

STAFF REPORT



MEETING DATE:	February 26, 2026
SUBJECT:	Receive Redding Area Bus Authority's Coordinated Transportation Services Agency (CTSA) Report Through Second Quarter of Fiscal Year 2025/26—Information Only
AGENDA ITEM:	9-11
STAFF CONTACT:	Jennifer Pollom, AICP, Senior Transportation Planner

STAFF RECOMMENDATION:

It is recommended that the board of directors receive Redding Area Bus Authority (RABA)'s Coordinated Transportation Services Agency (CTSA) report through Second Quarter of Fiscal Year 2025/26.

DISCUSSION:

Attached is RABA's FY 2025/26 CTSA Report which summarizes CTSA service performance for the months of July – December 2025 and shows the RABA-approved "rural" performance metrics which currently measure the CTSA service. RABA became the CTSA for the Shasta Region on July 1, 2025, and is tasked with providing a quarterly report to the SRTA Board of Directors as part of their memorandum of understanding with SRTA.

This item is information only.

FISCAL IMPACT:

There is no fiscal impact with receiving this report. RABA is reimbursed for providing eligible CTSA services in the Shasta Region up to the maximum five percent allowable under the Transportation Development Act annually.

Sean Tiedgen, AICP, Executive Director

Attachment: CTSA Report Through Second Quarter of Fiscal Year 2025/26

CTSA Performance Metrics – Fiscal Year 2025/26

Shasta Connect (CTSA)																	
Rural	Performance Measures									Previous Year		Fiscal Year-to-Date					
	Passenger Trips	Vehicle Revenue Hours	Vehicle Revenue Miles	Passengers per Hour	Passengers per Mile	On Time Performance	OTP Standard (Min)	Marginal Operating Cost per Passenger (Max)	Marginal Operating Cost per Passenger (Max)	Pass per Hour	Pass per Mile	Passenger Trips	Change from Previous Year	Passengers per Hour	Passenger Per Hour (Min)	Passengers Per Mile	Passenger per Mile (Min)
Fiscal Year 2025/26																	
July	952	673	13,434	1.41	0.07	78.04%	90.00%	\$ 65.22	\$ 20.00	2.11	0.11	952	6%	1.41	3.00	0.07	0.10
August	910	672	13,027	1.35	0.07	83.05%	90.00%	\$ 53.17	\$ 20.00	1.75	0.08	1,862	-5%	1.38	3.00	0.07	0.10
September	933	652	13,425	1.43	0.07	78.19%	90.00%	\$ 55.29	\$ 20.00	1.64	0.08	2,795	-1%	1.40	3.00	0.07	0.10
October	1,014	702	13,770	1.44	0.07	76.49%	90.00%	\$ 54.66	\$ 20.00	1.63	0.08	3,809	2%	1.41	3.00	0.07	0.10
November	796	558	11,427	1.43	0.07	75.65%	90.00%	\$ 57.64	\$ 20.00	1.59	0.08	4,605	2%	1.41	3.00	0.07	0.10
December	848	672	11,830	1.26	0.07	76.68%	90.00%	\$ 59.84	\$ 20.00	1.72	0.09	5,453	1%	1.39	3.00	0.07	0.10
January							90.00%		\$ 20.00	1.44	0.08						
February							90.00%		\$ 20.00	1.47	0.08						
March							90.00%		\$ 20.00	1.54	0.08						
April							90.00%		\$ 20.00	1.48	0.07						
May							90.00%		\$ 20.00	1.40	0.07						
June							90.00%		\$ 20.00	1.26	0.07						
Total	5,453	3,929	76,913	1.39	0.07	78.02%	90.00%	\$ 57.64	\$ 20.00	1.59	0.08			1.40	3.00	0.07	0.10

CTSA Performance Metrics – Fiscal Year 2025/26
RABA Board approved metrics (“rural” metric for ShastaConnect)

3. PROVIDE HIGH QUALITY PUBLIC TRANSIT SERVICE		
On-Time Performance		
Service	Proposed Standard	Current Status
Fixed Routes (All)	90% on time	86%
Paratransit/Microtransit ¹	90% on time	92%
Customer Satisfaction Survey		
Service	Proposed Standard	Current Status
Customer Satisfaction Survey ²	3.5 on a scale of 1 to 5	4.3
4. PROVIDE EFFECTIVE PUBLIC TRANSIT		
Passenger-trips per Revenue Hour		
Service	Proposed Standards Minimum	Current Status
Local ³	10.0	9.1
Intercity ⁴	7.0	7.3
Commuter ⁵	7.0	4.2
Paratransit	3.0	2.6
Microtransit	4.0	NA
Rural	3.0	3.7
Systemwide	10.0	7.4
Passenger-trips per Revenue Mile		
Service	Proposed Standards Minimum	Current Status
Local ³	1.1	0.65
Intercity ⁴	0.60	0.38
Commuter ⁵	0.60	0.27
Paratransit	0.17	0.15
Microtransit	0.17	NA
Rural	0.10	0.11
Systemwide	0.60	0.48

5. PROVIDE COST EFFICIENT SERVICES		
Marginal Operating Cost per Passenger Trip (Weekdays)		
Service	Proposed Standards Maximum	Current Status
Local	\$7.00	\$6.06
Intercity	\$10.00	\$9.59
Commuter	\$12.50	\$15.50
Paratransit	\$26.00	\$26.31
Microtransit	\$26.00	--
Rural	\$20.00	\$30.00
Systemwide	\$8.00	\$8.75
Marginal Operating Cost per Vehicle Revenue Hour ¹		
Service	Proposed Standard	Current Status
Systemwide	Cost Increases at Same Rate or Slower than the CA Consumer Price Index	--