



Redwood Coast Transit Authority
2021-22
Annual Report

Crescent City "Local" Fixed Routes 1 – 4, 300
Smith River-Arcata Intercity Route 20
Gasquet - Hiouchi Intercity Route 199
Dial-A-Ride

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System Performance Summary

A system performance summary follows. This is followed by a summary of each service component including a service description, performance measure data, and a brief analysis of the FY 2021-22 statistics and changes to the route/service during the year.

This Annual Report will try to avoid repetitively pointing to the impacts of the COVID-19 pandemic and lockdown. The pandemic travel restrictions were imposed in FY 19-20 but relaxed in general during FY 21-22, but lingering ridership losses continuing to bedevil the transit industry. Speculation as to if and/or when transit ridership in the USA will recover is a popular topic. Certainly for RCTA, the pandemic tripped up a successful new route (Route 300) as students were quickly transitioned from campus settings to home remote learning. The pandemic also seemed to hit regional travel very hard, for RCTA this means continued struggle of Route 20, compared to historic productivity numbers. This report will simply publish the numbers (now with audited financials) and allow readers to understand the acute impact on the system that occurred between March 2020 and the end of the Fiscal Year 2021-22. The pandemic impacts continue at press time and unfortunately will be felt in the FY 2022-23 Annual Report also.

Its been a unique period as RCTA was able to address one of its historic problems, high employee turnover and sloppy performance attributed to low morale and high employee attrition. In order to stay operating during the pandemic, RCTA in cooperation with First Transit (RCTA's operations and maintenance contractor) implemented wage increases of \$4/hour or more, finally achieving a notable delta between RCTA and the larger overall service sector in Del Norte County, most of which pays around \$15-\$17/hour. RCTA's starting wage has now increased to \$18/hour and the average wage of drivers once they complete training is now over \$20/hour. This has been a huge help in recruiting and retaining staff, and has for the most part helped RCTA to avoid unplanned service reductions and devastating missed trips.

Unfortunately, the higher labor costs required to maintain operations during the pandemic combine with the lost ridership to paint an discouraging picture of RCTA performance. RCTA is far from alone in this predicament (most agencies in the nation are struggling with lost ridership and higher labor costs) but RCTA will need to increase ridership and farebox collection in order to ensure a bright future as the pandemic continues to wane and life returns to a new normal.

REDWOOD COAST TRANSIT AUTHORITY

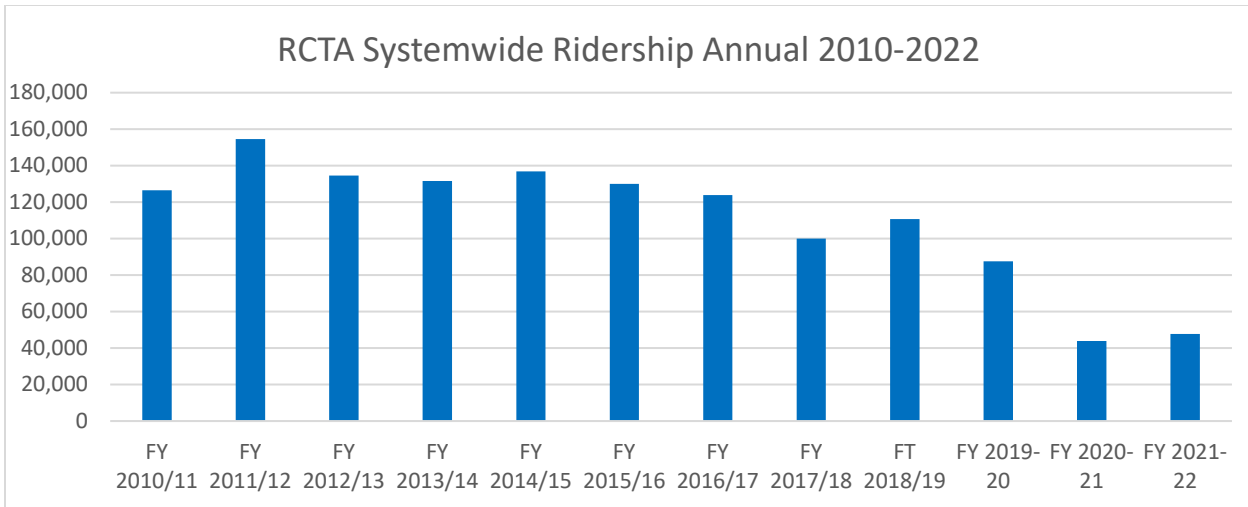
SYSTEM

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, Eureka Arcata Airport in McKinleyville, and both Redwood National and State Parks and Prairie Creek Redwood State Park. Local bus routes provide inexpensive and convenient service in and around Del Norte County's only incorporated city, Crescent City, and are RCTA's most productive routes. 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 (a service area that includes the City and populated areas just outside City limits). 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, born of the loss of direct Greyhound service in the early 2000s. Since taking over the Crescent City to Arcata segment of Greyhounds old North Coast line, RCTA has featured 2-3 daily trips between Arcata and Crescent City, although the productivity never was good, requiring a higher subsidy.

The COVID-19 pandemic has deepened this issue, as regional ridership has recovered even slower than local transit ridership in and around Crescent City. The first part of this report provides a summary of performance of the RCTA system. FY 2021-22 was a frustrating year, in that COVID-impacts, including lockdowns, travel restrictions, mandatory mask wearing, all were reduced during FY 2021-22, but ridership did not rebound quickly. RCTA did restart its suspended Route 300 school tripper route, but the momentum of growing student ridership that RCTA had experienced prior to the pandemic did not return, especially at Del Norte High School. Most of FY 2021-22 RCTA continued its reduced services in reaction to the pandemic, including shortened weekday service span, and lowered regional route service (removed one round trip daily from each of the Regional Routes).

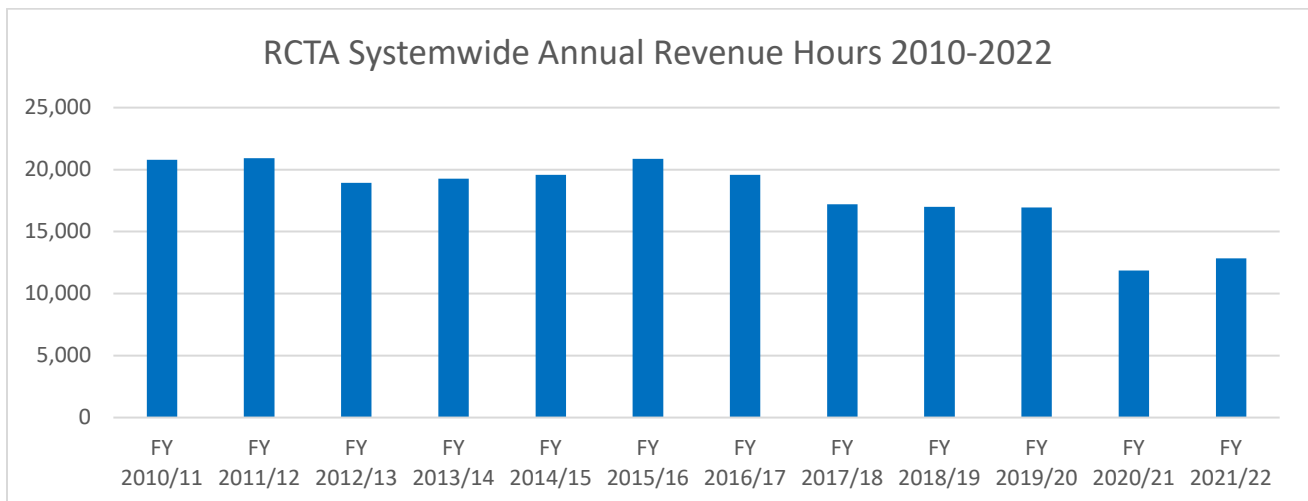
SYSTEM PERFORMANCE

A decline in Redwood Coast Transit system ridership began in 2012 and escalated in 2017, possibly linked to low fuel prices. The ridership levels have been dropping since 2011-12 until FY 2018-19. Route 20 has been impacted by the growth of the Yurok Tribal Transit System, starting in 2013, and expanded in 2015. However, recent reductions in service at YTTS have not resulted in ridership recovery on Route 20 post-pandemic. YTTS is expected to restore driver-shortage related service cuts and this will continue to split the Klamath-area transit market and challenge RCTA. Fiscal Year 2021-22 rebounded somewhat from the abysmal pandemic-marred ridership of FY 2020-21. FY 2021-22 system ridership grew 7.25% compared with FY 2020-21, but is still far behind FY 2018-19, the last non-COVID impacted fiscal year.



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 in response to funding challenges in 2012, 2016, and 2017, and COVID in 2020. Notable is that even during those early years of 20,000+ annual revenue hours, RCTA was unable to address its capital project needs and likely should have been providing less hours, and investing more in its fleet, facilities, and bus stops. Service levels in FY 2021-22 were slightly higher than FY 2020-21, mostly due to reinstatement of Route 300 school tripper and a bold reinstatement of services in June 2022 (Summer Schedule).

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, FY 2020-21, and FY 2021-22 due to the pandemic.



SYSTEM PERFORMANCE MEASURE ACTIVITY REPORT

The following matrix compares a 3-year trend of data for RCT system performance measure 2019-20 through FY 2021-22. In general, none of these 3 fiscal years were untouched by the COVID-19 pandemic, but FY 2019-20 was a strong year until the pandemic lockdowns were issued in March 2020. The malaise of lockdowns, fear, and reduced travel demand continued through the entirety of FY 2020-21 and well into FY 2021-22. In FY 2021-22 overall ridership was increased 7.25%, although productivity was still down 1%. RCTA extended its April 2020 service cuts through most of FY 2021-22, providing significantly less hours and miles of revenue service, mitigating some of the statistical decline and protecting agency resources. On a positive note, RCTA in an effort to maintain staffing amid the pandemic, enacted long-desired pay increases in the form of hazard pay of \$2/hour during FY 2020-21, increased to \$4/hour in September, 2021. This increase also coincided with sustained all-time high fuel costs to dramatically increase RCTA's cost per revenue hour in FY 2020-21. Predictably, simply reducing service hours without cutting support and supervision staff naturally drives up the per hour cost metric, especially when increasing labor and fuel costs. Statewide, farebox recovery mandates have been lifted temporarily so as not to further punish the struggling transit industry.

Systemwide Performance - Three Year Trends						
Performance Measure	2019/20	% Annual	2020/21 Total	% Annual Change	2021/22 Total	% Annual Change
Operating Cost	\$ 1,093,267	-12%	\$ 1,441,103	32%	\$ 1,612,000	12%
Operating Cost Per Passenger	\$ 12.49	11%	\$ 32.83	163%	\$ 34.25	4%
Operating Cost Per Vehicle Revenue Hour	\$ 64.53	-12%	\$ 121.53	88%	\$ 125.47	3%
Total Passengers	87,525	-21%	43,891	-50%	47,072	7%
Passengers Per Vehicle Revenue Hour	5.17	-21%	3.70	-28%	3.66	-1%
Passengers Per Vehicle Revenue Mile	0.24	-21%	0.18	-22%	0.17	-6%
Vehicle Revenue Service Hours	16,942	0%	11,858	-30%	12,848	8%
Vehicle Revenue Service Miles	369,873	0%	237,322	-36%	269,368	14%
Farebox Revenue	\$ 145,534	-12%	\$ 73,481	-50%	\$ 91,679	25%
Farebox Revenue as a Percent of Operating Cost	13.3%	1%	5.1%	-62%	5.7%	12%

Major Changes: reinstated 8% of pandemic cut of revenue hours (Saturdays, select weekday trips), regained 7% of lost ridership. Small increase in cost per hour after major jump in FY 20-21, per hour increase primarily fuel, plus new contract labor costs.

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 on weekdays, plus a 3rd bus at school bell times schooldays only (Route 300). Saturday service operates with one bus alternating between Routes 2 and 4, but was suspended throughout most of FY 2021-22 due to the pandemic and driver shortages. For most of FY 2021-22 the CC Locals ran 7 a.m. to 6 p.m. weekdays ONLY. RCTA was forced to support its operations contractor, First Transit, who was experiencing acute bus driver shortages in late 2021 and into early 2022 by reducing service, including suspending CC Local service in the 7am hour.

COMBINED PERFORMANCE MEASURE ACTIVITY REPORT

The Crescent City Fixed Route system featured a promising 6% increase in ridership, just under the system average. Productivity increased 5%, slightly less by percentages due to RCTA adding some hours back during FY 2021-22, offsetting the unplanned "Reduced Holiday Service" enacted due to driver shortages from December 2021 through April 2022.

Crescent City Locals Combined						
CC Locals Performance	2019/20	% Annual Change	2020/21 Total	% Annual Change	2021/22 Total	% Annual Change
Operating Cost	\$ 501,527	1%	\$ 726,871	45%	\$ 760,455	5%
Operating Cost Per Passenger	\$ 8.05	30%	\$ 23.43	191%	\$ 23.05	-2%
Operating Cost Per Vehicle Revenue Hour	\$ 64.53	-12%	\$ 121.53	88%	\$ 125.47	3%
Total Passengers	62,338	-22%	31,019	-50%	32,987	6%
Passengers Per Vehicle Revenue Hour	8.02	-33%	5.19	-35%	5.44	5%
Passengers Per Vehicle Revenue Mile	0.52	-42%	0.37	-28%	0.38	2%
Vehicle Revenue Service Hours	7,772	15%	5,981	-23%	6,061	1%
Vehicle Revenue Service Miles	120,760	34%	82,994	-31%	86,581	4%
Farebox Revenue	\$ 62,338	-22%	\$ 31,019	-50%	\$ 46,866	51%
Farebox Revenue as a Percent of Operating Cost	12.4%	-23%	4.3%	-66%	6.2%	44%

The improved performance of the Crescent City routes was encouraging but frustratingly slow.

ROUTE 1 – PARKWAY ELDORADO

Route 1 operates as part of RCTA’s main loop, providing bi-directional coverage of many key commercial and educational destinations. Route 1 operates a counter-clockwise loop starting and finishing at the Cultural Center, with service to Safeway, DMV, Wal-Mart, the Hospital, DNHS/CR, returning to Cultural Center via H Street with a job to Crescent Elk Middle School. Service is Monday-Friday excluding holidays. Service was reduced temporarily due to bus operator shortages (lingering impacts of COVID-19) from December 2021 through March 2022.

Route 1 - Parkway - Eldorado - Crescent City Local						
Route 1 - Crescent	2019/20	% Annual	2020/21 Total	% Annual Change	2021/22 Total	% Annual Change
Operating Cost	\$ 106,862	-5%	\$ 202,629	90%	\$ 177,159	-13%
Operating Cost Per Passenger	\$ 6.36	24%	\$ 22.22	249%	\$ 20.11	-9%
Operating Cost Per Vehicle Revenue Hour	\$ 64.53	-12%	\$ 121.53	94%	\$ 125.47	3%
Total Passengers	16,797	-23%	9,121	-46%	8,810	-3%
Passengers Per Vehicle Revenue Hour	10.14	-29%	5.65	-44%	6.24	10%
Passengers Per Vehicle Revenue Mile	0.78	-28%	0.44	-43%	0.64	44%
Vehicle Revenue Service Hours	1,656	8%	1,615	-2%	1,412	-13%
Vehicle Revenue Service Miles	21,635	6%	20,585	-5%	13,773	-33%
Farebox Revenue	16,797	-23%	9,121	-46%	8,764	-4%
Farebox Revenue as a Percent of Operating Cost	15.7%	-19%	4.5%	-71%	4.9%	10%

Ridership dropped slightly in FY 21-22 with a larger drop in hours of service, increasing productivity.

ROUTE 2 – A, INYO, WASHINGTON

Route 2 operates as part of RCTA’s main loop, providing bi-directional coverage of many key commercial and educational destinations. Route 2 operates a clockwise loop starting and finishing at the Cultural Center, with service to A Street, Inyo near DNHS/CR, Hospital, Wal-Mart, returning to Cultural Center via US 101 and 3rd. Service is Monday-Saturday and on minor holidays. Service was reduced temporarily due to bus operator shortages (lingering impacts of COVID-19) from December 2021 through March 2022.

Route 2 - A Street, Inyo, Washington - Crescent City Local						
Route 2 - Crescent	2019/20	% Annual	2020/21 Total	% Annual Change	2021/22 Total	% Annual Change
Operating Cost	\$ 118,413	-12%	\$ 186,068	57%	\$ 190,835	3%
Operating Cost Per Passenger	\$ 6.05	14%	\$ 18.80	211%	\$ 18.52	-1%
Operating Cost Per Vehicle Revenue Hour	\$ 64.53	-12%	\$ 121.53	94%	\$ 125.47	3%
Total Passengers	19,567	-23%	9,899	-49%	10,306	4%
Passengers Per Vehicle Revenue Hour	10.66	-23%	6.67	-37%	6.78	2%
Passengers Per Vehicle Revenue Mile	0.74	-24%	0.47	-36%	0.47	0%
Vehicle Revenue Service Hours	1,835	0%	1,483	-19%	1,521	3%
Vehicle Revenue Service Miles	26,497	2%	21,072	-20%	22,000	4%
Farebox Revenue	\$19,567	-23%	\$9,899	-49%	14,641	48%
Farebox Revenue as a Percent of Operating Cost	16.5%	-12%	5.3%	-68%	7.7%	44%

Route 2 is RCTA’s best route and enjoyed a modest recovery in FY 2021-22.

ROUTE 3 – NORTHCREST

Route 3 operates as a north-south route beginning and ending at the Cultural Center and reaching out as far as Standard Veneer on Lake Earl Road. Route 3 operates service to Safeway, DHHS, Wellness Center, UIH, and the Senior Center, returning to Cultural Center via Northcrest and US 101. Service is Monday-Friday excluding holidays. Service was reduced temporarily due to bus operator shortages (lingering impacts of COVID-19) from December 2021 through March 2022.

Route 3 - Northcrest - Crescent City Local						
CC Locals Performance	2019/20	% Annual	2020/21 Total	% Annual Change	2021/22 Total	% Annual Change
Operating Cost	\$ 96,665.94	-14%	\$ 175,151.93	81%	\$ 160,848.69	-8%
Operating Cost Per Passenger	\$ 9.61	25%	\$ 32.53	239%	\$ 26.07	-20%
Operating Cost Per Vehicle Revenue Hour	\$ 64.53	-12%	\$ 121.53	94%	\$ 125.47	3%
Total Passengers	10,064	-31%	5,385	-46%	6,170	15%
Passengers Per Vehicle Revenue Hour	6.72	-29%	3.86	-43%	4.81	25%
Passengers Per Vehicle Revenue Mile	0.54	-39%	0.26	-52%	0.33	25%
Vehicle Revenue Service Hours	1,498	-2%	1,396	-7%	1,282	-8%
Vehicle Revenue Service Miles	18,499	14%	20,530	11%	18,801	-8%
Farebox Revenue	\$ 10,064.00	-31%	\$ 5,385.00	-46%	8,764	63%
Farebox Revenue as a Percent of Operating Cost	10.4%	-20%	3.1%	-70%	5.4%	77%

Route 3 enjoyed a strong rebound in FY 2021-22, in spite of reduced service hours.

ROUTE 4 – BERTSCH – HOWLAND HILL

Route 4 operates along US 101, to the new Elk Valley Casino, then through the Bertsch Tract as a one-way loop, returning to the Cultural Center via Elk Valley Road and short bi-directional segment of US 101, serving Safeway and returning to the Cultural Center via 3rd and K. Service is Monday-Saturday plus minor holidays. Service was reduced temporarily due to bus operator shortages (lingering impacts of COVID-19) from December 2021 through March 2022.

Route 4 - Bertsch - Howland Hill - Crescent City Local						
Route 4 - Crescent	2019/20	% Annual	2020/21 Total	% Annual Change	2021/22 Total	% Annual Change
Operating Cost	\$ 115,573	-14%	\$ 186,444	61%	\$ 190,208	2%
Operating Cost Per Passenger	\$ 8.24	12%	\$ 28.19	242%	\$ 25.66	-9%
Operating Cost Per Vehicle	\$ 64.53		\$ 121.53	94%	\$ 125.47	3%
Revenue Hour		-12%				
Total Passengers	14,031	-23%	6,614	-53%	7,414	12%
Passengers Per Vehicle	7.83		4.45	-43%	4.89	10%
Revenue Hour		-22%				
Passengers Per Vehicle	0.54		0.32	-41%	0.34	6%
Revenue Mile		-18%				
Vehicle Revenue Service Hours	1,791	-2%	1,486	-17%	1,516	2%
Vehicle Revenue Service Miles	25,825	-6%	20,807	-19%	22,039	6%
Farebox Revenue	14,031	-23%	6,614	-53%	10,535	59%
Farebox Revenue as a Percent of Operating Cost	12.1%	-11%	3.5%	-71%	5.5%	56%

Route 4 also enjoyed a solid recovery in FY 2021-22, improving ridership and productivity using only slightly more hours and miles.

ROUTE 300 – DNHS-COLLEGE-CEMS

Route 300 operates an evolving loop that has changed somewhat each year to seek to meet student demand, which has been damaged by the COVID-19 pandemic. Route 300 operates on DNUSD schooldays only. There is no weekend or summer service. Service was suspended in FY 2020-21 due to remote learning and travel restrictions imposed to slow the pandemic.

Route 300 - DNHS/CR-CEMS - Crescent City Local Route						
Route 300 - DNHS/CR	2019/20 Total	% Annual Change	2020/21 Total	% Annual Change	2021/22 Total	% Annual Change
Operating Cost	\$ 55,689	#DIV/0!	\$ -	-100%	\$ 41,279	#DIV/0!
Operating Cost Per Passenger	\$ 31.62	#DIV/0!		-100%	\$ 143.83	#DIV/0!
Operating Cost Per Vehicle Revenue Hour	\$ 64.53	#DIV/0!	\$ 121.53	88%	\$ 125.47	3%
Total Passengers	1,761	#DIV/0!	-	-100%	287	#DIV/0!
Passengers Per Vehicle Revenue Hour	2.04	#DIV/0!		-100%	0.87	#DIV/0!
Passengers Per Vehicle Revenue Mile	0.07	#DIV/0!		-100%	0.01	#DIV/0!
Vehicle Revenue Service Hours	863	#DIV/0!	-	-100%	329	#DIV/0!
Vehicle Revenue Service Miles	24,722	#DIV/0!	-	-100%	22,039	#DIV/0!
Farebox Revenue	-	#DIV/0!		#DIV/0!	-	#DIV/0!
Farebox Revenue as a Percent of Operating Cost	0.0%	#DIV/0!		#DIV/0!	0.0%	#DIV/0!

Route 300 momentum was impacted acutely by the pandemic. Fiscal Year 2021-22 did not show much improvement, but changes made in FY 2022-23 have led to ridership growth.

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. This reduced service level remained until June 2022. The max regional one-way fare for Smith River to Arcata is \$10. Route 20 fared worse than other RCTA services in FY 2021-22, with a ridership loss of 1%, versus the rest of the system which gained 7.25%. Productivity drops of another 16%, while adding back 17% of revenue hours. While it continues to be an important lifeline regional connection for Del Norte County residents, and fares were reduced in 2017, ridership between Del Norte and Humboldt County remains stagnant.

ROUTE 20 PERFORMANCE MEASURE ACTIVITY REPORT

Route 20 - Smith River/Arcata						
Route 20 Performance	2019/20	% Annual	2020/21 Total	% Annual Change	2021/22 Total	% Annual Change
Operating Cost	\$ 392,342	-23%	\$ 456,953	16%	\$ 551,553	21%
Operating Cost Per Passenger	\$ 22.36	-8%	\$ 50.14	124%	\$ 61.28	22%
Operating Cost Per Vehicle Revenue Hour	\$ 64.53	-12%	\$ 121.53	88%	\$ 125.47	3%
Total Passengers	17,550	-16%	9,113	-48%	9,000	-1%
Passengers Per Vehicle Revenue Hour	2.89	-4%	2.42	-16%	2.05	-16%
Passengers Per Vehicle Revenue Mile	0.09	-6%	0.08	-16%	0.06	-18%
Vehicle Revenue Service Hours	6,080	-12%	3,760	-38%	4,396	17%
Vehicle Revenue Service Miles	193,700	-10%	119,396	-38%	143,734	20%
Farebox Revenue	\$ 43,029	0%	\$ 32,989	-23%	\$ 32,659	-1%
Farebox Revenue as a Percent of Operating Cost	11.0%	30%	7.2%	-34%	5.9%	-18%

Major Changes: ran reduced service July 2021 through May 2022: no midday weekday south segment (Arcata) trip, last evening Smith River trip eliminated, and Saturday service suspended until April 2022. Increasing hours did not lead to increased ridership.

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 since 2015, then cut back to weekdays only effective April 2020 due to the pandemic. Route 199 is gaining ridership mostly due to summer tourism. Although the 199 stops remain mostly unmarked, the route traverses some of the most desired tourist areas in Del Norte County. While improved, the route still featured low productivity overall, although noticeably better in summer.

Route 199 was the shining star of FY 2021-22, with ridership rebounding from a putrid FY 2020-21 to show a robust 113% increase in FY 2021-22. Predictably, productivity doubled over the previous year, up to a still very modest 1.54 riders per revenue hour. Route 199 featured two daily trips (reduced from 3 prior to pandemic) with the exception of June 2022, when RCTA reinstated the late afternoon trip, cut in April 2020. While RCTA still needs to invest in bus stops, marketing, and perhaps adjust the route times to serve school commutes, the seasonal summer service could be a great fit for this route.

Route 199 Performance						
199 Performance	2019/20	% Annual	2020/21 Total	% Annual Change	2021/22 Total	% Annual Change
Operating Cost	\$ 77,759	-15%	\$ 95,401	23%	\$ 103,761	9%
Operating Cost Per Passenger	\$ 27.55	29%	\$ 159.27	478%	\$ 81.45	-49%
Operating Cost Per Vehicle Revenue Hour	\$ 64.53	-12%	\$ 121.53	88%	\$ 125.47	3%
Total Passengers	2,822	-34%	599	-79%	1,274	113%
Passengers Per Vehicle Revenue Hour	2.34	-32%	0.76	-67%	1.54	102%
Passengers Per Vehicle Revenue Mile	0.08	-28%	0.03	-66%	0.05	93%
Vehicle Revenue Service Hours	1,205	-3%	785	-35%	827	5%
Vehicle Revenue Service Miles	34,784	-8%	21,885	-37%	24,092	10%
Farebox Revenue	\$ 4,233	-31%	\$ 1,048	-75%	\$ 2,548	143%
Farebox Revenue as a Percent of Operating Cost	5.4%	-19%	1.1%	-80%	2.5%	124%

Major Changes: eliminated Saturday trips and the late afternoon trip in April 2020. This service remained on suspension throughout almost all of FY 2021-22, except June 2022.

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 \$1.75 per trip for *ADA-eligible* riders. Since 2020, RCTA has an eligibility determination process that requires all new applicants for the ADA paratransit submit a paper application for evaluation and phone interviews are often required. Those eligible under ADA regulations pay the lower fares (\$1.75), and those not eligible can still use the service but must pay the higher, general public fare (\$5). Ridership rebounded slightly faster than system average in FY 2021-22, with RCTA DAR ridership up 14% but productivity down -3% over the pandemic-marred FY 2020-21.

DIAL-A-RIDE PERFORMANCE MEASURE ACTIVITY REPORT

DAR ONLY						
DAR Performance	2019/20	% Annual	2020/21 Total	% Annual Change	2021/22 Total	% Annual Change
Operating Cost	\$ 117,251	-23%	\$ 161,149	37%	\$ 194,850	21%
Operating Cost Per Passenger	\$ 24.36	-14%	\$ 51.11	110%	\$ 54.20	6%
Operating Cost Per Vehicle Revenue Hour	\$ 64.53	-12%	\$ 121.53	88%	\$ 125.47	3%
Total Passengers	4,814	-11%	3,153	-35%	3,595	14%
Passengers Per Vehicle Revenue Hour	2.65	2%	2.38	-10%	2.31	-3%
Passengers Per Vehicle Revenue Mile	0.24	7%	0.24	3%	0.24	-1%
Vehicle Revenue Service Hours	1,817	-13%	1,326	-27%	1,553	17%
Vehicle Revenue Service Miles	20,185	-17%	12,878	-36%	14,836	15%
Farebox Revenue	8,425	-11%	8,425	0%	9,606	14%
Farebox Revenue as a Percent of Operating Cost	7.2%	16%	5.2%	-27%	4.9%	-6%

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