



Final 2019/2020 Transit Needs Assessment

April 23, 2019



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 \(SRTA\)](#) Board of Directors in determining whether proposed transit services are "reasonable to meet" according to specific criteria.

Last year, three proposals for expansion of service were found "reasonable to meet." After repeated requests from the public for Sunday service, SRTA is developing a grant-funded Sunday Service pilot program that would serve areas of Redding (anticipated start date August 2019). Ridership will need to grow for this service to continue if grant funding disappears. Crosstown Express also expanded service. Ridership on this route is growing, however, the service will not be supported by state grant funds this coming year. Finally, after debuting June through August 2016, and continuing in 2017, the Whiskeytown Lake 'Beach Bus' was funded for 2018 but not implemented because the National Park Service (NPS) intended to charge an entry fee per individual (as opposed to per vehicle), thereby rendering the service non-competitive. SRTA will work with [RABA](#), the National Park Service, and other potential funding partners to investigate re-instituting this specialty service for summer 2019. In all likelihood though, the 'Beach Bus' may be suspended again in 2019 due to the extensive Carr Fire damage at Whiskeytown.

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 and Federal Transit Administration Formula Grants for Rural Areas (FTA Section 5311) and Intercity Bus Program (FTA Section 5311(f)).

Non-profit agencies and contractors provide some service to outlying areas beyond the [RABA](#) service area. SRTA contracts with [Dignity Health Connected Living \(DHCL\)](#) to operate [Consolidated Transportation Services Agency \(CTSA\)](#) transit service for seniors and people with disabilities 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 18.52%. This is above the 18% goal (weighted average for urban and non-urban areas) and the absolute minimum of 15%. This farebox, though, is an estimated 2% over what it would have been without the use of state grant funds to cover rider fares on the Crosstown Express. The [Burney Express](#) 10.97% ratio exceeds its farebox ratio goal of 10%, but has faced challenges with increased fuel costs and vehicle replacement. While SRTA monitors the [CTSA's](#) farebox performance, its only mandatory performance standard is subsidy per trip, which for 2018/19 was \$17.15. This is below the contract maximum of \$19.75. There are also opportunities to improve and expand transit services through new state transit funding programs.

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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 under-provided. 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 in the region that are reasonable to meet.

TDA is the primary source of 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, such as SRTA's [2017 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

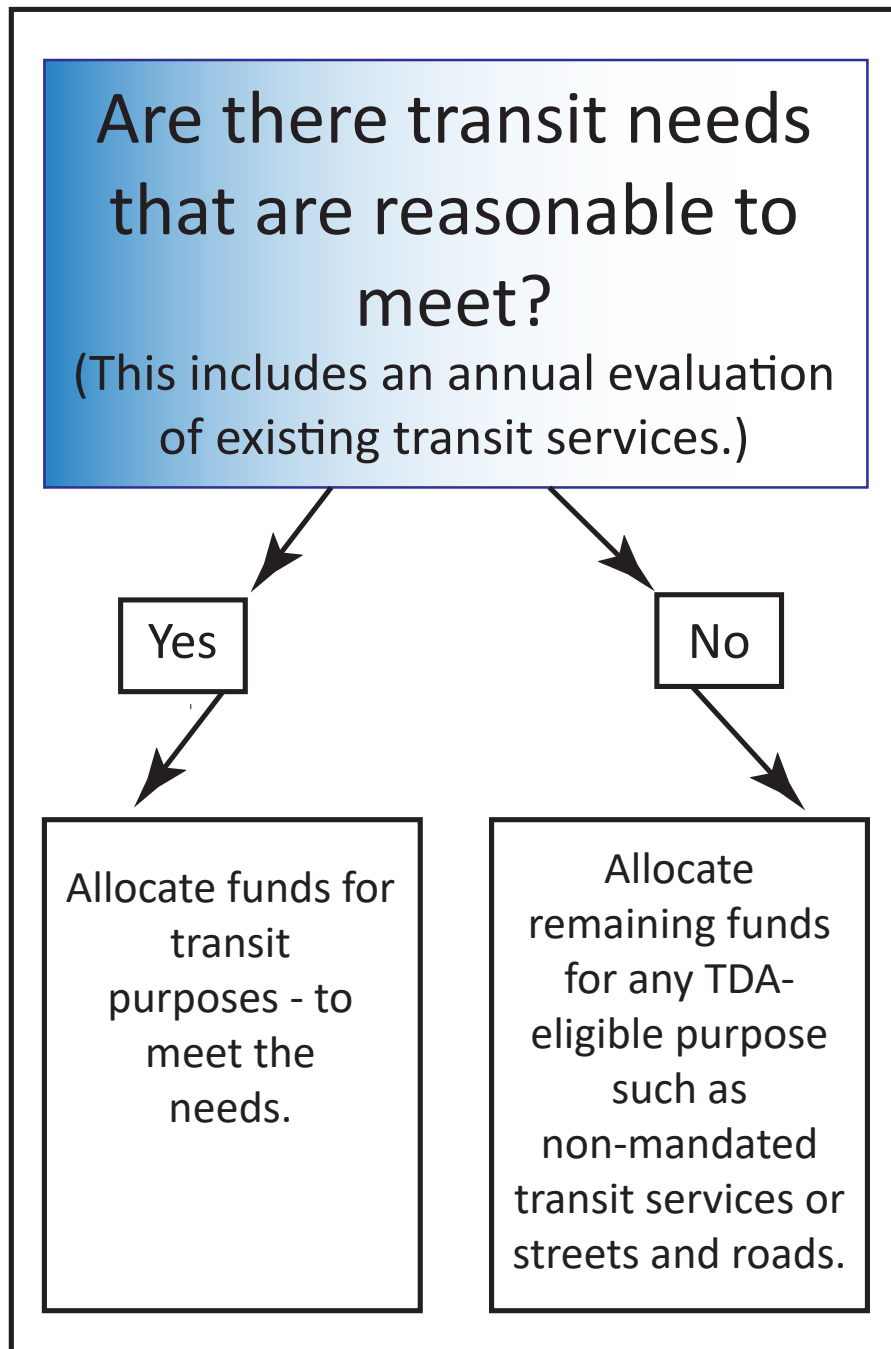
California Department of Transportation – Formula Funds		
Grant Programs	Acronym	Purpose
Low Carbon Transit Operations Program	LCTOP	Provides operating and capital assistance for transit agencies to reduce greenhouse gas emissions and improve mobility, with a priority on serving disadvantaged communities. 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. The last appropriation for this program was made in the FY 2014/15 state budget, which re-appropriated remaining balances for allocations until June 30, 2019.
State of Good Repair Program	SGR	The Road Repair and Accountability Act of 2017 (Senate Bill 1) established the SGR program to help fund transit infrastructure repair and service improvements. SGR funds are directed annually to the State Transit Assistance (STA) Account for eligible transit maintenance, rehabilitation, and capital projects.
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](#).” [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, such as streets and roads. 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 a continuous sequence of annual cycles (Figure 3). [Figure 4](#), on the next page, represents the decision framework used to consider new transit services.

Figure 2 - Unmet Transit Needs Process

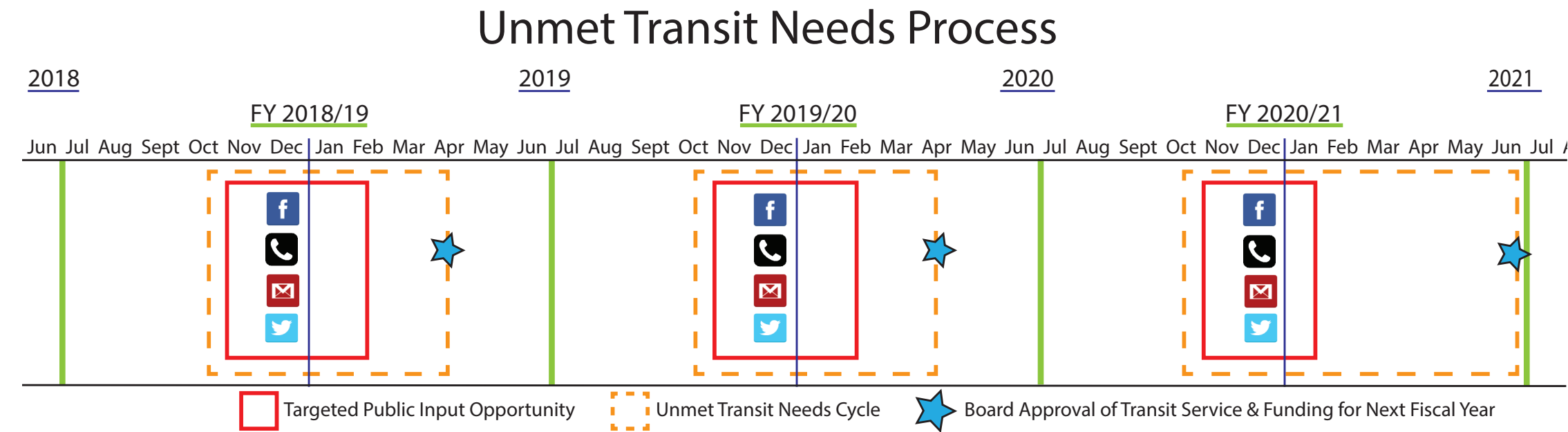
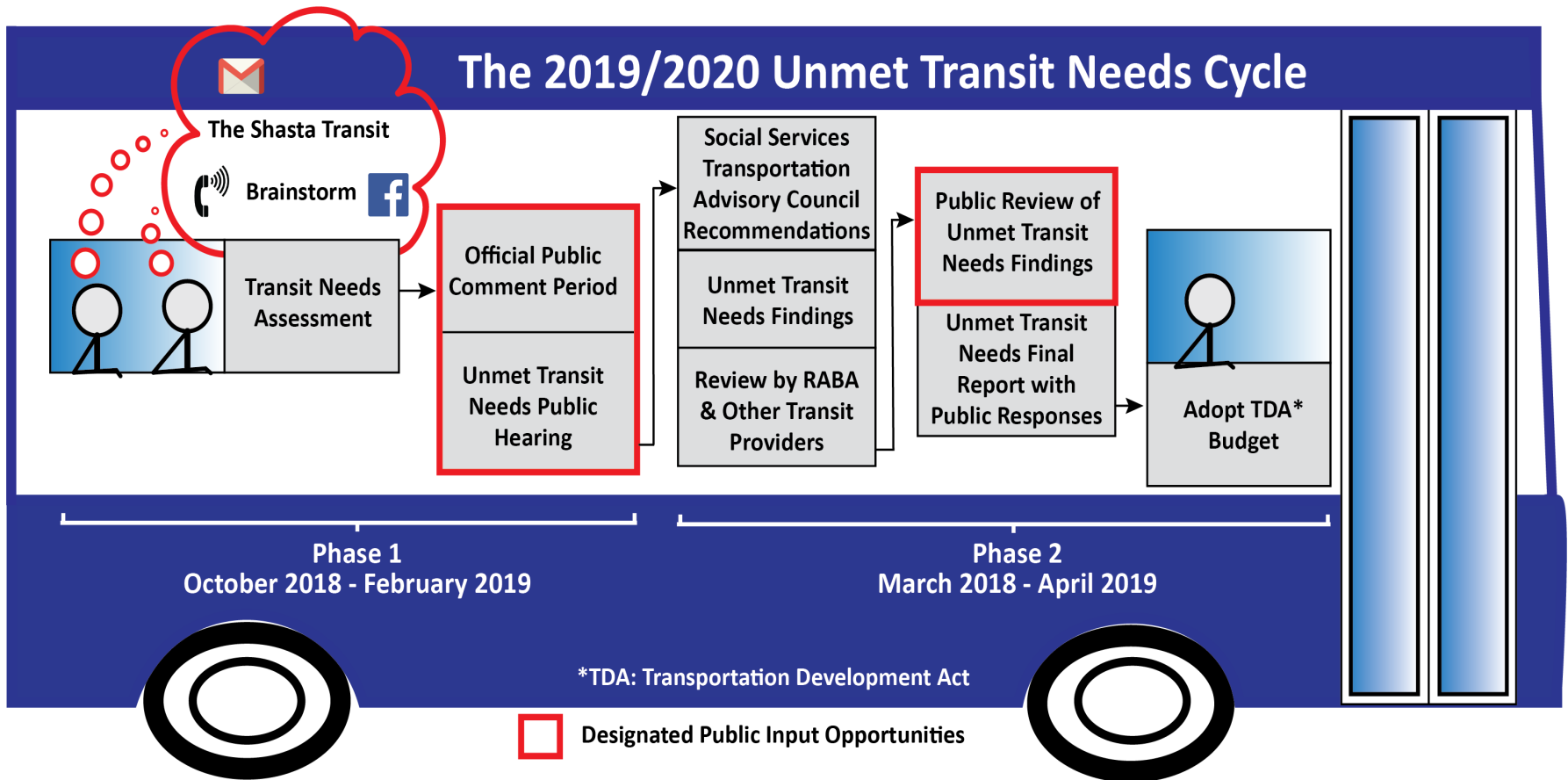
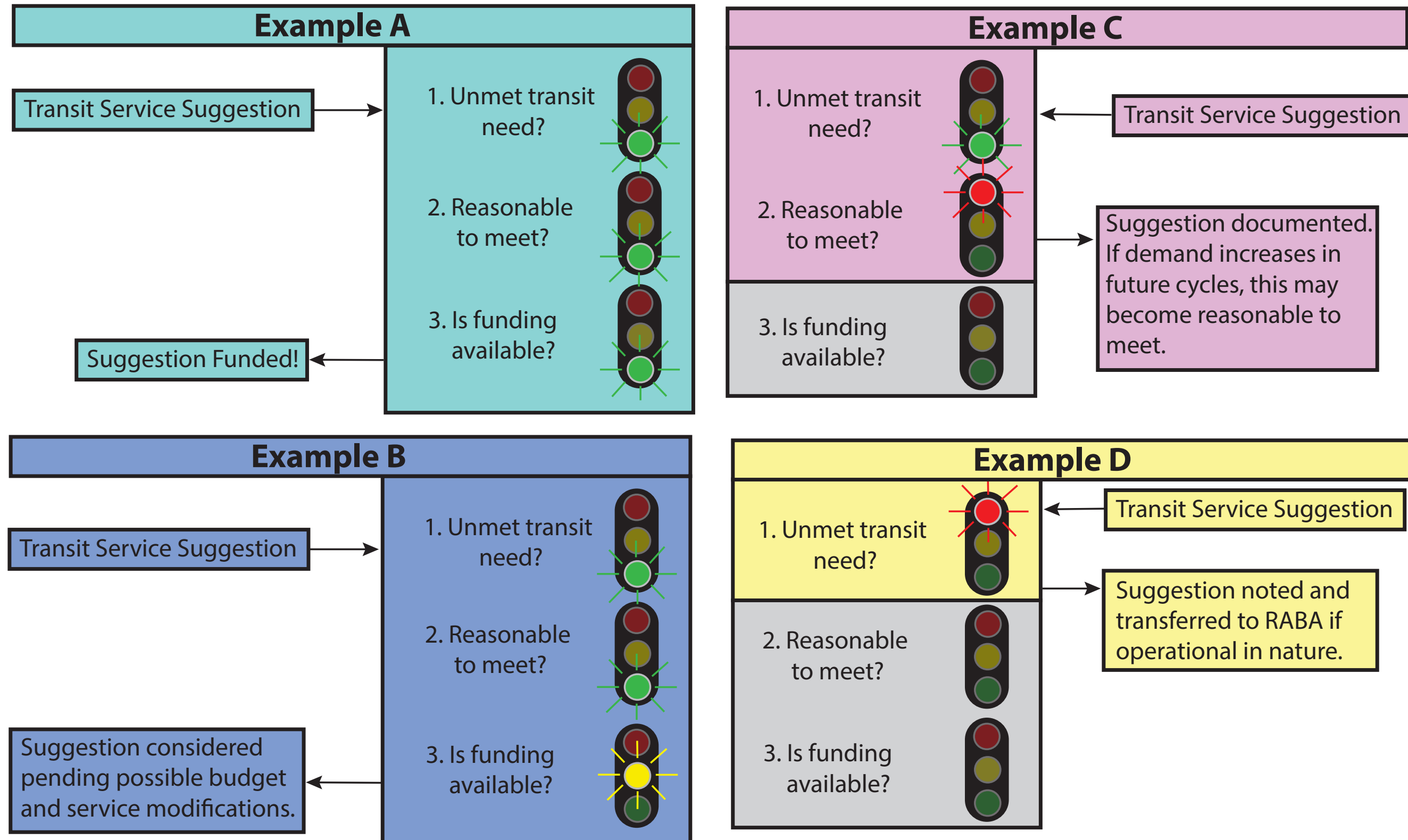


Figure 3 - 2019/2020 Unmet Transit Needs Cycle



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 [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](#)).
- Trips for any purpose outside of the Shasta Region.
- Primary and secondary school transportation.

Figure 5 - Suggested in 2019/20 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 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 18.52% farebox ratio for the 2017/18 fiscal year ([Draft RABA Comprehensive Annual Fiscal Report, June 30, 2018](#))

*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](#) (page 9) depicts the 2019/20 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 may consider such services with other funding sources outside of the TDA process.

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)

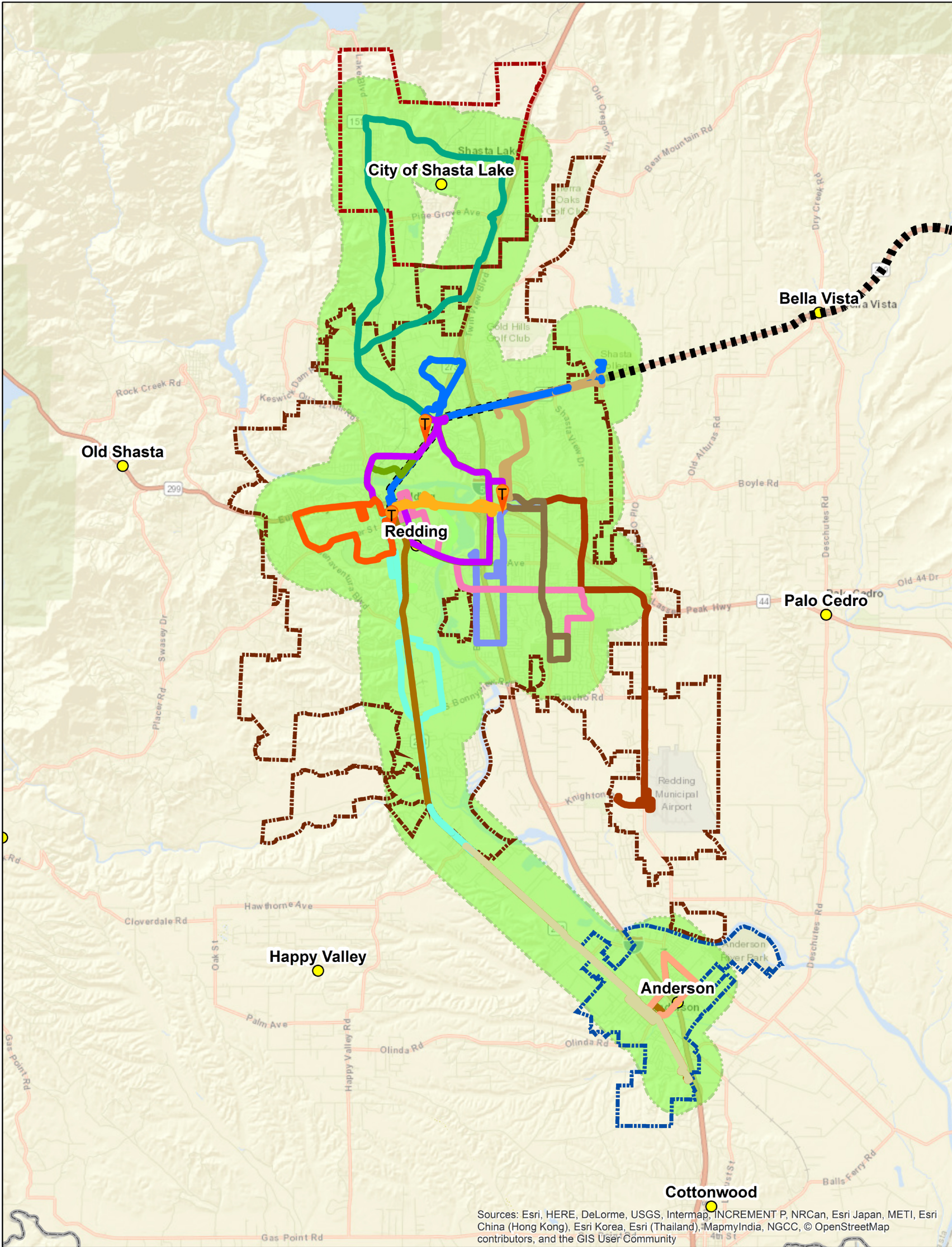


[RABA](#) is the primary public transportation provider in the Shasta Region. [RABA](#) provides fixed-route and demand-response service to a population of nearly 116,960. The service area covers 100 square miles, encompassing the cities of [Anderson](#), [Redding](#), and [Shasta Lake](#), as well as unincorporated fringe areas. In addition, [RABA](#) operates express routes ([School Express](#), [Crosstown Express](#) and [Burney Express](#) (see 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	7:17 PM
7	7:20 AM	7:15 PM
9 (Does Not Run Hourly)	6:20 AM	7:17 PM
All Other Routes	6:20 AM	7:20 PM
Airport Express (this service was cancelled by the RABA board in January 2019)	5:50 AM	6:47 PM
Crosstown Express (weekdays during peak hours)	8:20 AM	6:47 PM
School Express (2 runs per weekday during school year)	7:30 AM	3:50 PM
Saturday hours of operation begin three hours later in the morning. All service ends 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.



0 1 2 3 4 5

Miles

Public Transit Service - South-Central Urban Region

NOTE:
1. Generally, CTSA provides service for those outside of the RABA service area.

Data Sources: RABA, Shasta County, SRTA





Transfer Stations



Major Towns



Demand Response Area



Anderson



City of Shasta Lake



Redding



County Boundary



Route 1



Route 2E



Route 2W A



Route 2W B



Route 3



Route 4



Route 5



Route 6N



Route 6S



Route 7



Route 8



Route 9



Route 11



Route 14



Airport Express



Anderson Commuter



Crosstown Express



Burney Express

2.1 RABA (Cont'd)

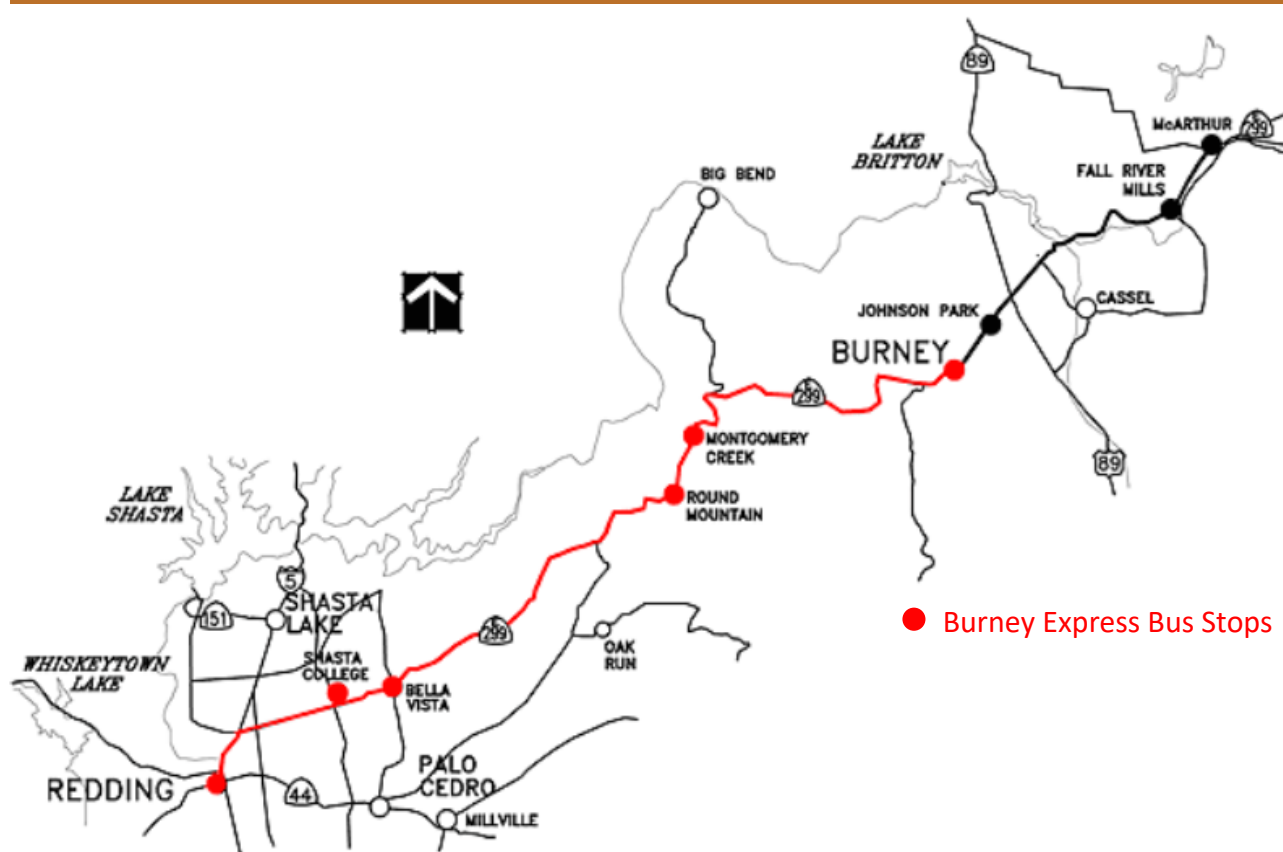
Figure 6 - [RABA](#) Fixed Route and Demand Response

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 for this service.

Figure 7 - Burney Express



2.3 Dignity Health Connected Living - CTSA

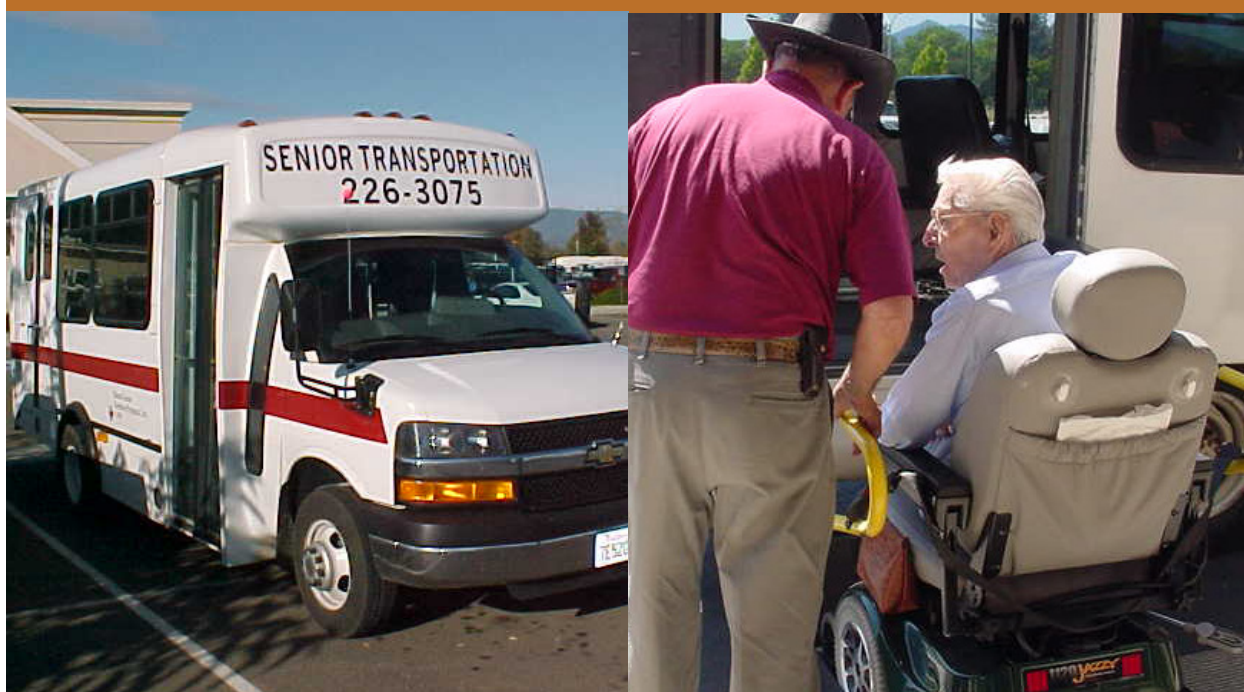


[SRTA](#) contracts with the [Dignity Health Connected Living \(DHCL\)](#) to operate [Consolidated Transportation Service Agency \(CTSA\)](#) transit services, which makes [DHCL](#) eligible to receive TDA funding through the Unmet Transit Needs process. [DHCL](#) provides transportation to residents 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 and sometimes within the service area, if approved by RABA. The cost to use this service was \$2.00 per trip. This was raised to \$3.00 on January 1, 2019. 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](#), 2019)

Area of Service	Hours of Service
Anderson and Happy Valley/Cottonwood	7:00am - 3:30pm (Mon - Fri)
Redding	7:30am - 4:00pm (Mon - Fri)
Shasta Lake	7:30am - 4:00pm (Mon - Fri)
Bella Vista, Palo Cedro, and Millville	7:30am - 4:00pm (Tues and Thurs only)
Old Shasta	7:30am - 4:00pm (Tues and Thurs only)
Unincorporated Areas	7:30am - 3:30pm (Mon - Fri)
Lakehead	7:30am - 3:30pm (Tues and Thursday only)



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Section 3 Transit Demand Analysis



The 2019/2020 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

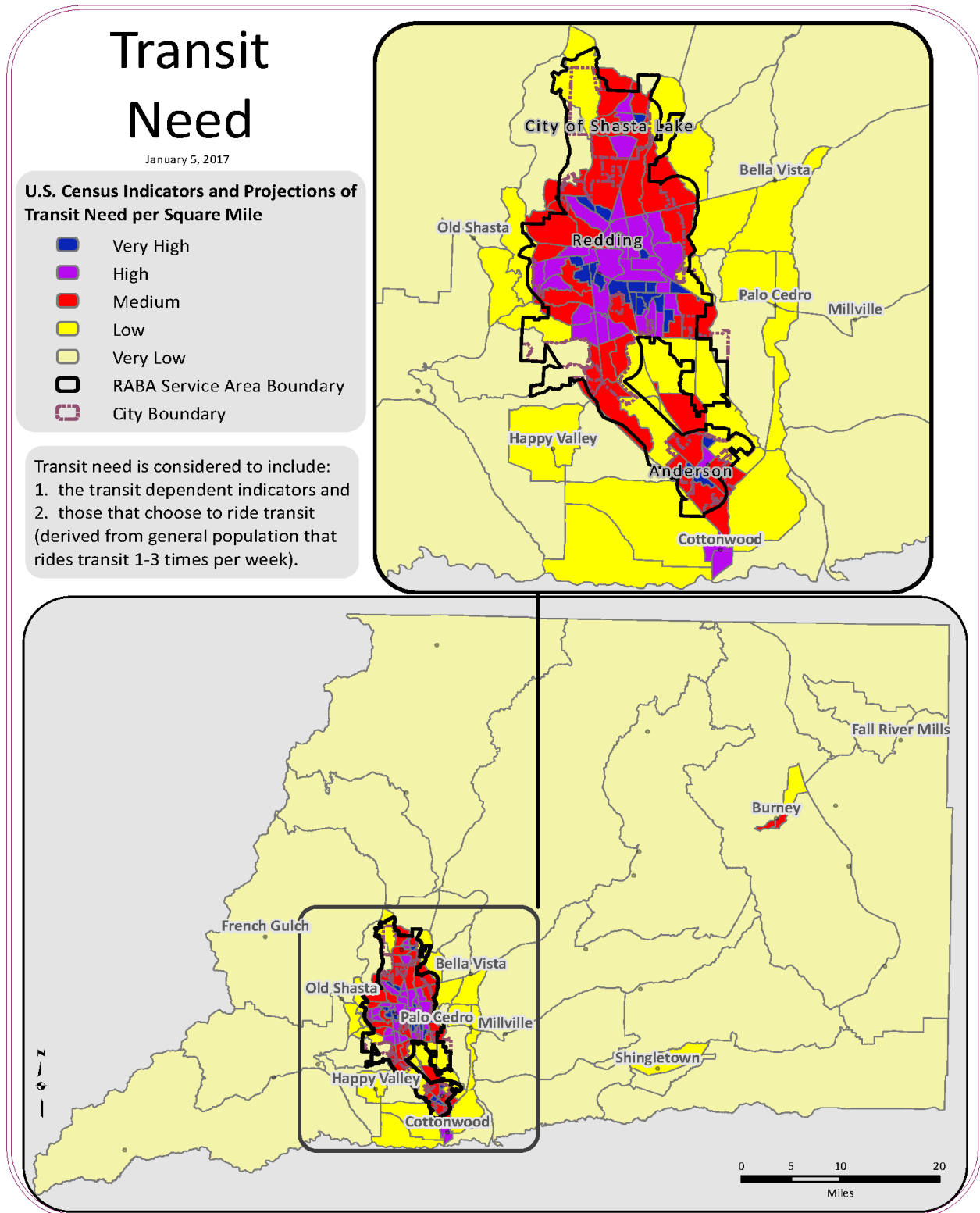
Transit Dependent Group	Description
Young Adults	Age 15 to 24 (RABA's Short Range Transit Plan (S RTP))
Seniors	Age 65 and over (RABA's S RTP)
Very Low Income	Income below the poverty line (RABA's S RTP)
Disabled	Non-institutionalized, civilian members of the population who may be unable to operate vehicles 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.

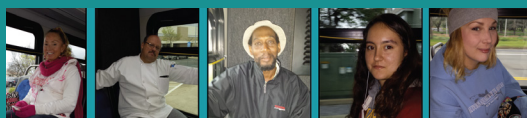
3.1 Transit-Dependent Population



Figure 8 - Transit Dependent Population

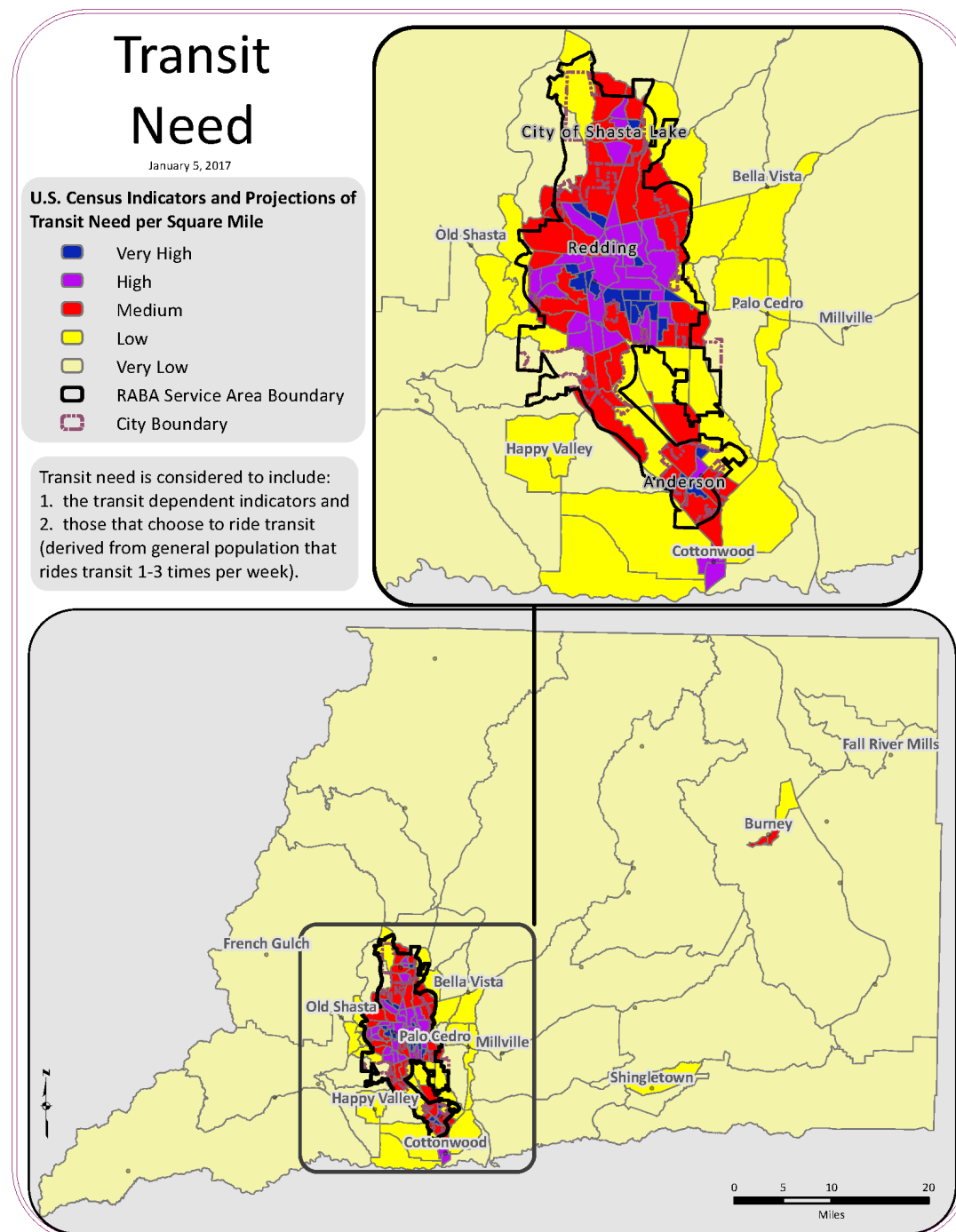


3.2 General Population

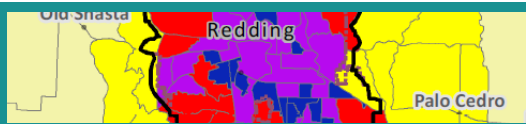


This section provides a comprehensive look at transit demand in the Shasta Region. Building on the [five demographics](#) included in the transit demand analysis for the transit dependent population, the corresponding analysis for total transit need factors in an additional demographic: residents who 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



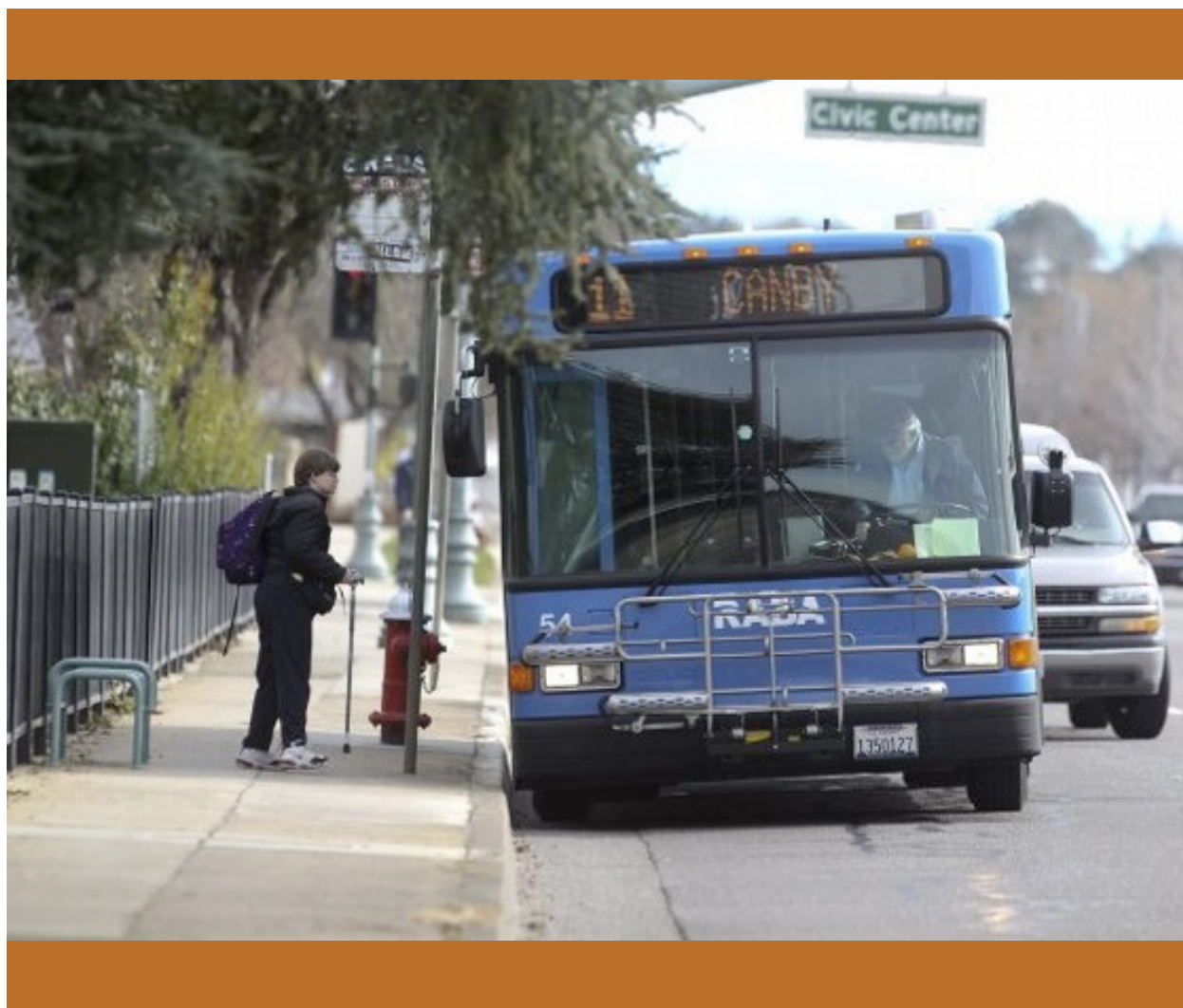
3.3 Interpretation of Results



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.

For the choice rider, the current service delivery model is arguably not appealing due to indirect routes, infrequent service intervals, frequent required transfers between routes, and travel times that are not competitive with personal vehicles. SRTA will pilot an on-demand Sunday transit service beginning August 2019 to address these concerns and better serve choice riders. If successful, this service may be expanded to additional days and service areas in the future.



Section 4 Existing Transit Performance

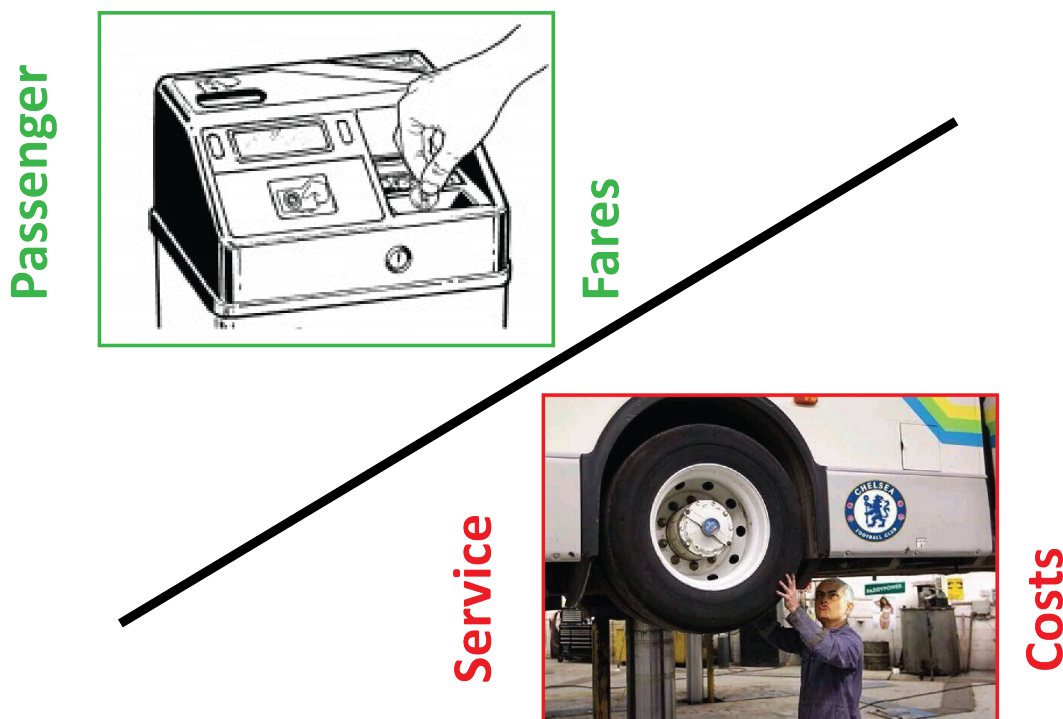


This chapter examines the performance of the Shasta Region's transit providers. Under the [Transportation Development Act \(TDA\)](#), transit providers are required to meet a minimum farebox ratio of one fifth of their operating cost (20%) in urban areas and one tenth (10%) in non-urban areas in order 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

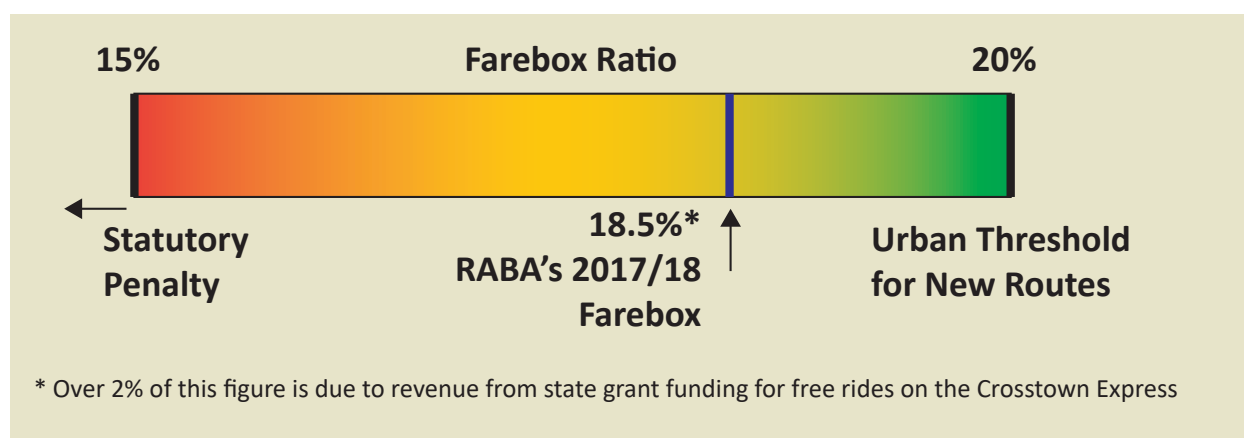


4.1 RABA



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. **Customer Satisfaction:** Reliability, vehicle cleanliness, route directness, travel speed, missed trips, vandalism and safety. ([SRTA](#) and RABA 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	2015/2016	2016/2017	2017/2018	Five-Year Average	Performance Goals (CPI = Inflation Rate)	2016/17 vs 2017/18	% Change 2016/17 to 2017/18
Operating Cost/ Passenger Trip	\$7.16	\$7.35	\$7.82	\$6.93	≤2.5% (CPI)	\$0.47	6.39%
Operating Cost/ Service Hour	\$88.64	\$92.89	\$96.93	\$91.10	≤2.5% (CPI)	\$4.04	4.35%
Passengers/ Service Hour	12.38	12.63	12.39	13.26	17	-0.24	-1.90%
Passengers/Service Mile	0.77	0.77	0.76	0.84	1	-0.01	-1.3%
Service Hours/ Employee*	1,034.48	1,001.55	991.19	982.26	0%	-10.54	-1.05%
Farebox Recovery**	17.10%	16.85%	18.52%	17.34%	18%	1.65%	9.79%
Customer Satisfaction***	N/A	N/A	N/A	N/A	4 out of 5	N/A	N/A

* Performance measure for the contracted service operator.

** Increased farebox due to one-time state grant funding for Crosstown Express free rides.

*** RABA will conduct a customer service satisfaction survey in fall 2019.

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 FY2016/17 trends, which informed RABA's approach to improving performance.

Table 8. Review of Efforts to Address FY2016/17 Performance Trends

RABA-Reported Sources of 2016/17 Performance Trends	RABA's Approach in Last 12 Months to Address 2016/17 Trends
Higher fuel prices	1. Unable to engage school riders, despite directed attempts. 2. Security concerns continue at transit center and on transit vehicles. 3. New contract with TransDev, the private operator of RABA, includes annual cost-of-living-adjustments (COLAs), so this is unable to be reduced. 4. Crosstown Express will have 60 fare-free days during April to June 2019. Beginning July 2019, there will be no supplemental free ride funding for the service.
Increased security costs for additional patrol	
Automatic cost increases for contracted service operator	
Increased ridership on the Crosstown Express	
IASCO Flight Schools ended support for Airport Express	

4.1 RABA (Cont'd)



In FY2017/18, the number of passengers per service hour increased slightly, and passengers per service mile change was negligibly different. Operating cost per passenger trip rose slightly, while cost per service hour increased by \$4.04. Service hours per employee decreased slightly, and the Farebox Recovery Ratio rebounded due to state grant funding for free rides on the Crosstown Express. 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 FY2017/18 trends.

Table 9. Overview of Performance Trends

RABA-Reported Sources of 2017/18 Performance Trends	Opportunities and Lessons Learned from Last Year's Approach	RABA's Approach for The Next 12 Months to Address 2017/18 Trends
Higher fuel prices likely	1. Retain consistent schedules. 2. Shasta College students more aware of the availability of transit as a result of the third year of the contract with RABA. 3. Real-time transit information still needed. 4. Facilitate faster boardings to help keep service on schedule.	1. Continue to improve communication with riders including schedules with all-day route information. Send out a request for proposals for a smart phone application within the year and seek to implement in FY 2019/20. 2. Continued advertising. 3. If possible, no route changes (except standardizing Route 2) to reduce confusion regarding the transit system and schedules. 4. Grow relationships with schools and adult day programs (e.g. Shasta College and FNRC) as these contracts represent an important source of ridership and revenue. 5. Implement new fare boxes in FY 2019/20 to expedite passenger boarding.
Increased security costs due to increased patrol at downtown transit center		
Automatic cost increases for contracted transit service operator		
Increased ridership and revenue for the Crosstown Express		
Airport Express usage by IASCO flight school students was discontinued in March 2018 but contract paid through September 2018.		

With increasing service delivery costs, RABA is not meeting the aspirational 18% farebox recovery ratio goal set by the SRTA Board of Directors. Even though FY 2017/18's ratio of 18.52% exceeds 18%, this figure includes one-time state grant funds that paid for free fares on Crosstown Express. The 18.52% farebox was supported by the use of Low-Carbon Transit Operations Program (LCTOP) funding, making an estimated 2% increase in what the farebox would be otherwise. Without LCTOP in future years, the farebox ratio is projected to be 16%. As the farebox recovery ratio approaches 15%, some critical decisions will need to be made since TDA does not require services that cannot meet a 15% farebox recovery ratio. Although costs will continue to climb, SRTA believes the existing service is still reasonable to meet. The opportunity presented by on-demand transit service delivery may present an ability to better serve both transit dependent and choice riders in the future. However, for the near term, RABA provides a needed function in a region with few alternatives.

4.2 Burney Express



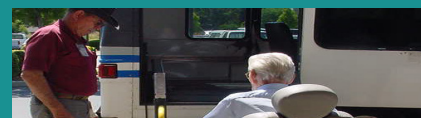
While [Burney Express](#) experienced nearly a 5% increase in total trips in the 2016/17 fiscal year, total trips in 2017/18 decreased 3.64%. Meanwhile, there was a 4% increase in expenses and just over 1% drop in farebox revenue. The [farebox ratio](#) dropped to 10.43%, but is still above the minimum 10% [farebox ratio](#) set by [TDA](#) for transit in non-urbanized areas. It should also be noted that ridership is primarily rebounding from FY2014/15 when 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 five years, please review Table 10.

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

Burney Express							
Performance Indicator	FY 2013/ 2014	FY 2014/ 2015	FY 2015/ 2016	FY 2016/ 2017	FY 2017/ 2018	Change from Prior Year	Percent Change
Total Trips	4912	4493	5969	6266	6,038	(228)	-3.64%
Vehicle Hours	1530	1529	2214	2313	2,340	27	1.17%
Total Expenses	\$155,435	\$156,550	\$211,824	\$237,118	\$246,775	\$9,657	4.07%
Farebox Revenue	\$22,764	\$20,993	\$26,560	\$26,021	\$25,722	(\$299)	-1.15%
Farebox Ratio	14.65%	13.41%	12.54%	10.97%	10.43%	(0.54%)	-4.92%
TDA Subsidy Per Trip	\$27.01	\$30.17	\$31.04	\$33.69	\$36.61	\$2.92	8.67%
Riders Per Hour	3.21	2.94	2.70	2.71	2.58	(0.13)	-4.80%
Riders Per Month	409	374	497	522	503	(19)	-3.78%

With increased service delivery cost, the Burney Express farebox ratio is dangerously close to the TDA minimum of 10% for non-urbanized areas. Without a large increase in ridership, and given sustained contract-mandated cost increases, Burney Express is likely to not meet farebox performance standards in the near future. In the interim, SRTA recommends the continuance of all three daily Burney Express trips until the service is revitalized through outreach or other means. Additionally, SRTA recommends working with RABA and the county of Shasta to investigate service delivery alternatives for the Burney Express.

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 and 2017/18. The [CTSA](#) Services fare was \$2.00, and was increased to \$3.00 for each one-way trip on January 1, 2019.

Table 11. CTSA Performance Overview

CTSA				
Performance Measures	FY 2016/ 2017	FY 2017/ 2018	Aspirational Goals	Contract Mandate
Fare Box Ratio	7.95%	6.80%	10%	NA
Passengers per Hr.	2.14	1.90	2.74	NA
Cost per Service Hour	\$48.88	\$49.28	\$42.58	NA
TDA subsidy per Trip	\$18.20	\$17.28	\$11.43	\$19.75
Passenger per Service Mile	0.16	0.13	0.20	NA
Denied Trips	0	0	0	NA
Complaints	0	0	0	NA
Missed Trips	0	0	0	NA
Match of CTSA Budget*	%	21%	25%	NA

*DHCL provides matching funds to CTSA service through the provision of in-kind services, as well as separate senior transportation grant funding.

In every performance measure above in Table 11, CTSA service does not meet the aspirational goals set for it. However, for the one measure that is used as an absolute - TDA subsidy per trip - CTSA has not exceeded, on annual average, the contract-stipulated \$19.75/trip maximum. In order to continue to serve individuals with transportation needs outside of RABA's service area, SRTA recommends continued operation of CTSA services. In recognition of this need, State of Good Repair (SGR) Program funding will be made available for vehicle purchases to continue operations. Further improvements in routing software and fare recovery should enhance CTSA performance in future years.

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](#) (page 9) shows the major public input opportunities in the context of the 2019/2020 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

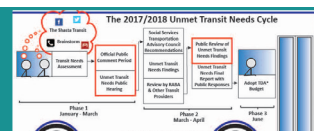
[5.1 Shasta Transit Brainstorm](#)

[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



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		

Table 12 below outlines the number of comments received during the Shasta Transit Brainstorm over the past six years.

Table 12. Comments Received

Fiscal Year	Number of Comments
2014/15	3
2015/16	30
2016/17	55
2017/18	53
2018/19	39
2019/20	64

Although there is a focused stage of approximately one month for the Shasta Transit Brainstorm, the brainstorm is actually a year-round opportunity for the public to input on unmet transit needs. Appendix 8 is a summary of public comments received for the 2019/20 Unmet Transit Needs process. Year-to-year top-ranked requests include: 1) more frequent service; 2) expanded hours of RABA operation; 3) Sunday service; 4) better bus route connections; and 5) Whiskeytown service. These are supplemented by continued requests for service, or enhanced service, to specific places such as Cottonwood, Airport Road, Shingletown, Mountain Gate, and Platina.

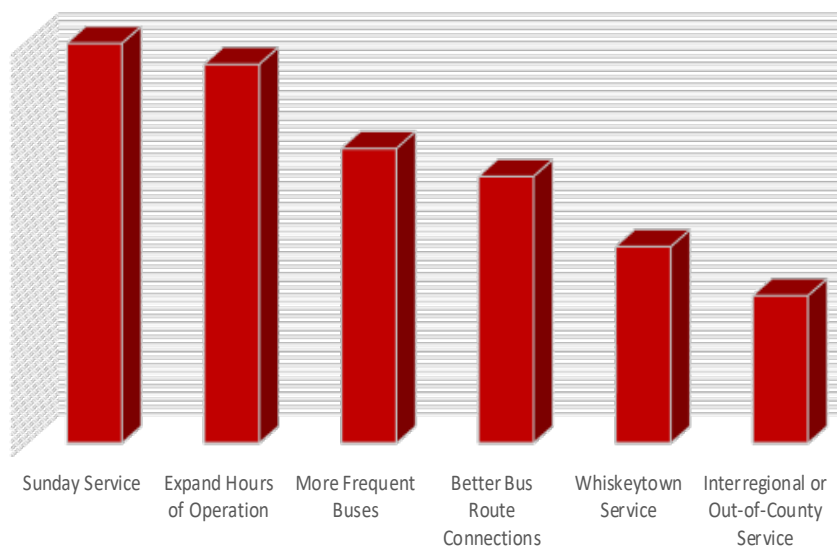
All of these requests represent Unmet Transit Needs. However, much of this need cannot be met using the existing service delivery paradigm at this time due to the ever-increasing cost of providing existing service coupled with declining ridership. Section 6 of this report will provide more detail regarding potential improvements as well as alternative, more cost effective service delivery strategies.

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 27, 2018 and December 11, 2018. 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 16 responses.

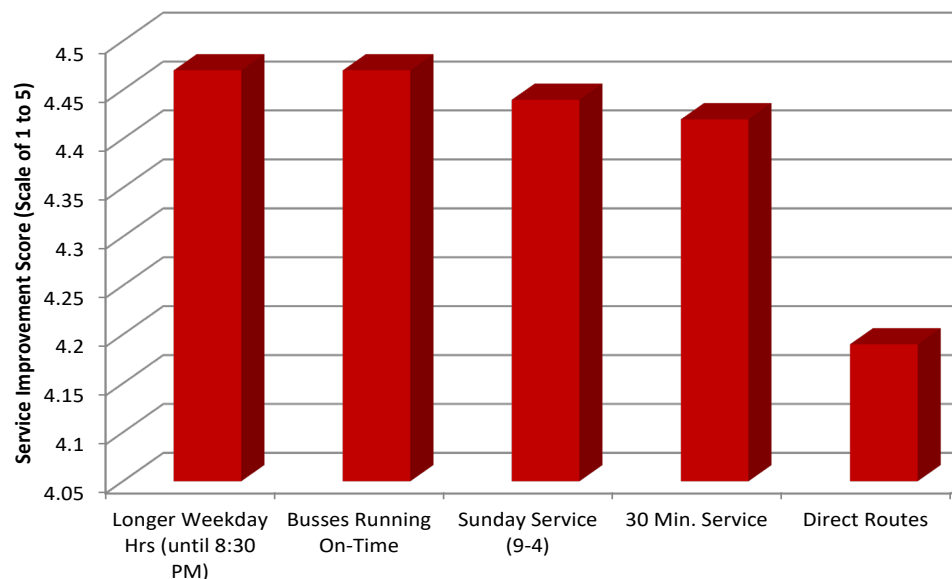
Figure 11 - Top Transit Needs Identified by the 2019/20 Transit Priorities Survey (16 Respondents)



Survey respondents were asked to rank their top five of ten 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.

These results are comparable with results shown in Figure 12 below, from RABA's [2014 Short Range Transit Plan](#).

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



5.3 Official Public Comment Period



The official 30-day public comment period leading up to the Unmet Transit Needs Public Hearing began on January 25, 2019. A public hearing was held at the SRTA Board of Directors meeting on February 26, 2019. Additionally, the public was invited to comment at the April 23, 2019, SRTA Board of Directors meeting. All public comments received during the [Shasta Transit Brainstorm](#) - including comments received after the survey had begun - were considered official. Comments received for this year's unmet transit needs are documented and responded to in Appendix 8. The public may continue to submit comments year round.

5.4 Comments on Findings



After the public comments had been reviewed and the [Social Services Transportation Advisory Council](#) (SSTAC) had been consulted for their recommendation, [SRTA](#) produced its Summary Report on Unmet Transit Needs findings. The SSTAC recommendation is included in Appendix 9 of this document. Both the SSTAC and SRTA staff recommendation were considered and approved by the SRTA Board of Directors at the April 23, 2019, meeting. Sections 6.1 and 6.2 of this report outline the SRTA Board of Directors FY 2019/20 Unmet Transit Needs Findings.



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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](#) were provided an opportunity to comment on recommendations before they were considered for approval by the [SRTA Board of Directors](#) on April 23, 2019.

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](#) and [Long-Term](#).

Before reviewing the recommendations, it is important to note the consistency in the unmet needs identified by the public. For a complete summary of comments received and responses to those comments, see Appendix 8. The following transit needs consistently rank among the top 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
- Expanded Hours of Operation
- 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. Additionally, if the on-demand Sunday transit service model is successful, SRTA may look to this service delivery model in the future to satisfy other unmet needs.

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	Yes, grant-funded service anticipated Summer 2019.	SRTA is developing an on-demand Sunday transit service in association with Dignity Health Connected Living (DHCL). Anticipated to use DHCL human and capital resources, SRTA's service (part of the ShastaConnect brand of transit services) is anticipated to begin this summer. This initial program will be entirely grant-funded, with no TDA monies.
Whiskey-town Summer Service	Yes	Yes, pending resolution of park fee issues.	A pilot program began June 2017. For Summer 2018, the SRTA Board of Directors approved continuing it since it was a low operating cost. Unfortunately, the National Park Service (NPS) proposed a fee for each bus passenger, making the service infeasible and service was not re-instituted. While staff was working with the NPS on alternatives, the Carr Fire occurred. If the board of directors approves continuation, staff will work with the NPS; however, service this summer appears unlikely unless it is a priority for the NPS.

6.2 Long Term

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

6.2.1 RABA

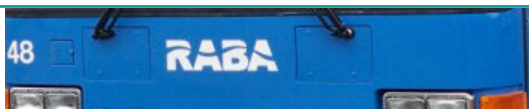


Table 14. Initial Long-Term Recommendations for [RABA](#)

Identified Need	Unmet Need?	Reasonable to Meet?	Recommendations/Comments
More Frequent Service	Yes	Not at this time.	Current RABA service is just meeting the minimum farebox recovery ratio. At this time, annual operating costs are increasing by about 4-5% annually. Without significant increases in ridership, RABA will face reduced eligibility for funding. SRTA calculates that the RABA farebox ratio is at risk to fall below the state-mandated 15% within the next two to three years.
Extended Service Hours	Yes		For instance, RABA discontinued the Airport Express service due to unacceptably low ridership (1.7% farebox). An extension of service to Cottonwood was tried in 2016-2017 but discontinued due to low ridership.
Extended Service Areas: - Cottonwood - Airport Road (more frequent and earlier) - Mountain Gate - Palo Cedro - Shingletown - Platina	Yes		No expansion of RABA services using TDA funds are recommended at this time. The grant-funded Sunday service will seek to demonstrate a new on-demand service delivery model that <u>may</u> have applications to improve or expand some RABA services in the future while still achieving the necessary farebox ratio.

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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.

ASSISTED LIVING/CARE HOMES	
Beverly Healthcare and Rehabilitation	Provides a wheelchair accessible van for use by residents and staff (Redding area only). Also contracts with Care-A-Van. Contact: 530-241-6756.
Compass Shining Care	Supported living services for people with disabilities and senior services. Provides mileage reimbursement. Contact: 530-232-5543.
Holiday Retirement Corp (Hilltop Estates)	One bus for resident transportation only. Contact: 530-338-0190.
Krista Transitional Housing	Auto and van for persons enrolled in program. Contact: 530-246-1259.
Oakdale Heights Assisted Living	One bus for use by residents of the facility. Contact: 530-241-6047.
River Oaks Retirement	One non ADA-compliant bus for residents.
Sierra Oaks	One ADA-complaint bus for residents. Contact: 530-241-5100.
Welcome Home Assisted Living	Van for residents of facility only.
Willow Springs Alzheimer Care Center	Transports residents only. Contact: 530-953-2714.
FAITH-BASED ORGANIZATIONS	
Fountain Ministries	Sunday bus service to members.
Palo Cedro Community Church	Auto service to members as needed.
Good News Rescue Mission	Provides the Journey Home Program, an initiative aimed at reuniting the transient population with the family and/or employment opportunities. Contact: 530-242-5920 ext. 132.

Table continued on next page...

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

NON-PROFIT TRANSPORTATION PROVIDERS	
Dignity Health Connected Living (DHCL)	DHCL operates the largest fleet of social service agency vehicles in Shasta County. DHCL is the designated Consolidated Transportation Services Agency (CTSA) and eligible for Transportation Development Act (TDA) funds. DHCL is a private, non-profit agency, which has been in operation since 1979. Nine vehicles are operated through a central radio dispatch system. Service is provided 8:00 a.m. - 4:00 p.m. (M-F). Passengers are transported from non-urban areas of Shasta County to urban areas where medical and social needs can be met. Use of DHCL'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 DHCL 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, as granted.
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.
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. Contact: 530-222-4791.

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

Golden Umbrella, Inc. (GU)	A private, non-profit agency, has served Redding area senior citizens since 1968. GU operates one van. Dignity Health Connected Living (DHCL) 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. Contact: 530-223-6034.
Northern Valley Catholic Social Service	Provides low-cost or free mental health, housing, vocational and support services to individuals with families in five Northern California counties. Contact: 530-241-0552.
Stillwater Learning Program	Provides rehabilitation services to disabled adults. 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. Contact: 530-241-5470.
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.
Shascade Community Services, Inc.	Shascade is a private, non-profit agency, which serves only persons with developmental disabilities enrolled in the FNRC 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). Contact: 530-243-1651.

Table continued on next page.

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

PRIVATE TRANSPORTATION	
Merit 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. Contact: 530-221-4321.
ABC Cab	Available to Shasta County residents 24/7. Six taxis provide service to customers. Contact: 530-246-0577.
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. Provides contracted service to FNRC.
Road Runner Taxi	Service around Redding and to airport, Shingletown, and Sacramento. Contact: 530-241-7433.
Yellow Cab Taxi	24-hour service around Redding. Contact: 530-222-1234.
Amtrak	Intercity rail service. Contact: 1-800-872-7245.
Greyhound Bus Lines	Intercity bus service. Contact: 530-241-2070.
PUBLIC TRANSIT	
Burney Express	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. Contact: 530-241-2877.
Sage Stage (Connecting Service)	Provides service from Alturas to Redding, Monday - Friday. Contact: 530-233-6410.
Redding Area Bus Authority (RABA) Fixed-Route	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 about 53,000 miles per month, providing approximately 55,000 monthly passenger trips. This service is funded through FTA 5307 and TDA funds. Contact: 530-241-2877.
Redding Area Bus Authority (RABA) Demand Response	RABA also provides paratransit service to mobility-impaired through its contract with TransDev 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 25,000 miles per month, providing approximately 4,400 passenger trips monthly. This service is funded through FTA 5307 and TDA funds.
Trinity Transit (Connecting Service)	Provides service from Weaverville to Redding with two round-trips per day on Monday, Wednesday, and Friday. Contact: 530-623-5738.

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. Contact: 530-335-5090 ext. 151.
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. Contact: 530-224-2700. 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.
Susanville Indian Rancheria Public Transportation Program (Connecting Service)	Provides round-trip service Monday - Saturday from Susanville to Red Bluff via Redding. Contact: 530-257-1128.
Greenville Rancheria	Service for established tribal patients within Tehama County, with service to Shasta County based on need. Contact: 530-528-8600.

Appendix 4 - History of Unmet Needs Requests

*Reflects data collected through the FY 2017/18 cycle

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 TRANSIT 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])

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.

Transportation Development Act (TDA)

The Mills-Alquist-Deddeh Transportation Development Act of 1971 provides two major sources of funding for public transportation: 1) Local Transportation Fund (LTF); and 2) State Transit Assistance (STA).

Transit Dependent

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

Social Services Transportation Advisory Council (SSTAC)

A group of representatives of under-served transit users, appointed by SRTA, to provide recommendations to SRTA on "unmet transit needs that are reasonable to meet" and other transit coordination issues.

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 and Responses

2019/20 Unmet Transit Needs Public Comments

Note: Comments and responses below color-coded maroon are related to the Redding Area Bus Authority (RABA) operational and administrative functions. Black type-face comments and responses are related to the SRTA Unmet Transit Needs Process.

#	Last Name	First Name	Concerns/Specific Comments	Medium	Date Received	Extend Hrs. of Operation	Increase Bus Frequency	Sunday Service	Interregional Connections	Extend/Reroute Service to...	RABA Operational / Administrative Requests & Comments	New Service	SRTA Unmet Need(s) Response	RABA Operational / Administrative Response
1	Kirk	Don	The stop on Westside Rd. at Clear Creek, should be moved to SR 273, as there are signals there that riders can cross the street safely; and the buses don't have to sit through two left turn signals to get on and off 273 to make the stop. A stop on 273 at the Clear Creek signal would help keep Route 3 on-time. The park n ride there never happened; and there might be someone there 3 times per day; and they could cross 273 to get the bus.	Email	9/20/2018						1			RABA will assess this bus stop; however, the SR 273 corridor is highly constrained, with Caltrans and railroad rights-of-way. Generally, RABA prefers placing bus stops on frontage roads, to avoid conflicts and promote safety.
2			Connect bus service to rail and intercity bus nodes.	Brainstorm Survey	10/26/2018				1				RABA provides Downtown Transit Center connections to rail and intercity bus, including Sage Stage (Alturas) and Trinity Transit. Additionally, SRTA is developing an intercity transit service between Redding and Sacramento, using all-electric buses. The service is anticipated to begin Spring 2020.	

#	Last Name	First Name	Concerns/Specific Comments	Medium	Date Received	Extend Hrs. of Operation	Increase Bus Frequency	Sunday Service	Interregional Connections	Extend/Reroute Service to...	RABA Operational / Administrative Requests & Comments	New Service	SRTA Unmet Need(s) Response	RABA Operational / Administrative Response
3			Need shorter routes.	Brainstorm Survey	10/26/2018						1			RABA services are constrained by funding, system wide farebox recovery, and system wide efficiency. Consequently, RABA cannot provide more frequent service or add additional routes. As ridership increases, such opportunities become more viable.
4			Need service to Mountain Gate.	Brainstorm Survey	10/26/2018							1	RABA fixed route services are likely to fall below the minimum 15% farebox recovery standard in the short term. Therefore, no expansion to RABA TDA-funded services are recommended at this time.	
5			There are too many transients using the bus.	Brainstorm Survey	10/26/2018						1			RABA grants all persons equal access to its services. The RABA Code of Conduct ensures that all persons engage in appropriate conduct on RABA vehicles and at RABA facilities.

#	Last Name	First Name	Concerns/Specific Comments	Medium	Date Received	Extend Hrs. of Operation	Increase Bus Frequency	Sunday Service	Interr-gional Connections	Extend/Reroute Service to...	RABA Operational / Administrative Requests & Comments	New Service	SRTA Unmet Need(s) Response	RABA Operational / Administrative Response
6	Fox	Alan Lee	Alan Lee Fox works for the Good News Rescue Mission. He had comments regarding two bus stop locations with recommendations to either relocate or place in another stop: •The stop in front of the GNRM is sort of limited with a bunch of trees and a fire hydrant in front of it. He recommended relocating the stop 100’ to the south to have a clear loading area. •On the other side of the road, he suggested that there should be another stop between the RABA depot and the one across from the market. He suggested placing one at the Valero Station, across from the other existing stop.	Phone Message	11/1/2018						1			RABA will assess these bus stops. The southbound bus stop has existing constraints. A new northbound bus stop can be accommodated on the farside of the S. Market St/Grange St intersection.

#	Last Name	First Name	Concerns/Specific Comments	Medium	Date Received	Extend Hrs. of Operation	Increase Bus Frequency	Sunday Service	Interr-gional Connections	Extend/Reroute Service to...	RABA Operational / Administrative Requests & Comments	New Service	SRTA Unmet Need(s) Response	RABA Operational / Administrative Response
7	Jensen	Sharon	As we have been for years, we have asked and pleaded with you to run the buses on Sunday. The regional buses in Chico to (illegible) to take a hike when they were told to stop running on Sunday. Not only do they have riders to church, but out to shop at the mall, Walmart, grocery stores, etc. The kids also rode regularly to the theaters, the skate park and we were able to go to events in downtown Chico by the college, as that is where they took place. We could also go from Magalia (a few times) to Paradise just as often as normal. They even run two buses to different parts of Oroville. I have spoken with many drivers that are more than willing to drive on Sunday. The Sunday schedule reads just like the Saturday. Maybe you who decide turn in all your car keys at 6:30 PM Saturday until Monday at 6:30 AM. Then you would be more open to running the bus on Sunday. You need to go back to running Route 2 by the Mercy Medical Center more often. I waited almost 2 hours for one bus to pass either direction. You need to go back to have Route 2 take them to once an hour.	Mail-In Brochure	11/5/2018			1			1		A SRTA-sponsored on-demand, Sunday transit service, using Dignity Health Connected Living (DHCL) human and capital resources, is anticipated to begin this summer. The initial program will be entirely grant-funded, with no TDA monies.	RABA will assess this bus route. Route 2W was designed to accommodate travel in both directions on Eureka Way.
8	Martin	Hope	Provide free passes for people at the Good News Rescue Mission.	Hand Survey Comment	11/5/2018						1			RABA services are constrained by funding, system wide farebox recovery, and system wide efficiency. Consequently, RABA cannot provide free fares.

#	Last Name	First Name	Concerns/Specific Comments	Medium	Date Received	Extend Hrs. of Operation	Increase Bus Frequency	Sunday Service	Interr-gional Connections	Extend/Reroute Service to...	RABA Operational / Administrative Requests & Comments	New Service	SRTA Unmet Need(s) Response	RABA Operational / Administrative Response
9	Declined		Route 4 doesn't connect well to Route 5.	Hand Survey Comment	11/5/2018						1			Connections between Routes 4 and 5 are provided in the vicinity of Hartnell Ave (at both the Bechelli Ln and Churn Creek Rd intersections).
10	Breznik	Wayne	Transit has saved my life. I don't have a car.	Hand Survey Comment	11/5/2018						1			Thank you for your comment.
11	Belford	Kim	I would take the bus more often if I could bring my dog on the bus.	On-Board Survey	11/5/2018						1			Trained service animals accompanying persons with disabilities are allowed on RABA vehicles.
12	Declined		I would take the bus more often if I was broke.	On-Board Survey	11/5/2018						0		Comment noted.	
13	Heffley	David	I would take the bus more often if there was Sunday service.	On-Board Survey	11/5/2018			1					See SRTA response to comment number 7.	
14	Martin	Hope	I would take the bus more often if there was hand sanitizer available. There should be free passes for the people at the Mission	On-Board Survey	11/5/2018						2			Persons are welcome to bring hand sanitizer on RABA vehicles, so long as it does not spill. RABA services are constrained by funding, system wide farebox recovery, and system wide efficiency. Consequently, RABA cannot provide free fares.
15	Robinson	Tanya	I would take the bus more often if there were more informed drivers to help with procedures.	On-Board Survey	11/5/2018						1			RABA offers travel training that teaches persons how to ride the bus. For information on RABA Travel Training, call (530) 225-4170.

#	Last Name	First Name	Concerns/Specific Comments	Medium	Date Received	Extend Hrs. of Operation	Increase Bus Frequency	Sunday Service	Interr-gional Connections	Extend/Reroute Service to...	RABA Operational / Administrative Requests & Comments	New Service	SRTA Unmet Need(s) Response	RABA Operational / Administrative Response
16	Kiem	Kevin	I would take the bus more often if there was more frequent service. Rides the Airport Express and wishes it was more frequent.	On-Board Survey	11/5/2018		1						Please see SRTA response to comment number 4.	
17	Castaneda	Rey	I would take the bus more often if there was Sunday service.	On-Board Survey	11/5/2018			1					Please see SRTA response to comment number 7.	
18	Declined		I would take the bus more often if the routes were better connected time wise with transfers.	On-Board Survey	11/5/2018						1			RABA services are constrained by funding, system wide farebox recovery, and system wide efficiency. Consequently, RABA cannot provide more frequent service or add additional routes. Routes are designed to connect at transit/transfer centers, to the extent possible.
19	Lauderbaugh	Shawn	I would take the bus more often if drivers used wheelchair ramps at stops. They currently stop in the dirt at Pine Grove and Lake.	On-Board Survey	11/5/2018						1			Throughout the RABA service area, there are a number of bus stops that lack sidewalks and other infrastructure. Persons with disabilities that lack accessible bus stops are encouraged to apply for RABA Demand Response (paratransit) service.
20	Franklin	Richard	I would take the bus more often if there were more direct routes like to the VA Home: VA/Airport Shuttle. Also Saturday service should begin earlier, like 7:30 AM.	On-Board Survey	11/5/2018	1				1			Please see SRTA response to comment number 4.	

#	Last Name	First Name	Concerns/Specific Comments	Medium	Date Received	Extend Hrs. of Operation	Increase Bus Frequency	Sunday Service	Interregional Connections	Extend/Reroute Service to...	RABA Operational / Administrative Requests & Comments	New Service	SRTA Unmet Need(s) Response	RABA Operational / Administrative Response
21	Sutton	Lee	I would take the bus more often if it went to Whiskeytown/Shasta Dam.	On-Board Survey	11/5/2018								1The SRTA Board of Directors will decide if service to Whiskeytown will be funded. If funded, service will be contingent upon National Park Service fee policy adjustment for transit riders.	
22	Michael	Jeffrey	I would take the bus more often if it went to Whiskeytown.	On-Board Survey	11/5/2018								1Please see SRTA response to comment number 21.	
23	Meeks	Angela	I would take the bus more often if I could go to place out of county.	On-Board Survey	11/5/2018				1				Interregional connections do not fit the criteria of unmet needs. That said, SRTA is developing an intercity transit service between Redding and Sacramento, using all-electric buses. The service is anticipated to begin Spring 2020 and is not TDA-funded. Also, RABA provides connection to out-of-county services like Sage Stage (Alturas) and Trinity Transit.	

#	Last Name	First Name	Concerns/Specific Comments	Medium	Date Received	Extend Hrs. of Operation	Increase Bus Frequency	Sunday Service	Interr-gional Connections	Extend/Reroute Service to...	RABA Operational / Administrative Requests & Comments	New Service	SRTA Unmet Need(s) Response	RABA Operational / Administrative Response
24	H.	Jessie	I would take the bus more often if there were larger buses.	On-Board Survey	11/5/2018						1			RABA buses are the maximum length of 35 feet. Buses cannot be lengthened, as city streets do not accommodate longer vehicles.
25	Jumper	Dan	I would take the bus more often if there were more frequent buses.	On-Board Survey	11/5/2018		1						Please see SRTA response to comment number 4.	
26		Charlie	You're doing great. I would take the bus more often if you add later hours to your bus times.	On-Board Survey	11/5/2018	1							Please see SRTA response to comment number 4.	
27	Keyser	Steven	I would take the bus more often if it went to Whiskeytown. Also, I wish the drivers would be more courteous, please.	On-Board Survey	11/5/2018						1	1	Please see SRTA response to comment number 21.	An ongoing priority for RABA is to acquire excellent employees focused on customer service and safety. Such persons are encouraged to apply for employment. Existing employees will be reminded of this priority and retrained, where necessary.
28	Campbell	Lisa	I would take the bus more often if I could get from Redding to Anderson. Service is needed later in the day, on Sundays, and more frequent service.	On-Board Survey	11/5/2018	1	1	1			1		Please see SRTA response to comment number 4 for the later and more frequent service comment. Please see SRTA response to comment number 7 regarding Sunday service.	RABA services are constrained by funding, system wide farebox recovery, and system wide efficiency. Consequently, RABA cannot provide more frequent service or add additional routes. As ridership increases, such opportunities become more viable.

#	Last Name	First Name	Concerns/Specific Comments	Medium	Date Received	Extend Hrs. of Operation	Increase Bus Frequency	Sunday Service	Interr-gional Connections	Extend/Reroute Service to...	RABA Operational / Administrative Requests & Comments	New Service	SRTA Unmet Need(s) Response	RABA Operational / Administrative Response
29	Declined		I would take the bus more often if I could get further north or south out of Redding. Also, nicer bus drivers and booth attendants are needed.	On-Board Survey	11/5/2018					1	1		Please see SRTA response to comment number 4.	An ongoing priority for RABA is to acquire excellent employees focused on customer service and safety. Such persons are encouraged to apply for employment. Existing employees will be reminded of this priority and retrained, where necessary.
30	Wyatt	Glenn	I would take the bus more often if it ran until 8:30 PM, since I have to get off work early to catch the bus.	On-Board Survey	11/5/2018	1							Please see SRTA response to comment number 4.	
31	Heffley	David	I would take the bus more often if they had Sunday service for shopping and church--particularly Lake Blvd.	On-Board Survey	11/5/2018			1					Please see SRTA response to comment number 7.	
32	Johnson	Ron	I would take the bus more often if buses ran past 7:30 PM, perhaps 9:30 PM. Also Sunday service is needed.	On-Board Survey	11/5/2018	1		1					Please see SRTA response to comment numbers 4 and 7.	

#	Last Name	First Name	Concerns/Specific Comments	Medium	Date Received	Extend Hrs. of Operation	Increase Bus Frequency	Sunday Service	Interregional Connections	Extend/Reroute Service to...	RABA Operational / Administrative Requests & Comments	New Service	SRTA Unmet Need(s) Response	RABA Operational / Administrative Response
33	Singh	Kiran	I live on SR 36 three miles east of Platinea. I would like bus service from my home to Platina either two times per week, or daily. A mini bus could be used. Service to Red Bluff also would be nice. I have made this comment the last three years.	Phone	11/9/2018				1				1 Interregional connections do not fit the criteria of unmet needs. That said, SRTA is developing an intercity transit service between Redding and Sacramento, using all-electric buses. The service is anticipated to begin Spring 2020, and anticipated to stop in Red Bluff. With respect to service within Shasta County (Platina), please see SRTA response to comment number 4.	

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34	Declined		There are several city of Redding offices and recreation facilities near Old Oregon Trail including baseball and other parks that have no transit service. The city of Redding Utility office by the Airport has a very low frequency. The first bus to my bus stop arrives at approximately 8 AM. This makes it very difficult for a person going to work or appointments especially if one must transfer to other lines. I am referring to Line 3. Line 2 has three separate bus lines/assigned. The Line 2 runs approximately at a two-hour frequency. When you have buses operating at two-hours frequency or doesn't start until 8 AM it causes someone to spend five or six hours to complete a round trip. If RABA refuses to provide transit service to Cottonwood, then SRTA should provide the service as it does to Burney. Both have similar populations. The name RABA is inappropriate when the cities of Anderson, Shasta Lake City and community of Cottonwood could be served and Burney is served. Maybe the name Shasta County Transit Authority is appropriate. Burney is not in the Redding Area nor is Shasta Lake City or the city of Anderson and community of Cottonwood. Use Measure A property tax assigned to RABA. Measure A was voted solely to fund transit in Shasta County. Since its passage, billions of dollars of property tax could have been collected for transit!	Hand Survey Comment	11/13/2018	1	1				1	1	Please see SRTA response to comment number 4.	"RABA" was formed in 1976 by a joint powers agreement (JPA) between the City of Redding and the County of Shasta to provide public transit services within the Greater Redding Area. RABA began services in November 1981. The JPA was amended in 1998 to include the City of Anderson and the City of Shasta Lake. RABA is governed by an 8-member Board of Directors, which includes representatives from each jurisdiction. Currently, RABA operates Burney Express (as a contractor) for the County of Shasta, as this service is outside of the RABA service area. RABA does not receive funding from the indicated Measure A property tax.

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35	McCarty	Jacque	RABA on-demand service is frequently not timely so that Opportunity Center clients are late to work.	In-Person	11/15/2018						1			For RABA Demand Response service, dispatchers typically schedule rides based on on-time sensitive drop-off (appointment) times. RABA will assess untimely drop-offs to determine any capacity constraints, which may result in operational changes.
36	Shasta County Opportunity Center		SRTA staff met with Opportunity Center clients for group input on unmet needs. Stated service needs included Palo Cedro, Mt. Shasta, Shingletown, Cottonwood, mobile home park off Airport Road, and Whitmore. RABA service extension to 10 PM was recommended, as was Sunday service. Group input also suggested more RABA driver training related to too much driver cell phone use, speeding, and jolting braking.	Group Setting Discussion	11/15/2018	1		1	1		1	1	Interregional connections to places like Mt. Shasta do not fit the criteria of unmet needs. RABA does provide connections to out-of-county transit services like Sage Stage (Alturas) and Trinity Transit. With respect to service within Shasta County, please see SRTA response to comment number 4. For Sunday service, please see SRTA response to comment number 7.	An ongoing priority for RABA is to acquire excellent employees focused on customer service and safety. Such persons are encouraged to apply for employment. Existing employees will be reminded of this priority and retrained, where necessary.
37			I would take the bus more often if they had a route from Mountain Gate to Shasta Lake and Redding.	Brainstorm Survey	11/19/2018							1	Please see SRTA response to comment number 4.	
38			I would take the bus more often if it ran on Sunday.	Brainstorm Survey	11/19/2018			1					Please see SRTA response to comment number 7.	
39	Davis	Steven	I would take the bus more often if there were more buses.	Brainstorm Survey	11/19/2018		1						Please see SRTA response to comment number 4.	
40	Mraz	Dawn	I would take the bus more often if they ran more often, and had later hours.	Brainstorm Survey	11/19/2018	1	1						Please see SRTA response to comment number 4.	

#	Last Name	First Name	Concerns/Specific Comments	Medium	Date Received	Extend Hrs. of Operation	Increase Bus Frequency	Sunday Service	Interregional Connections	Extend/Reroute Service to...	RABA Operational / Administrative Requests & Comments	New Service	SRTA Unmet Need(s) Response	RABA Operational / Administrative Response
41			I would take the bus more often if we had the shuttle service on weekends.	Brainstorm Survey	11/19/2018			1					Please see SRTA response to comment number 7.	
42			I would take the bus more often if it ran seven days a week.	Brainstorm Survey	11/19/2018			1					Please see SRTA response to comment number 7.	
43			I would take the bus more often if it ran after hours.	Brainstorm Survey	11/19/2018	1							Please see SRTA response to comment number 4.	
44			I would take the bus more often if I could grocery shop.	Brainstorm Survey	11/19/2018						1			RABA provides service to a variety of locations, including grocery stores.
45			See Figure 11 of the TNA priority assessment of top transit needs. In addition to suggestions, the respondent indicated that they would like the same applied to the paratransit system for friends to join them. They would also like better bus route connections.	Priorities Survey	11/27/2018	1		1			2		Please see SRTA response to comment number 4. Please also see SRTA response to comment number 7 as it relates to Sunday service.	RABA Demand Response service allows persons to travel with personal care attendants (free) or companions (fare required). RABA services are constrained by funding, system wide farebox recovery, and system wide efficiency. Consequently, RABA cannot provide more frequent service or add additional routes. Routes are designed to connect at transit/transfer centers, to the extent possible.

#	Last Name	First Name	Concerns/Specific Comments	Medium	Date Received	Extend Hrs. of Operation	Increase Bus Frequency	Sunday Service	Interregional Connections	Extend/Reroute Service to...	RABA Operational / Administrative Requests & Comments	New Service	SRTA Unmet Need(s) Response	RABA Operational / Administrative Response
46			See Figure 11 of the TNA priority assessment of top transit needs. Additionally, the respondent indicated that there area a lot of school kids that would take the bus to/from school (because there isn't bus service or they go to school out of their district) but parents don't feel the buses are safe. They also mention that they do not ride the bus, as it is not close to their home or destination.	Priorities Survey	11/28/2018		1	1			1	1	Please see SRTA response to comment number 4.	Thank you for your comment. RABA has reached out to a number of schools (e.g., offering free "back to school" rides), but transit ridership among students remains low.
47			See Figure 11 of the TNA priority assessment of top transit needs. Additionally, the respondent indicated that they do not ride the bus, because they have access to a vehicle. They also suggested making the buses nicer, with WiFi.	Priorities Survey	11/28/2018	1		1			1	1	Please see SRTA response to comment number 4. Please also see SRTA response to comment number 7 as it relates to Sunday service.	RABA has no immediate plans to implement Wi-Fi.

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48			See Figure 11 of the TNA priority assessment of top transit needs. Additionally, the respondent noted that they would like professionally trained drivers who provide friendly customer service. The ride is only secondary! In addition, they indicated that the buses need to make better connections, without over stressing the drivers and passengers! The easiest way to to this is to install signal priority in your buses. When the city installed the signal lights at Lake Blvd & Hilltop, Lake Blvd & Market and other major intersections, they had signal priority installed in those lights. All that needs to be done is install the signal priority hardware in each bus to make connections possible, without chaningthe scheudles or adding more frequent service. If you got to some of the mjaor intersections in Redding, and check the wait time at the signal lights, many minutes would have to be added to each route to make connections a regular event! I would suggest a signal priroity level of 2 or 3 to incease the signal “green time” and shorten its “red time” to accommodate your service and to obain the shortest running time for each route. If you would like to know more about that system which I used for several years, please email me at Boulder creek falls@gmail.com Shasta County is such a beautiful place with a really wonderful, caring county & city government. Let’s make the bus service live up to that standard and obtain transit’s full potential. Shasta Strong!! Respondent also said that they don’t ride the bus anymore because the drivers are not pleasant to be around. They are overstressed, have too short running times on each route, and don’t seem too like people. But a few are very nice!	Priorities Survey	11/28/2018	1		1			2		Please see SRTA response to comment number 4. Please also see SRTA response to comment number 7 as it relates to Sunday service.	An ongoing priority for RABA is to acquire excellent employees focused on customer service and safety. Such persons are encouraged to apply for employment. Existing employees will be reminded of this priority and retrained, where necessary. RABA plans to implement a transit signal priority system late 2019/early 2020.

#	Last Name	First Name	Concerns/Specific Comments	Medium	Date Received	Extend Hrs. of Operation	Increase Bus Frequency	Sunday Service	Interregional Connections	Extend/Reroute Service to...	RABA Operational / Administrative Requests & Comments	New Service	SRTA Unmet Need(s) Response	RABA Operational / Administrative Response
49			See Figure 11 of the TNA priority assessment of top transit needs. Respondent indicated wanting better bus route connections.	Priorities Survey	11/28/2018			1	1		1		Interregional connections do not fit the criteria of unmet needs. However, SRTA is developing an intercity bus service between Redding and Sacramento expected to begin Spring 2020 using no TDA funds. Additionally, RABA provides connection to out-of-county services like Sage Stage (Alturas) and Trinity Transit. With respect to Sunday service, please see SRTA response to comment number 7.	RABA services are constrained by funding, system wide farebox recovery, and system wide efficiency. Consequently, RABA cannot provide more frequent service or add additional routes. Routes are designed to connect at transit/transfer centers, to the extent possible.
50			See Figure 11 of the TNA priority assessment of top transit needs.	Priorities Survey	11/29/2018	1	1	1					Please see SRTA response to comment number 4. Please also see SRTA response to comment number 7 as it relates to Sunday service.	
51			See Figure 11 of the TNA priority assessment of top transit needs. Respondent wanted better bus route connections. They mentioned not riding the bus, because they have access to a vehicle.	Priorities Survey	11/29/2018			1			1	1	Please see SRTA response to comment number 4. Please also see SRTA response to comment number 7 as it relates to Sunday service.	RABA services are constrained by funding, system wide farebox recovery, and system wide efficiency. Consequently, RABA cannot provide more frequent service or add additional routes. Routes are designed to connect at transit/transfer centers, to the extent possible.

#	Last Name	First Name	Concerns/Specific Comments	Medium	Date Received	Extend Hrs. of Operation	Increase Bus Frequency	Sunday Service	Interr-gional Connections	Extend/Reroute Service to...	RABA Operational / Administrative Requests & Comments	New Service	SRTA Unmet Need(s) Response	RABA Operational / Administrative Response
52			See Figure 11 of the TNA priority assessment of top transit needs.	Priorities Survey	11/30/2018	1	1	1					Please see SRTA response to comment number 4. Please also see SRTA response to comment number 7 as it relates to Sunday service.	
53			See Figure 11 of the TNA priority assessment of top transit needs.	Priorities Survey	12/1/2018	1	1	1					Please see SRTA response to comment number 4. Please also see SRTA response to comment number 7 as it relates to Sunday service.	
54			Unable to find route information or maps online, or any other information or help. A public service/relation effort to attract new customers with help telephone/online assistance. RABA online was totally useless when I moved and sold my car.	Priorities Survey	12/2/2018						1			RABA public information, including ride guides, schedules, and interactive maps are available online. See RABAride.com.
55			See Figure 11 of the TNA priority assessment of top transit needs. Additionally, customer would like to see 24-hour service. Also suggested that they would like to see the demand response vans run down to and from Cottonwood (both Shasta/Tehama Counties) Creek. And the transport to and from in the Lake California area in the gated community. Also, not charge \$3 or \$5 (and paying extra for zone fares).	Priorities Survey	12/2/2018	1					1	1	For unmet needs requests, please see SRTA response to comment number 4.	Currently, RABA fares are heavily subsidized. Actual cost of a bus ride is \$5.50/ride, but the fare is \$1.50/ride. The 2014 RABA Short Range Transit Plan recommended increasing fares and eliminating zone fares, but this has not been implemented.

#	Last Name	First Name	Concerns/Specific Comments	Medium	Date Received	Extend Hrs. of Operation	Increase Bus Frequency	Sunday Service	Interregional Connections	Extend/Reroute Service to...	RABA Operational / Administrative Requests & Comments	New Service	SRTA Unmet Need(s) Response	RABA Operational / Administrative Response
56			See Figure 11 of the TNA priority assessment of top transit needs. I have access to a vehicle and do not ride the bus. However, if buses were much more frequent or if a smaller bus was available for on-demand requests, then I would consider riding more often. Currently, bus schedules are inconvenient with my work schedule. Bus service should be more frequent on all routes. I'd like to see the region consider more Uber/Lyft styles of transit options that are being made available in larger urban areas.	Priorities Survey	12/4/2018	1	1	1					Please see SRTA response to comment number 4. Please also see SRTA response to comment number 7 as it relates to Sunday service.	
57			See Figure 11 of the TNA priority assessment of top transit needs. Respondent indicated that they do not ride the bus, and the buses do not run frequently enough.	Priorities Survey	12/5/2018		1						Please see SRTA response to comment number 4.	
58			See Figure 11 of the TNA priority assessment of top transit needs. Respondent also indicated that the system needs onboard security and passenger hygiene requirements (no excessive body odor). Respondent went on to say that they do not ride the bus, because: too far from home/destinations; does not run late/early enough (or on days that I need it); busses are not frequent enough; routes are too long/convoluted; bus/stops are unsafe (overwhelming presence of violent/delusional/intoxicated individuals...especially the ones that make their home at various stops). Indicated that being able to take the bus to various trailheads to hike/bike, etc. would be ideal. Public safety is also desperately needed at bus stops & on the bus itself.	Priorities Survey	12/5/2018	1	1			1	2		Please see SRTA response to comment number 4.	RABA has no immediate plans to hire onboard security (very few transit systems do and if they do, do so in a limited capacity). RABA has onboard security cameras and hired security staff at the Downtown Transit Center. RABA provides service to a variety of locations, including trailheads. RABA grants all persons equal access to its services. The RABA Code of Conduct ensures that all persons engage in appropriate conduct (e.g., personal hygiene) on RABA vehicles and at RABA facilities.

#	Last Name	First Name	Concerns/Specific Comments	Medium	Date Received	Extend Hrs. of Operation	Increase Bus Frequency	Sunday Service	Interr-gional Connections	Extend/Reroute Service to...	RABA Operational / Administrative Requests & Comments	New Service	SRTA Unmet Need(s) Response	RABA Operational / Administrative Response
59	Scott	Carol	Suggested more hours and longer hours. Specifically indicated that Route 11 serving Heritage Plaza needs to be started earlier in the morning for employees, and needs to run longer in the evenings to address people's recreational needs. Suggested an all-day pass, similar to Portland's, under which an attendant with rider has free access. Also suggested that RABA drivers need to be trained to be more courteous. She's had a driver yell at her, and also grab a transfer out of her hands. Conversely, she indicates that one of the drivers is really nice.	Phone	12/5/2018	1					2		Please see SRTA response to comment number 4.	RABA is considering an all-day pass, which likely would occur with other fare changes. The 2014 RABA Short Range Transit Plan recommended increasing fares and eliminating zone fares, but this has not been implemented. RABA Demand Response service allows persons to travel with personal care attendants (free) or companions (fare required). An ongoing priority for RABA is to acquire excellent employees focused on customer service and safety. Such persons are encouraged to apply for employment. Existing employees will be reminded of this priority and retrained, where necessary.
60			See Figure 11 of the TNA priority assessment of top transit needs.	Priorities Survey	12/7/2018	1	1	1						
61			See Figure 11 of the TNA priority assessment of top transit needs. Respondent indicates that certain routes at times are overcrowded and could use more frequent buses. Also, improve ways of driver's comfort and that will help the bus stay on time. If the driver ain't happy nobody will be happy. Additionally, Route 1 needs service going the opposite direction; route 2 needs a better and more effective route. Thinks that there would not be enough need of bus service on Sunday to make it profitable. Does not think that the hours of operation need to be expanded but work on the routes and time that RABA has. More time at the end of the line will allow drivers to use the restroom and not have the bus leave late.	Priorities Survey	12/9/2018		1				2			"RABA services are constrained by funding, system wide farebox recovery, and system wide efficiency. Consequently, RABA cannot provide more frequent service or add additional routes (e.g., Route 1 opposite direction). RABA continues to assess opportunities to improve driver/passenger comfort and service effectiveness. The Rider Code of Conduct was one resultant effort/policy. RABA will assess Route 2 and end of line improvements. "

#	Last Name	First Name	Concerns/Specific Comments	Medium	Date Received	Extend Hrs. of Operation	Increase Bus Frequency	Sunday Service	Interr-gional Connections	Extend/Reroute Service to...	RABA Operational / Administrative Requests & Comments	New Service	SRTA Unmet Need(s) Response	RABA Operational / Administrative Response
63	Scott	Carol	Feels that Crosstown Express should also run on Saturdays. With respect to RABA capital improvements: more benches and shelters are needed. Benches specifically at Masonic and at Hilltop/Trader Joe's for passengers that can't stand too long on their feet. Suggested adding shelter specifically at Hilltop/Marie Callender's, although more needed systemwide. Echoed own 12/5/2018 comment about more considerate RABA drivers needed. Regarding bus rules and on-board materials: should be able to drink on the bus, particularly those with health issues. All information posted on the bus as bus cards and/or posters should also be available as brochures. Restated own 12/5/2018 comment about having an all-day pass, particularly noting that it should be for all transit services, would eliminate transfers, and would save the drivers time and energy.	Phone	1/7/2019	1					6		Please see SRTA response to comment number 4.	RABA will assess locations for new bus benches and shelters. Shelters/benches were removed from the Masonic Transfer Center due to vandalism. Some locations (e.g., Hilltop Dr/Mistletoe Ln) have no right-of-way and would require private property easements or acquisitions. Generally, the provision of benches/shelters is dependent upon ridership at each bus stop. For duplicate comments, see RABA response to Comment #59. The Code of Conduct allows beverages to be transported, provided a spill proof or screw top container is used. RABA interior bus ads (e.g., riding rules) summarize content available on RABAride.com.
64	Maguire	Sherry	Called to indicate that RABA has denied her from using the bus due to alleged hygiene issues. She has cerebral palsy and does not have a way to get around.	Phone	2/28/2019						1			RABA grants all persons equal access to its services. The RABA Code of Conduct ensures that all persons engage in appropriate conduct on RABA vehicles and at RABA facilities.

Appendix 9 - SSTAC Recommendation

To: Shasta Regional Transportation Agency (SRTA) Board of Directors
Date: March 20, 2019
Subject: 2019/20 Unmet Transit Needs Recommendation

The Shasta Region's Social Services Transportation Advisory Council (SSTAC) meets at least biannually to review transit needs in the Shasta Region. The SSTAC is responsible for preparing an unmet needs recommendation to the SRTA Board of Directors as part of the annual unmet transit needs process. The primary public transportation provider in the region is the Redding Area Bus Authority (RABA).

The SSTAC reviewed and concurred with the following SRTA staff recommendations:

- 1) Provide Sunday On-Demand Transit Service – Anticipated to begin as a pilot project later this year.
- 2) Provide Whiskeytown Service – If the service and fare system may be feasibly coordinated with the National Park Service for Summer 2019.
- 3) Defer Extended Service Hours, More Frequent Services, and Extended Service Areas – Under existing conditions, RABA's farebox recovery ratio is at risk to fall below the minimum 15% within several years.

Respectfully submitted,



Patrick Geagan (Chair)	- Disabled Transit User
Susan Morris Wilson (Vice Chair)	- Citizen
Sharon Gatt	- Transit User 60 Years of Age or Older
Hallie Fonseca	- Local Social Service Provider for Seniors (Transportation)
Larry Olmstead	- Local Social Service Provider for Seniors (Non-Transp)
Kao Saechao	- Local Social Service Provider for the Disabled (Transp)
Del Lockwood	- Local Social Service Provider for the Disabled (Non-Transp)
Cindy Dodds	- Social Service Provider for Persons of Limited Means
Fred Clough	- Local CTSA Representative (Administrator)
Elizabeth Duarte	- Local CTSA Representative (Operator)
Steve Smith	- Help, Inc.
Robert Hale	- Citizen
Holly Leaf	- Shasta County Opportunity Center
Anne Thomas	- Shasta Living Streets
Christina Proseri	- Citizen