



Redwood Coast Transit Authority  
2022-23  
System Performance 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 2022-23 statistics and changes to the route/service during the year.

Impacts of the COVID-19 pandemic and lockdown, including travel restrictions and masking requirements were relaxed in general starting in FY 21-22, but ridership was slow to recover, with FY 2021-22 still far below historic levels. FY 2022-23 saw an escalation in ridership recovery that RCTA hopes is indicative of society moving past the fears of the pandemic and more towards a “normal” level of travel activity.

# **REDWOOD COAST TRANSIT AUTHORITY**

## **SYSTEM OVERVIEW**

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 (a service area that includes the City and populated areas just outside City limits).

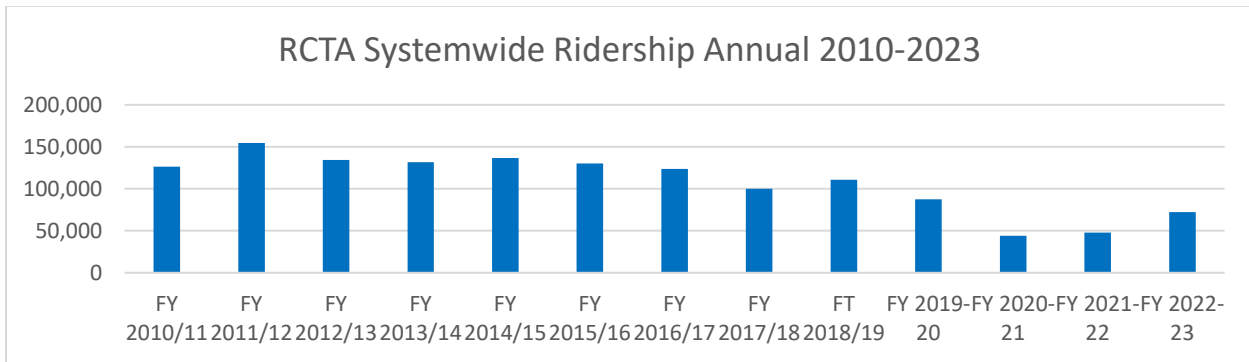
Intercity and regional routes and schedules offer travel opportunities within the county and to intercity destinations. RCTA has historically provided a reasonably high level of intercity/regional service, and its regional ridership is naturally lower, requiring a higher subsidy. The COVID-19 pandemic has deepened this issue, as regional ridership has recovered even slower than local transit ridership in and around Crescent City.

RCTA resumed its Route 300 school tripper route in FY 2022-23 and is pleased that the momentum of growing student ridership that RCTA had experienced prior to the pandemic has finally returned. RCTA ran its full base services all winter long, in an effort to put its best foot forward and encourage ridership recovery, even while planning to eventually reduce service slightly (on the regional routes) during the lower demand winter season. Following this discussion, the individual component services are reviewed.

# SYSTEM PERFORMANCE

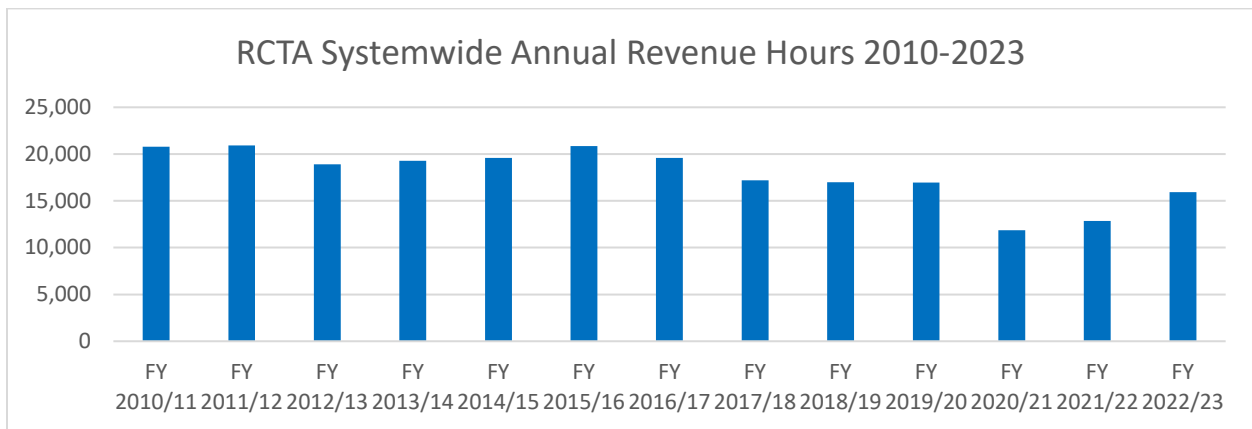
## Ridership

A decline in Redwood Coast Transit system ridership began in 2012 likely triggered by declining relative fuel prices, combined with competition from the launch of the Yurok Tribal Transit System in 2013, and its expansion in 2015. After a slight ridership recovery in FY 2018-19, ridership plummeted with COVID-19 in late FY 2019-20. Fiscal Year 2022-23 rebounded significantly from the stunted pandemic-marred ridership of FY 2021-22. FY 2022-23 system ridership grew 51.7% compared with FY 2021-22. While this is wonderful news, RCTA still stands 34.6% below FY 2018-19, which was the last non-COVID impacted fiscal year.



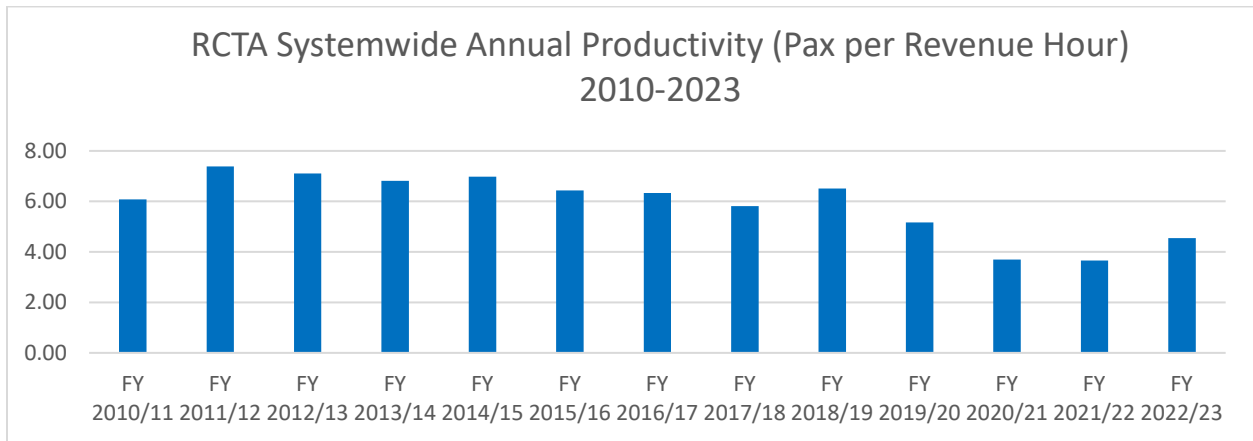
## Service Levels

After peaking in FY 2011-12, RCTA service levels remained fairly steady for several years, and began to drop slightly in response to funding capacity issues (fuel prices) in 2017-18, then dropped further with the COVID-19 pandemic cuts of FY 2019-20 and FY 2020-21. Notable is that during those early years of 20,000+ annual revenue hours, RCTA was unable to address its capital project needs or its contractor labor force, as most positions hovered near minimum wage. RCTA perhaps should have been providing less revenue hours all along, and investing more in its fleet, facilities, and work force. Service levels in FY 2022-23 were 23.9% higher than FY 2021-22, as RCTA ran full services (reinstated all COVID cuts) seeking to restore lost ridership. RCTA ran its new maximum (Summer Schedule) all winter long.



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. The key productivity performance measure, Passengers per Vehicle Revenue Hour, see table below,

rebounded back towards its historic range in FY 2022-23, although regional services continue to struggle with productivity even as they consume nearly half of RCTA's annual revenue hours.



## SYSTEM PERFORMANCE MEASURE ACTIVITY REPORT

The following matrix compares a 3-year trend of data for RCT system performance measure 2020-21 through FY 2022-23. In general, FY 2022-23 was a strong year with ridership recovering across all modes. In FY 2022-23 overall ridership increased 51.7%, and productivity increased 24%. RCTA extended its new full Summer Schedule throughout the winter of 2022-23, providing an increase of 24% of revenue hours. While a positive for employee recruiting and retention, and overall service quality, the higher RCTA labor costs enacted during the pandemic put upward pressure on RCTA's important cost per hour metrics. Because RCTA fixed monthly staffing costs (dispatch, supervision, maintenance) were spread over more revenue hours, the agency's overall FY 2022-23 cost per hour dropped slightly, and its subsidy per passenger dropped a full 20%.

Systemwide Performance - Three Year Trends						
Performance Measure	2020/21 Total	% Annual Change	2021/22 Total	% Annual Change	2022/23 Total	% Annual Change
Operating Cost	\$ 1,441,103	32%	\$ 1,612,000	12%	\$ 1,984,892	23%
Operating Cost Per Passenger	\$ 32.83	163%	\$ 34.25	4%	\$ 27.43	-20%
Operating Cost Per Vehicle Revenue Hour	\$ 121.53	88%	\$ 125.47	3%	\$ 124.64	-1%
Total Passengers	43,891	-50%	47,702	7%	72,351	52%
Passengers Per Vehicle Revenue Hour	3.70	-28%	3.66	-1%	4.54	24%
Passengers Per Vehicle Revenue Mile	0.18	-22%	0.17	-6%	0.20	12%
Vehicle Revenue Service Hours	11,858	-30%	12,848	8%	15,925	24%
Vehicle Revenue Service Miles	237,322	-36%	269,368	14%	370,723	38%
Farebox Revenue	\$ 73,481	-50%	\$ 91,679	25%	\$ 128,901	41%
Farebox Revenue as a Percent of Operating Cost	5.1%	-62%	5.7%	12%	6.5%	14%

## 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 3<sup>rd</sup> bus at school bell times schooldays only (Route 300). Saturday service operates with one bus alternating between Routes 2 and 4. For most of FY 2022-23 the CC Locals ran 7 a.m. to 6 p.m. and 8am to 5pm on Saturdays.

### 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/DNHS via Northcrest, Harding, and Glenn Streets. Route 1 returns to the Cultural Center via El Dorado, Pacific, and H Streets. Route 1 operates M-F and is interlined with Route 3 all day. Route 1 generally departs Cultural Center hourly at :30, with an extra school-oriented trip at 7:00am. Route 1 enjoyed a 38% increase in ridership between FY 2021-22 and FY 2022-23 with an increase of 30% in per-hour productivity.

Route 1 - Parkway - ElDorado - Crescent City Local						
Route 1 - Crescent City Local	2020/21 Total	% Annual Change	2021/22 Total	% Annual Change	2022/23 Total	% Annual Change
Operating Cost	\$ 202,629	90%	\$ 177,159	-13%	\$ 187,832	6%
Operating Cost Per Passenger	\$ 22.22	249%	\$ 20.11	-9%	\$ 15.42	-23%
Operating Cost Per Vehicle Revenue Hour	\$ 121.53	94%	\$ 125.47	3%	\$ 124.64	-1%
Total Passengers	9,121	-46%	8,810	-3%	12,181	38%
Passengers Per Vehicle Revenue Hour	5.65	-44%	6.24	10%	8.08	30%
Passengers Per Vehicle Revenue Mile	0.44	-43%	0.64	44%	0.58	-9%
Vehicle Revenue Service Hours	1,615	-2%	1,412	-13%	1,507	7%
Vehicle Revenue Service Miles	20,585	-5%	13,773	-33%	20,910	52%
Farebox Revenue	9,121	-46%	8,764	-4%	18,363	110%
Farebox Revenue as a Percent of Operating Cost	4.5%	-71%	4.9%	10%	9.8%	98%

## **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 westerly 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 operates M-Sat. Route 2 ridership increased 56% in 2022-23 while productivity increased 44%.

<b>Route 2 - A Street, Inyo, Washington - Crescent City Local</b>						
<b>Route 2 - Crescent City Local</b>	<b>2020/21 Total</b>	<b>% Annual Change</b>	<b>2021/22 Total</b>	<b>% Annual Change</b>	<b>2022/23 Total</b>	<b>% Annual Change</b>
Operating Cost	\$ 186,068	57%	\$ 190,835	3%	\$ 205,033	7%
Operating Cost Per Passenger	\$ 18.80	211%	\$ 18.52	-1%	\$ 12.74	-31%
Operating Cost Per Vehicle Revenue Hour	\$ 121.53	94%	\$ 125.47	3%	\$ 124.64	-1%
Total Passengers	9,899	-49%	10,306	4%	16,099	56%
Passengers Per Vehicle Revenue Hour	6.67	-37%	6.78	2%	9.79	44%
Passengers Per Vehicle Revenue Mile	0.47	-36%	0.47	0%	0.67	42%
Vehicle Revenue Service Hours	1,483	-19%	1,521	3%	1,645	8%
Vehicle Revenue Service Miles	21,072	-20%	22,000	4%	24,208	10%
Farebox Revenue	\$9,899	-49%	14,641	48%	23,917	63%
Farebox Revenue as a Percent of Operating Cost	5.3%	-68%	7.7%	44%	11.7%	52%



## **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 a deviation to the Oregon Senior Apartments, then north as far as Standard Veneer Road. Route 3 runs hourly and is “interlined” with Route 1, operating M-Fri. Route 3 enjoyed an increase of 19% in ridership and 22% in productivity in FY 2022-23, but still lags behind the other 3 Crescent City local routes in productivity. The route lacks major trip generators such as schools and shopping.

<b>Route 3 - Northcrest - Crescent City Local</b>						
<b>CC Locals Performance Measure</b>	<b>2020/21 Total</b>	<b>% Annual Change</b>	<b>2021/22 Total</b>	<b>% Annual Change</b>	<b>2022/23 Total</b>	<b>% Annual Change</b>
Operating Cost	\$ 175,151.93	81%	\$ 160,848.69	-8%	\$ 156,173.92	-3%
Operating Cost Per Passenger	\$ 32.53	239%	\$ 26.07	-20%	\$ 21.19	-19%
Operating Cost Per Vehicle Revenue Hour	\$ 121.53	94%	\$ 125.47	3%	\$ 124.64	-1%
Total Passengers	5,385	-46%	6,170	15%	7,370	19%
Passengers Per Vehicle Revenue Hour	3.86	-43%	4.81	25%	5.88	22%
Passengers Per Vehicle Revenue Mile	0.26	-52%	0.33	25%	0.39	18%
Vehicle Revenue Service Hours	1,396	-7%	1,282	-8%	1,253	-2%
Vehicle Revenue Service Miles	20,530	11%	18,801	-8%	19,066	1%
Farebox Revenue	\$ 5,385.00	-46%	8,764	63%	11,908	36%
Farebox Revenue as a Percent of Operating Cost	3.1%	-70%	5.4%	77%	7.6%	40%

## **ROUTE 4: BERTSCH – HOWLAND HILL**

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 in FY 2022-23 increased by 69%, and its productivity rose 57%. A major trip generator on the route is the Elk Valley Casino. This route struggles with a lack of established bus stops along US 101.

<b>Route 4 - Bertsch - Howland Hill - Crescent City Local</b>						
<b>Route 4 - Crescent City Local</b>	<b>2020/21 Total</b>	<b>% Annual Change</b>	<b>2021/22 Total</b>	<b>% Annual Change</b>	<b>2022/23 Total</b>	<b>% Annual Change</b>
Operating Cost	\$ 186,444	61%	\$ 190,208	2%	\$ 204,534	8%
Operating Cost Per Passenger	\$ 28.19	242%	\$ 25.66	-9%	\$ 16.28	-37%
Operating Cost Per Vehicle Revenue Hour	\$ 121.53	94%	\$ 125.47	3%	\$ 124.64	-1%
Total Passengers	6,614	-53%	7,414	12%	12,560	69%
Passengers Per Vehicle Revenue Hour	4.45	-43%	4.89	10%	7.65	57%
Passengers Per Vehicle Revenue Mile	0.32	-41%	0.34	6%	0.49	47%
Vehicle Revenue Service Hours	1,486	-17%	1,516	2%	1,641	8%
Vehicle Revenue Service Miles	20,807	-19%	22,039	6%	25,457	16%
Farebox Revenue	6,614	-53%	10,535	59%	18,873	79%
Farebox Revenue as a Percent of Operating Cost	3.5%	-71%	5.5%	56%	9.2%	67%

## **ROUTE 300: DNHS – CEMS TRIPPER**

Route 300 has evolved over the 5 years since its inception. While technically open to the public, the route is designed to meet the needs of students of Del Norte High School and Crescent Elk Middle School. In FY 2022-23 Route 300 operated one trip in the morning and a second trip in the afternoon, connecting the two campuses with Wal-Mart area, Northcrest, and Cultural Center/Downtown. The route began in FY 2018-19 and was slow to build ridership, primarily due to challenges in working with the school district to advertise the service. Route 300 began gaining momentum in FY 2019-20 until the COVID-19 pandemic, and the subsequent remote learning era caused RCTA to suspend the route entirely. After struggling horribly in FY 2021-22, Route 300 emerged and had its best year yet in FY 2022-23.

<b>Route 300 - DNHS/CR-CEMS - Crescent City Local Route</b>						
<b>Route 300 - DNHS/CR</b>	<b>2020/21 Total</b>	<b>% Annual Change</b>	<b>2021/22 Total</b>	<b>% Annual Change</b>	<b>2022/23 Total</b>	<b>% Annual Change</b>
Operating Cost	\$ -	-100%	\$ 41,279	#DIV/0!	\$ 35,772	-13%
Operating Cost Per Passenger		-100%	\$ 143.83	#DIV/0!	\$ 13.54	-91%
Operating Cost Per Vehicle Revenue Hour		88%	\$ 125.47	3%	\$ 124.64	-1%
Total Passengers	-	-100%	287	#DIV/0!	2,641	820%
Passengers Per Vehicle Revenue Hour		-100%	0.87	#DIV/0!	9.20	955%
Passengers Per Vehicle Revenue Mile		-100%	0.01	#DIV/0!	0.67	5074%
Vehicle Revenue Service Hours	-	-100%	329	#DIV/0!	287	-13%
Vehicle Revenue Service Miles	-	-100%	22,039	#DIV/0!	3,920	-82%
Farebox Revenue		#DIV/0!	-	#DIV/0!	2,641	#DIV/0!
Farebox Revenue as a Percent of Operating Cost		#DIV/0!	0.0%	#DIV/0!	7.4%	#DIV/0!

## Regional Intercity Routes

### ROUTE 20 - SMITH RIVER – ARCATA

Route 20, the Smith River-Arcata Intercity Route exists to connect Del Norte County with the intercity bus and rail network in Humboldt County. From inception until June 2023, the route operated Monday-Saturday and truncated in Arcata at the Arcata Transit Center. The daily (Summer) schedule included four daily roundtrips between Crescent City and Smith River, and three daily roundtrips between Crescent City and Arcata. During the pandemic, the route was reduced to 2 daily round trips between Crescent City and Arcata. In June 2023, at the request of transit partners in Humboldt County, and as part of the future co-branded 101 Corridor Route, RCTA extended Route 20 from Arcata Transit Center into Eureka with stops at the Eureka Transit Center (connecting to Eureka Transit, Redwood Transit System, and Amtrak/Greyhound) as well as providing a loop with stops at the major medical facilities in Eureka. The max regional one-way fare for Smith River to Eureka is \$12. In FY 2022-23, Route 20 ridership increased 55% although productivity was only up 7%, reflecting the expanded hours operated.

Route 20 - Smith River/Arcata						
Route 20 Performance Measure	2020/21 Total	% Annual Change	2021/22 Total	% Annual Change	2022/23 Total	% Annual Change
Operating Cost	\$ 456,953	16%	\$ 551,553	21%	\$ 796,824	44%
Operating Cost Per Passenger	\$ 50.14	124%	\$ 61.28	22%	\$ 57.14	-7%
Operating Cost Per Vehicle Revenue Hour	\$ 121.53	88%	\$ 125.47	3%	\$ 124.64	-1%
Total Passengers	9,113	-48%	9,000	-1%	13,944	55%
Passengers Per Vehicle Revenue Hour	2.42	-16%	2.05	-16%	2.18	7%
Passengers Per Vehicle Revenue Mile	0.08	-16%	0.06	-18%	0.06	2%
Vehicle Revenue Service Hours	3,760	-38%	4,396	17%	6,393	45%
Vehicle Revenue Service Miles	119,396	-38%	143,734	20%	218,845	52%
Farebox Revenue	\$ 32,989	-23%	\$ 32,659	-1%	\$ 41,832	28%
Farebox Revenue as a Percent of Operating Cost	7.2%	-34%	5.9%	-18%	5.2%	-11%

## ROUTE 199 – RIVER ROUTE: HIOUCHI - GASQUET

Route 199, the River Route operating between Crescent City, Gasquet, and Hiouchi, was initiated on July 7, 2009 and has experienced several service changes over the 14 year period. With a small population base in this service area, the Route 199 has struggled from a productivity standpoint, but has improved in recent years. Route 199 benefits from 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 2022-23, as ridership continued to rebound with a robust 105% increase in FY 2022-23. This followed a strong recovery in FY 2021-22. FY 2022-23 productivity increased a more modest 18%. Route 199 featured three daily trips and operated M-Sat. Many bus stops remain unmarked and seasonal summer tourism bolsters the route, as RCTA makes diversions to Smith River access locations upon request.

Route 199 Performance						
199 Performance Measure	2020/21 Total	% Annual Change	2021/22 Total	% Annual Change	2022/23 Total	% Annual Change
Operating Cost	\$ 95,401	23%	\$ 103,761	9%	\$ 178,111	72%
Operating Cost Per Passenger	\$ 159.27	478%	\$ 81.45	-49%	\$ 68.35	-16%
Operating Cost Per Vehicle Revenue Hour	\$ 121.53	88%	\$ 125.47	3%	\$ 124.64	-1%
Total Passengers	599	-79%	1,274	113%	2,606	105%
Passengers Per Vehicle Revenue Hour	0.76	-67%	1.54	102%	1.82	18%
Passengers Per Vehicle Revenue Mile	0.03	-66%	0.05	93%	0.06	17%
Vehicle Revenue Service Hours	785	-35%	827	5%	1,429	73%
Vehicle Revenue Service Miles	21,885	-37%	24,092	10%	41,985	74%
Farebox Revenue	\$ 1,048	-75%	\$ 2,548	143%	\$ 3,909	53%
Farebox Revenue as a Percent of Operating Cost	1.1%	-80%	2.5%	124%	2.2%	-11%

## 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, including Bertsch Tract and Northcrest up to Elk Valley Crossroads. 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 sometimes 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 increased 18% with a 4% increase in productivity.

DAR ONLY						
DAR Performance Measure	2020/21 Total	% Annual Change	2021/22 Total	% Annual Change	2022/23 Total	% Annual Change
Operating Cost	\$ 161,149	37%	\$ 194,850	21%	\$ 220,737	13%
Operating Cost Per Passenger	\$ 51.11	110%	\$ 54.20	6%	\$ 51.82	-4%
Operating Cost Per Vehicle Revenue Hour	\$ 121.53	88%	\$ 125.47	3%	\$ 124.64	-1%
Total Passengers	3,153	-35%	3,595	14%	4,260	18%
Passengers Per Vehicle Revenue Hour	2.38	-10%	2.31	-3%	2.41	4%
Passengers Per Vehicle Revenue Mile	0.24	3%	0.24	-1%	0.26	8%
Vehicle Revenue Service Hours	1,326	-27%	1,553	17%	1,771	14%
Vehicle Revenue Service Miles	12,878	-36%	14,836	15%	16,332	10%
Farebox Revenue	8,425	0%	9,606	14%	7,455	-22%
Farebox Revenue as a Percent of Operating Cost	5.2%	-27%	4.9%	-6%	3.4%	-31%

## 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