



2017-2018 Transit Needs Assessment



Executive Summary



The [Transportation Development Act \(TDA\)](#) was enacted in 1971 to improve California’s public transportation. The [TDA](#) provides funding for public transportation in urban and non-urban areas, and for local streets and roads after all transit needs have been met.

The Transit Needs Assessment annually evaluates the transit needs in the Shasta Region and assists the Shasta Regional Transportation Agency’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 Crosstown Express began service in September 2016 with express transit service from Downtown Redding to Mt. Shasta Mall and a stop at the Redding Civic Auditorium near Turtle Bay. Seasonal service to Whiskeytown Lake made it’s debut from June 2016 to August 2016, and is expected to return in Spring 2017.

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. [SRTA’s contract with SSNP](#) was amended in February 2016 to include updated performance goals which will help improve transit efficiency for [CTSA](#) services.

[SRTA](#) works closely with transit operators to ensure that both [RABA](#) and [CTSA](#) can meet their transit obligations with the federal and state money allocated. [RABA](#)’s ratio of fare revenue to operating cost is 17.1%. This is just shy of the 17.8% goal (weighted average for urban and non-urban areas). The [Burney Express](#) 12.54% ratio exceeds its farebox ratio goal of 10%, continuing opportunities for expansion. While SRTA monitors the [CTSA](#)’s farebox performance, it’s only mandatory performance standard is Subsidy per Trip. The [CTSA](#)’s Subsidy per Trip for 2015/16 is \$15.71 and below the maximum of \$18.60. There are also opportunities to improve and expand transit services through new state transit funding programs.

Table of Contents

Executive Summary	2
Section 1 Introduction	4
1.1 Overview of Funding for Transit Needs	5
1.2 What is the Unmet Transit Needs Process?.....	8
1.2.2 What is an Unmet Transit Need?	10
1.2.3 What is “Reasonable to Meet”?	11
1.3 What is the Transit Needs Assessment?	12
Section 2 Description of TDA-Funded Transit Providers	14
2.1 Redding Area Bus Authority (RABA)	14
2.2 Burney Express	16
2.3 Shasta Senior Nutrition Programs - CTSA	17
Section 3 Transit Demand Analysis.....	18
3.1 Transit-Dependent Population.....	18
3.2 General Population	20
3.3 Interpretation of Results.....	21
Section 4 Existing Transit Performance	22
4.1 RABA	23
4.2 Burney Express	26
4.3 Consolidated Transportation Services Agency.....	27
Section 5 Community Outreach	28
5.1 Shasta Transit Brainstorm	29
5.2 Shasta Transit Priority Survey	30
5.3 Official Public Comment Period.....	33
5.4 Comments on Findings	33
Section 6 Analysis of Potential Service Improvements.....	34
6.1 Short Term	35
6.1.1 RABA	35
6.2 Long Term	35
6.2.1 RABA	35
6.3 Potential Unmet Needs for Other Funding Sources	36
Appendix 1 - Unmet Transit Needs Process.....	37
Appendix 2 - SRTA Resolution No. 00-21	39
Appendix 3 - Table of Social Service Transportation Providers.....	42
Appendix 4 - History of Unmet Needs Requests	47
Appendix 5 - Identifying Transit Demand	49
Appendix 6 - RABA Performance Over The Last Four Years.....	51
Appendix 7 - Glossary.....	52
Appendix 8 - Public Comments and SRTA Responses.....	55
Appendix 9 - 2016/17 Unmet Transit Needs Findings	78

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. The SRTA Board of Directors will review a coordinated plan update in the spring of 2017.

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 non-urban areas.
Bus and Bus Facilities Program	5339	Provides capital funding to replace, rehabilitate and purchase buses, vans, and related equipment, and to construct bus-related facilities.
Federal Transit Administration – Competitive Grant Programs		
Grant Programs	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.
Low or No Emission Vehicle Program	5339(c)	Provides funding to purchase or lease low or no emission transit buses and related equipment, or to lease, construct, or rehabilitate facilities to support low or no emission buses.
Mobility on Demand (MOD) Sandbox Demonstration Program	5312	Funds projects that promote innovative business models to deliver high quality, seamless and equitable mobility options for all travelers.
<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

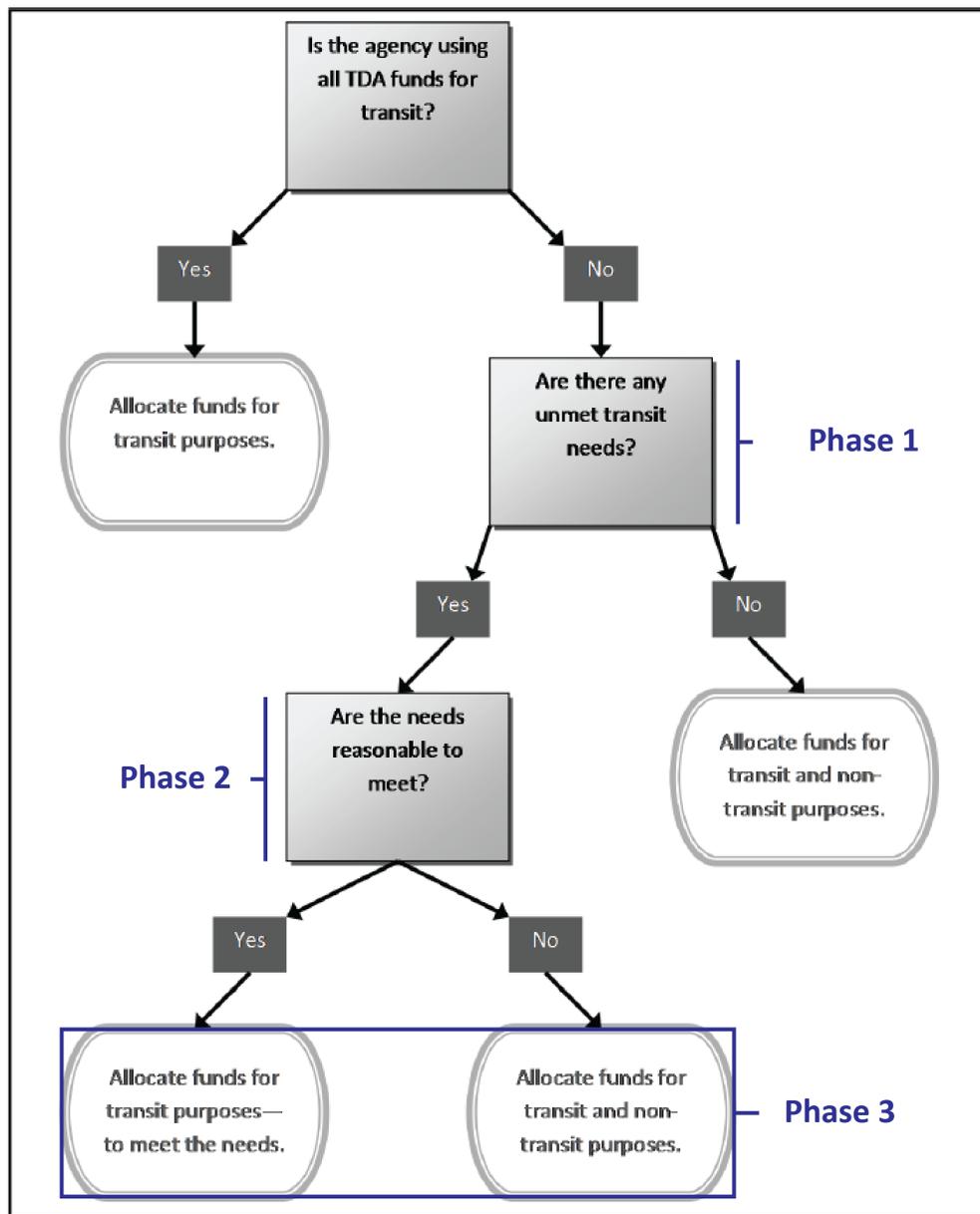
California Department of Transportation – Formula Funds		
Grant Programs	Acronym	Purpose
Low Carbon Transit Operations Program	LCTOP	Provides operating and capital assistance for transit agencies to reduce greenhouse gas emissions and improve mobility, with a priority on serving disadvantaged communities. 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, in accordance with [TDA](#), [SRTA](#) is required to identify any unmet transit needs in the Shasta Region. Should any unmet transit needs be identified, a further determination must be made to establish whether or not those needs are “[reasonable to meet](#).” 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 1 - Decision Tree for Funding Unmet Transit Needs



1.2 What is the Unmet Transit Needs Process?



Figure 2 outlines the Unmet Transit Needs Process through FY 2019/20. Figure 3 depicts the 2017/18 Unmet Transit Needs Cycle. [Figure 4](#) provides a framework for the process transit service suggestions go through in order to get funded.

Figure 2 - Unmet Transit Needs Process

Unmet Transit Needs Process

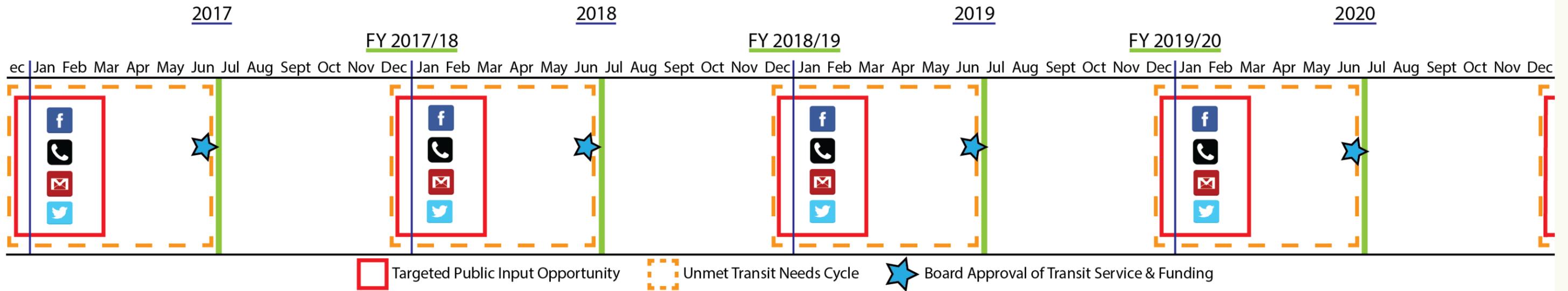
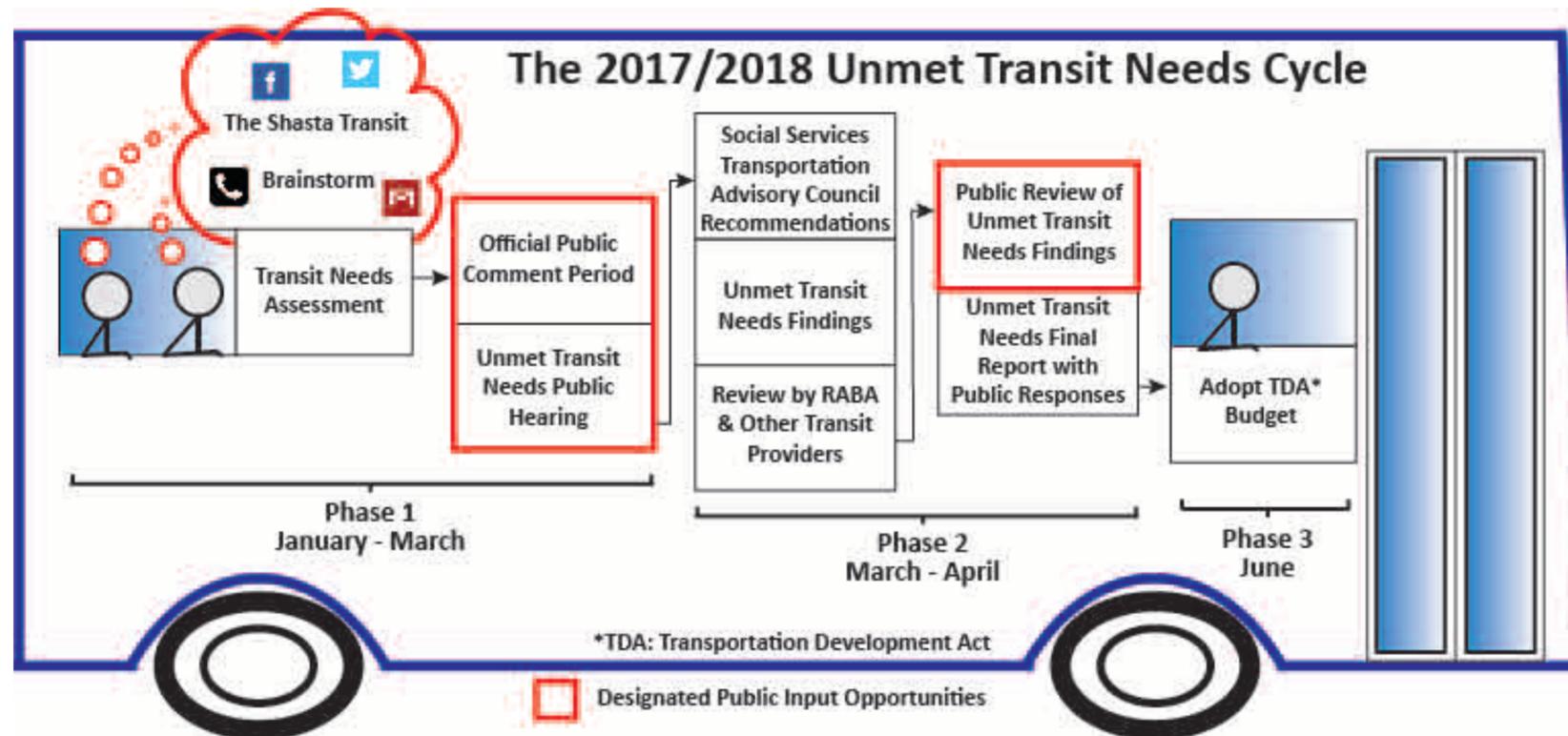
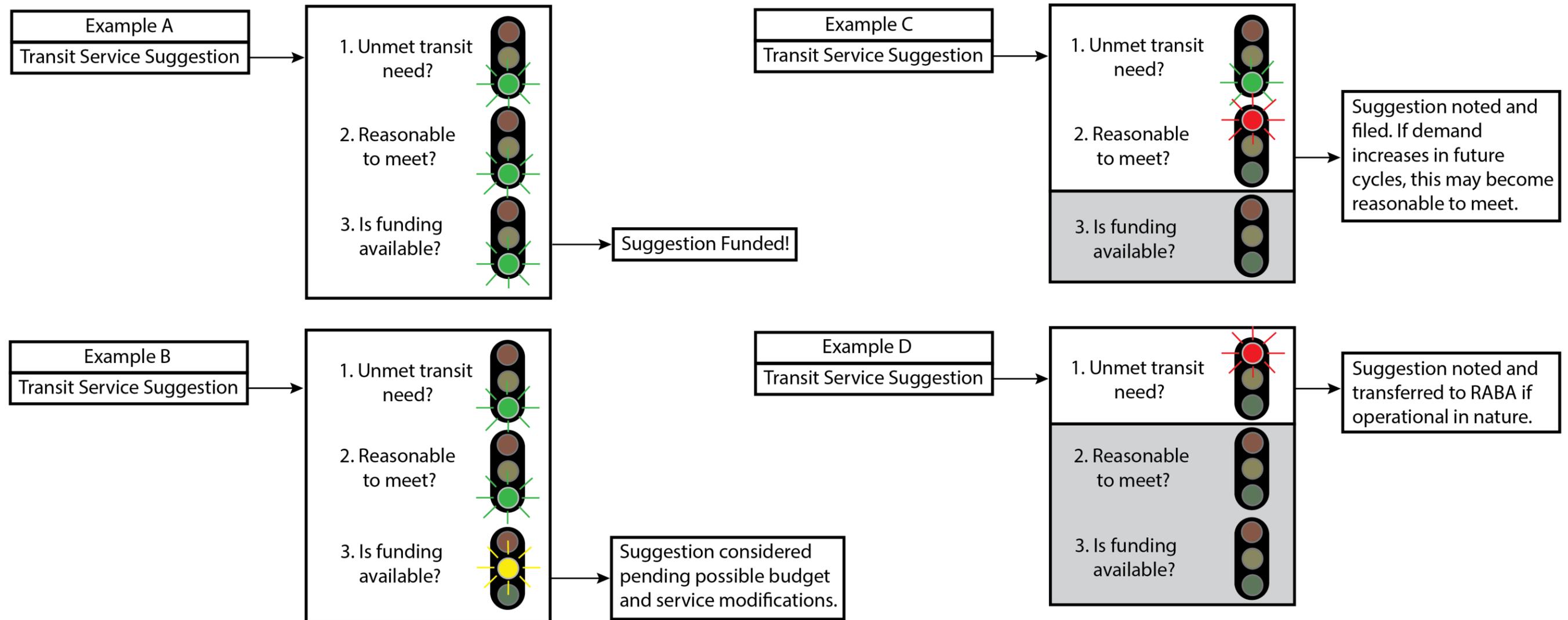


Figure 3 - 2017/18 Unmet Transit Needs Cycle



1.2 What is the Unmet Transit Needs Process?

Figure 4 - Suggestion Process for Unmet Transit Needs



1.2.2 WHAT IS AN UNMET TRANSIT NEED?



An unmet transit need is defined by [SRTA Board of Directors Resolution 16-14](#), consistent with [TDA](#) statutes, and summarized below. Refer to [Appendix 2](#) for the full resolution and definition. An “unmet transit need” under the [TDA](#) shall be found to exist only under the following conditions:

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

What do unmet transit needs specifically include?

- Transit or specialized transportation needs identified by the [Social Services Transportation Advisory Council](#) and confirmed by 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 (Referred to [RABA](#)).
- 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 5 - Service suggested in 2017/18 Unmet Transit Needs Cycle to Chrysalis Charter School in Palo Cedro by local resident



1.2.3 WHAT IS “REASONABLE TO MEET”?



The meaning of “reasonable to meet” is defined by [SRTA Board of Directors Resolution 16-14](#), consistent with [TDA](#) statutes, and summarized below. Refer to [Appendix 2](#) for the full resolution and definition. An identified unmet transit need shall be found “reasonable to meet” only under the following conditions:

1. The proposed transit service can be operated with a minimum farebox recovery of 20% in urbanized areas and 10% in non urbanized areas. Exceptions may apply where anticipated farebox revenue (see farebox ratio description to right) from proposed services don’t meet minimum requirements.* These exceptions include:
 - (a) Transit services that are funded entirely with grants.
 - (b) Transit services that are funded entirely by a local a local agency at the agency’s discretion.
 - (c) Urban transit services that represent a critical or essential service, as determined by the SRTA Board of Directors, providing such services do not result in farebox penalties for the transit system as a whole.
 - (d) Pilot projects and new services for up to two years.
 - (e) When a transit service primarily serves urban areas but also includes non-urban areas, a pro-rated farebox recovery standard based on the ratio of urban and non-urban in-service transit vehicle miles may be used.
2. The proposed expenditure of [TDA](#) funds required to support the transit service, in a city or county, does not exceed the authorized amounts available to that jurisdiction.
3. The proposed expenditure shall not be used to support or establish a service in direct competition with an existing private service, or to provide 24-hour service.
4. Inter-agency cost sharing shall be equitable.
5. Transit services shall be coordinated with transit services currently provided, either publicly or privately.

What is Farebox Ratio?

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

[RABA](#) operated at a 17.1% farebox ratio for the 2015/16 fiscal year. ([RABA’s Comprehensive Annual Fiscal Report, June 30, 2016](#))

*Farebox ratio is analyzed to determine the extent to which bus fares can cover the cost of operations. The [TDA](#) sets minimum farebox ratio requirements that must be met before continuing existing services or adding additional services. Recent changes to [TDA](#) statutes allow for the inclusion of revenue from sources other than state and federal grants in the calculation of the farebox recovery ratio.

1.3 What is the Transit Needs Assessment?



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

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

The transit needs assessment (TNA) is presented to the [SRTA](#) Board of Directors in Phase 1 of each Unmet Transit Needs cycle. [Figure 3](#) depicts the 2017/18 Transit Needs Cycle within the overall 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.	
Intercity Services	Service trips outside Shasta County	SRTA	

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 four express routes ([Airport Express](#), [Cottonwood Express](#), [Crosstown 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 20 fixed route coaches and 20 demand response vans. All vehicles are equipped with lifts. Table 4 lists [RABA](#)'s hours of operation. A more detailed view of [RABA](#)'s hours of operation is available on the [RABA website](#).

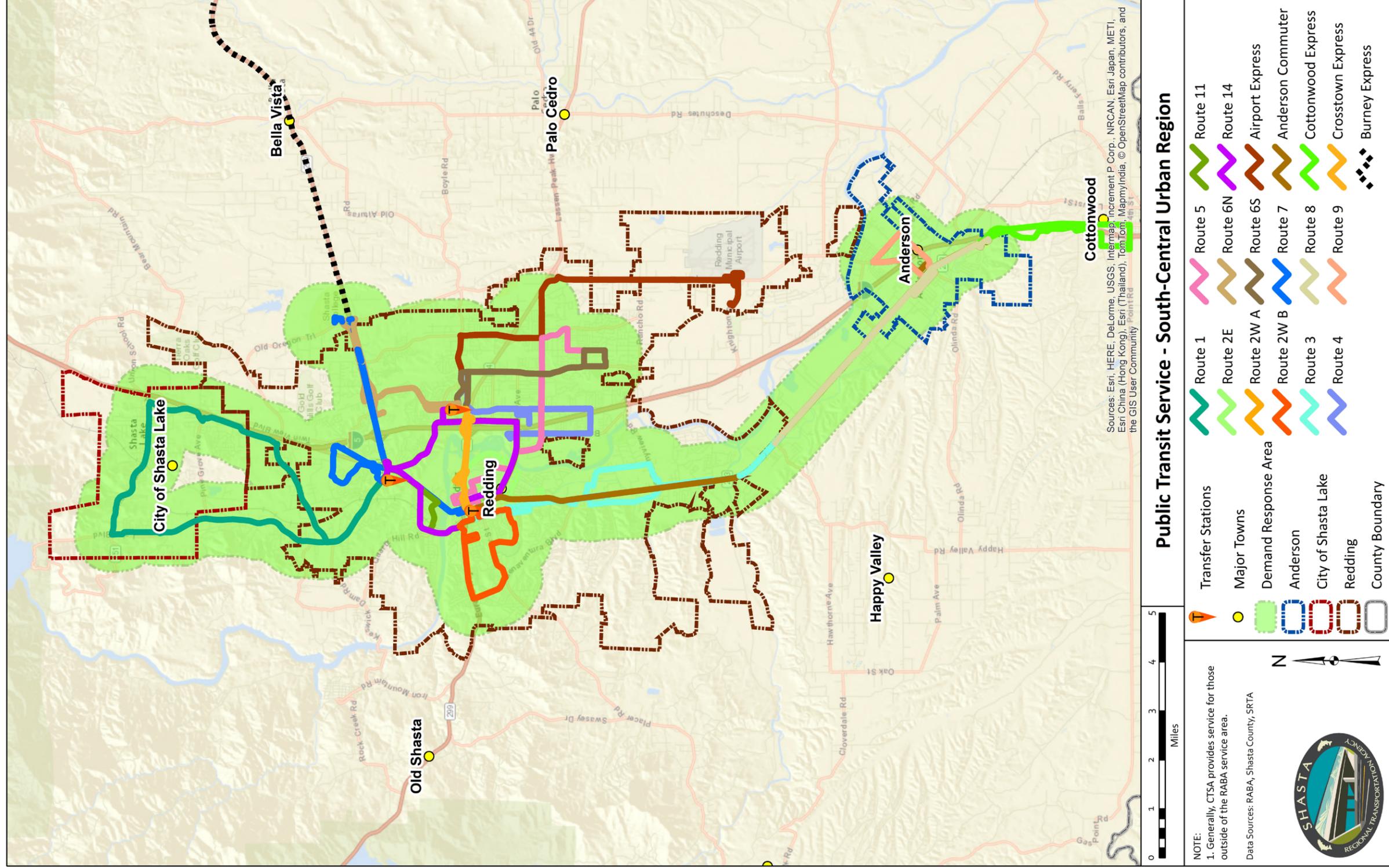
Table 4. [RABA](#) Hours of Operation

Weekday Hours of Operation		
Route	From	To
1	5:35 AM	7:30 PM
6	6:50 AM	7:20 PM
7	7:20 AM	7:15 PM
9	6:05 AM	7:30 PM
All Other Routes	6:20 AM	7:20 PM
Airport Express (Does Not Run Hourly)	5:50 AM	6:50 PM
Cottonwood Express (Five Runs Daily)	5:45 AM	7:45 PM
Crosstown Express (Runs During Peak Hours)	9:50 AM	6:50 PM
Beach Bus (Seasonal/Thurs.-Fri.-Sat./Three runs Daily)	10:20 AM	5:45 PM
Saturday hours of operation begin three hours later in the morning. All service ends at 7:30 PM.		

As shown in [Figure 6](#) (next page), much of the population served by [RABA](#) routes are generally located in central [Redding](#) near commercial retail destinations and in the downtown [Redding](#) area where large employers like the [Shasta Regional Medical Center](#) and other social services are located.



Figure 6 - RABA Fixed Route and Demand Response

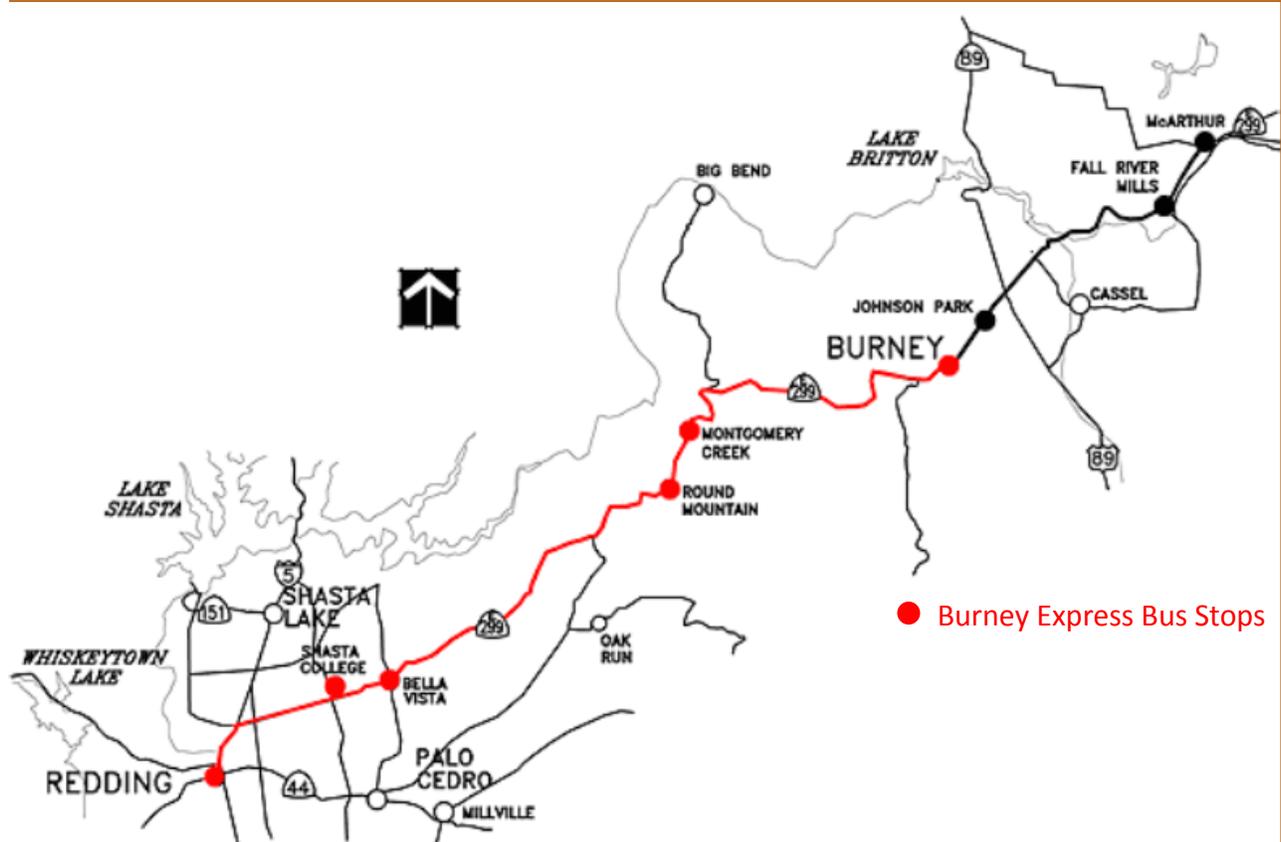


2.2 Burney Express



The [county of Shasta](#) contracts with [RABA](#) to provide express service to the outlying community of [Burney](#) as seen in Figure 7. 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 7 - 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)	7:00 a.m.-3:30 p.m. (M-F)
Redding	7:30 a.m.-4:00 p.m. (M-F)
Shasta Lake	7:30 a.m.-4:00 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 2017/2018 Transit Needs Assessment identifies the transit demand for the Region’s entire population, and per [Transportation Development Act](#) guidelines, for transit dependent segments of the population. Section 3.1 focuses on transit demand for the transit-dependent population, while [Section 3.2](#) focuses on transit demand for the general population. [Section 3.3](#) wraps up the analysis by interpreting the results.

3.1 Transit-Dependent Population



[Section 99401.5](#) of the [TDA](#) requires transportation planning agencies to conduct an annual assessment of the size and location of identifiable groups likely to be transit dependent and transit disadvantaged, as part of the annual transit needs assessment. These groups include, but are not limited to seniors, people with disabilities, young adults, and low-income residents. This assessment includes the size and location of demographics (in Table 6) in the Shasta Region’s urban area. All of the demographic data comes from [American Community Survey](#) estimates for the years 2010-2014.

Table 6. Transit-Dependent Population Descriptions

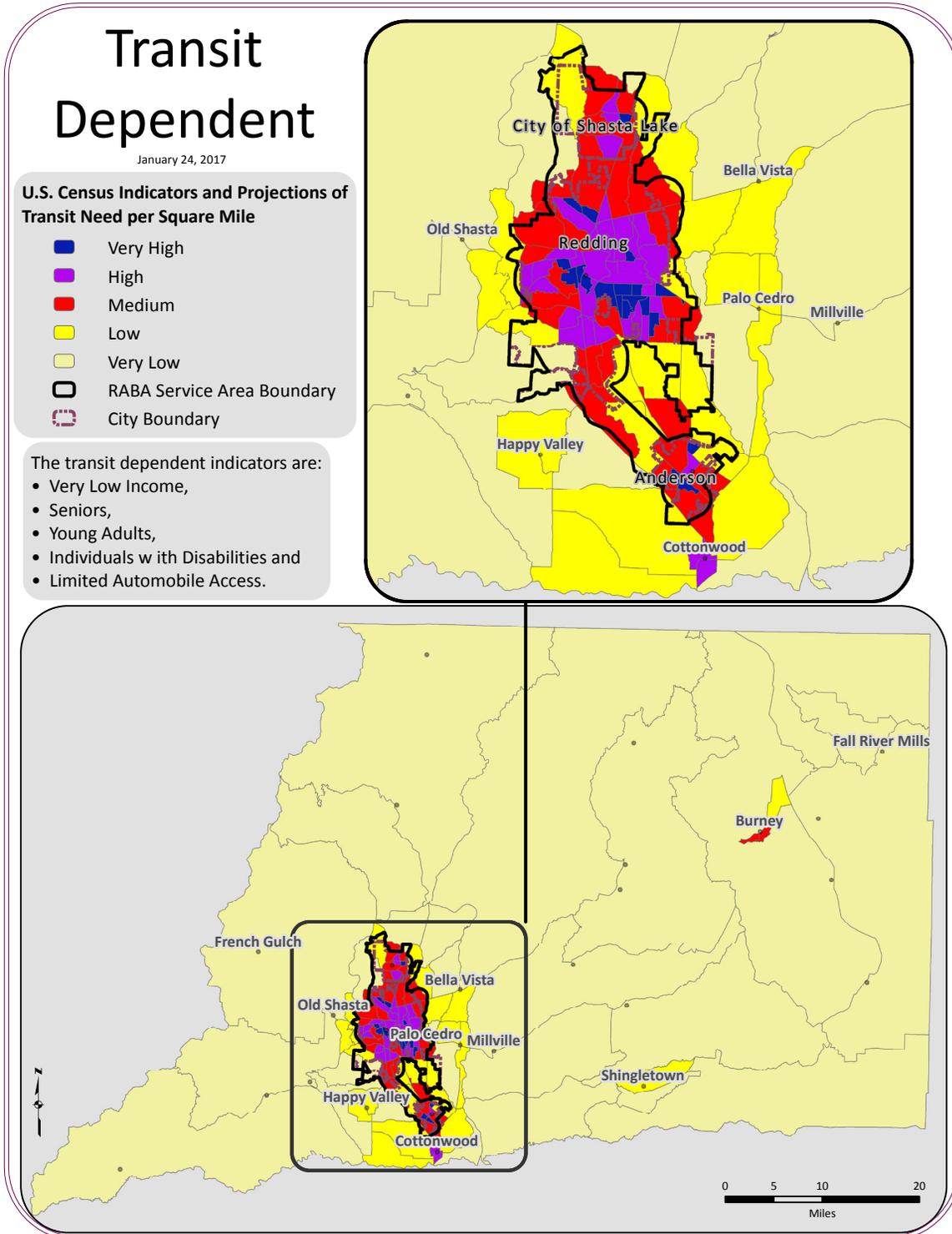
Transit Dependent Group	Description
Young Adults	Age 15 to 24 (RABA’s Short Range Transit Plan (S RTP))
Seniors	Age 65 and over (RABA’s S RTP)
Very Low Income	Income below the poverty line (RABA’s S RTP)
Disabled	Non-institutionalized, civilian members of the population who may be unable to operate vehicles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

In an effort to gain a comprehensive overview of the transit demand for these disparate groups, these population segments have been consolidated into a single demographic group: the transit-dependent population. [Figure 8](#), 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 8 - Transit Dependent Population

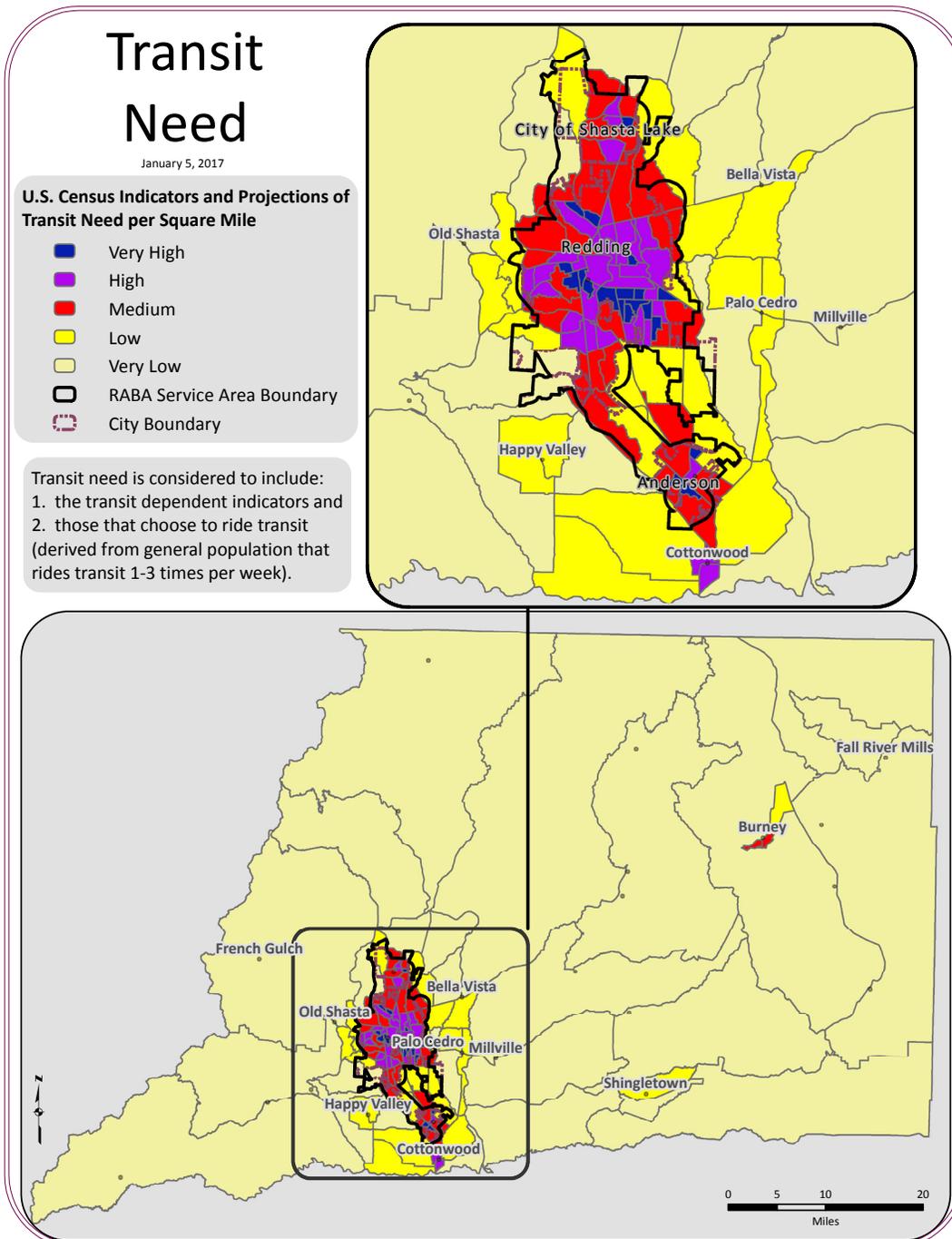


3.2 General Population



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 9 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 9 - Transit Need for the General Population

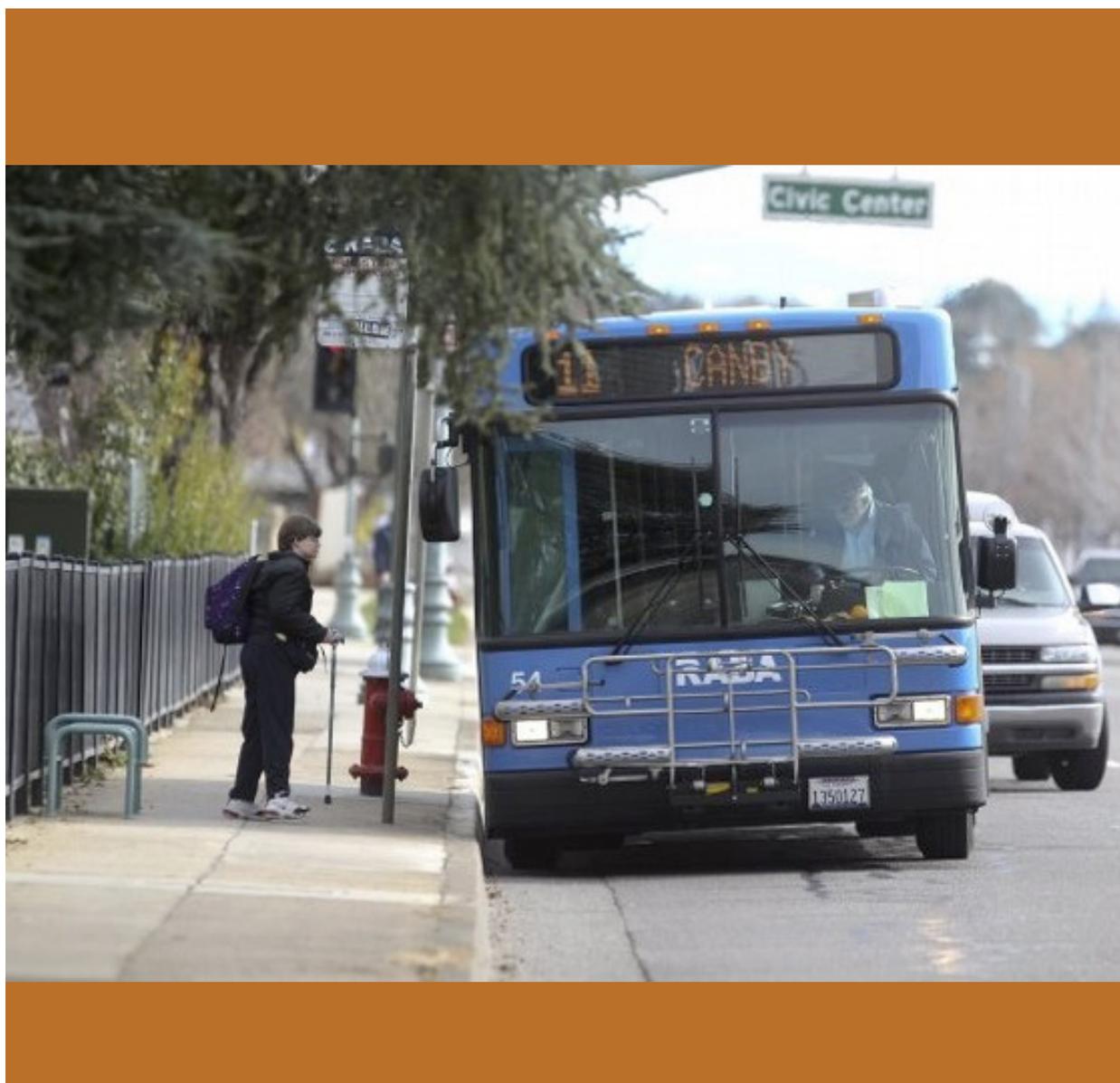


3.3 Interpretation of Results



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

Given the fact that so few people ride transit who are not transit-dependent, it appears the region's transit system, in its current state, appeals mostly to those individuals who have no transportation alternatives. The repetition of popular transit service requests made annually by the public highlights real unmet transit needs. If these needs were met with the requested services, 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

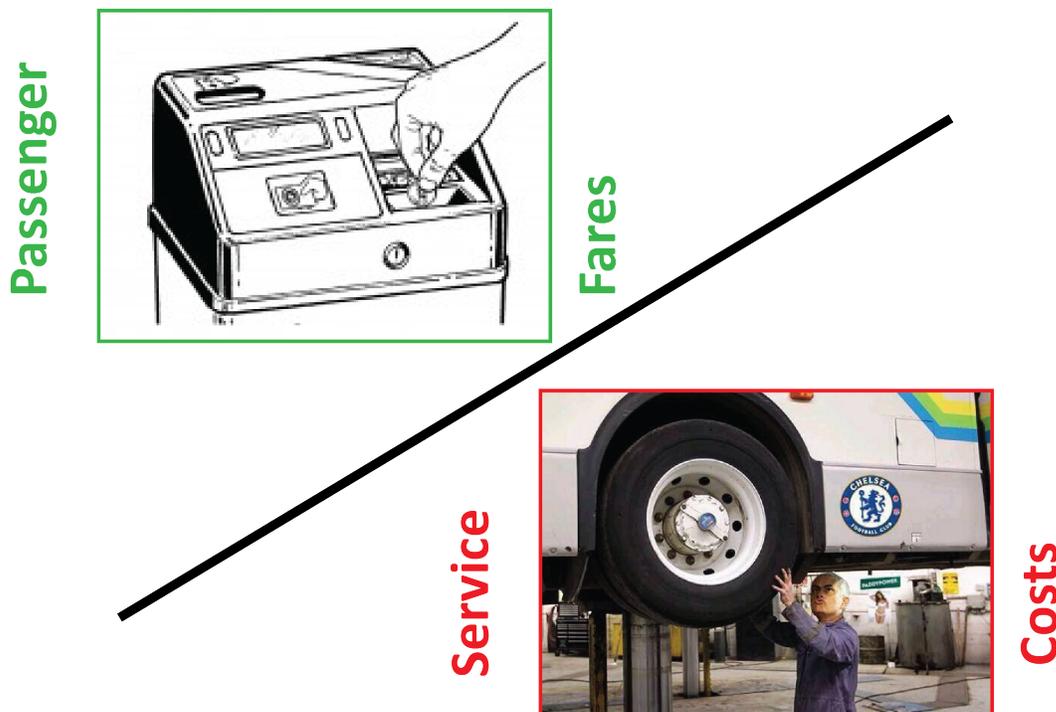


This chapter examines the performance of the Shasta Region’s transit providers. Under the [Transportation Development Act \(TDA\)](#), transit providers are required to meet a minimum farebox ratio of one fifth of their operating cost (20%) in urban areas and one tenth (10%) in non-urban areas in order 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%. Figure 10 below gives a generic idea how farebox ratio is calculated. 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.

Figure 10 - Farebox Ratio

Farebox Ratio

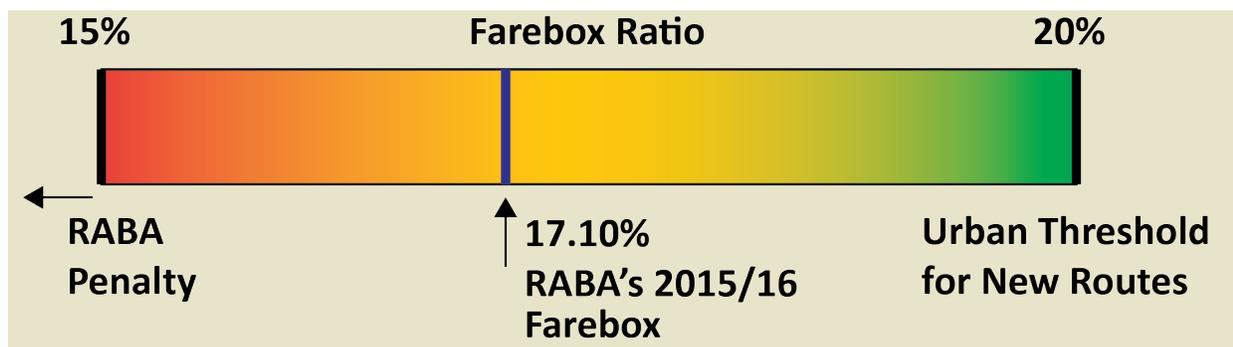


4.1 RABA



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 three years ago to provide a baseline for measuring [RABA's](#) performance, in future transit needs assessments. The RABA performance measures are listed here:

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.)

SRTA has coordinated with RABA on the development of a methodology to determine farebox ratio minimums for transit services encompassing both urban and non-urban areas. This methodology will be considered for approval by Caltrans. Applying the proposed methodology, RABA's weighted farebox recovery ratio standard is 17.8%.

4.1 RABA



This year's assessment compares [RABA's](#) performance with last year's performance, the five year average, and the performance goals for RABA set this year. See a comparison of [RABA's](#) performance (Fixed Route and Demand Response performance **combined**) over the last two 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. In order to strive for improved transit performance, goals will be introduced for RABA with this Transit Needs Assessment. The goals will be determined after discussions concerning performance measures with RABA. These goals will correspond with the performance measures listed in Table 7.

Table 7. [RABA](#) Performance Overview

Performance Measures	2014/15	2015/16	Five Year Average	Performance Goals (To be included in Final Plan)	2014/15 vs 2015/16	Percent Change from 2014/15 to 2015/16
Operating Cost/ Passenger Trip	\$6.45	\$7.16	\$6.26	TBD	\$0.71	11.01%
Operating Cost/ Service Hour	\$88.52	\$88.64	\$86.59	TBD	\$0.12	0.14%
Passengers/Service Hour	13.72	12.38	13.90	TBD	-1.34	-9.79%
Passengers/Service Mile	0.89	0.77	.90	TBD	-0.12	-13.66%
Service Hours/ Employee	919.44	1,034.48	953.26	TBD	115.04	12.51%
Farebox Recovery	16.92%	17.10%	17.24%	TBD	0.18%	1.04%
Communications	NA	In Development				
Customer Satisfaction	NA	In Development				

The table above outlines the recent trends RABA has experienced regarding performance measures. These trends indicate that the number of passengers has decreased per service hour and service mile, while the operating cost has risen per passenger trip and service mile. Service hours per employee has seen a sharp increase, with the Farebox Recovery Ratio seeing a steady rise as well. Following discussions with RABA, officials believe these trends are potentially linked to several factors that include lower fuel prices, a bounce back in the national economy, and fewer passenger transfers due to changed system routes (which would previously count passengers on two trips).

Based on these trends, RABA is looking to address the matter through a number of different formats that consist of:

1. Looking to better capture the school crowd (Bethel, YMCA, Shasta College, High Schools) through engagement of school administration.
2. Relooking at how service works in southern portions of the county with better communication strategies, more consistent buses, and a higher frequency of buses (shorter headways).
3. Utilization of a smart phone application which is scheduled for implementation within FY 2017/18.

4.2 Burney Express



[Burney Express](#) experienced a 32.85% increase in total trips in the 2015/16 fiscal year. A 35.56% increase in expenses, and a 26.52% increase in farebox revenue. Consequently, the [farebox ratio](#) dropped to 12.54%. However, 12.54% 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 four years, please review Table 8.

Table 8. [Burney Express](#) Performance Overview

Burney Express						
Performance Indicator	2012/13	2013/14	2014/15	2015/16	Change from Prior Year	Percent Change
Total Trips	5457	4912	4493	5969	1476	32.85%
Vehicle Hours	1518	1530	1529	2214	685	44.80%
Total Expenses	\$137,159	\$155,435	\$156,550	\$211,824	\$55,274	35.56%
Farebox Revenue	\$23,605	\$22,764	\$20,993	\$26,560	\$5,567	26.52%
Farebox Ratio	17.21%	14.65%	13.41%	12.54%	-0.87%	-5.95%
TDA Subsidy Per Trip	\$20.81	\$27.01	\$30.17	\$31.04	\$0.87	3.21%
Riders Per Hour	3.59	3.21	2.94	2.70	-0.24	-7.55%
Riders Per Month	455	409	374	497	123	30.05%

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. These are noted in the right-hand column stated “Former Goals.” In February, 2016 the [SRTA Board of Directors](#) approved updated performance goals and introduced a performance mandate for [CTSA](#) transit services. The performance measures in Table 9 provide a snapshot of [CTSA](#)’s performance for FY 2015/16. The [CTSA](#) Services fare is \$2.00.

Table 9. [CTSA](#) Performance Overview

CTSA				
Performance Goals	FY 2015/16	Aspirational Goals	Mandate	Former Goals (Before 3/2016)
Fare Box Ratio	7.77%	10%	NA	10%
Passengers per Hr.	2.25	2.78	NA	2.48
Cost per Service Hour	\$49.89	\$42.58	NA	\$47.07
Subsidy per Trip	\$15.71	\$11.43	\$18.60	\$18.99
Passenger per Service Mile	0.17	0.20	NA	.18
Denied Trips	0	0	NA	TBD
Complaints	0	0	NA	TBD
Missed Trips	0	0	NA	TBD
Match of CTSA Budget	44%	25%	NA	25%

Shingletown Express Update: The [Shasta Senior Nutrition Programs](#) discontinued its transit service to [Shingletown](#) in 2015. 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

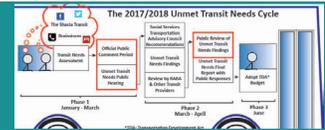


In previous years, [SRTA](#) has relied on the official comment period preceding the Unmet Transit Needs hearing, as well as the hearing itself, to gather public input on unmet transit needs in the region. A few years ago the number of comments received was dwindling. In order to better understand the needs of those individuals in the region who need or want to use transit, [SRTA](#) decided to take action two years ago 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 3](#) shows the major public input opportunities in the context of the 2017/2018 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



Stephen is a stay at home parent and doesn't own a car. He and his child rely 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
Traditional Mail	Flyers and posters on buses	SRTA Website
Social Media (Including Videos)	Television	Social Service Network Distribution

Table 10 below outlines the number of comments received during the Shasta Transit Brainstorm over the past four years

Table 10. Comments Received

Year	Number of Comments
2014/15	3
2015/16	30
2016/17	55
2017/18	53

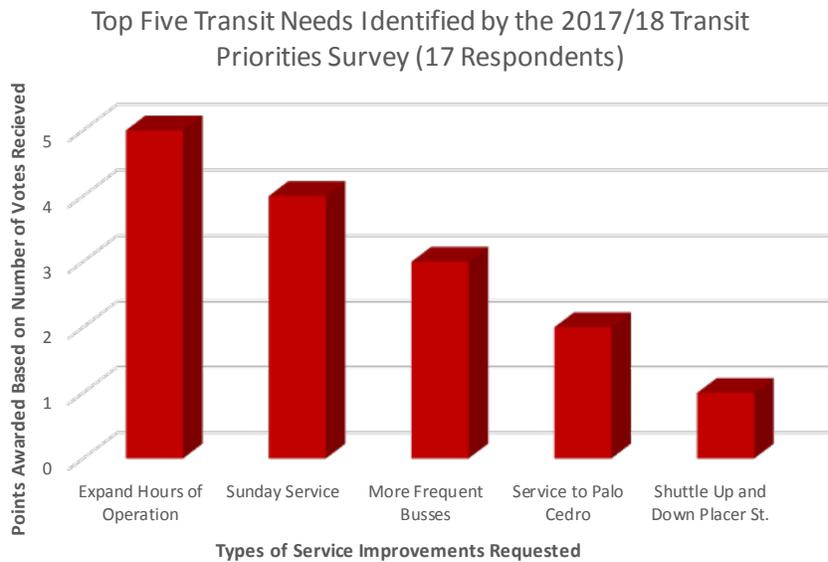
5.2 Shasta Transit Priority Survey



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 taking the survey in-person or over the telephone. The survey was available to the public between December 29, 2016 and January 9, 2017. 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 17 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 11.

Figure 11 - 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.](#))



Teresa is disabled and she relies on public transit for her transportation needs.

5.2 Shasta Transit Priority Survey



Figure 12 - High-Scoring Service Improvements from [Short Range Transit Plan](#)

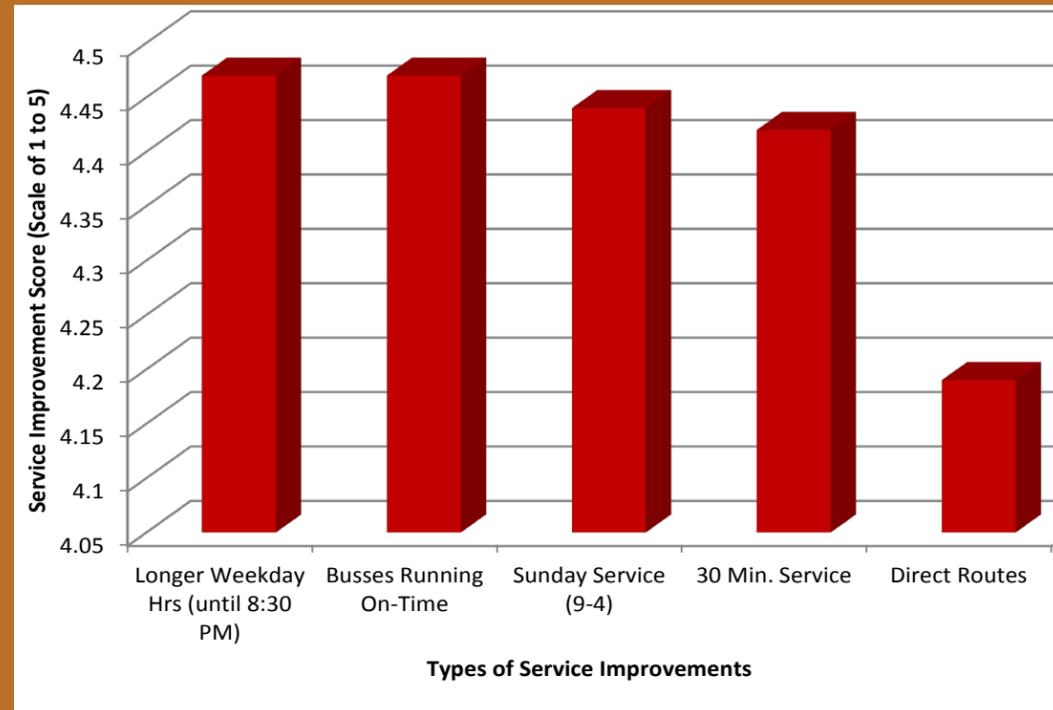


Figure 13 - 2017/18 Shasta Transit Brainstorm Service Requests

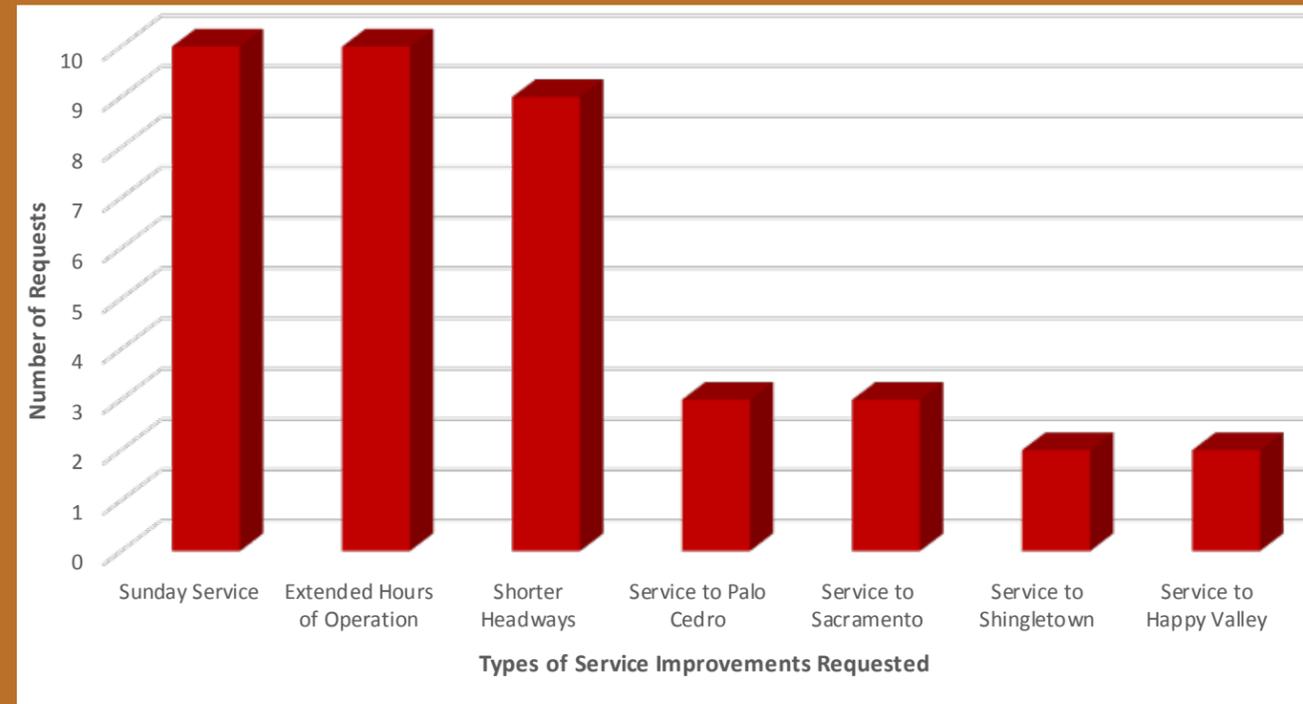
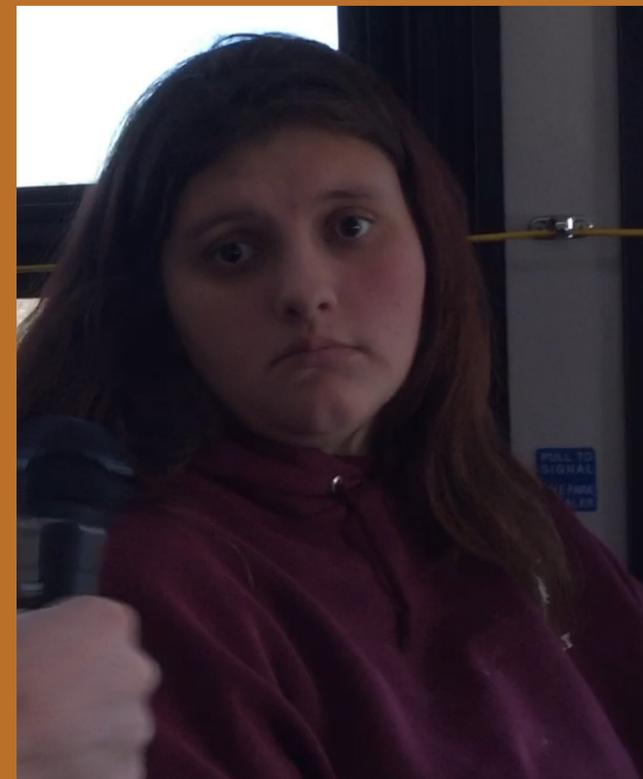
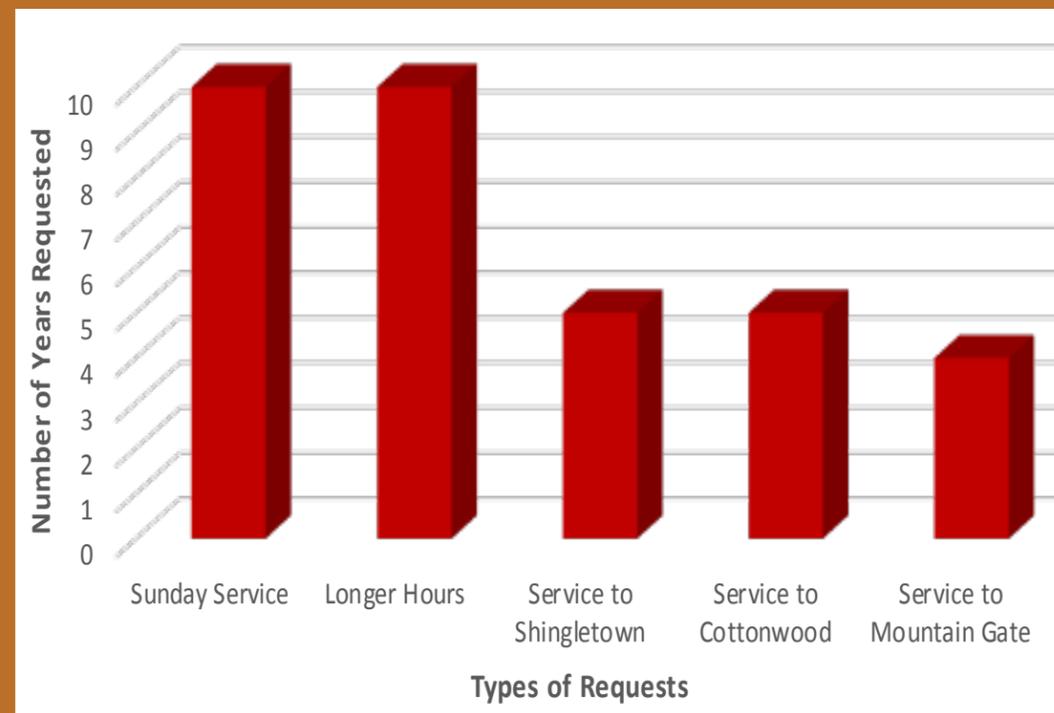


Figure 14 - Most Frequently Recurring Transit Requests Since 2002/03



Devon is a former student [Shasta College] and is actively seeking employment. She relies on transit for running errands and getting around town.

Page intentionally left blank

5.2 Shasta Transit Priority Survey



Ella goes to school at Shasta College. She relies on public transit to get from home to school, as well as support her additional transportation needs.

Sarah is a stay-at-home mom. She says her husband is forced to take a taxi to work on Sundays due to the lack of Sunday transit service.

5.3 Official Public Comment Period



The official 30-day public comment period leading up to the Unmet Transit Needs Public Hearing begins on January 27, 2017. 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 March 7, 2017.

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 2017/18 findings and provide any last comments before they are brought before the [SRTA Board of Directors](#) for a decision in April.



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 (Shorter Headways)

It is not possible to fund all of these unmet transit needs system-wide in a single Unmet Transit Needs Cycle. However, [SRTA](#) can focus on service improvements, narrower in scope, which could ultimately lead to more comprehensive improvements 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
Sunday Service	Yes	Pending Analysis	SRTA is working with the City of Shasta Lake on designing a pilot project alongside a project for Sunday transit service that serves the region.
Service to Cottonwood	Yes	Ongoing Pilot Project	Analysis of current trends is ongoing. Ridership is currently low and without a substantial increase, service will most likely discontinue following a run through July 1, 2017. On-demand service to the Cottonwood area will then be considered.

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
More Frequent Buses	Yes	Pending Analysis	SRTA is focusing its resources on a long-standing public request to introduce Sunday transit service. SRTA will consult and coordinate with RABA and other transit partners to design a system that addresses community needs. The SRTA Board of Directors approved funding on December 13, 2016, to hire a consultant to design an on-demand Sunday transit service demonstration project. Once this unmet need has been researched and tested the region may study other long-standing requests such as More Frequent Buses and Expanded Service Hours.
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
Continued Service to Whiskeytown	Yes	No (Service is funded entirely with grant funds)	<p>Recommendation: It is recommended that SRTA once again coordinate with partner agencies to offer seasonal public transit between Redding and Whiskeytown for improved park access.</p> <p>SRTA and RABA expanded service to Whiskeytown last year and continued discussions with the National Park Service reveal a need for continued transit service to the Whiskeytown Recreation Area. Whiskeytown is a popular recreation destination and otherwise remains virtually inaccessible to residents of the Shasta Region who are dependent on transit. Discussions with Trinity Transit for potential expanded service to Whiskeytown should continue as well.</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. 16-14

RESOLUTION NO. 16-14

DEFINITION OF UNMET TRANSIT NEEDS AND REASONABLE TO MEET

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

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

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

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

1. A population group in the proposed transit service area has been defined and located which has no reliable, affordable, or accessible transportation for necessary trips. The size and location of the group must be such that a service to meet their needs is feasible within the definition of “reasonable to meet” as set forth below.
2. Necessary trips are defined as those trips which are required for the maintenance of life, education, access to social service programs, health, and physical and mental well-being, including trips which serve employment purposes.
3. Unmet transit needs specifically include:
 - (a) Transit or specialized transportation needs identified in the transit system’s Americans with Disabilities Act Paratransit Plan or short-range Transit Plan which are not yet implemented or funded.

Appendix 2 - SRTA Resolution No. 16-14

- (b) Transit or specialized transportation needs identified by the Social Services Transportation Advisory Council and confirmed by the RTPA through testimony or reports which are not yet implemented or funded.
4. Unmet transit needs specifically exclude:
- (a) Minor operational improvements or changes, involving issues such as bus stops, schedules and minor route changes.
 - (b) Improvements funded or scheduled for implementation in the following fiscal year.
 - (c) Trips for any purpose outside of Shasta County, in accordance with PUC Section 99220(b).
 - (d) Primary and secondary school transportation.

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

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

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

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

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

Appendix 2 - SRTA Resolution No. 16-14

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

3. The proposed expenditure shall not be used to support or establish a service in direct competition with an existing private service, nor to provide 24-hour service.
4. Where transit service is to be jointly funded by two or more of the local claimant jurisdictions, it shall be demonstrated to the satisfaction of the SRTA Board of Directors that the resulting inter-agency cost sharing is equitable. In determining if the required funding equity has been achieved the Commission may consider, but is not limited to considering whether or not the proposed cost sharing formula is acceptable to the affected claimants.
5. Transit services designed or intended to address an unmet transit need shall in all cases make coordinated efforts with transit services currently provided, either publicly or privately.

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

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

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



Leonard Moty, Chair
Shasta Regional Transportation Agency

Appendix 3 - Table of Social Service Transportation Providers

The following agencies and organizations provide human transportation in Shasta County. This list was compiled from information gathered in a program profile survey and is not totally inclusive of all transportation providers in the region. 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 Anderson, Cottonwood, Red Bluff, Corning, Orland, Willow, and Williams to access facilities in both Sacramento and Martinez. The van travels to Sacramento (M-F), leaving Redding at 6:00 a.m. On Monday and Wednesday a van leaves Redding at 5:30 a.m. bound for Martinez. A shuttle leaves Burney for Redding on the first and third Wednesdays of the month. Reservations are required and may be made by calling 530-226-7575. Persons must be a veteran or escorting a veteran to use this service.
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.

Table continued on next page.

Appendix 3 - Table of Social Service Transportation Providers

<p>Shascade Community Services, Inc.</p>	<p>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).</p>
<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 non-urban 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>

Table continued on next page.

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, through Far Northern Regional Center, has 40 buses and 8 other vehicles used for students with disabilities.
TRIBAL TRANSPORTATION	
Pit River Health Services	Pit River Health Services provides transportation to access Pit River health services within their ancestral tribal territory. This territory covers Shasta, Lassen, Modoc and Siskiyou counties.
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 preschool age children. Child Care provides a fixed-route service that provides round-trip transportation to preschool 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	2	3
Service to Lakehead	1	0	0	0	1	2
Sunday service	3	1	1	2	3	10
Longer Hours	3	2	2	0	3	10
Service to Shasta College	1	0	0	0	1	2
Service to outlying areas	1	0	0	0	1	2
Service to Happy Valley	1	0	0	0	1	2
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	2	5
Reduce one-hour headways	0	1	0	0	2	3
Service to Cottonwood	0	1	2	0	2	5
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	1	2
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	2	2

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
Service to Platina	0	0	0	0	1	1
Service to Castle Craggs	0	0	0	0	1	1
Service to Centerville	0	0	0	0	1	1
Service to Bella Vista	0	0	0	0	1	1
Service to Shasta Lake	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 TRINIT 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 2010 through 2014, using statistics from the SRTP and mode share split from the Travel Demand Model (TDM). Factor counts were summed to develop the transit demand magnitude. The first five factors were summed to develop the transit dependent magnitude; all six were summed to develop the transit need. The factors are described below:

- Limited Automobile Access – number of occupied housing units that have no vehicles available multiplied by 2.48, 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 Five Years

Table 14. RABA Performance Over Last Five Years

Performance Indicator	2011/12	2012/2013	2013/14	2014/15	2015/16	2015/16 vs 2014/15	"Percent Change from 14/15 to 15/16"
Fixed Route							
Total Trips	749,222	807,894	823,012	742,712	664,367	(78,345)	-10.55%
Vehicle Service Miles	578,102	582,750	586,061	595,628	631,855	36,227	6.08%
Vehicle Hours	40,893	40,798	41,199	41,101	40,762	(339)	-0.82%
Total Expenses (minus exclusions)	\$3,344,999	\$3,482,579	\$3,632,099	\$3,626,056	\$3,626,750	\$694	0.02%
Farebox Revenue (minus exclusions)	\$670,276	\$685,897	\$706,413	\$699,922	\$681,072	\$(18,850)	-2.69%
Farebox Ratio	20.04%	19.70%	19.45%	19.30%	18.78%	-0.52%	-2.71%
TDA Subsidy Per Trip	\$3.57	\$3.46	\$3.55	\$3.94	\$4.43	\$0.49	12.54%
Operating Cost/Passenger Trip	\$4.46	\$4.31	\$4.41	\$4.88	\$5.46	\$0.58	11.81%
Operating Cost/Service Hour	\$81.80	\$85.36	\$88.16	\$88.22	\$88.97	\$0.75	0.85%
Passengers/Service Hour	18.32	19.80	19.98	18.07	16.30	-1.77	-9.80%
Passengers/Service Mile	1.30	1.39	1.40	1.25	1.05	-0.20	-15.68%
Service Hours/Employee	1,022.33	1,019.95	1,029.98	978.60	1,164.63	186.03	19.01%
Demand Response							
Total Trips	56,951	55,699	53,953	52,158	52,744	586	1.12%
Vehicle Service Miles	324,974	303,133	293,840	298,360	302,227	3,867	1.30%
Vehicle Hours	19,239	17,326	16,678	16,824	17,169	345	2.05%
Total Expenses (minus exclusions)	\$1,562,029	\$1,495,111	\$1,491,828	\$1,501,565	\$1,556,079	54,514	3.63%
Farebox Revenue (minus exclusions)	\$186,362	\$179,594	\$182,786	\$167,751	\$196,898	\$29,147	17.38%
Farebox Ratio	11.93%	12.01%	12.25%	11.17%	13.05%	1.88%	16.84%
TDA Subsidy Per Trip	\$24.16	\$23.62	\$24.26	\$25.57	\$24.87	\$(0.71)	-2.76%
Operating Cost/Passenger Trip	\$27.43	\$26.84	\$27.65	\$28.79	\$28.60	\$(0.19)	-0.66%
Operating Cost/Service Hour	\$81.19	\$86.29	\$89.45	\$89.25	\$87.86	\$(1.39)	-1.56%
Passengers/Service Hour	2.96	3.21	3.23	3.10	3.07	-0.03	-0.91
Passengers/Service Mile	0.18	0.18	0.18	0.17	0.17	0.00	-0.17%
Service Hours/Employee	801.63	721.92	833.90	801.14	817.57	16.43	2.05%
Combined							
Total Trips	806,173	863,593	876,965	794,870	717,111	(77,759)	-9.78%
Vehicle Service Miles	903,076	885,883	879,901	893,988	934,082	40,094	4.48%
Vehicle Hours	60,132	58,124	57,877	57,925	57,931	6	0.01%
Total Expenses (minus exclusions)	4,907,028	4,977,690	5,123,927	5,127,621	5,135,222	7,601	0.15%
Farebox Revenue (minus exclusions)	\$856,638	\$865,491	\$889,199	\$867,673	\$877,970	\$10,297	1.19%
Farebox Ratio	17.46%	17.39%	17.35%	16.92%	17.10%	0.18%	1.04%
TDA Subsidy Per Trip	\$5.02	\$4.76	\$4.83	\$5.36	\$5.94	\$0.58	10.77%
Operating Cost/Passenger Trip	\$6.09	\$5.76	\$5.84	\$6.45	\$7.16	\$0.71	11.01%
Operating Cost/Service Hour	\$81.60	\$85.64	\$88.53	\$88.52	\$88.64	\$0.12	0.14%
Passengers/Service Hour	13.41	14.86	15.15	13.72	12.38	-1.34	-9.79%
Passengers/Service Mile	0.89	0.97	1.00	0.89	0.77	-0.12	-13.66%
Service Hours/Employee	939.56	908.19	964.62	919.44	1,034.48	115.04	12.51%

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			Kiran Singh	Requesting bus service to Platina once or twice a week.	Phone Call		x		Service to Platina meets the SRTA board of directors - adopted definition of an "unmet transit need," but does not meet the SRTA board of directors-adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles.

Appendix 8 Public Comments and SRTA Responses

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

Appendix 8 Public Comments and SRTA Responses

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

Appendix 8 Public Comments and SRTA Responses

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

Appendix 8 Public Comments and SRTA Responses

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

Appendix 8 Public Comments and SRTA Responses

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

Appendix 8 Public Comments and SRTA Responses

15			Irene Salter	<p>I'd take the bus more if there was a regular morning and afternoon service between Palo Cedro and Anderson. I am the principal of Chrysalis Charter School and there are 20 or more families that either live in Anderson and go to school at Chrysalis (in Palo Cedro), or who have graduated from Chrysalis and go to Anderson New Tech (in Anderson). We have considered offering a bus service through the school to provide transportation for these families but have not been able to afford it. I know there would be a LOT of families that would appreciate a bus route through RABA to help kids get to and from school between these communities.</p>	Survey Monkey		x	<p>Transit service to Palo Cedro meets the SRTA board of directors-adopted definition of an "unmet transit need," but do not meet the SRTA board of directors - adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles.</p>
----	--	--	--------------	--	---------------	--	---	--

Appendix 8 Public Comments and SRTA Responses

16	60	2	Don Kirk	Would like a way to transfer to Red Bluff bus. I'd ride the bus more often if RABA offered all day passes and ran more frequently.	Survey Monkey	x		This does not meet the SRTA board of directors-adopted definition of an "unmet transit need," as this refers to trips outside of Shasta County.
17	22, 31, 32, 34, 41, 44, 51, 53	9	Sara Sundquist	Would ride transit more if it ran more frequently. I often think of getting on the bus to go to the Y but schedule doesn't allow us to get there in time without waiting forever for class to start. Beach bus needed one more west side stop. Tops. Silly to have to go DT to west again.	Survey Monkey		x	More frequent bus service meets the SRTA board of directors-adopted definition of an "unmet transit need," but do not meet the SRTA board of directors adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles. As for the Beach Bus - RABA Response: Thank you for your comment--we will consider.
18	57	2	Garrett	Would take bus if there was transport to Chico. There are many of us in need of a connection, especially considering Redding is one of the main feeder areas for CSU Chico.	Survey Monkey	x		This does not meet the SRTA board of directors-adopted definition of an "unmet transit need," as this refers to trips outside of Shasta County.

Appendix 8 Public Comments and SRTA Responses

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

Appendix 8 Public Comments and SRTA Responses

21			J. Page	I'd take the bus more often if it ran on Sunday and if services ran later than 6 pm, and ran through 11 pm.	Survey Monkey		x	<p>Extended hours and Sunday service meet the SRTA board of directors-adopted definition of an "unmet transit need," but does not meet the SRTA board of directors - adopted definition of "reasonable to meet." It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles. In regards to Sunday service, SRTA is studying the introduction of Sunday service for people with mobility issues using the Consolidated Transportation Services Agency through FY 2017/18 as part of a comprehensive transit analysis and development of a Coordinated Transit Plan. Please contact RABA regarding operational improvement issues (route efficiency, cleanliness, on-board rules/ behavior, etc.).</p>
----	--	--	---------	---	---------------	--	---	---

Appendix 8 Public Comments and SRTA Responses

22	63	2	Isabel Orosco	I would ride more often if the bus came more often, had more routes, and operated every-day of the week.	Survey Monkey		x	More frequent bus service meets the SRTA board of directors-adopted definition of an “unmet transit need,” but do not meet the SRTA board of directors-adopted definition of “reasonable to meet.” It requires development of service alternatives and analysis for consideration during future unmet transit needs cycles. In regards to Sunday service, SRTA is studying the introduction of Sunday service for people with mobility issues using the Consolidated Transportation Services Agency through FY 2017/18 as part of a comprehensive transit analysis and development of a Coordinated Transit Plan.
23			Tom O’Mara	I never use transit.	Survey Monkey	x		Thanks for the comment.

Appendix 8 Public Comments and SRTA Responses

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

Appendix 8 Public Comments and SRTA Responses

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

Appendix 8 Public Comments and SRTA Responses

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

Appendix 8 Public Comments and SRTA Responses

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

Appendix 8 Public Comments and SRTA Responses

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

Appendix 8 Public Comments and SRTA Responses

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

Appendix 8 Public Comments and SRTA Responses

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

Appendices

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

50		Don Kirk	<p>If RABA took the initiative to plan a “heritage, historic” streetcar operation, it would both attract local riders for public transit needs, but tourists, wanting to ride the historic, heritage streetcars. Many cities that have done this, have found that the combination tourist/public transit streetcar operation shows a profit; allowing buses to be taken off that street and moved to another not-now served street. Then there is Placer St., that has both East and West hills, that could have a cable car operation on. Again, an operation that could serve as public transit and tourist operation; and profitable. The rail lines cost money to install, but some of it could come from grants; and I’m sure that a private investor could be found to invest in 50% ownership, for 50% of the profits. People complain that the Las Vegas Monorail went broke. It ONLY went broke, because unlike streetcar lines that the government builds, LVM had to pay for all construction. If it was built like streetcars/ Light Rail, it would have showed a profit. It takes in more than operating and maintenance costs. Something Light Rail does not do. Again, if an investor could be found to pay 50% of construction; and then own 50% of the system, he would make a “small”, but a profit. That operation could go from the mall, down Hilltop to K-Mart. With all the tourist hotels there, again, you’d have locals and tourists riding it. I am now working to get on the advisory committee in Douglas County Oregon; living 1 mile from the entrance to Wildlife Safari; and the bus system is mostly jitney buses. The scheduling also is not well planned.</p>	Email	x		<p>This is a great idea for getting locals and tourists to utilize transit in the Shasta region. This does not meet the SRTA board of directors -adopted definition of an “unmet transit need,” and “reasonable to meet.”</p>
----	--	----------	---	-------	---	--	---

Appendix 8 Public Comments and SRTA Responses

51		Misty Mosley	I think you people need to upgrade by changing your schedules so that buses run every half hour instead of every hour, also you need to run busses from 6 am to 11 pm to suit those of us who need to get to and from work late at night.	Email		x		See response to comment 31.
52		Richard Fitzer	I'd like to go from Oxford Suites on Hilltop to the Sacramento Airport.	Survey Monkey		x		See response to comment 43.

Appendix 8 Public Comments and SRTA Responses

53			<p>Robyn Olson</p> <p>This bus system is completely inconvenient. I live in Shasta Lake, CA. I have to leave my apartment at 6 AM to get my daughter to school by 8 AM and it costs nearly \$3 one way. If the bus ran every half hour it would be much more convenient and in all reality you make more money as more people would ride the bus. No one wants to wait an hour for a bus when they could probably walk to their destination faster than that. It takes me a total of 3 and a half hours to get my daughter to school then home and that is directly transferring from one bus to another and then I have to do it all over again at the end of the school day making me have to sit on the bus for 6 hours a day. Who the heck has that kind of time if they also want to maintain a job so they can support their child and afford your bus rates.</p>	Email		x	<p>RABA Response: The provision of RABA services is constrained by funding, systemwide farebox recovery, and systemwide efficiency. Consequently, RABA cannot provide more frequent service or add additional routes. As ridership increases, the opportunity to add routes becomes more viable. Additionally, bus fares are already heavily subsidized (actual cost is \$5.50/ride, but the bus fare is \$1.50/ride).</p>
----	--	--	---	-------	--	---	--

54	Sharon Gatt	<p>Thank you so much for the recently new downtown express. This line is a major time and energy saver and efficient in reaching either end point. However, unfortunately, there were no postings at either boarding point and no paper schedules/brochures because this line was created after the last schedule printing. Consequently, ridership is too low to justify the continuation of this line. It is my hope for all whom would benefit by the downtown/Canby express that the trial period would be extended such that efforts to publicize this line can continue. A poster of this route including scheduled times at the boarding point would be very helpful. Re: route 3 to Anderson: The existing routes to Anderson are also under served because each route is different in term of destination, certain stops and timing. I am suggesting that the routes be identical leave at specific intervals and maintain specific steps - this way there will be no confusion amongst potential patrons and therefore, ridership will be more likely to increase. Another general rason for low ridership on the 2 mentioned lines is the (perhaps) misperception that most patrons have smart phones or computer and can access transit information any time. The majority demographic that uses transit and especially the downtown transit center are of unsecure circumstances and do not have regular internet access and especially the over 45's. Therefore, paper borchures and a poster at boarding point would be helpful and a brochure on the downtown express. Finally, adding at least a few more stops on the Airport Express line would also enhance ridership as more patrons could access that line. Thank you for the carefully thought out and planned transit system. And, for the cleanliness of the buses. Also, for the overall very plesant and helpful and patient and competent bus drivers - overall, they are wonderful. Sarah is an example of the ideal driver. She is much more helpful than she has to be, which makes using transit so much easier and helps ridership maintain. Due to a vision impairment, I have used transit all of my life. I am a transit advocate throughout as I would have no life without it. I recently moved to Redding and am glad to now have RABA in my repetoir of transit experiences. I am always happy to contribute on this subject. Thanks for this opportunity.</p>	Fax	x	<p>RABA Response: Crosstown Express (CTE) will continue for another year, with minor modifications and expanded marketing. Marketing has commenced and will include updated schedules, brochures, and posters at transit/transfer centers. We continue to look at ways to better serve Anderson, including improvements to Route 3. We continue to look at ways to enhance information for all riders (i.e., riders with and without internet access). Airport Express (AE) is a highly utilized and successful route, but it is constrained by time; as such, service cannot be expanded. Thank you for your comments, compliments, and support of RABA. We are happy to serve the community.</p>
----	-------------	--	-----	---	--

55		Richard Fitzer	If you could get a list of people that used first class shuttle from Redding, Calif to Sacramento Airport that would assist you in so many ways. I have been riding this shuttle for so many years. If anything, maybe they ran too many shuttles from Redding to Sacramento International Airport. But I am sure someone can make money on this run and serve the community. I am disabled and have to go to UC Davis every three months. Amtrak hours are very bad. I wish you and your staff well. Please keep me informed. Thank you.	Email	x		See response to comment 43.
56		Walt	An evening route is needed on route 3 and 11. Move the 9:20 a.m. route to 9:20 p.m.	Phone	x		RABA Response: The provision of RABA services is constrained by many factors, including costs/funding. Consequently, RABA cannot extend service hours (even on one route, as costs are prohibitive). As ridership increases systemwide, the opportunity to enhance RABA services becomes more viable.

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

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