

STAFF REPORT



MEETING DATE:	April 25, 2017
SUBJECT:	Approve FY 2017/18 Unmet Transit Needs Findings
AGENDA ITEM:	7
STAFF CONTACT:	Brett Setterfield, Assistant Transportation Planner

SUMMARY

SRTA annually assesses transit in the region to identify potential unmet needs. This process includes extensive outreach and public participation with citizens throughout the region. The FY 2017/18 Unmet Transit Needs cycle has concluded with 63 public comments. A transit budget with allocations by jurisdiction will be presented to the board of directors at the June 27, 2017, meeting.

STAFF RECOMMENDATIONS:

It is recommended that the board of directors:

1. Consider FY 2017/18 Unmet Transit Needs public comments and staff responses (Attachment C); and
2. Receive a presentation on the Social Services Transportation Advisory Council's (SSTAC) 2017/18 Unmet Transit Needs recommendation from Chair Steve Smith; and
3. Consider Draft Resolution Number 17-xx (Attachment A) for approval at the June 27, 2017, board of directors meeting along with the TDA budget. This resolution finds that, excluding fixed route service to Cottonwood, the current level of transit services is reasonable to meet. A Sunday transit service pilot program is currently being designed and will be considered by the board of directors next year.

DISCUSSION:

At the February 28, 2017, meeting, the SRTA Board of Directors received public testimony on unmet transit needs in the Shasta Region. SRTA staff provided preliminary recommendations based on transit needs analysis and requests from the public. SRTA and RABA staff responded to each request, as provided in Attachment C. All needs were evaluated against the agency's "reasonable to meet" criteria (Attachment B). The potential for expansion of transit service may be recommended at a later date pending an on-going Sunday service pilot program that may meet SRTA's "reasonable to meet" criteria. This concludes the FY 2017/18 Unmet Transit Needs cycle.

A summary of key findings for the FY 2017/18 unmet transit needs process is provided in Table 1.

Table 1 - Summary of Findings from 2017/18 Unmet Transit Needs Cycle

Transit Service Request	Unmet Transit Need?	Reasonable to Meet?	Response
Sunday Service	Yes	Pilot Project Currently Under Evaluation	The SRTA Board of Directors approved funding on December 13, 2016, to design an on-demand Sunday transit service demonstration project. A limited Sunday service could start as soon as July 2018. SRTA is also working with the city of Shasta Lake on designing a similar pilot project.
More frequent service	Yes	No	It's unlikely farebox ratios would meet minimum standards if more frequent service or longer service hours were introduced. Needs and service options will be included in the next short-range transit plan anticipated in late 2018. It is unlikely that changes could be made system-wide initially; however, pilot programs could be introduced in high-use transit areas. A Sunday or city of Shasta Lake on-demand pilot project may also have applicability to these service enhancements.
Extended service hours	Yes	No	
Service Recommendations from last year's cycle			
Crosstown Express (September 2016)	Yes	Yes	CONTINUE WITH MODIFICATIONS: The service had 377 riders on 26 service days in January. RABA service adjustments are underway to address low ridership numbers of this pilot project which will be reassessed during the next Unmet Transit Needs cycle.
Cottonwood Express (April 2016)	Yes	No	DISCONTINUE: The service had 90 riders on 26 service days in January, which falls well below the minimum "reasonable to meet" criteria. Without substantial increase in ridership, service is likely to discontinue by June with potential CTSA service starting as soon as July.
Whiskeytown "Beach Bus" (Summer 2016)	Yes	Yes	CONTINUE: The service had 627 riders on 28 service days between June and August. Discussions with the National Park Service indicate a desire for continued service summer 2017. It is anticipated that grants will again entirely fund the service.

Performance Goals – In order to strive for improved transit performance, goals, listed in Table 2, are being introduced for RABA starting with this Unmet Transit Needs cycle. The only goal that must be met per SRTA’s “reasonable to meet” definition is farebox recovery.

Table 2 – RABA Performance Overview

Performance Measures	2014/15	2015/16	Five Year Average	Performance Goals	2014/15 vs 2015/16	Percent Change from 2014/15 to 2015/16
Operating Cost/ Passenger Trip	\$6.45	\$7.16	\$6.26	\$5.32	\$0.71	11.01%
Operating Cost/ Service Hour	\$88.52	\$88.64	\$86.59	\$73.60	\$0.12	0.14%
Passengers/ Service Hour	13.72	12.38	13.90	15.99	-1.34	-9.79%
Passengers/ Service Mile	0.89	0.77	0.90	1.04	-0.12	-13.66%
Service Hours/ Employee	919.44	1,034.48	953.26	1,096.25	115.04	12.51%
Farebox Recovery	16.92%	17.10%	17.24%	17.8%	0.18%	1.04%
Communications	N/A	In Development				
Customer Satisfaction	N/A	In Development				

ALTERNATIVES:

The board of directors may direct staff to study other transit needs that may be reasonable to meet.

OTHER AGENCY INVOLVEMENT:

RABA, the Social Services Transportation Advisory Council, cities, the county, and the Consolidated Transportation Services Agency participated throughout the Unmet Transit Needs process.

FINANCING:

In a typical year, approximately \$3,011,000 in TDA funds are used for transit, and \$4,550,000 are used for non-transit purposes, primarily streets and roads. SRTA will present proposed FY 2017/18 TDA budget and jurisdictional allocations for consideration to the board of directors at the June meeting.

Daniel S. Little, AICP, Executive Director

Attachments:

- A. DRAFT Resolution No. 17-xx – 2017/18 Unmet Transit Needs Findings and TDA Claims
- B. Resolution 16-14 Definition of Unmet Transit Needs and Reasonable to Meet
- C. Public Unmet Transit Needs comments and staff responses

Attachment A

DRAFT RESOLUTION



RESOLUTION NUMBER:	17-XX
SUBJECT:	2017/18 Unmet Transit Needs Findings and TDA Claims

WHEREAS, Section 99230 of the California Public Utilities Code (PUC) requires that each transportation planning agency shall annually determine the amount of Local Transportation Fund (LTF) funds to be allocated to each claimant, from an analysis and evaluation of the total amount anticipated to be available in the LTF, and the relative needs of each claimant for the purposes for which the fund is intended and consistent with the provisions of the law; and

WHEREAS, PUC Section 99231 and California Code of Regulations Section 6655 require that the transportation planning agency shall allocate to a claimant for a given area only such funds as representing that area's apportionment; and

WHEREAS, the provisions of PUC Section 99401.5 further require that the Shasta Regional Transportation Agency (SRTA) annually review and make findings concerning "unmet transit needs" in each claimant jurisdiction, and prior to making any LTF allocations to claimants for non-transit purposes, fund such unmet transit needs in each claimant jurisdiction as have been found "reasonable to meet"; and

WHEREAS, to ensure eligibility for State Transit Assistance funds, the Redding Area Bus Authority (RABA) shall submit calculations supporting its compliance with PUC Section 99314.6; and

WHEREAS, the 2017/18 transit needs review process in the Shasta region has included all of the following actions:

1. The Shasta Transit Brainstorm, a public input campaign, followed by a transit priorities survey of the region's unmet transit needs to inform the Transit Needs Assessment (TNA).
2. Consultations with and recommendations from the Social Services Transportation Advisory Council (SSTAC) and other interested organizations and individuals.
3. Identification of the transit needs for claimant jurisdictions in the Shasta region as detailed in the 2017/18 TNA, which includes the following:
 - a. An assessment of the size and location of identifiable groups which are likely to be transit dependent or transit disadvantaged, including but not limited to the elderly, the disabled and persons of limited means.
 - b. An analysis of the adequacy of existing public transportation services and specialized transportation services, including privately- and publicly-provided services, in meeting the demand identified pursuant to the assessment referred to in sub-paragraph (a) above.
 - c. An analysis of potential alternative public transportation and specialized transportation services and service improvements.

4. A public hearing held on February 28, 2017, for the purpose of soliciting claimant agency and citizen comments on unmet transit needs that may exist within each claimant's jurisdiction that might be "reasonable to meet" using LTF funds. Public comments were analyzed and responded to.
5. A presentation by SRTA staff on April 25, 2017, concerning current unmet needs findings and existing service ridership and feasibility.

WHEREAS, the findings required by PUC Section 99401.5, and related SRTA rules and policies, for each claimant jurisdiction are reflected in a single resolution for administrative convenience, and as a reflection of the coordinated transit service the individual claimants have separately elected to provide through a joint powers agreement, despite their individual status as eligible Transportation Development Act (TDA) claimants; and

WHEREAS, the information developed pursuant to PUC Section 99401.5 subdivisions (a) through (c), inclusive, provides the basis for the findings herein for 2017/18 including:

1. The 2017/18 TNA and supplemental data and analysis provided.
2. SSTAC consultation.
3. Public and claimant agency comments.
4. Staff reports and presentation to the SRTA Board of Directors.
5. The 2015 Regional Transportation Plan (RTP).
6. Redding Area Bus Authority (RABA) Short-Range Transit Plan, dated June 2014.
7. All correspondence, testimony and documents otherwise comprising the record of proceedings.

WHEREAS, the PUC Section 99401.5 findings made herein, including determinations that existing transit services, upon modifications, shall continue to be funded for each claimant as specified before any allocation is made by the responsible claimant for streets and roads within its jurisdiction; and

WHEREAS, proposed 2017/18 TDA allocations to the claimants, in the form of a 2017/18 TDA budget, have been prepared.

NOW, THEREFORE, BE IT RESOLVED the Shasta Regional Transportation Agency finds that:

1. RABA falls below the 17.8% adjusted farebox ratio for fiscal year 2016/17 (17.10%). However existing services will continue because the RABA transit system is an essential service that serves the region's urban areas and providing it does not result in a farebox penalty.
2. Sunday service could be "reasonable to meet" for the claimant jurisdictions in the region pending on-going analysis of a Sunday service pilot program in 2017/18; and
3. The "Crosstown Express" service and seasonal service to Whiskeytown Lake, as detailed in the 2017/18 Unmet Transit Needs Findings, continue to be reasonable to meet per SRTA's definition which allows for farebox standard exceptions if services are funded entirely with grant funds (such as LCTOP and Dignity Health), for pilot projects such as these entering their second year, or for projects funded at the discretion of local agencies; and
4. The "Cottonwood Express" service, as detailed in the 2017/18 Unmet Transit Needs Findings, is no longer reasonable to meet as a fixed route service per SRTA's "reasonable

to meet” definition with a farebox recovery well below the required 10% minimum in non-urbanized areas. There is potential for future funding for a Cottonwood service through Shasta Senior Nutrition Program as a demand response service; and

5. The 2017/18 TDA budget reflects the most equitable cost-sharing as reflected by the agreement between claimant agencies in light of the transit system benefits each will realize from the RABA-provided services.

NOW, THEREFORE, BE IT FURTHER RESOLVED that the Shasta Regional Transportation Agency:

1. Approves the 2015/16 TDA true-up by incorporation into the 2017/18 claims; and
2. Approves allocations for each claimant jurisdiction that are consistent with and reflected in the approved 2017/18 TDA budget; and
3. Directs that claimants for TDA funds shall submit claims for transit funds in the amounts not exceeding those shown in the approved budget for fiscal year 2017/18, and that these claims and the use of resulting funds shall be consistent with transit requirements before any LTF allocations go to other uses.
4. Directs the auditor to make payments to the claimants pursuant to the schedule shown in Attachment (TBD) to the staff report, or as sufficient funds become available.

PASSED AND ADOPTED this 27th day of June, 2017, by the Shasta Regional Transportation Agency.

Greg Watkins, Chair
Shasta Regional Transportation Agency

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 Regional Transportation Agency (SRTA) staff, having consulted with claimant jurisdiction representatives and the Social Services Transportation Advisory Council 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.
 - (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 that 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.

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.

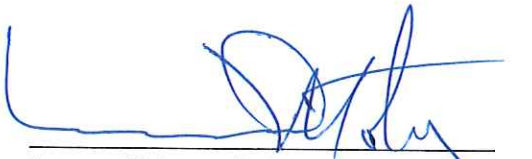
4. Where transit service is to be jointly funded by two or more of the local claimant jurisdictions, it shall be demonstrated to the satisfaction of the SRTA Board of Directors that the resulting inter-agency cost sharing is equitable. In determining if the required funding equity has been achieved the SRTA Board of Directors 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 SRTA'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 the SRTA Board of Directors;

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 8 - Public Comments and SRTA Responses

2016-17 Unmet Transit Need Cycle Public Comments and SRTA Responses Concerning Unmet Transit Need and Reasonable to Meet Eligibility

Comment Number	Comment Overlap	Number of Comments Overlapping (incl. original)	Submitted By	Concerns/Specific Comments	Medium	Not Unmet Transit Need	Unmet Transit Need but not Reasonable to Meet	Unmet Transit Need and Reasonable to Meet	SRTA Response
1			Kiran Singh	Requesting bus service to Platina once or twice a week.	Phone Call		x		Service to Platina meets the SRTA board of directors - adopted definition of an "unmet transit need," but does not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles.

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2			Sybil Kane	The ride needs to come out on Old Oregon Trail and Harley Leighton Rd. It's too far to walk to the next stop.	Facebook		x	This meets the SRTA board of directors - adopted definition of an "unmet transit need," but does not meet the SRTA board of directors - adopted definition of "reasonable to meet." SRTA will continue to monitor demand for transit service to this location to determine whether a new or extended route would warrant ridership projections. In the meantime, please contact RABA Demand Response (Reservations or Cancellations: 241-2877 Option 1; Applications: 245-7089) or Shasta Senior Nutrition Program to see if they may be able to assist you with your transportation needs.
3			Sylvia Yzaguirre	I would take the bus more if it did not take so long to get from one place to another.	Survey Monkey		x	RABA Response: The provision of RABA services is constrained by funding, systemwide farebox recovery, and systemwide efficiency. Consequently, RABA cannot provide more frequent service or add additional routes. As ridership increases, the opportunity to add routes becomes more viable.

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4			Molly Holzman	My roommates have no job and are on food stamps and medic-cal, they would take the bus to look for work if it was cheaper. Having no to low income folks pay \$80 or more a month for the bus is wrong! No I have to take them places when I am able. How is there no low cost programs for poor people?	Survey Monkey	x		RABA Response: Currently, bus fares are heavily subsidized. Actual cost is \$5.50/ride, but the bus fare is \$1.50/ride. The 2014 RABA Short Range Transit Plan recommended eliminating zone charge monthly pass (normalizing the whole system), but this has not been implemented.
5	14, 15	3	Anonymous	Would like to take the bus from Redding to surrounding areas (Palo Cedro). There needs to be more options and it needs to be more comprehensive.	Survey Monkey		x	Transit service to Palo Cedro to some RABA specified configuration (possibly a DT loop route), meet the SRTA board of directors - adopted definition of an “unmet transit need,” but do not meet the SRTA board of directors - adopted definition of “reasonable to meet.” It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles.

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6			Shannon	The schedule needs to be more convenient and rides shouldn't take so long.	Survey Monkey	x		RABA Response: The provision of RABA services is constrained by funding, system-wide farebox recovery, and systemwide efficiency. Consequently, RABA cannot provide more frequent service or add additional routes. As ridership increases, the opportunity to add routes becomes more viable.
7			Anonymous	Never uses transit.		x		Thanks for your response.
8			Angelique Gray	Would take the bus if there were more available stops and the area stops were more secure/safe.	Survey Monkey Survey Monkey	x		To maintain systemwide efficiency, stops are placed every 0.25-mile. RABA is pursuing grant funding for solar lights, which will make stops more secure/safe. Additionally, RABA-managed shelters are actively maintained.
9	32	2	Melissa Brown	Would take the bus if it was faster than walking or driving and was more convenient. I'd like to take transit to Happy Valley and Cottonwood.	Survey Monkey		x	More frequent bus service and added routes meets the SRTA board of directors - adopted definition of an "unmet transit need," but do not meet the SRTA board of directors adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles.

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10			Sue Burke	There are no stops close to my house.	Survey Monkey	x		RABA Response: To maintain systemwide efficiency, stops are placed every 0.25-mile. Routes are developed based on residential and commercial densities, to serve as many people as possible. As ridership increases, the opportunity to add routes becomes more viable.
11	23, 30	3	Anonymous	Never uses transit.	Survey Monkey	x		Thanks for the input.
12	27	2	Anonymous	I'd like to see more direct routes instead of multiple routes, with service to Castle Crag.	Survey Monkey		x	More direct routes and expanded service meets the SRTA board of directors - adopted definition of an unmet transit need, but does not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles.

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13	21, 22, 24, 25, 28, 31, 35, 39, 42, 45, 47	12	Anonymous	I'd use more transit if it was available in the evenings and on Sundays.	Survey Monkey		x	This meets the SRTA board of directors-adopted definition of an "unmet transit need," but does not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles. In regards to Sunday service, SRTA is studying the introduction of Sunday service for people with mobility issues using the Consolidated Transportation Services Agency, through FY 2017/18, as part of a comprehensive transit analysis and development of a Coordinated Transit Plan.
14			Amy	Would like transit to travel to Redding School of the Arts and/or Chrysalis Charter School. There also needs to be a bus stop on Meadow View, near Wooded Acres subdivision.	Survey Monkey		x	RABA Response: The suggested stop is located south of Airport Express, a route that already is constrained by time (i.e., Airport Express cannot be extended). The suggested stop is difficult to serve, as it is located in a non-urban area.

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15		Irene Salter	I'd take the bus more if there was a regular morning and afternoon service between Palo Cedro and Anderson. I am the principal of Chrysalis Charter School and there are 20 or more families that either live in Anderson and go to school at Chrysalis (in Palo Cedro), or who have graduated from Chrysalis and go to Anderson New Tech (in Anderson). We have considered offering a bus service through the school to provide transportation for these families but have not been able to afford it. I know there would be a LOT of families that would appreciate a bus route through RABA to help kids get to and from school between these communities.	Survey Monkey		x	Transit service to Palo Cedro meets the SRTA board of directors-adopted definition of an "unmet transit need," but do not meet the SRTA board of directors - adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles.
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16	60	2	Don Kirk	Would like a way to transfer to Red Bluff bus. I'd ride the bus more often if RABA offered all day passes and ran more frequently.	Survey Monkey	x		This does not meet the SRTA board of directors-adopted definition of an "unmet transit need," as this refers to trips outside of Shasta County.
17	22, 31, 32, 34, 41, 44, 51, 53	9	Sara Sundquist	Would ride transit more if it ran more frequently. I often think of getting on the bus to go to the Y but schedule doesn't allow us to get there in time without waiting forever for class to start. Beach bus needed one more west side stop. Tops. Silly to have to go DT to west again.	Survey Monkey		x	More frequent bus service meets the SRTA board of directors-adopted definition of an "unmet transit need," but do not meet the SRTA board of directors adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles. As for the Beach Bus - RABA Response: Thank you for your comment--we will consider.
18	57	2	Garrett	Would take bus if there was transport to Chico. There are many of us in need of a connection, especially considering Redding is one of the main feeder areas for CSU Chico.	Survey Monkey	x		This does not meet the SRTA board of directors-adopted definition of an "unmet transit need," as this refers to trips outside of Shasta County.

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19	25	2	James	Would ride more if the bus went to and from the Shingletown area.	Survey Monkey		x	This meets the SRTA board of directors-adopted definition of an “unmet transit need,” but does not meet the SRTA board of directors-adopted definition of “reasonable to meet.” Transit service was offered to Shingletown by Shasta Senior Nutrition Program from 2013 to 2015, but had to be discontinued due to very low ridership. However, this service alternative can be studied and analyzed for consideration during future unmet transit needs cycles and for the next Short Range Transit Plan.
20			David Lujan	I’d ride more often if need arose.	Survey Monkey	x		Thanks for your input.

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21		J. Page	I'd take the bus more often if it ran on Sunday and if services ran later than 6 pm, and ran through 11 pm.	Survey Monkey		x	Extended hours and Sunday service meet the SRTA board of directors-adopted definition of an "unmet transit need," but does not meet the SRTA board of directors - adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles. In regards to Sunday service, SRTA is studying the introduction of Sunday service for people with mobility issues using the Consolidated Transportation Services Agency through FY 2017/18 as part of a comprehensive transit analysis and development of a Coordinated Transit Plan. Please contact RABA regarding operational improvement issues (route efficiency, cleanliness, on-board rules/ behavior, etc.).
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22	63	2	Isabel Orosco	I would ride more often if the bus came more often, had more routes, and operated every-day of the week.	Survey Monkey		x	More frequent bus service meets the SRTA board of directors-adopted definition of an “unmet transit need,” but do not meet the SRTA board of directors-adopted definition of “reasonable to meet.” It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles. In regards to Sunday service, SRTA is studying the introduction of Sunday service for people with mobility issues using the Consolidated Transportation Services Agency through FY 2017/18 as part of a comprehensive transit analysis and development of a Coordinated Transit Plan.
23			Tom O’Mara	I never use transit.	Survey Monkey	x		Thanks for the comment.

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24			Anonymous	I would like services from Redding to Centerville everyday (including Sundays). I would take the bus more often if less people on drugs were on it, people weren't allowed to smoke cigarettes near or around the bus stops, and security was provided in sketchy areas.	Survey Monkey		x	This meets the SRTA board of directors-adopted definition of an unmet transit need, but does not meet the SRTA board of directors - adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles. As for Sunday service, SRTA is studying the introduction of Sunday service for people with mobility issues using the Consolidated Transportation Services Agency through FY 2017/18 as part of a comprehensive transit analysis and development of a Coordinated Transit Plan.
25			Michelle Mahood	I would like service to and from Shingletown and Redding every day of the week.	Survey Monkey		x	See response to comment 19.
26			Anonymous	I never use transit, but would if I know how and I could get easily/quickly from home to work or shopping.	Survey Monkey	x		Thanks for the comment. You can find information on RABA bus schedule on their website rabaride.com or by calling 241-2877, and selecting option 3.
27			Jonathon Freeman	I'd like service from Bella Vista to South Redding, along with shorter routes to help get places quicker.	Survey Monkey		x	See response to comment 12.

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28			Kathryn Nuss	I'd ride if the routes were more direct, the buses ran later in the evening, and if the buses ran on Sunday.	Survey Monkey		x	Extended hours meets the SRTA board of directors - adopted definition of an "unmet transit need," but do not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles. In regards to Sunday service, SRTA is studying the introduction of Sunday service for people with mobility issues using the Consolidated Transportation Services Agency through FY 2017/18 as part of a comprehensive transit analysis and development of a Coordinated Transit Plan.
29			Anonymous	I'd like to go from Redding to Shasta Lake throughout the week.	Survey Monkey		x	This meets the SRTA board of directors-adopted definition of an unmet transit need, but does not meet the SRTA board of directors - adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles.
30			Anonymous	I never ride the bus.	Survey Monkey	x		Thanks for the comment.

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31	51, 59	3	Virginia Arceneaux	I'd like to see the bus run 7 days a week, more frequently, and later in the day.	Survey Monkey		x	Extended hours and more frequent buses meet the SRTA board of directors - adopted definition of an "unmet transit need," but do not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles. In regards to Sunday service, SRTA is studying the introduction of Sunday service for people with mobility issues using the Consolidated Transportation Services Agency through FY 2017/18 as part of a comprehensive transit analysis and development of a Coordinated Transit Plan.
32			Kim Nicholas	I'd like service from Happy Valley to Redding. I'd also like the Cottonwood and Anderson buses to run more often, and for there to be an express from Anderson to Redding every 30 min.	Survey Monkey		x	Shasta Senior Nutrition Program currently serves the Happy Valley/Cottonwood/Anderson area. As for more frequent bus service, it meets the SRTA board of directors - adopted definition of an "unmet transit need," but do not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles.

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33		Mandarinka Grigg	Saltu Dr. (or Ishii, or Yana Dr. - they all next to each other) to Redding School of the Arts (RSA).	Facebook	x		RABA Response: Previously, there was a route along Shasta View Drive; however, the route was not efficient. Currently, service to RSA is limited to the following: School Express (SE), which has one run in the morning and one run in the afternoon; Route 5 to SE (via the Downtown Transit Center); or routes that run near Shasta View Drive (Route 6 North, Route 6 South, and Airport Express).
34		Regina Rivas	Needs more arrival/ departure times. Maybe every 30 minutes instead of every hour.	Facebook		x	See response to comment 17.
35		Cindy Hill	Sunday Service and later hours would be nice.	Facebook		x	See response to comment 13.
36		Trish James	How about being more dependable! Too often the bus is late and sometimes doesn't show up at all. You should probably pay your drivers more too. At this point your competing with other minimum wage jobs and your drivers have to hold a special license.	Facebook	x		RABA Response: Thank you for your comment. We are continuing to improve customer service and on-time performance. Unfortunately, we do not control driver pay (i.e., our bus operator, which is a private company, manages driver pay).

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37	54	2	Linda Jucker	The 4 needs revamping. You have to take the 3 and transfer at Happy Valley Road to get to Ceders and Bransteter. Stupid.	Facebook	x		RABA Responses: Thank you for your comment--we need more information regarding Route 4. Route 3 was designed to provide a one-seat ride from Anderson to Redding (this is why Route 8 becomes Route 3 at SR 273/Happy Valley Road). We are actively monitoring Route 3 transfers at SR 273/ Happy Valley Road. We will continue to assess potential alternatives.
38			Yvette Noble	How about like in Butte Co. where you text a number and find out where the bus is!	Facebook	x		RABA Response: Thank you for your comment--we are actively pursuing a real-time passenger information system.
39			Carol Turner	Sunday service and later hours would be great.	Facebook		x	See response to comment 13.
40			Steven King	Free WiFi. I'll pay another \$0.25-\$0.50 more.	Facebook	x		RABA Response: Thank you for your comment--we will consider.

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41			Suzanne Haberland	I'd take the bus more often if there were more frequent service, there was service in my area, and I could easily combine with my bike.	Survey Monkey		x	More frequent bus service meets the SRTA board of directors-adopted definition of an "unmet transit need," but does not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles. RABA Response: Thank you for your comment. RABA supports alternative transportation, including first- and last-mile connections to transit, and is happy to accommodate riders with bikes--each bus has a front mounted bike rack that can hold three bikes.
42			Lisa Ferguson	I'd ride the bus more often if it ran later from Shasta College. I'd like it to accommodate the classes that end at 8:50 p.m.	Survey Monkey		x	See response to comment 28.
43	46, 52, 55	4	Sarah Brady	I'd like to go from Redding to Sacramento mornings or midday by train.	Survey Monkey	x		This does not meet the SRTA board of directors - adopted definition of an "unmet transit need," as this refers to trips outside of Shasta County. However, SRTA is working to find grant funding for a pilot program for bus service between Redding and Sacramento.

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44		Donna Jonas	1.) More buses to Anderson. On Saturday, December 31, I arrived at the downtown terminal at 11:05 a.m. and was told the next bus to Anderson wasn't until 1:20 p.m. One hour and twenty minutes later, that's way too long for elderly, disabled, and others as cold as it was. But also too long if it was 100 degrees outside. 2.) A stop closer to Anderson's Shasta Community Health Center is also too far for anyone who's disabled to walk from the stop to the Dr. or Dentist.	Mail		x	See response to comment 41. For question 2 - RABA Response: To maintain systemwide efficiency, stops are placed every 0.25-mile. Currently, the Silver St/ Howard St stop is less than 500 feet from Shasta Community Health Dental Center: Anderson. Persons with disabilities who are functionally unable to ride fixed route services are encouraged to apply for (curb-to-curb) paratransit service. For more information, see RABARide.com.
45		Karen Robertson	Running longer hours. Past 7, up to 8 or 9 p.m.	Facebook		x	See response to comments 13, 21, & 28.
46		Anonymous	Subsidize the shuttle to Sacramento to connect to airport.	Survey Monkey	x		See response to comment 43.

47			Anonymous	Later bus routes would help a lot of people improve working later and buses running on Sunday for a short while would help people with church services and running errands on the weekend because their weekday is busy because of work.	Survey Monkey		x		See response to comment 28.
48			Anonymous	Keep up the good work! I love the improvements that have taken place over the last couple of years and truly appreciate you listening to our needs!!	Survey Monkey	x			Thanks for the support!
49			Anonymous	We need more on demand for our seniors and those that do not have their own transportation.	Survey Monkey	x			RABA Response: RABA provides complimentary Americans with Disability Act paratransit service for persons with disabilities who are functionally unable to ride fixed route services. For more information, see RABArise.com. Shasta Senior Nutrition Program provides transportation outside of the RABA service area. For more information, see http://ssnpweb.org/services/senior-transportation/ .

50		Don Kirk	If RABA took the imitative to plan a “heritage, historic” streetcar operation, it would both attract local riders for public transit needs, but tourists, wanting to ride the historic, her-itage streetcars. Many cities that have done this, have found that the combination tour-ist/public transit streetcar operation shows a profit; allowing buses to be taken off that street and moved to another not-now served street. Then there is Placer St., that has both East and West hills, that cold have a cable car operation on. Again, an operation that could serve as public transit and tourist operation; and profitable. The rail lines cost money to install, but some of it could come from grants; and I’m sure that a private investor could be found to invest in 50% ownership, for 50% of the profits. People complain that the Las Vegas Monorail went broke. It ONLY went broke, because unlike streetcar lines that the government builds, LVM had to pay for all construction. If it was built like streetcars/ Light Rail, it would have showed a profit. It takes in more than operating and mainte-nance costs. Something Light Rail does not do. Again, if an investor could be found to pay 50% of construction; and then own 50% of the system, he would make a “small”, but a profit. That operation could go from the mall, down Hilltop to K-Mart. With all the tourist hotels there, again, you’d have locals and tourists riding it. I am now working to get on the advisory committee in Douglas County Oregon; living 1 mile from the entrance to Wildlife Safari; and the bus system is mostly jitney buses. The scheduling also is not well planned.	Email	x			This is a great idea for getting locals and tourists to utilize transit in the Shasta region. This does not meet the SRTA board of directors -adopted definition of an “unmet transit need,” and “reasonable to meet.”
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51			Misty Mosley	I think you people need to upgrade by changing your schedules so that buses run every half hour instead of every hour, also you need to run busses from 6 am to 11 pm to suit those of us who need to get to and from work late at night.	Email		x		See response to comment 31.
52			Richard Fitzer	I'd like to go from Oxford Suites on Hilltop to the Sacramento Airport.	Survey Monkey	x			See response to comment 43.

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53		Robyn Olson	This bus system is completely inconvenient. I live in Shasta Lake, CA. I have to leave my apartment at 6 AM to get my daughter to school by 8 AM and it costs nearly \$3 one way. If the bus ran every half hour it would be much more convenient and in all reality you make more money as more people would ride the bus. No one wants to wait an hour for a bus when they could probably walk to their destination faster than that. It takes me a total of 3 and a half hours to get my daughter to school then home and that is directly transferring from one bus to another and then I have to do it all over again at the end of the school day making me have to sit on the bus for 6 hours a day. Who the heck has that kind of time if they also want to maintain a job so they can support their child and afford your bus rates.	Email		x	RABA Response: The provision of RABA services is constrained by funding, systemwide farebox recovery, and systemwide efficiency. Consequently, RABA cannot provide more frequent service or add additional routes. As ridership increases, the opportunity to add routes becomes more viable. Additionally, bus fares are already heavily subsidized (actual cost is \$5.50/ride, but the bus fare is \$1.50/ride).
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54	Sharon Gatt	Thank you so much for the recently new downtown express. This line is a major time and energy saver and efficient in reaching either end point. However, unfortunately, there were no postings at either boarding point and no paper schedules/brochures because this line was created after the last schedule printing. Consequently, ridership is too low to justify the continuation of this line. It is my hope for all whom would benefit by the downtown/Canby express that the trial period would be extended such that efforts to publicize this line can continue. A poster of this route including scheduled times at the boarding point would be very helpful. Re: route 3 to Anderson: The existing routes to Anderson are also under served because each route is different in term of destination, certain stops and timing. I am suggesting that the routes be identical leave at specific intervals and maintain specific steps - this way there will be no confusion amongst potential patrons and therefore, ridership will be more likely to increase. Another general reason for low ridership on the 2 mentioned lines is the (perhaps) misperception that most patrons have smart phones or computer and can access transit information any time. The majority demographic that uses transit and especially the downtown transit center are of unsecure circumstances and do not have regular internet access and especially the over 45's. Therefore, paper brochures and a poster at boarding point would be helpful and a brochure on the downtown express. Finally, adding at least a few more stops on the Airport Express line would also enhance ridership as more patrons could access that line. Thank you for the carefully thought out and planned transit system. And, for the cleanliness of the buses. Also, for the overall very pleasant and helpful and patient and competent bus drivers - overall, they are wonderful. Sarah is an example of the ideal driver. She is much more helpful than she has to be, which makes using transit so much easier and helps ridership maintain. Due to a vision impairment, I have used transit all of my life. I am a transit advocate throughout as I would have no life without it. I recently moved to Redding and am glad to now have RABA in my repertoire of transit experiences. I am always happy to contribute on this subject. Thanks for this opportunity.	Fax	x	RABA Response: Crosstown Express (CTE) will continue for another year, with minor modifications and expanded marketing. Marketing has commenced and will include updated schedules, brochures, and posters at transit/transfer centers. We continue to look at ways to better serve Anderson, including improvements to Route 3. We continue to look at ways to enhance information for all riders (i.e., riders with and without internet access). Airport Express (AE) is a highly utilized and successful route, but it is constrained by time; as such, service cannot be expanded. Thank you for your comments, compliments, and support of RABA. We are happy to serve the community.
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55			Richard Fitzer	If you could get a list of people that used first class shuttle from Redding, Calif to Sacramento Airport that would assist you in so many ways. I have been riding this shuttle for so many years. If anything, maybe they ran too many shuttles from Redding to Sacramento International Airport. But I am sure someone can make money on this run and serve the community. I am disabled and have to go to UC Davis every three months. Amtrak hours are very bad. I wish you and your staff well. Please keep me informed. Thank you.	Email	x		See response to comment 43.
56			Walt	An evening route is needed on route 3 and 11. Move the 9:20 a.m. route to 9:20 p.m.	Phone	x		RABA Response: The provision of RABA services is constrained by many factors, including costs/funding. Consequently, RABA cannot extend service hours (even on one route, as costs are prohibitive). As ridership increases systemwide, the opportunity to enhance RABA services becomes more viable.

57			Nels Klaseen	Shasta County or SRTA should partner with Siskiyou County to develop a service that runs from Redding to Mt. Shasta.	In Person	x		RABA Response: Thank you for your comment. Currently, RABA coordinates with other interregional transportation service providers, who extend their service into Shasta County at the RABA Passenger Terminal. Interregional transportation services would be developed by SRTA.
58			Sandra Hayes	Transit needs. You do not have anything that begins to resemble mass transit.	Facebook	x		Thank you for your comment. We are working with the community to enhance public transit in the Shasta Region.
59			Carol Turner	I would take the bus more often if they ran later in the evening, they ran on Sunday, and they ran more often than once an hour.	Survey Monkey		x	See response to comment 31.
60			Elizabeth Zang	I wish there was an easier, cheaper way to get from Red Bluff to Redding. Would also love a convenient way to travel in Redding for shopping and to get to church.	Facebook	x		See response to comment 16.
61			Diane Bogue	Try asking the elderly out in the Igo, Ono area what they need! Our hard earned tax dollars didn't do a darn thing for us!!!	Facebook	x		Thank you for the comment. We're looking to get feedback from individuals throughout the Shasta Region.

62		Ruth Gagne	I ride the Senior Demand bus often. I only have one comment ot make. When my doctor calls to tell me my pills are in every three months from Pfizer Pharmaceuticals I need to go pick them up. Since they are a drug they cannot be mailed to me. The bus cannot wait one minute for me to go in and get the package and I have to sit in the waiting room for the bus to return to get me. In the time it takes for the bus to back up and start down the hill - I could be on it immediately but the bus says they cannot wait for the minute it takes to turn the bus around?! I makes no sense that I have to wait for a pickup when it is out there turning around and I could be on it! I get upset having to wait for 30 minutes when I could be on it for the return ride.	Mail	x		RABA Response: Paratransit services run on a schedule; therefore, we cannot delay other passengers on the vehicle or in the que for vehicle pick-up. We will look into this issue.
63		Ivan Toblog	I would like to go from Anderson to the Airport. I'd take the bus more often if the bus stop wasn't almost to my destination, the bus was more often, and the bus ran on Sunday.	Survey Monkey	x		See response to comment 22.