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SHASTA  
COUNTY

## 2012/13 UNMET TRANSIT NEEDS ASSESSMENT

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## EXECUTIVE SUMMARY

The Transportation Development Act (TDA) was enacted in 1971 to improve California's existing public transportation. The TDA provides funding for public transportation in urban and rural areas, and for local streets and roads.

The Shasta County Regional Transportation Planning Agency (SCRTPA) is responsible for administering Shasta County's TDA funds. Prior to disbursing funds, the agency assesses transit needs within the region.

The majority of the population lives within the Redding city limits. Public transportation serves areas with more densely populated census tracts. Non-profit agencies and contract services provide service to outlying areas. The Redding Area Bus Authority (RABA) is the primary public transportation provider in Shasta County. RABA provides both fixed-route and demand-response transit service to an area of approximately 100 square miles. RABA also operates the Burney Express commuter route, funded through the County of Shasta's portion of TDA.

Shasta Senior Nutrition Programs, Inc. (SSNP) is the designated Consolidated Transportation Services Agency (CTSA). The CTSA provides community transit service and senior transportation areas outside of RABA's service area.

RABA is currently operating under a temporary reduced farebox ratio. In fiscal year (FY) 2010/11 this service did not meet the farebox ratio recovery approved by the SCRTPA. The service is currently an unmet transit need determined "reasonable to meet." The SCRTPA recommends no expansion of service at this time.

The CTSA demonstrates compliance with the current performance criteria, as adjusted by the Consumer Price Index (CPI).

SCRTPA staff will continue to work closely with transit operators to ensure that all agencies can meet their transit obligations with the federal and state money allocated. This will be difficult if the economy does not sufficiently recover. Transit providers may need to consider service cuts and/or fare increases to offset decreasing operating revenue.

*The purpose of this document is to identify and assess public transit needs within Shasta County.*

The SCRTPA is the designated transportation planning agency for Shasta County. The SCRTPA annually determines the amount of public transportation funds available for allocation within its jurisdiction to claimants, which are the cities of Anderson, Redding and Shasta Lake and the County of Shasta.

The claimants are members of a joint powers authority (JPA) that created the Redding Area Bus Authority (RABA), a public transportation provider that provides fixed-route and demand-response service in the urban and some rural areas of the county.

Prior to disbursing funds, the SCRTPA must identify any unmet public transit needs that may exist and document the process and findings.

## LEGISLATION

In 1971, the Transportation Development Act (TDA) was enacted by California’s Legislature to improve existing public transportation. The TDA provides two funding sources:

1. **Local Transportation Fund (LTF)** which is derived from one-quarter of one-cent of the general sales tax collected statewide; and
2. **State Transit Assistance Fund (STA)** was originally from the statewide tax on gasoline and diesel fuel. In 2010, Governor Schwarzenegger signed two major pieces of legislation that fundamentally restructured California’s system of transportation finance and the formula for distribution of STA funds.

The “fuel tax swap” provides for a combination of lowering the sales and use tax rate applicable on sales of motor vehicle fuel and simultaneously raising the state excise motor vehicle fuel tax. Additionally, the legislation includes raising the sales tax rate applicable to sales of diesel fuel and simultaneously lowering the state excise tax on diesel fuel.

Designed to be revenue neutral, the state is required to annually adjust the excise tax rates for both motor vehicle fuel and diesel fuel so that the total amount of tax revenue generated is equal to what would have been generated had the sales and use tax and excise tax rates remained unchanged.

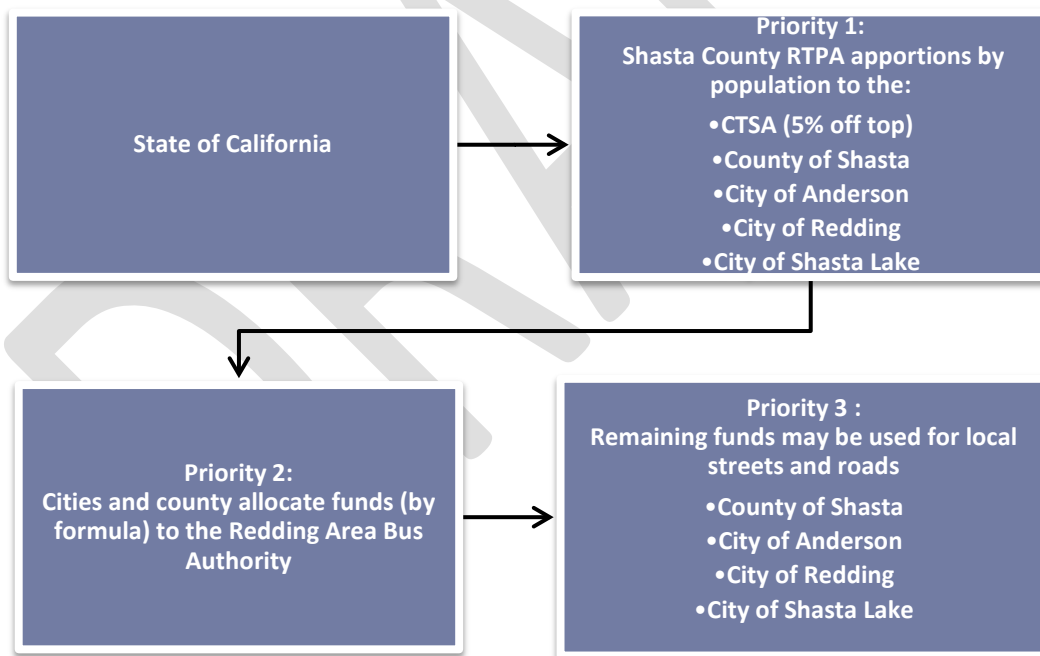
**TDA Articles:** TDA law is separated into sections known as “articles.” Bike and pedestrian projects can claim up to two-percent of funding. There are three articles that transit operators in Shasta County claim funding under:

1. **Article 4** generally supports public transportation in urban areas. RABA claims funding under this article.
2. **Article 4.5** supports community transit services that link communities and provide services to older adults or persons with disabilities. Funding is limited to five-percent of LTF funds received by the transportation planning agency. The CTSA is eligible for these.
3. **Article 8** is utilized by public transportation in rural areas, and for local streets and roads.

**ALLOCATING AND APPORTIONING FUNDS**

Chapter 2 discusses how the SCRTPA determines the amount of TDA funds available to each claimant during the annual unmet transit needs process. TDA has two terms used in determining the amount of funds available to each claimant: 1) allocate - the act of setting apart money for a purpose authorized under law, and 2) apportion - the proportion of the total annual revenue allowed in an area to the total population of the county. Figure 1 shows the allocation of Shasta County’s TDA funds.

**Figure 1: TDA Apportionment/Allocation Funding Priorities**



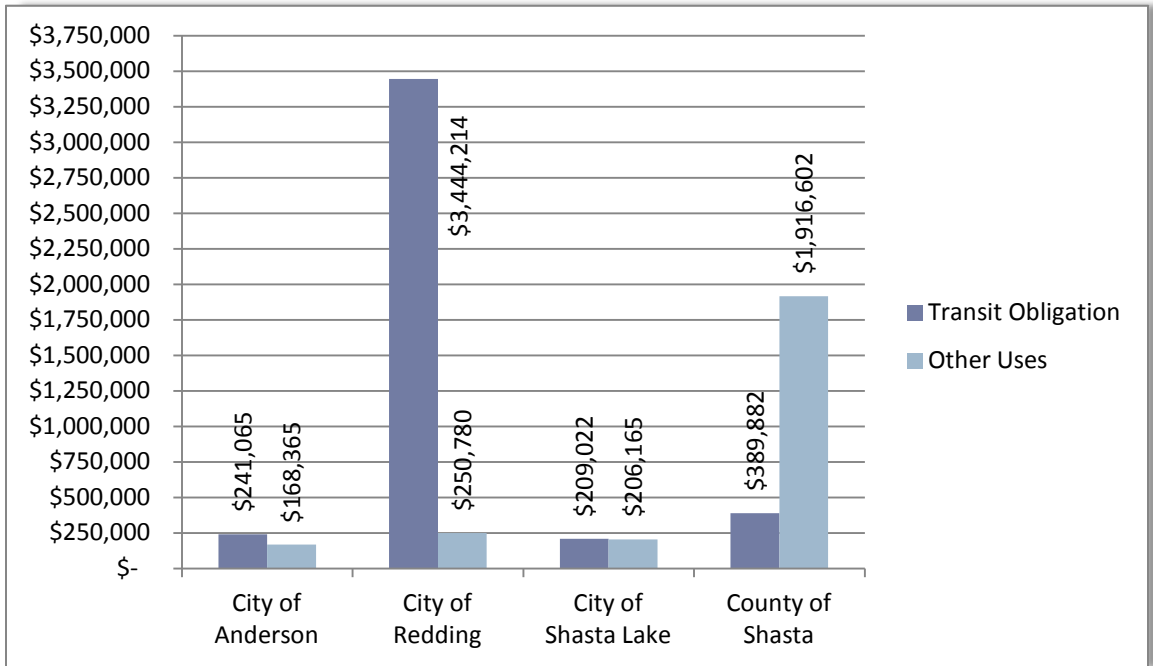
**Apportioning Revenue:** TDA revenue is apportioned to each claimant based on demographic data. The data source used to estimate population is the 2011 California Department of Finance E-1 population estimate. An estimate of the population served in the urban area is included for federal funding allocations. Where an area does not directly correspond to the area reported in the E-1 report, the population is adjusted by using the percent change from a comparable area (Figure 2).

The SCRTPA must determine that all transit needs that are “reasonable to meet” are being met before TDA funds can be used for non-transit purposes (Appendix 2). Local jurisdictions may decide to voluntarily fund those needs that are determined not to be “reasonable to meet” from the jurisdictions TDA funds or other revenue sources. Figure 3 shows the estimate of revenue available to claimants for transit obligations and other uses in FY 2011/12. Appendix 3 includes a detailed schedule of TDA allocations.

**Figure 2: FY 2011/12 TDA Claims Apportionment**

2011-12 TDA CLAIMS					
2011 Population Estimate Calculations					
Population Estimates Per January 1, 2011 E-I Report					
The following figures are used for TDA apportionment and represent the total population of Shasta County.					
<b>Change in Population</b> (Updated with 2010 Census figures)					
	1/1/2010	1/1/2011	Change	Percent of Total	% Change
Anderson	10,826	10,005	(821)	5.62%	-8.21%
Redding	91,561	90,250	(1,311)	50.72%	-1.45%
Shasta Lake	10,294	10,125	(169)	5.69%	-1.67%
Unincorporated	71,566	67,544	(4,022)	37.96%	-5.95%
<b>Total County</b>	<u>184,247</u>	<u>177,924</u>	<u>(6,323)</u>	<u>100.00%</u>	<u>-0.173</u>
<b>RABA Service Area</b>					
These figures represent the claimant populations within the urban fixed-route area of Shasta County used for the 80/20 service hour and population split.					
Anderson		10,005		8.65%	
Redding		90,250		78.05%	
Shasta Lake		10,125		8.76%	
Unincorporated		5,251		4.54%	
<b>Total County</b>		<u>115,631</u>		<u>100.00%</u>	
<b>Urban Population (FTA 5307)</b>					
These figures represent the urbanized population of Shasta County.					
Anderson		10,005		9.06%	
Redding		90,250		81.76%	
Shasta Lake		10,125		9.17%	
<b>Total FTA 5307 Population</b>		<u>110,380</u>		<u>100.00%</u>	

Figure 3: FY 2011/12 Estimate of Transit Obligations and Other Uses



#### NON-TDA FUNDING SOURCES

TDA is the primary source for transit funds. Transit financial assistance is also available to transit operators through other state and federal sources. The Federal Transit Administration (FTA) provides capital and operating assistance to transit operators throughout the United States (Figure 4). The California Department of Transportation (Caltrans) Division of Mass Transportation administers FTA grant programs. Projects must be derived from a locally developed, coordinated public transit-human services transportation plan. Shasta County’s plan was adopted in 2007.

Proposition 1B, approved by California voters in 2006, allows the state to sell \$20 billion in general obligation bonds to fund transportation projects that relieve congestion, facilitate goods movement, improve air quality, and enhance safety and security of the state’s transportation system (Figure 4). The state apportions Proposition 1B funds annually based on a formula distribution of 50% allocated to local transit operators based on farebox revenue, and 50% to regional entities based on population.

Figure 4: Non-TDA Funding Sources

<b>Federal Transit Administration – Formula Funds</b>		
<b>Formula Programs</b>	<b>Section</b>	<b>Purpose</b>
Metropolitan Planning Program	<b>5303</b>	Supports urban areas in planning, developing and improving public transportation systems.
Small Urbanized Area Formula Program	<b>5307</b>	Supports public transit in urbanized areas with populations under 200,000.
Rural and Small Transit Formula Program	<b>5311</b>	Supports public transit capital and operating in rural areas.
<b>Federal Transit Administration – Competitive Grant Programs</b>		
<b>Grant Programs</b>	<b>Section</b>	<b>Purpose</b>
Statewide or Urban Transit Planning Grant Studies	<b>5304</b>	The objective of the Statewide or Urban Transit Planning Studies Grant Program is to address transit planning issues of statewide or regional significance. The proposed planning studies are intended to improve transit services and to facilitate congestion relief by offering an alternative to the single occupant vehicle.
Elderly and Disabled Specialized Transit Program	<b>5310</b>	Provides capital grants for meeting the transportation needs of elderly persons and persons with disabilities in areas where public mass transportation services are otherwise unavailable. Allows for the purchase of Americans with Disabilities (ADA) accessible vehicles, communication equipment, mobility management activities, and computer hardware and software for eligible applicants.
Job Access and Reverse Commute	<b>5316</b>	Intent is to improve access to transportation services to employment and employment-related activities for low-income individuals and welfare recipients.
New Freedom	<b>5317</b>	Provides new transportation services to overcome existing barriers facing Americans with disabilities seeking integration into the workforce and full participation into society.
<b>State Funding</b>		
<b>Formula Program</b>	<b>Purpose</b>	
Public Transportation Modernization, Improvement and Service Enhancement Account, Highway Safety, Traffic Reduction, Air Quality, and Port Security Fund of 2006 (PTMISEA)	Provides funds for capital projects that provide increased protection against a security and safety threat, and for transit operators to develop disaster response transportation systems that can move people, goods and emergency personnel and equipment in the aftermath of a disaster.	
<i>Note: Local match requirements are specific to the grant program.</i>		

## CHAPTER 2: ASSESSMENT OF TRANSIT NEEDS

TDA statutes require that the SCRTPA conduct an annual assessment of transit needs within each jurisdiction. The assessment consists of a two-part test that determines if there are unmet transit needs, and if these unmet transit needs “reasonable to meet?”

During the annual assessment, citizens may submit comments to the SCRTPA regarding new transit services. Comments on operations are referred to the appropriate agency (Figure 5).

The unmet needs process includes the following steps, described in detail in Appendix 1:

- Consult with the Social Services Transportation Advisory Council (SSTAC);
- Assess the transit needs within the jurisdictions of Shasta County;
- Conduct a public hearing to consider specific unmet transit needs; and
- The SCRTPA board adopts the unmet transit needs findings.

### What is an unmet transit need as defined by TDA statutes?

- A population group in the proposed transit service area that 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 its needs is feasible within the definition of “reasonable to meet.”
- 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 that serve employment purposes.

### Unmet transit needs specifically include:

- Transit or specialized transportation needs identified by the SSTAC and confirmed by the SCRTPA 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?

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

**Figure 5: Table of Responsibility**

Area of Concern	Examples	Responsible Agency
<b>Expanded Service</b>	Adding a new bus route Longer hours Sunday service	SCRTPA during the Unmet Transit Needs written comment period and public hearing
<b>RABA Service Issues</b>	Altering existing routes Changing the location of bus stops Comments about customer service	RABA
<b>CTSA Service Issues</b>	Altering existing routes Comments about customer service	CTSA
<b>Other Services</b>	Services not required by the SCRTPA as part of the Unmet Transit Needs process	The cities of Anderson, Redding and Shasta Lake and Shasta County

**Determining “reasonable to meet:”** Public transportation is provided in those areas where services meet the “reasonable to meet” definition (Appendix 2). If it is determined that there are unmet transit needs, a further determination must be made to determine if the needs are “reasonable to meet.” Claimants may implement a trial service if the need is “reasonable to meet,” trial services may be implemented, if funding is available. Operations of a new transit service must demonstrate a TDA subsidy not to exceed 80% of operating costs in the urbanized area.

## CHAPTER 3: TRANSIT DEPENDENT AND TRANSIT DEMAND ANALYSIS

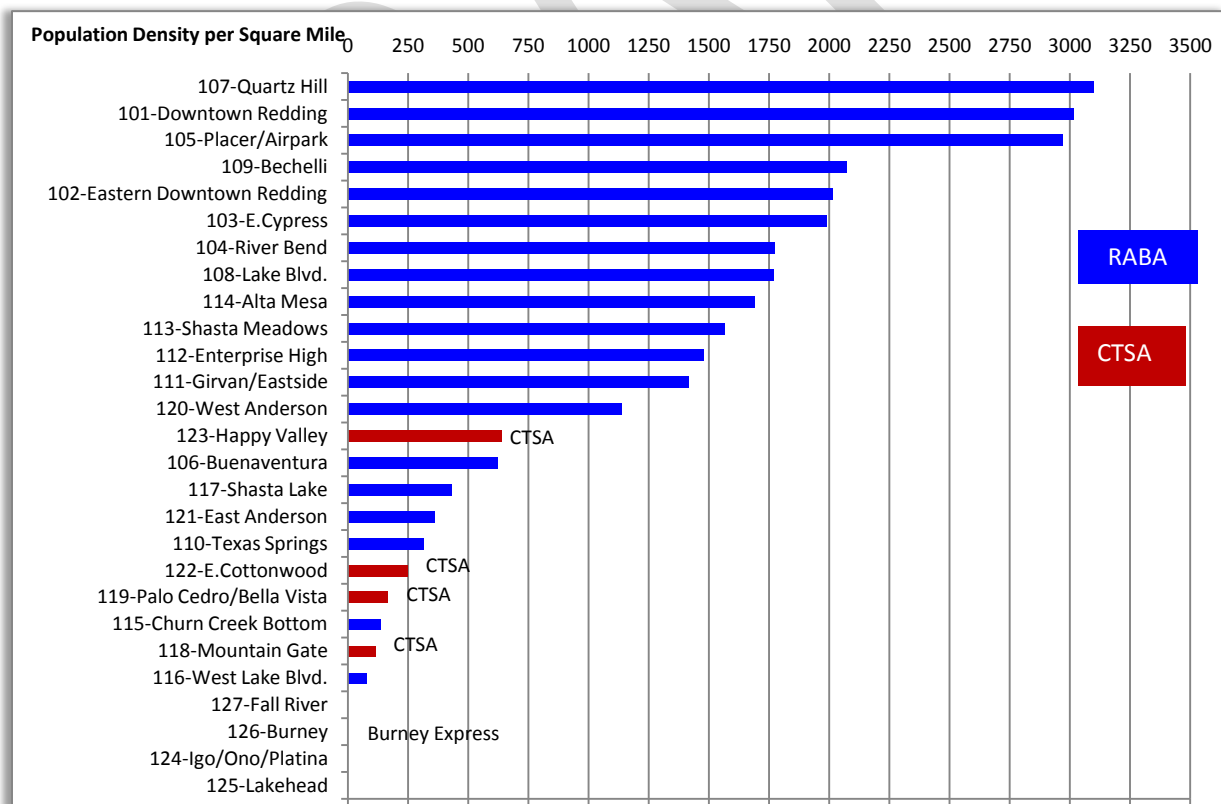
### TRANSIT DEPENDENT

Public and private transportation services are provided primarily for those that are either unable to operate a vehicle or do not have access to a vehicle. Older-adults, persons with disabilities and persons of limited means are more likely to be transit dependent and require specialized transportation. Appendix 4 includes a table of other non-TDA funded transportation providers.

### TRANSIT DEMAND

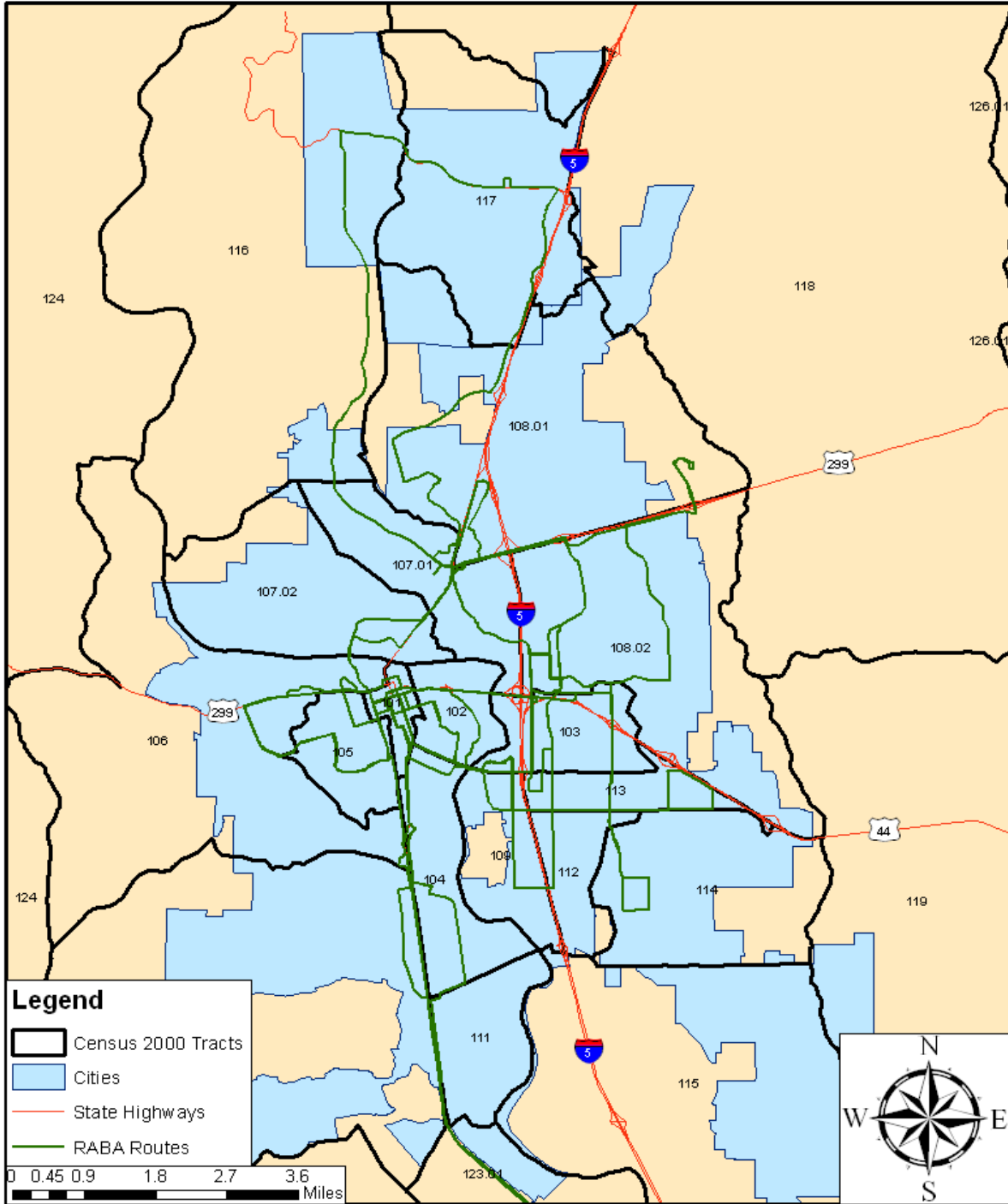
A key element in the development of operational and financial plans is the demand for transit services. The basis for transit demand forecasts are; existing transit utilization patterns, future population growth and demographic change in the service area. The basis for transit demand in the county is census tracts. Various forms of public transportation serve twenty-four of Shasta County's 27 census tracts (Map 1) and (Figure 6). The majority of the more populated census blocks are located within the city of Redding. The three census tracts that do not have public transportation are located in the most rural areas of the county (Shingletown/Millville, Igo/Ono and Lakehead). In the past, services to Shingletown and Lakehead were attempted and cancelled for lack of ridership.

Figure 6: Census Tracts with Public Transportation



Map 1: 2000 Census Tract Boundaries-Shasta County Urban Area Corporate Boundary

### 2000 Census Tract Boundary City of Redding Corporate Boundary



## CHAPTER 4: DESCRIPTION OF TDA-FUNDED TRANSIT PROVIDERS

This chapter describes the service area and services offered by TDA-funded transportation providers.

### REDDING AREA BUS AUTHORITY

RABA is the primary public transportation provider in Shasta County. RABA provides fixed-route and demand-response service to a population of nearly 116,000. The service area covers approximately 100 square miles (Map 1) with the following boundaries: the City of Shasta Lake to the north, Shasta College to the east, the city of Anderson to the south and Buenaventura Boulevard (in Redding) to the west. In addition, RABA operates two express routes with limited hours and stops. RABA's transit fleet consists of 16 coaches and 20 lift-equipped vans.

RABA provides service six days a week to the cities of Anderson, Redding and Shasta Lake. Hours of operation are Monday through Friday (M-F) from 6:30 a.m. to 7:30 p.m., and Saturday from 9:30 a.m. to 7:30 p.m. Routes operate on 60-minute headways. RABA's service area has three fare zones (Figure 7). If one passes through or to another zone, an additional fee of one-half of the base fare is charged.

RABA's demand-response service provides curb-to-curb transportation to persons with disabilities who are unable to use a regular fixed-route service. In order to comply with ADA-mandates, the service area is generally within three-quarters of a mile of the fixed-route. Passengers require certification to use the service.

### BURNEY EXPRESS

The County of Shasta contracts with RABA to provide express service to the outlying community of Burney (Map 2). This service is for commuters and has limited stops. Burney Express operates M-F with two round-trips each day. There is no fixed-route service in Burney. The County provides two ADA-compliant medium-size buses for this service.

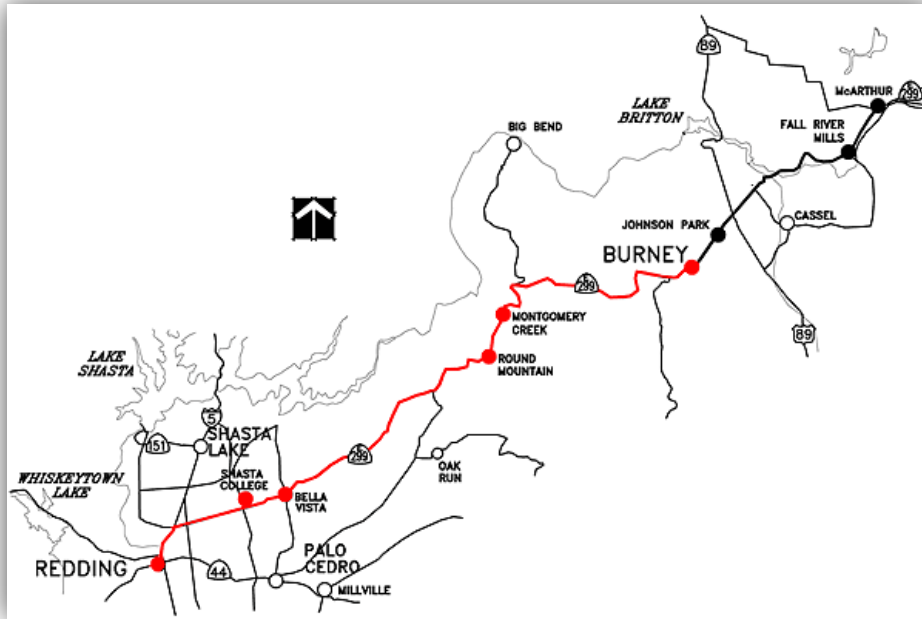
Figure 7: RABA Fares and Zones

Base Fare (6-61)	\$1.50
Zone Change	\$.075
Children (Under 6)	Free
Senior (62+)	\$0.75
Disabled Base Fare	\$0.75
Medicare Card Holder	\$0.75
Zone Change (Senior/Disabled/Medicare)	\$0.40
Transfers	Free

A complete RABA system map is available online at:  
[www.rabaride.com](http://www.rabaride.com)



## Map 2: Burney Express Route Map



### CONSOLIDATED TRANSPORTATION SERVICES AGENCY

The CTSA provides specialized services to those who cannot use conventional transit services, such as older-adults and persons with disabilities. Figure 8 provides a description of the CTSA service area and hours of service. This service operates within the urban fringe area and outside of RABA's service area (Map 3). The service uses nine small lift-equipped buses. The cost to use this service is \$1.50.

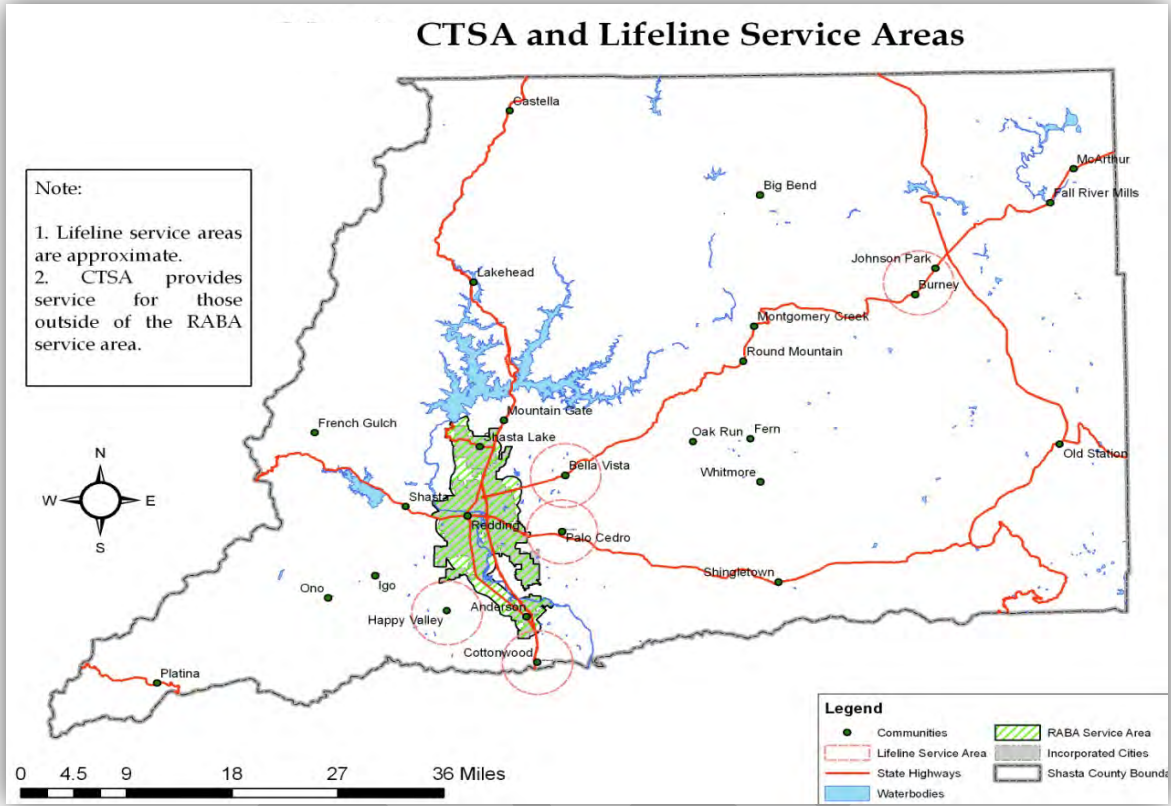
**Figure 8: CTSA Area and Hours of Service**

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

### LIFELINE SERVICE

In 1996, the County of Shasta established Lifeline Service. Lifeline intends to provide transportation services to medical appointments for older-adults and persons with disabilities living outside of RABA's service area in Anderson, Cottonwood, Happy Valley, Shasta Lake and some areas of Redding (Map 3). SSNP provides the service. The hours of service vary since Lifeline is part of SSNP's coordinated transportation system, which includes CTSA services and other non-TDA funded programs. One lift-equipped bus is provided for this service. There is a suggested donation of \$1.50 to use this service.

Map 3: CTSA and Lifeline Service Area



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## CHAPTER 5: EXISTING TRANSIT PERFORMANCE

This chapter examines trends in ridership and farebox ratio for TDA-funded transportation services. Three commonly used terms in this chapter are: 1) passenger trip, 2) farebox ratio, and 3) farebox compliance.

**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.

**Farebox ratio:** Operators that provide both fixed-route and paratransit service are required to maintain a combined ratio of fare revenues to operating cost (farebox ratio) of 20% in urban areas and 10% in non-urbanized areas. The farebox ratio can be set at not less than 15% in areas with a population of less than 500,000.

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

**Farebox compliance:** Failing to meet the minimum farebox requirement can result in a penalty to the transit operator. The first year an operator fails to meet farebox is considered a one-time grace year. There is no loss of funds. In the following year, the operator must meet the required farebox ratio or a three-year penalty cycle will begin (**Error! Reference source not found.**). In Shasta County, JPA members may voluntarily contribute the necessary funds to meet the transit service requirements. The state does not reduce the regions TDA funds.

**Figure 9: Three-Year Penalty Process**

TDA Penalty Process	Year 1 2009/10 One-time grace year	Year 2 2010/11 Non- compliance year	Year 3 2011/12 Determination year (projected)	Year 4 2012/13 Penalty year for non-compliance (projected)
a) Operating cost	\$ 4,929,092	\$ 5,059,142	\$ 5,500,000	\$ 5,500,000
b) Required farebox ratio	16.2%*	16.7%*	17.3%*	17.9%*
c) Actual farebox ratio	15.18%	15.06%	16.0%	16.0%
d) Required fare revenue (a x b = fare revenue)	\$ 798,513	\$ 844,876	\$ 951,500	\$ 984,500
e) Actual fare revenue	\$ 748,285	\$ 761,887	\$ 880,000	\$ 880,000
f) Shortfall (d – e= shortfall)	\$ 50,228	\$ 82,989	\$ 71,500	\$ 104,500
g) Allocation estimate for following year	\$ 4,222,585	\$ 5,500,000 (estimated)	\$ 5,500,000 (estimated)	\$ 5,500,000 -\$ 82,989 <b>\$ 5,417,011</b>
h) Penalty assessed	No reduction	No reduction	Penalty amount from the shortfall in year 2 (f)	Year 2 shortfall (f) is deducted

REDDING AREA BUS AUTHORITY

The SCRTPA board has approved a temporary farebox ratio reduction that corresponds to RABA's 7-year financial plan. Figure 10 shows the SCRTPA-established farebox ratios for 2008 through 2015. RABA expects to meet the 19% farebox requirement in year 2014/15, though this will be difficult if the economy does not sufficiently recover. Based on RABA's FY 2010/11 State Controller Report, the actual system-wide farebox was 15.06%, resulting in a shortfall of 1.64% (Figure 11). This places RABA in a penalty cycle.

Figure 10: RTPA Temporary Farebox Ratio

Fiscal Year	Required Farebox Ratio	Actual Farebox Ratio	Change
2008/09	15.5%	16.53%	+ 1.03%
2009/10	16.2%	15.18%	- 1.02%
2010/11	16.7%	15.06%	- 1.64%
2011/12	17.3%		
2012/13	17.9%		
2013/14	18.6%		
2014/15	19.0%		

Figure 11: RABA Performance Indicators

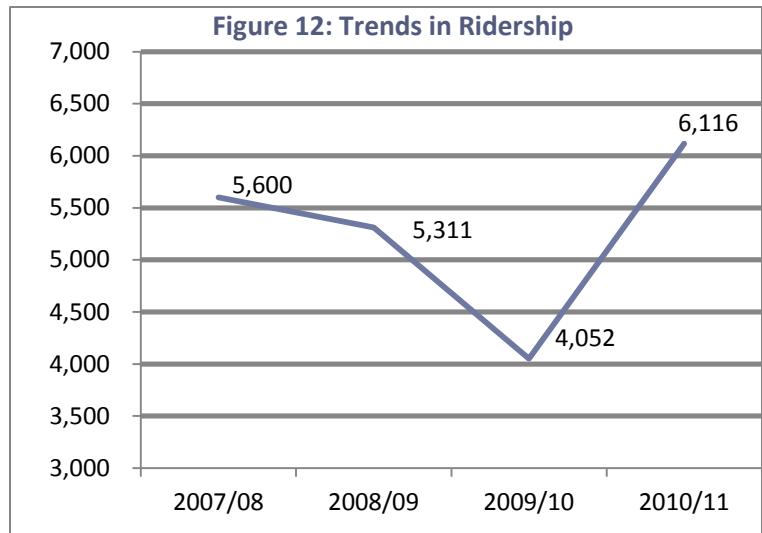
Redding Area Bus Authority				
Performance Indicator	2009/2010	2010/11	Change from Prior Year	Percent Change
<b>Fixed-Route</b>				
Total Trips	658,216	665,246	7,030	1.07%
Vehicle Service Miles	612,980	618,136	5,156	0.84%
Vehicle Hours	41,620	41,857	237	0.57%
Total Expenses (minus exclusions)	\$ 3,196,784	\$ 3,309,233	\$ 112,449	3.52%
Farebox Revenue (minus exclusions)	\$ 555,009	\$ 564,627	\$ 9,618	1.73%
Farebox Ratio	17.36%	17.06%	-0.30%	-1.72%
TDA Subsidy Per Trip	\$ 4.01	\$ 4.13	\$ 0.11	2.79%
<b>Demand-Response</b>				
Total Trips	64,716	61,848	(2,868)	-4.43%
Vehicle Service Miles	341,637	352,087	10,450	3.06%
Vehicle Hours	22,975	23,505	530	2.31%
Total Expenses	\$ 1,732,308	\$ 1,749,909	\$ 17,601	1.02%
Farebox Revenue	\$ 193,276	\$ 197,260	\$ 3,984	2.06%
Farebox Ratio	11.16%	11.27%	0.12%	1.03%
TDA Subsidy Per Trip	\$ 23.78	\$ 25.10	\$ 1.32	5.56%
<b>Combined</b>				
Total Trips	722,932	727,094	4,162	0.58%
Vehicle Service Miles	954,617	970,223	15,606	1.63%
Vehicle Hours	64,595	65,362	767	1.19%
Total Expenses	\$ 4,929,092	\$ 5,059,142	\$ 130,050	2.64%
Farebox Revenue	\$ 748,285	\$ 761,887	\$ 13,602	1.82%
Farebox Ratio	15.18%	15.06%	-0.12%	-0.80%
TDA Subsidy Per Trip	\$ 5.78	\$ 5.91	\$ 0.127	2.20%

## BURNEY EXPRESS

This service requires a 10% minimum farebox ratio. In the FY 2011/12 Transit Needs Assessment (TNA), the SCRTPA identified that due to declining ridership this service may no longer be “reasonable to meet.”

In FY 2010/11, ridership on Burney Express increased 50% (Figure 12) with a 19.93% farebox ratio (Figure 13).

On July 1, 2011, the County of Shasta implemented a \$0.75 fare increase, followed by a second \$0.75 increase scheduled to begin on July 1, 2012. The 2013/14 TNA will identify if these fare increases affect ridership.



**Figure 13: Burney Express Performance Indicators**

Performance Indicator	2009/10	2010/11	Change from Prior Year	Percent Change
Total Trips	4,052	6,116	2,064	50.94%
Vehicle Hours	1,536	1,548	12	0.78%
Total Expenses	\$ 107,781	\$ 124,676	\$ 16,895	15.68%
Farebox Revenue	\$ 14,758	\$ 24,842	\$ 10,084	68.33%
Farebox Ratio	13.69%	19.93%	6.23%	45.52%
TDA Subsidy Per Trip	\$ 22.96	\$ 16.32	\$ (6.63)	-28.90%
Riders Per Hour	3.64	4.06	0.42	11.52%
Riders Per Month	338	510	172	50.94%

## CONSOLIDATED TRANSPORTATION SERVICES AGENCY

CTSA services are not subject to farebox ratio requirements, but must meet certain performance criteria. The performance criteria established by the SCRTPA is “that the TDA subsidy must be less than \$15.00 per passenger trip, and the cost per service hour cannot exceed \$35.00.” Based on the consumer price index, amounts are adjusted annually based on the consumer price index. Figure 14 provides operational and performance statistics for FY 2010/11.

Figure 14: CTSA Performance Indicators

SHASTA SENIOR NUTRITION - CTSA SERVICES 2010 to 2011 COMPARISON				
Revenue	2009/10	2010/11	Change from Prior Year	Percent Change
Passenger Fares	\$ 17,090	\$ 21,032	\$ 3,942	23.07%
LTF Funds	\$ 290,095	\$ 300,000	\$ 9,905	3.41%
Interest/Other	\$ 2,322	\$ -	\$ (2,322)	-100.00%
<b>Total Revenue</b>	<b>\$ 309,507</b>	<b>\$ 321,032</b>	<b>\$ 11,525</b>	<b>3.72%</b>
<b>Operating Expenses</b>				
Overhead/Personnel			\$ -	
Rent	\$ 5,850	\$ 2,169	\$ (3,681)	-62.92%
Fuel/Lubricants	\$ 37,684	\$ 47,105	\$ 9,421	25.00%
Repairs/Maint/Tires/Supplies	\$ 32,870	\$ 27,812	\$ (5,058)	-15.39%
Utilities	\$ 2,735	\$ 3,877	\$ 1,142	41.76%
Purchased Transportation/Labor	\$ 215,795	\$ 207,994	\$ (7,801)	-3.62%
Misc Expense	\$ 12,251	\$ 26,942	\$ 14,691	119.92%
<b>Total Expenses</b>	<b>\$ 307,185</b>	<b>\$ 315,899</b>	<b>\$ 8,714</b>	<b>2.84%</b>
<b>Shasta Senior Nutrition Programs</b>				
Operating and Performance Statistics	2009/10	2010/11	Change from Prior Year	Percent Change
Total Trips	16,028	15,622	(406)	-2.53%
Vehicle Service Miles	88,162	99,168	11,006	12.48%
Vehicle Hours	6,258	7,414	1,156	18.47%
Total Expenses	\$ 307,185	\$ 315,899	\$ 8,714	2.84%
Passenger Revenue	\$ 17,090	\$ 21,032	\$ 3,942	23.07%
Cost Per Passenger	\$ 19.1655	\$ 20.2214	\$ 1.06	5.51%
Cost Per Mile	\$ 3.4843	\$ 3.1855	\$ (0.30)	-8.58%
Cost Per Hour	\$ 49.09	\$ 42.61	\$ (6.48)	-13.20%
Passenger Per Hour	2.56	2.11	-0.45	-17.73%
Average Passenger Fares	0.94	0.74	-0.20	-20.80%
Subsidy Per Trip	\$ 18.23	\$ 19.48	\$ 1.25	6.86%

CTSA Services are not subject to a farebox ratio, but must meet certain performance criteria. Per RTPA Policy 6-5, the TDA subsidy for service shall not exceed \$15.00 per passenger trip and the cost per hour shall not exceed \$35.00 per hour. These rates are adjusted for the consumer price index.

Performance Criteria	Rate	Adjusted CPI
Passenger Trip	\$ 15.00	\$ 24.78
Cost Per Hour	\$ 35.00	\$ 48.70

## LIFELINE SERVICE

The County of Shasta funds this service with Article 8 TDA funds. Lifeline service is not subject to farebox ratio requirements. The service must meet performance requirements of no less than an average of 300 passenger trips per month, and no less than 140 service hours per month. Lifeline fare is \$1.50. In FY 2010/11, there were 4,390 Lifeline trips (approximately 366 passenger trips per month) at a cost of \$7.86 per trip.

## TRANSIT ENHANCEMENTS

Transit enhancements improve public transportation service or use. The following are service and productivity improvements added over the past year:


### REDDING AREA BUS AUTHORITY

The availability of Proposition 1B funds for capital projects has facilitated the ongoing transportation needs of Shasta County. Current allocations fund capital infrastructure. Figure 15 shows capital enhancements funded with grant funds in 2010/11. Service modifications were made to improve service are shown on Figure 16.

**Figure 15: RABA Capital Enhancements**

Capital Enhancements	Fund Source/Cost	Purpose
Demand Response Scheduling and Dispatching Software	Prop 1B \$210,440	RABA's dispatch software had reached the end of its useful life. StrataGens's dispatch software includes features such as Advanced Vehicle Locators (AVL) and Mobile Data Communications (MDC), allowing RABA to track vehicles in real time. The software provides route maps to drivers and route deviations on the fly.
Parking Lot Resurfacing	Prop 1B \$235,753	Resurface portion of maintenance facility parking lot not included in the facility expansion.
Enhanced Security	Prop 1B Safety \$153,561	Transit system security measures including security cameras, magnetic keyboards and solar lighting.
Video Cameras	\$81,000 Prop 1B	Fixed-route video system. Each sixteen fixed-route bus had six cameras installed.
Rolling Stock	ARRA 5307 \$333,000	Four new paratransit vehicles received for the demand-response service.

Figure 16: RABA Service Enhancements

Service Enhancements	Description
<p data-bbox="207 317 644 344">Airport Road Corridor Commuter Route</p> 	<p data-bbox="675 287 1430 411">RABA staff worked with employers and government agencies to develop a new express route that serves the Airport Road Corridor. One mile of the route is outside of RABA’s service area boundary, requiring approval from the affected members of the JPA</p> <p data-bbox="675 449 1430 573">Service began in October 2011. The route has one-hour headways and runs six times per day on weekdays and five times per day on Saturdays. The route has limited stops. Demand-response service is not required. Buses fill to full capacity.</p> <p data-bbox="675 606 1430 730">The estimated cost to operate the route is \$71,370 per year. The IASCO Flight Training Center has agreed to spend \$68,480 per year on bus passes, for three years. Additional stops include the Redding Airport and the newly constructed Veterans Home.</p>
<p data-bbox="207 816 591 844">Route Modifications–Bethel Church</p>	<p data-bbox="675 787 1430 877">The Bethel School of Ministry is a large international school located on the Bethel Church campus. Route 4 was extended north to better serve the campus,</p>
<p data-bbox="207 898 647 926">Route Modifications-East Street/Redding</p>	<p data-bbox="675 886 1430 942">In order to provide additional access to Shasta Regional Medical Center, Route 11 now uses East Street instead of Pine Street.</p>
<p data-bbox="207 963 621 1024">Pass Fare Program -Shasta Community College</p>	<p data-bbox="675 951 1430 1039">The student senate funded a trial program allowing unlimited fixed-route ridership to students with a valid student identification card. This program ceased due to student body finances.</p>

REGIONAL ENHANCEMENTS

Resulting from goals and strategies recommended in the 2007 Shasta County Coordinated Human Transportation Plan, transit providers in Shasta County continue to collaborate and coordinate in efforts to improve efficiency of the transit systems. Last year saw several major plan goals implemented.

MOBILITY MANAGEMENT IN SHASTA COUNTY

**2-1-1 Shasta:** Following the success of Google Transit, Shasta County was a pilot county selected for implementation of a 2-1-1 call center. The service acts as a single point of contact for more than 2,000 health and human resources in Shasta County by dialing 211, or online at [www.211shasta.com](http://www.211shasta.com). 2-1-1 is a comprehensive information and referral database ranging from food and shelter, to job placement and health care programs. All public, private and non-profit agencies that meet the criteria are included in the 2-1-1 database. 211shasta.com also serves as a crucial public information system during local crises such as fire, flood or other disasters. The user-friendly website offers up-to-the-minute information on evacuation plans, emergency shelters and state and federal assistance. Freed up is valuable time and resources for local police and fire departments to respond to emergencies with non-emergency inquiries directed to 2-1-1 instead of 9-1-1.

Integrated with Google Transit, the 2-1-1 web portal displays a transit operator's service area to a 2-1-1 technician. The technician can then refer the caller to the appropriate transit agency. This multi-agency project successfully launched on October 1, 2011.



In the future, development of an interface between the 2-1-1 application and a transit operator's dispatch software could allow the 2-1-1 call center to schedule rides for customers, reducing costly dispatch calls.

**Asset and Fleet Tracking Equipment:** SSNP and the Shasta County Opportunity Center are partner agencies in delivering mobility management services throughout Shasta

County. Working in coordination with 2-1-1 Los Angeles County, these agencies were recipients of New Freedom grant funds to purchase Advanced Vehicle Locator (AVL) units. Utilizing standard Garmin GPS units and mobile radio devices, a specialized software application tracks vehicles, providing for better route management.

## CHAPTER 6: TRANSIT FINDINGS

### EXPANSION OF SERVICE

Expansion of service can include increasing the level of service or expanding service to a new area. Over the past several years, unmet transit needs are typically for Sunday service and extending service hours, as well as service to areas with low population density.

Based on the methodology used to determine transit demand, the number of passenger trips projected on Sunday is half of passenger trips on Saturday; Saturday is half of weekday trips. The same scenario applies to extended hour service (passenger trips decrease by half for each extended hour). The projected farebox ratio return for these services is less than five-percent, falling below the 19% farebox requirement. The SCRTPA has identified these unmet needs as not “reasonable to meet” at this time (Appendix 5 2003/2004 - 3, 4). Appendix 5 represents a chronological history from 2000 to present, detailing primary unmet transit need requests and SCRTPA responses and actions.

As described in Chapter 3, the majority of the population lives within the city of Redding. Public transportation serves census tracts with more dense population. SSNP and Burney Express provide service to outlying areas. Transit in the remaining areas is not “reasonable to meet.”

#### RABA Fixed-Route and Demand-Response Service

As detailed in Chapter 5, the SCRTPA board approved a temporary farebox ratio reduction that corresponds to RABA’s seven-year financial plan, based on RABA’s expectations to meet farebox requirements in the future. It may be necessary for service cuts or fare increases to meet this goal.



**Expansion Criteria:** RABA’s fixed-routes serve all census tracts with populations large enough to exceed 200 passenger trips per day. The SCRTPA should only consider expansion of fixed-route service where there is a positive effect on farebox, such as the Airport Road corridor. New service in Redding must also demonstrate that the City of Redding has adequate TDA funds available to pay for the service.

Until revenues from the state stabilize and the existing system can sustain the 19% farebox ratio, the SCRTPA anticipates no new transit services. The SCRTPA may consider new types of services within the RABA service area on a case-by-case basis, depending on the method of funding and any required performance standards.

**Finding:** For FY 2010/11, RABA’s combined services do not meet the farebox ratio recovery approved by the SCRTPA. The SCRTPA concludes that the RABA service is currently an unmet transit need

determined “reasonable to meet.” The SCRTPA recommends no expansion of service at this time. Staff will continue to work closely with RABA staff to ensure that all agencies can meet their transit obligations with the federal and state money allocated.

In addition, the SCRTPA recommends that RABA update their short-and long-range transit plan to determine if the 19% farebox ratio remains feasible to meet for the existing service.

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#### Burney Express

The Burney Express service is currently an unmet transit need determined “reasonable to meet” by the SCRTPA. Burney Express provides service to a community of 4,500 people. Burney has community sewer and water service, which support urban-type densities. Many residents utilize Redding for services and some residents commute to Redding for employment and education.

**Expansion Criteria:** This service is currently “reasonable to meet.” Express service from other outlying communities to Redding should only be considered where similar demographic conditions occur (i.e., total population, population densities and demand for Redding services) as those found in the Burney area.

**Finding:** The County of Shasta funds Burney Express through the County’s portion of TDA funds. This service continues to exceed the 10% minimum farebox ratio requirement established by the SCRTPA. This system meets all criteria associated with the unmet transit need and “reasonable to meet” standards.

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#### Consolidated Transportation Services Agency

The CTSA provides community transit services and is not subject to unmet transit needs and “reasonable to meet” standards.



**Expansion Criteria:** The SCRTPA can consider expansion of CTSA services providing the service meets the performance criteria for a community transit service operating cost and remains within LTF funds allocated (five-percent). Examples of services are providing expanded hours of operation or service to new areas.

**Finding:** For 2011/12 the SCRTPA has determined that the CTSA demonstrates compliance with the current performance criteria, as adjusted by the CPI.

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#### Lifeline Service

Lifeline Service is funded voluntarily by the County of Shasta and is not subject to unmet transit needs and the “reasonable to meet” standards. The existing agreement established by the county for this service sets minimum service standards regarding service hours, hours of operation, operating costs and a minimum number of trips to be provided annually.

**Expansion Criteria:** Expansion of these services is at the discretion of the county.

**Finding:** Lifeline currently meets all of its requirements.

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#### Airport Road Commuter Route

The Airport Road Commuter Route began on October 3, 2011 and is too new to evaluate.

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## APPENDIX 1: UNMET TRANSIT NEEDS FINDINGS

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

- A. Consult with the Social Services Transportation Advisory Council established pursuant to Section 99238.
- B. Identify the transit needs of the jurisdiction which have been considered as part of the transportation planning process, including the following:
  1. An annual assessment of the size and location of identifiable groups likely to be transit-dependent or transit-disadvantaged, including, but not limited to, the elderly, persons of limited means, and individuals eligible for paratransit and other special transportation services pursuant to Section 12143 of Title 42 of the United States Code (the federal Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12191, et seq.)).
  2. An analysis of the adequacy of existing public transportation services and specialized transportation services, including privately- and publicly-provided services necessary to implement the 1995 Shasta County Transit Services Evaluation Plan prepared pursuant to Section 12143 (c) (7) of Title 42 of the United States Code, in meeting the transit demand identified pursuant to paragraph (1).
  3. An analysis of the potential alternative public transportation and specialized transportation services and service improvements that would meet all or part of the transit demand.
- C. Identify the unmet transit needs of the jurisdiction and those needs that are “reasonable to meet.” The transportation planning agency shall hold at least one public hearing pursuant to Section 99238.5 for the purpose of soliciting comments on the unmet transit needs that may exist within the jurisdiction and that might be “reasonable to meet” by establishing or contracting for new public transportation or specialized transportation services or by expanding existing services. The definition adopted by the transportation planning agency for the terms “unmet transit needs” and “reasonable to meet” shall be documented by resolution or in the minutes of the agency. The fact that an identified transit need cannot be fully met based on available resources shall not be the sole reason for finding that a transit need is not “reasonable to meet.” An agency’s determination of needs that are “reasonable to meet” shall not be made by comparing unmet transit needs with the need for other uses.
- D. Adopt by resolution a finding for the jurisdiction, after consideration of all available information compiled pursuant to subdivisions (a), (b) and (c). The finding shall be that (1) there are no unmet transit needs, (2) there are no unmet needs that are “reasonable to meet,” or (3) there are unmet transit needs, including needs that are “reasonable to meet.” The resolution shall include development pursuant to subdivisions (a), (b) and (c) which provides the basis for the finding.
- E. If the transportation planning agency adopts a finding that there are unmet transit needs, including needs that are “reasonable to meet,” then the unmet transit needs shall be funded before any allocation is made for other uses within the jurisdiction.

## APPENDIX 2: "REASONABLE TO MEET" DEFINITION

The SCRTPA's "reasonable to meet" definition was adopted by Resolution 00-21 on December 12, 2000, as shown below.

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 board that transit service adequate to meet the unmet need can be operated with a subsidy not to exceed 80% of operating cost in urbanized areas and 90% in non-urbanized areas. It must also have been demonstrated that fare revenues as defined in the State Controller's Uniform System of Accounts and Records can recover the unsubsidized portion of operating costs. A cost allocation method is the method used for determining farebox ratio. This method should be used as a guide to determine costs to be allocated to any proposed new services. Transit service subsidy maximums may be determined on an individual route or service area, or an individual proposed route or service area basis.
2. The proposed expenditure of TDA 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.
3. 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."
4. 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.
5. 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 planning agency that the resulting interagency cost sharing is equitable. In determining whether 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.
6. 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.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	<b>ATTACHMENT A - SHASTA COUNTY RTPA - 2011/12 TDA BUDGET &amp; TRANSIT REQUIREMENTS</b>															
2	Annual TDA claims are prepared based on estimated revenue and expenses for the future year. These estimates are revised, or "trued-up" once audited revenues and expenses are available. Excess funds may be distributed to claimants for other eligible uses.															
3	Section 1: Estimated State and Federal Revenue (Apportioned based on percent of countywide population)	PUC Section	Countywide Population	11/12 True-Up	Section 1: Estimated Revenue by Jurisdiction							Apportioned "off-the-top"				
4					Anderson	Redding	Shasta Lake	County			RTPA	CTSA				
5	Countywide Population as of 1/1/11		177,924		10,005	90,250	10,125	67,544								
6	Percent of Population by Jurisdiction		100.00%		5.62%	50.72%	5.70%	37.96%								
7	<b>Transportation Development Act (TDA) Revenue</b>	6,400,000	<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>
8	Local Transportation Fund (LTF) Estimate	99231	6,076,092		341,477	3,081,794	346,337	2,306,484								
9	RTPA Administration (from 11/12 OWP)	99233.1	4,114								4,114					
10	CTSA - 5% of LTF after RTPA	99275	319,794										319,794			
11	State Transit Assistance (STA) Estimate	6731	785,319		44,135	398,314	44,763	298,107								
12	<b>Total Estimated State Revenue</b>		7,185,319		385,612	3,480,108	391,100	2,604,592			4,114		319,794			
13			Urban Pop.	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>
14	<b>Federal Transit Administration Formula Funds</b>		110,380		10,005	90,250	10,125									
15			100.00%		9.06%	81.76%	9.18%									
16	FTA 5307 Operating Apportionment (Cities only)		750,000		67,950	613,200	68,850									
17	FTA 5311 Operating Apportionment (County only)		238,273					238,273								
18	<b>Total Estimated Federal Revenue</b>		988,273		67,950	613,200	68,850	238,273			0		0			
19																
20	<b>TOTAL ESTIMATED STATE AND FEDERAL REVENUE</b>		<b>8,173,592</b>		<b>453,562</b>	<b>4,093,308</b>	<b>459,950</b>	<b>2,842,864</b>			<b>4,114</b>		<b>319,794</b>			
21																
22	Section 2: Estimated Transit Funding Requirements	Population in RABA	11/12 True-Up	Section 2: Estimated Transit Funding Requirements by Jurisdiction												
23		Service Area		Anderson	Redding	Shasta Lake	County			RTPA	CTSA					
24	<b>80/20 Weighted Average Formula</b>			Anderson	Redding	Shasta Lake	County			RTPA	CTSA					
25	Population in RABA Service Area	115,634		10,005	90,250	10,125	5,251									
26	Percent of RABA Service Area Population by Jurisdiction	100.00%		8.65%	78.05%	8.76%	4.54%									
27	RABA Service Hours by Jurisdiction	140.50	137.00	6.00	4.04	120.50	#####	4.25	5.28	9.75	8.16					
28	Percent of Service Hours/Population in each Jurisdiction	100.00%		4.27%	85.77%	3.02%	6.94%									
29	Equals Weighted Average Share	100.00%		5.15%	84.22%	4.17%	6.46%									
30	<b>Transit Funding Requirements</b>															
31	<b>Redding Area Bus Authority</b>		<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>
32	TDA Funds Required															
33	RABA (PUC Article 4) TDA Required for Operating	99260a	2,905,391		149,628	2,446,920	121,155	187,688								
34	RABA Administration	99260a	451,260		23,240	380,051	18,818	29,151								
35	TDA Capital Match (from RABA budget)	99260a	4,800		247	4,043	200	310								
36	FTA 5307 Operating (Cities only)		750,000		67,950	613,200	68,850									
37	Total Required by RABA		<b>4,111,451</b>		<b>241,065</b>	<b>3,444,214</b>	<b>209,022</b>	<b>217,150</b>								
38	<b>Other Transit Obligations</b>															
39	<b>County Transit</b>															
40	Burney Express Budget	99400c	124,733					124,733								
41	Lifeline Transit Service	99400c	45,000					45,000								
42	Rural Transit Administration Budget	99400d	3,000					3,000								
43	CTSA (5% LTF)	99275	319,794										319,794			
44	RTPA Admin	99400d	4,114								4,114					
45	<b>TOTAL ESTIMATED TRANSIT FUNDING REQUIREMENT</b>		<b>4,608,091</b>		<b>241,065</b>	<b>3,444,214</b>	<b>209,022</b>	<b>389,882</b>			<b>4,114</b>		<b>319,794</b>			
46																
47	Section 3: Estimate of Funds Available for Other Uses		11/12 True-Up	Section 3: Revenue Less Transit Requirements = Available for Other Uses by Jurisdiction												
48				Anderson	Redding	Shasta Lake	County			RTPA	CTSA					
49			<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>
50	Total Estimated Revenue		8,173,592		453,562	4,093,308	459,950	2,842,864			4,114		319,794			
51	Less STA Revenue Pending Receipt	6731	(785,319)		(44,135)	(398,314)	(44,763)	(298,107)								
52	Less FTA 5311 Revenue Pending Receipt		(238,273)					(238,273)								
53	Less Estimated Transit Requirements	99400c	(4,608,091)		(241,065)	(3,444,214)	(209,022)	(389,882)			(4,114)		(319,794)			
54	<b>EQUALS NET AVAILABLE FOR OTHER USES</b>	<b>99400a</b>	<b>2,541,909</b>		<b>168,362</b>	<b>250,780</b>	<b>206,165</b>	<b>1,916,602</b>			<b>0</b>		<b>0</b>			

## APPENDIX 4: TABLE OF SOCIAL SERVICE TRANSPORTATION PROVIDERS

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

<b>ASSISTED LIVING/CARE HOMES/CLINICS/REHABILITATION CENTERS</b>	
<b>Beverly Healthcare and Rehabilitation</b>	Provides a wheelchair accessible van for use by residents and staff (Redding area only).
<b>Compass Care Services</b>	Supported living services for people with disabilities and senior services. Provides mileage reimbursement.
<b>Far Northern Regional Center (FRNC)</b>	FNRC is a private, non-profit agency, which provides a variety of services including transportation service to approximately 5,400 persons with developmental disabilities. Nine northern California counties are served by FNRC. Funding comes from the State of California Department of Developmental Services. FRNC does not own vehicles. Transportation within Shasta County is contracted through First Transit, Shascade Community Services and a variety of other transportation providers.
<b>Golden Umbrella, Inc. (GU)</b>	A private, non-profit agency, has served Redding area senior citizens since 1968. GU operates one van. SSNP and RABA provide the majority of transportation to this agency. GU's service is available 8:00 a.m. to 4:00 p.m. (M-F). The service area is the greater Redding area. Eligibility for adult day health care is age 55+ or a disabled adult over 18.
<b>Holiday Retirement Corp (Hilltop Estates)</b>	One bus for resident transportation only.
<b>Krista Transitional Housing</b>	Auto and van for persons enrolled in program.
<b>Northern Valley Catholic Social Service</b>	Provides low-cost or free mental health, housing, vocational and support services to individuals with families in six Northern California counties. The Redding headquarters has four vehicles—two vans, one 15 passenger van and one ADA-compliant 12 passenger bus.
<b>Oakdale Heights Assisted Living</b>	One bus for use by residents of the facility.
<b>River Oaks Retirement</b>	One non ADA-compliant bus for residents.
<b>Sierra Oaks</b>	One ADA-complaint bus for residents.
<b>Stillwater Learning Program</b>	Provides rehabilitation services to disabled individuals. The service area covers Anderson, Redding and Shasta Lake. Transportation revenue comes from the Shasta County Health Department. Stillwater owns and operates one 14-passenger bus, three 11-passenger vans and one six-passenger van.
<b>Veterans Administration</b>	Provides a 12-passenger van from Redding with stops in Tehama and Butte counties to access facilities in both Sacramento and Martinez. The van travels to Sacramento (M-F), leaving Redding at 6:00 a.m. On Monday and Wednesday a van leaves Redding at 5:30 a.m. bound for Martinez. Reservations are required and may be made by calling 530-226-7575. Persons must be a veteran or escorting a veteran to use this service.
<b>Welcome Home Assisted Living</b>	Van for residents of facility only.
<b>Willow Springs Alzheimer Care Center</b>	Transports residents only.
<b>COMMUNITY CHURCHES:</b> Neighborhood and community churches provide transportation to their members on an as-needed basis.	
<b>Fountain Ministries</b>	Sunday bus service to members.
<b>Palo Cedro Community Church</b>	Auto service to members as needed.

<b>NON-PROFIT TRANSPORTATION PROVIDERS</b>	
<b>Shasta County Opportunity Center (OC)</b>	The OC is a program within Shasta County Health and Human Services Agency that provides vocational services to individuals with disabilities since 1963. OC transports individuals to and/or from the work site, or between work sites when public transit or other forms of transit are not readily available. The center has a fleet of 18 vehicles including wheelchair lift vans. Approximately 250 clients are served per day with up to 9,000 miles a month being logged transporting people to and from work. Transportation capital is funded in part with FTA Section 5310 funds.
<b>Shascade Community Services, Inc.</b>	Shascade is a private, non-profit agency, which serves primarily persons with developmental disabilities who reside in Shasta County. The agency has been in operation since 1960. Transportation resources include 16 vehicles, including 10 wheelchair accessible vehicles. Nine vehicles were obtained through the FTA Section 5310 grant program. Vehicles are used to transport individuals to work, program sites and community outings. Shascade's service area encompasses the south central region of the county from Mountain Gate to Cottonwood, and from Bella Vista and Palo Cedro to West Redding. Normal hours of operation are from 7:00 a.m. to 4:00 p.m. (M-F).
<b>Shasta Senior Nutrition Programs, Inc. (SSNP)</b>	<p>SSNP operates the largest fleet of social service agency vehicles in Shasta County. SSNP is the designated Consolidated Transportation Services Agency (CTSA) and eligible for Transportation Development Act (TDA) funds. SSNP is a private, non-profit agency, which has been in operation since 1979. Nine vehicles are operated through a central radio dispatch system. SSNP provides 2,039 one-way passenger trips per month.</p> <p>Service is provided 8:00 a.m. - 4:00 p.m. (M-F) and occasionally on weekends for special events. Passengers are transported from rural areas of Shasta County to urban areas where medical and social needs can be met. Use of SSNP's radio base station, and a remote station in the Burney Dining Center, is offered to all social service transit providers at a nominal fee.</p> <p>Federal and state funding for SSNP operations is obtained through contract with the Area Agency on Aging, Planning and Service Area II under provisions of the Older Americans Act. The contract calls for provision of services to individuals' age 60 or older on a donation basis. Five zones are funded using TDA funds. These zones are outside of RABA'S demand-response service area and are for elderly and mobility- impaired individuals 18-years of age and older. Transportation capital is funded in part with FTA Section 5310 funds.</p> <p>The agency operates vehicles an average of 21 days per month. With a normal five-day per week operating schedule, SSNP vehicles cover 11,200 miles per month, about 30% on fixed-routes, with the other 70% responding to dial-a-ride requests. In addition to nutrition trips, transportation is provided for shopping and medical purposes. Social service and general senior activities account for the remaining trips.</p>
<b>PRIVATE TRANSPORTATION</b>	
<b>R&amp;M Medi-Trans, Inc.</b>	Provides non-emergency medical transportation within a 250-mile radius of Shasta County to Medi-Cal and private pay clients needing transportation. The R&M fleet contains eleven ADA-compliant vans. All drivers are EMT certified.
<b>ABC Cab</b>	Available to Shasta County residents 24/7. Six taxis provide service to customers.
<b>First Transit</b>	Provides paratransit programs that range from curb-to-curb to door-to-door; group services to individual dial-a-ride; ADA; general public and special services to target populations. No local information is available.

<b>PUBLIC TRANSIT</b>	
<b>Burney Express Service</b>	Express service is provided between Burney and Redding with stops at Round Mountain, Montgomery Creek, Bella Vista and Shasta College M-F. This service is timed to connect with RABA'S fixed-route service. Two ADA-accessible 18-passenger vehicles provide this service, with an average of 500 passenger trips per month. A portion of this service is funded with FTA 5311 funds.
<b>ADDED Sage Stage (Connecting Service)</b>	Provides service from Alturas to Redding, Monday and Friday only.
<b>Redding Area Bus Authority Fixed-Route (RABA)</b>	RABA fixed-route system operates M-F 6:30 a.m. - 7:30 p.m. and Saturday 9:30 a.m. - 7:30 p.m. This service logs 62,877 miles per month, providing approximately 27,161 passenger trips. This service is funded through FTA 5307 and TDA funds.
<b>Redding Area Bus Authority Demand Response</b>	RABA also provides paratransit service to mobility-impaired through its contract with Veolia for lift-equipped demand-response service. This service is for mobility-impaired of all ages in the RABA service area. Service operates at the same time (or concurrently) as the fixed-route system: M-F 6:30 a.m. to 7:30 p.m. and Saturday 9:30 a.m. to 7:30 p.m. Demand-response vehicles travel approximately 31,809 miles per month, providing 5,939 passenger trips. This service is funded through FTA 5307 and TDA funds.
<b>ADDED Trinity Transit (Connecting Service)</b>	Provides service from Weaverville to Redding with two round-trips daily, M-F.
<b>SCHOOL TRANSPORTATION</b>	
<b>Head Start Child Development, Inc. (Shasta Head Start)</b>	Provides a mix of school bus and on-call transportation for low-income (federal poverty guidelines) families with children.
<b>Shasta College</b>	Shasta Community College operates eleven buses and three vans, which transport students from Tehama County, Trinity County and remote portions of Shasta County. An unrecorded number of these students have disabilities, which would make it impossible for them to drive. Shasta College provides a fixed-route service from Monday-Friday, 6:00 a.m. to 6:00 p.m., during the school year. Students pay \$60.00 per semester for this service.
<b>Shasta County Superintendent of Schools</b>	Provides transportation to students with special transportation needs There are 77 high school buses in the county fleet, 91 elementary school buses, and 31 other transportation vehicles. Shasta County Office of Education, thru Far Northern Regional Center, has 40 buses and 8 other vehicles used for students with disabilities.
<b>TRIBAL TRANSPORTATION</b>	
<b>Pit River Health Services</b>	Pit River Health Services provides transportation to access Pit River health services within their ancestral tribal territory. This territory covers Shasta, Lassen, Modoc and Siskiyou counties.
<b>Redding Rancheria</b>	Operates four programs that serve the local Native American Health Community with transportation services. These programs are: Native American Health Clinic, Head Start, Child Care and Senior Nutrition ( <i>not affiliated with Shasta Senior Nutrition Programs</i> ). The health clinic provides a demand-response service to transport clients to the Clinic for medical and dental care.  Head Start provides a fixed-route round-trip service to pre-school age children. Child Care provides a fixed-route service that provides round-trip transportation to pre-school and elementary school age children.
<b>ADDED Susanville Indian Rancheria Public Transportation Program (Connecting Service)</b>	Provides round-trip service Monday, Tuesday and Thursday from Susanville to Red Bluff via Redding.

## APPENDIX 5: TABLE OF CHRONOLOGICAL HISTORY

Hearing Year/ Primary Requests	RTPA Response or Action
<b>2002/2003</b>	
<ol style="list-style-type: none"> <li>1. Service to Palo Cedro and Lakehead</li> <li>2. Sunday service and longer hours</li> </ol>	<ol style="list-style-type: none"> <li>1. These areas are low density and not “reasonable to meet.”</li> <li>2. The 2000/01 farebox ratio was 18.8% falling below the required 19% farebox ratio.</li> </ol>
<b>2003/2004</b>	
<ol style="list-style-type: none"> <li>1. Service to Shasta College</li> <li>2. Service to outlying areas</li> <li>3. Longer hours</li> <li>4. Sunday service</li> </ol>	<p>1, 2. RABA implemented a pilot service to Shasta College thru regular operations.</p> <p>2: Due to lack of ridership and farebox ratio recovery trial services implemented in 2001/02 were terminated. Farebox ratios were Fall River Mills—3.7%, Cottonwood—3% and Airport Road Corridor—1.5%. RABA did meet the farebox ratio requirement of 16.5% in 2001/02.</p> <p>3, 4: An extended hour analysis was performed by the SCRTPA using an elasticity of demand theory. The analysis yielded a 14.7% farebox ratio, which does not meet the “reasonable to meet” definition. To obtain data for the analysis, SCRTPA staff performed an on-board survey of riders for both RABA demand-response and CTSA.</p>
<b>2004/2005</b>	
<ol style="list-style-type: none"> <li>1. Service to Happy Valley and Mountain Gate</li> <li>2. Longer hours</li> <li>3. Sunday service</li> </ol>	<ol style="list-style-type: none"> <li>1. Service can be provided to outlying areas where the CTSA operator has service, providing that persons are over 60 years of age or mobility-impaired.</li> <li>2, 3. See discussions in 2003/2004.</li> </ol>
<b>2005/2006</b>	
<ol style="list-style-type: none"> <li>1. Service to Stillwater and Shingletown</li> </ol>	<p>These areas are low density and not “reasonable to meet.” SCRTPA staff met with SSNP to discuss the feasibility of providing senior transportation to Shingletown. SSNP and community medical center will continue these discussions.</p>
<ol style="list-style-type: none"> <li>1. Reduce one-hour headways</li> <li>2. Longer Hours</li> <li>3. Sunday Service</li> </ol>	<p>RABA is currently operating below the required 19% farebox ratio. RABA developed a 10-year financial plan that is projected to achieve the required farebox ratio of 19% in 2006/07.</p>
<p><b>RTPA Additional Actions:</b> The SCRTPA board approved a temporary one-year farebox ratio reduction to 15% for 2005/2006. SCRTPA board approved funding from the 2005/2006 Overall Work Program to update the 2001 RABA Short-and Long-Range Transit Plan.</p>	
<b>2006/2007</b>	
<ol style="list-style-type: none"> <li>1. Service to Cottonwood</li> <li>2. Service Old Alturas Road/Boyle Road</li> </ol>	<p>These services are outside of the RABA service area. Referred to CTSA.</p>
<ol style="list-style-type: none"> <li>3. Additional stops on Burney Express</li> </ol>	<p>Shasta County approved two additional stops for Burney Express at Pit River Casino and Diddy Wells.</p>
<ol style="list-style-type: none"> <li>4. Support of Anderson Express</li> </ol>	<p>A combination of the Anderson-Only service and Anderson Express is on a six-month trial operation.</p>

<b>2007/2008</b>	
1. Longer hours	RABA is currently operating below the required 19% farebox ratio. RABA developed a 7-year financial plan that is projected to achieve the required farebox ratio of 19% in 2014/15.
2. Service to Shingletown	This is a low density population area. Previously the county operated a vanpool service which failed due to lack of riders.
3. Stop at Round Mountain	In the process of establishing.
4. Increase service to Anderson	As a member of the JPA, Anderson requested the Anderson-only trial service return to the prior service hours.
5. Stop at Shasta County Public Health	A bus stop location has been established.
<b>2008/2009</b>	
1. Sunday service and longer hours	Under temporary farebox reduction. 15.5% required – actual 17.8% farebox return.  The City of Redding is at a point where TDA revenue may no longer be able to sustain the current level of transit provided in Redding. Much will depend on the economy and the state budget.
<b>2009/2010</b>	
1. Service to Burney Falls	The area of Burney is served by an express commuter service with limited stops. Burney Falls is approx. 20-minutes from Burney. Adding this stop will add 45-minutes to the service and affect the existing headways.
2. Service to Cottonwood	This is a low density population area. In 2001/02 a trial service was implemented. Due to lack of ridership and farebox ratio recovery (3%) the service was terminated.
3. Service to Redding Airport	The SSTAC recommends exploring the feasibility of an express or pilot service on this corridor.  RABA is operating under a temporary farebox ratio reduction of 16.2% - actual farebox return FY 09/10 was 15.2%. Exploring service to the airport is not likely until the economy recovers.
<b>2010/2011</b>	
1. Weekend service for Burney Express	Saturday service is projected at half of the week day service. Weekend service is not feasible at this time.
2. Service during Intermountain Fair (Burney Express)	Specialty services can be provided if privately chartered.
3. Accept Shasta College bus passes (Burney Express)	The college program has since been discontinued.
4. Service to Shingletown	Transit service has been attempted in this area and has failed to meet performance requirements.
5. Service to Cottonwood	Service to Cottonwood was attempted in the past and failed to meet the required farebox ratio. Express routes to Cottonwood will be considered in RABA's next transit plan update.
6. Service to Old Shasta	Trinity Transit serves Old Shasta while en-route to Redding.
7. Service to Millville	Millville is one of the least populated census tracts. Such low population density cannot support farebox requirements.
8. New stops	The request was forwarded to RABA and SSNP for review.
9. Extended hours of service	Extended hours are not economically feasible at this time. RABA's transit plan update will include a review of frequency of service on popular routes.