



Redwood Coast Transit Authority  
2019-20  
System Performance Report

Crescent City "Local" Fixed Routes 1 - 4  
Smith River-Arcata Intercity Route 20  
Gasquet - Hiouchi Intercity Route 199  
Dial-A-Ride

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## **Introduction**

This report provides a summary of Redwood Coast Transit Authority (RCTA) operating data and capital project information for the 2019-20 fiscal year. The information contained in this report is designed to assist policymakers, staff, and transit service contractors in evaluating the performance of Redwood Coast Transit Authority (RCTA) services.

This report includes comparable data for the transit system for the current year and the previous (2) two fiscal years similar to the format RCTA has used for many years. It provides comparable data for each transit route or service for the current and previous (2) two fiscal years. For the second consecutive time, RCTA's System Performance Report utilizes stop and trip level data derived from the new DoubleMap AVL/CAD intelligent transit system.

The main difference between this Annual Report and the System Performance Report presented in October 2020 is the financial data, which was added once the FY 2019-20 Financial Audit was completed. Individual route statistics are based on cost and fare collection data derived from overall agency operating costs and fares projected onto each route's annual revenue hours and ridership. First Transit does not, and has never collected true "fares per route" but rather submits only a systemwide total fares collected from all routes, leaving RCTA in a position to have to use ridership as a proxy to calculate route-level farebox recovery. This issue is targeted for correction in the next Operations and Maintenance contract (2022). While route level financials are an approximation based on actual boardings per route, they remain a valuable metric.

### **Redwood Coast Transit Authority - History**

Effective July 1, 2004, the County and the City formed the Redwood Coast Transit Authority (RCTA), a joint powers authority, to operate the transit service. RCTA operates the Redwood Coast Transit Authority (RCTA) through a contract with First Transit, an independent contractor.

RCTA had historically operated six days per week except for six major holidays (New Year's Day, Memorial Day, Labor Day, Independence Day, Thanksgiving and Christmas Day). Effective July 2017, a slightly reduced "Saturday Service" was introduced, and four minor holidays were served by Saturday Service to reduce costs. RCTA was built on an approach to utilize local and state funding for operating costs, while leveraging federal (and state transit capital funds) funding to pay for capital projects, primarily bus replacements and the design and construction of the Williams Drive RCTA Maintenance and Operations Center. This approach led to a maximum service level but at the expense of capital projects, as federal and state capital funds have evolved to be inadequate to fund RCTA's array of bus replacement, facility and bus stop needs. The COVID-19 pandemic hit transit agencies in March-April of 2020, and has yet to recede. RCTA reacted to the sharp drop in demand, funding, and driver availability by reducing service by 33% in April 2020. Evening service was trimmed, as were certain regional route trips, and all Saturday Services was suspended. It is hoped that some of this can return in 2021-22.

### **Redwood Coast Transit Authority – Service Overview**

The FY 2019-20 RCTA system was comprised of six routes plus Dial-A-Ride: the "Crescent City Local" Routes 1 through 4, the Intercity River Route – 199, and the Smith River-Arcata Intercity Route 20. Early in its history, the Route 20 was paid for entirely with passenger fares and Federal Transit Administration (FTA) Section 5311(f) Rural Intercity grant funds. However, these 5311(f) funds have endured a roller coaster in recent years and are generally reduced to about 2/3 of

original annual amounts, and are now restricted to operating costs. Due to the aforementioned loss of FTA 5311(f) funding, services were eliminated on Route 10 in July 2017. Route 10 essentially offered additional trips of Route 20-type service between Crescent City and Klamath and was losing ridership to the competing with Yurok Tribal Transit System for the same Klamath transit market. The unproductive late-night Route 20 trip to Arcata (designed to support Greyhound) was eliminated in July 2018, reallocating those hours to a new mid-day trip. The new mid-day trip operated until the COVID-19 Pandemic hit the area in March 2020. In early April 2020, as part of a general downsizing effort to match RCTA service levels with reduced travel, the mid-day Route 20 was suspended. This is unfortunate as the mid-day trip had quickly become popular, allowing half-day travels to/from Humboldt County.

Route 199 was implemented July 7, 2009 on a two day per week basis, and then expanded on September 1, 2010 to operate Monday-Saturday. Fares were also restructured in October 2017, raising fares slightly for DAR and most short-haul routes, while creating a new, generally lower fare for Route 20. Prior to 2017, fares were \$30 for travel from Del Norte to Arcata, with no discounts for senior/disabled. Route 199 is still very low in productivity but had seen ridership and productivity gains in the last 2-3 years, mostly since opening the route to local Crescent City stops on its way to and from the Cultural Center, including new stops at the College of Redwoods and Wal-Mart. In addition, during the warmer months, the 199 enjoys usage by some tourist groups and recreational trips to access the Smith River area for water sports and relaxation. As a part of the COVID-19 service reductions of April, 2020, the late afternoon trip was eliminated as was all Saturday services (all routes). Productivity on the afternoon trip was the worst of the 3. RCTA would like to reinstate the late afternoon trip, at least during the summer months.

RCTA Dial-A-Ride continues to include both ADA-mandated paratransit service plus an optional general public Dial-A-Ride for persons who do not qualify for paratransit under ADA law. The General Public DAR passengers pay a higher fare, although not nearly enough to cover the costs to RCTA of delivering the trip. ADA and General Public DAR fares are shown below. Service to both categories of DAR rider are delivered the same, using the same software and vehicles, but ADA trips have priority. Same-day trips (DAR trips generally require 1-day notice) are allowed if it fits the RCTA schedule and can be fit in without a negative impact to the system. What had been lacking all these years was an established ADA Eligibility Determination process to sort the ADA riders from general public to ensure the proper fares are paid and that service remains available. RCTA receives no funding specifically to provide DAR, the more DAR consumes, the less funding remains for fixed route services. This issue was solved on January 1, 2020 with the launch of RCTA's CTSA flagship program, the ADA Eligibility Determination Program. This program involves a paper application that all new prospective ADA paratransit riders fill out, that is entered into specialized software that was built to determine ADA eligibility, and a telephone interview (if necessary) is conducted by RCTA administration staff. Due to the COVID-19 shelter-in-place directives, the number of new RCTA ADA applications has slowed dramatically, with only 8 applications through June 30, 2020, with 8 approved and 0 denied.

## **RCT Fares**

RCTA's most recent fare increase and restructuring took effect on October 1, 2017. The matrix below shows the fare price by category as introduced in October, 2017.

Cash Fares	Prior to Oct 1, 2017		Effective Oct. 1, 2017		
	Seniors & Disabled	Adults & Youth	Seniors & Disabled	Youth	Adults
<b>Crescent City</b>					
Local Routes	\$0.75	\$1.00	\$0.60	\$1.00	\$1.25
Dial-A-Ride					
Same Day (if available)	\$2.50	\$5.00	\$2.50	\$5.00	\$5.00
ADA Eligible w/1-Day Advance Reservation	\$1.50	\$5.00	\$1.50		
<b>Regional Routes</b>					
1 zone - within Smith River/Gasquet/Klamath/CC	\$1.50	\$1.50	\$0.60		\$1.25
2 Zones - Smith River - CC, Gasquet - CC, Klamath - CC	\$1.50	\$1.50	\$1.00		\$2.00
3 Zones - Smith River - Klamath, Gasquet - Smith River,	\$3.00	\$3.00	\$2.00		\$4.00
4 Zones - Smith River - Orick Prairie Creek Zone	\$30.00	\$30.00	\$3.00		\$6.00
4 Zones - Smith River - Orick, CC - Arcata, Gasquet - Orick	\$30.00	\$30.00	\$4.00		\$8.00
5 Zones Smith River - Arcata, Gasquet - Arcata	\$30.00	\$30.00	\$5.00		\$10.00
Passes - Monthly Unless Noted	Prior to Oct 1, 2017		Effective Oct. 1, 2017		
	Seniors & Disabled	Adults & Youth	Seniors & Disabled	Youth	Adults
<b>Crescent City</b>					
Local Routes - 1 Zone Pass	\$35.00	\$35.00	\$15.00	\$20.00	\$30.00
Dial-A-Ride					
Punch Pass -	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00
College of Redwoods & HSU Students w/valid Student ID			free	free	free
CC - Klamath, CC - Smith River, CC - Gasquet 2 Zones	\$35.00	\$35.00	\$25.00	\$35.00	\$50.00
Smith River - Klamath - DN County 3 Zones	\$35.00	\$35.00	\$25.00	\$35.00	\$50.00
Smith River - Orick, CC - Arcata 4 Zones	\$35.00	\$35.00	\$45.00	\$60.00	\$90.00
Smith River - Arcata 5 Zones	for 6	days	\$45.00	\$60.00	\$90.00

County Monthly Bus Pass  
Regional Monthly Bus Pass  
Old Redwood Rider 6-day Pass



### RCT Pass Prices

Prior to July 2016, most bus passes sold by RCTA and used on both DAR and fixed route were not “flash” passes, but rather “punch passes” that require drivers to carefully handle the pass and punch out incremental values then hand the pass back. While this may have been considered by some as a convenience for riders, it slowed the routes and contributed to acute on-time performance problems (late buses, no driver relief time). Effective July 1, 2017 punch passes were limited to DAR, and RCTA expanded its offerings of monthly “flash” passes for each rider demographic, including the new “youth” classification. Prices were tiered according to the cash counterparts. This has greatly helped improve route on-time performance.

### Recent History (2012-2019) - 2012 Service Reductions

In addition to raising fare prices, service hours were reduced and “no-service holidays” were added in late 2012 in order to reduce operating expense and meet budget constraints.

Where prior day reservations had been recommended for DAR, in 2012 they became required.

Route 20 service to Klamath Glen was discontinued. The Yurok Tribe has developed their own transit service (mostly dial-a-ride service, plus daily commuter trips into Crescent City that were scheduled just ahead of Route 10). Route 10 continued to serve Klamath Glen until 2017 but

ridership continued its sustained decline that began with the initiation of the Yurok Tribal Transit (YTT) system.

## **2015 - Restoration of Services**

All of the Crescent City Weekday Services returned to the pre-2012 schedules effective February 16, 2015. RCTA re-instated full weekday services again on President's Day, Martin Luther King Day, Veteran's Day, and the Friday after Thanksgiving. Although RCTA deferred, most transit agencies develop a reduced service platform, similar to Saturdays or Sundays for these "minor" holidays to balance costs with reduced travel demand. This minor holiday platform eventually was deployed in 2017.

## **2015 - Greyhound Interline Service and Ticket Sales**

Redwood Coast Transit Authority initiated interline services and ticket sales with Greyhound on December 22, 2015. The origin dates back to when Greyhound used to serve all the way to Crescent City (rather than stopping at Arcata) with its 101 corridor service from the Bay Area. With the new Greyhound Interline Partnership, customers wanting to travel to or from Crescent City or other Route 20 Del Norte County destinations were able to plan their travel and purchase tickets online at Greyhound.com or directly from RCTA. Under terms of the partnership, RCTA receives its regular fare, less booking fees of about 10% when a Greyhound ticket is used. RCTA, through its contractor, First Transit, also sells Greyhound tickets from the RCTA office at 140 Williams Drive in Crescent City. When a passenger purchases a Greyhound ticket they are assured of having a seat for both the RCTA and Greyhound portions of the trip. RCTA receives a 10% commission on Greyhound tickets sold. The Williams Drive facility saw an increase in customer access visits due to the Greyhound Interline project. The M&O Facility is not built as a public-facing facility, nor is it easy to access by transit, over a mile away from the Cultural Center, with half-hour bus frequencies requiring a walk. Since the construction of its new paved access road off of Cooper, RCTA (at the request of the Fairgrounds) keeps the Williams Drive gate closed, causing the walk-up passengers an even longer walk to reach the facility.

Ultimately, the Greyhound schedule proved difficult for RCTA to support. Providing bus service that meets Greyhounds late night and early AM schedules in Arcata served to spread RCTA Route 20 services over a very long span each day, and the night run was very unproductive. It is understandable that Greyhound puts schedule priority on its main market, the Bay Area to Arcata market. Greyhound departs Arcata for the Bay Area in the mid-morning, the one trip well served by the first southbound Route 20 trip, however no attractive northbound trip exists. Greyhound arrived from the Bay Area after 10pm and before 5am daily. This schedule strain led to very low Greyhound ridership on Route 20, and the 2018 reallocation of the late night Route 20 trip to a mid-day trip. At this point, the Greyhound Project is technically alive, but far from thriving. Not to be underestimated is the lack of a staffed transit center in Crescent City. Most successful Greyhound Interline transit agencies (Arcata) feature a staffed presence at the transit center to provide information, sell tickets, and process package freight. With no permanent presence at the Cultural Center, and the off-hours schedule of Greyhound in this area, RCTA's ability to maximize the Greyhound partnership is limited. Greyhound has also cut service dramatically since the COVID-19 pandemic, making meets more difficult. Currently RCTA Route 20 serves more Amtrak bus connecting passengers in Arcata than Greyhound, due to the current COVID schedules.

## **July 2017 – Streamline CC Local Routes, Cutting of Route 10, Reduction of Services Overall to Adjust to Reduction in FTA 5311f Funding**

With news that FTA 5311(f) funding was cut from nearly \$300,000 per year to \$128,000 in FY 2017-18, staff conducted a quick response round of public outreach to engage RCTA riders around the following service cuts, effective July 1, 2017:

- Route 10 was eliminated (ridership loss, and YTTS and Route 20 available)
- The first and last 30 minutes of Crescent City Routes 1-4 were cut
- Saturday Service was reduced, from weekday level to half weekday hours
- New Saturday platform deployed on “minor holidays” rather than full hours

Route 20 was slightly modified to serve into Klamath Glen twice daily to replace the old segment of Route 10 that Yurok Tribal Transit Service (YTTS) declines to service. While riders were engaged in the selection of what to cut, obviously nobody was happy with the reduced services. Ridership continued the decline experienced the prior 6+ years.

## **October 2017 – Fare and Pass Restructure**

Fares were raised on adults, but seniors and youth (7-18) benefitted from new, discounted fare categories. A new zonal fare system was designed for RCTA's intercity routes, with base fares for common trips (Klamath to CC, Smith River to CC, Gasquet to CC) raised from \$1.50 to \$2.00. The new zonal fare most benefits riders utilizing Route 20 to travel between Del Norte and Humboldt Counties. Formerly \$30 one-way to and from any point south of Klamath, the new zonal fare offers adult riders fares between \$4 and \$10, and discounts for seniors. Three monthly passes (for each rider category, nine in total) replaced the two passes offered to adults only previously. The net impact of these fare and pass changes resulted in lost fare revenue (not surprising, especially with ridership dropping dramatically during the same period) as regional and senior/youth ridership has failed to react as positively or as quickly as anticipated. This was a worthwhile exercise to experiment with fare elasticity on these regional trips, as RCTA went from way too expensive to perhaps too cheap, to gauge the latent market. RCTA is due for a fare increase in the next years, regional fares included, but should remain affordable.

## **July 2018 – Reallocation of Late-Night Route 20 Trip to Mid-Day**

As a key component of its Interline Partnership with Greyhound, RCTA had been operating a trip departing Crescent City 7:30pm each evening arriving Arcata at 9:30pm to meet a Greyhound bus coming from San Francisco. The trip (when Greyhound was on-time, which was rare, as was communication from Greyhound to RCTA that nobody was ticketed for the Arcata to Crescent City segment) was scheduled to depart Arcata at 10:40pm, arriving Crescent City after Midnight. The trip had struggled with low productivity for all those years, averaging perhaps 5 riders per trip, and most of those riding just between Crescent City and Klamath in the 7-8pm hour. Greyhound notoriously failed to communicate with RCTA if there were or were not transfer passengers, causing RCTA drivers to wait well past 10:40pm many nights. The trip was no longer justifiable for RCTA considering FTA 5311(f) funding had also been reduced.

RCTA sought to utilize the four daily revenue hours expended on this unpopular trip during the middle of the day, when more demand (both expressed during outreach, and implied intuitively) exists for travel to education, services and medical in Humboldt County, as well as filling in a gap in service that deterred recreational trips within Del Norte County. The new trip began July 2018. Greyhound has continued its Interline Partnership with RCTA, which helps RCTA maintain 5311(f) eligibility, but no longer markets the northbound through connections. Unfortunately, with cuts needed to due COVID-19 in April 2020, RCTA suspended the mid-day trip.

## **Capital Projects History**

RCTA has a fleet replacement schedule and places a high priority on timely replacement of aging buses to ensure service reliability and control maintenance costs. In FY 2019-20 two new replacement buses were placed into service, both Ford Champion low-floor buses ideal for Crescent City Local fixed route and DAR duties. This follows the addition of the "adopted bus" in FY 2018-19 and the four new buses added in FY 2017-18 using un-leveraged PTMISEA funds, an option that was necessitated by the poor fleet condition at the time. These seven newer buses supplied a major transfusion for RCTA's fleet of 13 buses. RCTA, like many rural transit agencies, features "cutaway" style buses, which cost less to buy but do not last as long, or operate as durably as the "heavy duty" transit and "over-the-road" buses featured in more urban areas. Prior to 2017, no new buses had been placed in service since 2013.

RCTA operates out of its own facility, the Williams Drive RCTA Maintenance and Operations Facility built in 2004 on a piece of ground owned by the Fairgrounds via a 20-year (plus an option for 20 additional years) long-term ground lease. While still functional, the Williams Drive M&O Facility has begun to age and require improvements to lighting, parking (both employee and revenue vehicles), security, and access. These improvements began to be implemented in 2016-17 and include fencing and electrified vehicle access gates, lighting upgrades, and annual parking lot refreshment. Unfortunately, future funding for this type of project is limited. RCTA has set aside a small portion of its last remaining PTMISEA funds for these needs.

## **Capital Projects FY 2019-20**

RCTA deployed two new bus shelters in FY 2018-19, at A Street and Pacific, and Howland Hill Road at the Elk Valley Rancheria Administration building. These two shelters were retrofit with perforated metal wind screens in FY 2019-20 to deter vandalism.

RCTA placed two new Ford Champion low-floor cutaway buses for its Crescent City Local and DAR fleet into service in FY 2019-20. These buses were thoroughly researched and will be the standard model of mid-size cutaway that will be used interchangeably in both local fixed route and Dial-A-Ride. The buses are manufactured by Champion Bus and built on Ford E-450 Chassis. The low-floor design makes boarding and alighting the bus easy for seniors, the disabled, and persons using mobility devices. This serves to save much time during the service day, compared to cutaway buses that utilize the traditional lifts to assist boarding passengers. The downside of this bus choice is financial, due to Caltrans lack of modern pricing and acknowledgement of the advantages of low-floor buses, the grants that RCTA obtains to replace its buses are generally inadequate to purchase low-floor buses, forcing RCTA to "overmatch" to purchase its preferred buses equipped as needed for both fixed route and DAR use.

RCTA purchased (6) six new passenger shelters at the end of FY 2019-20, which will be deployed at high-volume stops in the Crescent City area in FY 2020-21. These Tolar shelters feature solar security lighting, map cases, and perforated metal wind screens to deter vandals.

RCTA designed and deployed clear barriers inside all its buses (except the MV-1) in April and May 2020 to help protect its operators from the COVID-19 virus. This was deployed in conjunction with a new nightly deep cleaning contract that ensured every RCTA vehicle was thoroughly cleaned and disinfected nightly. The barriers and nightly cleanings continue today.

## **Financial Status Report**

### **Federal Grant Status Report**

RCTA's federal transit funds are managed by and funneled through Caltrans, and are generally programmed in a timely manner, but are reimbursement-based and routinely do not arrive until at least one year after the fiscal year programmed. This situation worsened in FY 2018-19, when no 5311 or 5311(f) reimbursement came, but those overdue funds arrived in FY 2019-20 improving RCTA's financial cash flow situation. RCTA was successful in its first FTA 5310 application in FY 2019-20, being award (partial) funding to purchase (2) two replacement buses for the CC Local/DAR fleet. RCTA's TDA reserves (its main floating cash balance) sit at \$343k.

The COVID-19 pandemic spurred the federal government to include in its economic recovery package (CARES Act) substantial funding for transit agencies nationwide. RCTA was awarded CARES Act funds in late FY 2019-20 in a range of \$750,000. These one-time funds can be used to cover any COVID-related expenses (operational or capital) plus they can be used to "backfill" lost local sales tax revenues. RCTA intends to spend them on both COVID-related costs and to backfill its primary TDA sales taxes, which dropped about 30% during the pandemic lockdowns. Funding highlights for FY 2019-20 thus include:

- RCTA's 5311(f) have stabilized and grown a bit since the sudden drop back in 2017, RCTA's 5311(f) funding has rebounded slightly to \$173,199 in FY 2020-21. 5311(f) is projected to remain stable in the future. RCTA uses all its 5311(f) for operations.
- RCTA's FTA 5311 Rural Transit Formula funding has been stable, even growing slightly in recent years, from \$163,897 in FY 2018-19 to \$163,897 in FY 2019-20. RCTA uses all its 5311 for operations although it can be used for either operations or capital.
- RCTA continued to aggressively apply for FTA 5339 Bus and Bus Facilities Funding, which has over time evolved into the main source of RCTA bus replacement funds. However, the program as managed through Caltrans is slow in distributing awarded funding. RCTA has been awarded (2) two FTA 5339 grants, both submitted in 2019, but has yet to receive a standard agreement to initiate the award and allow RCTA to begin incurring costs (ordering buses) on the grants. The State 5339 grant is expected to be \$170k with a 20% local match. This will be enough to buy one new regional route diesel bus. The Federal 5339 is expected to be \$280k but requires a 50% local match, meaning that RCTA will have to provide \$280k in match for a total project of \$560k which purchases (2) two new replacement buses and rehabs (2) two existing regional route buses. It is anticipated that one or both of these 5339 grants are executed in FY 2020-21 so that buses can be ordered and the rehabs completed.

- RCTA applied for and was awarded FTA 5310 (Specialized Service for Seniors/Disabled) funds to replace (2) two buses in its Dial-A-Ride/CC Locals fleet. RCTA is again challenged by Caltrans' bus pricing list, causing RCTA to have to produce another overmatch of \$90k in order to obtain the vehicles it prefers to use in DAR/fixed route service

## **State Grant Status Report**

RCTA's receives or has received in the past and retains a balance in account from several state transit funding programs. A capsule on each with trends and projects supported:

- Prop 1B PTMISEA - RCTA received a total of over \$1.2M in PTMISEA allocations during the 10-year Prop 1B bond program (2007-2016). These funds were issued directly to RCTA (through DNLTC) and were able to be banked and accumulate interest since 2008. PTMISEA funds are limited to capital projects. At the end of FY 2019-20, RCTA holds an unencumbered balance of over \$575k programmed for both vehicle replacements and facility improvements at the end of FY 2019-20. However, three FTA grants awarded to RCTA in FY 2019-20 will force the expenditure of most of this balance as local overmatch on FTA grants for bus replacements in the next 2-3 years. Sadly, there is no comparable replacement funding available as yet, and the exhaustion of this capital fund balance will force RCTA to face difficult choices. Most likely RCTA will re-focus its limited SB-1 State of Good Repair (SGR, see below) funds to bus replacement but this alone will not be sufficient, especially as Caltrans continues to miser the funds using price lists that do not reflect real world equipment costs, and the advantages of low-floor buses. RCTA may have to defer reinstatement of some recently cut service in order to "move" money from operational needs to capital needs.
- State Transit Assistance – State of Good Repair RCTA has received funding annually from STA SGR since the passage of SB-1 in 2017, using the modest annual funding for bus stop improvements, until and through FY 2019-20. Due to inadequate overall capital funding, RCTA will need to allocate future SGR monies to bus replacement and other capital projects starting as soon as FY 2021-22 or FY 2022-23.
- Prop 1B CalOES was a separate transit capital program embedded within 2006's Prop 1B bond program. RCTA received 9 allocations of about \$25k each over the 10- year period. These funds have been spent on on-board video systems, Williams Drive security systems, including gates and fencing, and the recent DoubleMap tablets, for their "panic button" feature that silently alerts police of an on-board issue. This fund was exhausted and the last of the grants closed out in FY 2019-20. Sadly, CalOES is key fund source for capital projects that RCTA can no longer use to meet its needs, like the PTMISEA above.
- Cap and Trade – LCTOP funds can be used for capital or operating, but any project requires permission from Caltrans and the Air Resources Board (CARB), which is not automatic. RCTA has received funding annually from LCTOP since 2015, using the modest funding (\$30-50k most years) for bus shelters (capital) initially, then to support its free fare programs with local colleges, high schools and veterans. This fund provides about \$40-50k per year to RCTA and is fairly stable (although COVID has dropped it to \$28k in FY 2020-21). That said, each year RCTA has to "apply" and Caltrans retains the

ability to “reject” a project, based on a low projection of emissions reduction. Caltrans steered RCTA to apply its LCTOP funds in FY 2019-20, and likely for the next 2 or 3 fiscal years to RCTA’s Electric Bus (capital) Project. Caltrans has indicated that they will not fund the same projects for more than about 3 consecutive years, so this fund source might be best used for RCTA’s acute capital shortfall, assuming bus stop and bus replacement type projects can be scored high enough to receive approvals.

### **Local/State Funding Status Report**

RCTA’s receives its main operating funds (but these can be used for capital also) from two main sources: Transportation Development Act Local Transportation Funds (TDA LTF) and State Transit Assistance (STA). A capsule on each with trends and projects supported:

- TDA LTF – RCTA receives its TDA LTF based on the levels of population and economic activity (sales tax) collected in Del Norte County by the State and then returned to Del Norte County under formula. TDA LTF routinely fluctuate with the health of the economy and population change. With Del Norte’s population stable, little growth can be expected in general, although the hot economy (pre-COVID) had grown RCTA’s annual allocation from \$546k in FY 2018-19 to \$725k in FY 2020-21. The short-term impacts on TDA LTF appear to be a loss of 25-30% during pandemic lockdowns so the longer the COVID-19 lingers and continues to threaten the world, the more likely this fund will drop back into the \$500k per year range in the short term.
- STA – RCTA receives its STA funds based on overall statewide receipts of taxes on diesel fuel sales divided up to all transit agencies statewide by formula based on population and fare revenue generated. SB-1 had a tremendous positive impact on RCTA (and most other transit agencies) STA appropriations have more than doubled since pre-SB-1 levels, up to \$279 in FY 2019-20, but dropping to \$237 in FY 2020-21 due to the pandemic.

## **System Performance Summary**

A system performance summary begins on Page 12. This is followed by a summary of each service component including a service description, performance measure data, and a brief analysis of the FY 2019-20 statistics and changes to the route/service during the year.

Rather than to repetitively point to the impacts of the COVID-19 pandemic and lockdown, with travel restrictions imposed on society to help curtail the spread of the virus, this report will simply publish the numbers and allow readers to understand the acute impact on the system that occurred between March 2020 and the end of the fiscal year (the pandemic impacts continue at press time and will be felt in the FY 2020-21 Annual Report also).

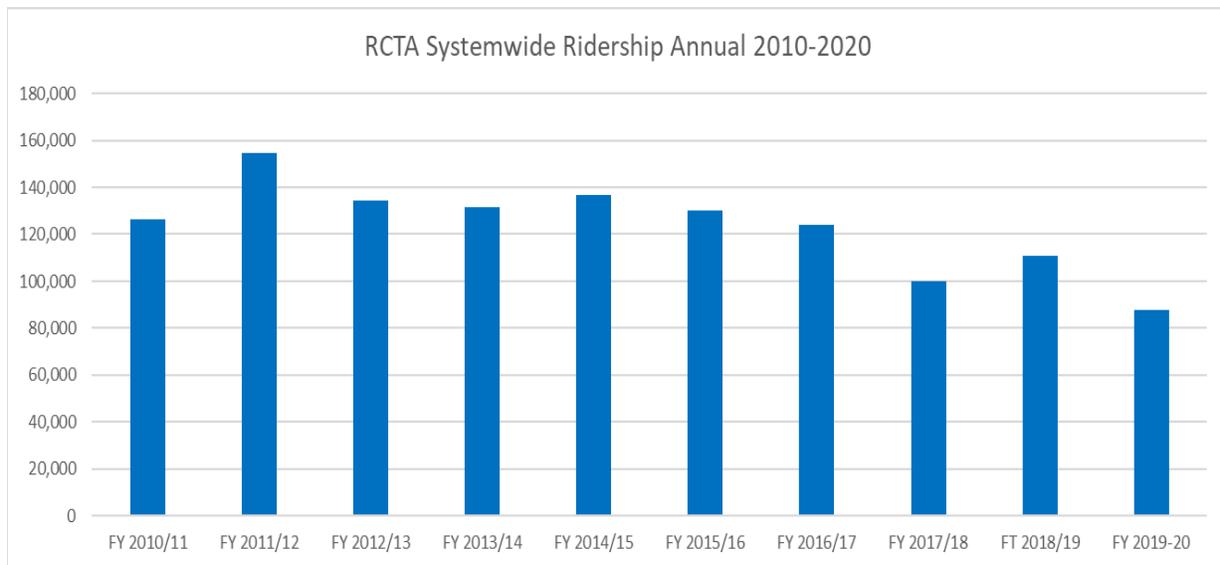
# **REDWOOD COAST TRANSIT AUTHORITY**

## **SYSTEM**

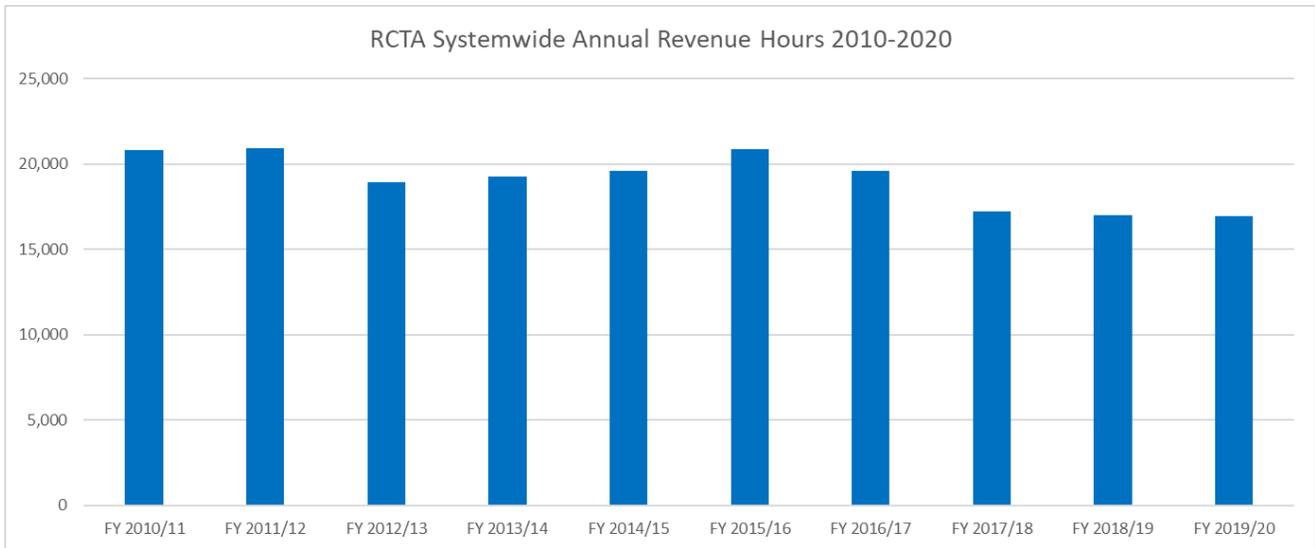
The Redwood Coast Transit system provides a variety of services to respond to the needs of Del Norte County. Redwood Coast transit has evolved its service over time seeking to test various markets and meet as many travel needs as possible. Redwood Coast Transit is also the lone provider of public transit services in extreme northern Humboldt County, with Route 20 providing service to Orick, Trinidad and both Redwood National and State Parks and Prairie Creek Redwood SPs. Local bus routes provide inexpensive and convenient service in Del Norte County's only incorporated city, Crescent City, and contiguous unincorporated areas. Dial-A-Ride offers separate ADA complementary paratransit service for both elderly and disabled passengers, plus the general public (above and beyond ADA, at a higher fare) in the Crescent City area. Intercity and regional routes and schedules offer travel opportunities within the county and to intercity destinations. RCTA has historically provided a reasonably high level of intercity/regional service, and its regional ridership is naturally lower, requiring a higher subsidy. The first part of this report provides a summary of performance of the RCTA system. FY 2019-20 was a unique year, featuring a modest service expansion in August 2020 (Route 300) followed by a major service cut in April 2020 (COVID). Following this discussion, the individual component services are reviewed.

## **SYSTEM PERFORMANCE**

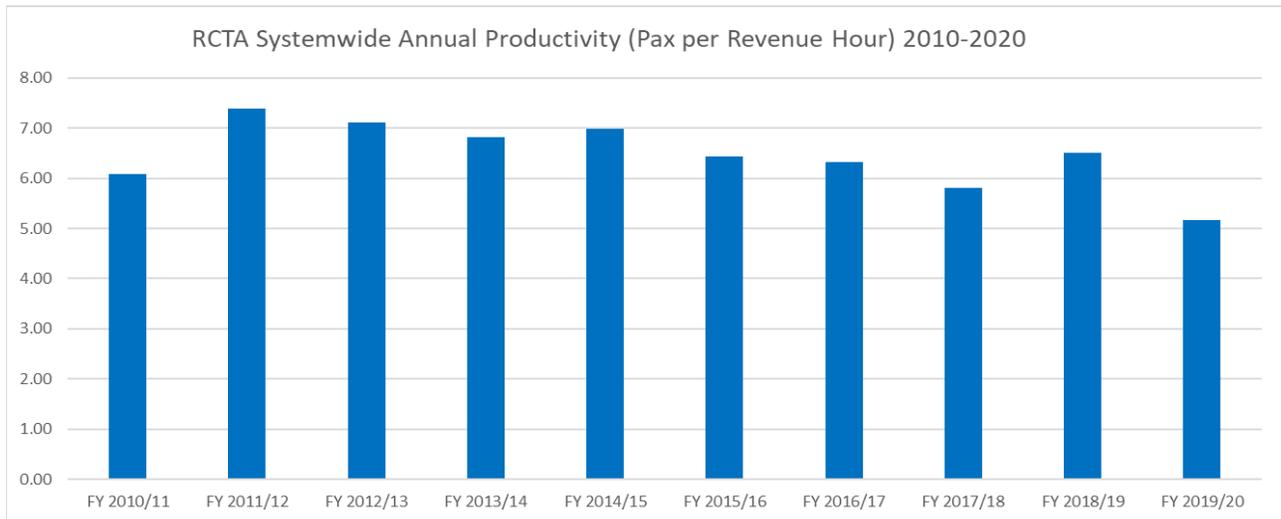
A decline in Redwood Coast Transit system ridership began in 2012 likely triggered by declining relative fuel prices, combined with fare increases and service reductions. Until recently, RCTA never built solid reserves, and thus has faced more than one unexpected service cutting cycle. The ridership levels have been dropping since 2011-12 until FY 2018-19. Not surprisingly, the launch of the Yurok Tribal Transit System in 2013, and its expansion in 2015 have no doubt contributed to the ridership loss felt by RCTA as the Klamath-area transit market is now split over two systems. Fiscal Year 2019-20 system ridership dropped 20.9% compared with the same period last year, which was up 10.2% from FY 2017-18.



After a notable service reduction in FY 2017-18, RCTA service levels were stable in FY 2018-19 and heading up in FY 2019-20 prior to the decisive cuts of April 2020. As shown in the chart below, the System service level has capped out just under 21,000 in better economic years, and been reduced somewhat in response to funding challenges in 2012, 2016, and 2017. Even during those years of 20,000+ annual revenue hours, RCTA was unable to fully meet its capital project needs and perhaps should have been providing less hours, and investing more in its fleet, facilities, and bus stops.



Comparing these two charts, it's clear that both service hours provided and ridership peaked in FY 2011-12, after the economic recovery from the Great Recession and prior to the launch of the YTTS service. Since the service cuts of 2012, ridership rebounded slightly through 2015-16, then fell significantly until FY 2018-19. The key productivity performance measure, Passengers per Vehicle Revenue Hour, see below, after dropping 8.2% in Fiscal Year 2017-18, rebounded back to its historic range in FY 2018-19, only to fall late in FY 2019-20 due to the pandemic. The COVID drop was mitigated by the service cuts.



## SYSTEM PERFORMANCE MEASURE ACTIVITY REPORT

The following matrix compares a three year trend of data for RCT system performance measure 2017-18 through 2019-20. In general, FY 2019-20 was a decent year until the COVID-19 lockdowns were issued in March 2020. Overall ridership was down 20.9%, productivity down the exact same percentage, while RCTA provided slightly less hours and miles of revenue service, causing most statistics to decline. On a brighter note, RCTA reversed its recent trend of increasing operating costs in a big way, lowering ops costs by 12% versus FY 2018-19. This decrease is a bit misleading, as several factors conspired, including low fuel prices, an amendment to First Transit's rates due to the service cuts that in effect moved about \$30k of operating costs from FY 19-20 to FY 20-21, and the elimination of all Saturday services and staffing. The hourly ops cost is expected to rebound into the \$70s in FY 2020-21.

Systemwide Performance - Three Year Trends						
Performance Measure	2017/18	% Annual	2018/19 Total	% Annual Change	2019/20 Total	% Annual Change
Operating Cost	\$ 1,217,061	6%	\$ 1,249,408	3%	\$ 1,093,267	-12%
Operating Cost Per Passenger	\$ 12.16	32%	\$ 11.29	-7%	\$ 12.49	11%
Operating Cost Per Vehicle Revenue Hour	\$ 70.71	21%	\$ 73.46	4%	\$ 64.53	-12%
Total Passengers	100,062	-19%	110,648	11%	87,525	-21%
Passengers Per Vehicle Revenue Hour	5.81	-8%	6.51	12%	5.17	-21%
Passengers Per Vehicle Revenue Mile	0.29	-5%	0.30	4%	0.24	-21%
Vehicle Revenue Service Hours	17,212	-12%	17,008	-1%	16,942	0%
Vehicle Revenue Service Miles	347,464	-15%	369,263	6%	369,873	0%
Farebox Revenue	\$ 139,330	-32%	\$ 164,909	18%	\$ 145,534	-12%
Farebox Revenue as a Percent of Operating Cost	11.4%	-31%	13.2%	15%	13.3%	1%

Major Changes: New Route 300 afternoon school tripped added in August 2019. 33% service cut in April 2020 due to COVID-19 pandemic, including suspension of all Saturday services.

## REDWOOD COAST TRANSIT CRESCENT CITY FIXED ROUTES

The Crescent City Fixed Routes cover the Crescent City/Del Norte urban area using two buses that "interline" to provide four routes each running once hourly. Operating hours in FY 2019-20 were running ahead of the same time in FY 2018-19 until COVID caused service cuts over the last quarter. In FY 2019-20 RCTA added some service in the early AM to the CC Local Routes, and introduced a new PM school tripper route, Route 300 which ran until the pandemic shut it down in late March 2020. In April 2020 RCTA eliminated the last hour of service on the Crescent City Locals, all Saturday service, and suspended Route 300 by one hour daily. The CC Locals now run 7 a.m. to 6 p.m. weekdays ONLY. Service is provided mostly with low-floor, ramp equipped vehicles that are fully accessible to people with disabilities and can accommodate moderate wheelchair usage and still maintain schedules.

### COMBINED PERFORMANCE MEASURE ACTIVITY REPORT

The Crescent City Fixed Route system featured a 22% loss in ridership, just slightly above system average, this after a strong FY 2018-19 (13% ridership increase). Productivity dropped even further, reflecting the additional hours of the Route 300 and early AM service to cater to the DNHS student market, some of which was unsuccessful.

Crescent City Locals Combined						
CC Locals Performance	2017/18	% Annual Change	2018/19 Total	% Annual Change	2019/20 Total	% Annual Change
Operating Cost	\$ 488,394	6%	\$ 494,973	1%	\$ 501,527	1%
Operating Cost Per Passenger	\$ 6.90	27%	\$ 6.17	-11%	\$ 8.05	30%
Operating Cost Per Vehicle Revenue Hour	\$ 70.71	21%	\$ 73.46	4%	\$ 64.53	-12%
Total Passengers	70,751	-17%	80,171	13%	62,338	-22%
Passengers Per Vehicle Revenue Hour	10.24	-5%	11.90	16%	8.02	-33%
Passengers Per Vehicle Revenue Mile	0.81	2%	0.89	9%	0.52	-42%
Vehicle Revenue Service Hours	6,907	-13%	6,738	-2%	7,772	15%
Vehicle Revenue Service Miles	87,041	-18%	90,369	4%	120,760	34%
Farebox Revenue	\$ 70,751	-17%	\$ 80,171	13%	\$ 62,338	-22%
Farebox Revenue as a Percent of Operating Cost	14.5%	-21%	16.2%	12%	12.4%	-23%

The combined performance of the Crescent City routes was disappointing with all routes except Route 3 dropping 23% of ridership, although things were close to the prior year before the pandemic struck.

Route 3 really struggled in FY 2019-20, as compared to the prior year which it showed improved performance.

**ROUTE 1 PARKWAY – EL DORADO**

Route 1 – Parkway-El Dorado operates in a counter-clockwise direction beginning at the Cultural Center and operating along US 101 after a stop on 5<sup>th</sup> at Safeway, then Parkway Drive, Washington, into Wal-Mart and Summer Lane Apts, then to CR via Northcrest, Harding, and Glenn Streets. Route 1 returns to the Cultural Center via El Dorado, Pacific, and H Streets.

Route 1 suffered a 23% decrease in ridership, while maintaining fairly strong productivity (nearly 11 pax per hour). Route 1 was eliminated on Saturdays in 2017, so the April 2020 Saturday cut did not impact the statistics of this route. Route 1 operates over much of the same alignments as Route 2 but historically has lagged behind Route 2 in ridership and productivity. The cost decrease per revenue hour is COVID-19 service cuts related, combined with low fuel costs and an adjustment to RCTA’s operations contractor rates due to lower service hours, that effectively moved some FY 2019-20 costs into FY 2020-21.

<b>Route 1 - Crescent City Local</b>						
<b>CC Locals Performance</b>	<b>2017/18</b>	<b>% Annual</b>	<b>2018/19 Total</b>	<b>% Annual Change</b>	<b>2019/20 Total</b>	<b>% Annual Change</b>
Operating Cost	\$ 111,368	-11%	\$ 112,835	1%	\$ 106,862	-5%
Operating Cost Per Passenger	\$ 6.49	15%	\$ 5.14	-21%	\$ 6.36	24%
Operating Cost Per Vehicle Revenue Hour	\$ 70.71	12%	\$ 73.46	4%	\$ 64.53	-12%
Total Passengers	17,154	-23%	21,943	28%	16,797	-23%
Passengers Per Vehicle Revenue Hour	10.89	-3%	10.96	1%	10.96	0%
Passengers Per Vehicle Revenue Mile	0.89	11%	0.89	0%	0.89	0%
Vehicle Revenue Service Hours	1,575	-21%	1,536	-2%	1,656	8%
Vehicle Revenue Service Miles	19,312	-31%	20,490	6%	21,635	6%
Farebox Revenue	17,154	-23%	21,943	28%	16,797	-23%
Farebox Revenue as a Percent of Operating Cost	15.4%	-13%	15.5%	1%	15.5%	0%

Major Changes: Early AM service expanded for school commutes in August 2019, service cut (last evening trip) in April 2020.

## **ROUTE 2 INYO-WASHINGTON**

Route 2: Inyo – Washington operates in a clockwise direction beginning at the Cultural Center and traveling primarily along 3rd and 2nd Streets to A Street, Inyo, Washington, and then returning to the Cultural Center via US 101. Key destinations include DNHS/CR, Wellness Center, and Wal-Mart.

Route 2 ridership decreased 23% in 2019-20 while revenue hours held steady (expanded most of year for school service, but that was offset by cuts in April 2020). Like all RCTA routes, operating costs fell due to several factors including COVID service cuts. Labor costs are expected to drive the operating costs back up in future fiscal years. Route 2 remains RCTA’s best route, maintaining a lead on its sister route, Route 1, which had gained ground in recent years. Route 2 suffered about an average decline compared to other RCTA routes in FY 2019-20, whereas Routes 3 and 199 really tanked.

### **ROUTE 2 PERFORMANCE MEASURE ACTIVITY REPORT**

<b>Route 2 - Crescent City Local</b>						
<b>CC Locals Performance</b>	<b>2017/18</b>	<b>% Annual Change</b>	<b>2018/19 Total</b>	<b>% Annual Change</b>	<b>2019/20 Total</b>	<b>% Annual Change</b>
Operating Cost	\$ 132,369	6%	\$ 134,652	2%	\$ 118,413	-12%
Operating Cost Per Passenger	\$ 5.31	21%	\$ 5.32	0%	\$ 6.05	14%
Operating Cost Per Vehicle Revenue Hour	\$ 70.71	12%	\$ 73.46	4%	\$ 64.53	-12%
Total Passengers	24,922	-12%	25,293	1%	19,567	-23%
Passengers Per Vehicle Revenue Hour	13.31	-8%	13.80	4%	10.66	-23%
Passengers Per Vehicle Revenue Mile	1.00	-4%	0.97	-2%	0.74	-24%
Vehicle Revenue Service Hours	1,872	-5%	1,833	-2%	1,835	0%
Vehicle Revenue Service Miles	25,006	-8%	26,028	4%	26,497	2%
Farebox Revenue	\$24,922	-12%	\$25,293	1%	\$19,567	-23%
Farebox Revenue as a Percent of Operating Cost	18.8%	-17%	18.8%	0%	16.5%	-12%

Major Changes: Early AM service expanded for school commutes in August 2019, service cut (last evening trip, all Saturday trips) in April 2020.

### **ROUTE 3: NORTHCREST**

Route 3: Northcrest provides service along U.S. 101 and Northcrest Drive from the Cultural Center to the Del Norte Senior Center, with service north to Standard Veneer Road. In August 2019, RCTA stopped requiring patrons to call for a ride at points north of the Senior Center, making the trip to Standard Veneer part of the regular route. Route 3 runs hourly and is "interlined" with Route 1, providing Route 1 with needed recovery time each hour. Bus stops were activated and the "call-in" element of Route 3 converted to regular hourly fixed route service in FY 2019-20. All these measures, and the land use in that northern segment, should lead to ridership increases. Staff feels that the COVID impacts somehow hit this route harder than most and that once the pandemic recedes, the ridership should grow.

### **ROUTE 3 PERFORMANCE MEASURE ACTIVITY REPORT**

Continuing reversed its strong trend in recent years, losing a system-high 31% of ridership compared to its very strong FY 2018-19 (school impacts?). Route 3 went from enjoying the bulk of FY 2018-19 RCTA ridership increases to its biggest loser in FY 2019-20. Not surprisingly, the productivity per hour and per mile were also far worse in FY 2019-20. In order to reallocate running time to reach Standard Veneer, RCTA discontinued providing 2 stops at the Oregon Street Senior Apartments on each trip. RCTA has not received any complaints about this change, it appears few seniors were taking advantage of this.

<b>Route 3 - Crescent City Local</b>						
<b>CC Locals Performance</b>	<b>2017/18</b>	<b>% Annual Change</b>	<b>2018/19 Total</b>	<b>% Annual Change</b>	<b>2019/20 Total</b>	<b>% Annual Change</b>
Operating Cost	\$ 110,449.02	-12%	\$ 112,834.56	2%	\$ 96,665.94	-14%
Operating Cost Per Passenger	\$ 9.98	3%	\$ 7.71	-23%	\$ 9.61	25%
Operating Cost Per Vehicle Revenue Hour	\$ 70.71	12%	\$ 73.46	4%	\$ 64.53	-12%
Total Passengers	11,069	-14%	14,629	32%	10,064	-31%
Passengers Per Vehicle Revenue Hour	7.09	9%	9.52	34%	6.72	-29%
Passengers Per Vehicle Revenue Mile	0.70	29%	0.90	28%	0.54	-39%
Vehicle Revenue Service Hours	1,562	-21%	1,536	-2%	1,498	-2%
Vehicle Revenue Service Miles	15,771	-33%	16,282	3%	18,499	14%
Farebox Revenue	11,069	-14%	14,629	32%	10,064	-31%
Farebox Revenue as a Percent of Operating Cost	10.0%	-3%	13.0%	29%	10.4%	-20%

Major Changes: Route 3 extended to reach additional segment between Senior Center and Standard Veneer in August 2019. Route serves Oregon Apts in inbound direction only.

**ROUTE 4: BERTSCH – HOWLAND HILL RD.**

Route 4 begins at the Cultural Center and travels in a counter-clockwise loop along U.S. 101, Sandmine, Humboldt, Howland Hill, and Elk Valley roads. The one-way loop nature of the route makes it difficult to utilize, especially along the busy US 101 corridor south of Elk Valley Road. Route 4 ridership FY 2019-20 fell by 23%, similar to all other CC Local Routes, as its productivity was down 22% while providing 2% less revenue hours.

**ROUTE 4 PERFORMANCE MEASURE ACTIVITY REPORT**

<b>Route 4 - Crescent City Local</b>						
<b>CC Locals Performance</b>	<b>2017/18</b>	<b>% Annual</b>	<b>2018/19 Total</b>	<b>% Annual Change</b>	<b>2019/20 Total</b>	<b>% Annual Change</b>
Operating Cost	\$ 134,208	8%	\$ 134,652	0%	\$ 115,573	-14%
Operating Cost Per Passenger	\$ 7.62	30%	\$ 7.36	-4%	\$ 8.24	12%
Operating Cost Per Vehicle Revenue Hour	\$ 70.71	12%	\$ 73.46	4%	\$ 64.53	-12%
Total Passengers	17,606	-17%	18,306	4%	14,031	-23%
Passengers Per Vehicle Revenue Hour	9.28	-14%	9.99	8%	7.83	-22%
Passengers Per Vehicle Revenue Mile	0.65	-15%	0.66	2%	0.54	-18%
Vehicle Revenue Service Hours	1,898	-4%	1,833	-3%	1,791	-2%
Vehicle Revenue Service Miles	26,952	-2%	27,568	2%	25,825	-6%
Farebox Revenue	17,606	-17%	23,062	31%	14,031	-39%
Farebox Revenue as a Percent of Operating Cost	13.1%	-23%	17.1%	31%	12.1%	-29%

Like Route 2 with which it is paired, Route 4 had been showing improvement prior to the pandemic. , Taken together, Routes 2 and 4 serve the most residential areas and link these residents with Del Norte High School and College of the Redwoods, the hospital, Wal-Mart, the 101 Business corridor, Elk Valley Casino, and downtown. These two routes are key to RCTA’s success.

Major Changes: Last evening trip and all Saturday trips eliminated in April 2020.

## ROUTE 20 - SMITH RIVER – ARCATA INTERCITY ROUTE

Route 20, the Smith River-Arcata Intercity Route exists to connect Del Norte County with the intercity bus and rail network at Arcata in Humboldt County. Until April 2020, the route operated Monday-Saturday, making five daily roundtrips between Crescent City and Smith River, and three daily roundtrips between Crescent City and Arcata. Effective April 2020 (COVID cuts) the route was reduced to 2 daily round trips to Arcata and four daily trips to Lucky 7 in Smith River. The max regional one-way fare for Smith River to Arcata is \$10. Route 20 fared marginally better than other RCTA services in FY 2019-20, with a ridership drop of only 16% and productivity drops of only 4-6%, with a reduction of revenue hours of 12%. For some reason, ridership has been more resilient on this regional route during the pandemic.

### ROUTE 20 PERFORMANCE MEASURE ACTIVITY REPORT

Route 20 - Smith River/Arcata						
Route 20 Performance	2017/18	% Annual	2018/19 Total	% Annual Change	2019/20 Total	% Annual Change
Operating Cost	\$ 470,929	20%	\$ 508,123	8%	\$ 392,342	-23%
Operating Cost Per Passenger	\$ 26.10	27%	\$ 24.41	-6%	\$ 22.36	-8%
Operating Cost Per Vehicle Revenue Hour	\$ 70.71	12%	\$ 73.46	4%	\$ 64.53	-12%
Total Passengers	18,045	-6%	20,817	15%	17,550	-16%
Passengers Per Vehicle Revenue Hour	2.71	-12%	3.01	11%	2.89	-4%
Passengers Per Vehicle Revenue Mile	0.09	-10%	0.10	3%	0.09	-6%
Vehicle Revenue Service Hours	6,660	7%	6,917	4%	6,080	-12%
Vehicle Revenue Service Miles	193,466	5%	216,371	12%	193,700	-10%
Farebox Revenue	\$ 50,408	-37%	\$ 43,029	-15%	\$ 43,029	0%
Farebox Revenue as a Percent of Operating Cost	10.7%	-47%	8.5%	-21%	11.0%	30%

Major Changes: midday weekday south segment (Arcata) trip eliminated, last evening Smith River trip eliminated, and all Saturday service suspended in April 2020.

## ROUTE 199 – RIVER ROUTE: HIOUCHI - GASQUET

Route 199, the River Route operating between Crescent City, Gasquet, and Hiouchi, was initiated on July 7, 2009. Service schedules included variations including three roundtrips per day on Tuesdays and Fridays ONLY, up to making three daily round trips six days per week in recent years, now cut back to weekdays only effective April 2020. Bus stops remain mostly unmarked although Route 199 traverses some of the most desired tourist areas in Del Norte County. Route 199 enjoyed its recent ridership growth due to increased tourist uses to the Smith River recreational area in the warmer months. While improved, the route still featured low productivity on most trips.

Ridership dropped a notable 34% in in FY 2019-20 (after several years of ridership growth) and per hour productivity dropped by 32% on a decline in operating hours of 3%. This route was cut from 3 daily round trips six days per week to 2 daily trips, 5 days per week effective April 2020.

Route 199 - Hiouchi/Gasquet						
199 Performance	2017/18	% Annual Change	2018/19 Total	% Annual Change	2019/20 Total	% Annual Change
Operating Cost	\$ 87,468	26%	\$ 91,090	4%	\$ 77,759	-15%
Operating Cost Per Passenger	\$ 26.36	-12%	\$ 21.36	-19%	\$ 27.55	29%
Operating Cost Per Vehicle Revenue Hour	\$ 70.71	12%	\$ 73.46	4%	\$ 64.53	-12%
Total Passengers	3,318	44%	4,264	29%	2,822	-34%
Passengers Per Vehicle Revenue Hour	2.68	28%	3.44	28%	2.34	-32%
Passengers Per Vehicle Revenue Mile	0.09	37%	0.11	21%	0.08	-28%
Vehicle Revenue Service Hours	1,237	13%	1,240	0%	1,205	-3%
Vehicle Revenue Service Miles	35,597	5%	37,898	6%	34,784	-8%
Farebox Revenue	\$ 4,977	44%	\$ 6,110	23%	\$ 4,233	-31%
Farebox Revenue as a Percent of Operating Cost	5.7%	14%	6.7%	18%	5.4%	-19%

Major Changes: eliminated Saturday trips and the late afternoon trip in response to COVID in April 2020.

## Dial-A-Ride

Dial-A-Ride is a demand-response, door-to-door service in the greater Crescent City area. Service area is defined by a Board-adopted map that includes areas outside Crescent City proper, but it is hard to understand the methodology used to decide service area boundaries. Service hours mirror that of CC Local Fixed Routes. Service is provided with the new low-floor MV-1 sedan, and overflow trips ride on cutaway-type mini-buses, all of which are fully accessible to people with disabilities. Fares are \$5.00 per trip for “general public” adults and youth, and \$1.50 per trip for *ADA-eligible* riders. Until 2020, RCTA had never setup a reliable and fair process to evaluate riders for true ADA-eligibility, so as expected very few users pay the “General Public” fares. This situation will be resolved with the launch of the RCTA CTSA programs, including ADA Eligibility Determination in early 2020. Fares are one way. FY 2019-20 continued the recent trend of reduced usage of the DAR service, even prior to the COVID-19 pandemic.

### DIAL-A-RIDE PERFORMANCE MEASURE ACTIVITY REPORT

DAR ONLY						
DAR Performance	2017/18	% Annual	2018/19 Total	% Annual Change	2019/20 Total	% Annual Change
Operating Cost	\$170,270	-5%	\$ 152,723	-10%	\$ 117,251	-23%
Operating Cost Per Passenger	\$ 21.42	51%	\$ 28.30	32%	\$ 24.36	-14%
Operating Cost Per Vehicle	\$ 70.71		\$ 73.46	4%	\$ 64.53	-12%
Revenue Hour		12%				
Total Passengers	7,948	-37%	5,396	-32%	4,814	-11%
Passengers Per Vehicle	3.30		2.60	-21%	2.65	2%
Revenue Hour		-26%				
Passengers Per Vehicle	0.25		0.22	-12%	0.24	7%
Revenue Mile		-11%				
Vehicle Revenue	2,408		2,079	-14%	1,817	-13%
Service Hours		-15%				
Vehicle Revenue	31,360		24,276	-23%	20,185	-17%
Service Miles		-30%				
Farebox Revenue	13,909	-37%	9,443	-32%	8,424	-11%
Farebox Revenue as a Percent of Operating Cost	7.7%		6.2%	-20%	7.2%	16%
		-34%				

Ridership remained lower after declining significantly in DAR since FY 2017-18. This isn't a negative per se, due to the inability to provide this costly service in a cost effective manner. Unlike with fixed route, in DAR if ridership declines so does operations costs, as vehicles do not need to be deployed for as many hours per day. Prior to 2016-17, RCTA saw a long slow trend of ridership increase which was encroaching on its ability to continue providing historic levels of fixed route service.

## Performance Measure Definitions

**farebox revenue:** all revenues earned under contractual arrangements, passenger fares, and revenues from cash donations

**operating cost:** all costs in the operating expense object classes exclusive of the costs in the depreciation and amortization expense object class of the uniform system of accounts and records adopted by the Controller. The operating cost includes costs for the Paratransit Contract, fuel, supplies and advertising, vehicle maintenance, administration, and new equipment. The Operating cost also includes the fare box revenue.

**operating cost per passenger:** total operating costs divided by the total number of passengers

**operating cost per vehicle service hour:** total operating cost divided by the number of vehicle service hours (also called **vehicle revenue hours**).

**passengers per vehicle service hour:** total number of passengers divided by the total number vehicle service hours (also called **vehicle revenue hours**).

**passengers per vehicle service mile:** total number of passengers divided by the total number of vehicle service miles (also called **vehicle revenue miles**)

**total passengers:** total number of boarding passengers, whether revenue producing or not, carried by the public transportation system

**transit vehicle:** a vehicle used for public transportation services which is funded, in whole or in part, by local transportation funds

**vehicle service hours:** total number of hours each transit vehicle is utilized for revenue service - including layover time

**vehicle service miles:** total number of miles that each transit vehicle is utilized for revenue service