



**Shasta Regional Transportation Agency  
(SRTA)**



**Transit Needs Assessment 2014-15**

**Scheduled for Adoption  
February 25, 2014**

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# EXECUTIVE SUMMARY

The Transportation Development Act (TDA) was enacted in 1971 to improve California's public transportation. The TDA provides funding for public transportation in urban and rural areas, and for local streets and roads after all transit needs have been met.

The Transit Needs Assessment (TNA) annually evaluates the transit needs in Shasta County and determines if transit services are "reasonable to meet" according to specific criteria.

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

Non-profit agencies and contractors provide some service to outlying areas beyond the RABA service area. Shasta Senior Nutrition Programs, Inc. (SSNP) is the designated Consolidated Transportation Services Agency (CTSA) and provides community transit service and senior transportation to areas outside of RABA's service area.

The Shasta Regional Transportation Agency (SRTA) works closely with the transit operators to ensure that both RABA and CTSA can meet their transit obligations with the federal and state money allocated.

RABA's ratio of fare revenue to operating cost is 17.4%. This falls short of the 20% goal and limits alternatives to expand bus service. The Burney Express exceeds its farebox ratio goal of 10%, creating new opportunities for expansion. There are also opportunities to expand CTSA services due to efficiencies that can be realized through better coordination.

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## SECTION 1 INTRODUCTION

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

*Purpose:*

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

- County of Shasta
- City of Shasta Lake
- City of Redding
- City of Anderson
- Redding Area Bus Authority (RABA)
- Shasta Senior Nutrition Programs
- Native American Tribes
- Caltrans
- Federal Transit Administration
- Federal Highway Administration

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

### 1.1 OVERVIEW OF FUNDING FOR TRANSIT NEEDS

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

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

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

TDA is the primary source for transit funds for public transit. Financial assistance is also available to transit operators through other state and federal sources. The Federal Transit

Administration (FTA) provides capital and operating assistance to transit operators as seen in Table 1. The California Department of Transportation (Caltrans) Division of Mass Transportation administers FTA grant programs. Projects must be derived from a locally developed, coordinated public transit-human services transportation plan. Shasta County’s plan was adopted in 2007. An update is scheduled in 2014.

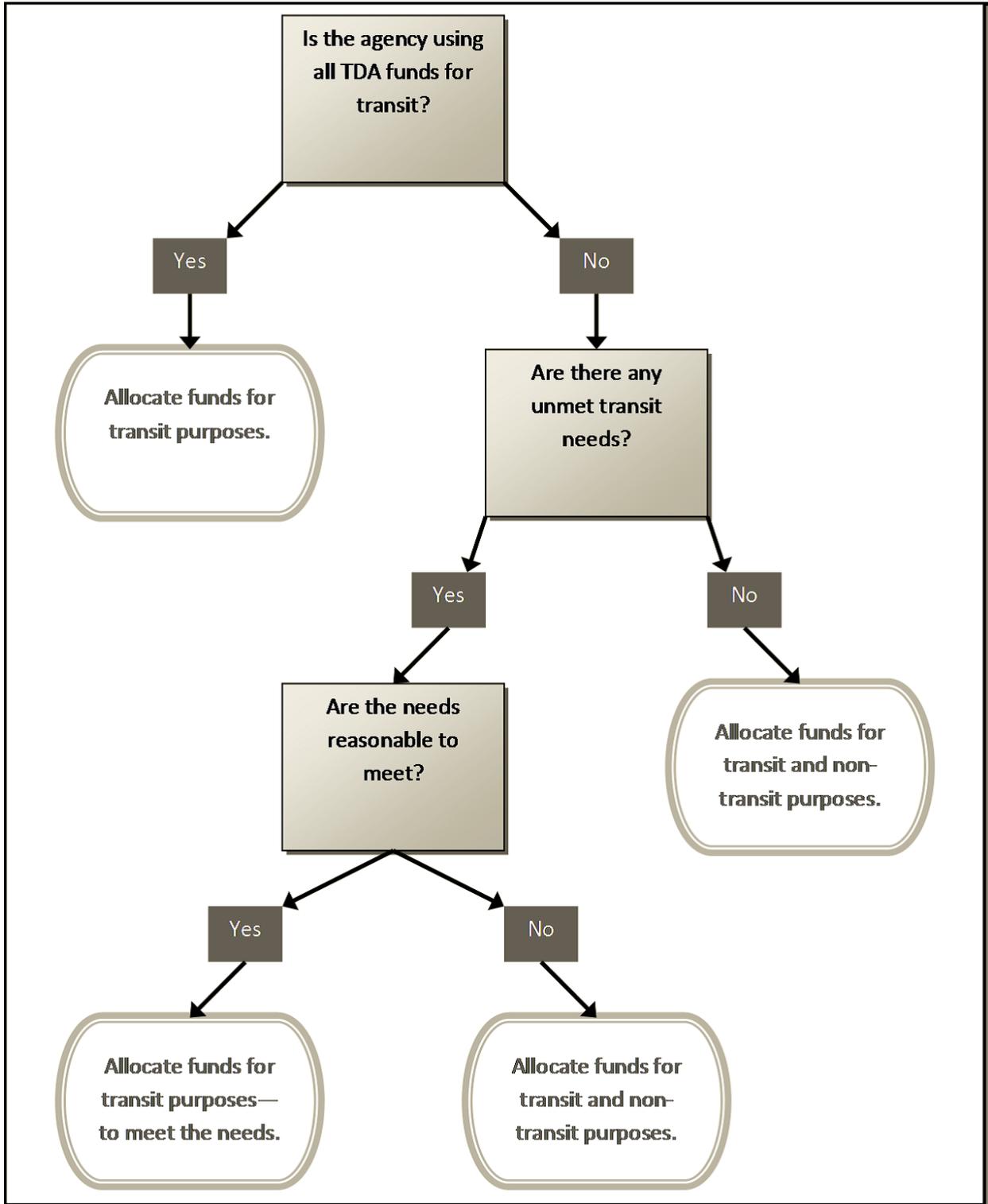
**Table 1: Non-TDA Funding Sources (SRTA, 2013/14 TNA)**

<b>Federal Transit Administration – Formula Funds</b>		
<b>Formula Programs</b>	<b>Section</b>	<b>Purpose</b>
Metropolitan Planning Program	<b>5303</b>	Supports urban areas in planning activities to develop and improve public transportation systems.
Small Urbanized Area Formula Program	<b>5307</b>	Supports public transit capital and operating in urbanized areas with populations under 200,000.
Rural and Small Transit Formula Program	<b>5311</b>	Supports public transit capital and operating in rural areas.
Bus and Bus Facilities Program	<b>5339</b>	Provides capital funding to replace, rehabilitate and purchase buses, vans, and related equipment, and to construct bus-related facilities.
<b>Federal Transit Administration – Competitive Grant Programs</b>		
<b>Grant Programs</b>	<b>Section</b>	<b>Purpose</b>
Intercity Bus Program	<b>5311(f)</b>	Designed to address intercity travel needs of residents in non-urbanized areas of the state by funding services that provide access to the intercity bus and transportation networks in California.
Statewide or Urban Transit Planning Grant Studies	<b>5304</b>	Addresses transit planning issues of statewide or regional significance. Planning studies are intended to improve transit services and to facilitate congestion relief by offering an alternative to the single occupant vehicle.
Elderly and Disabled Specialized Transit Program	<b>5310</b>	Provides capital grants for meeting the transportation needs of elderly persons and persons with disabilities in areas where public mass transportation services are otherwise unavailable. Allows for the purchase of Americans with Disabilities Act (ADA) accessible vehicles, communication equipment, mobility management activities, and computer hardware and software.
<i>Note: Local match requirements are specific to the grant program.</i>		

## 1.2 WHAT IS THE UNMET TRANSIT NEEDS PROCESS?

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

Figure 1: Transit Needs Process (SBCAG, 2012)



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### 1.2.1 WHAT IS AN UNMET TRANSIT NEED?

An unmet transit need is defined by SRTA Board of Directors Resolution 00-21, consistent with TDA statutes, and summarized below. Refer to Appendix 2 for the full resolution and definition. An “unmet transit need” under the TDA shall be found to exist only under the following conditions:

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

*What do unmet transit needs specifically include?*

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

*What is not an unmet transit need for purposes of LTF funding?*

- *Minor operational improvements or changes such as bus stops, schedules and minor route changes.*
- *Improvements funded or scheduled for implementation in the next fiscal year.*
- *Trips for any purpose outside of Shasta County.*
- *Primary and secondary school transportation.*

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### 1.2.2 WHAT IS “REASONABLE TO MEET”?

The meaning of “reasonable to meet” is defined by SRTA Board of Directors Resolution 00-21, 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 subsidy not to exceed 80% of operating cost in urbanized areas and 90% in non-urbanized areas. It must also be demonstrated that the unsubsidized portion of operating costs can be recovered by fare revenues\* (See box on farebox ratio).
2. The proposed expenditure of TDA funds required to support the transit service, in a city or county, does not exceed the authorized amounts available to that jurisdiction.
3. The proposed expenditure shall not be used to support or establish a service in direct competition with an existing private service, or to provide 24-hour service.
4. Inter-agency cost sharing shall be equitable.
5. Transit services shall be coordinated with transit services currently provided, either publicly or privately.

*What is Farebox Ratio?*

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

*RABA has operated at a 17.4% farebox ratio for the 2012/13 fiscal year. (RABA's Comprehensive Annual Fiscal Report, June 30, 2013)*

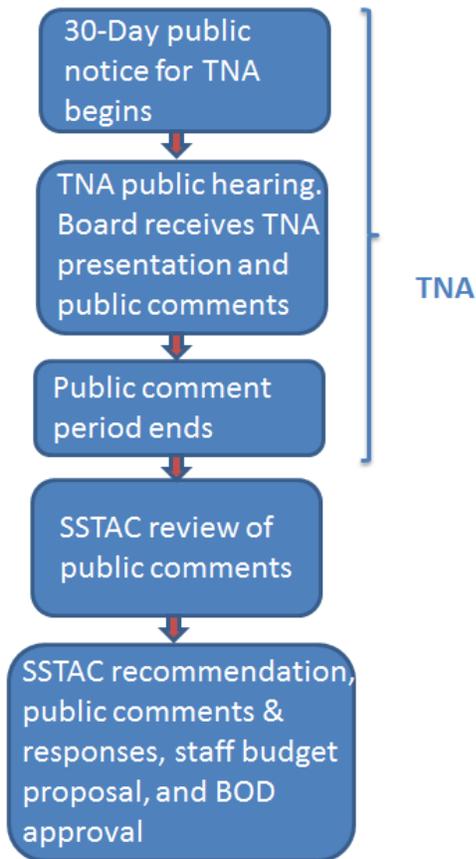
\*Farebox ratio is analyzed to determine the extent to which bus fares can cover the cost of operations. The TDA sets minimum farebox ratio requirements that must be met before adding additional services.

**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 Shasta County, 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

**Figure 2: Transit Needs Assessment (SRTA, 2014)**



is only required, however, upon receipt by the transportation planning agency of a request of an interested party identifying a potential need.

The transit needs assessment (TNA) begins the annual unmet transit needs process. Figure 2 depicts the TNA within the overall unmet transit needs process.

SRTA conducts an annual assessment of transit needs within each jurisdiction. The assessment consists of a two-part test that determines if there are unmet transit needs, and if these unmet transit needs are “reasonable to meet,” according to the definition provided in Appendix 2.

During the annual assessment, citizens and organization representatives may submit comments to the SRTA regarding new transit services. Comments on operations are referred to the appropriate agency as seen in Table 2.

**Table 2: Concerns and Responsible Agencies (SRTA, 2013/14 TNA)**

Area of Concern	Examples	Responsible Agency
<b>Expanded Service</b>	Adding a new bus route Longer hours Sunday service Shorter headways (time between buses)	SRTA
<b>RABA/Burney Express Service Issues</b>	Altering existing routes Changing the location of bus stops Comments about customer service	RABA
<b>CTSA Service Issues</b>	Altering existing routes Comments about customer service	CTSA
<b>Other Services</b>	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.

## 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, and persons with disabilities are more likely to be transit dependent and/or require specialized transportation.

Appendix 3 includes a table of other non-TDA funded transportation providers.

### 2.1 REDDING AREA BUS AUTHORITY (RABA)

RABA is the primary public transportation provider in Shasta County. RABA provides fixed-route and demand-response service to a population of nearly 116,000. The service area covers 100 square miles, encompassing the cities of Anderson, Redding, and Shasta Lake, as well as unincorporated fringe areas. In addition, RABA operates two express routes with limited hours and stops. RABA's transit fleet consists of 16 fixed route coaches and 20 demand response vans. All vehicles are equipped with lifts. Table 2 lists RABA's hours of operation.

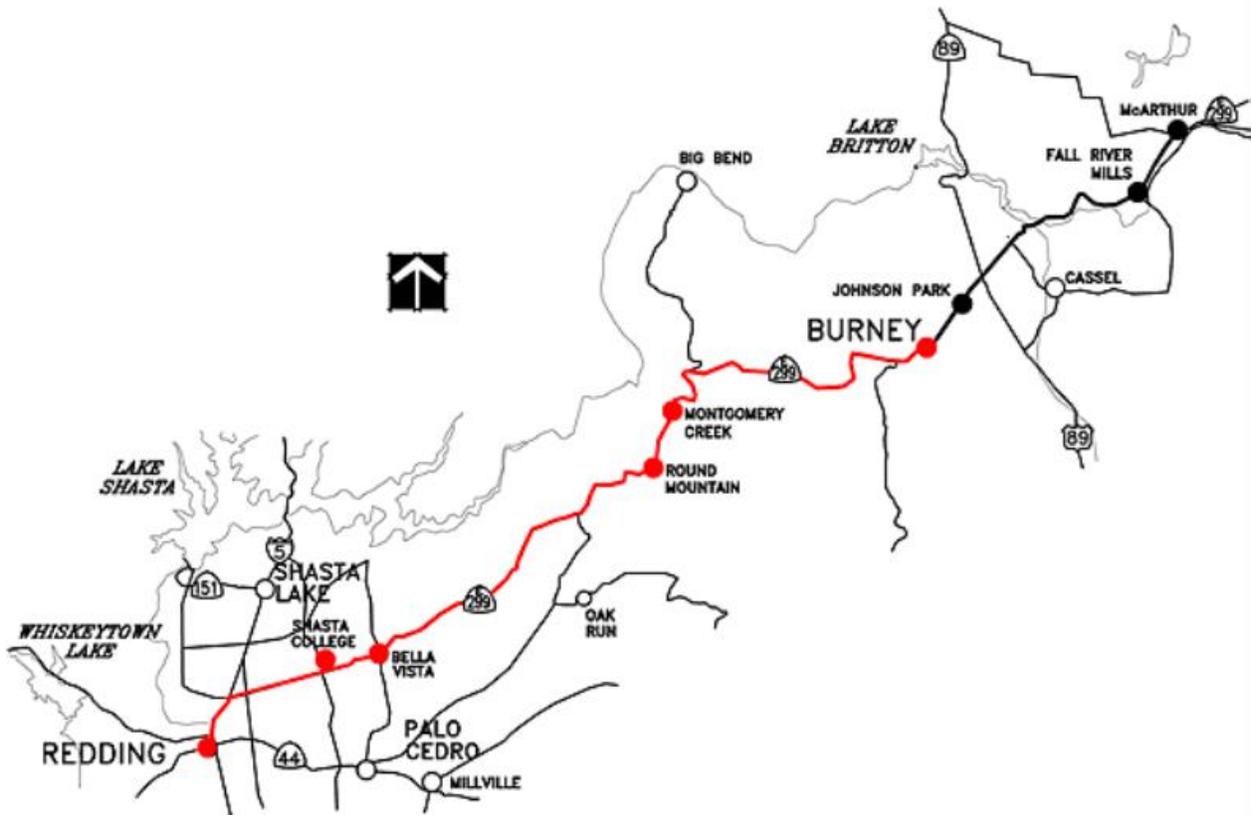
**Table 2: RABA Hours of Operation**

Hours of Operation		
Day(s)	From	To
Monday - Friday	6:30 AM	7:30 PM
Saturday	9:30 AM	7:30 PM

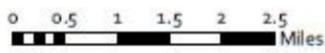
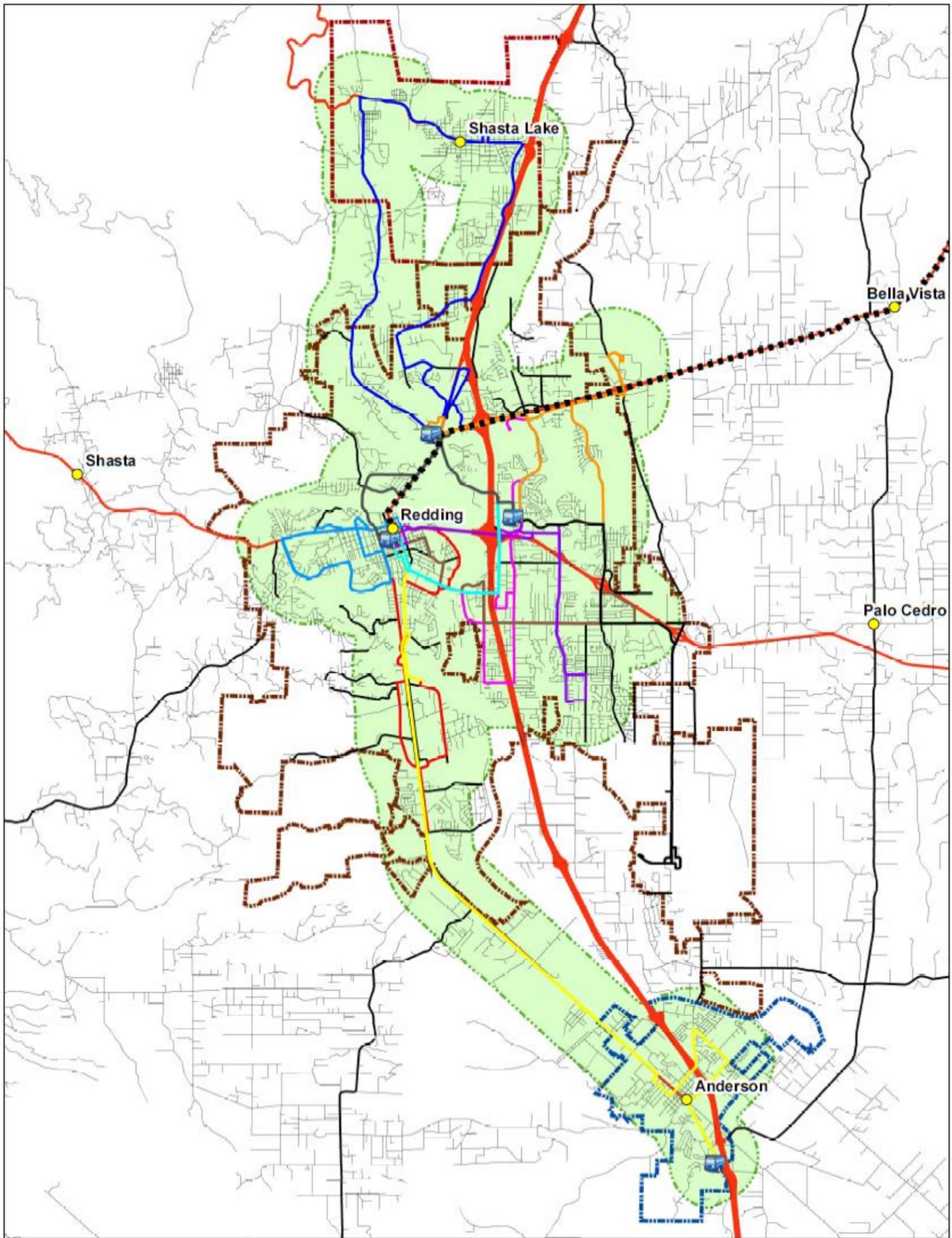
As shown in Map 2 (next page), much of the population served by RABA routes are generally located in central Redding near commercial retail destinations and in the downtown Redding area where large employers like the Shasta Regional Medical Center and other social services are located.

## 2.2 BURNEY EXPRESS

The county of Shasta contracts with RABA to provide express service to the outlying community of Burney as seen in Map 1. This service is generally for commuters and has limited stops. Burney Express operates M-F with two round-trips each day and makes four stops between Redding and Burney. Shasta College serves as the transfer point between this route and RABA Route 7. There is no fixed-route service within the town of Burney. The county of Shasta provides two ADA-compliant medium-size buses, operated by RABA, for this service.



Map 1: Burney Express



**Map 2: Public Transit Service - South-Central Urban Region**

**NOTES:**  
 1. Lifeline service areas are approximate.  
 2. CTSA provides service for those outside of the RABA service area.  
 3. RABA routes are current as of Dec. 31, 2012

Data Sources: RABA, Shasta County, SRTA



**Legend**

- |                          |                  |                          |          |
|--------------------------|------------------|--------------------------|----------|
| Demand Response Boundary | Major Towns      | <b>RABA Fixed Routes</b> | Route #3 |
| Transfer Stations        | <b>Road Type</b> | Airport Express          | Route #4 |
| Burney Express           | Interstate 5     | Route #1                 | Route #5 |
| Anderson                 | Highways         | Route #11                | Route #6 |
| City of Shasta Lake      | Collector Roads  | Route #14                | Route #7 |
| Redding                  | Local Roads      | Route #2                 | Route #9 |

Map 2: RABA Fixed Route and Demand Response

## 2.3 SHASTA SENIOR NUTRITION PROGRAMS – CONSOLIDATED TRANSPORTATION SERVICES AGENCY (CTSA)

The Shasta Senior Nutrition Programs (SSNP) is designated as a Consolidated Transportation Service Agency (CSTA) and is eligible to receive TDA funding through the Unmet Transit Needs process. SSNP provides transportation to transit-dependent residents that live outside the RABA service area. CTSA transportation provides specialized services to both persons aged 60 and older, and mobility-impaired persons aged 18 years or older. This service operates within the urban fringe area and outside of RABA’s service area but provides connections inside the RABA service area. The service uses seven small lift-equipped buses. The cost to use this service is \$1.50 per trip.

Additional transportation service is provided throughout Shasta County by SSNP with non-TDA funds and grants. Table 3 provides a description of the service area for SSNP’s additional transportation services and their hours of service.

**Table 3: SSNP Transportation Services (SRTA, 2014)**

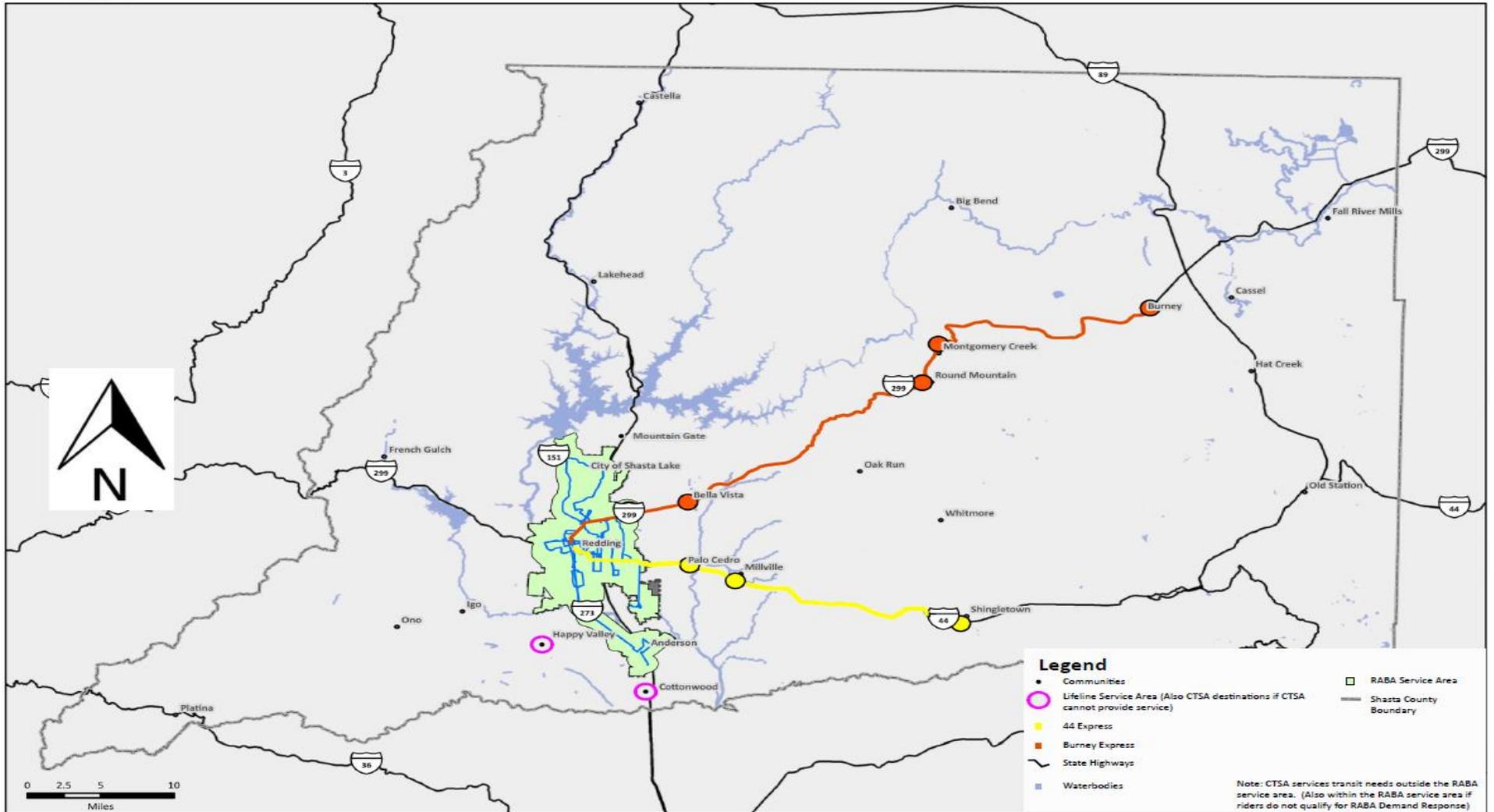
Route Number (non-fixed route)	Area of Service	Hours of Service
2	Anderson (daily) and Happy Valley/Cottonwood (M-T-W only)	7:30 a.m.-4:00 p.m. (M-F)
5	Redding	7:30 a.m.-4:00 p.m. (M-F)
7	Shasta Lake	7:00 a.m.-3:30 p.m. (M-F)
44 Express	Palo Cedro, Millville, Shingletown	Shingletown (M-F), Palo Cedro and Millville (On-Call Basis)
88 (Lifeline)	Unincorporated Areas	7:30 a.m.-4:00 p.m. (M-F)

## 2.4 LIFELINE SERVICE

In 1996, the County of Shasta established Lifeline Service. Lifeline provides transportation services to medical appointments for older-adults and persons with disabilities living outside of RABA’s service area in Anderson, Cottonwood, Happy Valley, Shasta Lake and some areas of Redding (Map 4). SSNP operates one life-equipped bus for this service. The hours of service average about 40 hours per week. There is a suggested donation of \$1.50 to use this service.



# Service Areas for Transit Providers in the Shasta Region



Map 3: Service Areas for Transit Providers in the Shasta Region

## SECTION 3 TRANSIT DEMAND ANALYSIS

Section 99401.5 of the TDA requires transportation planning agencies to conduct an annual assessment of the size and location of identifiable groups likely to be transit dependent and transit disadvantaged, as part of the annual transit needs assessment. These groups include, but are not limited to, seniors, the disabled, young adults, and low-income residents.

Transit Dependent Group	Description
Young Adults	Age 15 to 24 (RABA's Draft Short Range Transit Plan (SRTP))
Seniors	Age 65 and over (RABA's Draft SRTP)
Very Low Income	Income below the poverty line (RABA's Draft SRTP)
Disabled	Non-institutionalized, civilian members of the population who may be unable to operate vehicles or utilize certain modes of public transportation due to physical or mental disabilities (StanCOG)

This assessment includes the size and location of the demographics in Shasta County's urban region:

- Young adults
  - Seniors
  - Low-income residents
  - Disabled
- } From Draft RABA SRTP
- } From U.S. Census Bureau Data

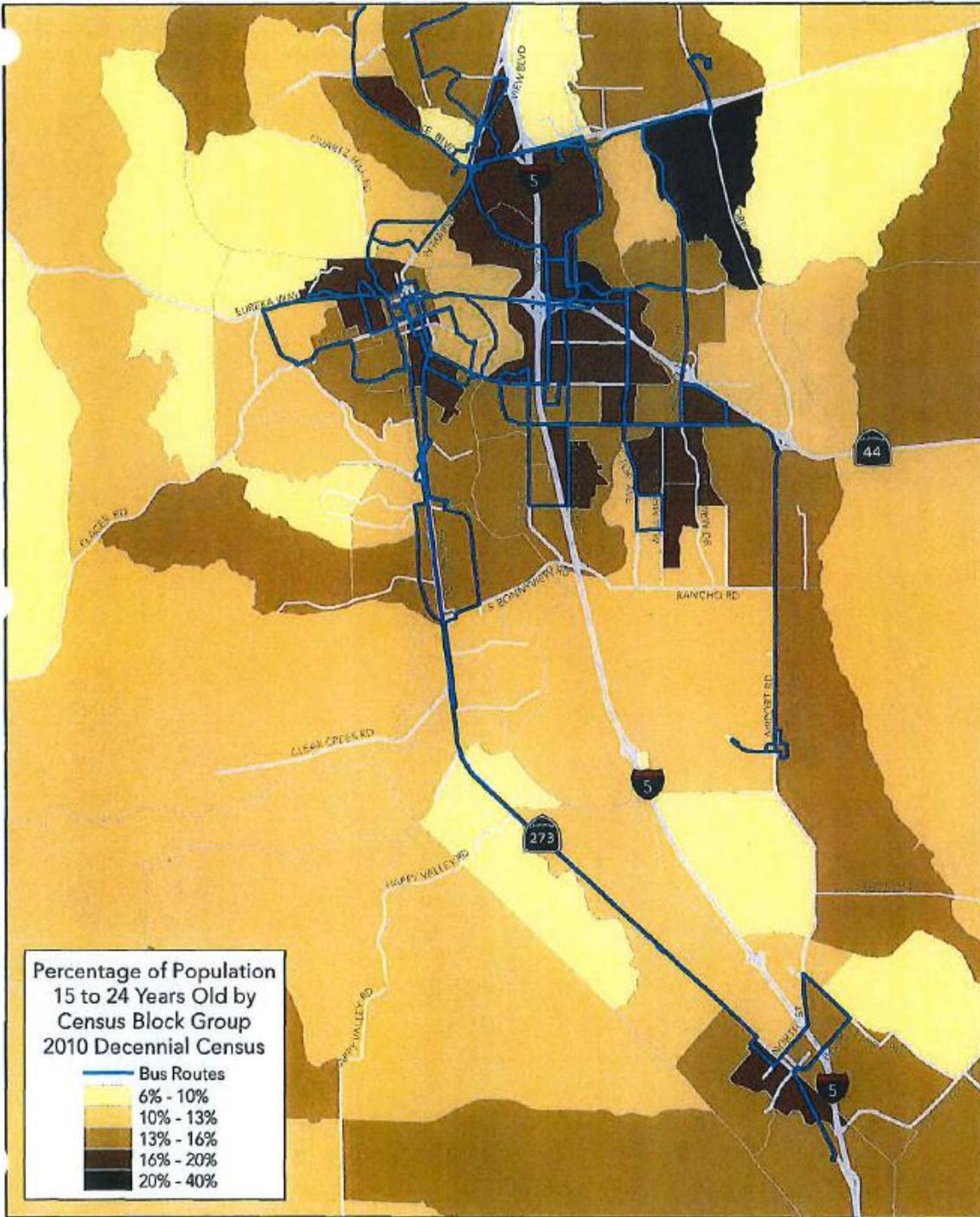
### 3.1 TRANSIT DEMAND FOR YOUNG ADULTS AND SENIORS

The information in this chapter is derived from the preliminary draft of RABA's Short Range Transit Plan.

#### 3.1.1 YOUNG ADULTS

The following maps depict the density of the young adult population in Shasta County's urban region by census block group, from 2010 Decennial Census data. The maps reveal two areas where young adults comprise more than 20% of the population. One area, including Shasta View Drive and Old Oregon Trail, is near several educational institutions – Shasta College, Simpson University, and Redding School of the Arts. The other area is near Mt. Shasta Mall and the Dana Drive/Old Alturas Road shopping district; including a concentration of multi-family housing units.

RABA - Redding to Anderson  
 Young Adults (Age 15 to 24) - Percentage of Population by Census Block Group



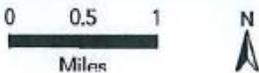
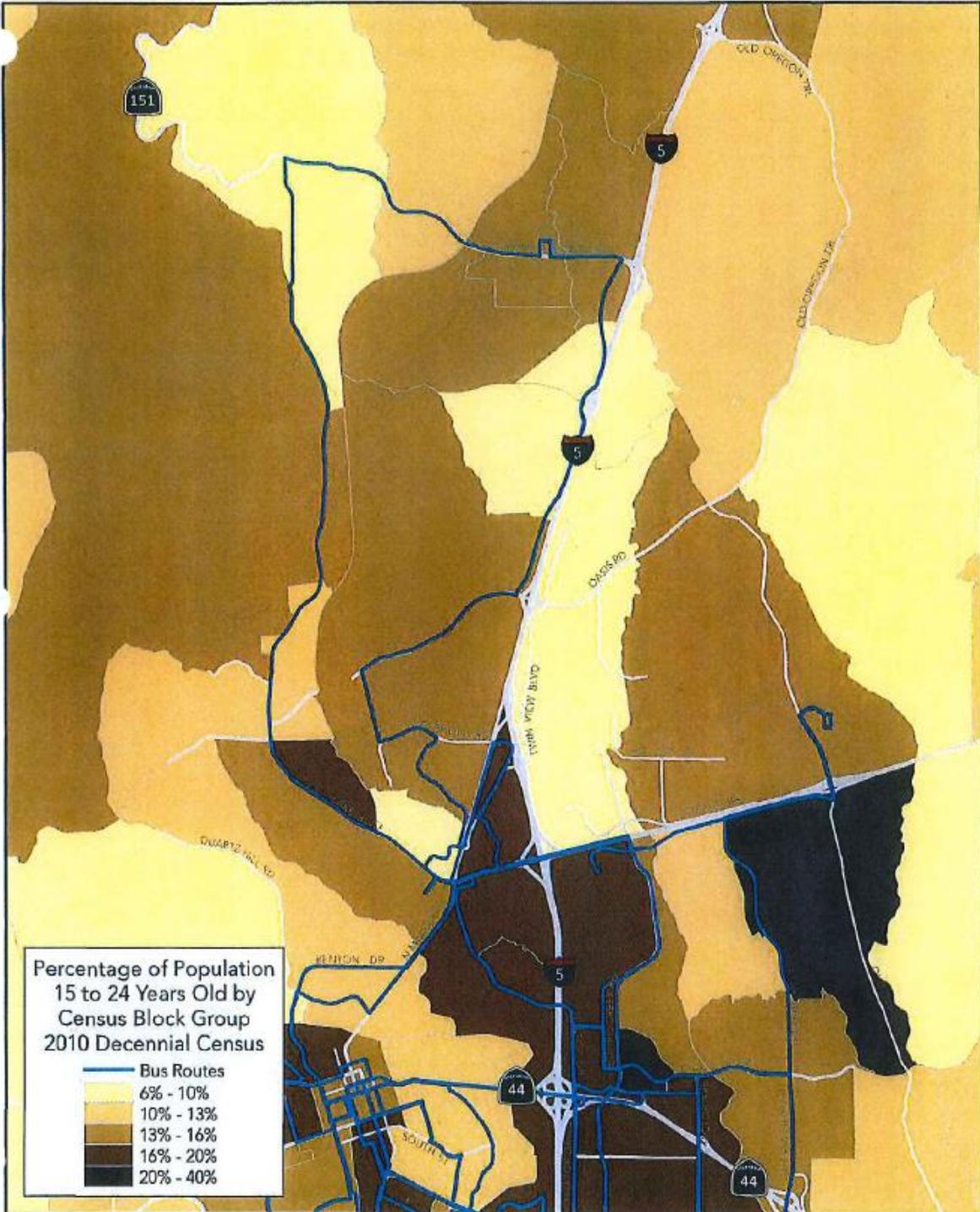
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Source: U.S. Census Bureau, City of Redding, and Shasta County  
 January 2013

Map 4: Young Adults in Southern SCUR

RABA - Shasta Lake to Redding  
 Young Adults (Age 15 to 24) - Percentage of Population by Census Block Group



Source: U.S. Census Bureau, City of Redding, and Shasta County  
 January 2013

Map 5: Young Adults in Northern SCUR

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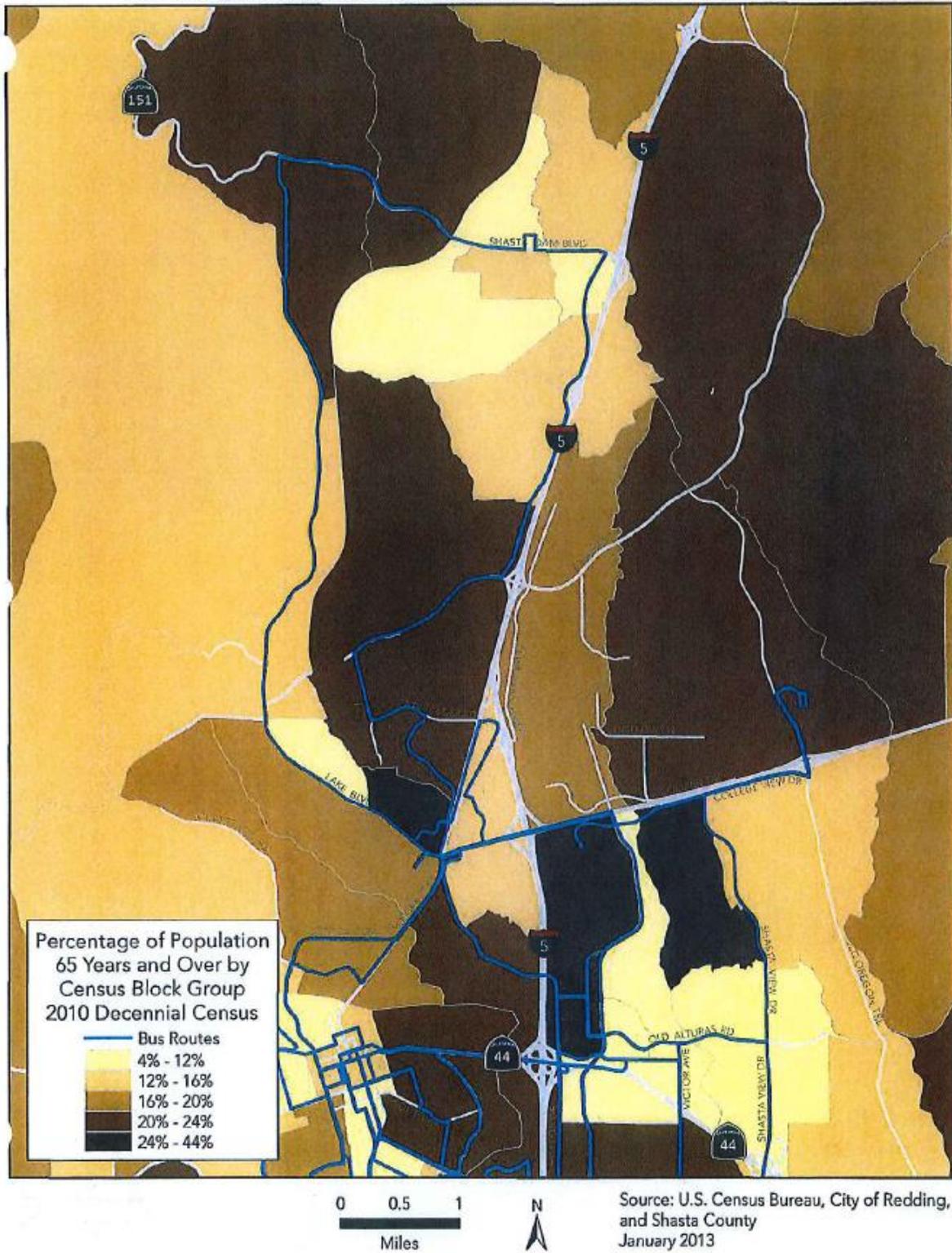
### 3.1.2 SENIORS

Seniors comprise 16.9% of the county population, but they do not constitute a large percentage of the fixed route ridership – less than 5%. However, many seniors do take advantage of the RABA Demand Response service and the Senior Nutrition Program.

Maps 7 and 8 are maps of south part of Shasta County’s urban region, and its northern part, respectively, depicting the density of seniors by census block group. There is a concentration of senior population between Lake Blvd. and Hartnell Avenue, north to south, and between Market Street and Shasta View Drive, west to east. Much of this area, at the core of the RABA system, is served by multiple bus routes. The maps indicate that many seniors have access to buses in their neighborhoods, but senior ridership is lower than its percentage of the population.



RABA - Shasta Lake to Redding  
 Seniors (Age 65 and Over) - Percentage of Population by Census Block Group



Map 7: Seniors in Northern SCUR

### 3.1.3 YOUNG ADULTS AND SENIORS COUNTYWIDE COMPARISON

Table 4 delineates the young adult and senior population of Shasta County by city and census designated place (CDP). In many small communities such as Fall River Mills, Palo Cedro, and Shingletown, the percentage of seniors are over 20%, while the countywide average is 16.9%. The cities of Anderson, Redding, and Shasta Lake have lower percentages of seniors than the countywide average, while rural Shasta County tends to have fewer youth.

**Table 4: Shasta County Young Adults & Seniors (RABA Draft SRTP, 01/2013)**

2010						
	Total Population	Population 15-24 yrs	% 15-24 yrs	Population 65+ yrs	% 65+ yrs	Median Age (yrs)
<b>Total Shasta County</b>	177,223	23,442	13.2%	29,967	16.9%	41.8
Anderson city	9,932	1,415	14.2%	1,267	12.8%	34.1
Bella Vista CDP	2,781	332	11.9%	499	17.9%	46.2
Big Bend CDP	102	16	15.7%	17	16.7%	50.3
Burney CDP	3,154	351	11.1%	533	16.9%	42.5
Cassel CDP	207	12	5.8%	61	29.5%	57.7
Cottonwood CDP	3,316	479	14.4%	352	10.6%	35.8
Fall River Mills CDP	573	80	14.0%	123	21.5%	41.8
French Gulch CDP	346	35	10.1%	64	18.5%	49.6
Hat Creek CDP	309	30	9.7%	64	20.7%	51.9
Keswick CDP	451	43	9.5%	83	18.4%	46.1
Lakehead CDP	461	46	10.0%	133	28.9%	57.7
McArthur CDP	338	47	13.9%	56	16.6%	39.6
Millville CDP	727	77	10.6%	135	18.6%	47.4
Montgomery Creek CDP	163	27	16.6%	25	15.3%	40.4
Mountain Gate CDP	943	131	13.9%	168	17.8%	46.4
Old Station CDP	51	1	2.0%	19	37.3%	61.9
Palo Cedro CDP	1,269	151	11.9%	285	22.5%	48.3
Redding city	89,861	13,034	14.5%	14,758	16.4%	38.5
Round Mountain CDP	155	16	10.3%	31	20.0%	47.8
Shasta CDP	1,771	182	10.3%	329	18.6%	50.6
Shasta Lake city	10,164	1,263	12.4%	1,465	14.4%	38.8
Shingletown CDP	2,283	198	8.7%	561	24.6%	53.2

Source: U.S. Census Bureau 2010 Decennial Census

### 3.2 TRANSIT DEMAND FOR VERY LOW INCOME RESIDENTS

The following assessment and maps depict the size and location of residents below the poverty line in Shasta County.

The percentage of the population below the federal government’s “poverty line,” varies widely in the county. Some census block groups’ very low income population is below 5%, while others exceed 30%, with the highest at over 50%. Anderson has the highest rate of people with very low income, at 22.4%, while Shasta Lake has the lowest, at 15.0%<sup>1</sup> (See Table 5).

**Table 5: Shasta County Poverty (RABA Draft SRTP, 01/2013)**

Area	Total Population	Population Below Poverty Level	% of Population Below Poverty Level
<b>Total Shasta County</b>	174,104	30,023	17.2
Anderson city	9,780	2,189	22.4
Redding city	87,539	16,137	18.4
Shasta Lake city	10,067	1,512	15.0

Source: 2007-2011 American Community Survey 5-Year Estimates.

Note: Total Population, in this table, is the population for whom poverty status could be determined. The population figures do not necessarily equal the total population for the respective cities and Census Designated Places (CDPs).

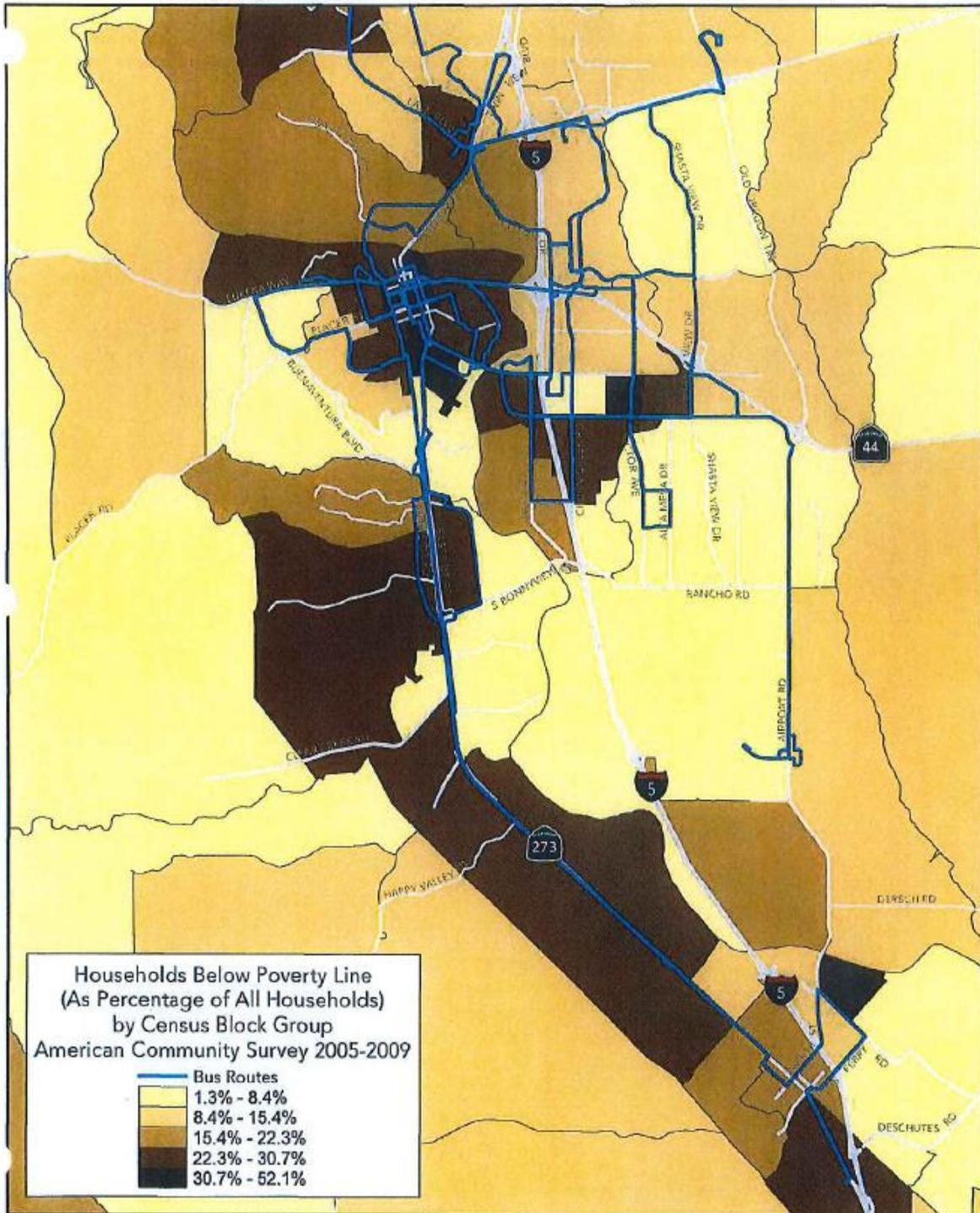
However, as seen in Maps 9 and 10, all three cities include areas with very low income households exceeding 30%<sup>2</sup>.

Many very low income census block groups in central Redding, including some with very low income rates exceeding 20%, are served by at least one bus route. Many of these areas are served by more than one route, so this population has reasonably good bus access to employment, shopping, social services, and health care. Shasta Lake, Anderson, and the Highway 273 corridor between Redding and Anderson also have many census block groups with very low income rates above 20%. However, these areas are served by only a single route, increasing the length of bus trips to many destinations, which require transfers, by an hour or more in some cases. This translates into limited access for the poor in these areas.

<sup>1</sup> RABA Draft Short Range Transit Plan; U.S. Census Bureau, 2007-2011 American Community Survey 5-Year Estimates, Table S1701, Poverty Status in the Past 12 Months, <http://factfinder2.census.gov/>.

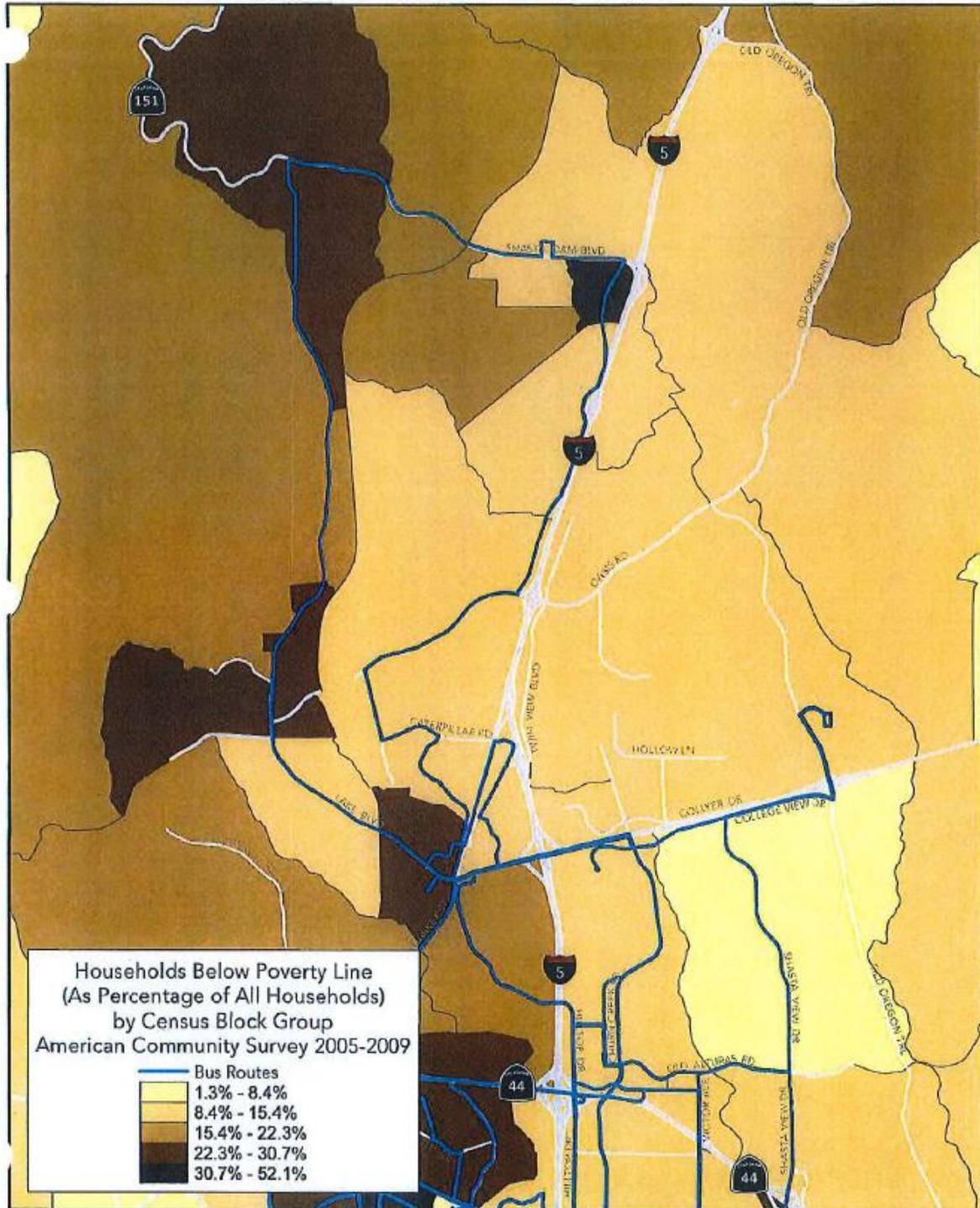
<sup>2</sup> RABA Draft Short Range Transit Plan; U.S. Census Bureau, 2005-2009 American Community 5-Year Estimates, Table S1701, Poverty Status in the Past 12 Months, <http://factfinder2.census.gov/>.

RABA - Redding to Anderson  
 Percentage of Households Below Poverty Line by Census Block Group



Map 8: Very Low Income in Southern SCUR

RABA - Shasta Lake to Redding  
 Percentage of Households Below Poverty Line by Census Block Group



0 0.3 0.6  
 Miles



Source: U.S. Census Bureau, City of Redding,  
 and Shasta County  
 January 2013

Map 9: Very Low Income in Northern SCUR

### 3.3 TRANSIT DEMAND FOR THE DISABLED

Unlike data for other transit dependent groups, which is available at the smaller census block group level, data for the disabled population<sup>3</sup> in the Shasta region is limited to a macroscopic view of the population. Until transit providers in the Shasta regions are able to install available farebox technology that tracks when and where riders of all demographics board and exit buses, transit demand analysis will have to rely on the best available census data. In the case of the Shasta region's disabled population, the best available data was taken from the American Community Survey (Five year estimate) for 2008-2012 at the census tract level.

In the Shasta County urban region, there are two census tracts where the disabled population represents between 26% and 30% of the population. One tract is runs along the Highway 273 corridor between Cypress Avenue and South Bonnyview Rd., while the other tract represents much of eastern Anderson and into the city of Anderson's sphere of influence down to Deschutes Rd. These areas have limited access to transit, increasing the length of bus trips to many destinations which require transfers by an hour or more in some cases. This translates into limited access for the disabled in these areas.

The two census tracts with the highest percentage of disabled population, representing over 31%, are located in the city of Redding. One tract represents downtown Redding, while the other runs along Lake Blvd. between Highway 273 and Keswick Dam Rd. People living in the downtown census tract have access to multiple bus routes. For people living along Lake Blvd., closer to Highway 273, there is access to three different bus routes. However, for individuals living along Lake Blvd., closer to Keswick Dam Rd., there is only one bus route that runs along Lake Blvd., increasing the length of bus trips to many destinations which require transfers taking an hour or more in some cases. This translates into limited access for the disabled in this area.

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<sup>3</sup> Analysis on transit demand for the disabled population in the Shasta region is based on data from the American Community Survey (ACS). The ACS definition for the disabled population is found below.

They cover six disability types (and their PUMS variable):

- **Hearing difficulty** - deaf or having serious difficulty hearing (DEAR).
- **Vision difficulty** - blind or having serious difficulty seeing, even when wearing glasses (DEYE).
- **Cognitive difficulty** - Because of a physical, mental, or emotional problem, having difficulty remembering, concentrating, or making decisions (DREM).
- **Ambulatory difficulty** - Having serious difficulty walking or climbing stairs (DPHY).
- **Self-care difficulty** - Having difficulty bathing or dressing (DDRS).
- **Independent living difficulty** - Because of a physical, mental, or emotional problem, having difficulty doing errands alone such as visiting a doctor's office or shopping (DOUT).

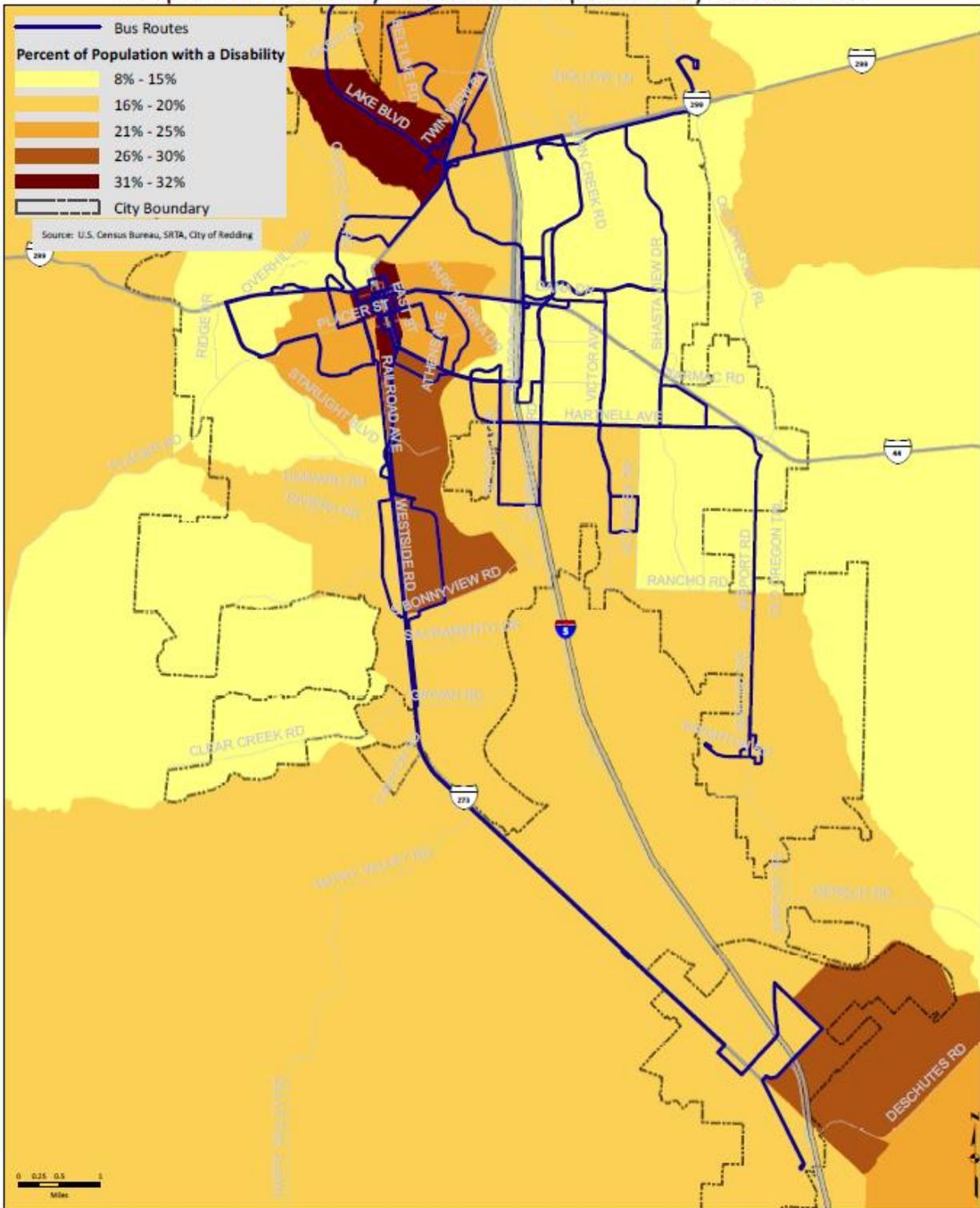
Respondents who report anyone of the six disability types are considered to have a disability.



# RABA - Redding to Anderson

January 22, 2014

## People with Disability - Percent of Population by Census Tract



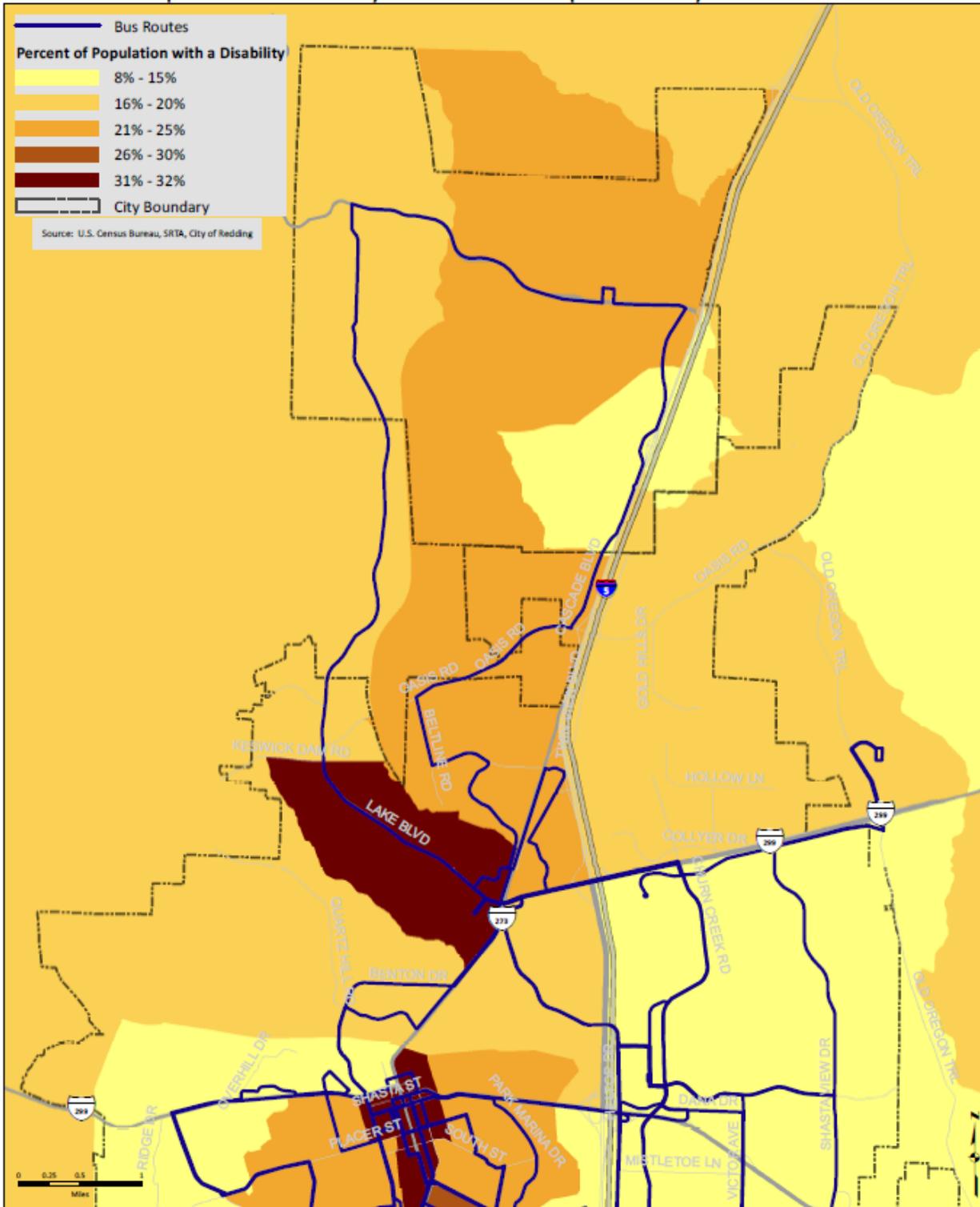
Map 10: Disabled Population in Southern SCUR



# RABA - Shasta Lake to Redding

January 22, 2014

## People with Disability - Percent of Population by Census Tract



Map 11: Disabled Population in Northern SCUR

## SECTION 4 EXISTING TRANSIT PERFORMANCE

This chapter examines the performance of Shasta County's transit providers.

Under the TDA, transit providers are required to meet a minimum farebox ratio of one fifth of their operating cost (20%) in urban areas and one tenth (10%) in rural areas in order to claim TDA funding assistance. The farebox ratio can be set at not less than 15% in areas with a population of less than 500,000.

Farebox ratio is the fare revenue received divided by the cost of operating the service. For example, if passengers pay 19 cents of every dollar spent to operate a service, the farebox ratio for that service is 19%. Operating costs do not include capital costs such as bus purchases. The farebox ratio standards are included in the SRTA "reasonable to meet" definition and assist the SRTA in determining the efficiency of the transit service.

### 4.1 RABA

In February, 2013, the SRTA board of directors voted to decrease the farebox ratio penalty threshold from 19% to 15%. RABA still aims for a farebox ratio of 20%, and new routes must achieve a minimum farebox ratio of 20% in order to be considered "reasonable to meet." However, now RABA will only be penalized if the farebox ratio should fall below 15% for the fiscal year.

RABA's farebox ratio in 2011/12 was 17.4%. The farebox ratio for 2012/13 was also 17.4%, in spite of increased expenses. The total number of trips increased by 12.52%, an improvement from last year which had a 11.29% increase. TDA subsidies per trip decreased by 9.77%, while vehicle service miles, vehicle hours, total expenses, farebox revenue, and farebox ratio all had changes under 2.3%.

At the May, 2013, SRTA board of directors meeting, SRTA adopted new TDA policies, including performance measures for transit. The following performance measures have been integrated into this year's transit needs assessment to provide a snapshot of existing RABA service, on which to base SRTA's assessment of RABA's performance in future transit needs assessments:

1. **Operating Cost per Passenger:** Improve service efficiency for the last 12 quarters as a whole based on available data.
2. **Operating Cost per Service Hour:** Improve service efficiency for the last 12 quarters as a whole based on available data. Evaluation will include administrative costs, maintenance costs and maintenance program effectiveness. Both fixed and variable are to be considered.
3. **Passengers per Service Hour:** Improve passenger productivity for the last 12 as quarters as a whole based on available data.

4. **Passengers per Service Mile:** Improve passenger productivity for the last 12 quarters as a whole based on available data.
5. **Service Hours per Employee:** Improve labor productivity for the last 12 quarters as a whole based on available data. Both fixed and variable costs are to be considered.
6. **Fare Box Recovery:** Meet or exceed the minimum SRTA targets for fare box recovery ratio listed in their final TDA claim for the last four quarters of available data.
7. **Communications:** Operator information to the public. (SRTA is working on establishing criteria for this performance measure.)
8. **Customer Satisfaction:** Reliability, vehicle cleanliness, route directness, travel speed, missed trips, vandalism and safety. (SRTA is working on establishing criteria for this performance measure.)

**Table 6: RABA Transit Performance ((SRTA, 1/2014); RABA's Comprehensive Annual Fiscal Report June 30, 2013)**

<b>Redding Area Bus Authority</b>				
<b>Performance Indicator</b>	<b>2011/2012</b>	<b>2012/2013</b>	<b>Change from Prior Year</b>	<b>Percent Change</b>
<b>Fixed-Route</b>				
Total Trips	659,072	749,939	90,867	13.79%
Vehicle Service Miles	558,856	579,014	20,158	3.61%
Vehicle Hours	40,893	40,798	(95)	-0.23%
Total Expenses (minus exclusions)	\$ 3,344,999	\$ 3,482,579	\$ 137,580	4.11%
Farebox Revenue (minus exclusions)	\$ 670,276	\$ 685,897	\$ 15,621	2.33%
Farebox Ratio	20.04%	19.70%	-0.34%	-1.71%
TDA Subsidy Per Trip	\$ 4.06	\$ 3.73	\$ (0.33)	-8.11%
Operating Cost/Passenger	\$ 5.08	\$ 4.64	\$ (0.43)	-8.50%
Operating Cost/Service Hour	\$ 81.80	\$ 85.36	\$ 3.56	4.36%
Passengers/Service Hour	16.12	18.38	2.26	14.05%
Passengers/Service Mile	1.18	1.30	0.12	9.83%
Service Hours/Employee	1022.33	1019.95	-2.375	-0.23%
<b>Demand-Response</b>				
Total Trips	56,951	55,699	(1,252)	-2.20%
Vehicle Service Miles	324,974	303,133	(21,841)	-6.72%
Vehicle Hours	19,240	17,327	(1,913)	-9.94%
Total Expenses	\$ 1,562,029	\$ 1,495,111	\$ (66,918)	-4.28%
Farebox Revenue	\$ 186,362	\$ 179,594	\$ (6,768)	-3.63%
Farebox Ratio	11.93%	12.01%	0.08%	0.68%
TDA Subsidy Per Trip	\$ 24.16	\$ 23.62	\$ (0.54)	-2.22%
Operating Cost/Passenger	\$ 27.43	\$ 26.84	\$ (0.58)	-2.13%
Operating Cost/Service Hour	\$ 81.19	\$ 86.29	\$ 5.10	6.28%
Passengers/Service Hour	2.96	3.21	0.25	8.60%
Passengers/Service Mile	0.18	0.18	0.01	4.85%
Service Hours/Employee	801.67	721.96	-79.7083333	-9.94%
<b>Combined</b>				
Total Trips	716,023	805,638	89,615	12.52%
Vehicle Service Miles	883,830	882,147	(1,683)	-0.19%
Vehicle Hours	60,133	58,125	(2,008)	-3.34%
Total Expenses	\$ 4,907,028	\$ 4,977,690	\$ 70,662	1.44%
Farebox Revenue	\$ 856,638	\$ 865,491	\$ 8,853	1.03%
Farebox Ratio	17.46%	17.39%	-0.07%	-0.40%
TDA Subsidy Per Trip	\$ 5.66	\$ 5.10	\$ (0.553)	-9.77%
Operating Cost/Passenger	\$ 6.85	\$ 6.18	\$ (0.675)	-9.84%
Operating Cost/Service Hour	\$ 81.60	\$ 85.64	\$ 4.035	4.94%
Passengers/Service Hour	11.91	13.86	1.95	16.40%
Passengers/Service Mile	0.81	0.91	0.10	12.73%
Service Hours/Employee	939.58	908.20	-31.375	-3.34%

Source: Comprehensive Annual Fiscal Report June 30, 2013

## 4.2 BURNEY EXPRESS

Burney Express experienced an 11.6% decrease in total trips in the 2012/13 fiscal year, as well as a 12.7% drop in revenue. This led to a 1.72% drop in the farebox ratio, which fell to 17.2%. However, 17.2% is still well above the minimum 10% farebox ratio set by TDA for transit in non-urbanized areas.

**Table 7: Burney Express Transit Performance ((SRTA, 1/2014); RABA's Comprehensive Annual Fiscal Report June 30, 2013)**

Burney Express				
Performance Indicator	2011/2012	2012/2013	Change from Prior Year	Percent Change
Total Trips	6174	5457	-717	-11.61%
Vehicle Hours	1542	1518	-24	-1.56%
Total Expenses	\$ 142,864.00	\$ 137,159.00	\$ (5,705.00)	-3.99%
Farebox Revenue	\$ 27,050.00	\$ 23,605.00	\$ (3,445.00)	-12.74%
Farebox Ratio	18.93%	17.21%	-1.72%	-1.72%
TDA Subsidy Per Trip	\$ 18.76	\$ 20.81	\$ 2.05	10.93%
Riders Per Hour	4.00	3.59	-0.41	-10.22%
Riders Per Month	515	455	-59.75	-11.61%

## 4.3 CONSOLIDATED TRANSPORTATION SERVICES AGENCY

The CTSA Services fare is \$1.50. CTSA Services are not subject to a farebox ratio requirements, but must meet certain performance criteria. Per SRTA's TDA Policy, the TDA subsidy for service shall not exceed \$15.00 per passenger trip and the cost per hour shall not exceed \$35.00 per hour. These rates are adjusted for the consumer price index.

Ridership for CTSA Services has decreased, and it did not meet the performance criteria for the year ended June 30, 2013. SRTA staff is working with CTSA to improve efficiency. Please see Section 5.3 for more details.

**Table 8: CTSA Transit Performance ((SRTA, 1/2014); SSNP Transportation Summary, 6/30/2013)**

SHASTA SENIOR NUTRITION - CTSA SERVICES 2012 to 2013 COMPARISON				
Revenue	2011/12	2012/13	Change from Prior Year	Percent Change
Passenger Fares	\$ 15,724	\$ 13,132	\$ (2,592)	-16.48%
STA Funds	\$ 267,454	\$ 271,051	\$ 3,597	1.34%
<b>Total Revenue</b>	<b>\$ 283,178</b>	<b>\$ 284,183</b>	<b>\$ 1,005</b>	<b>0.35%</b>
<b>Operating Expenses</b>				
Rent	\$ 5,100	\$ 7,938	\$ 2,838	55.65%
Fuel/Lubricants	\$ 43,775	\$ 39,250	\$ (4,525)	-10.34%
Repairs/Maint/Tires/Supplies	\$ 26,154	\$ 49,804	\$ 23,650	90.43%
Utilities	\$ 3,546	\$ 5,288	\$ 1,742	49.13%
Personnel	\$ 180,029	\$ 166,766	\$ (13,263)	-7.37%
Misc Expense	\$ 24,574	\$ 15,137	\$ (9,437)	-38.40%
<b>Total Expenses</b>	<b>\$ 283,178</b>	<b>\$ 284,183</b>	<b>\$ 1,005</b>	<b>0.35%</b>
<b>Performance Statistics</b>				
	2011/12	2012/13	Change from Prior Year	Percent Change
Total Trips	11,324	9,285	(2,039)	-18.01%
Vehicle Hours	5,876	4,880	(996)	-16.95%
Total Expenses	\$ 283,178	\$ 284,183	\$ 1,005	0.35%
Passenger Revenue	\$ 15,724	\$ 13,132	\$ (2,592)	-16.48%
Cost Per Passenger	\$ 23.62	\$ 29.19	\$ 5.57	23.60%
Cost Per Hour	\$ 45.52	\$ 55.54	\$ 10.03	22.03%
Passenger Per Hour	1.93	1.90	-0.02	-1.27%
Average Passenger Fares	1.39	1.41	0.03	1.86%
Subsidy Per Trip	\$ 22.23	\$ 27.78	\$ 5.55	24.96%
<b>Performance Criterias</b>				
	Actual Cost	Adjusted CPI		
Passenger Trip	\$ 29.19	\$ 17.40		
Cost Per Hour	\$ 55.54	\$ 40.59		

#### 4.4 LIFELINE SERVICES

The County of Shasta funds this service voluntarily with TDA funds. The Lifeline Service fare is \$1.50. Lifeline service is not subject to farebox ratio requirements. The service must meet performance requirements of no less than an average of 300 passenger trips per month, and no less than 140 service hours per month.

**Table 9: Lifeline Services Transit Performance ((SRTA, 1/2014); SSNP Transportation Summary, 6/30/2013)**

SHASTA SENIOR NUTRITION - LIFELINE SERVICES 2012 to 2013 COMPARISON				
Revenue	2011/12	2012/13	Change from Prior Year	Percent Change
Passenger Fares	\$ 4,978	\$ 4,135	\$ (843)	-16.93%
Lifeline Funds	\$ 37,256	\$ 42,489	\$ 5,233	14.05%
<b>Total Revenue</b>	<b>\$ 42,234</b>	<b>\$ 46,624</b>	<b>\$ 4,390</b>	<b>10.39%</b>
<b>Operating Expenses</b>				
Fuel/Lubricants	\$ 12,473	\$ 10,773	\$ (1,700)	-13.63%
Repairs/Maint/Tires/Supplies	\$ 2,258	\$ 5,203	\$ 2,945	130.43%
Utilities	\$ 756	\$ 71	\$ (685)	-90.61%
Personnel	\$ 22,928	\$ 28,588	\$ 5,660	24.69%
Misc Expense	\$ 3,819	\$ 1,989	\$ (1,830)	-47.92%
<b>Total Expenses</b>	<b>\$ 42,234</b>	<b>\$ 46,624</b>	<b>\$ 4,390</b>	<b>10.39%</b>
<b>Performance Statistics</b>				
Performance Statistics	2011/12	2012/13	Change from Prior Year	Percent Change
Total Trips	3,407	3,272	(135)	-3.96%
Vehicle Hours	1,632	1,796	164	10.05%
Total Expenses	\$ 42,234	\$ 46,624	\$ 4,390	10.39%
Passenger Revenue	\$ 4,978	\$ 4,135	\$ (843)	-16.93%
Cost Per Passenger	\$ 10.94	\$ 12.99	\$ 2.05	18.75%
Cost Per Hour	\$ 22.83	\$ 23.66	\$ 0.83	3.63%
Passenger Per Hour	2.09	1.82	-0.27	-12.73%
Average Passenger Fares	1.46	1.26	-0.20	-13.51%
Subsidy Per Trip	\$ 9.47	\$ 11.72	\$ 2.25	23.73%

Performance Criteria	Required	Actual
Average Passenger Trips per Month	300	273

## SECTION 5 ANALYSIS OF POTENTIAL SERVICES AND 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 transit identified demand. The potential to add services; extend service hours or days of service; and reduce transit headways (time between buses) hinges upon service performance and available funding. SRTA has qualified this potential as either: **Limited** or **High**.

### 5.1 RABA

Potential identified for RABA: **Limited**

The potential farebox ratio is “limited” because RABA is already providing *maximum* service while still falling short of the 20% goal with 17.4%. RABA is in the process of finishing its Short Range Transit Plan, and changes will be made to the fixed routes. As final changes to the routes have not yet been determined, they have not been included in this transit needs assessment. SRTA’s Board of Directors will review the route changes, along with SSTAC and SRTA staff recommendations for the transit needs assessment once the changes have been announced.

### 5.2 BURNEY EXPRESS

Potential identified for Burney Express: **High**

During the last unmet transit needs process, the county was urged to consider expansion of service in the coming year, because the service had been continuing to exceed the minimum 10% farebox ratio requirement by wide margins. Fiscal year 2012-13 continues to show a farebox ratio of 17.21%.

Alternatives for improvement to Burney Express include:

- Adding a new daily run
- Adding a Saturday run
- Extending existing service to include Fall River Mills



**Map 12: Burney Express Loop Alternative**

- Add a new loop between Redding, Burney, and Shingletown via Highway 89(See Map 13).
- Add a loop around Burney before returning to Redding

### 5.3 CTSA AND LIFELINE SERVICES

Potential identified for CTSA and Lifeline Service: **High**

As mentioned in Section 4 (Existing Transit Performance), Ridership for CTSA Services has decreased, and it did not meet the performance criteria for the year-ended June 30, 2013. SRTA staff is working with CTSA on alternatives to improve efficiency by:

- Combining different SSNP services
- Combining, or coordinating, SSNP services with other current services such as RABA Demand Response

CTSA and Lifeline Services are largely redundant. These operations could potentially be integrated, reducing the administrative burden on the county and SSNP.

### 5.4 SHINGLETOWN EXPRESS

Potential identified for Shingletown Express: **Needs Monitoring**

The Shasta Senior Nutrition Programs began operation for the Shingletown Express in April, 2013. Shingletown Express provides shuttle service to mobility-impaired riders (age 18 and above) and seniors (age 60 and above). The service is not TDA funded. It is currently being tested as a pilot program with grant funding. Due to the temporary nature of the funding source for operation of Shingletown Express and the fact that requests have been made to service Shingletown years past, SRTA will monitor the performance of this service. Service to Shingletown could potentially represent an unmet need that is reasonable to meet in the future. If grant funding is not renewed, the service may become eligible for TDA funding.

## APPENDIX 1 – TRANSIT NEEDS PROCESS

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

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

RESOLUTION NO. 00-21

DEFINITION OF UNMET TRANSIT NEEDS  
AND REASONABLE TO MEET

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

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

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

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

1. A population group in the proposed transit service area has been defined and located which has no reliable, affordable, or accessible transportation for necessary trips. The size and location of the group must be such that a service to meet their needs is feasible within the definition of "reasonable to meet" as set forth below.
2. Necessary trips are defined as those trips which are required for the maintenance of life, education, access to social service programs, health, and physical and mental well-being, including trips which serve employment purposes.
3. Unmet transit needs specifically include:
  - (a) Transit or specialized transportation needs identified in the transit system's Americans with Disabilities Act Paratransit Plan or short-range Transit Plan which are not yet implemented or funded.
  - (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 subsidy not to exceed 80% of operating cost in urbanized areas and 90% in nonurbanized areas. 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 subsidy maximums may be determined on an individual route or service area, or an individual proposed 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 Commission that the resulting inter-agency cost sharing is equitable. In determining if the required funding equity has been achieved the Commission may consider, but is not limited to

considering whether or not the proposed cost sharing formula is acceptable to the affected claimants.

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

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

BE IT FURTHER RESOLVED that Resolution 10-97 of the Shasta County Regional Transportation Planning Agency dated December 16, 1997, is hereby rescinded and superseded.

PASSED AND ADOPTED this 12th day of December, 2000, by the Shasta County Regional Transportation Planning Agency.

  
\_\_\_\_\_  
David L. McGeorge, Chairman  
Shasta County Regional  
Transportation Planning Agency

## APPENDIX 3 – TABLE OF SOCIAL SERVICE TRANSPORTATION PROVIDERS

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

<b>ASSISTED LIVING/CARE HOMES/CLINICS/REHABILITATION CENTERS</b>	
<b>Beverly Healthcare and Rehabilitation</b>	Provides a wheelchair accessible van for use by residents and staff (Redding area only).
<b>Compass Care Services</b>	Supported living services for people with disabilities and senior services. Provides mileage reimbursement.
<b>Far Northern Regional Center (FRNC)</b>	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.
<b>Golden Umbrella, Inc. (GU)</b>	A private, non-profit agency, has served Redding area senior citizens since 1968. GU operates one van. SSNP and RABA provide the majority of transportation to this agency. GU's service is available 8:00 a.m. to 4:00 p.m. (M-F). The service area is the greater Redding area. Eligibility for adult day health care is age 55+ or a disabled adult over 18.
<b>Holiday Retirement Corp (Hilltop Estates)</b>	One bus for resident transportation only.
<b>Krista Transitional Housing</b>	Auto and van for persons enrolled in program.
<b>Northern Valley Catholic Social Service</b>	Provides low-cost or free mental health, housing, vocational and support services to individuals with families in six Northern California counties. The Redding headquarters has four vehicles—two vans, one 15 passenger van and one ADA-compliant 12 passenger bus.
<b>Oakdale Heights Assisted Living</b>	One bus for use by residents of the facility.
<b>River Oaks Retirement</b>	One non ADA-compliant bus for residents.
<b>Sierra Oaks</b>	One ADA-complaint bus for residents.
<b>Stillwater Learning Program</b>	Provides rehabilitation services to disabled individuals. The service area covers Anderson, Redding and Shasta Lake. Transportation revenue comes from the Shasta County Health Department. Stillwater owns and operates one 14-passenger bus, three 11-passenger vans

	and one six-passenger van.
<b>Veterans Administration</b>	Provides a 12-passenger van from Redding with stops in Tehama and Butte counties 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. 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.
<b>Welcome Home Assisted Living</b>	Van for residents of facility only.
<b>Willow Springs Alzheimer Care Center</b>	Transports residents only.
<b>COMMUNITY CHURCHES:</b> Neighborhood and community churches provide transportation to their members on an as-needed basis.	
<b>Fountain Ministries</b>	Sunday bus service to members.
<b>Palo Cedro Community Church</b>	Auto service to members as needed.
<b>NON-PROFIT TRANSPORTATION PROVIDERS</b>	
<b>Shasta County Opportunity Center (OC)</b>	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.
<b>Shascade Community Services, Inc.</b>	Shascade is a private, non-profit agency, which serves primarily persons with developmental disabilities who reside in Shasta County. The agency has been in operation since 1960. Transportation resources include 16 vehicles, including 10 wheelchair accessible vehicles. Nine vehicles were obtained through the FTA Section 5310 grant program. Vehicles are used to transport individuals to work, program sites and community outings. Shascade's service area encompasses the south central region of the county from Mountain Gate to Cottonwood, and from Bella Vista and Palo Cedro to West Redding. Normal hours of operation are from 7:00 a.m. to 4:00 p.m. (M-F).
<b>Shasta Senior Nutrition Programs, Inc. (SSNP)</b>	SSNP operates the largest fleet of social service agency vehicles in Shasta County. SSNP is the designated Consolidated Transportation Services Agency (CTSA) and eligible for Transportation Development Act (TDA) funds. SSNP is a private, non-profit agency, which has been in operation since 1979. Nine vehicles are operated through a central

	<p>radio dispatch system. SSNP provides 2,039 one-way passenger trips per month.</p> <p>Service is provided 8:00 a.m. - 4:00 p.m. (M-F) and occasionally on weekends for special events. Passengers are transported from rural areas of Shasta County to urban areas where medical and social needs can be met. Use of SSNP’s radio base station, and a remote station in the Burney Dining Center, is offered to all social service transit providers at a nominal fee.</p> <p>Federal and state funding for SSNP operations is obtained through contract with the Area Agency on Aging, Planning and Service Area II under provisions of the Older Americans Act. The contract calls for provision of services to individuals’ age 60 or older on a donation basis. Five zones are funded using TDA funds. These zones are outside of RABA’S demand-response service area and are for elderly and mobility- impaired individuals 18-years of age and older. Transportation capital is funded in part with FTA Section 5310 funds.</p> <p>The agency operates vehicles an average of 21 days per month. With a normal five-day per week operating schedule, SSNP vehicles cover 11,200 miles per month, about 30% on fixed-routes, with the other 70% responding to dial-a-ride requests. In addition to nutrition trips, transportation is provided for shopping and medical purposes. Social service and general senior activities account for the remaining trips.</p>
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**PRIVATE TRANSPORTATION**

<b>R&amp;M Medi-Trans, Inc.</b>	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.
<b>ABC Cab</b>	Available to Shasta County residents 24/7. Six taxis provide service to customers.
<b>First Transit</b>	Provides paratransit programs that range from curb-to-curb to door-to-door; group services to individual dial-a-ride; ADA; general public and special services to target populations. No local information is available.

**PUBLIC TRANSIT**

<b>Burney Express Service</b>	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.
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<b>ADDED Sage Stage (Connecting Service)</b>	Provides service from Alturas to Redding, Monday and Friday only.
<b>Redding Area Bus Authority Fixed-Route (RABA)</b>	RABA fixed-route system operates M-F 6:30 a.m. - 7:30 p.m. and Saturday 9:30 a.m. - 7:30 p.m. This service logs 62,877 miles per month, providing approximately 27,161 passenger trips. This service is funded through FTA 5307 and TDA funds.
<b>Redding Area Bus Authority Demand Response</b>	RABA also provides paratransit service to mobility-impaired through its contract with Veolia for lift-equipped demand-response service. This service is for mobility-impaired of all ages in the RABA service area. Service operates at the same time (or concurrently) as the fixed-route system: M-F 6:30 a.m. to 7:30 p.m. and Saturday 9:30 a.m. to 7:30 p.m. Demand-response vehicles travel approximately 31,809 miles per month, providing 5,939 passenger trips. This service is funded through FTA 5307 and TDA funds.
<b>ADDED Trinity Transit (Connecting Service)</b>	Provides service from Weaverville to Redding with two round-trips daily, M-F.
<b>SCHOOL TRANSPORTATION</b>	
<b>Head Start Child Development, Inc. (Shasta Head Start)</b>	Provides a mix of school bus and on-call transportation for low-income (federal poverty guidelines) families with children.
<b>Shasta College</b>	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.
<b>Shasta County Superintendent of Schools</b>	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, thru Far Northern Regional Center, has 40 buses and 8 other vehicles used for students with disabilities.
<b>TRIBAL TRANSPORTATION</b>	
<b>Pit River Health Services</b>	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.
<b>Redding Rancheria</b>	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 ( <i>not affiliated with Shasta Senior Nutrition Programs</i> ). The health clinic provides a demand-response service to transport clients to the Clinic for medical and dental care.

	<p>Head Start provides a fixed-route round-trip service to pre-school age children. Child Care provides a fixed-route service that provides round-trip transportation to pre-school and elementary school age children.</p>
<p><b>ADDED Susanville Indian Rancheria Public Transportation Program (Connecting Service)</b></p>	<p>Provides round-trip service Monday, Tuesday and Thursday from Susanville to Red Bluff via Redding.</p>

## APPENDIX 4 – TABLE OF CHRONOLOGICAL HISTORY

Hearing Year/ Primary Requests	RTPA Response or Action
<b>2002/2003</b>	
<ol style="list-style-type: none"> <li>1. Service to Palo Cedro and Lakehead</li> <li>2. Sunday service and longer hours</li> </ol>	<ol style="list-style-type: none"> <li>1. These areas are low density and not “reasonable to meet.”</li> <li>2. The 2000/01 farebox ratio was 18.8% falling below the required 19% farebox ratio.</li> </ol>
<b>2003/2004</b>	
<ol style="list-style-type: none"> <li>1. Service to Shasta College</li> <li>2. Service to outlying areas</li> <li>3. Longer hours</li> <li>4. Sunday service</li> </ol>	<ol style="list-style-type: none"> <li>1, 2. RABA implemented a pilot service to Shasta College thru regular operations.</li> <li>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.</li> <li>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 CTSA.</li> </ol>
<b>2004/2005</b>	
<ol style="list-style-type: none"> <li>1. Service to Happy Valley and Mountain Gate</li> <li>2. Longer hours</li> <li>3. Sunday service</li> </ol>	<ol style="list-style-type: none"> <li>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.</li> <li>2, 3. See discussions in 2003/2004.</li> </ol>

<b>2005/2006</b>	
1. Service to Stillwater and Shingletown	These areas are low density and not “reasonable to meet.” SRTA staff met with SSNP to discuss the feasibility of providing senior transportation to Shingletown. SSNP and community medical center will continue these discussions.
2. Reduce one-hour headways 3. Longer Hours 4. Sunday Service	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.
<b>RTPA Additional Actions:</b> The SRTA board approved a temporary one-year farebox ratio reduction to 15% for 2005/2006. SRTA board approved funding from the 2005/2006 Overall Work Program to update the 2001 RABA Short-and Long-Range Transit Plan.	
<b>2006/2007</b>	
1. Service to Cottonwood 2. Service Old Alturas Road/Boyle Road	These services are outside of the RABA service area. Referred to CTSA.
3. Additional stops on Burney Express	Shasta County approved two additional stops for Burney Express at Pit River Casino and Diddy Wells.
4. Support of Anderson Express	A combination of the Anderson-Only service and Anderson Express is on a six-month trial operation.
<b>2007/2008</b>	
1. Longer hours	RABA is currently operating below the required 19% farebox ratio. RABA developed a 7-year financial plan that is projected to achieve the required farebox ratio of 19% in 2014/15.
2. Service to Shingletown	This is a low density population area. Previously the county operated a vanpool service which failed due to lack of riders.
3. Stop at Round Mountain	In the process of establishing.
4. Increase service to Anderson	As a member of the JPA, Anderson requested the Anderson-only trial service return to the prior service hours.
5. Stop at Shasta County Public Health	A bus stop location has been established.

**2008/2009**

1. Sunday service and longer hours	<p>Under temporary farebox reduction. 15.5% required – actual 17.8% farebox return.</p> <p>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.</p>
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**2009/2010**

1. Service to Burney Falls	The area of Burney is served by an express commuter service with limited stops. Burney Falls is approx. 20-minutes from Burney. Adding this stop will add 45-minutes to the service and affect the existing headways.
2. Service to Cottonwood	This is a low density population area. In 2001/02 a trial service was implemented. Due to lack of ridership and farebox ratio recovery (3%) the service was terminated.
3. Service to Redding Airport	<p>The SSTAC recommends exploring the feasibility of an express or pilot service on this corridor.</p> <p>RABA is operating under a temporary farebox ratio reduction of 16.2% - actual farebox return FY 09/10 was 15.2%. Exploring service to the airport is not likely until the economy recovers.</p>

**2010/2011**

1. Weekend service for Burney Express	Saturday service is projected at half of the week day service. Weekend service is not feasible at this time.
2. Service during Intermountain Fair (Burney Express)	Specialty services can be provided if privately chartered.
3. Accept Shasta College bus passes (Burney Express)	The college program has since been discontinued.
4. Service to Shingletown	Transit service has been attempted in this area and has failed to meet performance requirements.

5. Service to Cottonwood	Service to Cottonwood was attempted in the past and failed to meet the required farebox ratio. Express routes to Cottonwood will be considered in RABA's next transit plan update.
6. Service to Old Shasta	Trinity Transit serves Old Shasta while en-route to Redding.
7. Service to Millville	Millville is one of the least populated census tracts. Such low population density cannot support farebox requirements.
8. New stops	The request was forwarded to RABA and SSNP for review.
9. Extended hours of service	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.
<b>2011/2012</b>	
1. Service to Redding Airport	The Airport Road Corridor Route was established. Transit service between the IASCO Flight Training Center at the Redding Airport and the Canby Transfer Center was established.
2. Modification of the Airport Road Corridor Route	Morning service was meeting capacity. Adjustment to the route enabled service to the Shasta Builders Exchange Facility and California Heritage YouthBuild Academy.
3. Accept California Heritage YouthBuild Academy bus passes	This service is current and ongoing as of December 2012.
<b>2012/2013</b>	
1. Extension of service to Burney Falls	The County and SRTA need to perform an analysis to determine if modifications can be made to this route without hindering service for existing riders. The County and RABA are also looking at opportunities to improve the coordination of transit services.
2. Service to Mountain Gate	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 is available for eligible individuals.

3. Daily service

RABA is currently analyzing where routes can be adjusted to maximize ridership and service. Additional information about transit service in the region will be available through the Short Range Transit Plan.

## APPENDIX 5 – GLOSSARY

Source: Caltrans Division of Mass Transportation, updated 04/20/07

### **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.

**Transit Dependent**

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

**Urbanized Area (UZA)**

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

**Vehicle Revenue Miles (VRM)**

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