Fiscal Year 2024/2025 Transit Needs Assessment

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.

Shasta Regional Transportation Agency

Executive Summary

This is the Fiscal Year (FY) 2024/25 Transit Needs Assessment and is named such because it determines any changes in transit service for the operating year from July 2024 to June 2025. The report adds the last completed year of operations from July 2022 to June 2023 to on-going performance analysis.

SRTA works closely with transit operators to ensure that both the Redding Area Bus Authority (RABA) and Coordinated Transportation Services Agency (CTSA, operated by Dignity Health Connected Living (DHCL) under contract with SRTA) can meet their transit obligations with the federal and state money allocated.

Over the coming year many changes are expected to the region's transit systems, with consolidation, efficiency, and rider growth being the primary goals. All current Transportation Development Act (TDA) -funded and grant-funded services including anticipated changes to RABA's service delivery models (e.g., adding micro-transit zones), incorporation of Sunday transit into RABA's system, and adding a rural bus service to Shingletown are reasonable to meet.

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Section 1 Introduction

Shasta Regional Transportation Agency (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:

- US Department of Transportation
  - Federal Transit Administration (FTA)
  - Federal Highway Administration (FHWA)
- CA Department of Transportation (Caltrans)
- County of Shasta
- City of Anderson
- City of Redding
- City of Shasta Lake
- Redding Area Bus Authority (RABA)
- Dignity Health Connected Living
- Pit River Tribe
- Redding Rancheria

This assessment is conducted annually to evaluate the transit system in the Shasta Region, identify any deficiencies or areas where transit service is under-provided, and determine whether possible solutions to address identified deficiencies can be reasonably met.

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:

- Local Transportation Fund (LTF): derived from one-quarter of one-cent of the general sales tax collected statewide; and
- State Transit Assistance (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. Table 1 presents an overview of competitive grant programs and formula funding, offered by the Federal Transit Administration (FTA) and the California Department of Transportation (Caltrans), providing capital and operating assistance to transit operators. Caltrans administers FTA grant programs. Some eligible FTA grant projects must be derived from a locally developed, coordinated transportation plan, such as SRTA's 2024 Coordinated Transportation Plan (pending adoption on April 25, 2024).

Table 1 Non-TDA State Funding Sources (illustrative list)

Federal Transit Administration – Formula Funds		
Program	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 Area Formula Program	5311	Supports public transit capital, planning, and operating in rural areas with populations of less than 50,000.
Bus and Bus Facilities Program	5339(a)	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		
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 CA.
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.
Enhanced Mobility of Seniors & Individuals with Disabilities	5310	Provides capital, mobility management, and operating funds for meeting the transportation needs of seniors and individuals 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 of zero-emission and low-emission transit buses as well as acquisition, construction, and leasing of required supporting facilities.
Note: Local match requirements are specific to the grant program.		

California Department of Transportation – Formula Funds		
Zero-Emission Transit Capital Program	ZETCP (formula from SB 125)	Provides capital assistance for zero-emission transit equipment, transit facility and network improvement projects such as those that support replacing aging vehicle fleets with Zero-Emission Vehicles (ZEVs), and associated fueling or charging infrastructure or facility modifications
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		
Transit and Intercity Rail Program	TIRCP (some formula in SB 125)	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.

COVID-19 Emergency Relief Funds		
Federal Transit Administration (FTA)	CARES Act	Additional funds available to eligible applicants, administered through existing, established federal programs.
	CRRSAA	
	ARPA	

1.2 What is the Unmet Transit Needs Process?

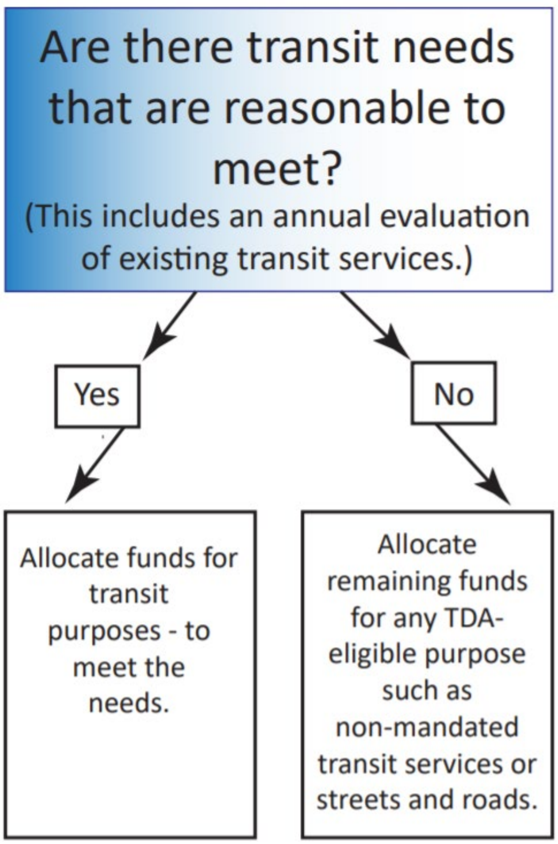

Figure 1 Decision Tree for Funding Unmet Transit Needs

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 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. Figures 1 and 2 outline the decision tree that is at the core of the unmet transit needs process and provide examples.

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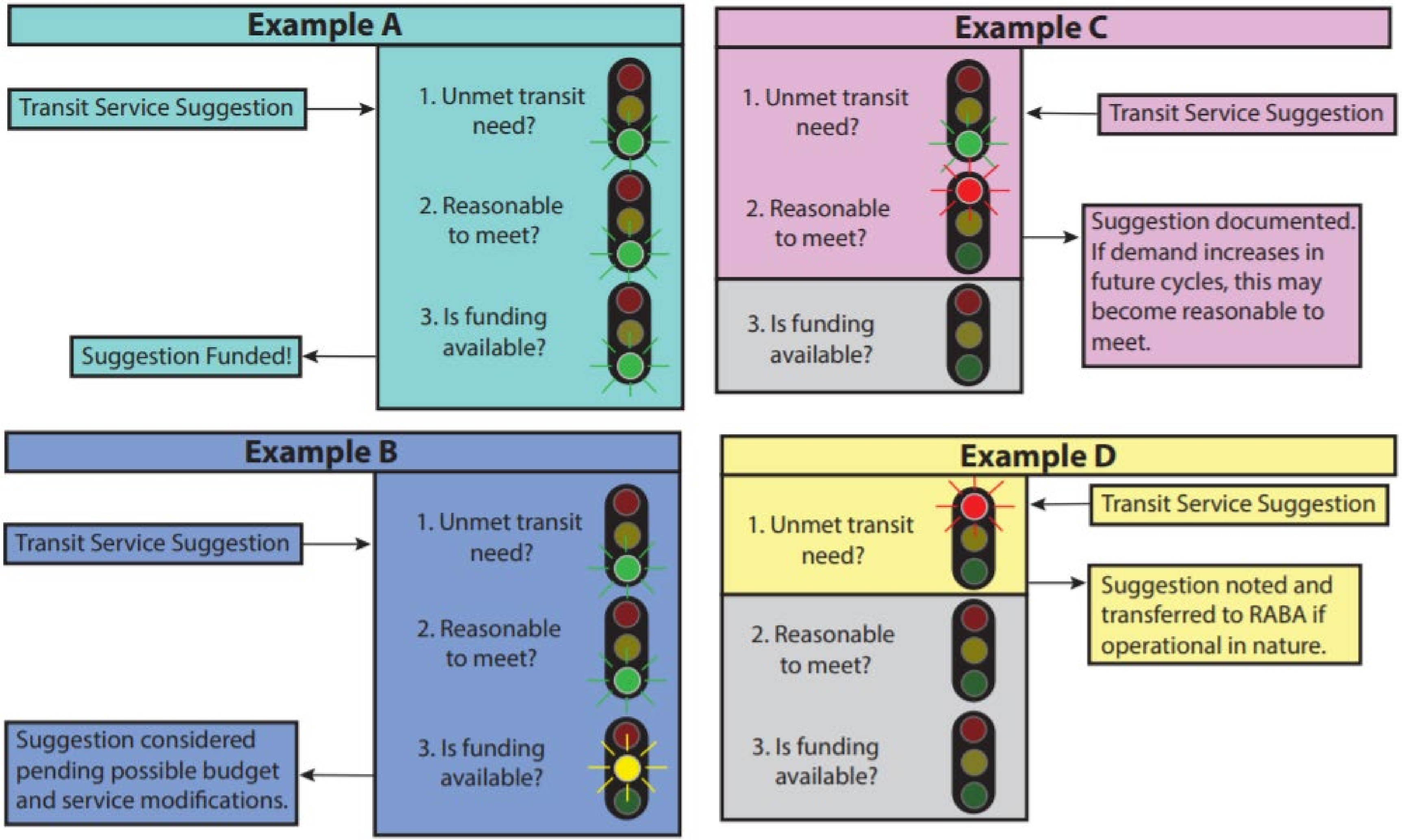


Figure 2 Decision Framework for Transit Service Suggestions

1.2.1 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.

1.2.2 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

What is Farebox Ratio?

Farebox Ratio (also known as Farebox Recovery Ratio) is the portion of the fares paid by passengers and non-State grants that supports the transit agency's operating cost. For example, if passengers and non-State grants pay 20 cents of every dollar spent to operate a service, the farebox ratio for that service is 20%.

anticipated farebox revenue (see farebox ratio description) from proposed services don't meet minimum requirements[1]. 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.

[1] Farebox ratio is analyzed to determine the extent to which bus fares and non-State grants can cover the cost of operations. The TDA sets minimum farebox ratio requirements of 20% in urban areas and 10% in rural areas that must be met before continuing existing services or adding additional services. In coordination with RABA, SRTA developed a Caltrans-approved methodology to determine farebox ratio minimums for transit services encompassing both urban and rural areas. Applying this methodology, RABA's weighted farebox recovery ratio is approximately 18%. In addition, 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 assesses 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. Table 2 describes comment responsibilities.

Table 2 Concerns and Responsible Agencies

	Area of Concern	Examples	Responsible Agency
Unmet Transit Needs	Expanded Service	Adding a new bus route	SRTA and RABA
		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	SRTA and 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	RABA and/or 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. For the last 30-plus years, there have been at least three TDA-funded transportation service providers in the region, as detailed below. 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 service and complementary paratransit service (also called "Demand Response") 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 of Shasta County. In addition, RABA operates Route 288X under contract to Shasta County (see separate description and analysis in Burney Express specific section). RABA's transit fleet consists of 16 fixed-route low-floor buses and 20 vans. All vehicles are equipped with mobility device (i.e., wheelchair) lifts. Table 3 lists RABA's hours of operation. A more detailed view of RABA's hours of operation is available on the RABA website at www.rabaride.com.

Table 3 RABA Hours of Operation

Weekday Hours of Operation		
Route	From	To
1	5:35 a.m.	7:30 p.m.
6	6:50 a.m.	7:17 p.m.
7	7:20 a.m.	7:15 p.m.
All Other Routes (2, 3, 4, 5, 9, 11, 14)	6:20 a.m.	7:20 p.m.
15/18	4:55 a.m.	8:34 p.m.
17	7:30 a.m.	5:17 p.m.
Saturday hours of operation begin three hours later in the morning, and end at the same time. All service ends 7:30 p.m., except Routes 15/18 which continues until 8:34 p.m.		

As shown in Figure 3, much of the population served by RABA routes are generally located in central Redding near commercial retail destinations and in the downtown Redding area where large employers like the Shasta Regional Medical Center and other social services are located.

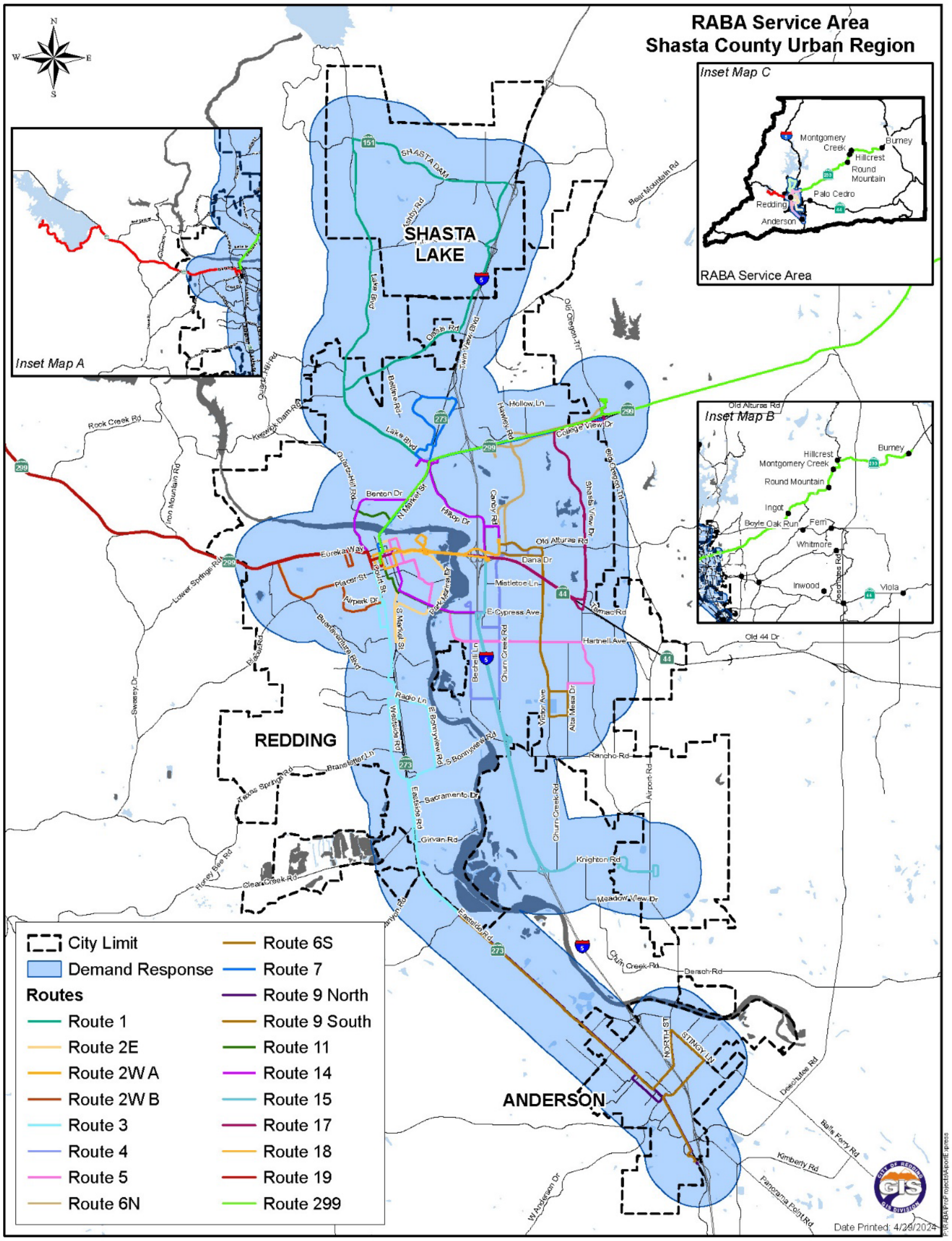


Figure 3 RABA Fixed-Route and Paratransit

2.2 Burney Express(Route 288X)

The county of Shasta administers funding and manages Burney Express as its own transit service. The county contracts with RABA to provide express service to the outlying community of Burney as seen in Figure 4. This service has limited stops. Burney Express operates Monday through Friday with three roundtrips each day and makes four stops between Redding and Burney as seen in Figure 5. 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. ShastaConnect weekday service (see next section of report) for rides between the intermountain communities of Burney, Cassel, Fall River Mills, and McArthur launched on January 24, 2022.

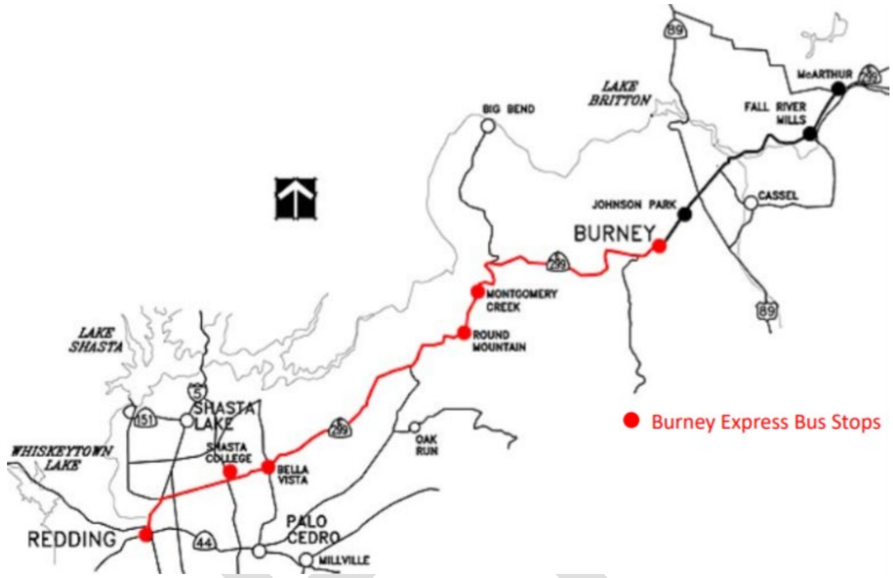


Figure 4 Burney Express

BURNEY EXPRESS (BE)* | NO WEEKEND SERVICE						
WEST						
	Burney (@ Burney Sporting Goods)	Montgomery Creek (@ Montgomery Creek Library)	Round Mountain (@ Round Mtn Store / Café)	Bella Vista (@ My-T Fine Foods)	Shasta College	Redding (@ Downtown Transit Center)
Mon-Fri	5:50 AM	6:15 AM	6:25 AM	6:55 AM	7:05 AM	7:15 AM
Mon-Fri	11:50 AM	12:15 PM	12:25 PM	12:55 PM	1:05 PM	1:15 PM
Mon-Fri	3:50 PM	4:15 PM	4:25 PM	4:55 PM	5:05 PM	5:15 PM
EAST						
	Redding (@ Downtown Transit Center)	Shasta College	Bella Vista (@ My-T Fine Foods)	Round Mountain (@ Round Mtn Store / Café)	Montgomery Creek (@ Montgomery Creek Library)	Burney (@ Burney Sporting Goods)
Mon-Fri	10:25 AM	10:35 AM	10:45 AM	11:15 AM	11:25 AM	11:50 AM
Mon-Fri	2:25 PM	2:35 PM	2:45 PM	3:15 PM	3:25 PM	3:50 PM
Mon-Fri	5:35 PM	5:45 PM	5:55 PM	6:25 PM	6:35 PM	7:00 PM

* Fares: Burney to Round Mountain/Montgomery Creek is $2.00; Burney to Bella Vista/Shasta College is $3.50; Burney to Redding is $5.00
Redding to Burney is $5.00; Redding to Round Mountain/Montgomery Creek is $3.50; Redding to Shasta College/Bella Vista is $2.00

Figure 5 Burney Express Hours of Operation

2.3 ShastaConnect

SRTA contracts with Dignity Health Connected Living (DHCL) to operate public transit services, including: 1) Consolidated Transportation Services Agency (CTSA) services; 2) Transit service outside of the RABA service area for individuals over 18 years old and minors accompanied with an adult; 3) Sunday on-demand transit in the cities of Redding, Anderson, and Shasta Lake; 4) weekday service for rides between the intermountain communities of Burney, Cassel, Fall River Mills, and McArthur. These services are operated by DHCL under the ShastaConnect brand, which utilizes a mixed fleet of six passenger vans and cutaways/buses (five additional vehicles are available as backups for breakdowns and service coverage). All vehicles are ADA-accessible with a lift or ramp and 1-3 wheelchair spots for riders.

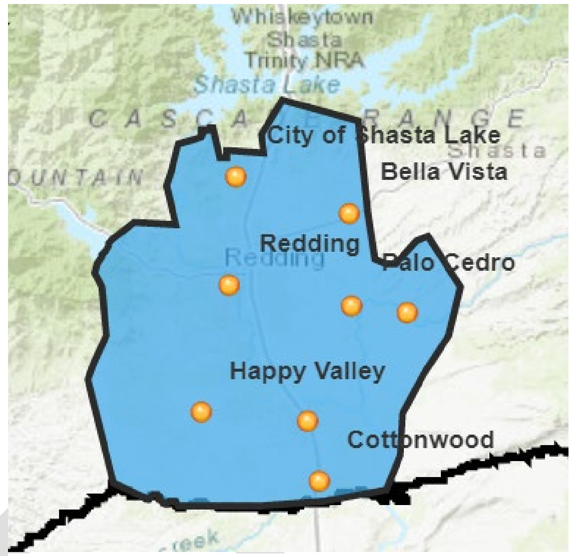


Figure 6 ShastaConnect Service Area

At least one end of a CTSA trip must be outside the RABA service, unless approved by RABA. In 2020, DHCL, SRTA, and RABA signed a ridership eligibility agreement to clarify how riders are assigned to the appropriate service to avoid overlapping services. The cost to use CTSA service is $3.00; however, during the COVID-19 pandemic, DHCL has waived fares and began providing reverse trips (i.e., grocery delivery), both of which SRTA reimburses DHCL for the waived fare using LCTOP funds. There is no fare for Sunday on-demand service during its new service period as fares are paid for with LCTOP funding.

Table 4 DHCL Service Areas and Hours

Rural Transportation and CTSA Service	
Area of Service	Hours of Service
Anderson and Happy Valley/Cottonwood	7:30 a.m. - 3:30 p.m. (Mon - Fri)
Redding	7:30 a.m. - 4:00 p.m. (Mon - Fri)
Shasta Lake	7:30 a.m. - 4:00 p.m. (Mon - Fri)
Bella Vista, Palo Cedro, and Millville	7:30 a.m. - 4:00 p.m. (Mon - Fri)
Old Shasta	7:30 a.m. - 4:00 p.m. (Mon - Fri)
Unincorporated Areas	7:30 a.m. - 3:30 p.m. (Mon - Fri)
Lakehead	7:30 a.m. - 3:30 p.m. (Mon - Fri)
Sunday On-Demand Service	
Area of Service	Hours of Service
Redding	6:30 a.m. - 7:30 p.m. (Sunday only)
Shasta Lake	6:30 a.m. - 7:30 p.m. (Sunday only)
Anderson	6:30 a.m. - 7:30 p.m. (Sunday only)

Section 3 Transit Demand Analysis

The 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. As SRTA recently completed their 2024 Shasta Coordinated Transportation Plan (CTP, pending adoption), the analysis presented here is from the CTP.

Potential Transit-Dependent Population

A significant proportion of riders on transit and transportation services belong to what is referred to as the transit-dependent population. This 2024 Coordinated Plan analyzes the following potentially transit dependent groups: senior adults ages 65 or older, people with a disability, people living below the poverty level, people who are unemployed, and people who live in households with no available vehicle. This study uses US Census Bureau American Community Survey (ACS) definitions to define the disabled, unemployed, and low-income populations.

Year	Total (All Ages)	Preschool (0-4 years)	School Age to Young Adult (5-19 years)	College Age (20-24 years)	Working Age (25-64 years)	Young Retirees (65-74 years)	Mature Retirees (75-84 years)	Older Seniors (85 or older)
2010	177,277	10,331	34,309	10,968	91,612	16,643	9,419	3,996
2020	181,893	10,374	33,096	11,633	88,123	22,279	12,184	4,204
2030	184,765	9,847	33,356	11,286	86,557	21,078	16,385	6,255
2040	187,820	9,769	32,162	11,596	92,308	16,394	16,551	9,041
2010 to 2020 Change								
Number	4,616	42	-1,212	665	-3,489	5,636	2,766	208
Percent	3%	0%	-4%	6%	-4%	34%	29%	5%
2020 to 2030 Change								
Number	2,872	-526	260	-347	-1,566	-1,201	4,201	2,051
Percent	2%	-5%	1%	-3%	-2%	-5%	34%	49%
2030 to 2040 Change								
Number	3,055	-79	-1,195	310	5,751	-4,684	166	2,785
Percent	2%	-1%	-4%	3%	7%	-22%	1%	45%

Sources: California Department of Finance. Report P-2B: Population Projections by Individual Year of Age, 2010-2060, California Counties

The following table details the number of transit-dependent persons living in the Shasta Region by community using data from the ACS 2021 Five-Year Estimates. There is obviously overlap between the different transit dependent groups; for instance, someone may be a senior adult, disabled, and live in a zero-vehicle household. However, the ACS data still reveals important overarching trends regarding where those with the greatest need for mobility services live in the Shasta Region. Key takeaways include:

- One-fifth (20 percent) of current residents are **senior adults** over the age of 65, meaning the Shasta Region has a greater proportion of senior adults compared to the State of California (15 percent). The communities that are home to the most senior adults are Redding (47 percent of the total senior population), Anderson (4 percent), and Shasta Lake (5.5 percent). Other communities that are home to large numbers of seniors include Bella Vista, Burney, Cottonwood, Happy Valley, Palo Cedro, and Shingletown, all of which are home to 2 percent or more of the total Shasta County senior population.

Community	Total Persons	Total Households	(65+)		Disability		Poverty Level		Unemployed		Households	
			#	%	#	%	#	%	#	%	#	%
Anderson	11,208	4,577	1,606	4.3%	2,686	8.2%	2,186	9.0%	301	4.3%	484	10.5%
Bella Vista	3,610	1,341	927	2.5%	685	2.1%	169	0.7%	151	2.1%	15	0.3%
Big Bend	124	50	31	0.1%	44	0.1%	51	0.2%	12	0.2%	0	0.0%
Burney	3,377	1,128	758	2.0%	554	1.7%	640	2.6%	141	2.0%	58	1.3%
Cassel	287	97	94	0.3%	125	0.4%	144	0.6%	0	0.0%	0	0.0%
Castella	210	118	104	0.3%	46	0.1%	43	0.2%	7	0.1%	0	0.0%
Cottonwood	5,912	2,220	849	2.3%	882	2.7%	646	2.7%	84	1.2%	14	0.3%
Fall River Mills	657	238	102	0.3%	78	0.2%	22	0.1%	24	0.3%	0	0.0%
French Gulch	387	150	92	0.2%	105	0.3%	35	0.1%	3	0.0%	6	0.1%
Happy Valley	5,443	2,023	1,310	3.5%	873	2.7%	327	1.4%	359	5.1%	44	1.0%
Hat Creek	86	38	72	0.2%	47	0.1%	0	0.0%	0	0.0%	0	0.0%
Igo	148	56	16	0.0%	27	0.1%	0	0.0%	0	0.0%	0	0.0%
Johnson Park	872	342	148	0.4%	250	0.8%	146	0.6%	6	0.1%	41	0.9%
Jones Valley	1,382	549	198	0.5%	291	0.9%	42	0.2%	29	0.4%	14	0.3%
Keswick	141	65	47	0.1%	6	0.0%	6	0.0%	6	0.1%	0	0.0%
Lakehead	627	269	190	0.5%	195	0.6%	113	0.5%	18	0.3%	12	0.3%
McArthur	418	139	53	0.1%	65	0.2%	120	0.5%	22	0.3%	0	0.0%
Millville	765	309	178	0.5%	68	0.2%	62	0.3%	11	0.2%	4	0.1%
Montgomery Creek	196	80	73	0.2%	34	0.1%	17	0.1%	30	0.4%	0	0.0%
Mountain Gate	795	378	286	0.8%	124	0.4%	372	1.5%	0	0.0%	57	1.2%
Oak Run	410	118	49	0.1%	107	0.3%	321	1.3%	72	1.0%	0	0.0%
Old Station	20	10	0	0.0%	0	0.0%	10	0.0%	0	0.0%	0	0.0%
Ono	72	26	40	0.1%	7	0.0%	4	0.0%	0	0.0%	0	0.0%
Palo Cedro	3,275	1,125	769	2.1%	440	1.3%	90	0.4%	41	0.6%	3	0.1%
Platina	24	12	0	0.0%	12	0.0%	12	0.0%	0	0.0%	0	0.0%
Redding	93,251	36,880	17,562	47.2%	15,428	47.0%	13,750	56.8%	2,548	36.0%	3,209	69.7%
Round Mountain	112	66	54	0.1%	61	0.2%	17	0.1%	6	0.1%	7	0.2%
Shasta	1,645	552	314	0.8%	190	0.6%	178	0.7%	133	1.9%	18	0.4%
Shasta Lake	10,399	3,988	2,031	5.5%	2,604	7.9%	1,815	7.5%	344	4.9%	320	6.9%
Shingletown	2,188	1,128	938	2.5%	439	1.3%	168	0.7%	46	0.6%	31	0.7%
Whitmore	356	144	124	0.3%	47	0.1%	43	0.2%	5	0.1%	5	0.1%
Balance of Shasta County	33,538	13,985	8,165	22.0%	6,308	19.2%	2,655	11.0%	2,683	37.9%	263	5.7%
Total	**181,935**	**72,201**	**37,180**	**20%**	**32,828**	**18%**	**24,204**	**13%**	**7,082**	**4%**	**4,605**	**6%**

Source: American Community Survey 2021 5-Year Estimates

- Nearly one-fifth (18 percent) of Shasta Region residents are **disabled**. This represents a greater disability prevalence compared to the State of California as a whole (11 percent). The three largest population centers (Redding, Anderson, and Shasta Lake) are home to 63 percent of all disabled persons living in the Shasta Region. Bella Vista, Cottonwood, and Happy Valley are each home to between 2 to 3 percent of the total disabled population.
- 13 percent of Shasta Region residents are **persons living below the federal poverty level**, which is on par with statewide numbers (12 percent of Californians are low-income by this metric). 56 percent of the Shasta Region's low-income residents live in Redding, 9 percent live in Anderson, and 8 percent live in Shasta Lake. Burney and Cottonwood are each home to over 2.5 percent of the total population of residents living below the federal poverty level. Notably, only 11 percent of the Shasta Region's low-income population lives in unincorporated areas, meaning the vast majority live in the bigger population centers.

- Someone is considered to be **unemployed** if they are not currently employed but are seeking work. With only 4 percent of the population estimated to be unemployed, the Shasta Region has a lower unemployment rate than the State of California (6.5 percent). Approximately one-third of residents who are unemployed live in Redding (36 percent). Anderson, Happy Valley, and Shasta Lake are all home to between 4 to 5 percent of the total county's unemployed population.
- It is estimated that 6 percent of households in the Shasta Region are **zero-vehicle households**, which is similar to the frequency seen across the State of California (7 percent). Most of the county's zero-vehicle households are located in Redding (70 percent of the total), Anderson (10 percent), or Shasta Lake (7 percent).

Transit Needs Index

The purpose of the Transit Needs Index (TNI) is to calculate which communities in the Shasta Region have the greatest comparative need for transit services across all of the priority demographic groups. By using a comprehensive approach, the TNI succinctly reveals how transit-dependent residents are distributed across the Shasta Region, and therefore where additional or expanded transportation services may be most warranted.

To develop the TNI, the first step was to calculate the population density of each of the specific priority subgroups within the various Shasta Region communities. Then, the concentration values were divided into quintiles. The quintiles were used to rank the subgroups within each community on a scale of 1 (very low need) to 5 (very high need) based on the density of said group (number of people per square mile) compared to the respective density of that demographic group in the other communities. Each rank score, by type, was then summed up by community to determine an overall score. These overall scores represent the respective TNI values for each community.

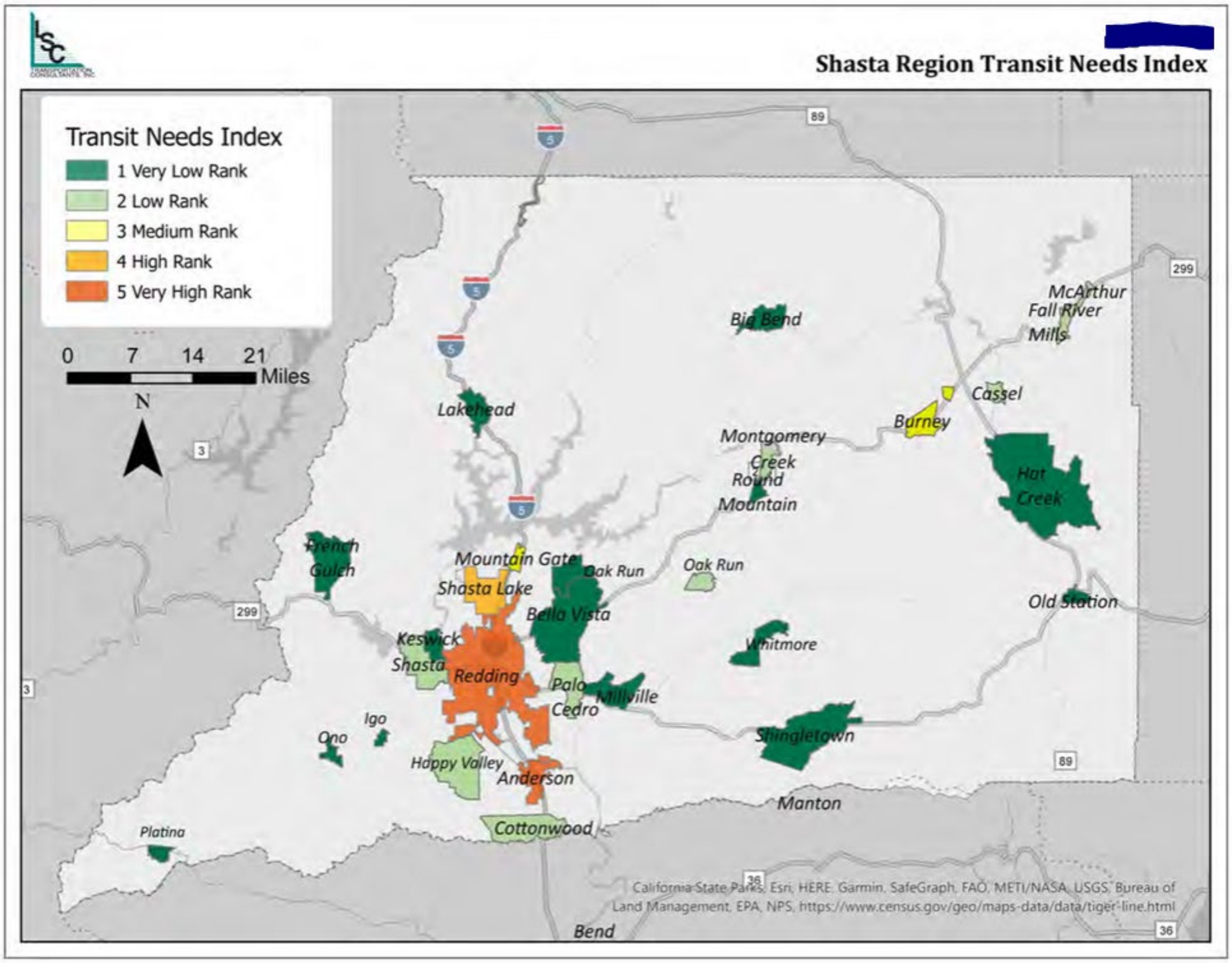
The two communities with the highest TNI ranks, and therefore the greatest assumed need for transportation services, are the Cities of Anderson and Redding. Both Anderson and Redding were assigned either high or very high ranks for all five of the demographic categories considered. Other communities that the TNI suggests have moderate to high need for transit services include the City of Shasta Lake, Burney, Johnson Park, and Mountain Gate.

It should be noted that the TNI is only one tool for assessing transit needs, and it is still important to consider other factors when determining areas that merit expanded transportation services. For instance, even though Anderson ranked higher than Redding in the TNI, Redding is still home to the most transit dependent residents overall compared to other communities in the Shasta Region. Some of the smaller CDPs ranked highly in the TNI due to there being a high concentration of potentially transit-dependent persons in the area, however, their overall populations are still very small. Consequently, the demand for transportation services to those areas might not be reasonable to meet.

Legend	
1	Very Low Rank
2	Low Rank
3	Medium Rank
4	High Rank
5	Very High Rank

	Rank					
Community	Senior Adults (65+)	Persons with a Disability	Below Poverty Level	Unemployed Persons	Zero-Vehicle Households	**Overall Transit Needs Index Rank**
Anderson	4	5	5	5	5	**24**
Bella Vista	1	1	1	1	1	**5**
Big Bend	1	1	1	1	1	**5**
Burney	3	2	2	4	1	**12**
Cassel	1	1	2	1	1	**6**
Castella	2	1	1	1	1	**6**
Cottonwood	2	1	1	1	1	**6**
Fall River Mills	1	1	1	2	1	**6**
French Gulch	1	1	1	1	1	**5**
Happy Valley	2	1	1	3	1	**8**
Hat Creek	1	1	1	1	1	**5**
Igo	1	1	1	1	1	**5**
Johnson Park	3	4	3	1	4	**15**
Jones Valley	1	1	1	1	1	**5**
Keswick	1	1	1	1	1	**5**
Lakehead	1	1	1	1	1	**5**
McArthur	1	1	2	3	1	**8**
Millville	1	1	1	1	1	**5**
Montgomery Creek	1	1	1	2	1	**6**
Mountain Gate	3	1	3	1	3	**11**
Oak Run	1	1	2	3	1	**8**
Old Station	1	1	1	1	1	**5**
Ono	1	1	1	1	1	**5**
Palo Cedro	2	1	1	1	1	**6**
Platina	1	1	1	1	1	**5**
Redding	5	4	4	5	4	**22**
Round Mountain	1	1	1	1	1	**5**
Shasta	1	1	1	2	1	**6**
Shasta Lake	4	4	3	4	3	**18**
Shingletown	1	1	1	1	1	**5**
Whitmore	1	1	1	1	1	**5**
Balance of Shasta County	1	1	1	1	1	**5**

Source: LSC Transportation Consultants, Inc.


Shasta Region Transit Needs Index
Transit Needs Index
1 Very Low Rank
2 Low Rank
3 Medium Rank
4 High Rank
5 Very High Rank
0 7 14 21 Miles
N
Big Bend
McArthur
Fall River
Mills
Cassel
Burney
Lakehead
Montgomery
Creek
Round
Mountain
Hat
Creek
French
Gulch
Mountain Gate
Shasta Lake
Oak Run
Oak Run
Bella Vista
Old Station
Keswick
Shasta
Redding
Whitmore
Palo
Cedro
Millville
Igo
Ono
Happy Valley
Anderson
Shingletown
Manton
Cottonwood
Platina
Bend
California State Parks, Esri, HERE, Garmin, SafeGraph, FAO, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, https://www.census.gov/geo/maps-data/data/tiger-line.html

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

Farebox ratio is the fare revenue and non-State grants received divided by the cost of operating the service. For example, if passengers pay 20 cents of every dollar spent and non-State grants applied to operate a service, the farebox ratio for that service is 20%. 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 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.

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. Performance trends are indicative of nationwide transit trends and not necessarily of transit need within the region. Transit performance will be reevaluated, and transit improvement strategies identified in the 2040 Long-Range Transit Plan Final Report and in the short-range transit plan. These strategies, combined with the recent trend of increased annual funding exclusively for public transportation (amounts that are greater than what is needed for the services currently being provided within all areas except the city of Redding), will provide additional options and financial means for meeting unmet transit needs in the coming cycles.

4.1 RABA

Following is a list of the performance measures that SRTA evaluates as part of the Unmet Transit Needs process.

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 are 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%.

Under TDA, penalties may begin to occur below 15% farebox recovery; however minimum farebox recovery ratios and penalties have been waived under state law until next year when the 2023/24 operating year will be analyzed.

Table 6 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 are included in Table 6.

Table 5 RABA Performance Overview

Performance Measures	2020/21	2021/22	2022/23	Five-Year Average	% Change 2021/22 to 2022/23	Goal vs. Actual Performance
Operating Cost/ Passenger Trip	$16.31	$17.49	$14.87	$13.51	-14.97%	Goal: ≤2.5% under by 17.47%
Operating Cost/ Service Hour	$124.39	$129.58	$122.54	$116.78	-5.43%	Goal: ≤2.5% Under by: 7.93%
Passengers/ Service Hour	7.63	7.41	8.24	9.06	11.22%	Goal: 17 Under by: 8.76
Passengers/ Service Mile	0.49	0.47	0.53	0.58	12.15%	Goal: 1 Under by: 0.47
Service Hours/ Employee *	856.09	893.37	923.38	917.55	4.17%	N/A
Farebox Recovery	9.15%	57.10%	60.08%	30.39%	+5.23%	Goal: 18% Over by: 42.08%

*Performance measure for the contracted service operator.

The measures listed in Table 6 allow RABA and SRTA to track transit performance trends and discuss strategies for addressing them annually. Table 7 provides a review of FY 2022/23 performance trends, as presented, and discussed last year, and efforts to address these.

Both Fixed Route and Demand Response service performance increased in FY 2022/23. With the inclusion of non-State grants, the 10-year average Farebox Recovery Ratio is 23.894%.

Although FY 2022/23 performance improved slightly, performance has been trending down for multiple years. Figures 9 and 10 provide a historical perspective on two key performance metrics:

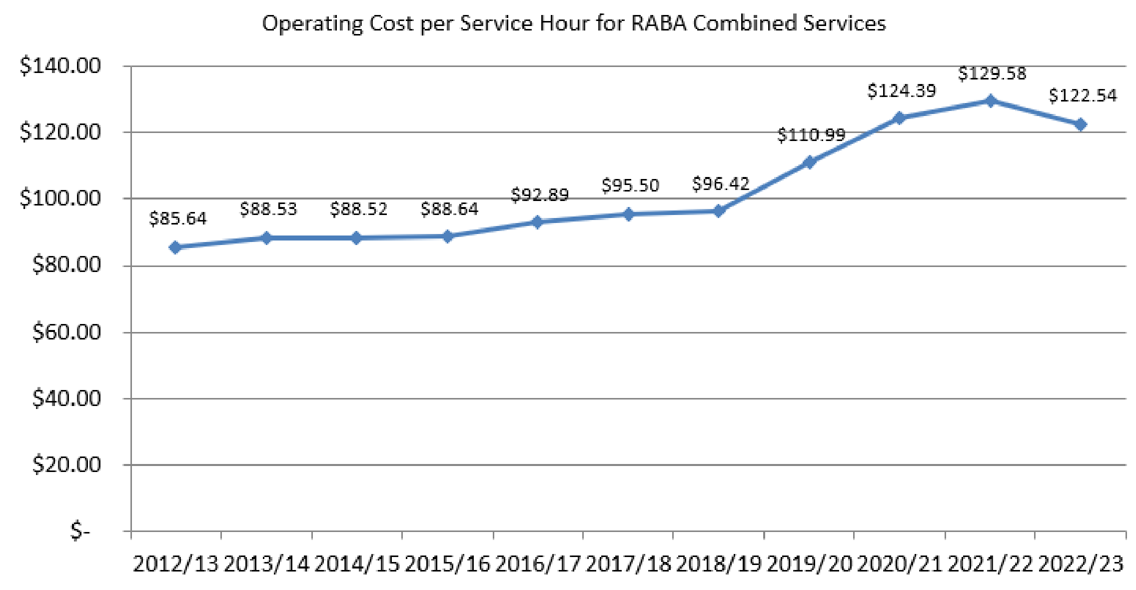


Figure 7 FY 2012/13 through 2022/23 Operating Cost Per Service Hour (Combined Fixed-Route and Demand Response)

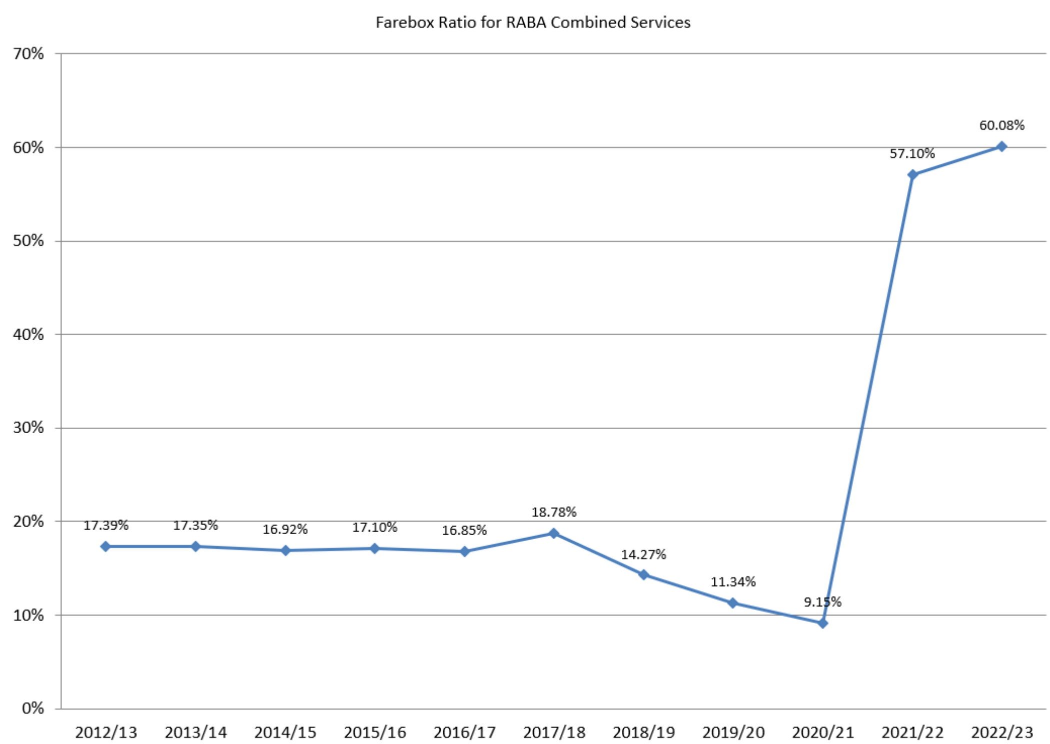


Figure 8 FY 2012/13 through 2022/23 Farebox Recovery Ratio (Combined Fixed-Route and Demand Response)

To address these trends, new transit delivery methods are being tested such as on-demand Sunday service. This delivery method is being considered more broadly to better serve both transit dependent and choice riders in areas where conventional fixed route service is not performing well.

Transit services in the region will need to adapt over time to changing conditions to remain relevant. In the near term, however, RABA provides an essential mobility function for transit dependent populations with few alternatives and cannot be discontinued without something in its place.

SRTA's Long-Range Transit Plan explored a variety of transit service delivery strategies (see Figure 11) that should be considered in the RABA short-range transit plan and in subsequent Transit Needs Assessments and as ridership increases.

Strategy	Strategy	Applicability to Scenarios			Phase
		Scenario 1	Scenario 2	Scenario 3	
Multi-Modal Accessibility	Improve bicycle and pedestrian accessibility and mobility	High	High	High	Near-Term
Multi-Modal Accessibility	First- and last-mile connectivity enhancements	High	High	High	Near-Term
Fixed-Route Service and Infrastructure	Realign current transit network for future conditions	Med	High	High	Mid- to Long-Term
Fixed-Route Service and Infrastructure	Implement transit enhancements coordinated with active transportation improvements	Low	High	High	Mid- to Long-Term
Fixed-Route Service and Infrastructure	Improved localized customer amenities at bus stops	Low	Med	High	Mid-Term
Policy Improvements	Pilot project identification, planning, execution, and evaluation	High	High	High	Near-Term
Policy Improvements	Low-income fare strategy	High	High	High	Near-Term
Policy Improvements	Establish service design and performance guidelines to redefine filling unmet needs	High	High	High	Near-Term
Policy Improvements	Local partnerships for funding pilots and ongoing services	Med	High	High	Near-Term
Policy Improvements	Consider reorganizing transit governance to be comprehensive of all modes and jurisdictions in Shasta County	Low	Med	High	Long-Term
Alternative Mobility	Expand on-demand transit to supplant transit in areas with low transit service and low ridership	Low	Med	High	Mid-Term
Alternative Mobility	Human service transportation coordination	High	High	High	Mid-Term
Alternative Mobility	Rural transit mobility	High	High	High	Near-Term
Alternative Mobility	Mobility Integration	High	High	High	Near-Term
Alternative Mobility	Mobility as a Service (MaaS) options	Low	Med	High	Long-Term

Figure 9 Summary of Long-Range Transit Plan Strategies

RABA notes that farebox recovery noncompliance is so prevalent amongst small transit operators in California that a final framework for TDA Reform was adopted January 2, 2020, to modernize the 50-year-old TDA. The reform includes modifications to the farebox calculation and the removal of penalties for farebox recovery noncompliance. TDA reform is considered a high priority by the transit advocacy groups California Association for Coordinated Transportation (CalACT) and California Transit Association (CTA). Senate Bill (SB) 125 created a transit transformation task force to address this issue with recommendations for the State Legislators to consider, as well as changes to the PUC to add non-State grants as part of the calculation of the farebox recovery ration starting with the FY 2021/22 period.

4.2 Burney Express

The number of Burney Express trips held close to 2020/21 with a slight 1.17% decrease, but that decrease is on top of the more than 50% drop in boardings in 2020/21, and the farebox recovery ratio was 100%. A detailed comparison of Burney Express' performance over the last five years is provided in Table 9. It is important to note that in recent history, the service has been fully funded with Federal Transit Administration competitive grant awards.

Table 6 Burney Express Performance Overview

Performance Indicator	2020/21	2021/22	2022/23	2021/22 vs 2022/23	Percent Change from 2021/22 to 2022/23
Total Trips	2,759	2,698	3,292	594	22.02%
Vehicle Service Miles	87,522	88,236	88,101	(135)	-0.15%
Vehicle Hours	2,304	2,329	2,375	46	1.98%
Total Expenses (minus exclusions)	$316,784	$381,708	$341,436	$(40,272)	-10.55%
Farebox Revenue (minus exclusions)	$14,887	$11,293	$16,044	$4,751	42.07%
Farebox Ratio	4.70%	100%	100%	0%	0%
Subsidy Per Trip	$109.42	$137.29	$98.84	$(38.45)	-28.01%
Riders per Hour	1.20	1.16	1.39	0.23	19.65%
Riders per Month	230	225	274	49.5	22.02%

4.3 ShastaConnect

In July 2017, SRTA renewed its contract with Dignity Health Connected Living (DHCL) to provide Sunday On-Demand services as well as general public service to individuals at least 18 years old outside of the RABA service area. These services are branded under the ShastaConnect moniker. The contract includes performance goals to improve efficiency for the delivery of Consolidated Transportation Services Agency (CTSA) services. As noted in Table 10 the sole performance mandate for CTSA transit services is "Subsidy per Trip." The performance measures in Table 10 provide a snapshot of CTSA's performance for FY 2017/18 through 2022/23. The CTSA fare was free and reimbursed through grant funding in 2022/23.

Table 7 CTSA Performance Overview

Performance Measures	2017/ 18	2018/ 19	2019/ 20	2020/ 21	2021/ 22	2022/ 23	Aspirational Goals	Goal vs. Actual Performance
Fare Contribution Ratio	6.80%	6.51%	7.01%	15.06 %	5.37%	7.95%	10%	N/A
Passengers per Hr.	1.90	1.68	2.04	2.4	1.26	1.61	2.74	N/A
Cost per Service Hour	$49.28	$61.13	58.62	61.34	59.62	63.67	$42.58	N/A
TDA subsidy per Trip	$17.28	$23.90	$22.43	$18.70	$33.57	$23.93	$11.43	Goal: $22.21** Over by: $1.72
Passenger per Service Mile	0.13	0.11	0.15	0.13	0.07	0.10	0.20	N/A
Match of CTSA Budget*	21%	26.2%	25.1%	38.8%	29.1%	32%	25%	NA

*DHCL provides matching funds through in-kind services, as well as separate senior transportation grant funding.

**Includes annual escalation in future years tied to cost-of-living index.

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. Activities for the FY 2024/25 cycle included:

- An online survey in both English and Spanish;
- Advertising on transit vehicles directing riders to the survey;
- Use of a QR Code to link to the English and Spanish language surveys;
- SRTA website posts;
- Social media posts;
- Record Searchlight, ANewsCafe.com, and Intermountain News public notices;
- Utilization of Social Services Transportation Advisory Council (SSTAC) members for information sharing among the community; and
- A public hearing.

SRTA goes above and beyond TDA requirements to reach out to a greater number and diversity of individuals.

Appendix 8 is a summary of public comments received for the current 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; 5) Whiskeytown Beach Bus service; and Knighton Road service.

All these requests represent Unmet Transit Needs. Section 6 of this report provides more detail regarding potential improvements as well as alternative, more cost-effective service delivery strategies.

5.1 Unmet Transit Needs Survey

A survey (English and Spanish) was posted online on January 9, 2024 and closed on April 24,2024. As of April 251, 2024, forty-eight total survey responses were completed. Qualifying transit service requests are documented in Appendix 8 of this report.

5.2 Official Public Comment Period

The analysis in this document was presented to the SRTA Board of Directors meeting on April 25, 2024. Agenda item #10 included:

- a public transit funding workshop;
- a presentation on the Unmet Transit Needs Process;
- a public hearing to receive public comments on unmet transit needs;
- direction to staff regarding preliminary FY 2024/25 Unmet Transit Needs recommendations, presented at the board meeting; and
- direction to staff to prepare responses to any additional comments received by May 1, 2024.

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 by the SRTA Board of Directors at the June 20, 2024, meeting. The public may continue to submit comments year-round for consideration in future cycles.

5.3 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 June 2024 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 2024/25 Unmet Transit Needs Findings.

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. To compare potential unmet transit needs more easily, 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 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

In summary, staff recommends that the Board of Directors finds that all current Transportation Development Act (TDA) -funded and grant-funded services including anticipated changes to RABA's service delivery models (e.g., adding micro-transit zones), incorporation of Sunday transit into RABA's system, and adding a rural bus service to Shingletown are reasonable to meet.

In the coming year, SRTA will explore strategies from the 2040 Long-Range Transit Plan and RABA's short-range transit plan to address the region's transit performance. SRTA will explore with partners efficient and cost-effective options, including:

- Evaluate new transit delivery models (micro-transit, on-demand transit with smartphone software, contactless payment, van pools, etc.) that RABA is implementing as part of their short-range transit plan.
- Explore options to implement the long-range transit plan's low-income strategy (i.e., reduced or free fares) in the near-term.

SSTAC Recommendation

In addition to staff recommendations, the SSTAC asked that staff find ways to communicate anticipated changes more clearly regarding the RABA system, consolidation of transit services, and the use of smart phone applications and website updates.

Table 8 Initial Short-Term Recommendations

Transit Service Requested	Unmet Transit Need?	Reasonable to Meet?	Response
Current FY 2024/25 Unmet Transit Needs Cycle			
Shingletown (five requests)	Yes	Yes	There are no fixed route services to Shingletown. See below about requests for expanded service area. Service area could be added to RABA express services, van pool, or other operating model.
Lassen Volcanic National Park (LVNP) (two requests)	Yes	No	There are no fixed route services to LVNP. See below about requests for expanded service area. Service area could be added to RABA express services or other operating model by seeking funding for Federal Lands Access Program (grant funded exception).
Soccer Park	Yes	No	There are no fixed route services to these area. See below about requests for expanded service area. Service area could be added to RABA.
Stillwater/SR44			
City of Shasta Lake direct (5 requests)	Yes	No	RABA Route 1 serves the City of Shasta Lake and Buckeye/North Redding. A City of Shasta Lake commuter like the Anderson commuter could be considered traveling through Buckeye for more direct service. See below about requests for expanded service area.
SR 273 in Redding (two requests)			
Cassel	Yes	No	See below about requests for extended service area. Service could be requested from DHCL as the Coordinated Transportation Services Agency (CTSA). ShastaConnect service area includes Mountain Gate and Cottonwood. See below about requests for expanded service area.
Mountain Gate (two requests)			
Lakehead (1 request)			
Cottonwood (1 request)			

<table>
<tr><td>Extended Service Hours</td><td rowspan="3">Yes</td><td rowspan="3">Not at this time using traditional fixed route service delivery model*</td><td rowspan="3">RABA operations in 2024/25 are going to see many changes to improve transit services in the area with the intent to increase ridership and provide a better system that meets riders needs.</td></tr>
<tr><td>More Frequent Service</td></tr>
<tr><td>Expanded Service Areas</td></tr>
</table>

6.2 Long-Term

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

6.2.1 RABA

Table 9 Long-Term Recommendations

<table>
<tr><th>Identified Need</th><th>Unmet Need?</th><th>Reasonable to Meet?</th><th>Recommendations/Comments</th></tr>
<tr><td>More Frequent Service</td><td>Yes</td><td rowspan="3">Yes</td><td rowspan="3">RABA operations in 2024/25 are going to see many changes to improve transit services in the area with the intent to increase ridership and provide a better system that meets riders needs.

The coming year will provide the data needed to determine any future changes to the RABA s and ShastaConnect systems.</td></tr>
<tr><td>Extended Service Hours</td><td>Yes</td></tr>
<tr><td>Extended Service Areas</td><td>Yes</td></tr>
</table>

In summary, in the long-term it is recommended that as part of RABA's Short Range Transit Plan process, strategies from the 2040 Long-Range Transit Plan be prepared for implementation that the Board of Directors will consider for future implementation. Examples of transit improvement strategies include enhancing multi-modal access to transit; realigning fixed-route service to reflect changing travel patterns; establishing an income-based fare structure or free fares for all; and expanding ShastaConnect On-Demand Transit services where conventional fixed-route service is not sustainable.

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 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.
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 Regional Transportation Agency (SRTA) staff, having consulted with claimant jurisdiction representatives and the Social Services Transportation Advisory Council and have concluded that minor technical changes consistent with the TDA and prior RTPA practice are appropriate, and have therefore recommended the following revised definitions:

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

1. A population group in the proposed transit service area has been defined and located which has no reliable, affordable, or accessible transportation for necessary trips. The size and location of the group must be such that a service to meet their needs is feasible within the definition of "reasonable to meet" as set forth below.

2. Necessary trips are defined as those trips which are required for the maintenance of life, education, access to social service programs, health, and physical and mental well-being, including trips which serve employment purposes.

3. Unmet transit needs specifically include:
   - (a) Transit or specialized transportation needs identified in the transit system's Americans with Disabilities Act Paratransit Plan or short-range Transit Plan which are not yet implemented or funded.
   - (b) Transit or specialized transportation needs identified by the Social Services Transportation Advisory Council and confirmed by the RTPA through testimony or reports which are not yet implemented or funded.

4. Unmet transit needs specifically exclude:

(a) Minor operational improvements or changes, involving issues such as bus stops, schedules and minor route changes.

(b) Improvements funded or scheduled for implementation in the following fiscal year.

(c) Trips for any purpose outside of Shasta County, in accordance with PUC Section 99220(b).

(d) Primary and secondary school transportation.

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

1. It has been demonstrated to the satisfaction of the Agency that transit service adequate to meet the unmet need can be operated with a minimum farebox recovery of 20% in urbanized areas and 10% in non-urbanized areas. Where anticipated farebox revenue from proposed services do not meet these minimum requirements, the following exceptions may apply as determined by the SRTA Board of Directors:
   a) Transit services that are funded entirely with grants.
   b) Transit services that are funded entirely by a local agency at that agency's discretion.
   c) Urban transit services that represent a critical or essential service, as determined by the SRTA Board of Directors, providing such services do not result in farebox penalties for the transit system as a whole.
   d) Pilot projects and new services for up to two years.
   e) When a transit service primarily serves urban areas but also includes non-urban areas, a pro-rated farebox recovery standard based on the ratio of urban and non-urban in-service transit vehicle miles may be used.

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

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

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

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

3. The proposed expenditure shall not be used to support or establish a service in direct competition with an existing private service, nor to provide 24-hour service.

4. Where transit service is to be jointly funded by two or more of the local claimant jurisdictions, it shall be demonstrated to the satisfaction of the SRTA Board of Directors that the resulting inter-agency cost sharing is equitable. In determining if the required funding equity has been achieved the SRTA Board of Directors may consider, but is not limited to considering whether or not the proposed cost sharing formula is acceptable to the affected claimants.

5. Transit services designed or intended to address an unmet transit need shall in all cases make coordinated efforts with transit services currently provided, either publicly or privately.

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

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

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

Leonard Moty, Chair
Shasta Regional Transportation Agency

Appendix 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.
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.
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.
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.
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	
Service to Palo Cedro and Lakehead 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	
Service to Shasta College Service to outlying areas Longer hours 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	
Service to Happy Valley and Mountain Gate Longer hours 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	
Service to Stillwater and Shingletown Reduce one-hour headways Longer Hours 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.

FY 2006/07	
Service to Cottonwood Service to Old Alturas Rd/Boyle Rd Additional stops on Burney Express 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	
Longer hours Service to Shingletown Stop at Round Mountain on Burney Express Increase service to Anderson Stop at Shasta County Public Health	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. This is a low density population area. Previously the county operated a vanpool service which failed due to lack of riders. In the process of establishing. As a member of the JPA, Anderson requested the Anderson-only trial service return to the prior service hours. A bus stop location has been established.
FY 2008/09	
Sunday service and longer hours	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	
Service to Burney Falls Service to Cottonwood Service to Redding Airport	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. 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. 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.

FY 2010/11	
Weekend service for Burney Express Service during Intermountain Fair (Burney Express) Accept Shasta College bus passes (Burney Express) Service to Shingletown Service to Cottonwood Service to Old Shasta Service to Millville New stops Extended hours of service	Saturday service is projected at half of the weekday service. Weekend service is not feasible at this time. Specialty services can be provided if privately chartered. The college program has since been discontinued. Transit service has been attempted in this area and has failed to meet performance requirements. 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. Trinity Transit serves Old Shasta while enroute to Redding. Millville is one of the least populated census tracts. Such low population density cannot support minimum farebox thresholds. The request was forwarded to RABA and SSNP for review. 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	
Service to Redding Airport Modification of the Airport Road Corridor Route Accept California Heritage YouthBuild Academy Bus Passes	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. Morning service was meeting capacity. Adjustment to the route enabled service to the Shasta Builders Exchange Facility and California Heritage YouthBuild Academy. This service is current and ongoing as of December 2012.
FY 2012/13	
Extension of Service to Burney Falls Service to Mountain Gate Daily Service	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. 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. 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.
FY 2013/14	
Service to Shingletown	SSNP began the Shingletown Express in April 2013 with grant funding.

WE-CARE-A-LOT Connections Cottonwood Service Airport Road Additional Service Additional Burney Express Service Seasonal Service to Whiskeytown Lake Sunday Service More Frequent Service Extended Service Hours	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. 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. 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. 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. 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.
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)	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. CONTINUE WITH MODIFICATIONS: RABA service adjustments are underway to address low ridership numbers of this pilot project. 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. CONTINUE: Service for Summer 2017 beginning May 25 with funding from grants.

FY 2017/18	
Sunday service (Carryover Request) More frequent service (Carryover); Extended service hours (Carryover) Crosstown Express (Pilot Project) 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.
FY 2018/19	
Sunday Service Whiskeytown Summer Service Extended Service Hours More Frequent Service 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.
FY 2019/20	
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 transit service is through the Low Carbon Transit Operations Program. 2. The SRTA Board of Directors approved service continuation. Park entry issues were resolved with NPS, and this specialty service is set to return for summer 2021, as long as pandemic conditions allow. 3, 4, 5: RABA services are not meeting the minimum farebox recovery ratio. Even with the effects of the pandemic considered, ridership and revenue have been decreasing over multiple cycles while operating costs are increasing by about 4-5% annually. Therefore, no expansion of RABA services using TDA funds was recommended.
FY 2020/21	

1. Shingletown Service 2. Sunday Service 3. Whiskeytown Summer Service 4. Extended Service Hours 5. More Frequent Service 6. Extended Service Areas	1. Shingletown service could be requested from DHCL as the Coordinated Transportation Services Agency. See below about requests for extended service area. RABA services are not meeting the minimum farebox recovery ratio. A Shingletown van pool service operated from 1996 to 2002 when it was terminated due to low ridership. ShastaConnect service area could be expanded to include Shingletown. 2. SRTA started a grant-funded on-demand transit service on Sundays in partnership with Dignity Health Connected Living (DHCL). The service, under the ShastaConnect brand, started October 13, 2019, and will operate at least through October 2022 (two-year period was extended due to temporary, pandemic-related hiatus in service). Future operations are dependent on ridership and funding. 3. The 'Beach Bus' service will return in summer of 2022 and operate between the Memorial Day and Labor Day holidays. SRTA and the National Park Service are working on the transit operating plan. 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 noncompetitive. These issues were resolved, and the 'Beach Bus' service returned for summer 2021, when pandemic conditions allowed. 4, 5, 6: RABA services are not meeting the minimum farebox recovery ratio. Even with the effects of the pandemic considered, ridership and revenue have been decreasing over multiple cycles while operating costs are increasing by about 7% annually. Without significant increases in ridership, major changes to the service delivery paradigm, and/or changes in TDA legislation, RABA will face reduced eligibility for funding.

Table 10 Chronological History of Unmet Needs Requests

Chronological History of Unmet Needs Requests							
	2002-2005	2005-2008	2008-2011	2011-2014	2014 - 2019	2020 - 2024	# of Times Requested
Service to Palo Cedro	1				2		3
Service to Lakehead	1				1	6	8
Sunday service	3	1	1	2	3	1	11
Longer Hours	3	2	2		3	2	12
Service to Shasta College	1				1		2
Service to outlying areas	1				1	46	48
Service to Happy Valley	1				1		2
Service to Mountain Gate	1			2	1	1	5
Service to Stillwater		1					1
Service to Shingletown		2	1		2	10	15
Reduce one-hour headways		1			2	3	6
Service to Cottonwood		1	2		2	1	6
Service Old Alturas Rd/Boyle Rd		1				1	2
Support of Anderson Express		1					1
Increase service to Anderson		1			1	1	3
Service to Burney Falls			1	1			2
Service to Redding Airport			1	1		5	7
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	2
Service to Turtle Bay					1		1
Service to Old Oregon Trail/SR44					2	2	4
Enhanced active transportation connections to transit						5	5
Service to Riverland Drive						1	1
Service to Country Heights						1	1
Service to Knighton Road						34	34
Service to Shasta Lake/BuckEye (Direct)						3	3

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).

Appendix 6 - RABA Performance Over the Last Five Years

Table 11 RABA Performance Over Last Five Years

Performance Indicator	2018/19	2019/20	2020/21	2021/22	2022/23	2021/22 vs 2022/23	Percent Change from 2021/22 to 2022/23
Fixed Route							
Total Trips	575,978	513,051	330,690	333,572	375,475	41,903	8.17%
Veh Service Miles	609,569	589,000	585,446	591,508	591,971	463	0.08%
Vehicle Hours	39,664	38,912	38,656	38,997	38,970	(27)	-0.07%
Total Expenses (minus exclusions)	$ 3,975,607	$ 4,280,134	$ 4,670,777	$ 4,975,914	$ 4,732,037	$ (243,877)	-5.70%
Expense (N.I. Depreciation) - Hide Row	$ 1,327,849	$ 1,421,435	$ 1,444,150	$ 1,496,477	$ 1,392,724	$ (103,753)	
"Excluded Costs" - Hide Row	$ 417	$ 15,394	$ -		$ 195,555	$ 195,555	
Farebox Revenue (minus exclusions)	$ 586,852	$ 527,933	$ 437,203	$ 507,981	$ 2,829,770	$ 2,321,789	439.79%
Farebox Ratio	14.76%	12.33%	9.36%	10.21%	59.80%	49.59%	402.05%
TDA Subsidy Per Trip	$ 5.88	$ 7.31	$ 12.80	$ 13.39	$ 5.07	$ (8.33)	-113.87%
Operating Cost/Passenger Trip	$ 6.90	$ 8.34	$ 14.12	$ 14.92	$ 12.60	$ (2.31)	-27.74%
Operating Cost/Service Hour	$ 100.23	$ 110.00	$ 120.83	$ 127.60	$ 121.43	$ (6.17)	-5.61%
Passengers/Service Hour	14.52	13.18	8.55	8.55	9.63	1.08	8.20%
Passengers/Service Mile	0.94	0.87	0.56	0.56	0.63	0.07	8.08%
Service Hours/Employee	1,133.26	1,111.77	1,044.76	1,218.66	1,053.24	173.90	15.64%
Demand Response							
Total Trips	49,169	32,439	15,314	23,775	27,713	3,938	16.56%
Veh Service Miles	268,782	199,892	117,559	162,140	166,262	4,122	2.54%
Vehicle Hours	15,739	11,950	6,717	9,245	9,969	724	7.83%
Total Expenses (minus exclusions)	$ 1,366,420	$ 1,364,935	$ 972,953	$ 1,275,169	$ 1,264,862	$ (10,307)	-0.81%
Expense (N.I. Depreciation) - Hide Row	$ -	$ -	$ -	$ -		0	#DIV/0!
"Excluded Costs" - Hide Row	$ 832	$ 2,317	$ -	$ -	$ 230,990	230,990	#DIV/0!
Farebox Revenue (minus exclusions)	$ 175,590	$ 112,113	$ 79,309	$ 104,330	$ 773,410	669,080	641.31%
Farebox Ratio	12.85%	8.21%	8.15%	8.18%	61.15%	52.96%	647.35%
TDA Subsidy Per Trip	$ 24.22	$ 38.62	$ 58.35	$ 49.25	$ 17.73	$ (31.51)	-63.99%
Operating Cost/Passenger Trip	$ 27.79	$ 42.08	$ 63.53	$ 53.63	$ 45.64	$ (7.99)	-14.90%
Operating Cost/Service Hour	$ 86.82	$ 114.22	$ 144.85	$ 137.93	$ 126.88	$ (11.05)	-8.01%
Passengers/Service Hour	3.12	2.71	2.28	2.57	2.78	0.21	8.10%
Passengers/Service Mile	0.18	0.16	0.13	0.15	0.17	0.02	13.67%
Service Hours/Employee	684.30	519.57	671.70	577.81	996.90	-93.89	-16.25%
Combined (Fixed Route and Demand Response)							
Total Trips	625,147	545,490	346,004	357,347	403,188	45,841	12.83%
Veh Service Miles	878,351	788,892	703,005	753,648	758,233	4,585	0.61%
Vehicle Hours	55,403	50,862	45,373	48,242	48,939	697	1.44%
Total Expenses (minus exclusions)	$ 5,342,027	$ 5,645,069	$ 5,643,730	$ 6,251,083	$ 5,996,899	(254,184)	-4.07%
Farebox Revenue (minus exclusions)	$ 762,442	$ 640,046	$ 516,512	$ 612,311	$ 3,603,180	2,990,869	488.46%
Farebox Ratio	14.27%	11.34%	9.15%	57.10%	60.08%	2.98%	5.23%
TDA Subsidy Per Trip	$ 7.33	$ 9.18	$ 14.82	$ 15.78	$ 5.94	$ (9.84)	-62.38%
Operating Cost/Passenger Trip	$ 8.55	$ 10.35	$ 16.31	$ 17.49	$ 14.87	$ (2.62)	-14.97%
Operating Cost/Service Hour	$ 96.42	$ 110.99	$ 124.39	$ 129.58	$ 122.54	$ (7.04)	-5.43%
Passengers/Service Hour	11.28	10.72	7.63	7.41	8.24	0.83	11.22%
Passengers/Service Mile	0.71	0.69	0.49	0.47	0.53	0.06	12.15%
Service Hours/Employee	955.22	959.66	856.09	893.37	923.38	37.28	4.17%
Burney Express							
Total Trips	4,981	5,224	2,759	2,698	3,292	594	22.02%
Veh Service Miles	86,246	87,552	87,522	88,236	88,101	(135)	-0.15%
Vehicle Hours	2,270	2,320	2,304	2,329	2,375	46	1.98%
Total Expenses (minus exclusions)	$ 245,469	$ 274,790	$ 316,784	$ 381,708	$ 341,436	$ (40,272)	-10.55%
Expense (N.I. Depreciation) - Hide Row			0	0	0	-	#DIV/0!
"Excluded Costs" - Hide Row			0	0	0	-	#DIV/0!
Farebox Revenue (minus exclusions)	$ 21,425	$ 21,192	$ 14,887	$ 11,293	$ 16,044	$ 4,751	42.07%
Farebox Ratio	8.73%	7.71%	4.70%	100%	100%	0.00%	0.00%
TDA Subsidy Per Trip	$ 44.98	$ 48.54	$ 109.42	$ 137.29	$ 98.84	$ (38.45)	-28.01%
Riders per Hour	2.19	2.25	1.20	1.16	1.39	0.23	19.65%
Riders per Month	415	435	230	225	274	49.5	22.02%

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.

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.

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.

V**ehicle Revenue Miles (VRM)**
The miles that vehicles are scheduled to or actually travel while in revenue service.

Appendix 8 - Public Comments and Responses

Comments and responses below. Black type-face comments and responses are related to the SRTA Unmet Transit Needs Process.

#	End Date	First Nam	Last Name	Medium	Extended Hours of Operation	Increase Bus Frequency	Sunday Service	Interregional Connection	Extend/Reroute Service To...	RABA Operational/Admin	New Service	SRTA Unmet Needs Responses	RABA Operational / Admin Responses
54	2/8/2023			Online survey									
53	2/7/2023			Online survey							X, North Redding (Buckeye)		
52	2/7/2023			Online survey							X, City of Shasta Lake		
51	2/7/2023			Online survey							X, Country Heights		
50	2/7/2023			Online survey									
49	2/6/2023			Online survey									
48	2/6/2023			Online survey									
47	2/6/2023			Online survey							X, 273/Girvan<>Downtown X, 273<>Lema Ranch X, 273<>Clover Creek		
46	2/3/2023			Online survey							X, Redding Regional Airport X, Sacramento Airport X, Chico Art Center, CSU X, Eureka, CA X, Ashland, OR		
45	2/1/2023			Online survey							X, VA Clinic		
44	2/1/2023			Online survey							X, VA Clinic X, Lakehead		
43	2/1/2023			Online survey					X, ?				
42	2/1/2023			Online survey							X, VA Clinic X, Redding Regional Airport		
41	2/1/2023			Online survey		X			X, ?	DR, BE	X, VA Clinic		
40	2/1/2023			Online survey							X, VA Clinic		
39	2/1/2023			Online survey						DR	X, VA Clinic		
38	2/1/2023			Online survey							X, VA Clinic		
37	2/1/2023			Online survey						DR	X, VA Clinic		
36	2/1/2023			Online survey							X, VA Clinic		
35	2/1/2023			Online survey							X, VA Clinic		
34	2/1/2023			Online survey						DR	X, VA Clinic		
33	2/1/2023			Online survey							X, VA Clinic		
32	2/1/2023			Online survey						DR	X, Knighton Road<>Anderson		
31	1/24/2023			Online survey							X, VA Clinic X, VA home X, Knighton Road		
30	1/24/2023			Online survey							X, Old Alturas/Shastaview/Ravenwood		
29	1/20/2023			Online survey						DR	X, VA Clinic		
28	1/20/2023			Online survey							X, VA Clinic		
27	1/19/2023			Online survey						BE	X, VA Clinic		
26	1/19/2023			Online survey					X, ?	DR, BE	X, VA Clinic X, Redding Regional Airport		
25	1/19/2023			Online survey							X, VA Clinic		
24	1/19/2023			Online survey							X, VA Clinic		
23	1/19/2023			Online survey							X, VA Clinic		
22	1/19/2023			Online survey						DR, BE	X, VA Clinic X, Redding Regional Airport		
21	1/19/2023			Online survey						DR, BE	X, VA Clinic		
20	1/19/2023			Online survey							X, VA Clinic		
19	1/18/2023			Online survey							X, VA Clinic		
18	1/18/2023			Online survey							X, VA Clinic		
17	1/17/2023			Online survey							X, San Francisco X, Ashland, OR Train system Daytime Amtrak Lightrail		
16	1/17/2023			Online survey						24/7 phone service	X, Knighton Road		
15	1/16/2023			Online survey									

14	1/14/2023			Online survey						DR	X, Old Oregon Trail/Wonderland Blvd/Mountain Gate		
13	1/13/2023			Online survey							X, VA Clinic		
12	1/13/2023			Online survey							X, Winco, Walmart, Hill Country X, Idaho		
11	1/13/2023			Online survey							on-demand ride options, aside from ride-share		
10	1/12/2023			Online survey							X, Sacramento Airport		
9	1/12/2023			Online survey							X, VA Clinic		
8	1/12/2023			Online survey							X, Knighton Road		
7	1/12/2023			Online survey						DR	X, VA Clinic		
6	1/12/2023			Online survey							X, VA Clinic		
5	1/12/2023			Online survey							X, VA Clinic		
4	1/12/2023			Online survey							X, VA Clinic		
3	1/12/2023			Online survey									
2	1/12/2023			Online survey							X, Dana<>CoSL direct		
1	1/11/2023			Online survey							X, Cottonwood and Anderson express service X, Sacramento Airport		
	6/15/2022	Greg	Brody	email							X, Shingletown		
	9/23/2022			DHCL/ShastaConnect							X, Lakehead		
	1/23/2023	Ernest	Kimbau?	Letter re DHCL									
	6/27/2022			ShastaConnect email							X, Redding Regional Airport		
	10/18/2022			Aging Advisory Committee							X, more rural service		
	10/18/2022			Aging Advisory Committee							X, Mary Lake		
	10/18/2022			Aging Advisory Committee							leaving hospitals		
	10/18/2022			Aging Advisory Committee							X, Shingletown		
	10/18/2022			Aging Advisory Committee							emergency evacuation		
	10/18/2022			Aging Advisory Committee							safety net		
	10/18/2022			Aging Advisory Committee							safety net		
	2/6/2023			DPW meeting							X, VA Clinic X, Tarmac and Shasta View (HHSA might move out there.)		

Appendix 9 - SSTAC Recommendation

Social Services Transportation Advisory Council (SSTAC)
-an advisory body to the Shasta Regional Transportation Agency (SRTA)
1255 East Street, Suite 202
Redding, CA 96001

May 30, 2024

Mark Mezzano, Chair
Shasta Regional Transportation Agency (SRTA)
1255 East Street, Suite 202
Redding, CA 96001

Dear Chair Mezzano:

The Shasta Region's Social Services Transportation Advisory Council (SSTAC) meets at least twice per year 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. SSTAC met more often this fiscal year because of the development on the Shasta Coordinated Transportation Plan with meeting dates on:

- July 25, 2023
- September 28, 2023
- January 24, 2024
- April 30, 2024

At the April 30, 2024, meeting, the SSTAC reviewed and discussed the 2024/25 unmet transit needs. The SSTAC approved a recommendation to the SRTA Board of Directors.

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

- Incorporate Sunday On-Demand Service into RABA's system in 2024/25.
- Continue expanded CTSA.
- Find efficiencies and reduce overlap between RABA demand response service (complimentary paratransit) and ShastaConnect.
- Evaluate new transit delivery models (micro-transit, on-demand transit with smartphone software, contactless payment, van pools, etc.) that RABA is implementing as part of their short-range transit plan.
- Explore options to implement the long-range transit plan's low-income strategy (i.e., reduced or free fares) in the near-term.
- Add a rural bus service to Shingletown.

The SSTAC asked that staff find ways to communicate anticipated changes more clearly regarding the RABA system, consolidation of transit services, and the use of smart phone applications and website updates.

Sincerely,

Patrick Geagan, Chair, SSTAC

SSTAC Membership

Patrick Geagan (Chair)	-	Resident, Disabled Transit User
Hallie Fonseca (Vice Chair)	-	Local Social Service Provider for Seniors (Transp)
Vacant	-	Transit User 60 Years of Age or Older
Denise Highfill	-	Local Social Service Provider for Seniors (Non-Transp)
Cathy Tillman	-	Local Social Service Provider for the Disabled (Transp)
Jackie Rose	-	Local Social Service Provider for the Disabled (Non-Transp)
Kary Carbone	-	Social Service Provider for Persons of Limited Means
Staci Wadley	-	Consolidated Transportation Services Agency (Administrator)
Brody Wilbourn	-	Consolidated Transportation Services Agency (Operator)
Wendy Longwell	-	Additional Member
Christina Prosperi	-	Resident, Additional Member
Carolyn Nava	-	Additional Member
Tamy Quigley	-	Additional Member
Kristen Schreder	-	Additional Member