



FY 2020/2021 Transit Needs Assessment

v April 20



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, two unmet transit needs met the SRTA Board of Director's adopted definition of reasonable to meet:

- Sunday service - After repeated and consistent requests from the public for Sunday service, SRTA developed a grant-funded Sunday Service pilot program to serve urban areas in Redding. This service commenced in October 2019. Initial ridership is very close to pre-launch expectations and trending upward. This will need to continue in order for the 2-3 year pilot project period to be extended.
- Whiskeytown 'Beach Bus' summer service - After debuting June through August 2017, the Whiskeytown Lake 'Beach Bus' was approved for funding by the SRTA Board of Directors for the 2018 season. It was 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. These issues have been resolved and this specialty service is scheduled to return for summer 2020.

Grant funds are also allowing for the continuation of Crosstown Express service between Downtown Redding and the Mount Shasta Mall/Canby Transit Center - the region's two key activity centers. Additional grant funding coming in about 2-3 years time will help continue this service to serve the two new mixed-use redevelopment projects occurring in Downtown Redding.

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).

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. Under contract with SRTA, DHCL operates ShastaConnect general public transportation and Sunday on-demand public transportation services.

[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 for the combined performance of RABA fixed-route and demand response service for FY 2018/19 is 13.78%. This is below the region's goal of 18% and the absolute minimum TDA requirement of 15%. For CTSA services, SRTA established an aspirational goal for TDA subsidy per trip of \$11.43 and a contract maximum of \$21.10 with annual adjustments for cost of living (lower subsidy = better performance). For FY 2018/19 the TDA subsidy per trip was \$23.90. Lastly, Burney Express rural service has a minimum 10% farebox recovery ratio. In FY 2018/19, the performance of Burney Express fell by over 1% to 8.73%. Given these performance and trends (i.e. all services simultaneously operating below minimum performance standards), some critical decisions and new directions may be needed to improve system performance.

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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	Acronym	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	Acronym	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.
Accelerating Innovative Mobility	AIM	Includes \$11 million in challenge grants to help transit agencies experiment with new ways of doing business, such as exploring new service models that provide more efficient and frequent service.
<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

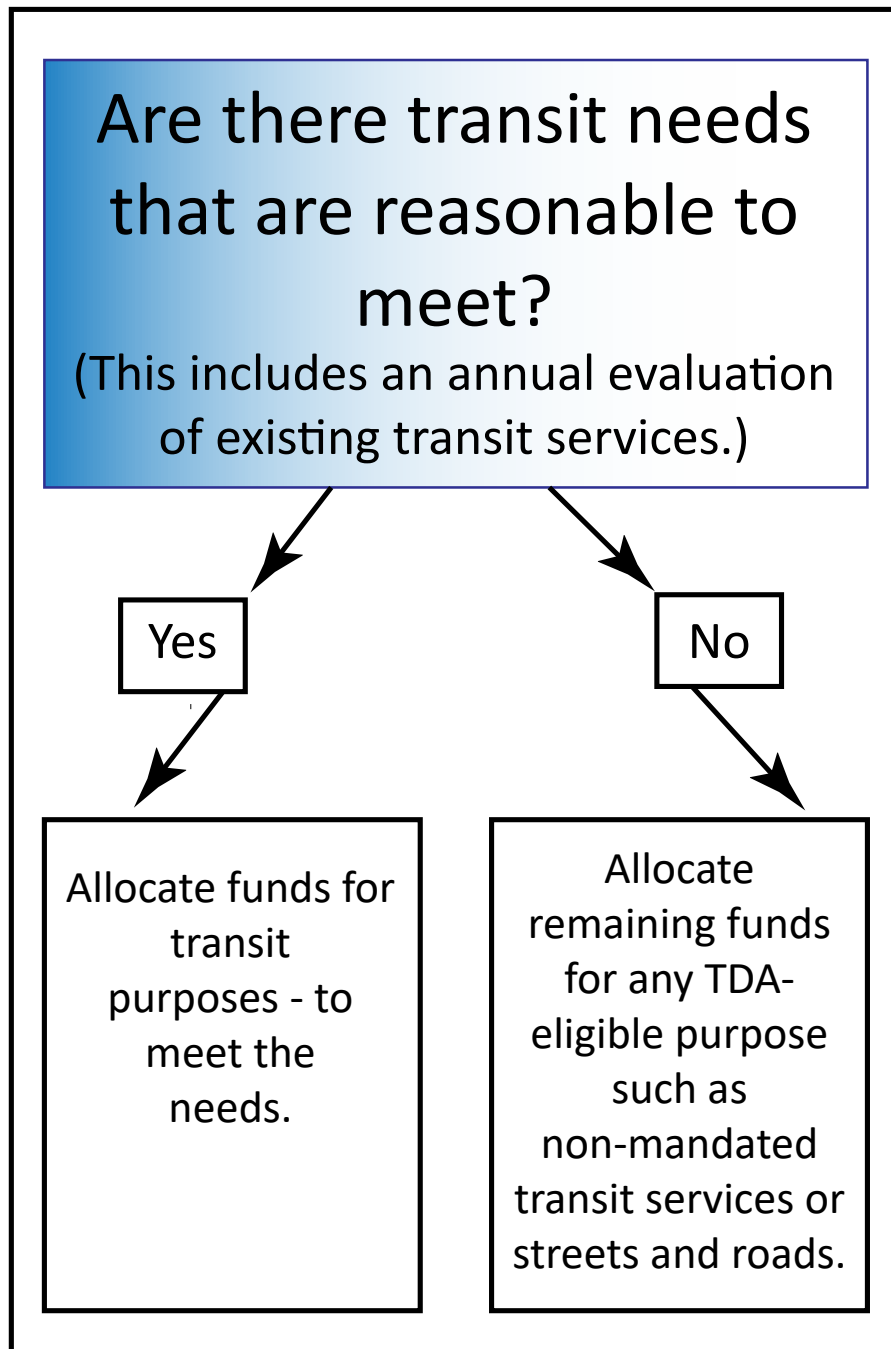
California Department of Transportation – Formula Funds		
Grant Programs	Acronym	Purpose
Low Carbon Transit Operations Program	LCTOP	Provides operating and capital assistance for transit agencies to reduce greenhouse gas emissions and improve mobility, with a priority on serving disadvantaged communities. 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.
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.
Affordable Housing Sustainable Communities Program	AHSC	Funds sustainable transportation infrastructure, services, and programs that complement affordable housing projects and that reduce greenhouse gas emissions.
California Air Resources Board - Competitive Grant Programs		
Sustainable Transportation Equity Project	STEP	Funding helps disadvantaged and low-income communities identify residents' transportation needs and prepare these communities to implement clean transportation and supporting projects. One to three implementation grants for clean transportation and supporting projects are also funded.
Other Competitive Grant Programs		
Clean Mobility Options Voucher Program	CMO	Provides voucher-based funding for zero-emission carsharing, carpooling/vanpooling, bikesharing/scooter-sharing, innovative transit services, and ride-on-demand services in California's historically underserved communities.
<i>Note: Local match requirements are specific to the grant program.</i>		

1.2 What is the Unmet Transit Needs Process?



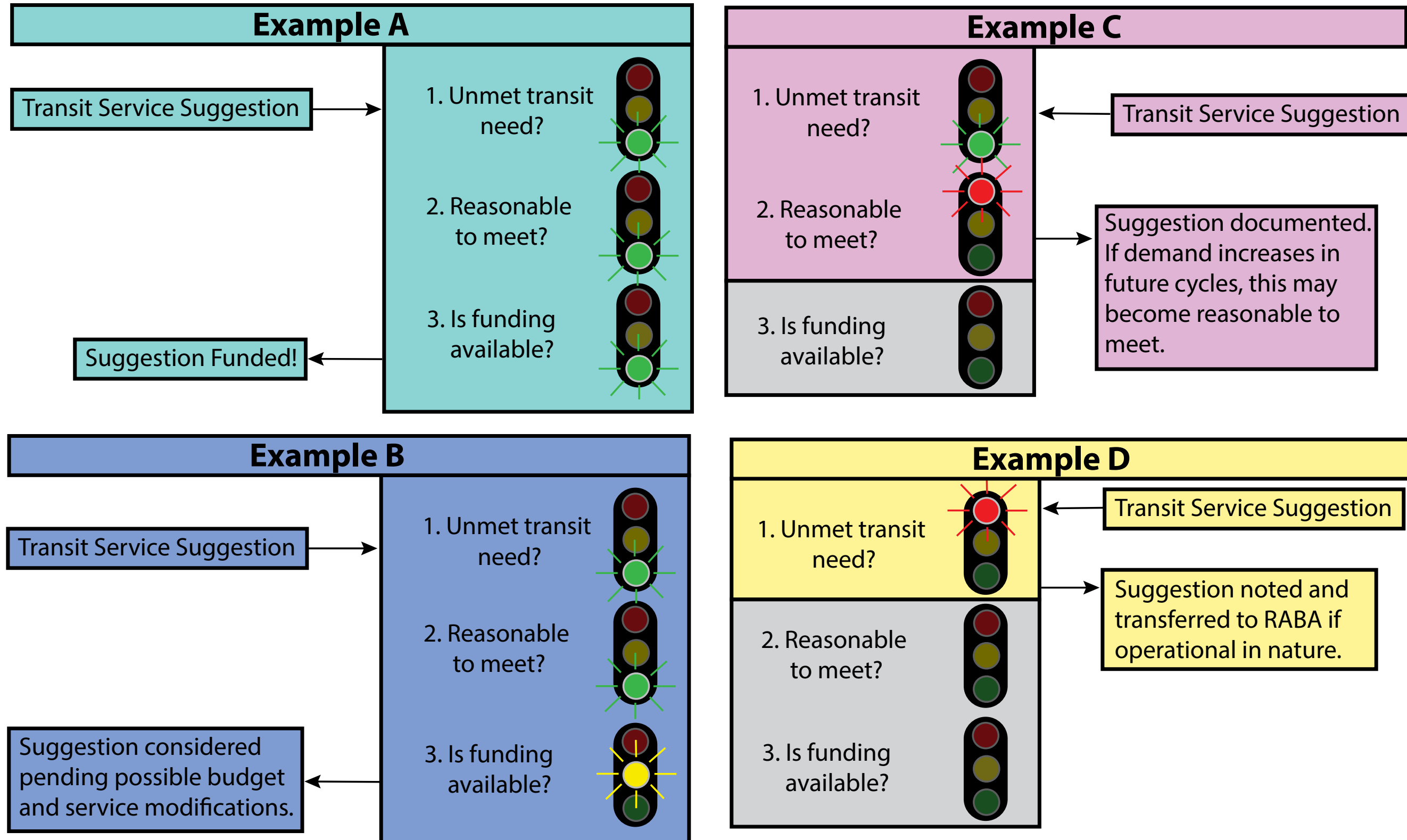
Each year, in accordance with [TDA](#), [SRTA](#) is required to identify any unmet transit needs in the Shasta Region. Should any unmet transit needs be identified, a further determination must be made to establish whether or not those needs are “[reasonable to meet](#).” [TDA](#) funds must be allocated 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)

Figure 2 - Decision Framework for Transit Service Suggestions





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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 3 - Several requests were received during the FY 2020/21 Unmet Transit Needs public outreach process for service to the community of Lakehead



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%.

*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.

[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.



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)

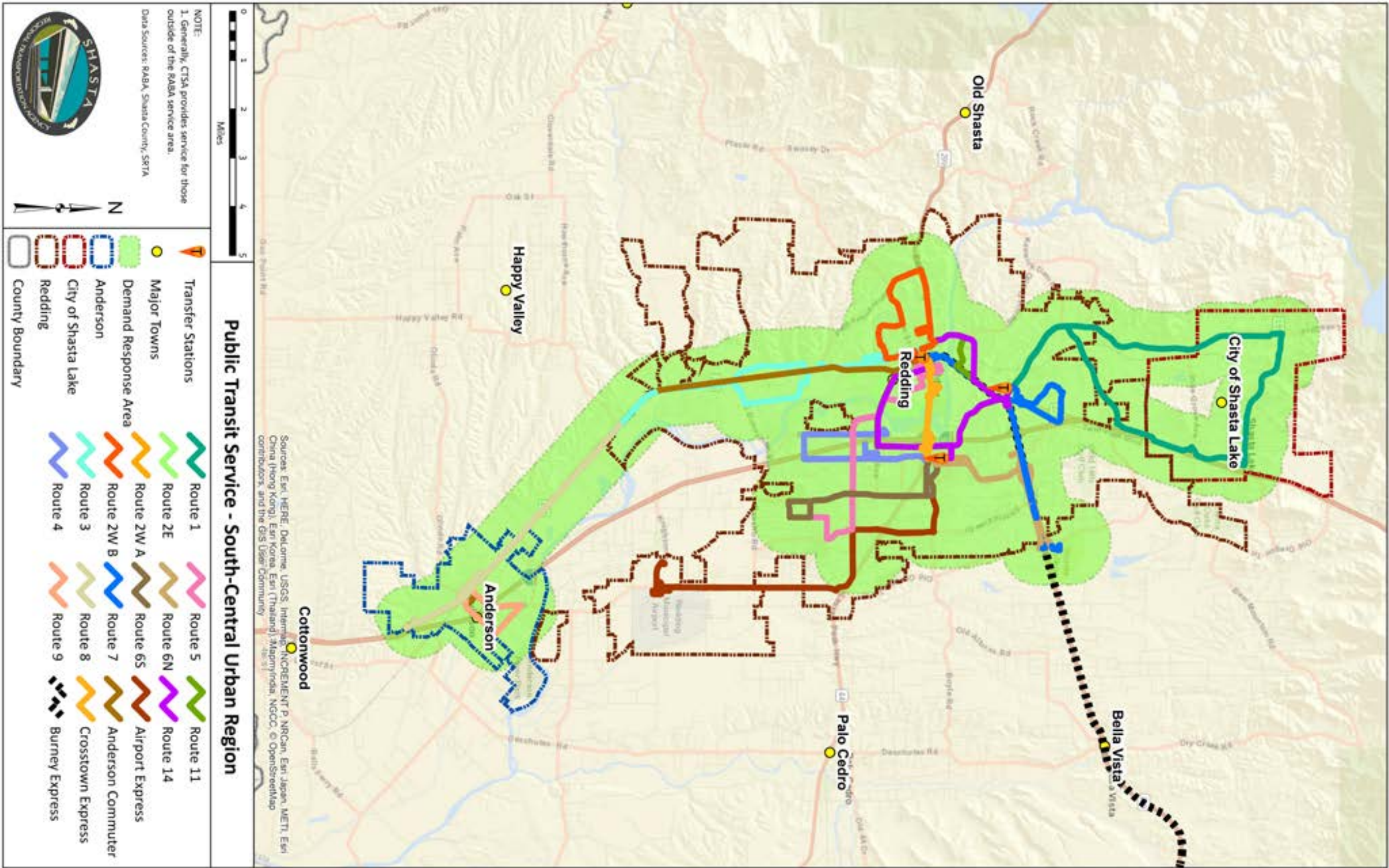


[RABA](#) is the primary public transportation provider in the Shasta Region. [RABA](#) provides fixed-route and demand-response service to a population of nearly 116,960. The service area covers 100 square miles, encompassing the cities of [Anderson](#), [Redding](#), and [Shasta Lake](#), as well as 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 of Directors 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.



2.1 RABA (Cont'd)

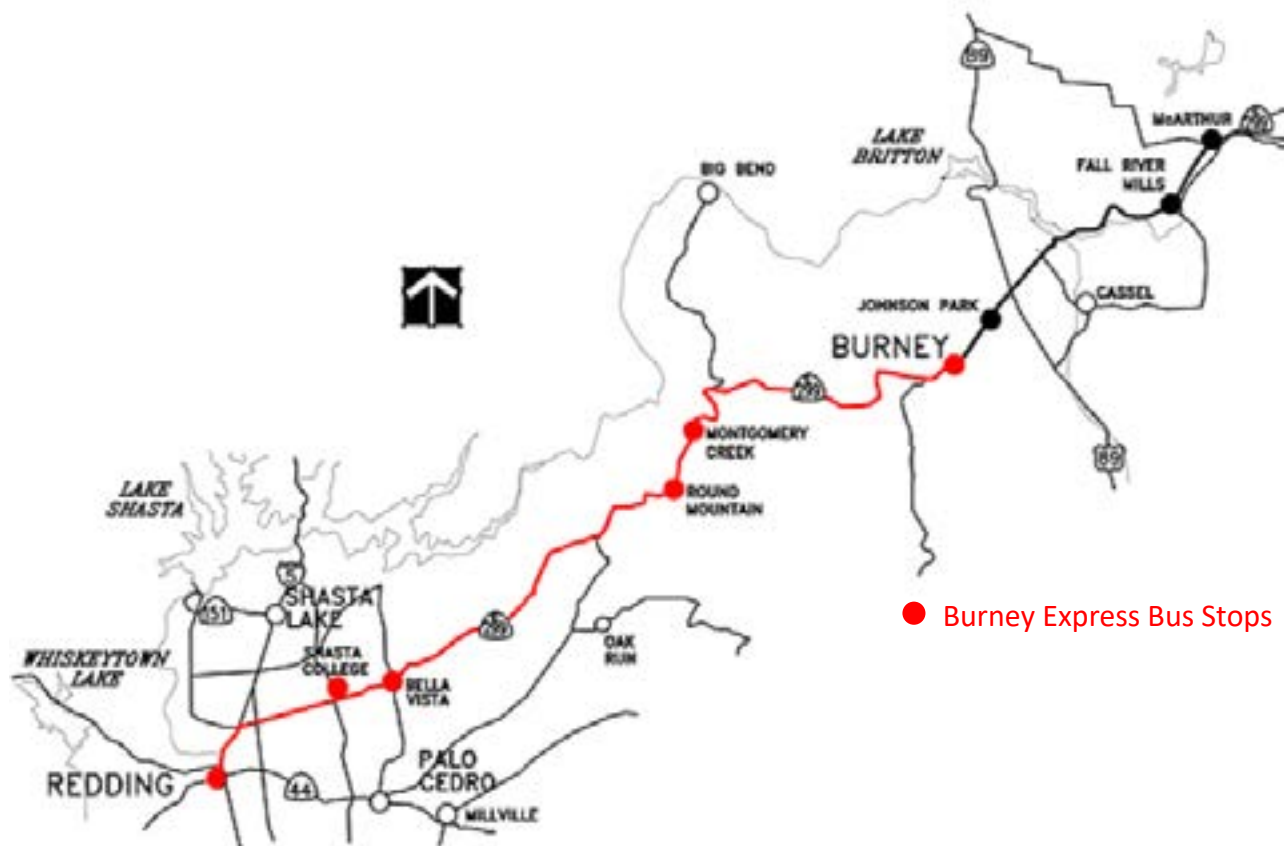
Figure 4 - RABA Fixed Route and Demand Response

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 5. 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 5 - 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, thereby making [DHCL](#) eligible to receive TDA funding through the Unmet Transit Needs process. DHCL provides the following services, marketed under the name of ShastaConnect: 1) curb-to-curb and door-to-door services for individuals 60 and older and for any disabled individual 18 or older; 2) general public transportation as space allows; and 3) Sunday on-demand public transportation in the city of Redding.

At least one end of a CTSA trip must be outside the [RABA](#) service, unless approved by RABA. [CTSA](#) uses eight small lift-equipped buses. The cost to use CTSA service is \$3.00. There is no fare for Sunday on-demand service. Service areas and hours of operation are shown in Table 5 below.

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 FY 2020/2021 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, as well as in SRTA's Long-Range Transit Plan.

Table 6. Transit-Dependent Population Descriptions

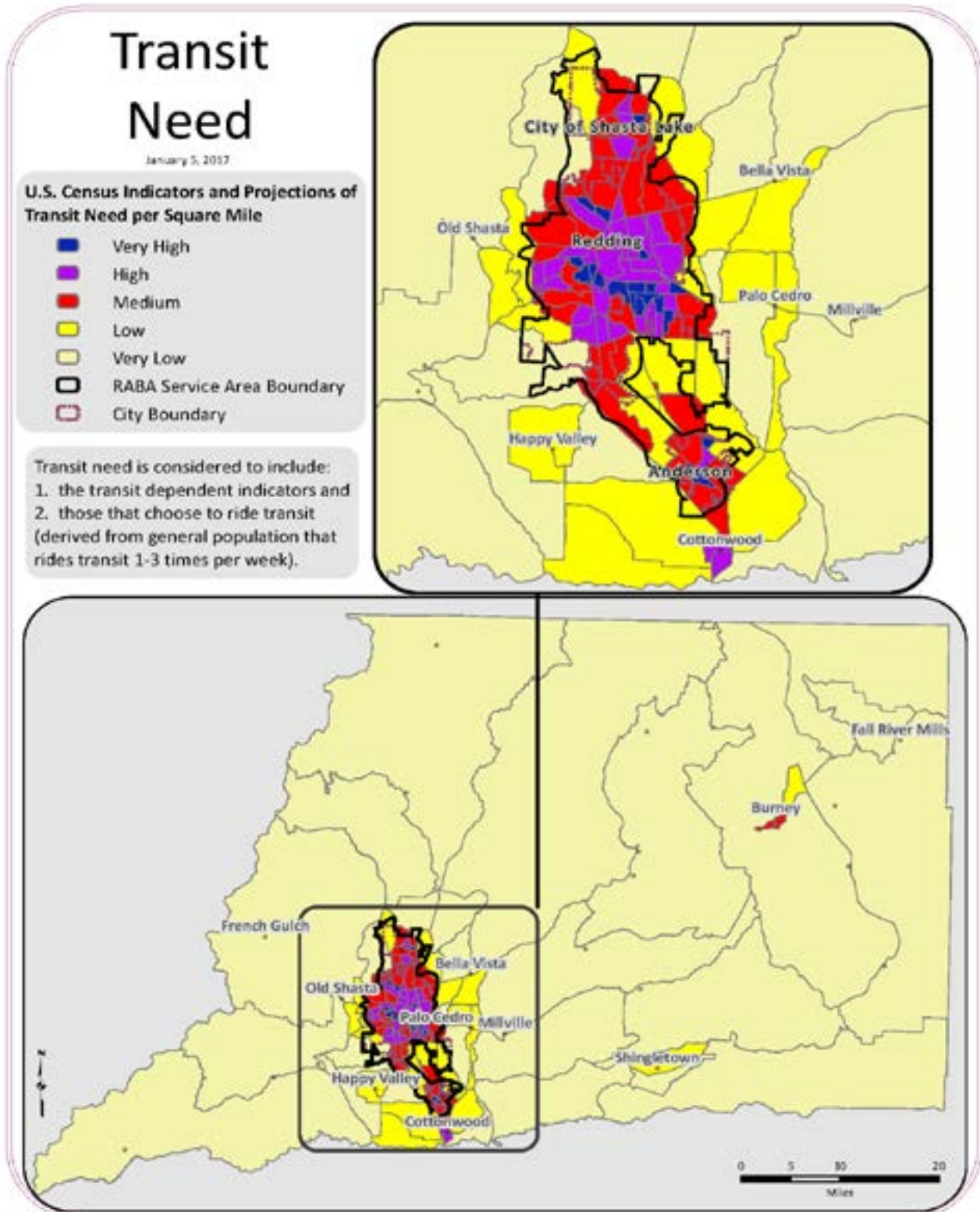
Transit Dependent Group	Description
Young Adults	Age 15 to 24 (RABA's Short Range Transit Plan (S RTP))
Seniors	Age 65 and over (RABA's S RTP)
Very Low Income	Income below the poverty line (RABA's S RTP)
Disabled	Non-institutionalized, civilian members of the population who may be unable to operate vehicles 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 6](#), 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 6 - Transit Dependent Population

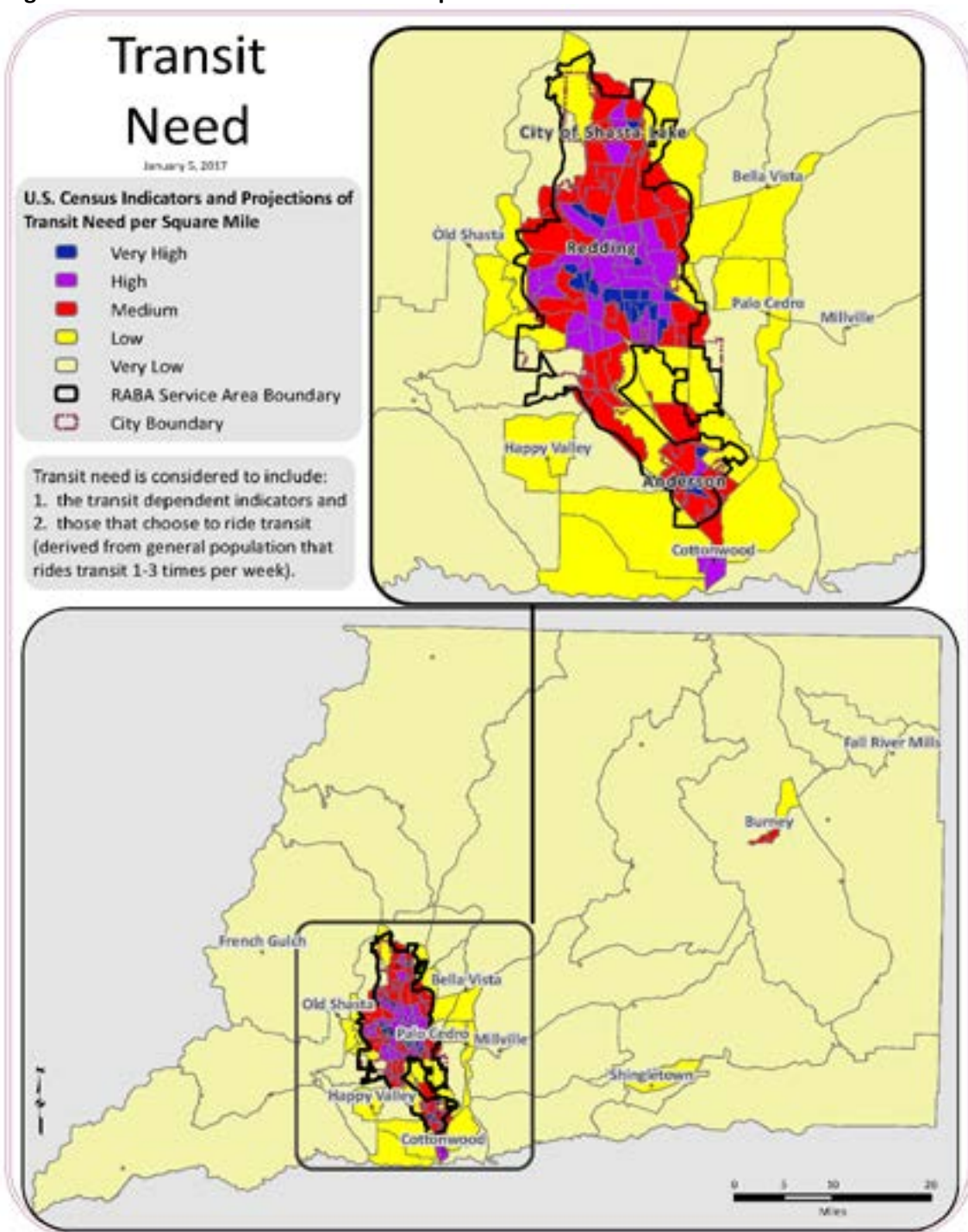


3.2 General Population



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 7 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 7 - Transit Need for the General Population



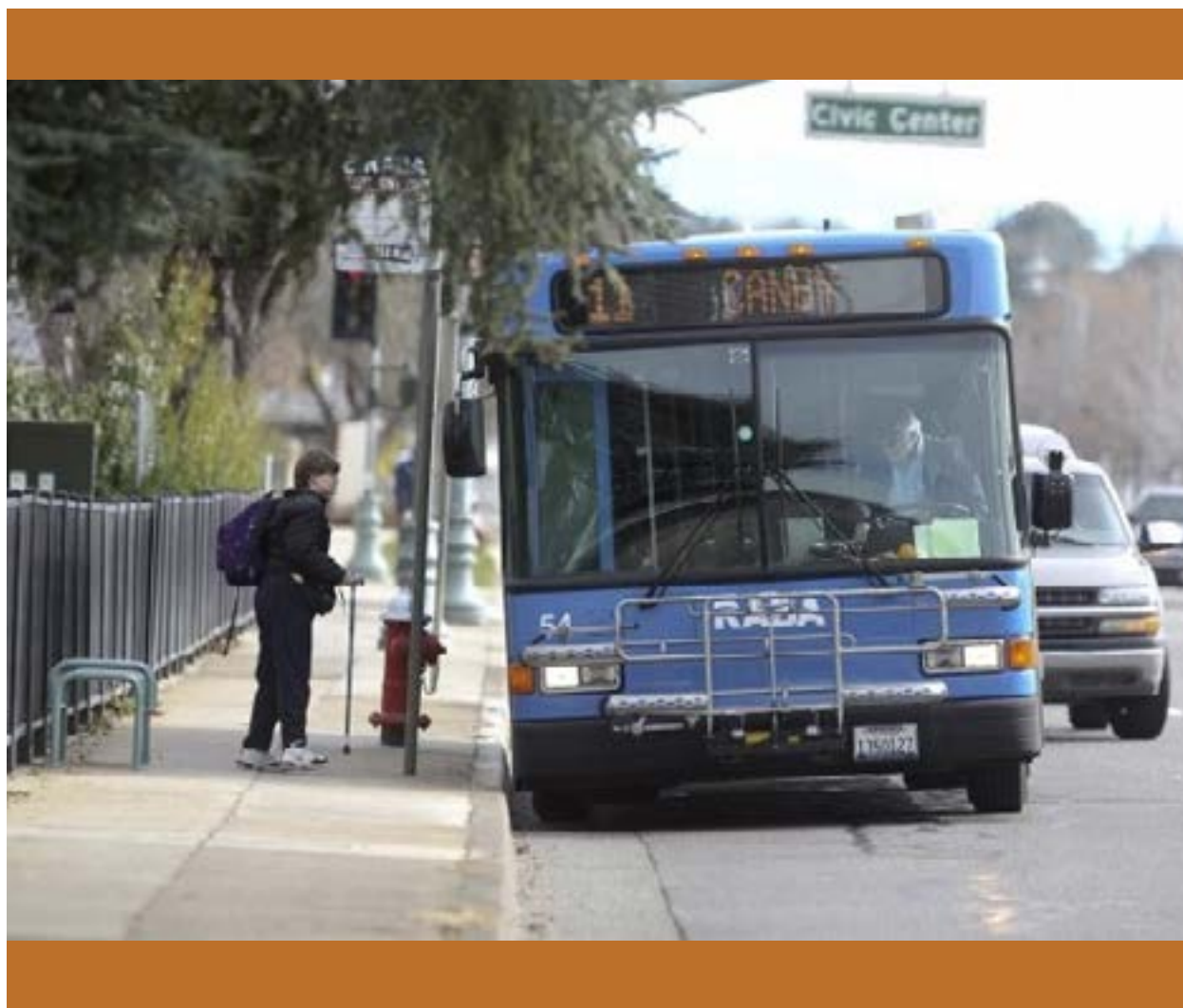
3.3 Interpretation of Results



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 began an on-demand Sunday transit service pilot project in October 2019 in an effort 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.



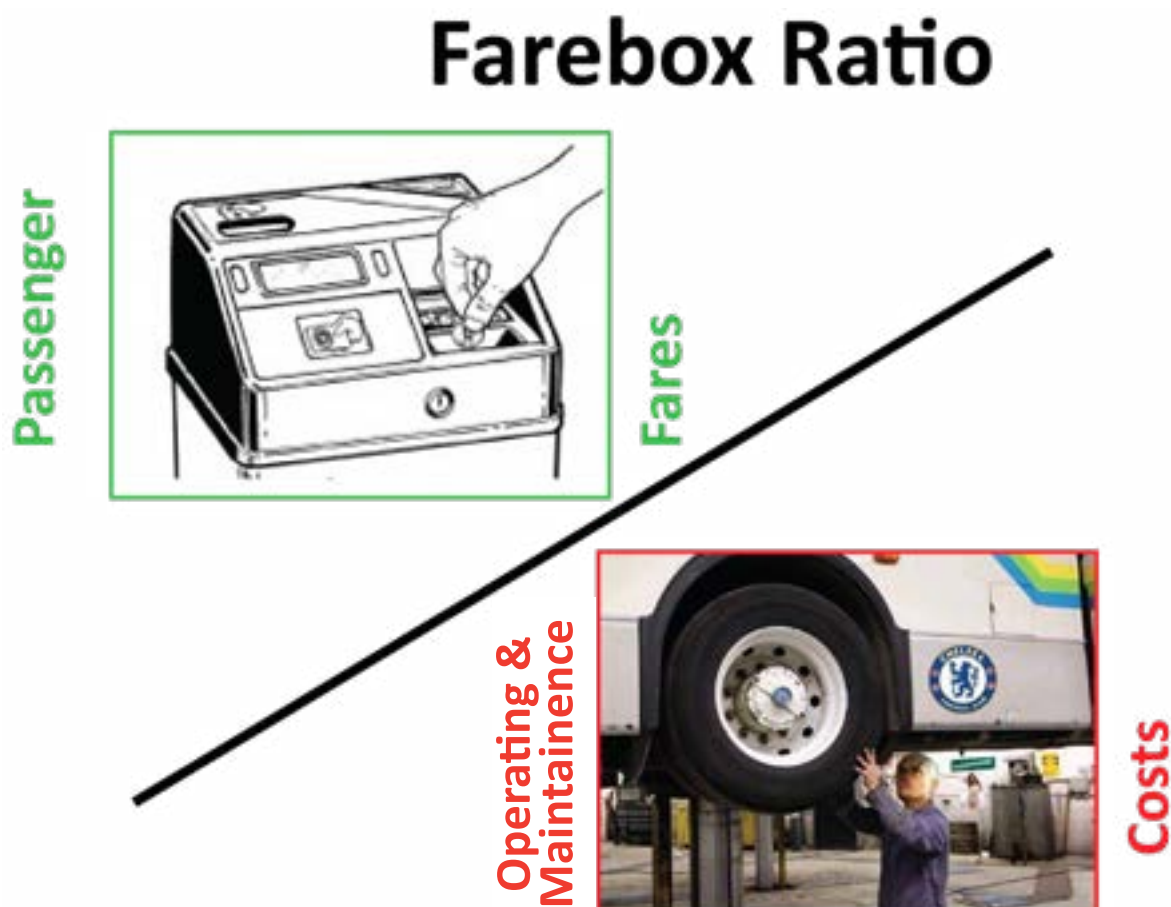
Section 4 Existing Transit Performance



This chapter examines the performance of the Shasta Region's transit providers. Under the [Transportation Development Act \(TDA\)](#), transit providers are generally required to meet a 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 urban areas with a population of less than 500,000, such as the Shasta Region.

[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. Depreciation is also excluded from expenses. 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 8 - Farebox Ratio

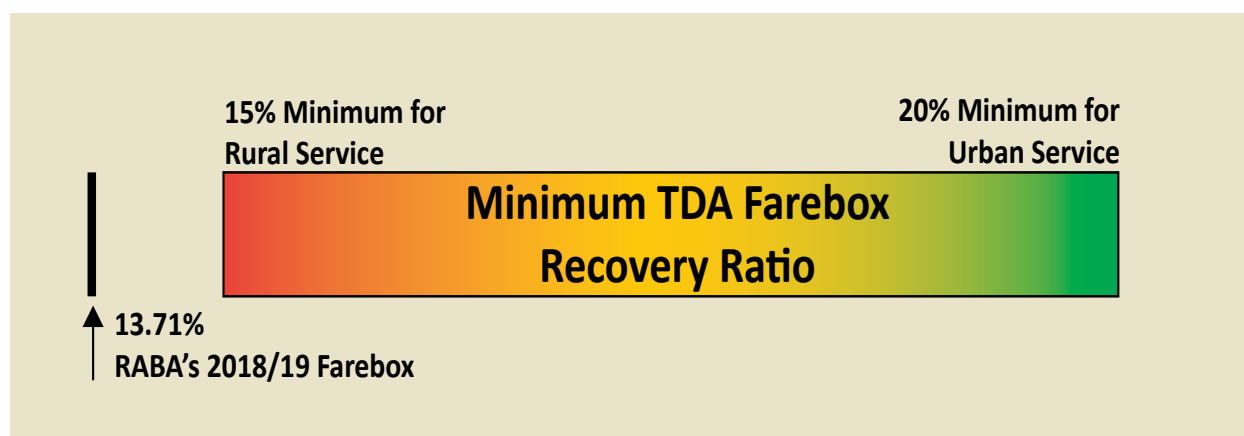


4.1 RABA



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%.

Finally, the TDA has established a minimum 15% farebox recovery ratio and penalties must be assessed if the ratio falls below.

4.1 RABA (Cont'd)



Table 7 compares the combined performance of [RABA's](#) Fixed Route and Demand Response services, including a comparison to last year and the five-year average. A comprehensive overview of [RABA](#) performance, broken down by Fixed Route and Demand Response service, is provided in [Appendix 6](#). As part of the ongoing effort to improve transit performance, goals were determined in consultation with RABA and have been added to Table 7.

Table 7. [RABA](#) Performance Overview

Performance Measures	2016/ 2017	2017/ 2018	2018/ 2019	Five- Year Average	2017/18 vs 2018/19	% Change 2017/18 to 2018/19	Performance Goals (CPI = Inflation Rate)
Operating Cost/ Passenger Trip	\$7.35	\$7.71	\$8.89	\$7.71	+\$1.19	+15.43%	≤2.5% (CPI)
Operating Cost/ Service Hour	\$92.89	\$95.50	\$100.37	\$93.19	+\$4.86	+5.09%	≤2.5% (CPI)
Passengers/ Service Hour	16.30	15.99	14.52	13.26	-0.24	-1.90%	17
Passengers/Service Mile	0.77	0.76	0.71	0.78	-0.05	-6.89%	1
Service Hours/ Employee*	1,002	991	955	980	-36	-3.63%	0%
Farebox Recovery**	16.85%	18.78%	13.71%	16.67%	-5.07%	-26.98%	18%
Customer Satisfaction***	N/A	N/A	N/A	N/A	N/A	N/A	4 out of 5

* Performance measure for the contracted service operator.

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

*** Criteria for this metric need to be established and survey tool developed and administered.

The measures listed above allow RABA and SRTA to track transit performance trends and discuss strategies for addressing them annually. Table 8 identifies factors contributing to FY2017/18 trends and efforts to address these factors over the subsequent year.

Table 8. Review of Efforts to Address FY2017/18 Performance Trends

RABA-Reported Sources of 2017/18 Performance Trends	RABA's Approach Over the Last Year to Address 2017/18 Trends
Higher fuel prices	- To lower fuel costs, RABA has acquired its first zero emission, 100% electric bus, as well as the equipment and infrastructure to operate this bus. The bus will be in revenue service FY 2019/20. - RABA eliminated Airport Express March 1, 2019. Prior to September 2018, when IASCO Flight School supported the route, it had a 39% farebox recovery ratio. Prior to elimination, the route had a 1.7% farebox recovery ratio.
Increase security costs due to increased patrol at downtown transit center	
Automatic cost increases for contracted service operator	
Increased ridership on the Crosstown Express	
IASCO Flight Schools ended support for Airport Express	
LCTOP revenue not able to be counted toward farebox unless associated with a transit trip.	

4.1 RABA (Cont'd)



Both Fixed Route and Demand Response service performance decreased in FY 2018/19. A reduction in overall passenger trips of 12.7% combined with built-in contract cost escalators with the operator; an auditor finding that Low-Carbon Transit Operations Program (LCTOP) funding can only be counted to the extent that it would have otherwise been received from riders; and the cancellation of student bus passes purchased by IASCO Flight School resulted in a 5% decrease in Farebox Recovery Ratio. This in turn contributed to increases in operating cost per passenger trip and service hour for Fixed Route and Demand Response services by over 15% and 5%, respectively. Table 9 describes challenges for the new year, the result of prior-year efforts, and approaches for managing system performance moving forward.

Table 9. Overview of Performance Trends

RABA-Reported Sources of 2018/19 Performance Trends	Opportunities and Lessons Learned from Last Year's Approach	RABA's Approach for The Next 12 Months to Address 2018/19 Trends
Expired LCTOP Funds: Crosstown Express. The route was created using LCTOP funds but is no longer subsidized with LCTOP funds. AHSC grant funds will subsidize the route in approximately 2-3 years.	1. Utilize available grant funding to offset costs (e.g., impacts to the farebox recovery ratio). 2. Consider service modifications immediately, as needed, and in the immediate short term. 3. Continue to pursue new transit technologies.	1. LCTOP funds provide short-term operational and capital assistance for new or expanded services. For future LCTOP allocations, RABA would like to test expanded services (e.g., from 1-hour to 30-minute headways during peak periods). 2. RABA is seeking FY21 funds for both a fare study and a short-range transit plan. 3. RABA will implement new fareboxes and a real time passenger information system February 2020.
Automatic cost increases for contracted transit service operator.		
Airport Express Modifications: The route was supported until September 2018 (39% farebox recovery ratio), but wasn't eliminated until March 2019 (1.7% farebox recovery ratio).		

RABA's farebox recovery ratio is below the aspirational 18% goal and the minimum 15% goal set by the SRTA Board of Directors. Some critical decisions may be needed since TDA does not require services that cannot meet a 15% farebox recovery ratio. Alternatively, different transit service delivery strategies being explored through SRTA's Long-Range Transit Plan may provide answers. For example, on-demand transit service, currently being tested on Sundays in the city of Redding, may present an ability to better serve both transit dependent and choice riders in the future. SRTA began a two-year on-demand Sunday service pilot project in October of 2019 to test this option. Another avenue may be increased efficiency by reducing operational and administrative overlap with Burney Express, CTSA, and the Modoc Sage Stage. Regardless, in the near term, RABA provides an essential mobility function for transit dependent populations in a region with few alternatives and cannot be discontinued without something in its place.

RABA notes that farebox recovery noncompliance is so prevalent amongst small transit operators in California that a final draft framework for TDA Reform was adopted January 2, 2020 to modernize the 50-year-old TDA. It includes modifications to the farebox calculation and the removal of penalties for farebox recovery noncompliance. The TDA Reform task force is hopeful for legislative approval. In the meantime, for FY2021, RABA hopes to acquire funds to conduct both a fare study and a short-range transit plan to evaluate potential modifications.

4.2 Burney Express



The number of [Burney Express](#) trips decreased by over 17% to 4,981 boarding, while the farebox recovery ratio fell by over 1% to 8.73%. A comparison of [Burney Express](#)' performance over the last five years is provided in Table 10.

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

Burney Express							
Performance Indicator	FY 2014/ 2015	FY 2015/ 2016	FY 2016/ 2017	FY 2017/ 2018	FY 2018/ 2019	Change from Prior Year	Percent Change
Total Trips	4493	5969	6266	6,038	4,981	-1,057	-17.51%
Vehicle Hours	1529	2214	2313	2,340	2,270	-70	-2.99%
Total Expenses	\$156,550	\$211,824	\$237,118	\$246,775	\$245,496	-\$1,306	-0.53%
Farebox Revenue	\$20,993	\$26,560	\$26,021	\$25,722	\$21,425	-\$4,297	-16.71%
Farebox Ratio	13.41%	12.54%	10.97%	10.43%	8.73%	-1.7%	-19.47%
TDA Subsidy Per Trip	\$30.17	\$31.04	\$33.69	\$36.61	\$44.98	\$8.37	-22.86%
Riders Per Hour	2.94	2.70	2.71	2.58	2.19	-0.39	-14.96%
Riders Per Month	374	497	522	503	415	-88	-17.51%

Burney Express farebox recovery ratio is now below the minimum 10% [farebox ratio](#) set by [TDA](#) for transit in non-urbanized areas. SRTA will work with RABA and the county of Shasta to investigate possible service changes and alternatives. As with other RABA services, there is some operational and administrative overlap with Burney Express, CTSA, and Modoc Sage Stage services, which should be examined for efficiencies.

4.3 Consolidated Transportation Services Agency



In July 2017, [SRTA](#) renewed its contract with [Dignity Health Connected Living \(DHCL\)](#). Contracted services are branded under the ShastaConnect moniker, providing curb-to-curb and door-to-door services for individual age 60 and over and disabled age 18 and over; general public service; and the Sunday On-demand pilot project. The contract includes performance goals to improve efficiency for the delivery of [Consolidated Transportation Services Agency \(CTSA\)](#) services. As noted in Table 11 the sole 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 through 2018/19. The [CTSA](#) fare is \$3.00 for each one-way trip.

Table 11. CTSA Performance Overview

CTSA					
Performance Measures	FY 2016/ 2017	FY 2017/ 2018	FY 2018/ 2019	Aspirational Goals	Contract Goals
Fare Contribution Ratio	7.95%	6.80%	6.51%	10%	NA
Passengers per Hr.	2.14	1.90	1.68	2.74	NA
Cost per Service Hour	\$48.88	\$49.28	\$61.13	\$42.58	NA
TDA subsidy per Trip	\$18.20	\$17.28	\$23.90	\$11.43	\$21.10**
Passenger per Service Mile	0.16	0.13	0.11	0.20	NA
Denied Trips	0	0	0	0	NA
Complaints	0	0	0	0	NA
Missed Trips	0	0	0.25	0	NA
Match of CTSA Budget*	%	21%	26.20%	25%	NA

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

**Plus an annual escalation in future years tied to cost of living index.

***Denied Trips, Complaints, and Missed Trips may not be fully accounted, needs review.

As with other regional transit services, CTSA performance is trending downward. The TDA subsidy per trip has, for the first time, exceeded the contracted expectation of no more than \$21.10 (includes annual escalation tied to cost of living index). In order to serve individuals with transportation needs outside of RABA's service area, SRTA recommends continued support for CTSA services with TDA funds.

Efforts to improve performance include the use of State of Good Repair (SGR) and FTA Section 5310 funding for new vehicle purchases and hybrid kits, or electric buses with solar power generation. Further improvements in routing software and fare recovery may also enhance CTSA performance in future years. Additionally, SRTA will be working with DHCL and RABA in the upcoming year to better coordinate service delivery between the two systems for their demand responsive clients and will be looking for increased efficiencies by eliminating or minimizing operational and administrative overlap with Burney Express and Modoc Sage Stage services.

SRTA's partnership with Dignity Health Connected Living (DHCL) for on-demand Sunday service has been performing very near expectations. This service began October 2019, and will operate for two years. Future operations is dependent on ridership and potential funding, but the success and potential grant-funded expansion of this service to include the city of Shasta Lake will be factors affecting the CTSA's evolving role and performance.

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Section 5 Community Outreach



Consistent with SRTA's [Public Participation Plan](#), multiple outreach methods are used for the public engagement efforts of the annual Unmet Transit Needs Process. For FY 2019/20, this included:

- An online survey in both English and Spanish;
- Hardcopy survey available for pick up and submittal at the Downtown Redding Transit Center;
- Social media posts;
- Utilization of Social Services Transportation Advisory Council (SSTAC) members for information sharing among the community; and
- A public hearing.

In recent prior Transit Needs Assessments, SRTA went above and beyond TDA requirements to reach out to a greater number and diversity of individuals. Given that SRTA is concurrently carrying out the region's first Long Range Transit Plan, which includes extensive public outreach components, SRTA chose not to double up on outreach efforts. This approach will avoid confusing and tiring the public with two overlapping and similar outreach processes. In addition, recent efforts, although successful at increasing the volume of comments received, did not appreciably change the nature of the public input or SRTA's findings. Nor did they differ from findings for the RABA-administered Short Range Transit Plan.

Appendix 8 is a summary of public comments received for the 2020/21 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 Beach Bus 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 Unmet Transit Needs Survey



An online (English and Spanish) was posted online on October 28, 2019. As of March 4, 2020, sixteen surveys were completed. In addition, in late November 2019, hardcopy surveys were made available at the Downtown Redding Transit Center. Surveys were made accessible through the month of December 2019, and could be dropped off at the transit center, requiring no postage. No hardcopy surveys were received. Complete results of the survey are provided in the appendices. Notable highlights are as follows:

- 6 out of 16 (38%) of survey respondents do not own or have access to an automobile that is dependable enough for daily use.
- Most (89%) of completed surveys indicated that they used active transportation (i.e. walking or bicycling) to access the bus, but indicated that they often feel unsafe or uncomfortable when doing so.

Specific trips that respondents are not able to make using existing public transportation services include the following:

Desired Trip Origin	Desired Trip Destination	Time of Day	Days of Week	Trip Purpose
Shingletown	Downtown Redding	9am, return at Noon or Noon, return at 5pm	Mon - Fri	Medical and Shopping
Lakehead	Redding	10am	3	Shopping
Lakehead Chevron	Walmart	Midday	Thurs - Sun	Shopping
Lakehead	Redding	7am	Any day	All
500 Hilltop Dr, Redding	Anderson	7am to 7pm	Sunday	Travel and Personal Reasons
Shingletown	Palo Cedro	9am, return at Noon or Noon, return at 5pm	Mon - Fri	Pharmacy, Medical, Shopping
Redding	Sacramento Airport	10am	7	Travel
Lakehead	Redding Mercy Hospital	Any	Mon - Fri	Medical
Lakehead	Shasta Lake City	7pm	Any	All
500 Hilltop Dr, Redding	Redding Municipal Airports	6am to 11pm	Every Day	Travel for social and personal reasons
4600 block of Westside Rd	Medford, OR	Mid-day	Mon - Fri	Shopping
4600 block of Westside Rd	Old Oregon Trail and Old 44	Mid-day	Mon - Fri	Social

5.3 Official Public Comment Period



This document was published on January 24, 2020, and a 30-day public comment period was advertised. The SRTA Board of Directors held a public hearing on February 25, 2020. Public comments were received through March 4, 2020, for this cycle, and incorporated into this final report. Comments received for this year's unmet transit needs are documented and responded to in Appendix 8. In addition, the public is invited to comment when the TDA budget is considered for approval in by the SRTA Board of Directors. The public may continue to submit comments year round for consideration in future cycles.

5.4 Comments on Findings



After public comments have been reviewed and the [Social Services Transportation Advisory Council](#) (SSTAC) has been consulted for their recommendation, [SRTA](#) will produce a Summary Report on Unmet Transit Needs findings. The SSTAC recommendation will be included in Appendix 9 of this document. Both the SSTAC and SRTA staff recommendation will be considered and approved concurrent with the TDA budget at the April or June 2020 SRTA Board of Directors meeting. Once this report has been finalized with any additional public comments and approved by the SRTA Board of Directors, Sections 6.1 (short term recommendations) and 6.2 (long term recommendations) in this Transit Needs Assessment will become the official FY 2020/21 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 on public input and analysis of transit performance. The public and the [SSTAC](#) are provided an opportunity to comment on recommendations prior to approval by the [SRTA Board of Directors](#).

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

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 12. Initial Short-Term Recommendations

Identified Need	Unmet Need?	Reasonable to Meet?	Recommendation/Comments
Sunday Service	Yes	Yes. Grant-funded two-year on-demand Sunday service pilot project began October 2019.	SRTA started a grant-funded on-demand transit pilot service on Sundays in partnership with Dignity Health Connected Living (DHCL). The service, under the ShastaConnect brand, started October 13, 2019, and will operate for two years. Future operations is dependent on ridership and potential funding, and will be the subject of consideration as part of the 2021/22 Unmet Transit Needs Process.
Whiskeytown Summer Service	Yes	Yes. Implementation pending agreement with National Park Service regarding entry fees.	After debuting June through August 2017, the Whiskeytown Lake 'Beach Bus' was approved for funding by the SRTA Board of Directors for the 2018 season 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. These issues have been resolved and this specialty service is set to return for summer 2020.

6.2 Long Term

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

6.2.1 RABA



Table 13. Initial Long-Term Recommendations for [RABA](#)

Identified Need	Unmet Need?	Reasonable to Meet?	Recommendations/Comments
More Frequent Service	Yes	Not at this time.	RABA services are not meeting the minimum farebox recovery ratio. Ridership and revenue are decreasing while operating costs are increasing by about 4-5% annually. Without significant increases in ridership, RABA will face reduced eligibility for funding.
Extended Service Hours	Yes		Recent efforts to expand service, including Cottonwood in 2016-2017, was discontinued due to low ridership. Given the current below-minimum farebox recovery ratio and lower performance of new services in lower population areas, no expansion of RABA fixed route and demand response services using TDA funds are recommended at this time.
Extended Service Areas: - Cottonwood - Airport Road (more frequent and earlier) - Mountain Gate - Palo Cedro - Shingletown - Platina - Lakehead	Yes		SRTA's grant-funded Sunday service pilot project is testing a new on-demand service delivery model. If successful, this model may enable targeted service improvements while still achieving the necessary farebox ratio. Potentially, such services could supplant low-performance fixed route corridors and demand response areas.

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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.

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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.

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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

Hearing Year/Primary Request	SRTA Response or Action
FY 2002/03	
1. Service to Palo Cedro and Lakehead 2. Sunday service and longer hours	1. These areas are low density and not “reasonable to meet.” Consolidated Transportation Services Agency (CTSA) served Lakehead daily for a six-month period; service was cancelled after it was minimally used. 2. The 2000/01 farebox ratio was 18.8% falling below the required 19% farebox ratio.
FY 2003/04	
1. Service to Shasta College 2. Service to outlying areas 3. Longer hours 4. Sunday service	1, 2: RABA implemented a pilot service to Shasta College through regular operations. 2: Due to lack of ridership and farebox ratio recovery trial services implemented in 2001/02 were terminated. Farebox ratios were Fall River Mills—3.7%, Cottonwood—3% and Airport Road Corridor—1.5%. RABA did meet the farebox ratio requirement of 16.5% in 2001/02. 3, 4: An extended hour analysis was performed by the SRTA using an elasticity of demand theory. The analysis yielded a 14.7% farebox ratio, which does not meet the “reasonable to meet” definition. To obtain data for the analysis, SRTA staff performed an on-board survey of riders for both RABA demand-response and the CTSA.
FY 2004/05	
1. Service to Happy Valley and Mountain Gate 2. Longer hours 3. Sunday service	1. Service can be provided to outlying areas where the CTSA operator has service, providing that persons are over 60 years of age or mobility-impaired. 2, 3. See discussions in 2003/2004.
FY 2005/06	
1. Service to Stillwater and Shingletown 2. Reduce one-hour headways 3. Longer Hours 4. Sunday Service	1. These areas are low density and not “reasonable to meet.” SRTA staff met with Shasta Senior Nutrition Program (SSNP) to discuss the feasibility of providing senior transportation to Shingletown. SSNP and community medical center will continue these discussions. 2, 3, 4: RABA is currently operating below the required 19% farebox ratio. RABA developed a 10-year financial plan that is projected to achieve the required farebox ratio of 19% in 2006/07.

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

Hearing Year/Primary Request	SRTA Response or Action
FY 2006/07	
1. Service to Cottonwood 2. Service to Old Alturas Rd/ Boyle Rd 3. Additional stops on Burney Express 4. Support of Anderson Express	1, 2: These services are outside of the RABA service area. Referred to CTSA: SSNP. 3: Shasta County approved two additional stops for Burney Express at Pit River Casino and Diddy Wells Fire Station. 4: A combination of the Anderson-only service and Anderson Express is on a six-month trial operation.
FY 2007/08	
1. Longer hours 2. Service to Shingletown 3. Stop at Round Mountain on Burney Express 4. Increase service to Anderson 5. Stop at Shasta County Public Health	1. RABA is currently operating below the required 19% farebox ratio. RABA developed a 7-year financial plan that is projected to achieve the required farebox ratio of 19% in 2014/15. 2. This is a low density population area. Previously the county operated a vanpool service which failed due to lack of riders. 3. In the process of establishing. 4. As a member of the JPA, Anderson requested the Anderson-only trial service return to the prior service hours. 5. A bus stop location has been established.
FY 2008/09	
1. Sunday service and longer hours	1. Under temporary farebox reduction. 15.5% required – actual 17.8% farebox return. The City of Redding is at a point where TDA revenue may no longer be able to sustain the current level of transit provided in Redding. Much will depend on the economy and the state budget.
FY 2009/10	
1. Service to Burney Falls 2. Service to Cottonwood 3. Service to Redding Airport	1. Burney is served by an express commuter service with limited stops. Burney Falls is approx. 20-minutes from Burney. Adding this stop will add 45-minutes to the service and affect the existing headways. 2. This is a low-density population area. In 2001/02 a trial service was implemented. Due to lack of ridership and farebox ratio recovery (3%) the service was terminated. 3. The Social Services Transportation Advisory Council (SSTAC) recommends exploring the feasibility of an express or pilot service on this corridor. RABA is operating under a temporary farebox ratio reduction of 16.2% - actual farebox return FY 2009/10 was 15.2%. Exploring service to the airport is not likely until the economy recovers.

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

Hearing Year/Primary Request	SRTA Response or Action
FY 2010/11	
1. Weekend service for Burney Express 2. Service during Intermountain Fair (Burney Express) 3. Accept Shasta College bus passes (Burney Express) 4. Service to Shingletown 5. Service to Cottonwood 6. Service to Old Shasta 7. Service to Millville 8. New stops 9. Extended hours of service	1. Saturday service is projected at half of the weekday service. Weekend service is not feasible at this time. 2. Specialty services can be provided if privately chartered. 3. The college program has since been discontinued. 4. Transit service has been attempted in this area and has failed to meet performance requirements. 5. Service to Cottonwood was attempted in the past and failed to meet the required farebox ratio. Express routes to Cottonwood will be considered in RABA's next transit plan update. 6. Trinity Transit serves Old Shasta while enroute to Redding. 7. Millville is one of the least populated census tracts. Such low population density cannot support minimum farebox thresholds. 8. The request was forwarded to RABA and SSNP for review. 9. Extended hours are not economically feasible at this time. RABA's transit plan update will include a review of frequency of service on popular routes.
FY 2011/12	
1. Service to Redding Airport 2. Modification of the Airport Road Corridor Route 3. Accept California Heritage YouthBuild Academy Bus Passes	1. The Airport Road Corridor Route was established. Transit service between the IASCO Flight Training Center at the Redding Airport and the Canby Transfer Center was established. 2. Morning service was meeting capacity. Adjustment to the route enabled service to the Shasta Builders Exchange Facility and California Heritage YouthBuild Academy. 3. This service is current and ongoing as of December 2012.
FY 2012/13	
1. Extension of Service to Burney Falls 2. Service to Mountain Gate 3. Daily Service	1. The County and SRTA need to perform an analysis to determine if modifications can be made to this route without hindering service for existing riders. The County and RABA are also looking at opportunities to improve the coordination of transit services. 2. Currently this area is outside of RABA's fixed route transit service area and fixed route bus service is not planned for this area. However, demand-response service through SSNP is available for eligible individuals. 3. RABA is currently analyzing where routes can be adjusted to maximize ridership and service. Additional information about transit service in the region will be addressed in the Short-Range Transit Plan.

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

Hearing Year/Primary Request	SRTA Response or Action
FY 2013/14	
1. Service to Shingletown	1. SSNP began the Shingletown Express in April 2013 with grant funding.
FY 2014/15	
1. WE-CARE-A-LOT Connections 2. Cottonwood Service 3. Airport Road Additional Service 4. Additional Burney Express Service 5. Seasonal Service to Whiskeytown Lake 6. Sunday Service 7. More Frequent Service 8. Extended Service Hours	1. Explore transit options to serve the WE-CARE-A-LOT Foundation in order to meet the mobility needs of clients with developmental disabilities and employees. RABA Demand Response and CTSA services will cover the current needs. 2. Fund transit alternatives to serve the community of Cottonwood, where an identifiable population of transportation disadvantaged is located. "Cottonwood Express" service to be introduced following on-going RABA analysis. 3. Work with RABA and the city of Redding to fund additional transit service along Airport Road to include the new Redding Electric Utility facility, needed for customer access. 4. An additional afternoon roundtrip bus run departing Redding (2:35 PM) and Burney (4:00 PM) will be introduced August 17, 2015. Burney Express ridership increased by 28% in the first six months of operating the additional run. 5. It is recommended that SRTA meet with the National Park Service to investigate the feasibility of funding improved transit connections between Redding and Whiskeytown with grants designated for improved park access. 6, 7, 8: It is recommended that SRTA and RABA meet to explore ways of meeting these needs in the next Short Range Transit Plan. It is unlikely that changes could be made system-wide initially, but pilot programs but could be introduced in high-use transit areas.

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

Hearing Year/Primary Request	SRTA Response or Action
FY 2015/16	
- Express transit service from Downtown to Shasta Mall - Service to Turtle Bay - Seasonal Service to Whiskeytown Lake - Sunday Service - More Frequent Service - Extended Service Hours	1, 2: "Crosstown Express" service, including a stop at Turtle Bay/ Civic Center, to be introduced following on-going RABA analysis. 3. An eight-week pilot program was introduced summer 2016 to test whether the service could meet the 10% farebox threshold for rural areas. If successful, the service could continue in successive years. 4, 5, 6: Develop service alternatives and analysis for consideration in future unmet transit needs cycles. For Sunday service, SRTA is studying its introduction or people with mobility issues using the Consolidated Transportation Services Agency, as soon as July 1, 2017, as part of a comprehensive transit analysis and development of a Coordinated Transit Plan.
FY 2016/17	
- Sunday Service - Crosstown Express (September 2016) - Cottonwood Express (April 2016) - Whiskeytown "Beach Bus" (Summer 2016)	1. PENDING PILOT PROJECT: The SRTA Board of Directors approved funding in December 2016 to design an on-demand Sunday transit service demonstration project. SRTA is working with the city of Shasta Lake on designing a pilot project for an on-demand service. 2. CONTINUE WITH MODIFICATIONS: RABA service adjustments are underway to address low ridership numbers of this pilot project. 3. DISCONTINUE: Service fell well below the minimum "reasonable to meet" criteria and fixed route services is scheduled to be discontinued on June 30, 2017. A new dial-a-ride service by SSNP is under development and could start as soon as July to meet this route's limited demand. 4. CONTINUE: Service for Summer 2017 beginning May 25 with funding from grants.

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

Hearing Year/Primary Request	SRTA Response or Action
FY 2017/18	
1. Sunday service (Carryover Request) 2. More frequent service (Carryover); 3. Extended service hours (Carryover) 4. Crosstown Express (Pilot Project) 5. Whiskeytown "Beach Bus" (Pilot Project)	1, 2: SRTA is working on the development of a demonstration project for Sunday transit service that serves the region. In October and November of 2017, 299 participants filled out ridership surveys. Service alternatives are being developed and evaluated based on survey responses. SRTA anticipates recommending a service solution concept at the June 2018 board of directors meeting, a business plan in October, 2018, and starting service in July, 2019. 2, 3: These more generalized needs and potential service delivery options will be addressed in the next short-range transit plan anticipated in 2019. It is unlikely that changes could be made system-wide initially; however, pilot programs could be introduced in high-use transit areas. SRTA is also exploring the possibility of smart phone-enabled 'on-demand' transit service to provide more targeted and rider-responsive service enhancements. 4. Introduced in September 2016, this service was slow to grow ridership with an average of 290 trips per month in the first four months. However, RABA made service adjustments which have increased the average number of trips to 834 per month in the final four months of 2017. This service was funded primarily by a Low Carbon Transit Operations Program grant for free rides through June 30, 2018, and a ridership fare agreement with the Bethel School of Supernatural Ministry. It is recommended that this service continue as a TDA-funded pilot project. 5. The Beach Bus was funded in part by a grant obtained by the Friends of Whiskeytown from Dignity Health. Seasonal service began two years ago, during which time 627 passenger trips were provided during the 2016 season and 1,092 passenger trips were provided during the 2017 Season. The Friends of Whiskeytown has indicated that it will not be pursuing another grant from Dignity Health. Without supplemental grant funds, the farebox recovery ratio for last season would have been 6.54% - which is below the 10% minimum standard for non-urban routes. However, the SRTA BOD elected to offer the service using TDA funding due to its low operating cost. Subsequent to that decision, the NPS indicated that they would charge each RABA bus passenger an entrance fee. SRTA, RABA and NPS were working on alternatives when the July 2018 Carr Fire began, severely damaging Whiskeytown NRA. Therefore, the service was not implemented summer 2018.

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

Hearing Year/Primary Request	SRTA Response or Action
FY 2018/19	
1. Sunday Service 2. Whiskeytown Summer Service 3. Extended Service Hours 4. More Frequent Service 5. Extended Service Areas	1. SRTA developed an on-demand, Sunday transit service in association with Dignity Health Connected Living (DHCL); it began service October 13, 2019. Funding for the two-year pilot service is through the Low Carbon Transit Operations Program. 2. The SRTA Board of Directors approved service continuation, acknowledging that summer 2019 service might be unlikely due to Whiskeytown park personnel still working on fire recovery efforts. Although the service did not run, NPS staff did reach agreement with SRTA and RABA on how to address future park bus entries. 3, 4, 5: SRTA staff calculated that the RABA farebox ratio was at risk to fall below the state-mandated 15% within the next two years. Therefore, no expansion of RABA services using TDA funds was recommended.

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

Chronological History of Unmet Needs Requests							
	2002-2005	2005-2008	2008-2011	2011-2014	2014 - 2019	2020	# of Times Requested
Service to Palo Cedro	1				2		3
Service to Lakehead	1				1	4	3
Sunday service	3	1	1	2	3		10
Longer Hours	3	2	2		3		10
Service to Shasta College	1				1		2
Service to outlying areas	1				1		2
Service to Happy Valley	1				1		2
Service to Mountain Gate	1			2	1		4
Service to Stillwater		1					1
Service to Shingletown		2	1		2	1	6
Reduce one-hour headways		1			2		3
Service to Cottonwood		1	2		2		5
Service Old Alturas Rd/Boyle Rd		1					1
Support of Anderson Express		1					1
Increase service to Anderson		1			1		2
Service to Burney Falls			1	1			2
Service to Redding Airport			1	1		1	3
Weekend service for Burney Express			1				1
Service during Intermountain Fair (Burney Express)			1				1
Service to Old Shasta			1		1		2
Service to Millville			1				1
Additional Redding to Burney run					2		2
Service along Placer to Outer Redding					1		1
Service to Turtle Bay					1		1
Service to Old Oregon Trail/SR44					2	1	3
Enhanced active transportation connections to transit						1	1
Service to Riverland Drive						1	1

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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

SRTA utilizes a 'range method' to determine the presence and magnitude of transit dependency within the region. Using Census Block Group data, various demographics commonly associated with limited mobility are combined with population density and displayed as a heat map - i.e. high levels of transit dependency is shown as red, moderate levels shown as yellow, and low levels shown as green.

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 – Occupied housing units with no vehicle available, multiplied by 2.48 (the average household size from SRTA's Travel Demand Model).
- 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% (Downtown Redding mode share from SRTA's Travel Demand Model) multiplied by 34% (percentage of choice/voluntary transit ridership [1-3 Days/Week] from RABA's Short Range Transit Plan).

Table 14. RABA Performance Over Last Five Years

Performance Indicator	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20 vs. 2018/19	% Change 2018/19 to 2019/20
Fixed Route							
Total Trips	742,712	664,367	679,527	659,697	575,978	(83,679)	-12.69%
Vehicle Service Miles	595,628	631,855	648,171	637,806	609,569	(28,237)	-4.43%
Vehicle Hours	41,101	40,762	41,685	41,257	39,664	(1,593)	-3.86%
Total Expenses (minus exclusions)	\$3,626,056	\$3,626,750	\$3,858,305	\$4,006,604	\$3,976,024	51,097	1.30%
Farebox Revenue (minus exclusions)	\$699,922	\$681,072	\$714,238	\$841,311	\$586,852	(254,459)	-30.25%
Farebox Ratio	19.30%	18.78%	18.51%	21.00%	14.76%	-6.68%	-31.14%
TDA Subsidy Per Trip	\$3.94	\$4.43	\$4.63	\$4.80	\$5.88	1.21	25.88%
Operating Cost/Passenger Trip	\$4.88	\$5.46	\$5.68	\$6.07	\$6.90	0.95	16.02%
Operating Cost/Service Hour	\$88.22	\$88.97	\$92.56	\$97.11	\$100.24	5.11	5.37%
Passengers/Service Hour	18.07	16.30	16.30	15.99	14.52	(1.47)	-9.18%
Passengers/Service Mile	1.25	1.05	1.05	1.03	0.94	(0.09)	-8.64%
Service Hours/Employee	978.60	1,164.63	1,263.18	1,178.77	1,133.26	(45.51)	-3.86%
Demand Response							
Total Trips	52,158	52,744	54,395	52,821	49,169	(3,652)	-6.91%
Vehicle Service Miles	298,360	302,227	300,213	294,282	268,782	(25,500)	-8.67%
Vehicle Hours	16,824	17,169	16,405	16,232	15,739	(493)	-3.04%
Total Expenses (minus exclusions)	\$1,501,565	\$1,508,472	\$1,537,815	\$1,565,900	\$1,584,926	19,026	1.22%
Farebox Revenue (minus exclusions)	\$167,751	\$196,898	\$194,823	\$189,683	\$175,590	(14,093)	-7.43%
Farebox Ratio	11.17%	13.05%	12.67%	12.11%	11.08%	-1.03%	-8.54%
TDA Subsidy Per Trip	\$25.57	\$24.87	\$24.69	\$26.05	\$28.66	2.61	10.01%
Operating Cost/Passenger Trip	\$28.79	\$28.60	\$28.27	\$29.65	\$32.23	\$2.59	8.73%
Operating Cost/Service Hour	\$89.25	\$87.86	\$93.74	\$96.47	\$100.70	\$4.23	4.39%
Passengers/Service Hour	3.10	3.07	3.32	3.25	3.12	(0.13)	-4.00%
Passengers/Service Mile	0.17	0.17	0.18	0.18	0.18	0.00	1.92%
Service Hours/Employee	801.14	817.57	656.20	705.74	684.30	(21.43)	-3.04%
Combined							
Total Trips	794,870	717,111	733,922	712,478	625,147	(87,331)	-12.26%
Vehicle Service Miles	893,988	934,082	948,384	932,088	878,351	(53,737)	-5.77%
Vehicle Hours	57,925	57,931	58,090	57,489	55,403	(2,086)	-3.63%
Total Expenses (minus exclusions)	\$5,127,621	\$5,135,222	\$5,396,120	\$5,572,504	\$5,560,533	70,123	1.28%
Farebox Revenue (minus exclusions)	\$867,673	\$877,970	\$909,061	\$1,030,994	\$762,442	(268,552)	-26.05%
Farebox Ratio	16.92%	17.10%	16.85%	18.50%	13.71%	-5.07%	-26.98%
TDA Subsidy Per Trip	\$5.36	\$5.94	\$6.11	\$6.37	\$7.68	1.42	22.63%
Operating Cost/Passenger Trip	\$6.45	\$7.16	\$7.35	\$7.82	\$8.89	\$1.19	15.43%
Operating Cost/Service Hour	\$88.52	\$88.64	\$92.89	\$96.93	\$100.37	\$4.86	5.09%
Passengers/Service Hour	13.72	12.38	12.63	12.39	11.28	(1.11)	-8.95%
Passengers/Service Mile	0.89	0.77	0.77	0.76	0.71	(0.05)	-6.89%
Service Hours/Employee	919.44	1,034.48	1,001.55	991.19	955.22	(35.97)	-3.63%
Burney Express							
Total Trips	4,493	5,969	6,266	6,038	4,981	(1,057)	-17.51%
Vehicle Service Miles	58,141	58,327	87,780	86,526	86,246	(280)	-0.32%
Vehicle Hours	1,529	2,214	2,313	2,340	2,270	(70)	-2.99%
Total Expenses (minus exclusions)	\$156,550	\$211,824	\$237,118	\$246,775	\$245,469	\$(1,306)	-0.53%
Farebox Revenue (minus exclusions)	\$20,993	\$26,560	\$26,021	\$25,722	\$21,425	\$(4,297)	-16.71%
Farebox Ratio	13.41%	12.54%	10.97%	10.42%	8.73%	-1.70%	-16.26%
TDA Subsidy Per Trip	\$30.17	\$31.04	\$33.69	\$36.61	\$44.98	\$8.37	22.86%
Riders per Hour	2.94	2.70	2.71	2.58	2.19	(0.39)	-14.96%
Riders per Month	374	497	522	503	415	(88)	-17.51%

Sources: Draft Comprehensive Annual Fiscal Report June 30, 2019 and internal tracking by RABA and SRTA

Appendix 6 - RABA Performance Over The Last Five Years

Appendix 7 - Glossary

Allocation

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

Americans with Disabilities Act of 1990 (ADA)

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

Annual Passenger Trips

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

Annual Vehicle Hours

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

Annual Vehicle Miles

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

Apportionment

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

Automatic Vehicle Location (AVL)

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

Average Ridership

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

Glossary continued on next page.

Appendix 7 Glossary (Cont'd)

Demand Response (DR)

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

Expenditure

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

Fare Box

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

Fare Box Revenue

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

Fare Box Revenue Ratio (Fare Box Ratio)

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

Fiscal Year

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

Fixed Route Service

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

Fuel and Lubricants (504.01)

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

Needs Assessment

A technique of predicting the potential demand for service.

Operating Cost

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

Operating Expense

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

Operating Revenue

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

Glossary continued on next page.

Appendix 7 Glossary (Cont'd)

Paratransit

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

Passenger Miles Traveled (PMT)

The cumulative sum of the distances ridden by each passenger.

Passenger Trip

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

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.

Appendix 8 - Public Comments and Responses

2020/21 Unmet Transit Needs Public Comments

- 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.
- Online surveys that did not include a specific comment or request.

#	Last Name	First Name	Comment/Request	Medium	Date Received	Extend Hrs. of Operation	Increase Bus Frequency	Sunday Service	Interregional Connections	Extend/Reroute Service to...	RABA Operational / Admin	New Service	SRTA Unmet Need(s) Response	RABA Operational / Administrative Response
1	Hale	Robert	Service requested from 500 Hilltop Drive, Redding, to city of Anderson, 7am to 7pm, Sunday.	Online survey	11/13/19			X					The trip origin is currently being served via the ShastaConnect On-Demand Sunday service pilot project. Service area expansion will be considered once the pilot project has been successfully carried out.	
2	N/A	N/A	RABA used to give buss passes to HHSA clients accessing mental health services, but stopped. They do provide passes to bethel students, however, which is total b*****t.	Online survey	11/21/19						X		The Bethel School of Supernatural Ministry, through an annual fare agreement with RABA, pays for student passes. Shasta County Health and Human Services Agency (HHSA) may elect to purchase passes for their clients at their discretion and within their available resources to do so. Depending on the rider's situation, other discounts may be available, including seniors, persons with disability, and persons presenting a Medicare card.	

#	Last Name	First Name	Comment/Request	Medium	Date Received	Extend Hrs. of Operation	Increase Bus Frequency	Sunday Service	Interregional Connections	Extend/Reroute Service to...	RABA Operational / Admin	New Service	SRTA Unmet Need(s) Response	RABA Operational / Administrative Response
3	Webber	Ann	We have zero access [in Lakehead]. Service requested between Lakehead and the cities of Redding and Shasta Lake, anytime, any day.	Online survey	11/26/19							X	Request qualifies as an unmet need but is not, at this time, reasonable to meet because current services are not operating above the minimum 15% farebox recovery ratio. SRTA will continue to track requests for service to/from Lakehead and will consider alternative public transportation mobility options for residents of Lakehead (and other outlying areas) as part of the upcoming Long-Range Transit Plan (anticipated completion early 2021).	
4	Hickerson	Tisha	Service requested between the Lakehead Chevron station and Walmart, midday, Thursday through Sunday.	Online survey	11/26/19							X	Request qualifies as an unmet need but is not, at this time, reasonable to meet because current services are not operating above the minimum 15% farebox recovery ratio. SRTA will continue to track requests for service to/from Lakehead and will consider alternative public transportation mobility options for residents of Lakehead (and other outlying areas) as part of the upcoming Long-Range Transit Plan (anticipated completion early 2021).	
5	Egbert	David	Low income residents of Lakehead CA currently have no options for safe transport to medical facilities in Redding unless they beg neighbors or strangers to drive them. Aging populations here need an option for essential medical trips. Service requested between Lakehead and Mercy Hospital in Redding, Monday through Friday.	Online survey	11/26/19							X	Request qualifies as an unmet need but is not, at this time, reasonable to meet because current services are not operating above the minimum 15% farebox recovery ratio. SRTA will continue to track requests for service to/from Lakehead and will consider alternative public transportation mobility options for residents of Lakehead (and other outlying areas) as part of the upcoming Long-Range Transit Plan (anticipated completion early 2021).	

#	Last Name	First Name	Comment/Request	Medium	Date Received	Extend Hrs. of Operation	Increase Bus Frequency	Sunday Service	Interregional Connections	Extend/Reroute Service to...	RABA Operational / Admin	New Service	SRTA Unmet Need(s) Response	RABA Operational / Administrative Response
6	Peterson	Brenda	1) Service requested between Lakehead and city of Redding, 10am, three days per week. 2) Service requested between Redding and the Sacramento airport, 10am, seven days per week. 3) Train to Airport Connection.	Online survey	11/26/19							X	Request qualifies as an unmet need; however, fixed route service to the airport was recently discontinued due to low ridership/revenue. Given current services operating below the minimum farebox recovery, restarting this service is not recommended at this time. ShastaConnect does, however, serve the airport upon request. SRTA will continue to track requests for service to/from Lakehead and will consider alternative public transportation mobility options for residents of Lakehead (and other outlying areas) as part of the upcoming Long-Range Transit Plan (anticipated completion early 2021). SRTA received funding to develop and operate the Salmon Runner intercity bus service between Redding and Sacramento, including the airport. Beginning of service has been delayed due to unavailability of a zero-emission coach in the current marketplace that meets required performance and longevity requirements. SRTA is working with manufacturers who may be able to develop such a vehicles. The only passenger train service available in the region is provided by Amtrak. SRTA will consider intercity passenger rail service needs and opportunities as part of the upcoming Long-Range Transit Plan, (anticipated completion early 2021).	

#	Last Name	First Name	Comment/Request	Medium	Date Received	Extend Hrs. of Operation	Increase Bus Frequency	Sunday Service	Interregional Connections	Extend/Reroute Service to...	RABA Operational / Admin	New Service	SRTA Unmet Need(s) Response	RABA Operational / Administrative Response
7	N/A	N/A	Service requested between Shingletown and Palo Cedro and Downtown Redding, 9am departure, returning at Noon, or departing at Noon and returning at 5pm, Monday through Friday. Is there somewhere people can write to express their wish to have 24 hour security at the Redding Train/Bus Station?	Online survey	12/6/19							X	Request qualifies as an unmet need but is not, at this time, reasonable to meet because current services are not operating above the minimum 15% farebox recovery ratio. In addition, CTSA service was provided in the past, but was discontinued due to low ridership. SRTA will continue to track requests for service to/from Shingletown and will consider alternative public transportation mobility options for residents of Shingletown (and other outlying areas) as part of the upcoming Long-Range Transit Plan (anticipated completion early 2021). SRTA has forwarded the request for 24-hour security at the Redding train/bus station. Individuals may also contact RABA directly.	
8	Ferguson	Lisa	More bike lanes please, ideally PROTECTED bike lanes.	Online survey	12/6/19								TDA permits regional agencies (such as SRTA) to claim up to 2% of TDA funds off the top for bicycle and pedestrian infrastructure (i.e. prior to allocations for transit and other eligible uses) that connect people to public transportation. SRTA's Regional Non-Motorized Program is funded through this claim and administers. Adopted program priorities include the development of protected class I and Class IV bikeways and pedestrian infrastructure.	
9	N/A	N/A	Request for 24-hour security at the Redding Train/Bus Station?	Social media Facebook							X		Operational. Referred to RABA.	

#	Last Name	First Name	Comment/Request	Medium	Date Received	Extend Hrs. of Operation	Increase Bus Frequency	Sunday Service	Interregional Connections	Extend/Reroute Service to...	RABA Operational / Admin	New Service	SRTA Unmet Need(s) Response	RABA Operational / Administrative Response
10	N/A	N/A	- Why was the Bethel shuttle on Argyle Rd. canceled? - Lack of usage or anticipatory usage is not an excuse. If you were the only one living on the street you would expect your shuttle to arrive on time. This is dangerous and you are responsible. - Too many transfers between routes that are uncoordinated. - The bus drivers miss and skip routes and stops. You are not allowed to pre-scan stations. - The stops are not all listed on the schedules, not read aloud nor posted in the buses electronically.	Email	5/22/2019						X		Operational. Referred to RABA.	
11	Thomas	Anne	The transit needs assessment implies that only the mobility needs of disadvantaged communities are applicable to the unmet transit needs process. Many individuals/households have access to an automobile but still need (or prefer) public transportation to meet their complete mobility needs. A greater diversity of individuals and needs should be represented and considered through the unmet transit needs process.	Summary of verbal comments	12/5/2019								The transit needs assessment and subsequent unmet transit needs findings must include consideration of disadvantaged communities; however the process is open to all individuals, regardless of characteristics. SRTA will continue to refine the process to avoid the perception that it is only for or primarily focused on disadvantaged communities. In addition, the scope of work for the Long-Range Regional Transportation Plan (anticipated completion early 2021) includes extensive outreach tasks intended to broaden the number and diversity of participation.	
12	Hoeflich	Tom	All unmet transit needs could be funded if a county-approved sales tax measure, approved years ago, was exercised.	Verbal comment at public hearing	2/25/2020								The referenced sale tax measure is decades old and would require a new public process and action by the county of Shasta.	

#	Last Name	First Name	Comment/Request	Medium	Date Received	Extend Hrs. of Operation	Increase Bus Frequency	Sunday Service	Interregional Connections	Extend/Reroute Service to...	RABA Operational / Admin	New Service	SRTA Unmet Need(s) Response	RABA Operational / Administrative Response
13	N/A	N/A	Service requested from 4600 block of Westside Rd to Old Oregon Trail and Old 44 Drive, mid-day, Monday through Friday.	Online Survey	1/29/2020					X			Request qualifies as an unmet need but is not, at this time, reasonable to meet because current services are not operating above the minimum 15% farebox recovery ratio. SRTA will continue to track requests for service to/from Old Oregon Trail/Airport Road and will consider alternative public transportation mobility options as part of the upcoming Long-Range Transit Plan (anticipated completion early 2021).	
14	N/A	N/A	Service requested from 4600 block of Westside Rd to Medford, Oregon, mid-day, Monday through Friday.	Online Survey	1/29/2020				X				TDA funds cannot be used for service outside of the region; however, Amtrak provides passenger rail service and Greyhound Bus Lines provides intercity bus service between Redding and Medford, OR.	
15	Hancock	Bud	Providence International has been in the process of gathering information to make a case for the extension of RABA bus service to to Knighton Road via Riverland Drive - an underserved area of our county. Riverland Drive has a large underserved population in 6 trailer parks and two RV parks. The city of Redding received a BLM grant for parking, rest rooms and trails on the Riverland site. Construction begins this year. Providence leases from the City the agritourism portion of the Riverland site where labor-intensive jobs and training are taking place. Site workers are mostly entry level, low-income, and do not have vehicles. Projected development in the surrounding area such as the Veterans clinic, Win-River Casino, TA truck stop, Redding Municipal Airport, and a hotel present additional potential ridership.	Email	2/14/2020								Riverland Drive is in RABA's Demand Response service area. Additional analysis, outreach, and planning will need to be performed to determine what additional service(s), including potentially fixed route, should be funded with TDA or potentially other sources such as Low-Carbon Transit Operations Program (LCTOP). The analysis may be performed as part of, or concurrent with, the upcoming Long-Range Transit Plan (anticipated completion early 2021).	

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Appendix 9 - SSTAC Recommendation



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Daniel S. Little, Executive Director

To: Shasta Regional Transportation Agency (SRTA) Board of Directors
Date: April 28, 2020
Subject: SSTAC 2020/21 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) Continue Sunday On-Demand Transit Service – Begun in October 2019, the SSTAC recommends continuation of this pilot project.
- 2) Provide Whiskeytown Summer Service – Work with RABA and the National Park Service to offer Summer 2020 service to Whiskeytown National Recreation Area.
- 3) Defer Extended Service Hours, More Frequent Services, and Extended Service Areas – RABA's farebox recovery ratio has fallen below the minimum 15%. Adding these service scenarios would negatively impact the ratio using the existing service delivery model.
- 4) Continue to Provide Existing RABA Service – Even though RABA's farebox has fallen below required minimum farebox recovery ratios, continue transit service as a community need.

Respectfully submitted,

Patrick Geagan

Patrick Geagan (Chair)

Hallie Fonseca (Vice Chair)

Sharon Gatt

Theresa McCausland

Sou Saechao

Del Lockwood

Vacant

Vacant

Elizabeth Duarte

Steve Smith

Susan Morris Wilson

Robert Hale

Holly Leaf

Anne Thomas

Christina Prosseri

- Disabled Transit User
- Local Social Service Provider for Seniors (Transportation)
- Transit User 60 Years of Age or Older
- Local Social Service Provider for Seniors (Non-Transp)
- Local Social Service Provider for the Disabled (Transp)
- Local Social Service Provider for the Disabled (Non-Transp)
- Social Service Provider for Persons of Limited Means
- Local CTSA Representative (Administrator)
- Local CTSA Representative (Operator)
- Help, Inc.
- Citizen
- Citizen
- Shasta County Opportunity Center
- Shasta Living Streets
- Citizen