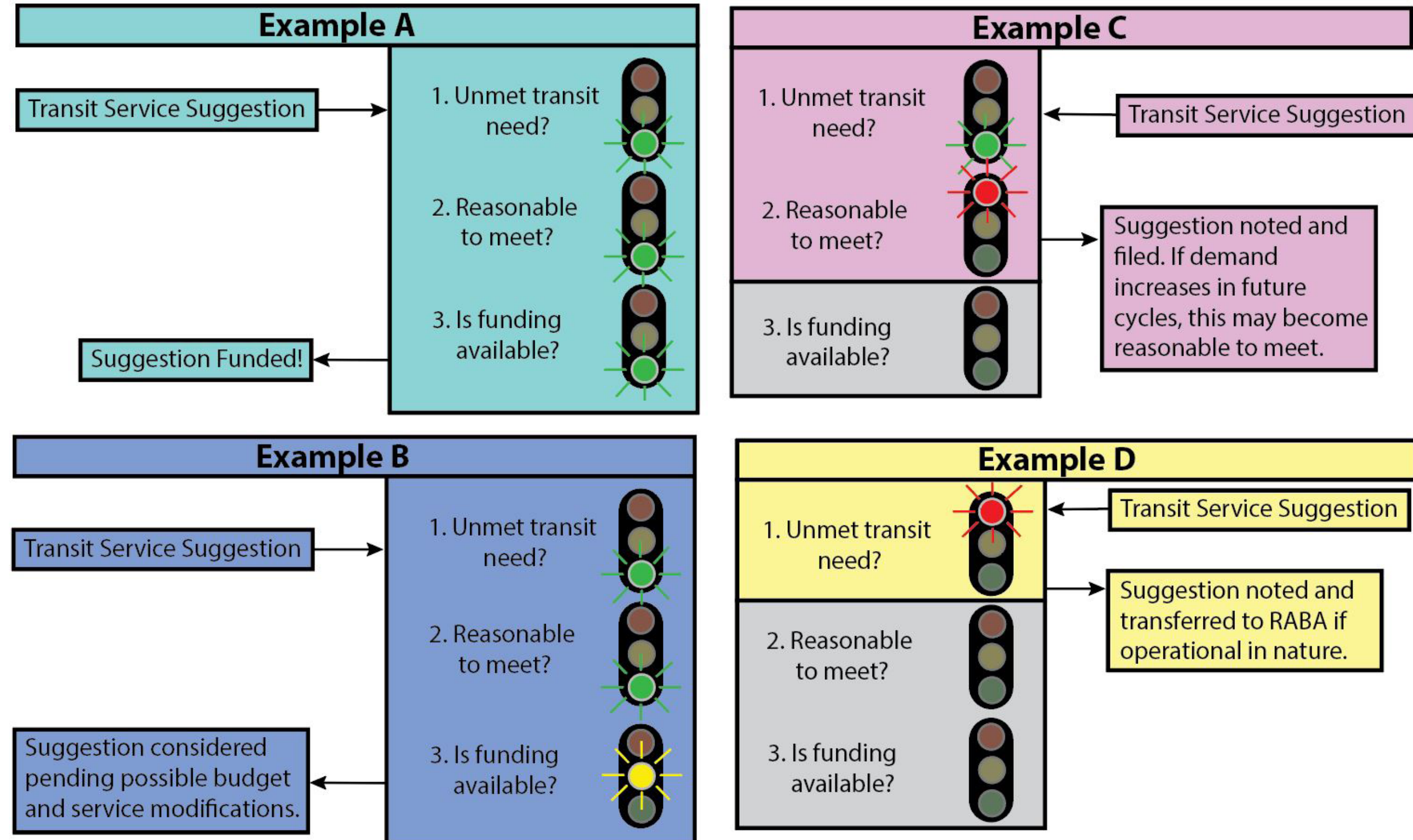


Figure 3 - 2018/19 Unmet Transit Needs Cycle



1.2 What is the Unmet Transit Needs Process? (Cont'd)

Figure 4 - Decision Framework for Transit Service Suggestions



1.2.2 WHAT IS AN UNMET TRANSIT NEED?



An unmet transit need is defined by [SRTA Board of Directors Resolution 16-14](#), consistent with [TDA](#) statutes, and summarized below. Refer to [Appendix 2](#) for the full resolution and definition. An “unmet transit need” under the [TDA](#) shall be found to exist only under the following conditions:

1. A population group in the proposed transit service area has been defined and located which has no reliable, affordable, or accessible transportation for necessary trips. The size and location of the group must be such that a service to meet their needs is feasible within the definition of “[reasonable to meet](#).”
2. Necessary trips are defined as those trips which are required for the maintenance of life, education, access to social service programs, health, and physical and mental well-being, including trips which serve employment purposes.

What do unmet transit needs specifically include?

- Transit or specialized transportation needs identified by the [Social Services Transportation Advisory Council](#) and confirmed by the [SRTA](#) through testimony or reports, which are not yet identified or funded.
- Transit or specialized transportation needs identified in the transit system’s [Americans with Disabilities Act \(ADA\)](#) Paratransit Plan or [Short-Range Transit Plan](#), which are not yet implemented or funded.

What is not an unmet transit need for purposes of [LTF](#) funding?

- Minor operational improvements or changes such as bus stops, schedules and minor route changes (Referred to [RABA](#)).
- Improvements funded or scheduled for implementation in the next fiscal year.
- Trips for any purpose outside of the Shasta Region.
- Primary and secondary school transportation.

Figure 5 - Suggested in 2018/19 Unmet Transit Needs Cycle to provide transit service to Mountain Gate area by several local residents



1.2.3 WHAT IS “REASONABLE TO MEET”?



The meaning of “reasonable to meet” is defined by [SRTA Board of Directors Resolution 16-14](#), consistent with [TDA](#) statutes, and summarized below. Refer to [Appendix 2](#) for the full resolution and definition. An identified unmet transit need shall be found “reasonable to meet” only under the following conditions:

1. The proposed transit service can be operated with a minimum farebox recovery of 20% in urbanized areas and 10% in non urbanized areas. Exceptions may apply where anticipated farebox revenue (see farebox ratio description to right) from proposed services don’t meet minimum requirements.* These exceptions include:
 - (a) Transit services that are funded entirely with grants.
 - (b) Transit services that are funded entirely by a local a local agency at the agency’s discretion.
 - (c) Urban transit services that represent a critical or essential service, as determined by the SRTA Board of Directors, providing such services do not result in farebox penalties for the transit system as a whole.
 - (d) Pilot projects and new services for up to two years.
 - (e) When a transit service primarily serves urban areas but also includes non-urban areas, a pro-rated farebox recovery standard based on the ratio of urban and non-urban in-service transit vehicle miles may be used.
2. The proposed expenditure of [TDA](#) funds required to support the transit service, in a city or county, does not exceed the authorized amounts available to that jurisdiction.
3. The proposed expenditure shall not be used to support or establish a service in direct competition with an existing private service, or to provide 24-hour service.
4. Inter-agency cost sharing shall be equitable.
5. Transit services shall be coordinated with transit services currently provided, either publicly or privately.

What is Farebox Ratio?

Farebox Ratio (also known as Farebox Recovery Ratio) is the portion of the fares paid by passengers that supports the transit agency’s operating cost. For example, if passengers pay 19 cents of every dollar spent to operate a service, the farebox ratio for that service is 19%.

[RABA](#) operated at a 16.9% farebox ratio for the 2016/17 fiscal year. ([RABA’s Comprehensive Annual Fiscal Report, June 30, 2017](#))

*Farebox ratio is analyzed to determine the extent to which bus fares can cover the cost of operations. The [TDA](#) sets minimum farebox ratio requirements that must be met before continuing existing services or adding additional services. Recent changes to [TDA](#) statutes allow for the inclusion of revenue from sources other than state and federal grants in the calculation of the farebox recovery ratio.

1.3 What is the Transit Needs Assessment?



The annual transit needs assessment is used to help determine system performance and that the community's transit needs are being met. To identify the transit needs of the Shasta Region, [Section 99401.5](#) of the [TDA](#) statutes requires consideration of the following criteria:

1. An annual assessment of the size and location of identifiable groups likely to be transit dependent or transit disadvantaged, including, but not limited to, the elderly; the disabled, including individuals eligible for paratransit and other special transportation services; and persons of limited means, including, but not limited to, recipients under the [CalWORKS program](#);
2. An analysis of the adequacy of existing public transportation services and specialized transportation services, including private and public provided services;
3. An analysis of the potential alternative public transportation and specialized transportation services and service improvements that would meet all or part of the transit demand; and
4. An analysis of the need to acquire or lease vans and related equipment for a farmworker vanpool program pursuant to subdivision (f) of Section 99400. This analysis is only required, however, upon receipt by the transportation planning agency of a request of an interested party identifying a potential need.

The transit needs assessment (TNA) is presented to the [SRTA](#) Board of Directors in Phase 1 of each Unmet Transit Needs cycle. [Figure 3](#) depicts the 2018/19 Transit Needs Cycle within the overall unmet transit needs process.

[SRTA](#) annually conducts an assessment of transit needs within each jurisdiction. The assessment consists of a two-part test that determines if there are unmet transit needs, and if these unmet transit needs are "[reasonable to meet](#)," according to the definition provided in [Appendix 2](#).

During the annual assessment, citizens and organization representatives may [submit comments](#) to [SRTA](#) regarding new transit services. Comments on operations are referred to the appropriate agency as seen in [Table 3](#).



1.3 What is the Transit Needs Assessment? (Cont'd)



Table 3. Concerns and Responsible Agencies

	Area of Concern	Examples	Responsible Agency
Unmet Transit Needs	Expanded Service	Adding a new bus route	SRTA
		Longer hours	
		Sunday service	
		Shorter headways (time between buses)	
Not Unmet Transit Needs	RABA/Burney Express Operational Issues	Altering existing routes	RABA
		Changing the location of bus stops	
		Comments about customer service	
	CTSA Operational Issues	Altering existing routes	CTSA
		Comments about customer service	
	Other Services	Services not required by SRTA as part of the Unmet Transit Needs process	The cities of Anderson , Redding , and Shasta Lake , and county of Shasta may provide other services.
	Intercity Services	Service trips outside Shasta County	SRTA

Section 2

Description of TDA-Funded Transit Providers



This chapter describes the service area and services offered by [TDA](#)-funded transportation providers. Seniors, young adults, residents below the poverty line, persons with disabilities, and persons with limited automobile access are more likely to be transit dependent and/or require specialized transportation. [Appendix 3](#) includes a table of other non-[TDA](#) funded transportation providers.

2.1 Redding Area Bus Authority (RABA) (Cont'd)



[RABA](#) is the primary public transportation provider in the Shasta Region. [RABA](#) provides fixed-route and demand-response service to a population of nearly 116,960. The service area covers 100 square miles, encompassing the cities of [Anderson](#), [Redding](#), and [Shasta Lake](#), as well as unincorporated fringe areas. In addition, [RABA](#) operates four express routes ([Airport Express](#), [Crosstown Express](#), and [Burney Express](#) (separate description and analysis in sections [2.2](#) and [4.2](#))) with limited hours and stops. [RABA](#)'s transit fleet consists of 20 fixed route coaches and 20 demand response vans. All vehicles are equipped with lifts. Table 4 lists [RABA](#)'s hours of operation. A more detailed view of [RABA](#)'s hours of operation is available on the [RABA website](#).

Table 4. [RABA](#) Hours of Operation

Weekday Hours of Operation		
Route	From	To
1	5:35 AM	7:30 PM
6	6:50 AM	7:20 PM
7	7:20 AM	7:15 PM
9 (Does Not Run Hourly)	6:20 AM	7:15 PM
All Other Routes	6:20 AM	7:20 PM
Airport Express (Does Not Run Hourly)	5:50 AM	6:50 PM
Crosstown Express (Runs During Peak Hours, Weekdays Only)	8:20 AM	6:50 PM
School Express (Weekdays Only, 2 Runs Per Day)	7:30 AM	3:50 PM
Beach Bus (Seasonal/Thurs.-Fri.-Sat./Three runs Daily)	10:20 AM	5:45 PM
Saturday hours of operation begin three hours later in the morning. All service ends at 7:30 PM.		

As shown in [Figure 6](#) (next page), much of the population served by [RABA](#) routes are generally located in central [Redding](#) near commercial retail destinations and in the downtown [Redding](#) area where large employers like the [Shasta Regional Medical Center](#) and other social services are located.

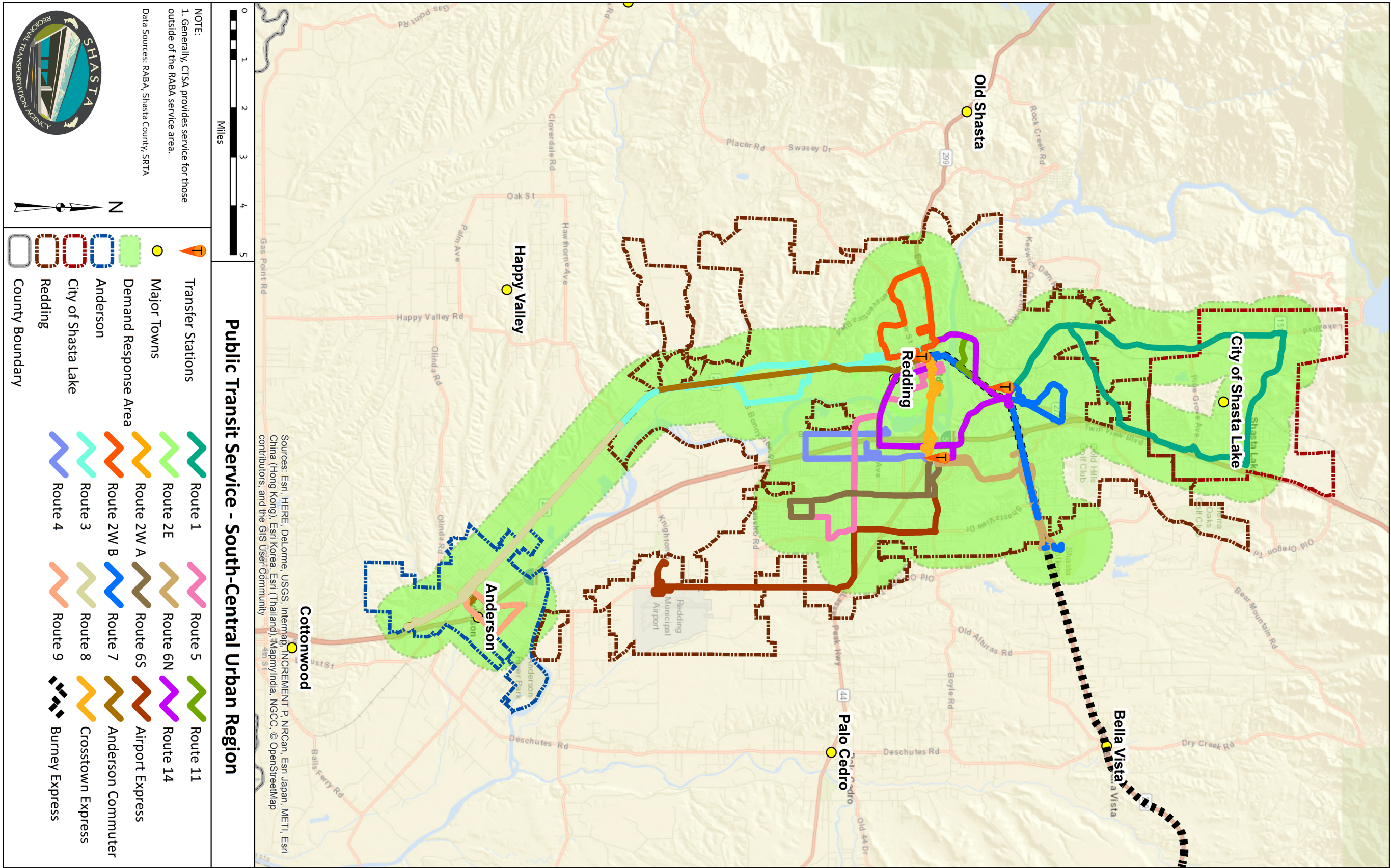


Figure 9 - RABA Fixed Route and Demand Response

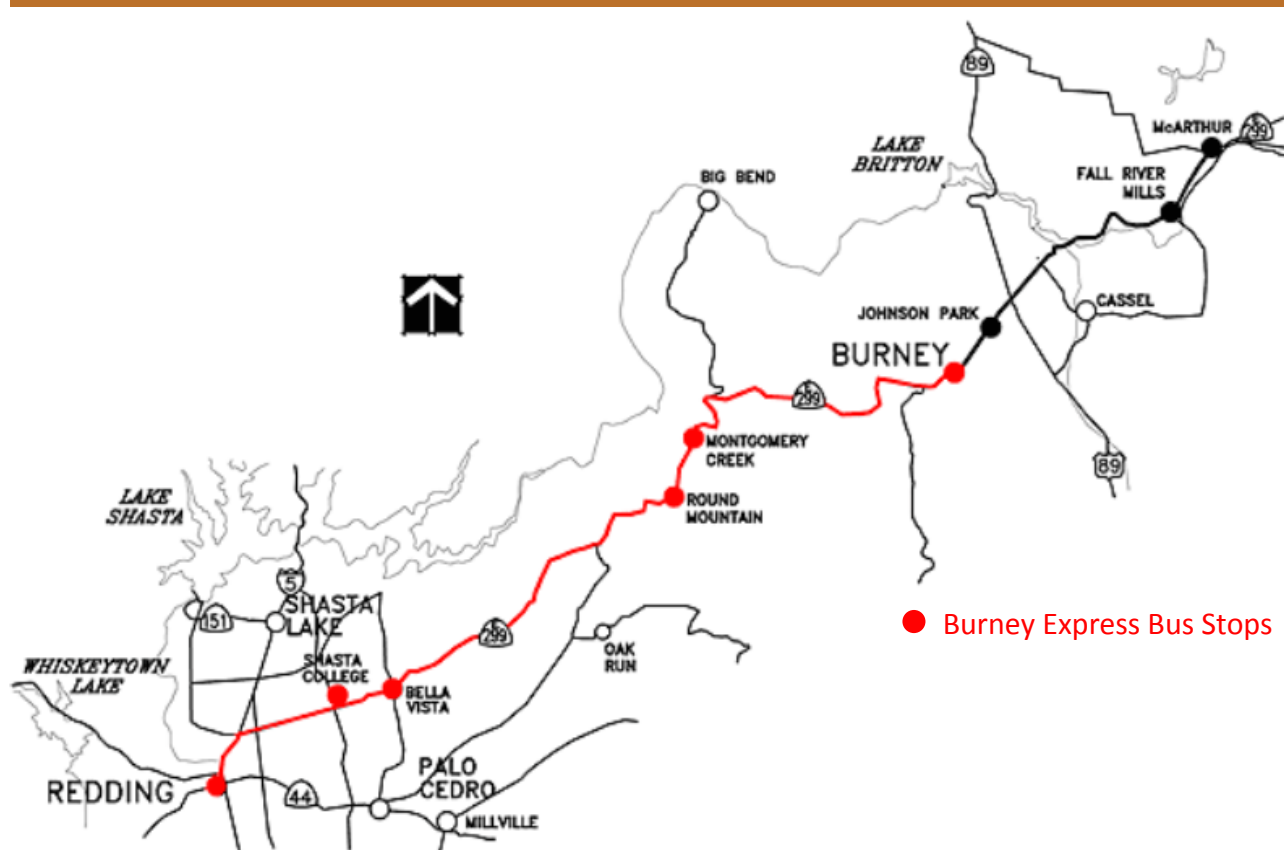
2.1 RABA (Cont'd)

2.2 Burney Express



The [county of Shasta](#) contracts with [RABA](#) to provide express service to the outlying community of [Burney](#) as seen in Figure 7. This service is generally for commuters and has limited stops. [Burney Express](#) operates M-F with three round-trips each day and makes four stops between [Redding](#) and [Burney](#). [Shasta College](#) serves as the transfer point between this route and [RABA](#) Routes [6](#) and [7](#). There is no fixed-route service within the [town of Burney](#). The [county of Shasta](#) provides two [ADA](#)-compliant medium-size buses, operated by [RABA](#), for this service.

Figure 7 - Burney Express



2.3 Dignity Health Connected Living - CTSA

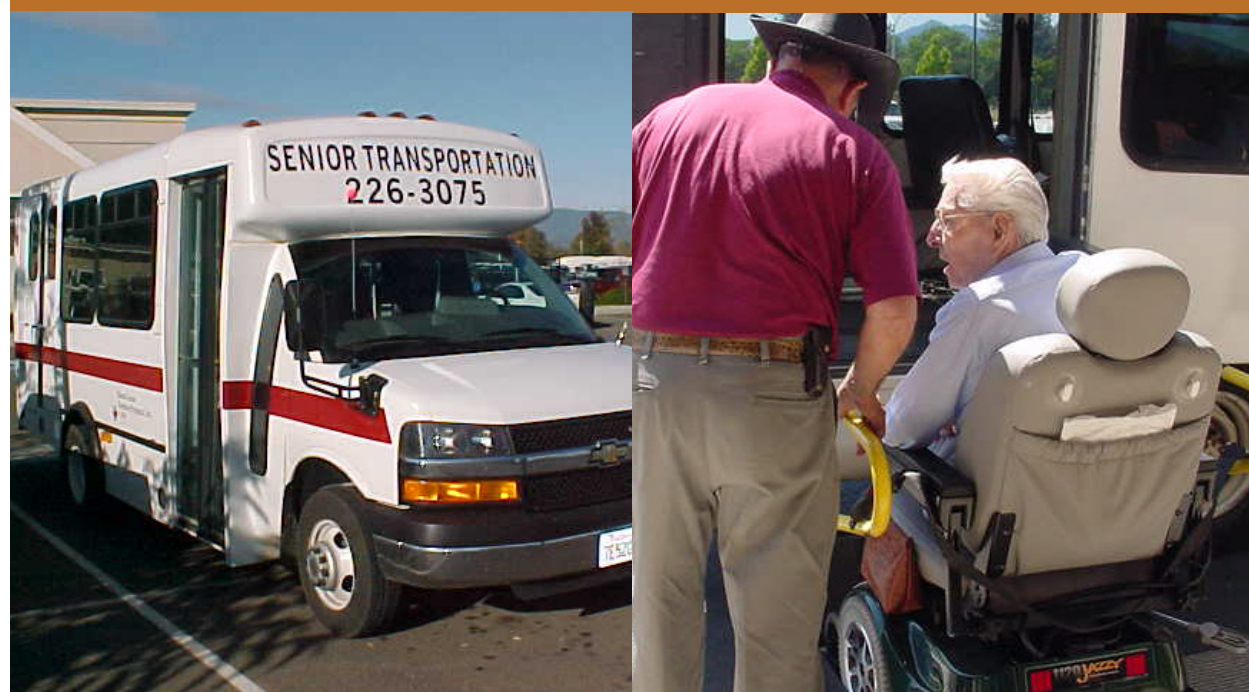


[SRTA](#) contracts with the [Dignity Health Connected Living \(DHCL\)](#) to operate [Consolidated Transportation Service Agency \(CTSA\)](#) transit services, which makes [DHCL](#) eligible to receive TDA funding through the Unmet Transit Needs process. [DHCL](#) provides transportation to transit-dependent, residents living outside the [RABA](#) service area.

[CTSA](#) transportation provides curb-to-curb and door-to-door services primarily to individuals over the age of 60 and any disabled individual over 18. Any individual under 60 will be served when space permits and subject to licensing restrictions of [DHCL](#) drivers. [CTSA](#) uses eight small lift-equipped buses to offer service in the Shasta Region outside the [RABA](#) service area. The cost to use this service is \$2.00 per trip. Additional transportation service is provided throughout the Shasta Region by [DHCL](#) with non-[TDA](#) funds and grants. Table 5 provides a description of the service area for [DHCL](#)'s transportation services and their hours of service.

Table 5. [DHCL](#) Transportation Services ([SRTA](#), 2017)

Area of Service	Hours of Service
Anderson (daily) and Happy Valley/Cottonwood (M-T-W only)	7:00 a.m.-3:30 p.m. (M-F)
Redding	7:30 a.m.-4:00 p.m. (M-F)
Shasta Lake	7:30 a.m.-4:00 p.m. (M-F)
Bella Vista	7:30 a.m.-4:00 p.m. (M-F)
Old Shasta	7:30 a.m.-4:00 p.m. (M-F)
Unincorporated Areas	7:30 a.m.-4:00 p.m. (M-F)



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Section 3 Transit Demand Analysis



The 2018/2019 Transit Needs Assessment identifies the transit demand for the Region's entire population, and per [Transportation Development Act](#) guidelines, for transit dependent segments of the population. Section 3.1 focuses on transit demand for the transit-dependent population, while [Section 3.2](#) focuses on transit demand for the general population. [Section 3.3](#) wraps up the analysis by interpreting the results.

3.1 Transit-Dependent Population



[Section 99401.5](#) of the [TDA](#) requires transportation planning agencies to conduct an annual assessment of the size and location of identifiable groups likely to be transit dependent and transit disadvantaged, as part of the annual transit needs assessment. These groups include, but are not limited to seniors, people with disabilities, young adults, and low-income residents. This assessment includes the size and location of demographics (in Table 6) in the Shasta Region's urban area. All of the demographic data comes from [American Community Survey](#) estimates for the years 2010-2014. This information will be updated with RABA's next Short Range Transit Plan.

Table 6. Transit-Dependent Population Descriptions

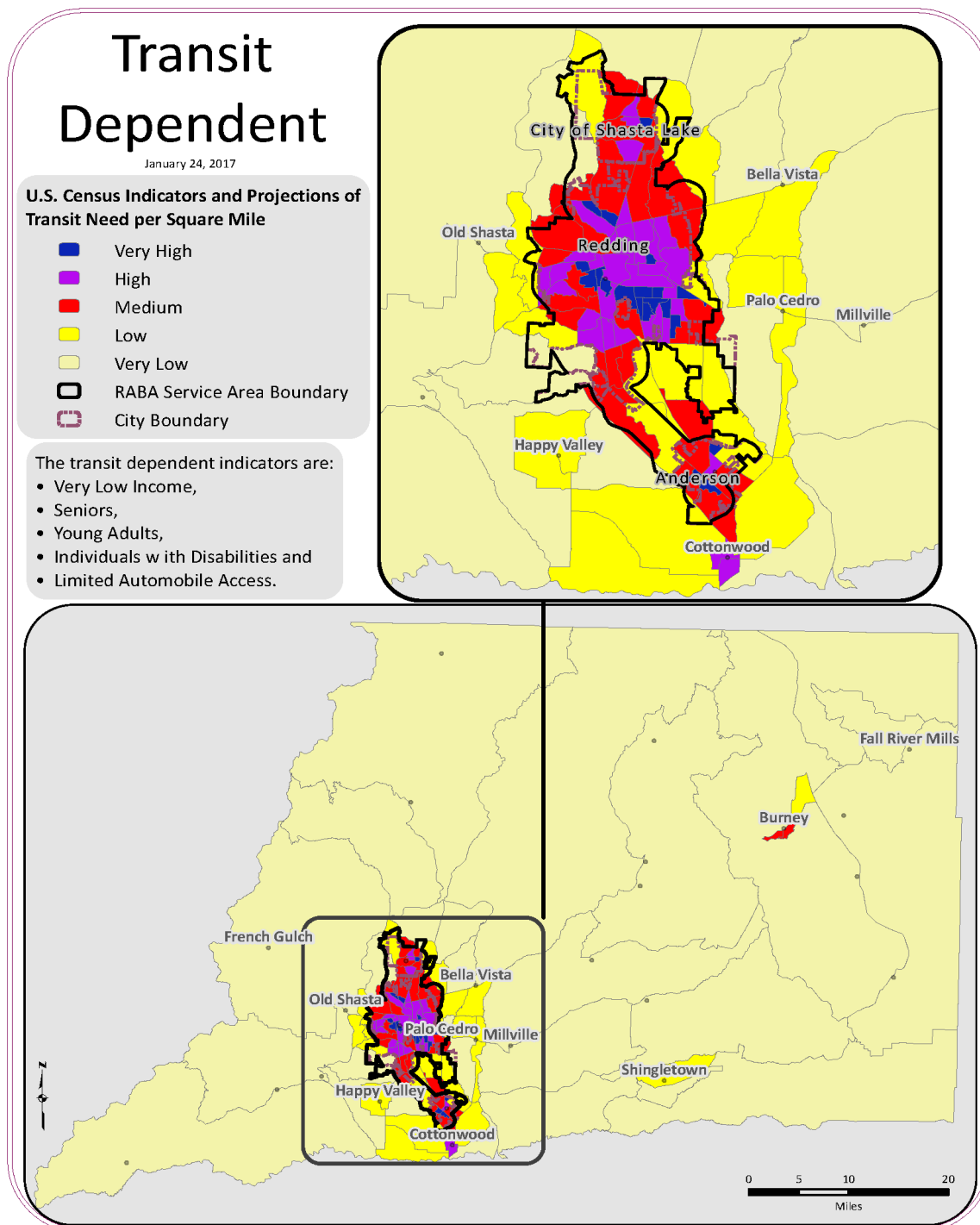
Transit Dependent Group	Description
Young Adults	Age 15 to 24 (RABA's Short Range Transit Plan (S RTP))
Seniors	Age 65 and over (RABA's S RTP)
Very Low Income	Income below the poverty line (RABA's S RTP)
Disabled	Non-institutionalized, civilian members of the population who may be unable to operate vehicles or utilize certain modes of public transportation due to physical or mental disabilities
Limited Automobile Access	People who have no vehicles available for their use. See Appendix 5 for methodology)

In an effort to gain a comprehensive overview of the transit demand for these disparate groups, these population segments have been consolidated into a single demographic group: the transit-dependent population. [Figure 8](#), on the next page, depicts transit demand for the transit-dependent population per square mile by census block group in the Shasta Region. The methodology used to develop the map can be found in [Appendix 5](#). As indicated in the map on the following page, the areas with the strongest transit dependent demand include the central parts of [Redding](#), [Shasta Lake](#), [Anderson](#), and Cottonwood.

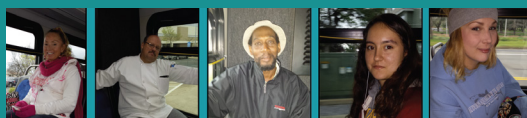
3.1 Transit-Dependent Population



Figure 8 - Transit Dependent Population

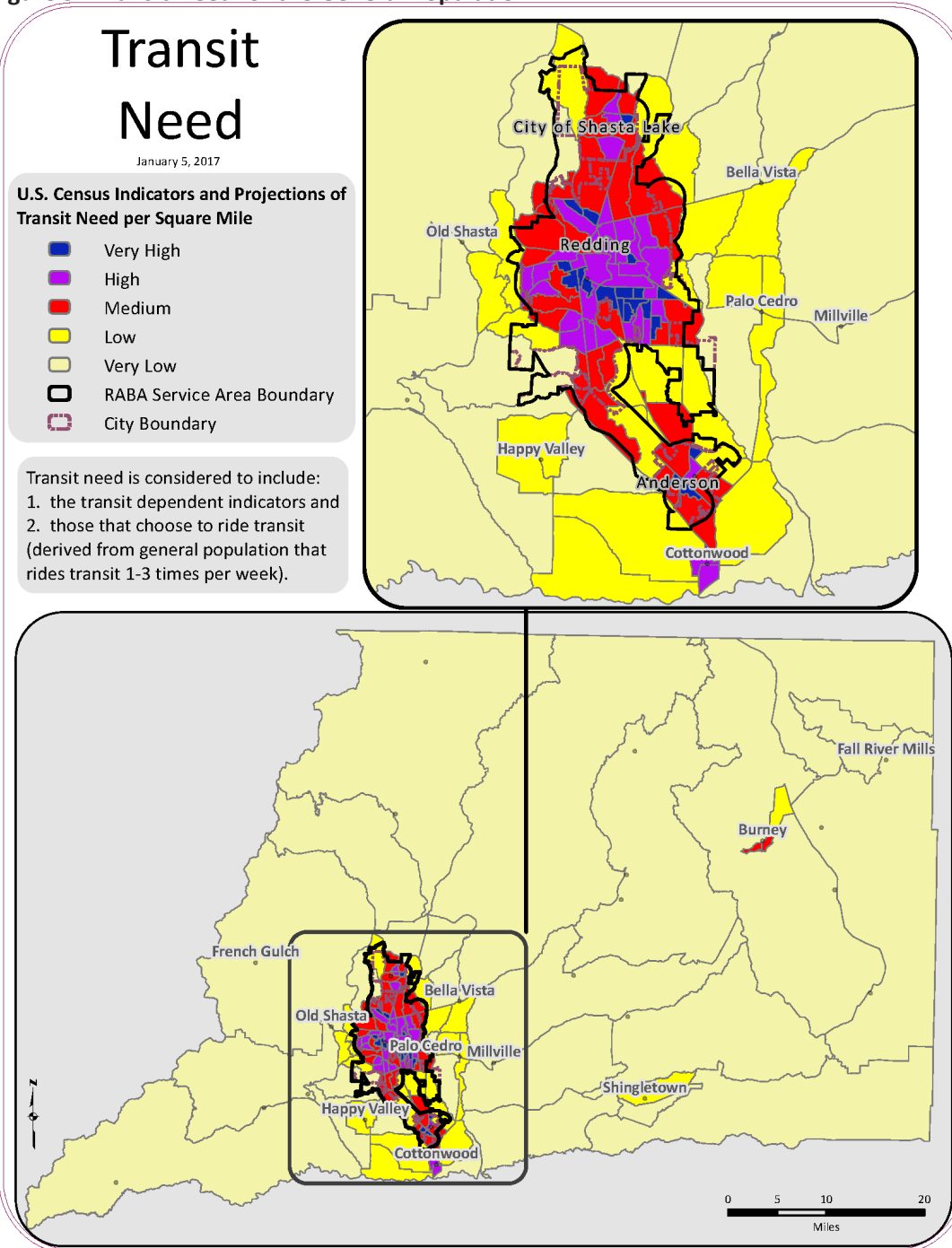


3.2 General Population

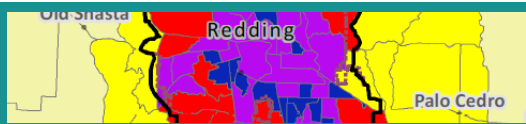


This section provides a comprehensive look at transit demand in the Shasta Region. Building on the [five demographics](#) included in the transit demand analysis for the transit dependent population, the corresponding analysis for total transit need factors in an additional demographic: residents who elect to use transit one to three times per week. Figure 9 depicts total transit need for the general population per square mile by census block group in the Shasta Region. The methodology used to develop the map can be found in [Appendix 5](#). As in the map for the transit dependent population, the map depicting transit need for the general population highlights those areas with the strongest transit need to be the central parts of [Redding](#), [Shasta Lake](#), [Anderson](#), and Cottonwood.

Figure 9 - Transit Need for the General Population

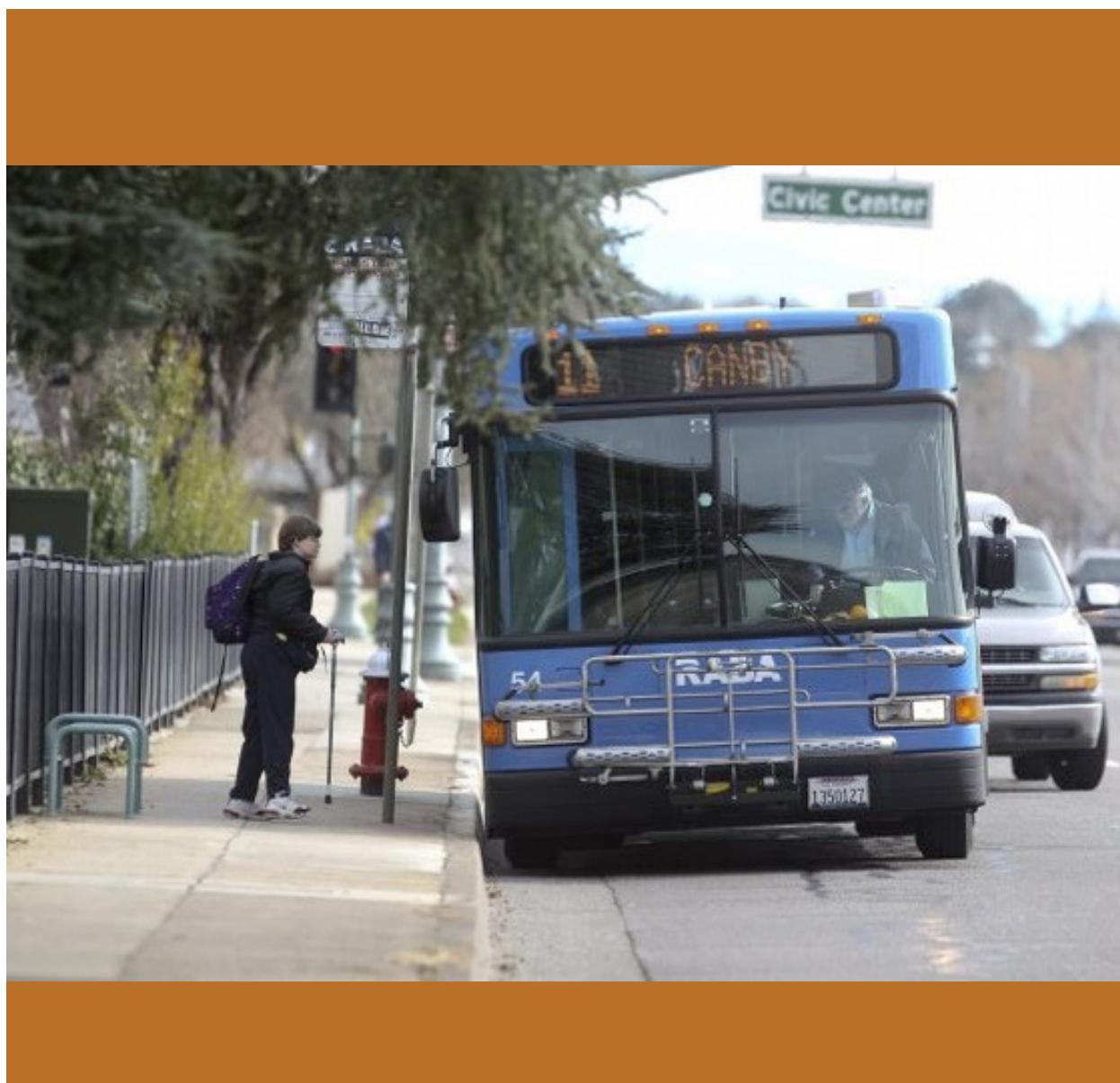


3.3 Interpretation of Results



The maps depicting transit demand for the transit-dependent population and the total need for the general population are strikingly similar. All identified transit-dependent groups have some level of transit service by at least one of the region's transit providers. Higher concentrations of the transit-dependent population in the South County Urban Region lend credibility to requests for expanded transit services.

Given the fact that so few people ride transit who are not transit-dependent, it appears the region's transit system, in its current state, appeals mostly to those individuals who have no transportation alternatives. The repetition of popular transit service requests made annually by the public highlights real unmet transit needs. If these needs were met with the requested services, then it is likely that such a service would also appeal to those members of the population who are not transit dependent and elect to use transit as their preferred mode of transportation.



Section 4 Existing Transit Performance

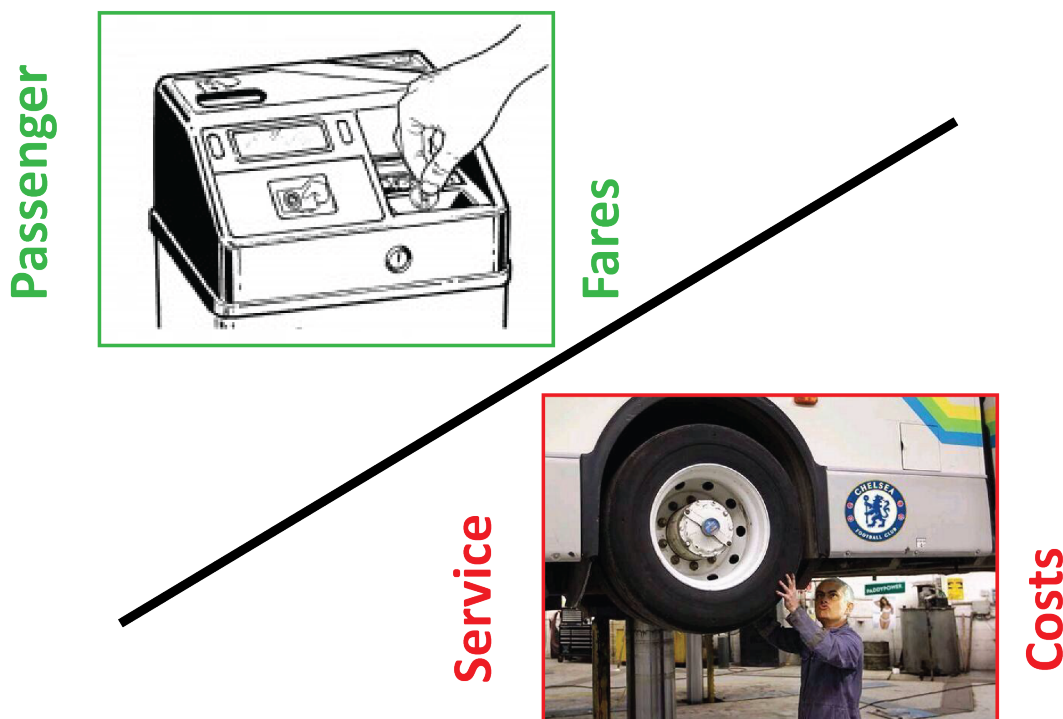


This chapter examines the performance of the Shasta Region's transit providers. Under the [Transportation Development Act \(TDA\)](#), transit providers are required to meet a minimum farebox ratio of one fifth of their operating cost (20%) in urban areas and one tenth (10%) in non-urban areas in order to claim [TDA](#) funding assistance. The [farebox ratio](#) can be set at not less than 15% in areas with a population of less than 500,000.

[Farebox ratio](#) is the fare revenue received divided by the cost of operating the service. For example, if passengers pay 19 cents of every dollar spent to operate a service, the [farebox ratio](#) for that service is 19%. Figure 10 below gives a generic idea how farebox ratio is calculated. Operating costs do not include capital costs such as bus purchases. However, revenue from sources other than state and federal grants, such as advertising revenue, *is included* per recent changes to [TDA](#) statutes. The [farebox ratio](#) standards are included in the [SRTA](#) "[reasonable to meet](#)" definition and assist [SRTA](#) in determining the efficiency of the transit service.

Figure 10 - Farebox Ratio

Farebox Ratio

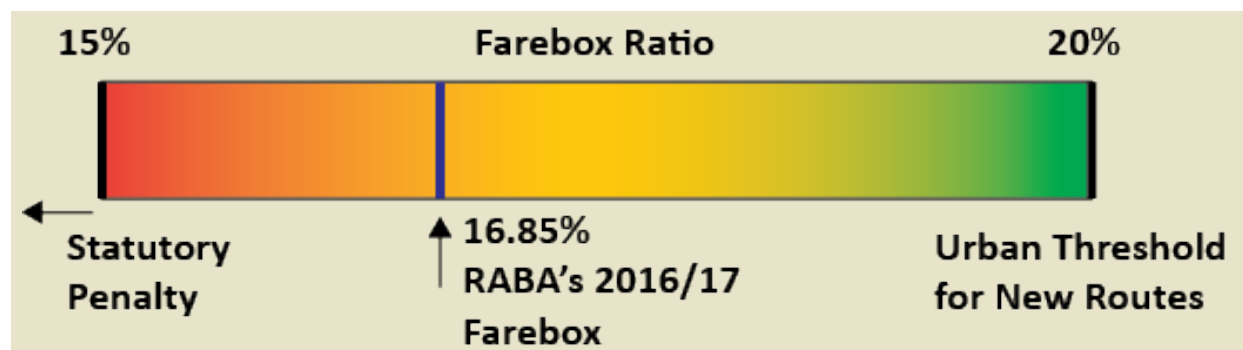


4.1 RABA



RABA performance measures

1. **Operating Cost per Passenger:** Improve service efficiency for the last 12 quarters as a whole based on available data.
2. **Operating Cost per Service Hour:** Improve service efficiency for the last 12 quarters as a whole based on available data. Evaluation will include administrative costs, maintenance costs and maintenance program effectiveness. Both fixed and variable are to be considered.
3. **Passengers per Service Hour:** Improve passenger productivity for the last 12 as quarters as a whole based on available data.
4. **Passengers per Service Mile:** Improve passenger productivity for the last 12 quarters as a whole based on available data.
5. **Service Hours per Employee:** Improve labor productivity for the last 12 quarters as a whole based on available data. Both fixed and variable costs are to be considered.
6. **Fare Box Recovery:** Meet or exceed the minimum [SRTA](#) targets for [fare box recovery ratio](#) listed in their final [TDA claim](#) for the last four quarters of available data.



7. **Communications:** Operator information to the public. ([SRTA](#) is working on establishing criteria for this performance measure.)
8. **Customer Satisfaction:** Reliability, vehicle cleanliness, route directness, travel speed, missed trips, vandalism and safety. ([SRTA](#) is working on establishing criteria for this performance measure.)

In coordination with RABA, SRTA developed a Caltrans-approved methodology to determine farebox ratio minimums for transit services encompassing both urban and non-urban areas. Applying the proposed methodology, RABA's weighted farebox recovery ratio standard is approximately 18%.

4.1 RABA (Cont'd)



This assessment compares [RABA](#)'s performance with that of last year's, the five year average, and the performance goals for RABA set this year. See a comparison of [RABA](#)'s performance (Fixed Route and Demand Response performance **combined**) over the last two years in Table 7. For a comprehensive overview of [RABA](#) performance, broken down by Fixed Route and Demand Response service, see [Appendix 6](#). In order to strive for improved transit performance, goals have been introduced for RABA with this Transit Needs Assessment. The goals were determined in consultation with RABA and pertain to the performance measures listed in Table 7.

Table 7. [RABA](#) Performance Overview

Performance Measures	2015/16	2016/17	Five Year Average	Performance Goals (CPI = Inflation Rate)	2015/16 vs 2016/17	Percent Change from 2015/16 to 2016/17
Operating Cost/ Passenger Trip	\$7.16	\$7.35	\$6.51	≤2.5% (CPI)	\$0.19	2.67%
Operating Cost/ Service Hour	\$88.64	\$92.89	\$88.85	≤2.5% (CPI)	\$4.25	4.79%
Passengers/Service Hour	12.38	12.63	13.75	17	0.26	2.06%
Passengers/Service Mile	0.77	0.77	0.88	1	0.01	0.80%
Service Hours/ Employee*	1,034.48	1,001.55	965.66	0%	32.93	-3.18%
Farebox Recovery	17.10%	16.85%	17.12%	18%**	-0.25%	-1.46%
Communications	NA	In Development				
Customer Satisfaction	NA	In Development				

*Performance measure for the contracted service operator.

**Adjusted annually.

The measures listed above allow RABA and SRTA to track transit performance trends and discuss strategies for addressing them annually. Table 8 lists sources to the FY2015/16 trends, which informed RABA's approach to improving performance.

Table 8. Review of Efforts to Address FY2015/16 Performance Trends

RABA-Reported Sources of 2015/16 Performance Trends	RABA's Approach in Last 12 Months to Address 2015/16 Trends
Lower fuel prices	1. Looked to better capture the school crowd (Bethel, YMCA, Shasta College, High Schools) through engagement of school administration. 2. Utilization of a smart phone application which is scheduled for implementation within FY 2017/18. 3. Relooking at how service works in southern portions of the county with better communication strategies, more consistent buses, and a higher frequency of buses (shorter headways).
A bounce back in the national economy	
Fewer passenger transfers due to changed system routes (which would previously count passengers on two trips)	

4.1 RABA (Cont'd)



In FY2016/17, the number of passengers per service hour increased slightly, and passengers per service mile did not change. Operating cost per passenger trip rose slightly, while cost per service hour increased by \$4.25. Service hours per employee decreased slightly, and the Farebox Recovery Ratio dropped to a seven-year low. Following discussions with RABA staff, they believe these trends are linked to several sources listed in Table 9. The table also lists opportunities and lessons learned from last year's approach, and RABA's approach to addressing FY2016/17 trends.

Table 9. Overview Performance Trends

RABA-Reported Sources of 2016/17 Performance Trends	Opportunities and Lessons Learned from Last Year's Approach	RABA's Approach for The Next 12 Months to Address 2016/17 Trends
Higher fuel prices	1. Establish more consistent schedules 2. Updating maps can confuse the public 3. New RABA website is easier to understand 4. Shasta College students more aware of the availability of transit as a result of the second year of the contract with RABA. 5. Free transit service was offered to high schools prior to the school start date, but there were no rides taken. 6. RABA conducted research on the utility of a smart phone application. 7. Combined routes 8 & 9 for a schedule that is easier to understand by the public and offers more frequent service	1. Solar canopy at RABA's maintenance facility could reduce costs 2. If possible, secure more favorable contract with a transit operator 3. Set new policies as a result of triennial review 4. Continue to improve communication 5. Continued advertising 6. If possible, no route changes to reduce confusion regarding the transit system and schedules 7. Grow relationships with Bethel, lasco, and Shasta College, as these contracts represent an important source of ridership and revenue 8. Send out a request for proposals for a smart phone application within the year and seek to implement in FY2018-19.
Increased security costs due to increased patrol at downtown transit center		
Automatic cost increases for contracted transit service operator		
Increased ridership on the Crosstown Express		
Cottonwood Express discontinued due to low ridership		

4.2 Burney Express



[Burney Express](#) experienced nearly a 5% increase in total trips in the 2016/17 fiscal year. There was an almost 12% increase in expenses and a 2% drop in farebox revenue. Consequently, the [farebox ratio](#) dropped to 10.97%. However, 10.97% is still above the minimum 10% [farebox ratio](#) set by [TDA](#) for transit in non-urbanized areas. It should also be noted that ridership is rebounding for FY2015/16 since the [Burney Express](#) expanded service, in August 2015, from two runs per day between [Burney](#) and [Redding](#) (M-F) to three runs per day. For a comparison of [Burney Express](#)' performance over the last four years, please review Table 10.

Table 10. [Burney Express](#) Performance Overview

Burney Express						
Performance Indicator	2013/14	2014/15	2015/16	2016/17	Change from Prior Year	Percent Change
Total Trips	4912	4493	5969	6266	297	4.98%
Vehicle Hours	1530	1529	2214	2313	99	4.47%
Total Expenses	\$155,435	\$156,550	\$211,824	\$237,118	\$25,294	11.94%
Farebox Revenue	\$22,764	\$20,993	\$26,560	\$26,021	(\$539)	-2.03%
Farebox Ratio	14.65%	13.41%	12.54%	10.97%	(0.02)	-12.48%
TDA Subsidy Per Trip	\$27.01	\$30.17	\$31.04	\$33.69	\$2.65	8.54%
Riders Per Hour	3.21	2.94	2.70	2.71	0.01	0.48%
Riders Per Month	409	374	497	522	25	4.98%

4.3 Consolidated Transportation Services Agency



In July 2017, [SRTA](#) signed a formal [contract](#) with the [Dignity Health Connected Living \(DHCL\)](#). The contract includes performance goals to improve efficiency for the delivery of [Consolidated Transportation Services Agency \(CTSA\)](#) services. The only measure listed in Table 11 that serves as a performance mandate for CTSA transit services is "Subsidy per Trip." The performance measures in Table 11 provide a snapshot of [CTSA](#)'s performance for FY 2016/17. The [CTSA](#) Services fare is \$2.00.

Table 11. [CTSA](#) Performance Overview

CTSA			
Performance Measures	FY 2016/17	Aspirational Goals	Mandate
Fare Box Ratio	7.95%	10%	NA
Passengers per Hr.	2.14	2.74	NA
Cost per Service Hour	\$48.88	\$42.58	NA
Subsidy per Trip	\$18.20	\$11.43	\$18.60
Passenger per Service Mile	0.16	0.20	NA
Denied Trips	0	0	NA
Complaints	0	0	NA
Missed Trips	0	0	NA
Match of CTSA Budget	%	25%	NA

Section 5 Community Outreach

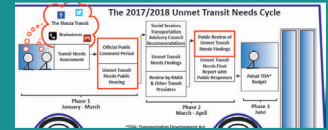


In order to better understand the needs of those individuals in the region who need or want to use transit, [SRTA](#) utilizes a public outreach strategy designed to provide feedback from not just transit riders, but also members of the community. In keeping with the goals of its [Public Participation Plan](#), [SRTA](#) employs multiple outreach methods for the public engagement efforts of the annual Unmet Transit Needs Process (See [Figure 2](#)).

[Figure 3](#) shows the major public input opportunities in the context of the 2018/2019 Unmet Transit Needs Process. The following list is a comprehensive look at those public input opportunities and is explained in greater detail in the following pages

- [5.1 Shasta Transit Brainstorm](#)
- [5.2 Shasta Transit Priorities Survey](#)
- [5.3 Official Comment Period/ Unmet Transit Needs Hearing](#)
- [5.4 Comments on Findings](#)

5.1 Shasta Transit Brainstorm



Stephen is a stay at home parent and doesn't own a car. He and his child rely on transit.

The main stage of the Shasta Transit Brainstorm lasted four weeks and solicited the public for its unmet transit needs. The mediums used for engaging with the public include:

Telephone	Email	Meeting In-person
Traditional Mail	Flyers and posters on buses	SRTA Website
Social Media (Including Videos)	Television	Social Service Network Distribution

Table 10 below outlines the number of comments received during the Shasta Transit Brainstorm over the past four years

Table 12. Comments Received

Year	Number of Comments
2014/15	3
2015/16	30
2016/17	55
2017/18	53
2018/19	TBD

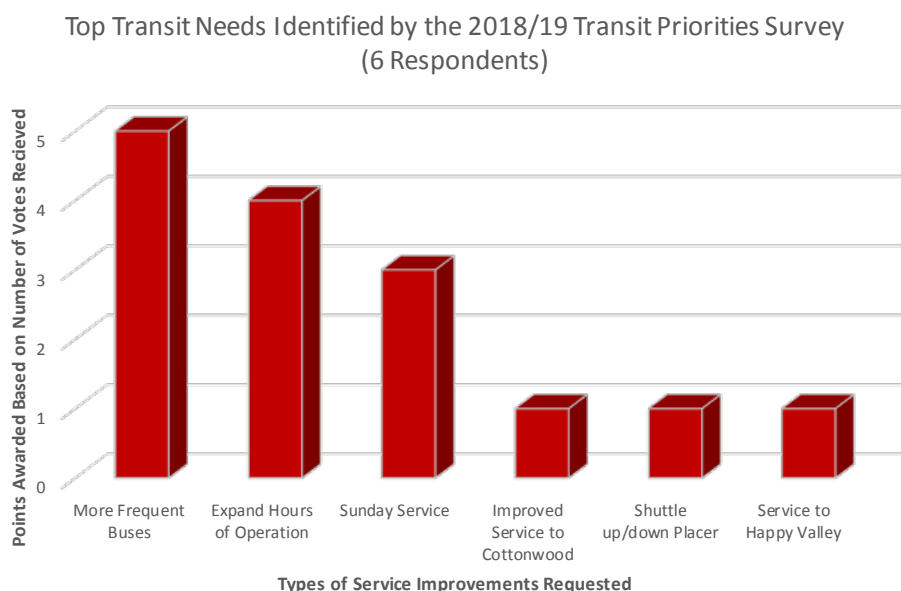
5.2 Shasta Transit Priority Survey



The Shasta Transit Priorities Survey was an online survey to allow the public to prioritize the most popular transit service requests in the Shasta Region. [SRTA](#) staff was available to assist people taking the survey in-person or over the telephone. The survey was available to the public between November 1, 2017 and November 22, 2017. It was advertised on [Facebook](#), [Twitter](#), and social service agencies were notified in an effort to reach their clients. The survey generated a total of 6 responses.

Survey respondents were asked to rank their top five of 13 unmet transit need improvement requests generated through the [Shasta Transit Brainstorm](#). Respondents were also provided with an “other” option. The top unmet transit needs from the survey are displayed in Figure 11.

Figure 11 - Transit Priority Survey Results



These results are comparable with results from other outreach efforts (See figures on next page, including the extensive outreach effort for [RABA's 2014 Short Range Transit Plan](#).)



Teresa is disabled and she relies on public transit for her transportation needs.

5.2 Shasta Transit Priority Survey (Cont'd)



Figure 12 - High-Scoring Service Improvements from [Short Range Transit Plan](#)

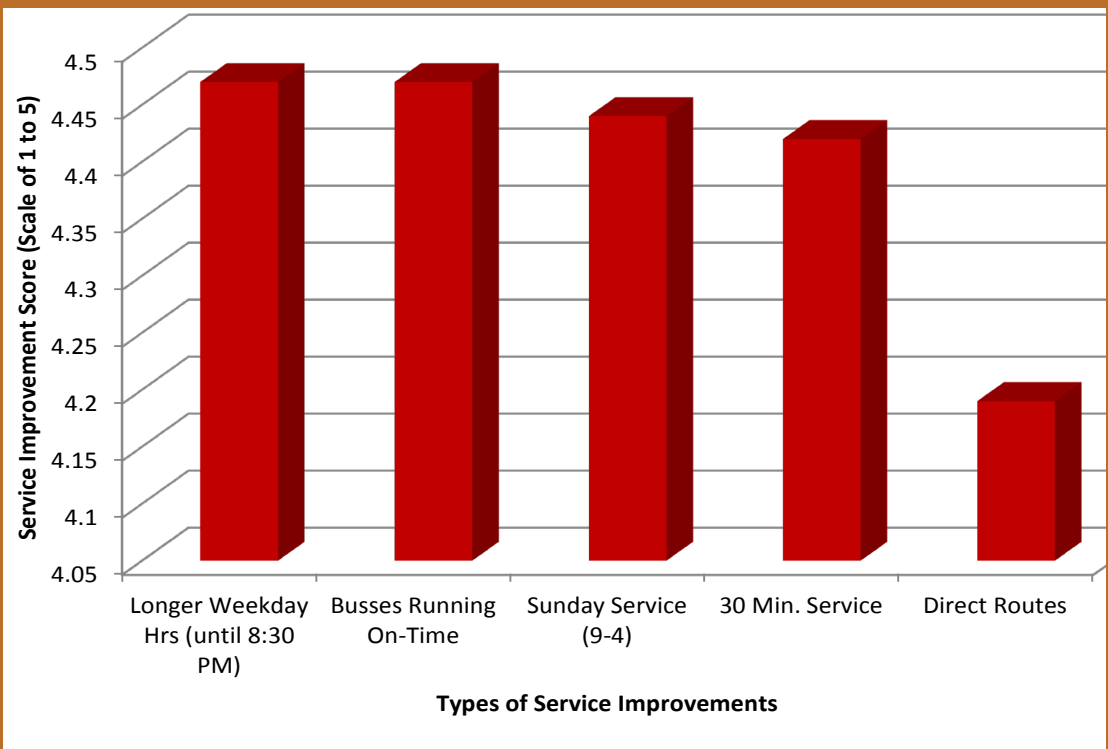


Figure 13 - [2017/18 Shasta Transit Brainstorm](#) Service Requests

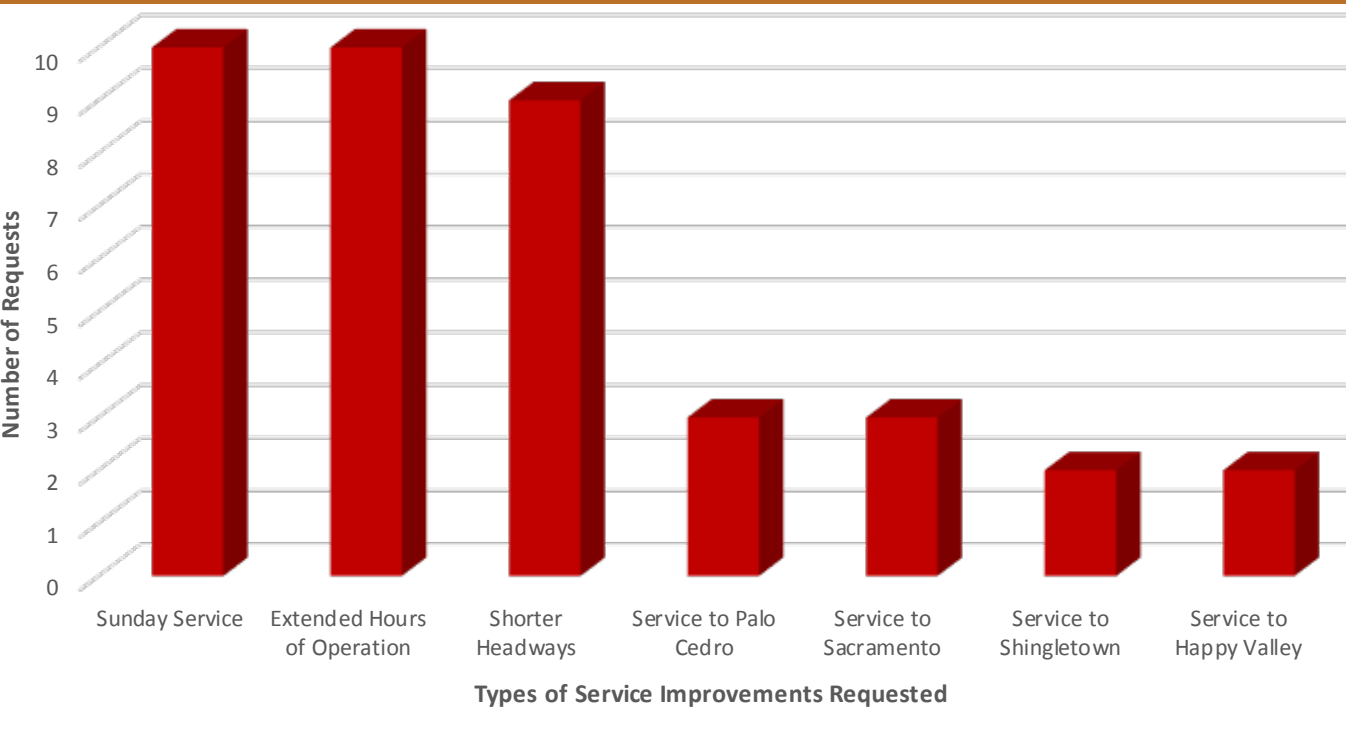
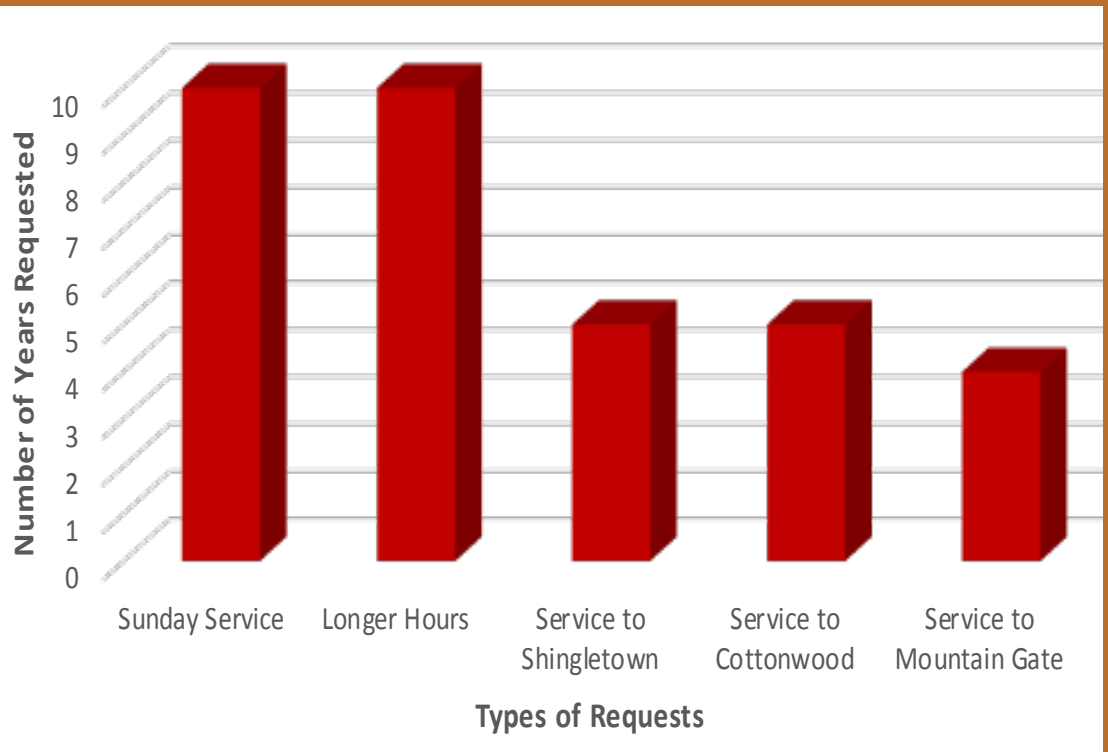


Figure 14 - Most Frequently Recurring Transit Requests Since 2002/03



Devon is a former student [Shasta College] and is actively seeking employment. She relies on transit for running errands and getting around town.

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5.2 Shasta Transit Priority Survey (Cont'd)



Ella goes to school at Shasta College. She relies on public transit to get from home to school, as well as support her additional transportation needs.

Sarah is a stay-at-home mom. She says her husband is forced to take a taxi to work on Sundays due to the lack of Sunday transit service.

5.3 Official Public Comment Period



The official 30-day public comment period leading up to the Unmet Transit Needs Public Hearing begins on January 26, 2018. However, all of the public comments received during the [Shasta Transit Brainstorm](#), including any comments received after the survey had begun, will be considered official. The public may continue to submit comments year round. Comments contributing to next year's Unmet Transit Needs cycle will be accepted starting from March 6, 2018.

5.4 Comments on Findings



After the public comments have been reviewed and the [Social Services Transportation Advisory Council](#) has been consulted for their recommendations, [SRTA](#) will produce its Summary Report on Unmet Transit Needs findings. This will be the public's opportunity to review the 2017/18 findings and provide any last comments before they are brought before the [SRTA Board of Directors](#) for a decision in April.



Section 6 Analysis of Potential Service Improvements



This section fulfills the [TDA](#) statute, requiring [SRTA](#) to conduct an analysis of the potential alternative public transportation and specialized transportation services in meeting identified transit demand. Potential transit services must meet the [SRTA Board of Directors](#) definition of an “[Unmet Transit Need](#)” and must be determined “[Reasonable to Meet](#).” The recommendations made in this section are based off of public input and analysis of transit performance. The public and the [SSTAC](#) will have an opportunity to comment on these recommendations before they are considered by the [SRTA Board of Directors](#).

Potential transit needs identified by the public and [SRTA](#) staff present a broad range of new transit service opportunities. In order to more easily compare potential unmet transit needs, they have been grouped into needs that could be categorized as [Short-Term](#), [Long-Term](#), and [Potential Unmet Needs for Other Funding Sources](#).

Before reviewing the recommendations, it is important to note the consistency in the unmet needs identified by the public. Two to three of the following transit needs consistently rank among the top three unmet transit needs identified by the [Shasta Transit Priorities Survey](#), [The Shasta Transit Brainstorm](#), [The RABA Short Range Transit Plan](#), and [SRTA’s Chronological History of Unmet Transit Needs Comments since FY 2002/03](#):

- Sunday Service
- Longer Service Hours
- More Frequent Buses (Shorter Headways)

It is not possible to fund all of these unmet transit needs system-wide in a single Unmet Transit Needs Cycle. However, [SRTA](#) can focus on service improvements, narrower in scope, which could ultimately lead to more comprehensive improvements in [RABA](#)’s next [Short Range Transit Plan](#).

6.1 Short Term



This section presents recommendations for this year's unmet transit needs process or before the next [Short Range Transit Plan](#).

Table 13. Initial Short-Term Recommendations

Identified Need	Unmet Need?	Reasonable to Meet?	Recommendation/Comments
Sunday Service	Yes	Pending Analysis	SRTA is working on the development of a pilot project for Sunday transit service that serves the region. 299 participants filled out ridership surveys (41 online) in October and November of 2017, and the survey data is currently being analyzed to develop service alternatives. SRTA anticipates recommending a service solution later in 2018.
Crosstown Express	Yes	No (Service is funded through LCTOP)	It is recommended that SRTA and RABA monitor the performance of the service as the public becomes more aware of it.
			Continue the implementation of technologies identified in the Transit Technology Plan.
			Review potential RABA transit connections to the intercity bus service to Sacramento (If TIRCP grant is awarded).

6.2 Long Term

This section presents recommendations to be planned and considered beyond the current unmet needs cycle.

6.2.1 RABA

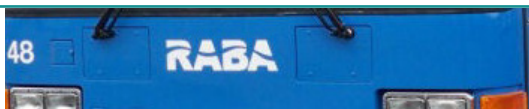


Table 14. Initial Long-Term Recommendations for [RABA](#)

Identified Need	Unmet Need?	Reasonable to Meet?	Recommendations/Comments
More Frequent Buses	Yes	Pending Analysis	SRTA is focusing its resources on a long-standing public request to introduce Sunday transit service. SRTA will consult and coordinate with RABA and other transit partners to design a system that addresses community needs. The SRTA Board of Directors approved hiring Mobility Planners LLC, on February 28, 2017, to design an on-demand Sunday transit service demonstration project. Once this unmet need has been researched and tested the region may study other long-standing requests such as More Frequent Buses and Expanded Service Hours.
Expansion of Service Hours	Yes		

6.3 Potential Unmet Needs for Other Funding Sources



This section presents recommendations to be planned and considered for state and federal grant and formula funding opportunities.

Table 15. Initial Recommendations for Meeting Unmet Needs with Other Funding Sources

Identified Need	Unmet Need?	Reasonable to Meet?	Recommendations/Comments
Continued Service to Whiskeytown	Yes	Service is funded entirely with grant funds.	Recommendation: It is recommended that SRTA once again coordinate with partner agencies to offer seasonal public transit between Redding and Whiskeytown for improved park access. Following expanded transit service to Whiskeytown, SRTA and RABA staff discussions with the National Park Service reveal a need for continued transit service to the Whiskeytown Recreation Area. Whiskeytown is a popular recreation destination and otherwise remains virtually inaccessible to residents of the Shasta Region who are dependent on transit. Discussions with Trinity Transit for potential expanded service to Whiskeytown should continue as well.

Appendix 1 - Unmet Transit Needs Process

Public Utilities Code Section 99401.5. Prior to making any allocation not directly related to public transportation services, specialized transportation services or facilities provided for the exclusive use of pedestrians and bicycles, the transportation planning agency shall annually do all of the following:

- A. Consult with the Social Services Transportation Advisory Council established pursuant to Section 99238.
- B. Identify the transit needs of the jurisdiction which have been considered as part of the transportation planning process, including the following:
 1. An annual assessment of the size and location of identifiable groups likely to be transit-dependent or transit-disadvantaged, including, but not limited to, the elderly, persons of limited means, and individuals eligible for paratransit and other special transportation services pursuant to Section 12143 of Title 42 of the United States Code (the federal Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12191, et seq.)).
 2. An analysis of the adequacy of existing public transportation services and specialized transportation services, including privately- and publicly-provided services necessary to implement the 1995 Shasta County Transit Services Evaluation Plan prepared pursuant to Section 12143 (c) (7) of Title 42 of the United States Code, in meeting the transit demand identified pursuant to paragraph (1).
 3. An analysis of the potential alternative public transportation and specialized transportation services and service improvements that would meet all or part of the transit demand.
- C. Identify the unmet transit needs of the jurisdiction and those needs that are “reasonable to meet.” The transportation planning agency shall hold at least one public hearing pursuant to Section 99238.5 for the purpose of soliciting comments on the unmet transit needs that may exist within the jurisdiction and that might be “reasonable to meet” by establishing or contracting for new public transportation or specialized transportation services or by expanding existing services. The definition adopted by the transportation planning agency for the terms “unmet transit needs” and “reasonable to meet” shall be documented by resolution or in the minutes of the agency. The fact that an identified transit need cannot be fully met based on available resources shall not be the sole reason for finding that a transit need is not “reasonable to meet.” An agency’s determination of needs that are “reasonable to meet” shall not be made by comparing unmet transit needs with the need for other uses.

Appendix 1 - Unmet Transit Needs Process (Cont'd)

D. Adopt by resolution a finding for the jurisdiction, after consideration of all available information compiled pursuant to subdivisions (a), (b) and (c). The finding shall be that (1) there are no unmet transit needs, (2) there are no unmet needs that are “reasonable to meet,” or (3) there are unmet transit needs, including needs that are “reasonable to meet.” The resolution shall include development pursuant to subdivisions (a), (b) and (c) which provides the basis for the finding.

E. If the transportation planning agency adopts a finding that there are unmet transit needs, including needs that are “reasonable to meet,” then the unmet transit needs shall be funded before any allocation is made for other uses within the jurisdiction.

Appendix 2 - SRTA Resolution No. 16-14

RESOLUTION NO. 16-14

DEFINITION OF UNMET TRANSIT NEEDS AND REASONABLE TO MEET

WHEREAS, the Transportation Development Act (TDA) requires each transportation planning agency to find, prior to any allocation of Local Transportation Fund (LTF) monies for streets and roads, (1) that there are no unmet transit needs, or (2) that there are no unmet transit needs which can reasonably be met, or (3) if there are unmet transit needs, including some such needs that are reasonable to meet, that those needs determined reasonable to meet have been funded (California Public Utilities Code (PUC) Section 99401.5); and

WHEREAS, the TDA further permits the agency to define the terms “unmet transit needs” and “reasonable to meet” as it determines appropriate, consistent with PUC Section 99401.5(c); and

WHEREAS, Shasta County Regional Transportation Planning Agency staff, having consulted with claimant jurisdiction representatives and the Citizens Transportation Advisory Committee and have concluded that minor technical changes consistent with the TDA and prior RTPA practice are appropriate, and have therefore recommended the following revised definitions:

Unmet Transit Needs. An “unmet transit need” under the Transportation Development Act shall be found to exist only under the following conditions:

1. A population group in the proposed transit service area has been defined and located which has no reliable, affordable, or accessible transportation for necessary trips. The size and location of the group must be such that a service to meet their needs is feasible within the definition of “reasonable to meet” as set forth below.
2. Necessary trips are defined as those trips which are required for the maintenance of life, education, access to social service programs, health, and physical and mental well-being, including trips which serve employment purposes.
3. Unmet transit needs specifically include:
 - (a) Transit or specialized transportation needs identified in the transit system’s Americans with Disabilities Act Paratransit Plan or short-range Transit Plan which are not yet implemented or funded.

Appendix 2 - SRTA Resolution No. 16-14 (Cont'd)

- (b) Transit or specialized transportation needs identified by the Social Services Transportation Advisory Council and confirmed by the RTPA through testimony or reports which are not yet implemented or funded.

4. Unmet transit needs specifically exclude:

- (a) Minor operational improvements or changes, involving issues such as bus stops, schedules and minor route changes.
- (b) Improvements funded or scheduled for implementation in the following fiscal year.
- (c) Trips for any purpose outside of Shasta County, in accordance with PUC Section 99220(b).
- (d) Primary and secondary school transportation.

Reasonable to Meet. An identified unmet transit need shall be found “reasonable to meet” only under the following conditions:

1. It has been demonstrated to the satisfaction of the Agency that transit service adequate to meet the unmet need can be operated with a minimum farebox recovery of 20% in urbanized areas and 10% in non-urbanized areas. Where anticipated farebox revenue from proposed services do not meet these minimum requirements, the following exceptions may apply as determined by the SRTA Board of Directors:

- (a) Transit services that are funded entirely with grants.
- (b) Transit services that are funded entirely by a local agency at the agency’s discretion.
- (c) Urban transit services that represent a critical or essential service, as determined by the SRTA Board of Directors, providing such services do not result in farebox penalties for the transit system as a whole.
- (d) Pilot projects and new services for up to two years.
- (e) When a transit service primarily serves urban areas but also includes non-urban areas, a pro-rated farebox recovery standard based on the ratio of urban and non-urban in-service transit vehicle miles may be used.

It must also have been demonstrated that the unsubsidized portion of operating costs can be recovered by fare revenues as defined in the State Controller’s Uniform System of Accounts and Records. The “Cost Allocation Method” as shown in Exhibit (A) is the method to be used for determining fare box ratio.

- (A) Transit service farebox recovery minimums may be determined on an individual route or service area basis.

2. The proposed expenditure of Transportation Development-Act funds required to support the transit service does not exceed the authorized allocation of the claimant, consistent with Public Utilities Code Sections 99230-99231.2 and TDA Regulations Sections 6649 and 6655.

Appendix 2 - SRTA Resolution No. 16-14 (Cont'd)

The fact that an identified need cannot fully be met based on available resources, however, shall not be the sole reason for finding that a transit need is not Reasonable to Meet.

3. The proposed expenditure shall not be used to support or establish a service in direct competition with an existing private service, nor to provide 24-hour service.
4. Where transit service is to be jointly funded by two or more of the local claimant jurisdictions, it shall be demonstrated to the satisfaction of the SRTA Board of Directors that the resulting inter-agency cost sharing is equitable. In determining if the required funding equity has been achieved the Commission may consider, but is not limited to considering whether or not the proposed cost sharing formula is acceptable to the affected claimants.
5. Transit services designed or intended to address an unmet transit need shall in all cases make coordinated efforts with transit services currently provided, either publicly or privately.

NOW, THEREFORE, BE IT RESOLVED that the definitions set forth above shall govern the RTPA's determinations of unmet transit needs that are reasonable to meet pursuant to applicable TDA statutes and regulations, and the resulting allocation of TDA funds by this Commission;

BE IT FURTHER RESOLVED that Resolution 00-21 of the Shasta Regional Transportation Agency dated December 12, 2000, is hereby rescinded and superseded.

PASSED AND ADOPTED this 13th day of December, 2016, by the Shasta Regional Transportation Agency.



Leonard Moty, Chair
Shasta Regional Transportation Agency

Appendix 3 - Table of Social Service Transportation Providers

The following agencies and organizations provide human transportation in Shasta County. This list was compiled from information gathered in a program profile survey and is not totally inclusive of all transportation providers in the region. The list is scheduled for updating during the development of the Coordinated Transportation Plan.

ASSISTED LIVING/CARE HOMES/CLINICS/REHABILITATION CENTERS	
Beverly Healthcare and Rehabilitation	Provides a wheelchair accessible van for use by residents and staff (Redding area only).
Compass Care Services	Supported living services for people with disabilities and senior services. Provides mileage reimbursement.
Far Northern Regional Center (FRNC)	FNRC is a private, non-profit agency, which provides a variety of services including transportation service to approximately 5,400 persons with developmental disabilities. Nine northern California counties are served by FNRC. Funding comes from the State of California Department of Developmental Services. FRNC does not own vehicles. Transportation within Shasta County is contracted through First Transit, Shascade Community Services and a variety of other transportation providers.
Golden Umbrella, Inc. (GU)	A private, non-profit agency, has served Redding area senior citizens since 1968. GU operates one van. SSNP and RABA provide the majority of transportation to this agency. GU's service is available 8:00 a.m. to 4:00 p.m. (M-F). The service area is the greater Redding area. Eligibility for adult day health care is age 55+ or a disabled adult over 18.
Holiday Retirement Corp (Hilltop Estates)	One bus for resident transportation only.
Krista Transitional Housing	Auto and van for persons enrolled in program.
Northern Valley Catholic Social Service	Provides low-cost or free mental health, housing, vocational and support services to individuals with families in six Northern California counties. The Redding headquarters has four vehicles—two vans, one 15 passenger van and one ADA-compliant 12 passenger bus.
Oakdale Heights Assisted Living	One bus for use by residents of the facility.
River Oaks Retirement	One non ADA-compliant bus for residents.
Sierra Oaks	One ADA-complaint bus for residents.

Table continued on next page.

Appendix 3 - Table of Social Service Transportation Providers (Cont'd)

Stillwater Learning Program	Provides rehabilitation services to disabled individuals. The service area covers Anderson, Redding and Shasta Lake. Transportation revenue comes from the Shasta County Health Department. Stillwater owns and operates one 14-passenger bus, three 11-passenger vans and one six-passenger van.
Veterans Administration	Provides a 12-passenger van from Redding with stops in Anderson, Cottonwood, Red Bluff, Corning, Orland, Willow, and Williams to access facilities in both Sacramento and Martinez. The van travels to Sacramento (M-F), leaving Redding at 6:00 a.m. On Monday and Wednesday a van leaves Redding at 5:30 a.m. bound for Martinez. A shuttle leaves Burney for Redding on the first and third Wednesdays of the month. Reservations are required and may be made by calling 530-226-7575. Persons must be a veteran or escorting a veteran to use this service.
Welcome Home Assisted Living	Van for residents of facility only.
Willow Springs Alzheimer Care Center	Transports residents only.
COMMUNITY CHURCHES: Neighborhood and community churches provide transportation to their members on an as-needed basis.	
Fountain Ministries	Sunday bus service to members.
Palo Cedro Community Church	Auto service to members as needed.
NON-PROFIT TRANSPORTATION PROVIDERS	
Shasta County Opportunity Center (OC)	The OC is a program within Shasta County Health and Human Services Agency that provides vocational services to individuals with disabilities since 1963. OC transports individuals to and/or from the work site, or between work sites when public transit or other forms of transit are not readily available. The center has a fleet of 18 vehicles including wheelchair lift vans. Approximately 250 clients are served per day with up to 9,000 miles a month being logged transporting people to and from work. Transportation capital is funded in part with FTA Section 5310 funds.

Table continued on next page.

Appendix 3 - Table of Social Service Transportation Providers (Cont'd)

Shascade Community Services, Inc.	Shascade is a private, non-profit agency, which serves primarily persons with developmental disabilities who reside in Shasta County. The agency has been in operation since 1960. Transportation resources include 16 vehicles, including 10 wheelchair accessible vehicles. Nine vehicles were obtained through the FTA Section 5310 grant program. Vehicles are used to transport individuals to work, program sites and community outings. Shascade's service area encompasses the south central region of the county from Mountain Gate to Cottonwood, and from Bella Vista and Palo Cedro to West Redding. Normal hours of operation are from 7:00 a.m. to 4:00 p.m. (M-F).
Shasta Senior Nutrition Programs, Inc. (SSNP)	SSNP operates the largest fleet of social service agency vehicles in Shasta County. SSNP is the designated Consolidated Transportation Services Agency (CTSA) and eligible for Transportation Development Act (TDA) funds. SSNP is a private, non-profit agency, which has been in operation since 1979. Nine vehicles are operated through a central radio dispatch system. SSNP provides 2,039 one-way passenger trips per month. Service is provided 8:00 a.m. - 4:00 p.m. (M-F) and occasionally on weekends for special events. Passengers are transported from non-urban areas of Shasta County to urban areas where medical and social needs can be met. Use of SSNP's radio base station, and a remote station in the Burney Dining Center, is offered to all social service transit providers at a nominal fee. Federal and state funding for SSNP operations is obtained through contract with the Area Agency on Aging, Planning and Service Area II under provisions of the Older Americans Act. The contract calls for provision of services to individuals' age 60 or older on a donation basis. Five zones are funded using TDA funds. These zones are outside of RABA'S demand-response service area and are for elderly and mobility- impaired individuals 18-years of age and older. Transportation capital is funded in part with FTA Section 5310 funds. The agency operates vehicles an average of 21 days per month. With a normal five-day per week operating schedule, SSNP vehicles cover 11,200 miles per month, about 30% on fixed-routes, with the other 70% responding to dial-a-ride requests. In addition to nutrition trips, transportation is provided for shopping and medical purposes. Social service and general senior activities account for the remaining trips.

Table continued on next page.

Appendix 3 - Table of Social Service Transportation Providers (Cont'd)

PRIVATE TRANSPORTATION	
R&M Medi-Trans, Inc.	Provides non-emergency medical transportation within a 250-mile radius of Shasta County to Medi-Cal and private pay clients needing transportation. The R&M fleet contains eleven ADA-compliant vans. All drivers are EMT certified.
ABC Cab	Available to Shasta County residents 24/7. Six taxis provide service to customers.
First Transit	Provides paratransit programs that range from curb-to-curb to door-to-door; group services to individual dial-a-ride; ADA; general public and special services to target populations. No local information is available.
PUBLIC TRANSIT	
Burney Express Service	Express service is provided between Burney and Redding with stops at Round Mountain, Montgomery Creek, Bella Vista and Shasta College M-F. This service is timed to connect with RABA'S fixed-route service. Two ADA-accessible 18-passenger vehicles provide this service, with an average of 500 passenger trips per month. A portion of this service is funded with FTA 5311 funds.
ADDED Sage Stage (Connecting Service)	Provides service from Alturas to Redding, Monday and Friday only.
Redding Area Bus Authority Fixed-Route (RABA)	RABA fixed-route system operates M-F 6:30 a.m. - 7:30 p.m. and Saturday 9:30 a.m. - 7:30 p.m. This service logs 62,877 miles per month, providing approximately 27,161 passenger trips. This service is funded through FTA 5307 and TDA funds.
Redding Area Bus Authority Demand Response	RABA also provides paratransit service to mobility-impaired through its contract with Veolia for lift-equipped demand-response service. This service is for mobility-impaired of all ages in the RABA service area. Service operates at the same time (or concurrently) as the fixed-route system: M-F 6:30 a.m. to 7:30 p.m. and Saturday 9:30 a.m. to 7:30 p.m. Demand-response vehicles travel approximately 31,809 miles per month, providing 5,939 passenger trips. This service is funded through FTA 5307 and TDA funds.
ADDED Trinity Transit (Connecting Service)	Provides service from Weaverville to Redding with two round-trips daily, M-F.

Table continued on next page.

Appendix 3 - Table of Social Service Transportation Providers (Cont'd)

SCHOOL TRANSPORTATION	
Head Start Child Development, Inc. (Shasta Head Start)	Provides a mix of school bus and on-call transportation for low-income (federal poverty guidelines) families with children.
Shasta College	Shasta Community College operates eleven buses and three vans, which transport students from Tehama County, Trinity County and remote portions of Shasta County. An unrecorded number of these students have disabilities, which would make it impossible for them to drive. Shasta College provides a fixed-route service from Monday-Friday, 6:00 a.m. to 6:00 p.m., during the school year. Students pay \$60.00 per semester for this service.
Shasta County Superintendent of Schools	Provides transportation to students with special transportation needs. There are 77 high school buses in the county fleet, 91 elementary school buses, and 31 other transportation vehicles. Shasta County Office of Education, through Far Northern Regional Center, has 40 buses and 8 other vehicles used for students with disabilities.
TRIBAL TRANSPORTATION	
Pit River Health Services	Pit River Health Services provides transportation to access Pit River health services within their ancestral tribal territory. This territory covers Shasta, Lassen, Modoc and Siskiyou counties.
Redding Rancheria	Operates four programs that serve the local Native American Health Community with transportation services. These programs are: Native American Health Clinic, Head Start, Child Care and Senior Nutrition (not affiliated with Shasta Senior Nutrition Programs). The health clinic provides a demand-response service to transport clients to the Clinic for medical and dental care. Head Start provides a fixed-route round-trip service to preschool age children. Child Care provides a fixed-route service that provides round-trip transportation to preschool and elementary school age children.
ADDED Susanville Indian Rancheria Public Transportation Program (Connecting Service)	Provides round-trip service Monday, Tuesday and Thursday from Susanville to Red Bluff via Redding.

Appendix 4 - History of Unmet Needs Requests

Chronological History of Unmet Needs Requests						
	2002-2005	2005-2008	2008-2011	2011-2014	2014 - present	Total # of Years Requested
Service to Palo Cedro	1	0	0	0	2	3
Service to Lakehead	1	0	0	0	1	2
Sunday service	3	1	1	2	3	10
Longer Hours	3	2	2	0	3	10
Service to Shasta College	1	0	0	0	1	2
Service to outlying areas	1	0	0	0	1	2
Service to Happy Valley	1	0	0	0	1	2
Service to Mountain Gate	1	0	0	2	1	4
Service to Stillwater	0	1	0	0	0	1
Service to Shingletown	0	2	1	0	2	5
Reduce one-hour headways	0	1	0	0	2	3
Service to Cottonwood	0	1	2	0	2	5
Service Old Alturas Rd/Boyle Rd	0	1	0	0	0	1
Support of Anderson Express	0	1	0	0	0	1
Increase service to Anderson	0	1	0	0	1	2
Service to Burney Falls	0	0	1	1	0	2
Service to Redding Airport	0	0	1	1	0	2
Weekend service for Burney Express	0	0	1	0	0	1
Service during Intermountain Fair (Burney Express)	0	0	1	0	0	1
Service to Old Shasta	0	0	1	0	1	2
Service to Millville	0	0	1	0	0	1
Additional Redding to Burney run	0	0	0	0	2	2
Service along Placer to Outer Redding	0	0	0	0	1	1
Service to Turtle Bay	0	0	0	0	1	1
Service to Old Oregon Tr./Harley Leighton Rd.	0	0	0	0	2	2

Appendix 4 - History of Unmet Needs Requests (Cont'd)

Chronological History of Unmet Needs Requests						
	2002-2005	2005-2008	2008-2011	2011-2014	2014 - present	Total # of Years Requested
"Events Express bus" to fair grounds for events	0	0	0	0	1	1
Anderson/S.Redding to Shasta College Express	0	0	0	0	1	1
Overhead tram	0	0	0	0	1	1
Shuttles to REU	0	0	0	0	1	1
Alkrich to Pine Grove from Old Oregon Trail	0	0	0	0	1	1
Round Mountain (no reservation necessary)	0	0	0	0	1	1
Twinview & I-5	0	0	0	0	1	1
Service to west of Buenaventura off Placer area	0	0	0	0	1	1
Expand Demand Response	0	0	0	0	1	1
Light rail or bus rapid transit from Anderson to Shasta Lake	0	0	0	0	1	1
Express Service to Outlying Areas	0	0	0	0	1	1
Service to Old Shasta/Keswick	0	0	0	0	1	1
Service to Platina	0	0	0	0	1	1
Service to Castle Craggs	0	0	0	0	1	1
Service to Centerville	0	0	0	0	1	1
Service to Bella Vista	0	0	0	0	1	1
Service to Shasta Lake	0	0	0	0	1	1

Appendix 5 - Identifying Transit Demand

SRTA identified transit demand using GIS. Two ways of calculating transit demand relationships were discussed: percentage and density. Characteristic counts can be used to derive measures that express either of these relationships. Percentages express the relation of a single observation to all observations using values that range between 1 and 100. Densities express the relationship of an observation to the size of a unit area.

The use of either relationship was considered in the analysis to identify U.S. Census Block Groups (BG, minimum mapping unit) with high transit demand. SRTA staff decided the analysis would use density since a BG with a **high** percentage of transit demand but **low** density is not as cost effective as servicing a BG with **high** transit demand and a **high** density transit demand.

MAGNITUDE RANGE METHOD OF TRANIT DEMAND PER SQUARE MILE

A method for identifying transit demand is a range method. A range method sums factor count data for BGs. All factors need to be based on the same universe of observations, i.e. individuals versus households. By summing all factor counts, a magnitude of need is developed. Then the magnitude per square mile is derived for each BG. This method creates a data range that can be displayed as a heat map to identify high magnitude demand areas.

For this analysis, transit demand is considered to include:

1. the transit dependent population and
2. the population that **chooses** to ride transit.

The transit dependent characteristics are:

- Very Low Income,
- Seniors,
- Young Adults,
- Individuals with Disabilities, and
- Limited Automobile Access

The population that chooses to ride transit was considered to be the general population that rides transit 1-3 times per week (Derived from the 2014 Short Range Transit Plan (SRTP)).

Methodology continued on next page.

Appendix 5 Identifying Transit Demand (Cont'd)

METHODOLOGY

The data for defining transit demand was derived from the American Community Survey (ACS) five-year estimates for the years 2010 through 2014, using statistics from the SRTP and mode share split from the Travel Demand Model (TDM). Factor counts were summed to develop the transit demand magnitude. The first five factors were summed to develop the transit dependent magnitude; all six were summed to develop the transit need. The factors are described below:

- Limited Automobile Access –number of occupied housing units that have no vehicles available multiplied by 2.48, the average household size from the TDM for 2015.
- Very Low Income – Individuals that live at 100% or less of the federal poverty level
- Seniors – Individuals aged 65 or older
- Young Adults – Individuals aged 15 to 24
- Individuals with Disabilities – Individuals 18 and older with a disability
- Voluntary Transit Riders – total individuals multiplied by 1.3% (TDM downtown Redding mode share) multiplied by 34% (SRTP Choice/Voluntary Transit Ridership [1-3 Days/Week])

Table 16. RABA Performance Over Last Five Years

Performance Indicator	2012/2013	2013/14	2014/15	2015/16	2016/17	2016/17 vs 2015/16	"Percent Change from 15/16 to 16/17"
Fixed Route							
Total Trips	807,894	823,012	742,712	664,367	679,527	15,160	2.28%
Vehicle Service Miles	582,750	586,061	595,628	631,855	648,171	16,316	2.58%
Vehicle Hours	40,798	41,199	41,101	40,762	41,685	923	2.26%
Total Expenses (minus exclusions)	\$3,482,579	\$3,632,099	\$3,626,056	\$3,626,750	\$3,858,305	231,555	6.38%
Farebox Revenue (minus exclusions)	\$685,897	\$706,413	\$699,922	\$681,072	\$714,238	33,166	4.87%
Farebox Ratio	19.70%	19.45%	19.30%	18.78%	18.51%	(0.00)	-1.42%
TDA Subsidy Per Trip	\$3.46	\$3.55	\$3.94	\$4.43	\$4.63	\$0.19	4.35%
Operating Cost/ Passenger Trip	\$4.31	\$4.41	\$4.88	\$5.46	\$5.68	\$0.22	4.01%
Operating Cost/Service Hour	\$85.36	\$88.16	\$88.22	\$88.97	\$92.56	\$3.58	4.03%
Passengers/Service Hour	19.80	19.98	18.07	16.30	16.30	0.00	0.02%
Passengers/Service Mile	1.39	1.40	1.25	1.05	1.05	(0.00)	-0.29%
Service Hours/Employee	1,019.95	1,029.98	978.60	1,164.63	1,263.18	98.55	8.46%
Demand Response							
Total Trips	55,699	53,953	52,158	52,744	54,395	1,651	3.13%
Vehicle Service Miles	303,133	293,840	298,360	302,227	300,213	(2,014)	-0.67%
Vehicle Hours	17,326	16,678	16,824	17,169	16,405	(764)	-4.45%
Total Expenses (minus exclusions)	\$1,495,111	\$1,491,828	\$1,501,565	\$1,556,079	\$1,537,815	29,343	1.95%
Farebox Revenue (minus exclusions)	\$179,594	\$182,786	\$167,751	\$196,898	\$194,823	(2,075)	-1.05%
Farebox Ratio	12.01%	12.25%	11.17%	13.05%	12.67%	(0)	-2.94%
TDA Subsidy Per Trip	\$23.62	\$24.26	\$25.57	\$24.87	\$24.69	\$(0.18)	-0.71%
Operating Cost/ Passenger Trip	\$26.84	\$27.65	\$28.79	\$28.60	\$28.27	\$(0.33)	-1.15%
Operating Cost/Service Hour	\$86.29	\$89.45	\$89.25	\$87.86	\$93.74	\$5.88	6.69%
Passengers/Service Hour	3.21	3.23	3.10	3.07	3.32	0	7.93%
Passengers/Service Mile	0.18	0.18	0.17	0.17	0.18	0	3.82%
Service Hours/Employee	721.92	833.90	801.14	817.57	656.20	(161)	-19.74%
Combined							
Total Trips	863,593	876,965	794,870	717,111	733,922	16,811	2.34%
Vehicle Service Miles	885,883	879,901	893,988	934,082	948,384	14,302	1.53%
Vehicle Hours	58,124	57,877	57,925	57,931	58,090	159	0.27%
Total Expenses (minus exclusions)	4,977,690	5,123,927	5,127,621	5,135,222	5,396,120	260,898	5.08%
Farebox Revenue (minus exclusions)	\$865,491	\$889,199	\$867,673	\$877,970	\$909,061	31,091	3.54%
Farebox Ratio	17.39%	17.35%	16.92%	17.10%	16.85%	(0)	-1.46%
TDA Subsidy Per Trip	\$4.76	\$4.83	\$5.36	\$5.94	\$6.11	\$0.18	2.98%
Operating Cost/ Passenger Trip	\$5.76	\$5.84	\$6.45	\$7.16	\$7.35	\$0.19	2.67%
Operating Cost/Service Hour	\$85.64	\$88.53	\$88.52	\$88.64	\$92.89	\$4.25	4.79%
Passengers/Service Hour	14.86	15.15	13.72	12.38	12.63	0	2.06%
Passengers/Service Mile	0.97	1.00	0.89	0.77	0.77	0	0.80%
Service Hours/Employee	908.19	964.62	919.44	1,034.48	1,001.55	(33)	-3.18%

Sources: Comprehensive Annual Fiscal Report June 30, 2015 and internal tracking by RABA and SRTA

Appendix 6 - RABA Performance Over The Last Five Years

Appendix 7 - Glossary

Allocation

A dollar or personnel-year amount distributed for a specific purpose according to a plan. Allocation and Allotment are often used interchangeably.

Americans with Disabilities Act of 1990 (ADA)

The legislation defining the responsibilities of and requirements for transportation providers to make transportation accessible to individuals with disabilities.

Annual Passenger Trips

The number of passengers who board operational revenue vehicles. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination. Trips should be counted regardless of whether an individual fare is collected for each leg of travel. It includes passenger trips on volunteer vehicles.

Annual Vehicle Hours

The total amount of time in hours for the reporting period that all vehicles travel from the time they pull out to go into revenue service to the time they pull in from revenue service. This includes the hours of personal vehicles used in service.

Annual Vehicle Miles

The total number of miles for the reporting period that all vehicles travel from the time they pull out to go into revenue service to the time they pull in from revenue service. This includes the miles of personal vehicles used in service.

Apportionment

A statutorily prescribed division or assignment of funds based upon prescribed formulas in the law.

Automatic Vehicle Location (AVL)

Position determination via an automatic technology or combination of technologies, such as Global Positioning System (triangulation of satellite signals), Signposts (beacons at known locations transmit signals picked up by vehicle), Ground-Based Radio (triangulation of radio tower signals), or Dead-Reckoning (vehicle's odometer and compass used to measure new position from previous known position), and typically includes real-time reporting of that location to a dispatcher.

Average Ridership

The total number of passenger-trips divided by the total number of service days.

Glossary continued on next page.

Appendix 7 Glossary (Cont'd)

Demand Response (DR)

A transit mode comprised of passenger cars, vans or small buses operating in response to calls from passengers or their agents to the transit operator, who then dispatches a vehicle to pick up the passengers and transport them to their destinations.

Expenditure

Allocates the cost of goods delivered or services rendered, whether paid or unpaid

Fare Box

A device that accepts coins, bills, tickets, and tokens given by passengers as payment for rides

Fare Box Revenue

Includes cash, tickets, tokens, and pass receipts but excludes charter revenue.

Fare Box Revenue Ratio (Fare Box Ratio)

Measure of the proportion of operating expenses covered by passenger fares.

Fiscal Year

A twelve month period to which the annual budget applies, and at the end of which a governmental unit determines its financial position and the results of its operations. Federal Fiscal Year (as of 1977) = October 1 – September 30; California State Fiscal Year = July 1 – June 30.

Fixed Route Service

Transit service using rubber tired passenger vehicles operating on fixed routes and schedules, regardless of whether a passenger actively requests a vehicle.

Fuel and Lubricants (504.01)

The costs of gasoline, diesel fuel, propane, lubricating oil, transmission fluid, grease, etc., for use in vehicles.

Needs Assessment

A technique of predicting the potential demand for service.

Operating Cost

Recurring costs in transportation systems that include ages, salaries, taxed, insurance, and supplies, but not capital depreciation or interest payments.

Operating Expense

Monies paid in salaries and wages, settlements of claims, maintenance of equipment and buildings, and rentals of equipment and facilities.

Operating Revenue

Income received from passenger fares or from the charter or contracting of services.

Glossary continued on next page.

Appendix 7 Glossary (Cont'd)

Paratransit

Types of passenger transportation which are more flexible than conventional fixed-route transit but more structured than the use of private automobiles. Paratransit includes demand response (DR) transportation services, shared-ride taxis, car-pooling and vanpooling (VP), and jitney (JT) services. Most often refers to wheelchair-accessible, demand response (DR) service.

Passenger Miles Traveled (PMT)

The cumulative sum of the distances ridden by each passenger.

Passenger Trip

A passenger trip is a one-way trip counted separately each time a passenger boards the bus. Passenger trips are different from the number of riders. One rider typically accounts for two or more passenger trips each day.

Transit Dependent

Someone who must use public transportation for his/her travel.

Urbanized Area (UZA)

An area defined by the U. S. Census Bureau that includes one or more incorporated cities, villages, towns (central place), and the adjacent densely settled surrounding territory (urban fringe) that together has a minimum of 50,000 persons.

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service.

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Appendix 8 - Public Comments (received to date) and SRTA Responses

Public comments for this unmet transit needs cycle are welcome through March 5, 2018. SRTA responses will be included in the final draft.

2018-19 Unmet Transit Need Cycle Public Comments and SRTA Responses Concerning Unmet Transit Need and Reasonable to Meet Eligibility

Comment Number	Comment Overlap	Number of Comments Overlapping (incl. original)	Submitted By	Concerns/Specific Comments	Medium	Not Unmet Transit Need	Unmet Transit Need but not Reasonable to Meet	Unmet Transit Need and Reasonable to Meet	SRTA Response
1			Angie	Need a bus stop on Churn Creek and Loma Vista. I have to walk to Churn Creek and Bonyview about a half mile right now. Need bus service at Churn Creek Rd. & South Bonneyview Rd.	Phone				
2	6, 7, 12, 20, 22, 23, 24	8	Stephanie Gleason	I think they need more buses on each route (1/2 hour headways).	In Person				

Appendix 8 Public Comments and SRTA Responses (Cont'd)

3	10, 20, 23, 24, 33	6	Veteran	I believe all buses (including the Burney Express) should run later on Friday. City buses should have one more route past the 6:00-6:30 pm end. Add one last route to Rouge #1 at 7:35 p.m. Thurs, bus #14 at 7:20 p.m., and Airport Express 6:50 p.m. Burney Express also on Fridays, instead of 5:35 p.m., last departure make it 5:55 p.m., this way everybody has a chance to make it home, only change on Friday, before the weekend. This last route extra service on Friday can and will make a difference in really helping people in need. And the Burney Express on Friday too, that extra 20 minutes on Friday could be a life saver for there are none on the weekends. People working and disabled do a lot on Friday. They need this to get supplies and themselves home, especially for working people using/riding county buses for transportation. Thank you for taking this in consideration. P.S. - The Cottonwood Express and school express are okay, no change. Thanks again from a concerned veteran who has used transit service for years.	Mail				
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Appendix 8 Public Comments and SRTA Responses (Cont'd)

4			Lynne March	I am a paratransit customer and appreciate the service very much. There one matter I wish to draw your attention to. I used work for Caltrans. The safety officer impressed me with message that many crash injuries result from objects within the vehicle - flying around during collisions and rollovers. Some RABA operators were noted to leave heavy clamps on floor unsecured, as well safety belts left dangling. I ask awareness this issue to be made part of training, before someone sustained injuries as result something so easily corrected.	Mail				
5			James Thayer	Longer buses on #11 line cause of all the handi-capped people who use it and a stop on market street in front of the School of Cosmetology and hair design across from Dutch Bros would be wonderful.	Facebook				

Appendix 8 Public Comments and SRTA Responses (Cont'd)

6	7, 9, 5, 16, 18, 19, 22, 24, 27, 30, 33	12	Sharon Jensen	We need to be able to take our carts with us when we go shopping. Our carts are really not blocking the aisle or door anymore than standing room only. What about walkers? They're unable to get to the food bank behind Grocery Outlet Sat. mornings. Why should the wheelchairs get preferential treatment? Most of the drivers hook the wheelchairs side-by-side instead of one in the back. These wheelchairs are usually very obese and make it hard to get down the aisle. Plus the wheel-chair riders should not be allowed any more than 2 bags like the rest of us. I agree that strollers & empty carts should be folded before one gets on the bus. Maybe I should take this discrimination against those with walkers and carts the the editor and KRCR. If you want buses less crowded maybe you should run the buses every 1/2 hour. If you operated like they do in Chico, the regional buses run on Sundays. I know that will NEVER happen unless all of you had to turn in your car keys for 1 weekend. Also, you need to start using your GPS's. That way customers can track where you are and dispatch would not always be asking where the bus is.	Mail				
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Appendix 8 Public Comments and SRTA Responses (Cont'd)

7			Precious Young	The buses need to run on Sundays and the Airport Express needs to run every hour, not every other hour.	Facebook				
8			Keith Fackenthal	With new type e-drive free rides does look possible.	Facebook				
9			Katrina Brooks	Filled out the form! Asked for buses to run until 10 p.m. and on the weekends.	Facebook				
10			Jerald Palmer	It would be nice to see the old Route 9 back to Anderson.	Facebook				
11			Joyce Langolf	Yes! #9	Facebook				
12			Steven King	Depends if Redding gets a marijuana industry going here. Preferably in a micro brewery joint venture. Take me to that. Otherwise, a bus every 1/2 hour to City of Shasta Lake.	Facebook				
13			Sybil Kane	Old Oregon Trail and Harley Leighton Rd.	Facebook				
14			Terrie Davis	Include Mountaingate area!	Facebook				
15			James Thayer	Buses on Sunday would be nice.	Facebook				
16			Gary Borg	Runs on Sundays	Facebook				
17			Dari Fairbrn	Include Mountaingate.	Facebook				
18			Lee Ann Coventry	Sundays please	Facebook				
19			Kelly Hennessy	Run on Sundays	Facebook				

Appendix 8 Public Comments and SRTA Responses (Cont'd)

20		Juleon	1. With the college class that are from 5 p.m. to 6:45 p.m., a lot of the Shasta Lake students have a difficult time getting back to Shasta Lake because classes end a half hour after the last run. My suggestion, have the bus do the lower loop and then have it wait until 7:05 p.m. at Shasta College before it heads back on the rest of the bus loop; 2. On the Humboldt County Transit they have no trespassing at the bus shelters after hours and only 2-hour maximum at the bus shelters. RABA should adopt something similar; 3. Have the Anderson Express running south-bound at 7:30 for Shasta College students. During Christmas season and summer, people would still use the service if they didn't get on the bus in time; 4. Sunday service with specific routes in Redding, Anderson, and Shasta Lake City to simplify things; 5. Some sort of app or online site that shows you where the bus is on the route. On the first of the month the buses tend to be running behind, & this would help people not be in the elements for an extra half hour while also reducing the number of calls RABA has to field from people asking where the bus is.	Phone				
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Appendix 8 Public Comments and SRTA Responses (Cont'd)

21		Kiran Singh	We need a mini-bus to go from Red Bluff to Platina two or more days a week, maybe two times each of those days. We've been trying to get this off the ground for a while, but it hasn't materialized. Thank you.	Phone				
22		Clinda Miller	Have a bus every 30 minutes on all routes, seven (7) days a week.	Mail				
23		Vanessa Bice	Need more info on your signs how to get where we're going and in Shasta Lake need the bus to come more than each hour on the hour. And the map is hard to understand how to get where we're going and takes too long to get where we're going. There aren't enough bus stops in Shasta on both sides of the road. Also need more hours of running and need a bus stop by the mobile home park in Shasta Lake, the one going to the Shasta Dam the ramp needs to come out at all times. I hurt my back trying to get my stuff on the bus.	Mail				

Appendix 8 Public Comments and SRTA Responses (Cont'd)

24			Robin Coy	As a Neighborhood Watch Capitan (for 2 streets) I miss my meetings at the City Hall because I don't have a ride home at 8 p.m. My boyfriend and I have stopped driving because medical problems, and medication that makes us illegal to drive. On Sundays, we are stuck at home because there is NO TRANSIT BUS or transportation we can afford, available. I realize that the Shasta Transit can not afford to run in the evenings or on Sundays, all day or night, but what about running a small bus on reservation "to" and "from" by reserving, like they do for the wheelchair or disables bus service. Once people found out about it, they could be more involved with the city, go to church more often and got the movies/ eat. Remind the newer bus drivers to lay off the lead footdriving the Hollywood Stops, and slow on the road bumps. Plus the air conditioning or heater doesn't have to be on "HIGH!" Otherwise everything else is fine. I wish there was a way to keep the transients out of the bus stops. I thought of keeping a squirt bottle with ice water to spray them. Yours Truly, Robin.	Mail				
25			Pat Root	Fix the Anderson Riverpark Trail and build an Anderson Dog Park!	Facebook				

Appendix 8 Public Comments and SRTA Responses (Cont'd)

26		Gemma Monarrez	RABA changes routes too much, it confuses us. Don't know when it comes or goes!	Facebook				
27		Ginny Williams	You people need Sunday Buses BIG TIME RABA. Been telling you people for years	Facebook				
28		Keith Fackenthal	Wondering what weight the carrier will hold?	Facebook				
29		Michael Roberts	Yes, we need sky rail, connect downtown with surrounding areas.	Facebook				
30		Joyce O'Connell	Sunday bus would help soo many people. And if the regualr RABA buses run on Sunday, Demand Response needs to be included so those with disabilites can get to church, etc.	Facebook				
31		Gabriel Leete	From my understanding you don't have printed schedules. That'd help.	Facebook				
32		Helen Cat	Why does it take 2 hours to get from Enterprise High to Lake Blvd?	Facebook				

Appendix 8 Public Comments and SRTA Responses (Cont'd)

33			Carroll Scott	You need longer hours. I also wish you went back to the way you did the routes, such as route 11. Also make the Saturday's the same as the rest of the week. And how come you don't have service running on Sundays? You also have one driver I really like, his name is Joe, and you should train some of your other drivers to be less rude and understand people. Why can't they do an all day pass for people in Redding like they do in Portland? And my aid has to pay to get on the bus, but he didn't used to, and I think it should change back to the way it was before.	Phone				
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Appendix 8 Public Comments and SRTA Responses (Cont'd)

34		Anony- mous	I'm a senior citizen and disabled. I know that the bus drivers have a tiring job, unsafe and having to deal with other vehicles and some nice passengers and also some rude passengers and some passengers who can be dangerous. So I feel sorry for everyone who has a part in the operation of RABA. I want to say I would not be able to do my errands and doctors appointments, etc. without RABA, so Thank You! I do have an issue or two. 1. A lot of your drivers are RUDE to the passengers at times - like saying they need to hurry up and get on or sit down or get off the bus. 2. A lot of them do not put the bus in the kneeling position and they do not get close enough to the curb. I have a difficult time getting on the bus but more so getting off the bus because I have to try to hold onto the rubber on the door as I stretch my leg and foot as far as I can to reach the curb. I also have trouble sometimes with a small cart - trying to get it off the bus. 3. On Saturday, Oct. 21, 2017 I walked to the mall from my apartment, which is 2 miles, and I was at the mall at 9 a.m. I was waiting for Rt. 11 and I was inside the canopy transit covered seating. I saw a bus come in where Rt. 11 & 14 stop and it said "Out of Service" and it went on out the driveway and it went towards Browning and I waited for the next hour and caught it and so I missed all but maybe 10 minutes of my morning church service even if the buses are running a little late they should stop and wait for about 10 seconds for people to come out of the covered seating and make sure its the bus they want. This is all I wanted to say. I always tell the driver "Thank You" and "Have a good day or weekend" when I get off. Thank you again for all the good you all do!					
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