



2016-2017 Transit Needs Assessment



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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 annually evaluates the transit needs in the Shasta Region and assists the Shasta Regional Transportation Agency’s Board of Directors to determine if proposed transit services are “reasonable to meet” according to specific criteria.

Last year, two proposals for expansion of service were found “reasonable to meet.” The [Burney Express](#) added a third daily (M-F) run between [Redding](#) and [Burney](#), and express service to Cottonwood begins April 25, 2016.

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

Non-profit agencies and contractors provide some service to outlying areas beyond the [RABA](#) service area. [The Shasta Regional Transportation Agency \(SRTA\)](#) contracts with [Shasta Senior Nutrition Programs, Inc. \(SSNP\)](#) to operate [Consolidated Transportation Services Agency \(CTSA\)](#) transit service for seniors and the disabled outside of [RABA](#)’s service area.

From time to time bus routes need to be changed, and performance measures adjusted, in order to maintain efficiency for the region’s transit services. On the heels of [RABA’s Short Range Transit Plan \(SRTP\)](#), which was the result of a massive public outreach effort, [RABA](#) introduced a series of route changes on March 23rd, 2015. A summary of these changes can be found in [Table 8](#) (For more details on the route changes, please consult the [SRTP](#) or [RABA](#)’s new Route Booklet.). A [formal contract between SRTA and SSNP](#) was signed in December, 2014 and establishes performance goals, which will help improve transit efficiency for [CTSA](#) services.

[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 16.9%. This falls short of the 19% goal (weighted average for urban and rural areas), and limits opportunities to expand bus service under the existing “reasonable to meet” criteria. The [Burney Express](#) exceeds its farebox ratio goal of 10%, continuing opportunities for expansion. While the performance measures for [CTSA](#) have only begun to yield data, they will be instrumental in assessing the performance of [CTSA](#) services in future Transit Needs Assessments. There are also opportunities to improve and expand transit services through new state transit funding programs.

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Section 1 Introduction



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



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

This report is conducted annually to evaluate the transit system in the Shasta Region and identify any deficiencies or areas where transit service is 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. Tables [1](#) and [2](#) present an overview of competitive grant programs and formula funding, offered by the [Federal Transit Administration \(FTA\)](#) and the [California Department of Transportation](#), providing capital and operating assistance to transit operators. The [California Department of Transportation \(Caltrans\) Division of Mass Transportation](#) administers [FTA grant programs](#). Some eligible [FTA](#) grant projects must be derived from a locally developed, coordinated transportation plan. [Shasta County's plan](#) was adopted in 2007. An update is scheduled for 2016.

1.1 Overview of Funding for Transit Needs



Table 1. Non-TDA Federal Funding Sources

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

1.1 Overview of Funding for Transit Needs



Table 2. Non-TDA State Funding Sources

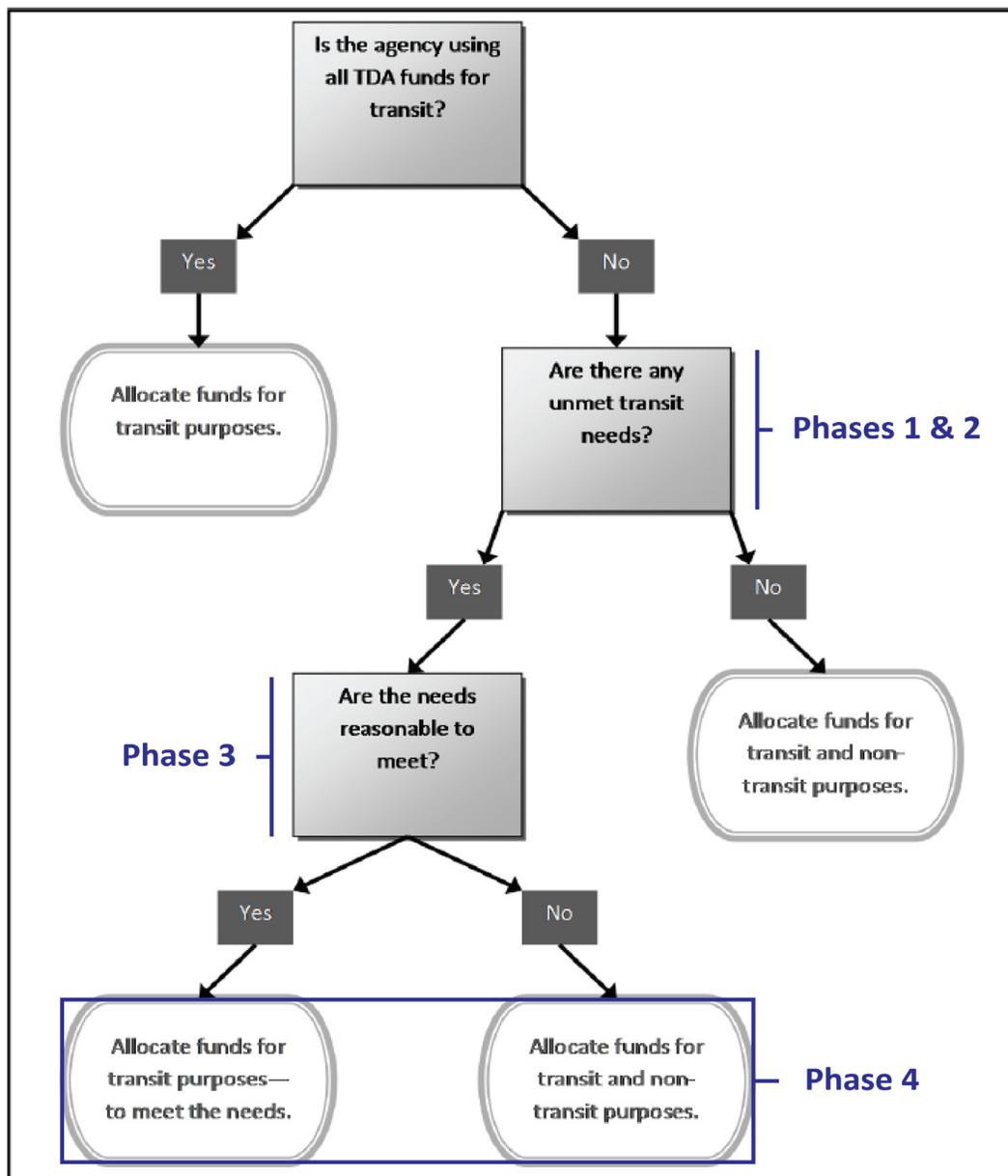
California Department of Transportation – Formula Funds		
Grant Programs	Acronym	Purpose
Low Carbon Transit Operations Program	LCTOP	Provides operating and capital assistance for transit agencies to reduce greenhouse gas emissions and improve mobility, with a priority on serving disadvantaged communities. Approved projects in LCTOP will support new or expanded bus or rail services, expand intermodal transit facilities, and may include equipment acquisition, fueling, maintenance and other costs to operate those services or facilities.
Proposition 1B - Public Transportation Modernization, Improvement, and Service Enhancement Account	PTMISEA	May be used for transit rehabilitation, safety or modernization improvements, capital service enhancements or expansions, new capital projects, bus rapid transit improvements, or rolling stock (buses and rail cars) procurement, rehabilitation or replacement. Funds in this account are appropriated annually by the Legislature to the State Controllers Office (SCO) for allocation in accordance with Public Utilities Code formula distributions: 50% allocated to Local Operators based on fare-box revenue and 50% to Regional Entities based on population.
California Department of Transportation – Competitive Grant Programs		
Grant Programs	Acronym	Purpose
Transit and Intercity Rail Program	TIRCP	Funds capital improvements and operational investments that reduce greenhouse gas emissions, expand rail service to increase ridership, integrate different rail and bus systems, and improve rail safety. Eligible projects include rail and bus capital projects, and operational improvements that result in increased ridership and reduced greenhouse gas emissions.
<i>Note: Local match requirements are specific to the grant program.</i>		

1.2 What is the Unmet Transit Needs Process?



Each year, according to [TDA](#), [SRTA](#) is required to identify any unmet transit needs in the Shasta region. Should any unmet transit needs be identified, a further determination must be made to establish whether or not those needs are “[reasonable to meet](#).” 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 decision tree that is at the core of the unmet transit needs process. [Figure 2](#) depicts the new 2016/17 Unmet Transit Needs Process.

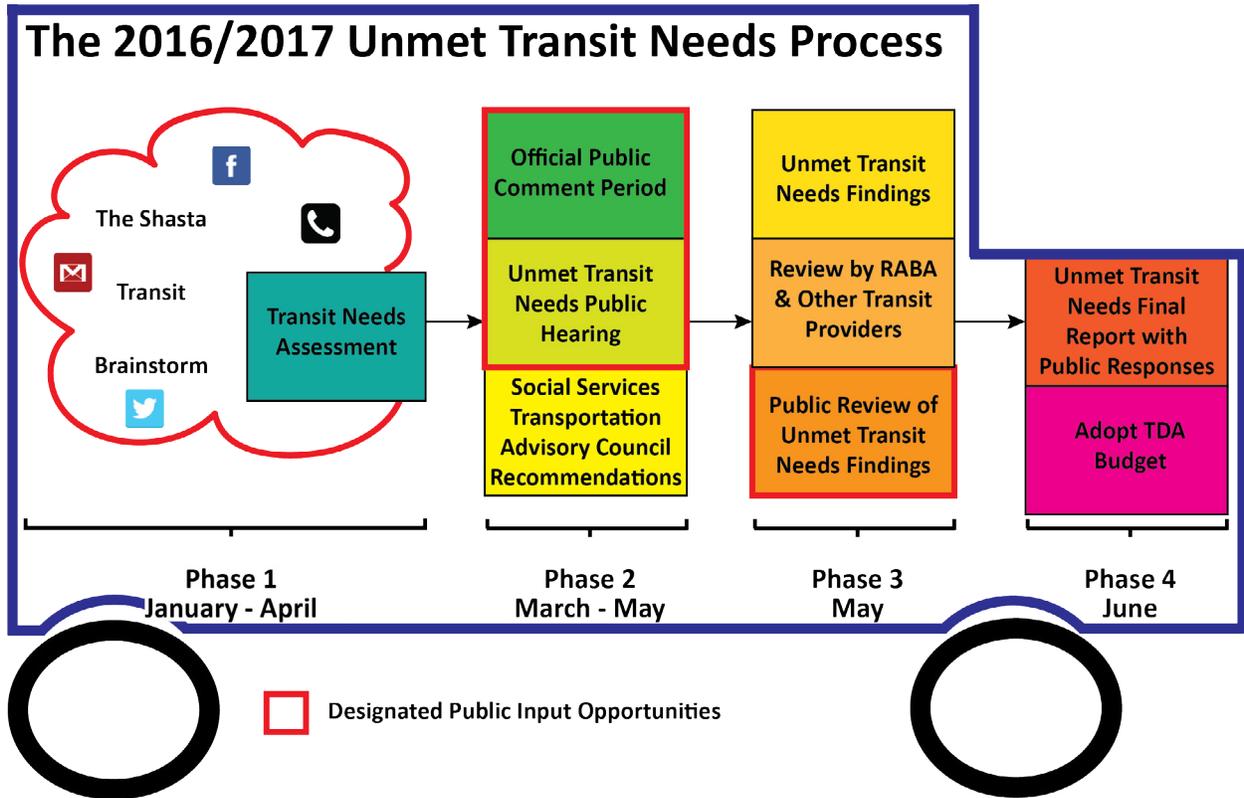
Figure 1 - Decision Tree for Funding Unmet Transit Needs



1.2 What is the Unmet Transit Needs Process?



Figure 2 - 2016/2017 Unmet Transit Needs Process



1.2.2 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 the Shasta Region.
- Primary and secondary school transportation.

Figure 3 - Bus stop seating suggested by local resident (Actual design to be determined)



1.2.3 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](#) operated at a 16.9% farebox ratio for the 2014/15 fiscal year. ([RABA’s Comprehensive Annual Fiscal Report, June 30, 2015](#))

*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. Recent changes to [TDA](#) statutes allow for the inclusion of revenue from sources other than state and federal grants in the calculation of the farebox recovery ratio.



1.3 What is the Transit Needs Assessment?



The annual transit needs assessment is used to help determine system performance and that the community's transit needs are being met. To identify the transit needs of the Shasta Region, [Section 99401.5](#) of the [TDA](#) statutes requires consideration of the following criteria:

1. An annual assessment of the size and location of identifiable groups likely to be transit dependent or transit disadvantaged, including, but not limited to, the elderly; the disabled, including individuals eligible for paratransit and other special transportation services; and persons of limited means, including, but not limited to, recipients under the [CalWORKS program](#);
2. An analysis of the adequacy of existing public transportation services and specialized transportation services, including private and public provided services;
3. An analysis of the potential alternative public transportation and specialized transportation services and service improvements that would meet all or part of the transit demand; and
4. An analysis of the need to acquire or lease vans and related equipment for a farmworker vanpool program pursuant to subdivision (f) of Section 99400. This analysis is only required, however, upon receipt by the transportation planning agency of a request of an interested party identifying a potential need.

The transit needs assessment (TNA) normally begins the annual unmet transit needs process. For this year's unmet transit needs process [SRTA](#) added value to the TNA by starting the process with a public outreach effort. [Figure 2](#) depicts the TNA within the overall 2016-2017 unmet transit needs process.

[SRTA](#) annually conducts an assessment of transit needs within each jurisdiction. The assessment consists of a two-part test that determines if there are unmet transit needs, and if these unmet transit needs are "[reasonable to meet](#)," according to the definition provided in [Appendix 2](#).

During the annual assessment, citizens and organization representatives may [submit comments](#) to [SRTA](#) regarding new transit services. Comments on operations are referred to the appropriate agency as seen in [Table 3](#).

1.3 What is the Transit Needs Assessment?



Table 3. Concerns and Responsible Agencies

	Area of Concern	Examples	Responsible Agency
Unmet Transit Needs	Expanded Service	Adding a new bus route	SRTA
		Longer hours	
		Sunday service	
		Shorter headways (time between buses)	
Not Unmet Transit Needs	RABA/Burney Express Operational Issues	Altering existing routes	RABA
		Changing the location of bus stops	
		Comments about customer service	
	CTSA Operational Issues	Altering existing routes	CTSA
		Comments about customer service	
	Other Services	Services not required by SRTA as part of the Unmet Transit Needs process	The cities of Anderson , Redding , and Shasta Lake , and county of Shasta may provide other services.

Section 2

Description of TDA-Funded Transit Providers



This chapter describes the service area and services offered by [TDA](#)-funded transportation providers. Seniors, young adults, residents below the poverty line, persons with disabilities, and persons with limited automobile access are more likely to be transit dependent and/or require specialized transportation.

[Appendix 3](#) includes a table of other non-[TDA](#) funded transportation providers.

2.1 Redding Area Bus Authority (RABA)



[RABA](#) is the primary public transportation provider in the Shasta Region. [RABA](#) provides fixed-route and demand-response service to a population of nearly 116,960. The service area covers 100 square miles, encompassing the cities of [Anderson](#), [Redding](#), and [Shasta Lake](#), as well as unincorporated fringe areas. In addition, [RABA](#) operates two express routes ([Airport Express](#) and [Burney Express](#) (separate description and analysis in sections [2.2](#) and [4.2](#))) with limited hours and stops. [RABA](#)'s transit fleet consists of 18 fixed route coaches and 20 demand response vans. All vehicles are equipped with lifts. Table 4 lists [RABA](#)'s hours of operation. A more detailed view of [RABA](#)'s hours of operation is available on the [RABA website](#).

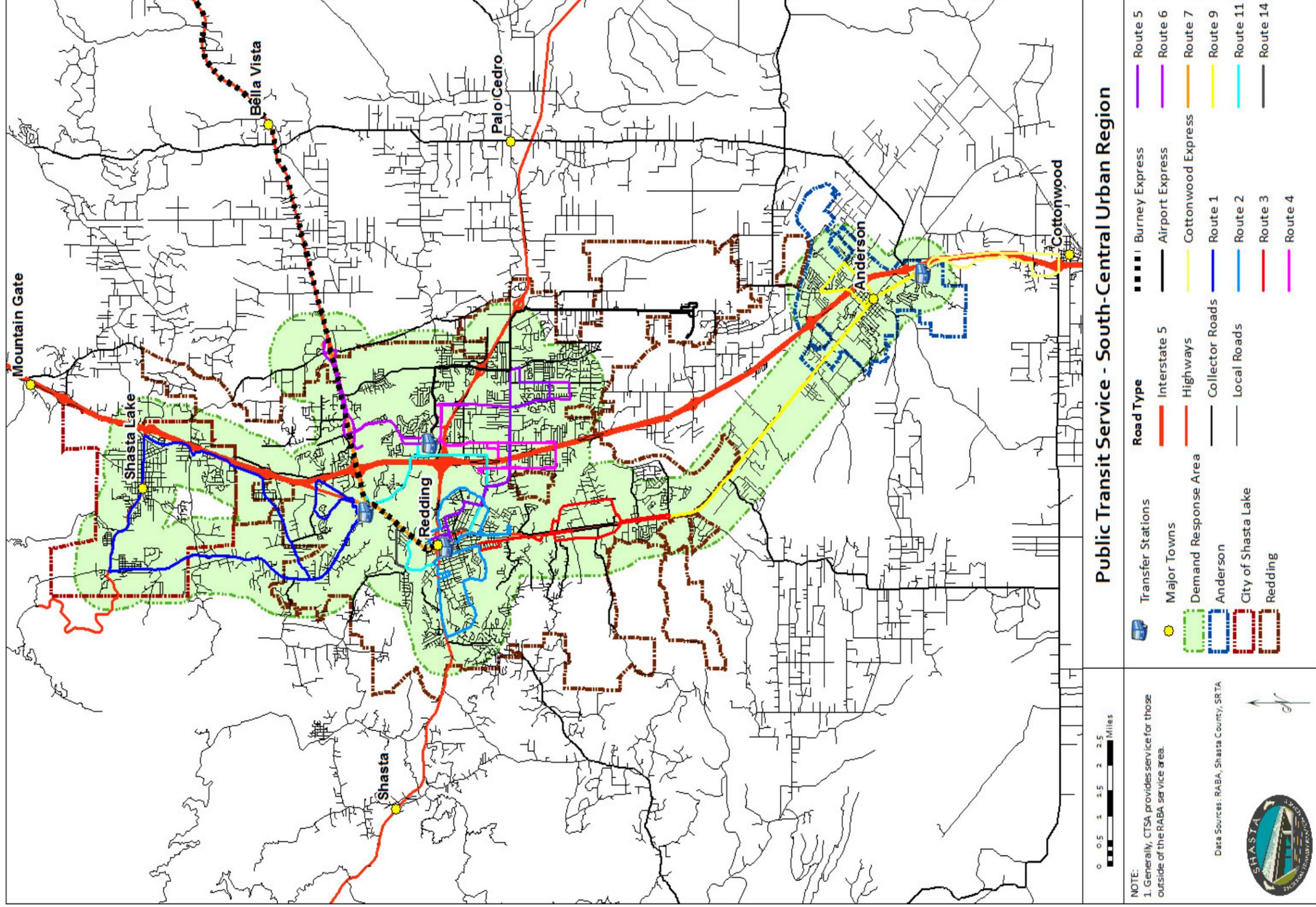
Table 4. [RABA](#) Hours of Operation

Weekday Hours of Operation		
Route	From	To
1	5:35 AM	7:35 PM
6	6:50 AM	7:20 PM
4	6:00 AM	7:00 PM
7	7:20 AM	7:20 PM
All Other Routes (Rt.9 operates every 2 hours)	6:20 AM	7:20 PM
Airport Express (Does not run hourly)	5:50 AM	6:50 AM
Cottonwood Express (Starting April 25, 2016)	Five Runs Daily - Operating Times TBD	
Sat. hours of operation begin three hours later in the morning. All service ends at 7:30 PM.		

As shown in [Figure 4](#) (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.



Figure 4 - RABA Fixed Route and Demand Response

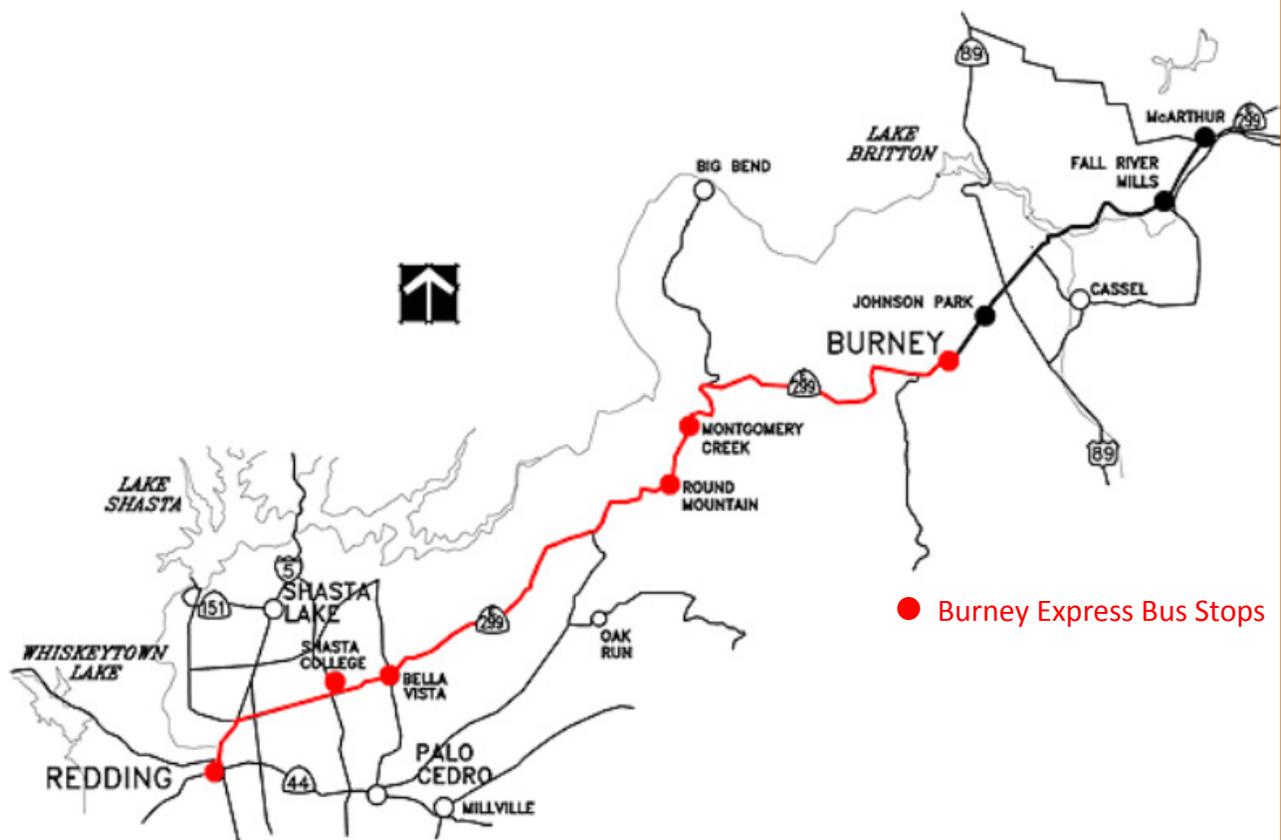


2.2 Burney Express



The [county of Shasta](#) contracts with [RABA](#) to provide express service to the outlying community of [Burney](#) as seen in Figure 5. This service is generally for commuters and has limited stops. [Burney Express](#) operates M-F with three round-trips each day and makes four stops between [Redding](#) and [Burney](#). [Shasta College](#) serves as the transfer point between this route and [RABA](#) Routes [6](#) and [7](#). There is no fixed-route service within the [town of Burney](#). The [county of Shasta](#) provides two [ADA](#)-compliant medium-size buses, operated by [RABA](#), for this service.

Figure 5 - [Burney Express](#)



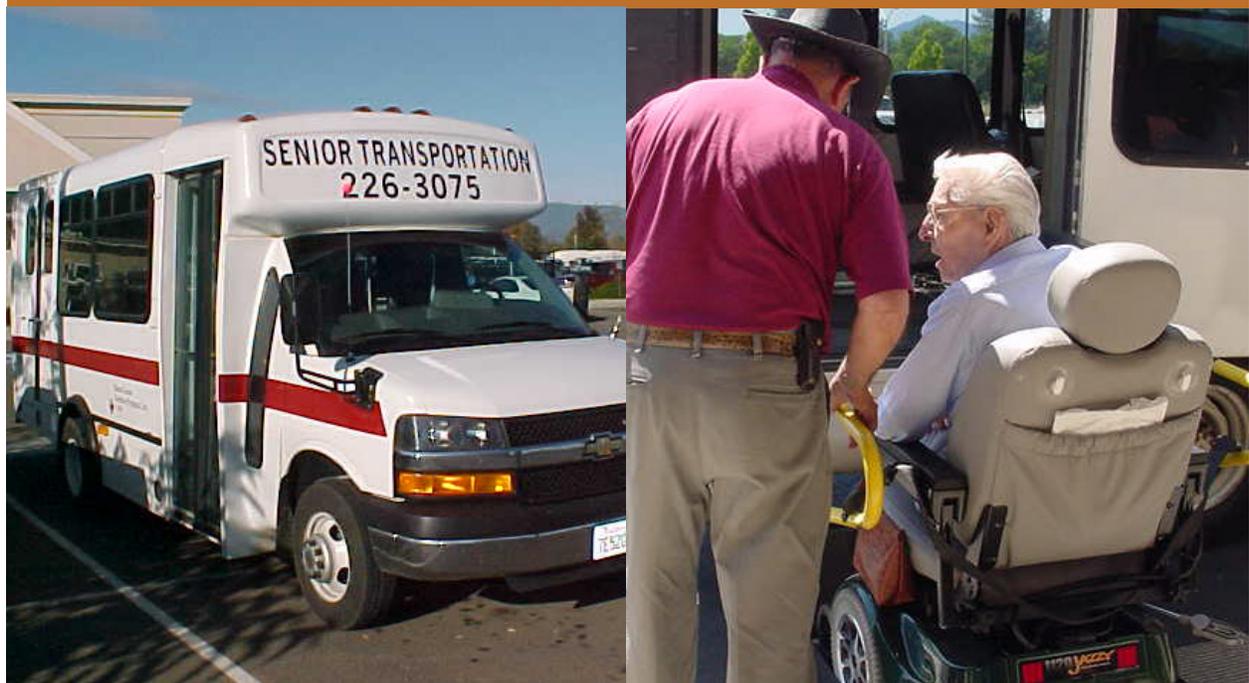
2.3 Shasta Senior Nutrition Programs - CTSA



[SRTA](#) contracts with the [Shasta Senior Nutrition Programs \(SSNP\)](#) to operate [Consolidated Transportation Service Agency \(CTSA\)](#) transit services, which makes [SSNP](#) eligible to receive TDA funding through the Unmet Transit Needs process. [SSNP](#) provides transportation to transit-dependent, residents living outside the [RABA](#) service area. [CTSA](#) transportation provides curb-to-curb or door-to-door services primarily to individuals over the age of 60 and any disabled individual over 18. Any individual under 60 will be served when space permits and subject to licensing restrictions of [SSNP](#) drivers. [CTSA](#) uses eight small lift-equipped buses to offer service in the Shasta Region outside the [RABA](#) service area. The cost to use this service is \$2.00 per trip. Additional transportation service is provided throughout the Shasta Region by [SSNP](#) with non-[TDA](#) funds and grants. Table 5 provides a description of the service area for [SSNP](#)'s transportation services and their hours of service.

Table 5. [SSNP](#) Transportation Services ([SRTA](#), 2016)

Area of Service	Hours of Service
Anderson (daily) and Happy Valley/Cottonwood (M-T-W only)	7:30 a.m.-4:00 p.m. (M-F)
Redding	7:30 a.m.-4:00 p.m. (M-F)
Shasta Lake	7:00 a.m.-3:30 p.m. (M-F)
Bella Vista	7:30 a.m.-4:00 p.m. (M-F)
Old Shasta	7:30 a.m.-4:00 p.m. (M-F)
Unincorporated Areas	7:30 a.m.-4:00 p.m. (M-F)



Section 3 Transit Demand Analysis



The 2016/2017 Transit Needs Assessment identifies the transit demand for the Region’s entire population, and per [Transportation Development Act](#) guidelines, for transit dependent segments of the population. Section 3.1 focuses on transit demand for the transit-dependent population, while [Section 3.2](#) focuses on transit demand for the general population. [Section 3.3](#) wraps up the analysis by interpreting the results.

3.1 Transit-Dependent Population



[Section 99401.5](#) of the [TDA](#) requires transportation planning agencies to conduct an annual assessment of the size and location of identifiable groups likely to be transit dependent and transit disadvantaged, as part of the annual transit needs assessment. These groups include, but are not limited to seniors, people with disabilities, young adults, and low-income residents. This assessment includes the size and location of demographics (in Table 6) in the Shasta Region’s urban area. All of the demographic data comes from [American Community Survey](#) estimates for the years 2009-2013.

Table 6. Transit-Dependent Population Descriptions

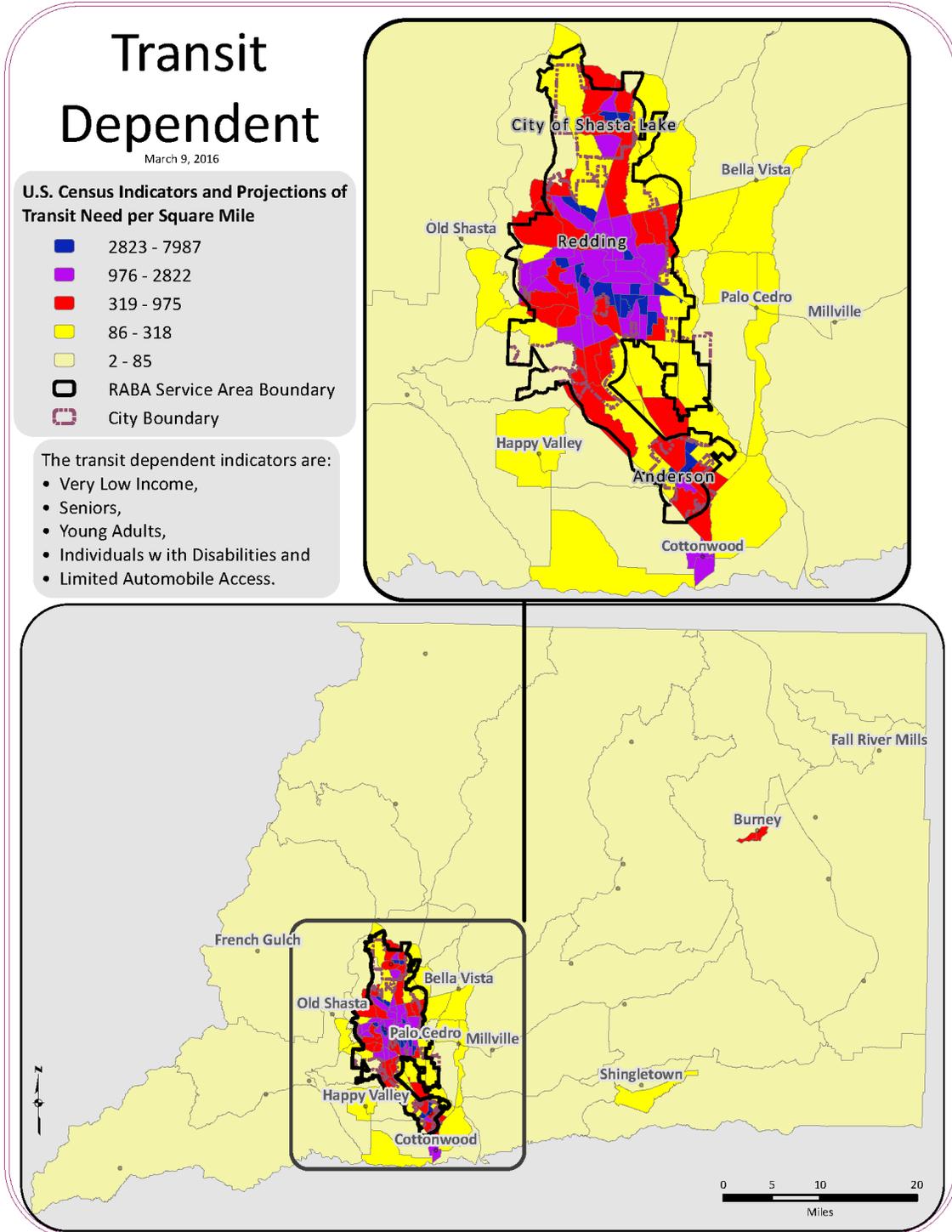
Transit Dependent Group	Description
Young Adults	Age 15 to 24 (RABA’s Short Range Transit Plan (SRTP))
Seniors	Age 65 and over (RABA’s SRTP)
Very Low Income	Income below the poverty line (RABA’s SRTP)
Disabled	Non-institutionalized, civilian members of the population who may be unable to operate vehicles or utilize certain modes of public transportation due to physical or mental disabilities (StanCOG)
Limited Automobile Access	People who have no vehicles available for their use. See Appendix 5 for methodology)

In an effort to gain a comprehensive overview of the transit demand for these disparate groups, these population segments have been consolidated into a single demographic group: the transit-dependent population. [Figure 6](#), on the next page, depicts transit demand for the transit-dependent population per square mile by census block group in the Shasta Region. The methodology used to develop the map can be found in [Appendix 5](#). As indicated in the map, the areas with the strongest transit dependent demand include the central parts of [Redding](#), [Shasta Lake](#), [Anderson](#), and Cottonwood.

3.1 Transit-Dependent Population



Figure 6 - Transit Dependent Population

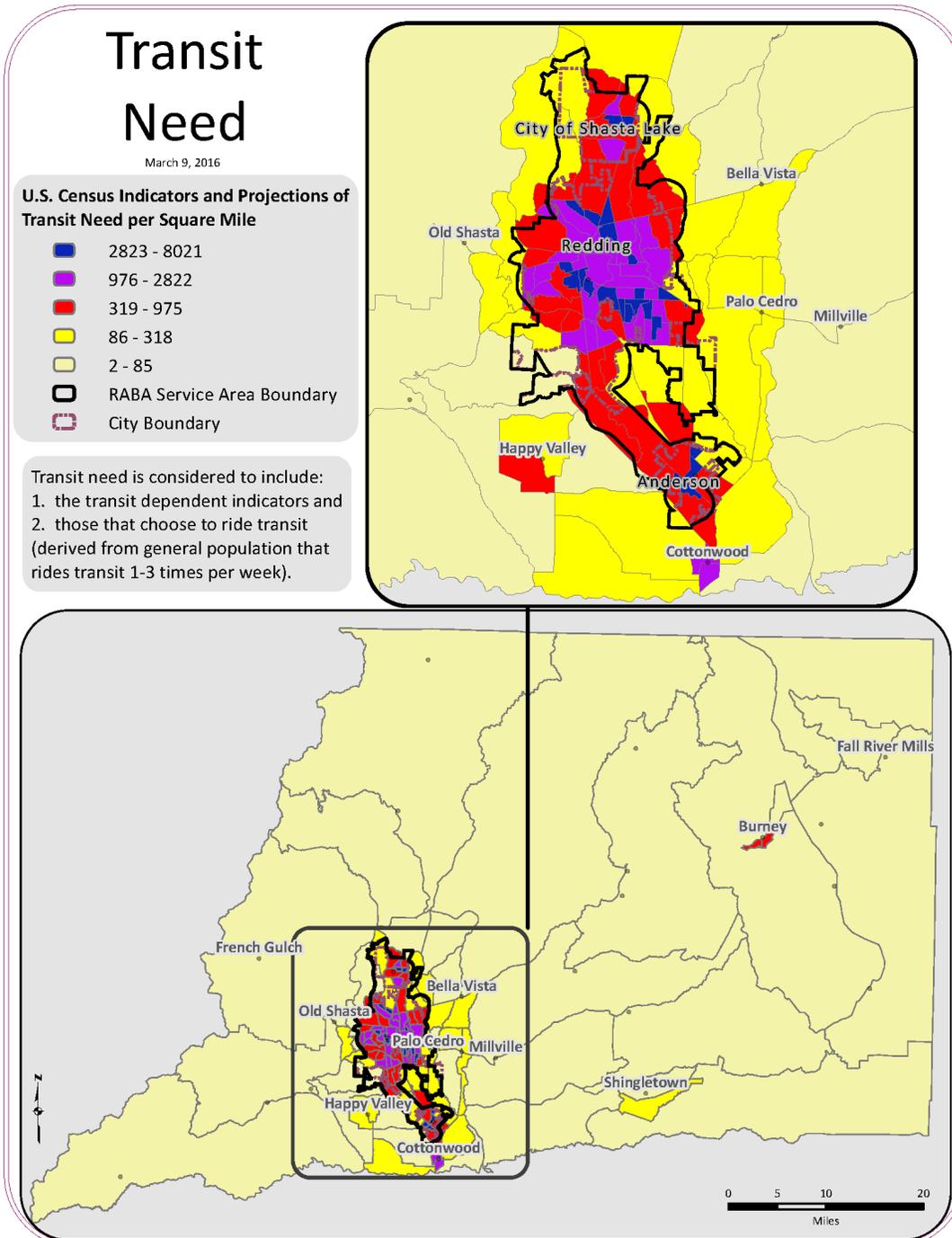


3.2 General Population



This section provides a comprehensive look at transit demand in the Shasta Region. Building on the [five demographics](#) included in the transit demand analysis for the transit dependent population, the corresponding analysis for total transit need factors in an additional demographic: residents who elect to use transit one to three times per week. Figure 7 depicts total transit need for the general population per square mile by census block group in the Shasta Region. The methodology used to develop the map can be found in [Appendix 5](#). As in the map for the transit dependent population, the map depicting transit need for the general population highlights those areas with the strongest transit need to be the central parts of [Redding](#), [Shasta Lake](#), [Anderson](#), and Cottonwood.

Figure 7 - Transit Need for the General Population

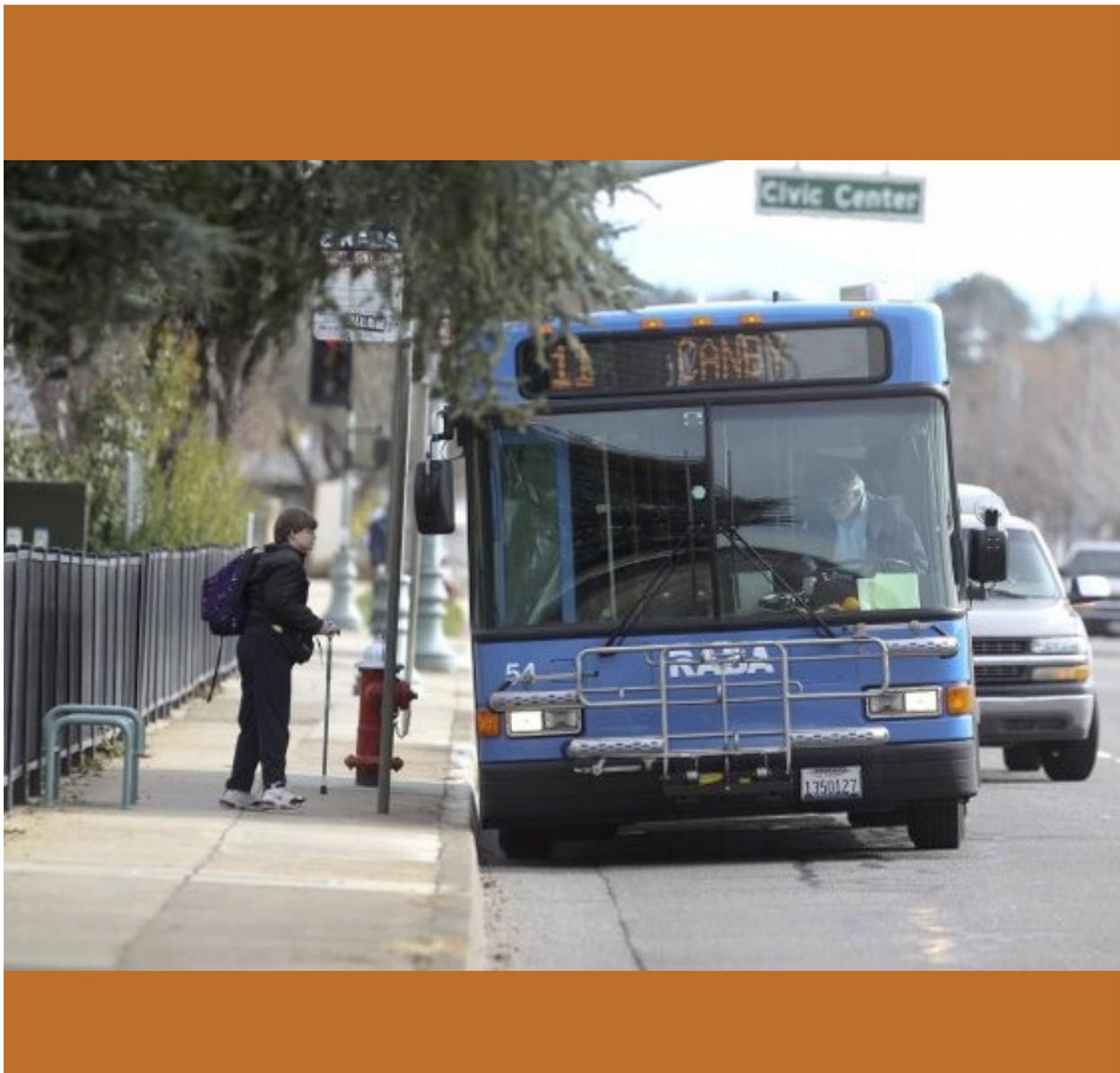


3.3 Interpretation of Results



The maps depicting transit demand for the transit-dependent population and the total need for the general population are strikingly similar. All identified transit-dependent groups have some level of transit service by at least one of the region’s transit providers. Higher concentrations of the transit-dependent population in the South County Urban Region lend credibility to requests for expanded transit services.

Given the fact that so few people ride transit who are not transit-dependent, it appears the region’s transit system, in its current state, appeals mostly to those individuals who have no transportation alternatives. As popular requests made annually by the public to meet perceived unmet transit needs gain consistency, the repetition of the most popular requests lends them credibility. If these needs were met with the corresponding service in demand, then it is likely that such a service would also appeal to those members of the population who are not transit dependent and elect to use transit as their preferred mode of transportation.



Section 4 Existing Transit Performance



This chapter examines the performance of the Shasta Region’s transit providers. Under the [Transportation Development Act \(TDA\)](#), transit providers are required to meet a minimum farebox ratio of one fifth of their operating cost (20%) in urban areas and one tenth (10%) in 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. However, revenue from sources other than state and federal grants, such as advertising revenue, *is included* per recent changes to [TDA](#) statutes. The [farebox ratio](#) standards are included in the [SRTA](#) “[reasonable to meet](#)” definition and assist [SRTA](#) in determining the efficiency of the transit service.

4.1 RABA



At the May, 2013, [SRTA](#) board of directors meeting, [SRTA](#) adopted [new TDA policies](#), including performance measures for transit. The following performance measures were integrated into the transit needs assessment two years ago to provide a baseline for measuring [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.)

4.1 RABA



This year's assessment compares [RABA's](#) performance with last year's performance and the baseline established two years ago. See a comparison of [RABA's](#) performance (Fixed Route and Demand Response performance *combined*) over the last four years in Table 7. For an overview of [RABA](#) performance, broken down by Fixed Route and Demand Response service, see [Appendix 6](#). Please note that RABA introduced system-wide route changes in March, 2015. A summary of those changes is listed in Table 8.

Table 7. [RABA](#) Performance Overview

Performance Measures	Baseline Year 2012/2013	2013/14	2014/15	Percent Change from 2013/14 to 2014/15
Operating Cost/Passenger Trip	\$5.76	\$5.84	\$6.45	10.41%
Operating Cost/Service Hour	\$85.64	\$88.53	\$88.52	-0.01%
Passengers/Service Hour	14.86	15.15	13.72	-9.44%
Passengers/Service Mile	0.97	1.00	0.89	-10.79%
Service Hours/Employee	908.19	964.62	919.44	-4.68%
Farebox Recovery	17.39%	17.35%	16.92%	-2.49%
Communications	NA	In Development		
Customer Satisfaction	NA	In Development		

Table 8. RABA Route Changes Effective March 23, 2015

Routes	Changes
1	Discontinuing service along Beltline Rd. Offering two-way service on Lake Blvd between Northpoint and Oasis. Provides outbound service to Redwood Blvd neighborhood, Opportunity Center and employment destinations on Twin View. Inbound service provided by Route 7 .
2 East & 2 West	Bi-directional route discontinued, clockwise route remains. Route 2 West schedule timed with Shasta High School morning and evening bell times when school is in session. Access to RABA office, City Hall and Park Marina, formerly route 3 , are now accessible from Route 2 East.
3	Route 3 is paired with Route 7 for service to Shasta College without transfers. It is anticipated that Route 9 & Cottonwood Express will interline with 3 & 7 later in the year for continuous service to Shasta College without transfers.
4	Two-way routing on Churn Creek and Bechelli. North of Canby Transfer Center replaced w/ Route 6 to Shasta College . Serves Winco , Wal-Mart and K-Mart stops on the inbound and outbound.
5	Route 5 serves trinity neighborhood on the outbound and Shasta Regional Medical Center , as well as health services at Placer/Continental. This route follows similar roads but eliminates the loop along Hartnell, Shasta View Dr. and Goodwater Ave. and provides a new stop at Shasta View and Hartnell. Route 5 offers new service to the Enterprise & Goodwater neighborhoods with the option to travel downtown. Goodwater neighborhood maintains access to Airport Express to travel to Canby.
6 North & 6 South	Route realignment connects Enterprise neighborhood to Shasta College without transfers at Canby Transfer Center. From Canby, transferring passengers will arrive at Shasta College in less than 15 minutes. Each route North and South are 30 minute loops. Route 6 South serves Wal-Mart on the outbound and Winco on the inbound.
7	Offers more direct service between Downtown Transfer Center, Masonic Transfer stop and Shasta College on a single route that is interlined with Route 3 and future interlinement with Route 9 and Cottonwood Express . Transit time to Shasta College from downtown is less than 30 minutes and from Masonic less than 15 minutes. Also provides inbound service for the Redwood neighborhood, Opportunity Center and Twin View employment destinations served by Route 1 .
3/7/9	Routes 3 and 7 interline to provide a one-seat-ride from Route 3 to Shasta College . Later in 2015, Route 9 & Cottonwood Express are anticipated to interline with 3&7 providing service from Cottonwood/ Anderson to/from Shasta College .
11 & 14	Routes 11 and 14 have been combined into a single route. 14 travels clockwise, while 11 travels counter-clockwise to all 3 transfer centers. This enables more direct travel without a transfer for many passengers at Canby and Downtown, as well as anticipated improved schedule adherence. Routes 1 & 14 are synced to arrive at Masonic at the same time as Routes 1 & 7 to increase access to Shasta College and increase options for Shasta Lake City residents travelling from Route 1 to get to more destinations more quickly.

4.2 Burney Express



[Burney Express](#) experienced a 10% decrease in total trips in the 2014/15 fiscal year, a 0.72% increase in expenses, and a 7.78% drop in farebox revenue. Consequently, the [farebox ratio](#) dropped to 13.41%. However, 13.41% is still above the minimum 10% [farebox ratio](#) set by [TDA](#) for transit in non-urbanized areas. It should also be noted that ridership is rebounding for FY2015/16 since the [Burney Express](#) expanded service, in August 2015, from two runs per day between [Burney](#) and [Redding](#) (M-F) to three runs per day. For a comparison of [Burney Express](#)' performance over the last three years, please review Table 9.

Table 9. [Burney Express](#) Performance Overview

Burney Express					
Performance Indicator	2012/13	2013/14	2014/15	Change from Prior Year	Percent Change
Total Trips	5457	4912	4493	-419	-8.53%
Vehicle Hours	1518	1530	1529	-1	-0.07%
Total Expenses	\$137,159	\$155,435	\$156,550	\$1,115	0.72%
Farebox Revenue	\$23,605	\$22,764	\$20,993	-1771	-7.78%
Farebox Ratio	17.21%	14.65%	13.41%	-1.24%	-8.44%
TDA Subsidy Per Trip	\$20.81	\$27.01	\$30.17	\$3.16	11.70%
Riders Per Hour	3.59	3.21	2.94	-0.27	-8.47%
Riders Per Month	455	409	374	-34.92	-8.53%

4.3 Consolidated Transportation Services Agency



In December, 2014 [SRTA](#) signed a formal [contract](#) with the [Shasta Senior Nutrition Program \(SSNP\)](#), introducing new performance goals to improve efficiency for the delivery of [Consolidated Transportation Services Agency \(CTSA\)](#) services. In February, 2016 the [SRTA Board of Directors](#) approved updated performance goals and introduced a performance mandate for [CTSA](#) transit services. Consequently, there is not enough data to report on [CTSA](#)'s performance for the year. However, the performance measures in Table 10 provide a snapshot of [CTSA](#)'s performance for the 2015 calendar year. The [CTSA](#) Services fare is \$2.00.

Table 10. [CTSA](#) Performance Overview

CTSA				
Performance Goals	Calendar Year 2015	Goals	Mandate	Updated Goals (Starting 3/2016)
Fare Box Ratio	7.78%	10%	NA	10%
Passengers per Hr.	2.44	2.48	NA	2.74
Cost per Service Hour	\$50.97	\$47.07	NA	\$42.58
Subsidy per Trip	\$14.30	\$18.99	\$18.60	\$11.43
Passenger per Service Mile	0.17	0.18	NA	.20
Denied Trips	0	TBD	NA	0
Complaints	0	TBD	NA	0
Missed Trips	0	TBD	NA	0
Match of CTSA Budget	25%	25%	NA	25%

Shingletown Express Update: The [Shasta Senior Nutrition Programs](#) has discontinued its transit service to [Shingletown](#). The service operated under the title "Shingletown Express" from April, 2013 through July, 2015. The Shingletown Express provided shuttle service to mobility-impaired riders (age 18 and above) and seniors (age 60 and above). The service was not [TDA](#) funded and was tested as a pilot program with grant funding. The service made two runs between [Redding](#) and [Shingletown](#) per day, operating only three days per week initially and then expanded service to Monday through Friday, before dropping back to the original three days-per-week service. The program was discontinued for two reasons:

1. Insufficient ridership

- a. At the program's peak performance, four to five people were transported daily. Toward the end of the program, a maximum of one to four people per week sought rides.

2. Grant funding disappeared

Section 5 Community Outreach



In previous years, [SRTA](#) has relied on the official comment period preceding the Unmet Transit Needs hearing, as well as the hearing itself, to gather public input on unmet transit needs in the region. In recent years, the number of comments received has dwindled. In order to better understand the needs of those individuals in the region who need or want to use transit, [SRTA](#) decided to take action last year to turn this trend around. In keeping with the goals of its [Public Participation Plan](#), [SRTA](#) has ramped up the public engagement efforts of the annual Unmet Transit Needs Process (See [Figure 2](#)).

[Figure 2](#) shows the major public input opportunities in the context of the 2016/2017 Unmet Transit Needs Process. The following list is a comprehensive look at those public input opportunities and is explained in greater detail in the following pages

- [5.1 Shasta Transit Brainstorm](#)
- [5.2 Shasta Transit Priorities Survey](#)
- [5.3 Official Comment Period/ Unmet Transit Needs Hearing](#)
- [5.4 Comments on Findings](#)

5.1 Shasta Transit Brainstorm



Dave studies Culinary Arts at [Shasta College](#), and he relies on transit.

The main stage of the Shasta Transit Brainstorm lasted four weeks and solicited the public for its unmet transit needs. The mediums used for engaging with the public include:

Telephone	Email	Meeting In-person (View our on-board interviews)
Traditional Mail	Flyers and posters on buses	SRTA Website
Social Media (Including Videos)	Television	Social Service Network Distribution

Two years ago, [SRTA](#) received three public comments. Last year there were 30. Over the course of the four weeks of this year's Shasta Transit Brainstorm, leading up to the survey, [SRTA](#) received 55 comments from the public.

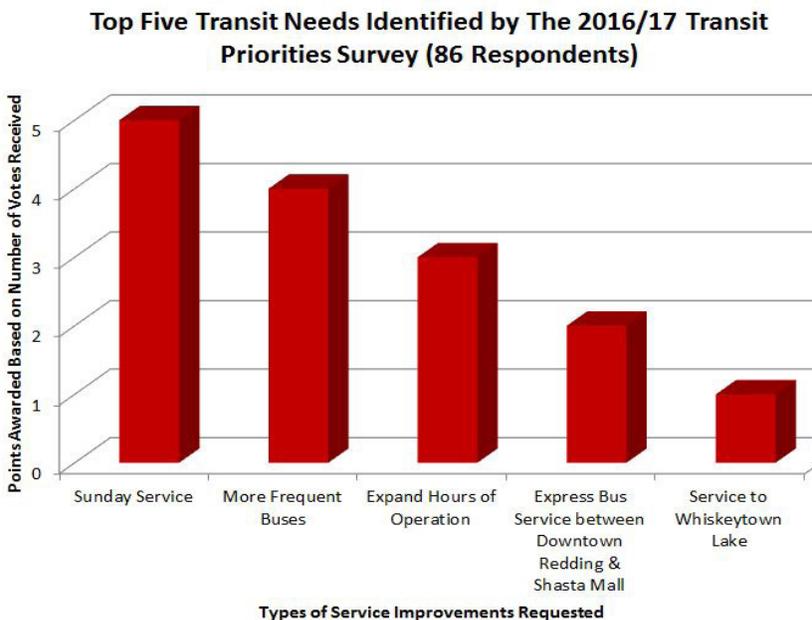
5.2 Shasta Transit Priority Survey



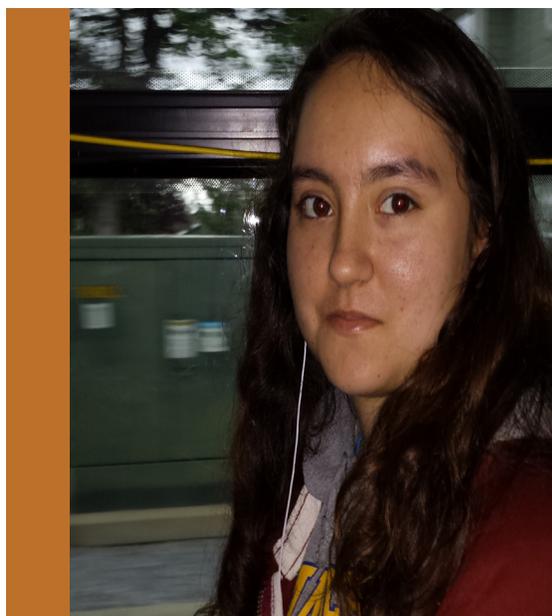
The Shasta Transit Priorities Survey was an online survey to allow the public to prioritize the most popular transit service requests in the Shasta Region. [SRTA](#) staff was available to assist people take the survey in-person or over the telephone. The survey was available to the public between February 26, 2016 and March 4, 2016. It was advertised on [Facebook](#), [Twitter](#), and social service agencies were notified in an effort to reach their clients. The survey generated a total of 86 responses.

Survey respondents were asked to rank their top five of 13 unmet transit need improvement requests generated through the [Shasta Transit Brainstorm](#). Respondents were also provided with an “other” option. The top five unmet transit needs from the survey are displayed in Figure 8.

Figure 8 - Transit Priority Survey Results



These results are comparable with results from other outreach efforts (See figures on next page, including the extensive outreach effort for [RABA's 2014 Short Range Transit Plan](#).)



Katy is a student at [Shasta College](#). She studies Agriculture, and she relies on public transit for her transportation needs.

5.2 Shasta Transit Priority Survey



Figure 9 - High-Scoring Service Improvements from [Short Range Transit Plan](#)

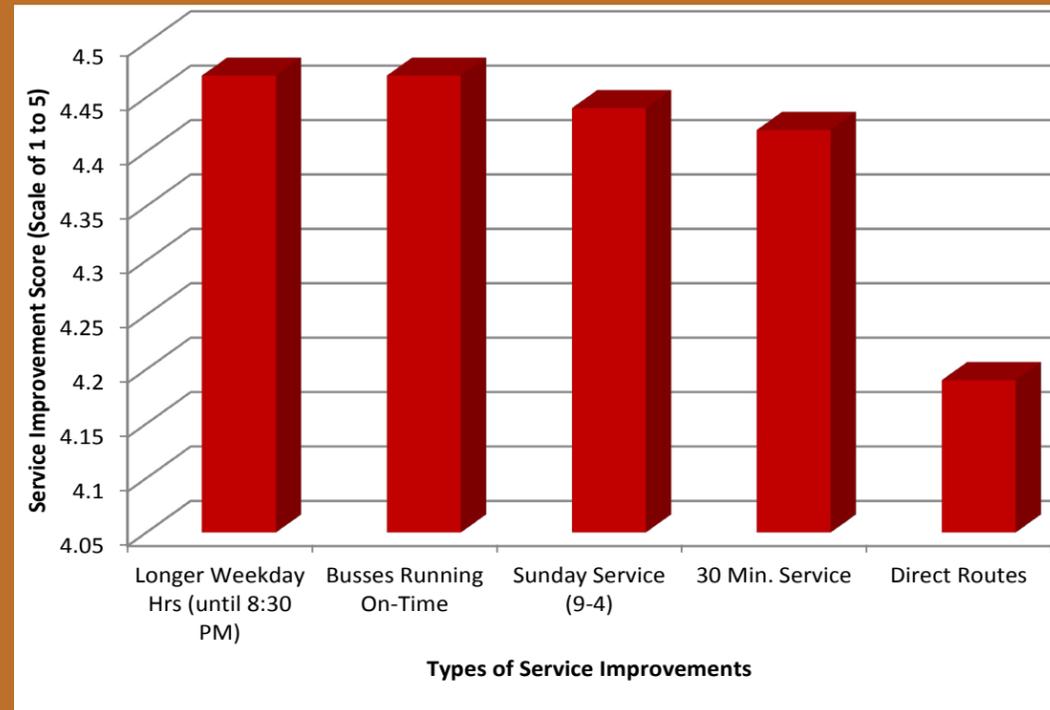


Figure 10 - [2016/17 Shasta Transit Brainstorm](#) Service Requests

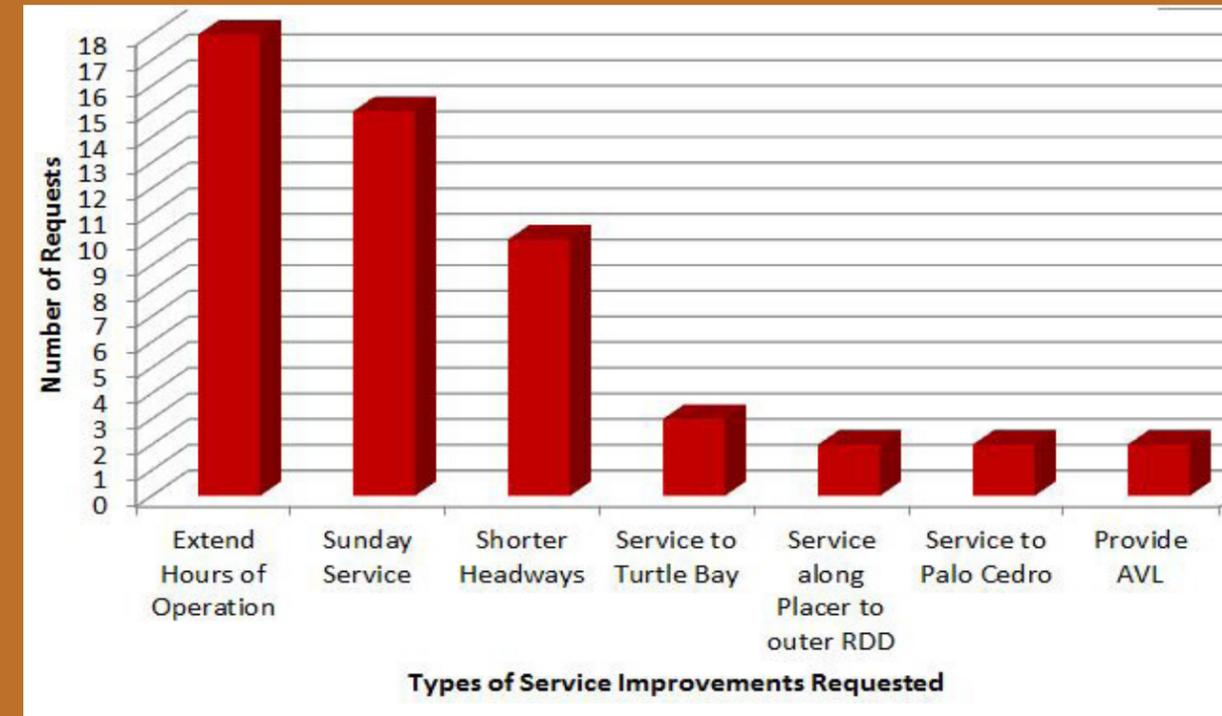
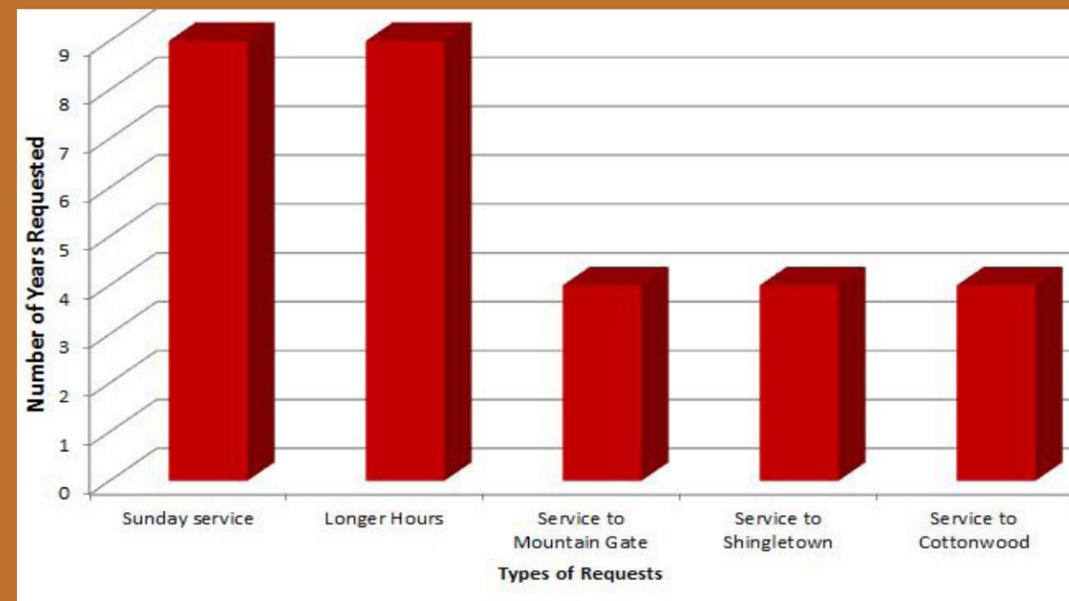


Figure 11 - Most Frequently Recurring Transit Requests Since 2002/03



Arthur is retired, and he relies on transit for getting his groceries and running other errands.

5.2 Shasta Transit Priority Survey



DJ works in security. She does not own a car and relies on public transit to meet her transportation needs.

Alison has two jobs. She relies on public transit to get from home to both workplaces and support her additional transportation needs.

5.3 Official Public Comment Period



The “official” 30-day public comment period leading up to the Unmet Transit Needs Public Hearing begins on March 25, 2016. However, all of the public comments received during the [Shasta Transit Brainstorm](#), including any comments received after the survey had begun, will be considered official. The public may continue to submit comments year round. Comments contributing to next year’s Unmet Transit Needs cycle will be accepted starting from May 3, 2016.

5.4 Comments on Findings



After the public comments have been reviewed and the [Social Services Transportation Advisory Council](#) has been consulted for their recommendations, [SRTA](#) will produce its Summary Report on Unmet Transit Needs findings. This will be the public’s opportunity to review the 2016/17 findings and provide any last comments before they are brought before the [SRTA Board of Directors](#) for a decision in June.



Section 6 Analysis of Potential Service Improvements



This section fulfills the [TDA](#) statute, requiring [SRTA](#) to conduct an analysis of the potential alternative public transportation and specialized transportation services in meeting identified transit demand. Potential transit services must meet the [SRTA Board of Directors](#) definition of an “[Unmet Transit Need](#)” and must be determined “[Reasonable to Meet](#).” The recommendations made in this section are based off of public input and analysis of transit performance. The public and the [SSTAC](#) will have an opportunity to comment on these recommendations before they are considered by the [SRTA Board of Directors](#).

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

Before reviewing the recommendations, it is important to note the consistency in the unmet needs identified by the public. Two to three of the following transit needs consistently rank among the top three unmet transit needs identified by the [Shasta Transit Priorities Survey](#), [The Shasta Transit Brainstorm](#), [The RABA Short Range Transit Plan](#), and [SRTA’s Chronological History of Unmet Transit Needs Comments since FY 2002/03](#):

- Sunday Service
- Longer Service Hours
- More Frequent Buses

It is not possible to fund all of these unmet transit needs system-wide under the existing “[reasonable to meet](#)” criteria for the region. However, [SRTA](#) can focus on service improvements, narrower in scope, which could ultimately lead to more comprehensive improvements in [RABA’s](#) next [Short Range Transit Plan](#).

6.1 Short Term



This section presents recommendations for this year's unmet transit needs process or before the next [Short Range Transit Plan](#).

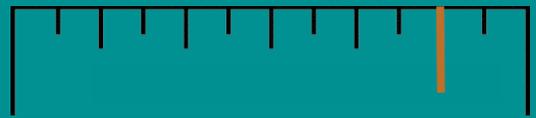
6.1.1 RABA



Table 11. Initial Short-Term Recommendations for [RABA](#)

Identified Need	Unmet Need?	Reasonable to Meet?	Recommendation/Comments
Crosstown Express	Yes	Pending Analysis	Recommendation: It is recommended that SRTA fund a pilot program offering more direct service between Downtown Redding and the Mt. Shasta Mall with limited stops, including Turtle Bay/Civic Center .

6.2 Long Term



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

6.2.1 RABA



Table 12. Initial Long-Term Recommendations for [RABA](#)

Identified Need	Unmet Need?	Reasonable to Meet?	Recommendations/Comments
Sunday Service	Yes	Pending Analysis	Recommendation: In light of the public's repeated requests for Sunday service, more frequent buses, and expansion of service hours, as well as SSTAC's 2016 recommendation to analyze the feasibility of these service improvements, it is recommended that SRTA and RABA conduct the analysis over the next year to provide SSTAC with data from which the council may make appropriate recommendations.
More Frequent Buses	Yes		
Expansion of Service Hours	Yes		

6.3 Potential Unmet Needs for Other Funding Sources



This section presents recommendations to be planned and considered for state and federal grant and formula funding opportunities.

Table 13. Initial Recommendations for Meeting Unmet Needs with Other Funding Sources

Identified Need	Unmet Need?	Reasonable to Meet?	Recommendations/Comments
Service to Whiskeytown	Yes	Yes	<p>Recommendation: It is recommended that SRTA coordinate with partner agencies to secure funding for a pilot program offering seasonal public transit between Redding and Whiskeytown for improved park access.</p> <p>SRTA's consideration of expanded service to Whiskeytown in years past and recent discussions with the National Park Service reveal a need for improved transit service to the Whiskeytown Recreation Area. Whiskeytown is a popular recreation destination and remains virtually inaccessible to residents of the Shasta Region who are dependent on transit. Discussions with Trinity Transit also indicate potential for expanded service to Whiskeytown.</p>
Service to Sacramento	No (out of service area)	NA	<p>Recommendation: It is recommended that SRTA pursue grant funding to start a pilot program for bus service to Sacramento. In light of reduced air service to the Redding Airport and discontinued air service to the Chico Airport, it is important to identify new connections to the Sacramento Airport, as well as its metropolitan area.</p>

Appendix 1 - Unmet Transit Needs Process

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

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

Appendix 1 - Unmet Transit Needs Process

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. 00-21

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:

Appendix 2 - SRTA Resolution No. 00-21

(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.

Appendix 2 - SRTA Resolution No. 00-21

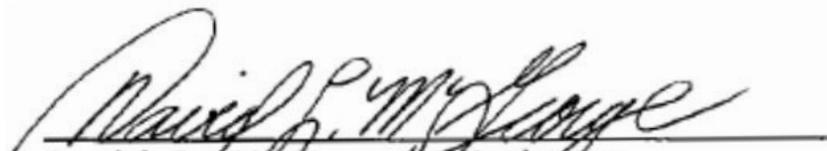
4. Where transit service is to be jointly funded by two or more of the local claimant jurisdictions, it shall be demonstrated to the satisfaction of the Commission that the resulting inter-agency cost sharing is equitable. In determining if the required funding equity has been achieved the Commission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

ASSISTED LIVING/CARE HOMES/CLINICS/REHABILITATION CENTERS	
Beverly Healthcare and Rehabilitation	Provides a wheelchair accessible van for use by residents and staff (Redding area only).
Compass Care Services	Supported living services for people with disabilities and senior services. Provides mileage reimbursement.
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.
Golden Umbrella, Inc. (GU)	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.
Holiday Retirement Corp (Hilltop Estates)	One bus for resident transportation only.
Krista Transitional Housing	Auto and van for persons enrolled in program.
Northern Valley Catholic Social Service	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.
Oakdale Heights Assisted Living	One bus for use by residents of the facility.
River Oaks Retirement	One non ADA-compliant bus for residents.
Sierra Oaks	One ADA-complaint bus for residents.

Table continued on next page.

Appendix 3 - Table of Social Service Transportation Providers

Stillwater Learning Program	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.
Veterans Administration	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.
Welcome Home Assisted Living	Van for residents of facility only.
Willow Springs Alzheimer Care Center	Transports residents only.
COMMUNITY CHURCHES: Neighborhood and community churches provide transportation to their members on an as-needed basis.	
Fountain Ministries	Sunday bus service to members.
Palo Cedro Community Church	Auto service to members as needed.
NON-PROFIT TRANSPORTATION PROVIDERS	
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.
Shascade Community Services, Inc.	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).

Table continued on next page.

Appendix 3 - Table of Social Service Transportation Providers

<p>Shasta Senior Nutrition Programs, Inc. (SSNP)</p>	<p>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 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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Appendix 3 - Table of Social Service Transportation Providers

PRIVATE TRANSPORTATION	
R&M 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.
ABC Cab	Available to Shasta County residents 24/7. Six taxis provide service to customers.
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. No local information is available.
PUBLIC TRANSIT	
Burney Express Service	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.
ADDED Sage Stage (Connecting Service)	Provides service from Alturas to Redding, Monday and Friday only.
Redding Area Bus Authority Fixed-Route (RABA)	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.
Redding Area Bus Authority Demand Response	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.
ADDED Trinity Transit (Connecting Service)	Provides service from Weaverville to Redding with two round-trips daily, M-F.

Table continued on next page.

Appendix 3 - Table of Social Service Transportation Providers

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, thru 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.
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. 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.
ADDED Susanville Indian Rancheria Public Transportation Program (Connecting Service)	Provides round-trip service Monday, Tuesday and Thursday from Susanville to Red Bluff via Redding.

Appendix 4 - History of Unmet Needs Requests

Chronological History of Unmet Needs Requests						
	2002-2005	2005-2008	2008-2011	2011-2014	2014 - present	Total # of Years Requested
Service to Palo Cedro	1	0	0	0	1	2
Service to Lakehead	1	0	0	0	1	2
Sunday service	3	1	1	2	2	9
Longer Hours	3	2	2	0	2	9
Service to Shasta College	1	0	0	0	0	1
Service to outlying areas	1	0	0	0	0	1
Service to Happy Valley	1	0	0	0	0	1
Service to Mountain Gate	1	0	0	2	1	4
Service to Stillwater	0	1	0	0	0	1
Service to Shingletown	0	2	1	0	1	4
Reduce one-hour headways	0	1	0	0	1	2
Service to Cottonwood	0	1	2	0	1	4
Service Old Alturas Rd/Boyle Rd	0	1	0	0	0	1
Support of Anderson Express	0	1	0	0	0	1
Increase service to Anderson	0	1	0	0	0	1
Service to Burney Falls	0	0	1	1	0	2
Service to Redding Airport	0	0	1	1	0	2
Weekend service for Burney Express	0	0	1	0	0	1
Service during Intermountain Fair (Burney Express)	0	0	1	0	0	1
Service to Old Shasta	0	0	1	0	1	2
Service to Millville	0	0	1	0	0	1
Additional Redding to Burney run	0	0	0	0	2	2
Service along Placer to Outer Redding	0	0	0	0	1	1
Service to Turtle Bay	0	0	0	0	1	1
Service to Old Oregon Tr./Harley Leighton Rd.	0	0	0	0	1	1

Appendix 4 - History of Unmet Needs Requests

Chronological History of Unmet Needs Requests						
	2002-2005	2005-2008	2008-2011	2011-2014	2014 - present	Total # of Years Requested
"Events Express bus" to fair grounds for events	0	0	0	0	1	1
Anderson/S.Redding to Shasta College Express	0	0	0	0	1	1
Overhead tram	0	0	0	0	1	1
Shuttles to REU	0	0	0	0	1	1
Alkrich to Pine Grove from Old Oregon Trail	0	0	0	0	1	1
Round Mountain (no reservation necessary)	0	0	0	0	1	1
Twinview & I-5	0	0	0	0	1	1
Service to west of Buenaventura off Placer area	0	0	0	0	1	1
Expand Demand Response	0	0	0	0	1	1
Light rail or bus rapid transit from Anderson to Shasta Lake	0	0	0	0	1	1
Express Service to Outlying Areas	0	0	0	0	1	1
Service to Old Shasta/Keswick	0	0	0	0	1	1

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 TRANIT DEMAND PER SQUARE MILE

A method for identifying transit demand is a range method. A range method sums factor count data for BGs. All factors need to be based on the same universe of observations, i.e. individuals versus households. By summing all factor counts, a magnitude of need is developed. Then the magnitude per square mile is derived for each BG. This method creates a data range that can be displayed as a heat map to identify high magnitude demand areas.

For this analysis, transit demand is considered to include:

1. the transit dependent population and
2. the population that **chooses** to ride transit.

The transit dependent characteristics are:

- Very Low Income,
- Seniors,
- Young Adults,
- Individuals with Disabilities, and
- Limited Automobile Access

The population that chooses to ride transit was considered to be the general population that rides transit 1-3 times per week (Derived from the 2014 Short Range Transit Plan (SRTP)).

Methodology continued on next page.

Appendix 5 Identifying Transit Demand

METHODOLOGY

The data for defining transit demand was derived from the American Community Survey (ACS) five-year estimates for the years 2009 through 2013, using statistics from the SRTP and mode share split from the Travel Demand Model (TDM). Factor counts were summed to develop the transit demand magnitude. The first five factors were summed to develop the transit dependent magnitude; all six were summed to develop the transit need. The factors are described below:

- Limited Automobile Access –number of occupied housing units that have no vehicles available multiplied by 2.47, the average household size from the TDM for 2015.
- Very Low Income – Individuals that live at 100% or less of the federal poverty level
- Seniors – Individuals aged 65 or older
- Young Adults – Individuals aged 15 to 24
- Individuals with Disabilities – Individuals 18 and older with a disability
- Voluntary Transit Riders – total individuals multiplied by 1.3% (TDM downtown Redding mode share) multiplied by 34% (SRTP Choice/Voluntary Transit Ridership [1-3 Days/Week])

Appendix 6 - RABA Performance Over The Last Four Years

Table 14. RABA Performance Over Last Four Years

Performance Indicator	2011/12	2012/2013	2013/14	2014/15	2014/15 vs 2013/14	"Percent Change from 13/14 to 14/15"
Fixed Route						
Total Trips	749,222	807,894	823,012	742,712	(80,300)	-9.76%
Veh Service Miles	578,102	582,750	586,061	595,628	9,567	1.63%
Vehicle Hours	40,893	40,798	41,199	41,101	(98)	-0.24%
Total Expenses (minus exclusions)	\$3,344,999	\$3,482,579	\$3,632,099	\$3,626,056	\$(6,043)	-0.17%
Farebox Revenue (minus exclusions)	\$670,276	\$685,897	\$706,413	\$699,922	\$(6,491)	-0.92%
Farebox Ratio	20.04%	19.70%	19.45%	19.30%	-0.15%	-0.75%
TDA Subsidy Per Trip	\$3.57	\$3.46	\$3.55	\$3.94	\$0.38	10.83%
Operating Cost/Passenger Trip	\$4.46	\$4.31	\$4.41	\$4.88	\$0.47	10.63%
Operating Cost/Service Hour	\$81.80	\$85.36	\$88.16	\$88.22	\$0.06	0.07%
Passengers/Service Hour	18.32	19.80	19.98	18.07	-1.91	-9.54%
Passengers/Service Mile	1.30	1.39	1.40	1.25	-0.16	-11.21%
Service Hours/Employee	1,022.33	1,019.95	1,029.98	978.60	-51.38	-4.99%
Demand Response						
Total Trips	56,951	55,699	53,953	52,158	(1,795)	-3.33%
Veh Service Miles	324,974	303,133	293,840	298,360	4,520	1.54%
Vehicle Hours	19,239	17,326	16,678	16,824	146	0.88%
Total Expenses (minus exclusions)	\$1,562,029	\$1,495,111	\$1,491,828	\$1,501,565	\$9,737	0.65%
Farebox Revenue (minus exclusions)	\$186,362	\$179,594	\$182,786	\$167,751	\$(15,035)	-8.23%
Farebox Ratio	11.93%	12.01%	12.25%	11.17%	-1.08%	-8.82%
TDA Subsidy Per Trip	\$24.16	\$23.62	\$24.26	\$25.57	\$1.31	5.40%
Operating Cost/Passenger Trip	\$27.43	\$26.84	\$27.65	\$28.79	\$1.14	4.12%
Operating Cost/Service Hour	\$81.19	\$86.29	\$89.45	\$89.25	\$(0.20)	-0.22%
Passengers/Service Hour	2.96	3.21	3.23	3.10	-0.13	-4.17%
Passengers/Service Mile	0.18	0.18	0.18	0.17	-0.01	-4.79%
Service Hours/Employee	801.63	721.92	833.90	801.14	-32.76	-3.93%
Combined						
Total Trips	806,173	863,593	876,965	794,870	(82,095)	-9.36%
Veh Service Miles	903,076	885,883	879,901	893,988	14,087	1.60%
Vehicle Hours	60,132	58,124	57,877	57,925	48	0.08%
Total Expenses (minus exclusions)	4,907,028	4,977,690	5,123,927	5,127,621	\$3,694	0.07%
Farebox Revenue (minus exclusions)	\$856,638	\$865,491	\$889,199	\$867,673	\$(21,526)	-2.42%
Farebox Ratio	17.46%	17.39%	17.35%	16.92%	-0.43%	-2.49%
TDA Subsidy Per Trip	\$5.02	\$4.76	\$4.83	\$5.36	\$0.53	10.99%
Operating Cost/Passenger Trip	\$6.09	\$5.76	\$5.84	\$6.45	\$0.61	10.41%
Operating Cost/Service Hour	\$81.60	\$85.64	\$88.53	\$88.52	\$(0.01)	-0.01%
Passengers/Service Hour	13.41	14.86	15.15	13.72	(1.43)	-9.44%
Passengers/Service Mile	0.89	0.97	1.00	0.89	(0.11)	-10.79%
Service Hours/Employee	939.56	908.19	964.62	919.44	(45.17)	-4.68%

Sources: Comprehensive Annual Fiscal Report June 30, 2015 and internal tracking by RABA and SRTA

Appendix 7 - Glossary

Allocation

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

Americans with Disabilities Act of 1990 (ADA)

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

Annual Passenger Trips

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

Annual Vehicle Hours

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

Annual Vehicle Miles

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

Apportionment

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

Automatic Vehicle Location (AVL)

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

Average Ridership

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

Glossary continued on next page.

Appendix 7 Glossary

Demand Response (DR)

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

Expenditure

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

Fare Box

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

Fare Box Revenue

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

Fare Box Revenue Ratio (Fare Box Ratio)

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

Fiscal Year

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

Fixed Route Service

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

Fuel and Lubricants (504.01)

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

Needs Assessment

A technique of predicting the potential demand for service.

Operating Cost

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

Operating Expense

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

Operating Revenue

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

Glossary continued on next page.

Appendix 7 Glossary

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.

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.

Appendix 8 - Public Comments and SRTA Responses

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

Comment Number	Comment Overlap	Number of Comments Overlapping (incl. original)	Submitted By	Concerns/Specific Comments	Medium	Not Unmet Transit Need	Unmet Transit Need but not Reasonable to Meet	Unmet Transit Need and Reasonable to Meet	SRTA Response
1	13, 18, 21, 24, 26, 29, 30, 31, 32, 36, 38, 50, 51, 52, 57, 63, 65	18	Robert Hale	Please provide service into the evenings. The disabled population has no transportation options in the evenings. There are no taxis w/ wheelchair accessibility.	SSTAC Meeting, phone call		x		This meets the SRTA board of directors-adopted definition of an "unmet transit need," but does not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles.

Appendix 8 Public Comments and SRTA Responses

2	7	2	Robert Hale	Please provide service 7 days per week.	SSTAC Meeting, phone call		x		This meets the SRTA board of directors-adopted definition of an unmet transit need, but does not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles.
3			Dorris Lona	Need for Tram/train like max or light rail in Portland (Beaverton), OR	Facebook	x			This does not meet the SRTA board of directors-adopted definition of an "unmet transit need," as this refers to an operational improvement for RABA's consideration.
4	53	2	Dorris Lona	Service from the outskirts, along Placer, into DT Redding.	Facebook		x		This meets the SRTA board of directors-adopted definition of an unmet transit need, but does not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles.
5			Dorris Lona	Service from Redding to Red Bluff.	Facebook	x			This does not meet the SRTA board of directors-adopted definition of an "unmet transit need," as this refers to trips outside of Shasta County.
6			Roy Howarth	Need to get home from doctor's appointment (at hospital)	Phone Call	x			This does not meet the SRTA board of directors-adopted definition of an "unmet transit need," as this refers to an operational change for RABA's consideration.

Appendix 8 Public Comments and SRTA Responses

7	16, 18, 21, 34, 42, 47, 48, 51, 52, 56, 57, 63	13	Jim Richardson	Increase transit service to 7 days/wk. Can't get to church.	Phone Call		x		This meets the SRTA board of directors-adopted definition of an "unmet transit need," but does not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles. In regards to Sunday service, SRTA is studying the introduction of Sunday service for people with mobility issues using the Consolidated Transportation Services Agency, as soon as July 1, 2017, as part of a comprehensive transit analysis and development of a Coordinated Transit Plan.
8			Jim Richardson	No service between Pine Street and Downtown RABA station	Phone Call	x			This does not meet the SRTA board of directors-adopted definition of an "unmet transit need," as this refers to an operational change for RABA's consideration.
9	56, 57	3	Mike Warren	Need transit service to Turtle Bay. Currently approx. 1000 people/day. More people with Hotel	Phone Call			x	This meets the SRTA board of directors-adopted definitions of an "unmet transit need" and "reasonable to meet." RABA is currently evaluating service and funding alternatives for a new 'Crosstown Express' service. Funding was budgeted to implement the service this year and will carryover for implementation of the service next year.

Appendix 8 Public Comments and SRTA Responses

10		Anon- ymous One (A1)	Rte 398 will fail. 9A & 9B turned into 12 and failed. AE and Rte 9 van failed after 2 years.	Mail	x			This does not meet the SRTA board of directors-adopted definition of an "unmet transit need," as this refers to an operational change for RABA's consideration.
11		Juleon Privee	Please review bus route timing, configuration of terminal bays for maximum transferring efficiency, placement of bus stops and their benches, as well as a semi-transfer point at Cypress & Big O's. Also, please remove old bus stop signs to prevent confusion.	Email	x			This does not meet the SRTA board of directors-adopted definition of an "unmet transit need," as this refers to an operational change for RABA's consideration.
12		Juleon Privee	Route 7 should run the street north of 299 in- stead 6 going back to Masonic. Have Route 6 take the old 7 return to the Mall along College View, Shasta View, and Old Altrus by Simpson College. Otherwise those friends I can't see except by School Express.	Email	x			This does not meet the SRTA board of directors-adopted definition of an "unmet transit need," as this refers to an operational change for RABA's consideration.

Appendix 8 Public Comments and SRTA Responses

13	36	2	Juleon Privee	Delay last run of Rte 1 to 7:05 instead of 6:35 on a regular basis. This will help Shasta College students from Shasta Lake get home. I know of a dozen myself from college that would appreciate the 30 minute last run delay for the late classes.	Email		x		Extending hours meets the SRTA board of directors-adopted definition of an "unmet transit need," but does not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles.
14	22, 23, 25, 26, 30, 37, 44, 45, 46, 57, 58	12	Mary Toews	More frequent bus service.	Email		x		This meets the SRTA board of directors-adopted definition of an "unmet transit need," but does not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles.
15			Mary Toews	Coordinate for punctual transfers.	Email	x			This does not meet the SRTA board of directors-adopted definition of an "unmet transit need," as this refers to an operational change for RABA's consideration.
16			Mike Clements	Sunday Service	Facebook		x		See response to comment 7.

Appendix 8 Public Comments and SRTA Responses

17			Sybil Kane	YOU DON'T COME TO OLD OREGON TR< OR HARLEY LEIGHTON RD	Facebook	x		This meets the SRTA board of directors-adopted definition of an "unmet transit need," but does not meet the SRTA board of directors-adopted definition of "reasonable to meet." SRTA will continue to monitor demand for transit service to this location to determine whether a new or extended route would warrant ridership projections. In the meantime, please contact RABA Demand Response (Reservations or Cancellations: 241-2877 Option 1; Applications: 245-7089) or Shasta Senior Nutrition Program to see if they may be able to assist you with your transportation needs.
18	21	2	Sharon Rigby	Operate until 9 when most places close. Sunday services until at least 1:00.	Facebook	x		This meets the SRTA board of directors-adopted definition of an "unmet transit need," but does not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles. In regards to Sunday service, SRTA is studying the introduction of Sunday service for people with mobility issues using the Consolidated Transportation Services Agency, as soon as July 1, 2017, as part of a comprehensive transit analysis and development of a Coordinated Transit Plan.

Appendix 8 Public Comments and SRTA Responses

19			Carson Blume	Who here is ready to vote yes on a transportation tax measure?	Facebook	x		Interesting thought. California is, indeed, in a transportation funding crisis. Please follow "yourSRTA" on Facebook and Twitter where we occasionally post updates regarding the funding crisis and other news related transportation in the Shasta Region.
20			Shirley Wisner	Supportive of the system, the passengers, and the bus drivers. Recommends passengers being on time for buses.	Facebook	x		Thanks for the support!
21	24, 42	3	Joy O'Connell	The biggest issue is that it doesn't run Sunday. It would also help if it ran until 9 or 10 pm.	Facebook		x	This meets the SRTA board of directors-adopted definition of an "unmet transit need," but does not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles. In regards to Sunday service, SRTA is studying the introduction of Sunday service for people with mobility issues using the Consolidated Transportation Services Agency, as soon as July 1, 2017, as part of a comprehensive transit analysis and development of a Coordinated Transit Plan.

Appendix 8 Public Comments and SRTA Responses

22	23, 25	3	Darlene Atencio	The #9 needs to be more than every 2 hrs.	Facebook		x		This meets the SRTA board of directors-adopted definition of an "unmet transit need," but does not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles.
23			Loretta Turner	We need more transit to anderson than every 2 hours	Facebook		x		See response to comment 22 and 14.
24			Michael Stevens	It would be nice if the buses ran a little later, maybe until around 10 or 10:30.	Facebook		x		See response to comment 1 and 21.
25			Kristy Frank	I would like buses to Anderson closer together than every hour.	Facebook		x		This meets the SRTA board of directors-adopted definition of an "unmet transit need," but does not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles.
26			Jeremy Jarred	Add more busses and longer hours. You can take in double your intake by running till 10:00 pm.	Facebook				See response to comment 1 and 14.
27			Paula Carri-no-Garver	Please improve security at main transfer station.	Facebook	x			This does not meet the SRTA board of directors-adopted definition of an "unmet transit need," as this refers to an operational improvement for RABA's consideration.

Appendix 8 Public Comments and SRTA Responses

28		Helen Cat	Improve driver training.	Facebook	x		This does not meet the SRTA board of directors-adopted definition of an "unmet transit need," as this refers to an operational improvement for RABA's consideration.
29		Aaron Johnson	I wish they had night pick ups throughout 273. I work, and I'm not off until night time. I really dislike riding a bike in the rain at night. Night stops on the main highway of 273 would be awesome.	Facebook		x	This meets the SRTA board of directors-adopted definition of an "unmet transit need," but does not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles.
30		Dominique Percy	Longer hours. 7a-7p is not enough, especially when a person needs to transfer and buses only come to a stop once an hour.	Facebook		x	See response to comment 1.
31		Stefanie Hale	Longer hours and better security. The things that happen around the raba station is ridiculous. There are some people that ride the bus all day long cause they don't have anything better to do and stop letting stinky people on the bus.	Facebook		x	See response to comment 1 and 27.

Appendix 8 Public Comments and SRTA Responses

32		Karen Perrin	Later hours for those who work at night	Facebook	x		See response to comment 1.
33		Stefanie Hale	I think the bus fee needs to be a Dollar for each ride. The handicap price can stay the same. Bus passes should be 25 regular and 15 for handicap and extra cards in there office. Not just a limited amount each month.	Facebook	x		This does not meet the SRTA board of directors-adopted definition of an "unmet transit need," as this refers to an operational change for RABA's consideration.
34		Nancy Wallner	I really think a Sunday bus should run for at least a few hours. And I agree, more safety at the downtown terminal would be nice.	Facebook	x		See response to comment 7 and 27.
35		Troy Meeks	I think it's fine.	Facebook	x		We are glad to hear RABA and SRTA are meeting your transit needs.
36		Hailee Raven McElheny	I hope for longer running times into the late evening/night. Added security at the downtown transfer center would be much appreciated. Still thankful for these services, as I use the RABA everyday to get to and from college.	Facebook	x		See response to comment 1 and 27.

Appendix 8 Public Comments and SRTA Responses

37			EJ Mattei	Maybe 2 runs per hour to the mission for those who need to make there appointments early in the morning	Facebook	x		This meets the SRTA board of directors-adopted definition of an "unmet transit need," but does not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles.
38	50	2	Tom Chambless	Extend evening hours to 10:20, 6 days per week. Run busses Sunday according to the current Saturday hours. Require drivers to attend Sensitivity or Customer Appreciation training yearly.	Facebook	x		This meets the SRTA board of directors-adopted definition of an "unmet transit need," but does not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles. In regards to Sunday service, SRTA is studying the introduction of Sunday service for people with mobility issues using the Consolidated Transportation Services Agency, as soon as July 1, 2017, as part of a comprehensive transit analysis and development of a Coordinated Transit Plan. Please contact RABA regarding operational improvement issues (route efficiency, cleanliness, onboard rules/behavior, etc.).
39			Hannah Yelizaveta Cain	Some of the drivers are very rude.	Facebook	x		This does not meet the SRTA board of directors-adopted definition of an "unmet transit need," as this refers to an operational improvement for RABA's consideration.

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40			Garrett Duarte	As so many classes at Shasta College start at the thirty minute mark, I'd love if route six got there a few minutes before the half hour mark, rather than a few minutes after.	Facebook	x			This does not meet the SRTA board of directors-adopted definition of an "unmet transit need," as this refers to an operational improvement for RABA's consideration.
41			Ann Hope	I would really like if you could figure out some way for non service animals to ride. We all know a lot of people just say the animal is a service animal when it is badly behaved and obviously not a service dog. I know its probably insurance reasons, but I have to take a taxi when I need to take my dog someplace with me. Charge me a pet fee! I am ok with that. But people lie to get their dogs on the bus, and honest owners suffer. I suggested last time that it could even be limited to a certain amount of pets could be allowed on board at one time.	Facebook	x			This does not meet the SRTA board of directors-adopted definition of an "unmet transit need," as this refers to an operational change for RABA's consideration.

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42		Simon Bigall	Sunday bus service for shopping and church. Later hours (like 10 PM or even 12 AM) so may take advantage of job offers for night shifts. Improved security and lower prices would be great. I also think pets should be allowed on the bus.	Facebook	x		This meets the SRTA board of directors-adopted definition of an "unmet transit need," but does not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles. In regards to Sunday service, SRTA is studying the introduction of Sunday service for people with mobility issues using the Consolidated Transportation Services Agency, as soon as July 1, 2017, as part of a comprehensive transit analysis and development of a Coordinated Transit Plan. Please contact RABA regarding operational improvement issues (route efficiency, cleanliness, onboard rules/behavior, etc.).
43		Matt Root	Keswick and Old Shasta need a route. badly. Millionaire's don't use public transit. So the demographics are kind of obvious. Whats not so clear is why there isn't already a route to these communities. Access to jobs and education alone, for the people of these communities should be enough to create a west redding route.	Facebook	x		This meets the SRTA board of directors-adopted definition of an "unmet transit need," but does not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles.

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44			Shelly Youngness Borg	How about service every 30 mins on higher needs runs. Mt Gate is cut off completely from town unless they walk on the free way. Lake Head could use a twice a day run like Burney has.	Facebook	x		This meets the SRTA board of directors-adopted definition of an "unmet transit need," but does not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles.
45			David Alexander	Needs to run at night, preferably until 2 AM. The only city I've been in whose bus system shuts down promptly around 6 is this one. Drunk driving would be curbed slightly and some lives saved maybe.	Facebook	x		This meets the SRTA board of directors-adopted definition of an "unmet transit need," but does not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles.
46			Stefanie Hale	More short busses for the elderly to help them were they need to go as well.	Facebook	x		This meets the SRTA board of directors-adopted definition of an "unmet transit need," but does not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles.
47			Stefanie Rose Wilkinson	The buses should run on Sunday	Facebook	x		See response to comment 7.
48			Mike Clements	Sunday service	Facebook	x		See response to comment 7.

Appendix 8 Public Comments and SRTA Responses

49			Freddy Macias	Idea: Make cell phone app that shows exactly where a bus is en route.	Facebook	x		This does not meet the SRTA board of directors-adopted definition of an "unmet transit need," as this refers to an operational improvement for RABA's consideration.
50			Paul Conlin	Busses running later (Until 10:30PM). Would allow workers to have longer hours and it would also help keep people from having to walk on the streets late at night which can be dangerous.	Facebook		x	See response to comment 1.
51			Hannah Yelizaveta Cain	Longer running times at night and Sunday service! It's inconvenient to not be able to work on Sundays because you can't get there!	Facebook		x	See response to comment 1 and 7.

Appendix 8 Public Comments and SRTA Responses

52	18, 34, 38	4	Christopher Maxwell-Staley	Lengthen your hours and add limited service on Sunday. Also, it is faster for me to walk from the bus station to the Mt. Shasta mall than it is to ride your bus line. Too many needles station tranfers eat up time, especially when the bus is late. Routes are over complicated and slow.	Facebook	x		Extended hours and Sunday service meet the SRTA board of directors-adopted definition of an "unmet transit need," but does not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles. In regards to Sunday service, SRTA is studying the introduction of Sunday service for people with mobility issues using the Consolidated Transportation Services Agency, as soon as July 1, 2017, as part of a comprehensive transit analysis and development of a Coordinated Transit Plan. Please contact RABA regarding operational improvement issues (route efficiency, cleanliness, onboard rules/behavior, etc.).
53			A2	Expand service to other neighborhoods. A shuttle up and down Placer.	Survey Monkey	x		See response to comment 4.

Appendix 8 Public Comments and SRTA Responses

54		Anne Thomas	I use transit multiple times a day when I travel to other cities. Never in Shasta County, because the routes do not serve my needs. I would take the bus more often or ride more if there was a Palo Cedro-DT Redding connection (beginning & end of day) and if there was a rapid, reliable DT loop route.	Survey Monkey		x		Transit service to Palo Cedro and more frequent service, to some RABA-specified configuration (possibly a DT loop route), meet the SRTA board of directors-adopted definition of an "unmet transit need," but do not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles.
55		Jefferson Thomas	I would like to be able to take the bus from Palo Cedro to Downtown Redding every day at 8:00 AM.	Survey Monkey		x		Transit service to Palo Cedro, Saturday morning service, and Sunday service all meet the SRTA board of directors-adopted definition of an "unmet transit need," but do not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles.

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56			Megan Conn	I would like to be able to take the bus from Turtle Bay Exploration Park to the Downtown transit hub between 10 and 4, especially on weekends.	Survey Monkey			x	Transit service from DT via Turtle Bay to the Shasta Mall meets the SRTA board of directors-adopted definitions of an "unmet transit need" and "reasonable to meet." RABA is currently evaluating service and funding alternatives for a new 'Crosstown Express' service. Funding was budgeted to implement the service this year and will carryover for implementation of the service next year. Sunday service and expanded Saturday service meet the SRTA board of directors-adopted definition of an "unmet transit need," but do not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles.
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Appendix 8 Public Comments and SRTA Responses

57			Carrian Tray	I would like to be able to take the bus from anywhere to Turtle Bay/Sundial Bridge/Civic at all times of the day every day.	Survey Monkey		x	Transit service from DT via Turtle Bay to the Shasta Mall meets the SRTA board of directors-adopted definitions of an "unmet transit need" and "reasonable to meet." RABA is currently evaluating service and funding alternatives for a new 'Crosstown Express' service. Funding was budgeted to implement the service this year and will carryover for implementation of the service next year. Sunday service, expanded Saturday service, and more frequent bus service meet the SRTA board of directors-adopted definition of an "unmet transit need," but do not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles.
58			Jennifer Rose	I would take the bus more often if there was less wait time between buses, benches at all or most stops (esp. transfer centers), buses that announce stops and bus number.	Survey Monkey		x	More frequent transit service meets the SRTA board of directors-adopted definition of an "unmet transit need," but does not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles. Please contact RABA regarding operational improvement issues (route efficiency, cleanliness, onboard rules/behavior, etc.).

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59			Tamara Wilhalm	I would like to be able to take the bus from Shingletown to Redding multiple times a day (at least M-F).	Survey Monkey		x		This meets the SRTA board of directors-adopted definition of an "unmet transit need," but does not meet the SRTA board of directors-adopted definition of "reasonable to meet." Transit service was offered to Shingletown by Shasta Senior Nutrition Program from 2013 to 2015, but had to be discontinued due to very low ridership. However, this service alternative can be studied and analyzed for consideration during future unmet transit needs cycles and for the next Short Range Transit Plan.
60			A3	Illegible comment.	Mail		x		Unfortunately, this comment was illegible.
61			A4	Illegible comment.	Mail		x		Unfortunately, this comment was illegible.
62			Joe Trujillo	Redding's population is growing rapidly. You need to have two buses going to each stop, so it would be more comfortable for everyone. I've lived in Redding for 25 years, and I ride the bus all the time.	Mail		x		This does not meet the SRTA board of directors-adopted definition of an "unmet transit need," as this refers to an operational improvement for RABA's consideration.

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63			Karissa Knurowski	I take the bus for work, school, shopping, recreation, and appointments. I would take the bus more often or ride more often if the hours of operation were extended, Sunday Service was added, and shorter time between routes/ more routes were offered.	Survey Monkey		x		See response to comment 1, 7, and 14.
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Appendix 8 Public Comments and SRTA Responses

64		Darla Wilson	Please improve demand response trip coordination and driver training. Is anything available other than the Greyhound bus to get to Chico?"	Email	x			This does not meet the SRTA board of directors-adopted definition of an "unmet transit need," as this refers to an operational improvement for RABA's consideration. As far as transit service to Chico, is concerned, this does not meet the "unmet transit need" definition because Chico is outside of the Shasta Region.
65		Mike ????	Later services. Night time services, so people can get home from work or bars. Some people don't have licenses. Perhaps start using shuttles in the evening if fixed route system is too expensive.	Tele- phone		x		See response to comment 1.
66		A5	Please provide public transit service to Whiskeytown during the summer. There is more to life than getting to work or the market. A picnic at the lake is only a dream for someone without a car. Make our dream come true!	Mail			x	This meets the SRTA board of directors-adopted definitions of an "unmet transit need" and "reasonable to meet." An eight-week pilot program could be introduced this summer to test whether the service can meet the 10% farebox threshold for rural areas. If the proposed pilot program were successful, the service could continue in successive years. The RABA Board of Directors will decide whether to introduce the service at the RABA meeting on June 20, 2016.

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67			A6	Whiskeytown Lake! Please! Even if it's just once a week! All us car-less people go all summer without going to the lake. Thanks!	Mail			x	See response to comment 66.
68			Tom Williams	A lot of us would appreciate a bus route that went to the lake.	Mail			x	See response to comment 66.

Appendix 9 - 2016/17 Unmet Transit Needs Findings

Summary of Findings from The 2016/17 Unmet Transit Needs Cycle			
Need Identified	Unmet Need?	Reasonable to Meet?	Findings
Short-Term Findings			
Express transit service from Downtown to Shasta Mall	Yes	Yes	“Crosstown Express” service to be introduced following on-going RABA analysis.
Service to Turtle Bay	Yes	Yes	“Crosstown Express” service with a stop at Turtle Bay/Civic Center to be introduced following on-going RABA analysis.
Seasonal service to Whiskeytown Lake	Yes	Yes	An eight-week pilot program could be introduced this summer to test whether the service can meet the 10% farebox threshold for rural areas. If the proposed pilot program were successful, the service could continue in successive years. The RABA Board of Directors unanimously approved the introduction of the service at the RABA meeting on June 20, 2016.
Long-Term Findings			
Sunday Service	Yes	Not at this time.	Requires development of service alternatives and analysis for consideration during future unmet transit needs cycles. In regards to Sunday service, SRTA is studying the introduction of Sunday service for people with mobility issues using the Consolidated Transportation Services Agency in the 2017/18 fiscal year.
More Frequent Buses	Yes		
Expansion of Service Hours	Yes		