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Daniel S. Little, Executive Director

AGENDA

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL

Shasta Regional Transportation Agency
1255 East Street, Suite 202
Redding, CA 96001
Wednesday, January 18, 2017, 1:30 p.m.-3:00 p.m.

Item	Topic	Time Allotted	Presenter
1	Call to Order and Introductions	1:30 p.m.	Chair
2	Public Comment Period (Limit 3 minutes per speaker)	1:30 -1:35 p.m.	Chair
	<i>No action or discussion shall be made on any item not appearing on the noticed agenda. Members and staff may briefly respond to statements made or questions proposed by persons exercising their public testimony. (Government Code 54954.2 (2)). The council may direct staff to place a matter of business on a future agenda. The council or staff may ask a question for clarification</i>		
3	SSTAC Election of Chair and Vice Chair	1:35-1:40 p.m.	SRTA
4	SSTAC Member Training	1:40-1:45 p.m.	SRTA
5	SRTA Update • 2017/18 Unmet Transit Needs Cycle ○ Unmet Transit Needs Process and Cycle overview ○ Outreach Efforts ○ Comments Received ○ What's next? • Transit Coordination Update	1:45-2:20 p.m.	SRTA
6	Transit Operator Updates • RABA • SSNP • Other Member Updates	2:20-2:55 p.m.	All
7	Items for next SSTAC Meeting	2:55-3:00 p.m.	Chair
8	Adjourn	3:00 p.m.	Chair

MEMBERSHIP:

Steve Smith	-	Help Inc.
VACANT	-	Citizen, Disabled Transit User
Susan Morris Wilson	-	Shasta 2-1-1
Del Lockwood	-	Shasta County HHSA/Opportunity Center
M. Susan Tieden	-	Veteran Affairs
Kao Saechao	-	Far Northern Regional Center
Marinda May	-	Hill Country Health and Wellness Center
Jennifer Powell	-	Shasta Senior Nutrition Programs
Lisa White	-	Shasta Senior Nutrition Programs
Margie McAleer	-	Shasta Living Streets
Norma Mosqueda	-	United Way

Transit Technical Support Staff

Chuck Aukland	-	Redding Area Bus Authority
Al Cathey	-	Shasta County Public Works

Transportation Acronym Cheat Sheet

Acronym	Term
SRTA	Shasta Regional Transportation Agency
RABA	Redding Area Bus Authority
CTSA	Consolidated Transportation Services Agency
SSNP	Shasta Senior Nutrition Program
TDA	Transportation Development Act
STA	State Transit Assistance (source of TDA funding)
LTF	Local Transportation Fund (source of TDA funding)

Shasta Regional Transportation Agency (SRTA)

**SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL
MEETING NOTES**

Caltrans West Venture, Lassen Training Room
1031 Butte Street
Redding, CA 96001
Wednesday, November 16, 2016
1:30 PM

(NOTE: These notes are not intended to serve as a transcript or verbatim record of the proceedings of the Social Services Transportation Advisory Council, but rather as a record of the meeting time, place, attendance, and the order and general nature of the Advisory Council discussion, deliberations, and actions taken, if any.)

Members Present:

Steve Smith	-	Help, Inc.
Susan Morris Wilson	-	2-1-1 Shasta
M. Susan Tieden	-	Veteran Affairs
Kao Saechao	-	Far Northern Regional Center
Jennifer Powell	-	Shasta Senior Nutrition Program
Lisa White	-	Shasta Senior Nutrition Program
Margie McAleer	-	Shasta Living Streets
Norma Mosqueda	-	United Way

Transit Technical Support Staff:

Chuck Aukland	-	Redding Area Bus Authority
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Transit Technical Support Absent:

Al Cathey	-	Shasta County Public Works
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Others Present:

Sharon Young	-	Paratransit Services
Aaron Casas	-	Caltrans, District 2
Kathy Grah	-	Caltrans, District 2
Dan Little	-	Shasta Regional Transportation Agency Executive Director
Keith Williams	-	Shasta Regional Transportation Agency Staff
Sean Tiedgen	-	Shasta Regional Transportation Agency Staff
Jennifer Pollom	-	Shasta Regional Transportation Agency Staff

1. Call to Order and Introductions:

Chair Steve Smith called the meeting to order at 1:30 PM. Introductions were made.

2. Public Comment Period (Limit Three Minutes per Speaker):

No public comments.

3. Brown Act Presentation:

Susan Wilson provided SSTAC members with a brief overview of Brown Act rules and distributed a pocket guide to the Brown Act for members' future reference.

4. Updates and Discussion Items:

- a) "Reasonable to Meet" Definition Recommendation –
- Keith Williams welcomed Norma Mosqueda and introduced her as Phylicia Snow's permanent United Way replacement on SSTAC.
 - Revisions to Reasonable to Meet definition were sent to SSTAC members on Monday, 11/14 for their review.
 - Keith Williams reviewed SRTA's current definitions of "Unmet Transit Need" and "Reasonable to Meet" for Norma.
 - Susan made a motion to approve the revised "Reasonable to Meet" definition as written and Margie McAleer seconded. After some concern raised by Al Cathey, the word "urban" was added to the beginning of Farebox Minimum Exception (c), and the definition was unanimously approved.
- b) Cottonwood Service –
- Keith Williams notified SSTAC members that Cottonwood Express is underperforming.
 - Dan Little discussed the service's performance and community response.
 - Discussion about the service:
 - Female interns harassed
 - Client using Cottonwood Express to reach services
 - Homeless are creatures of habit
 - Dan Little mentioned that the SRTA Board of Directors will decide next year's transit investments at the April SRTA Board of Directors meeting.
- c) Jennifer Pollom provided an update on pending funding cuts to the FTA 5311(f) program for intercity bus services.
- d) Jennifer Pollom provided an update on a call for projects for the FTA 5310 program.
- Eligible transit operators requested to submit applications to SRTA by January 10, 2017.
 - Application workshop on January 11, 2017 and tentatively located at SRTA.

5. Transit Operator Updates:

- a) RABA –
- Exploring real-time transit information
 - Fine-tuning Crosstown Express to improve performance
 - Veterans Day Fundraising event for veteran bus passes.
- b) SSNP –
- Needs buses
 - Pursuing grant funding for new buses.
 - Still integrating SIMPLI system for monitoring transit performance
- c) Other Member Updates – None.

6. Items for Next SSTAC Meeting:

- a) Meeting Location – TBD.
- b) Other Items – SSTAC vacancy. Please spread the word!

7. Adjourn:

There being no further business to discuss, Chair Smith adjourned the meeting at 3:00 PM.

Appendix 3 - Table of Social Service Transportation Providers

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

ASSISTED LIVING/CARE HOMES/CLINICS/REHABILITATION CENTERS	
Beverly Healthcare and Rehabilitation	Provides a wheelchair accessible van for use by residents and staff (Redding area only).
Compass Care Services	Supported living services for people with disabilities and senior services. Provides mileage reimbursement.
Far Northern Regional Center (FRNC)	FNRC is a private, non-profit agency, which provides a variety of services including transportation service to approximately 5,400 persons with developmental disabilities. Nine northern California counties are served by FNRC. Funding comes from the State of California Department of Developmental Services. FRNC does not own vehicles. Transportation within Shasta County is contracted through First Transit, Shascade Community Services and a variety of other transportation providers.
Golden Umbrella, Inc. (GU)	A private, non-profit agency, has served Redding area senior citizens since 1968. GU operates one van. SSNP and RABA provide the majority of transportation to this agency. GU's service is available 8:00 a.m. to 4:00 p.m. (M-F). The service area is the greater Redding area. Eligibility for adult day health care is age 55+ or a disabled adult over 18.
Holiday Retirement Corp (Hilltop Estates)	One bus for resident transportation only.
Krista Transitional Housing	Auto and van for persons enrolled in program.
Northern Valley Catholic Social Service	Provides low-cost or free mental health, housing, vocational and support services to individuals with families in six Northern California counties. The Redding headquarters has four vehicles—two vans, one 15 passenger van and one ADA-compliant 12 passenger bus.
Oakdale Heights Assisted Living	One bus for use by residents of the facility.
River Oaks Retirement	One non ADA-compliant bus for residents.
Sierra Oaks	One ADA-complaint bus for residents.

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Appendix 3 - Table of Social Service Transportation Providers

Stillwater Learning Program	Provides rehabilitation services to disabled individuals. The service area covers Anderson, Redding and Shasta Lake. Transportation revenue comes from the Shasta County Health Department. Stillwater owns and operates one 14-passenger bus, three 11-passenger vans and one six-passenger van.
Veterans Administration	Provides a 12-passenger van from Redding with stops in Tehama and Butte counties to access facilities in both Sacramento and Martinez. The van travels to Sacramento (M-F), leaving Redding at 6:00 a.m. On Monday and Wednesday a van leaves Redding at 5:30 a.m. bound for Martinez. Reservations are required and may be made by calling 530-226-7575. Persons must be a veteran or escorting a veteran to use this service.
Welcome Home Assisted Living	Van for residents of facility only.
Willow Springs Alzheimer Care Center	Transports residents only.
COMMUNITY CHURCHES: Neighborhood and community churches provide transportation to their members on an as-needed basis.	
Fountain Ministries	Sunday bus service to members.
Palo Cedro Community Church	Auto service to members as needed.
NON-PROFIT TRANSPORTATION PROVIDERS	
Shasta County Opportunity Center (OC)	The OC is a program within Shasta County Health and Human Services Agency that provides vocational services to individuals with disabilities since 1963. OC transports individuals to and/or from the work site, or between work sites when public transit or other forms of transit are not readily available. The center has a fleet of 18 vehicles including wheelchair lift vans. Approximately 250 clients are served per day with up to 9,000 miles a month being logged transporting people to and from work. Transportation capital is funded in part with FTA Section 5310 funds.
Shascade Community Services, Inc.	Shascade is a private, non-profit agency, which serves primarily persons with developmental disabilities who reside in Shasta County. The agency has been in operation since 1960. Transportation resources include 16 vehicles, including 10 wheelchair accessible vehicles. Nine vehicles were obtained through the FTA Section 5310 grant program. Vehicles are used to transport individuals to work, program sites and community outings. Shascade's service area encompasses the south central region of the county from Mountain Gate to Cottonwood, and from Bella Vista and Palo Cedro to West Redding. Normal hours of operation are from 7:00 a.m. to 4:00 p.m. (M-F).

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Shasta Senior Nutrition Programs, Inc. (SSNP)	SSNP operates the largest fleet of social service agency vehicles in Shasta County. SSNP is the designated Consolidated Transportation Services Agency (CTSA) and eligible for Transportation Development Act (TDA) funds. SSNP is a private, non-profit agency, which has been in operation since 1979. Nine vehicles are operated through a central radio dispatch system. SSNP provides 2,039 one-way passenger trips per month. Service is provided 8:00 a.m. - 4:00 p.m. (M-F) and occasionally on weekends for special events. Passengers are transported from rural areas of Shasta County to urban areas where medical and social needs can be met. Use of SSNP's radio base station, and a remote station in the Burney Dining Center, is offered to all social service transit providers at a nominal fee. Federal and state funding for SSNP operations is obtained through contract with the Area Agency on Aging, Planning and Service Area II under provisions of the Older Americans Act. The contract calls for provision of services to individuals' age 60 or older on a donation basis. Five zones are funded using TDA funds. These zones are outside of RABA'S demand-response service area and are for elderly and mobility- impaired individuals 18-years of age and older. Transportation capital is funded in part with FTA Section 5310 funds. The agency operates vehicles an average of 21 days per month. With a normal five-day per week operating schedule, SSNP vehicles cover 11,200 miles per month, about 30% on fixed-routes, with the other 70% responding to dial-a-ride requests. In addition to nutrition trips, transportation is provided for shopping and medical purposes. Social service and general senior activities account for the remaining trips.
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PRIVATE TRANSPORTATION	
R&M Medi-Trans, Inc.	Provides non-emergency medical transportation within a 250-mile radius of Shasta County to Medi-Cal and private pay clients needing transportation. The R&M fleet contains eleven ADA-compliant vans. All drivers are EMT certified.
ABC Cab	Available to Shasta County residents 24/7. Six taxis provide service to customers.
First Transit	Provides paratransit programs that range from curb-to-curb to door-to-door; group services to individual dial-a-ride; ADA; general public and special services to target populations. No local information is available.
PUBLIC TRANSIT	
Burney Express Service	Express service is provided between Burney and Redding with stops at Round Mountain, Montgomery Creek, Bella Vista and Shasta College M-F. This service is timed to connect with RABA'S fixed-route service. Two ADA-accessible 18-passenger vehicles provide this service, with an average of 500 passenger trips per month. A portion of this service is funded with FTA 5311 funds.
ADDED Sage Stage (Connecting Service)	Provides service from Alturas to Redding, Monday and Friday only.
Redding Area Bus Authority Fixed-Route (RABA)	RABA fixed-route system operates M-F 6:30 a.m. - 7:30 p.m. and Saturday 9:30 a.m. - 7:30 p.m. This service logs 62,877 miles per month, providing approximately 27,161 passenger trips. This service is funded through FTA 5307 and TDA funds.
Redding Area Bus Authority Demand Response	RABA also provides paratransit service to mobility-impaired through its contract with Veolia for lift-equipped demand-response service. This service is for mobility-impaired of all ages in the RABA service area. Service operates at the same time (or concurrently) as the fixed-route system: M-F 6:30 a.m. to 7:30 p.m. and Saturday 9:30 a.m. to 7:30 p.m. Demand-response vehicles travel approximately 31,809 miles per month, providing 5,939 passenger trips. This service is funded through FTA 5307 and TDA funds.
ADDED Trinity Transit (Connecting Service)	Provides service from Weaverville to Redding with two round-trips daily, M-F.

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SCHOOL TRANSPORTATION	
Head Start Child Development, Inc. (Shasta Head Start)	Provides a mix of school bus and on-call transportation for low-income (federal poverty guidelines) families with children.
Shasta College	Shasta Community College operates eleven buses and three vans, which transport students from Tehama County, Trinity County and remote portions of Shasta County. An unrecorded number of these students have disabilities, which would make it impossible for them to drive. Shasta College provides a fixed-route service from Monday-Friday, 6:00 a.m. to 6:00 p.m., during the school year. Students pay \$60.00 per semester for this service.
Shasta County Superintendent of Schools	Provides transportation to students with special transportation needs There are 77 high school buses in the county fleet, 91 elementary school buses, and 31 other transportation vehicles. Shasta County Office of Education, thru Far Northern Regional Center, has 40 buses and 8 other vehicles used for students with disabilities.
TRIBAL TRANSPORTATION	
Pit River Health Services	Pit River Health Services provides transportation to access Pit River health services within their ancestral tribal territory. This territory covers Shasta, Lassen, Modoc and Siskiyou counties.
Redding Rancheria	Operates four programs that serve the local Native American Health Community with transportation services. These programs are: Native American Health Clinic, Head Start, Child Care and Senior Nutrition (not affiliated with Shasta Senior Nutrition Programs). The health clinic provides a demand-response service to transport clients to the Clinic for medical and dental care. Head Start provides a fixed-route round-trip service to pre-school age children. Child Care provides a fixed-route service that provides round-trip transportation to pre-school and elementary school age children.
ADDED Susanville Indian Rancheria Public Transportation Program (Connecting Service)	Provides round-trip service Monday, Tuesday and Thursday from Susanville to Red Bluff via Redding.

Attachment 3

2017/18 Unmet Transit Needs Public Comments											
Comment Number	Last Name	First Name	Concerns/Specific Comments	Medium	Date Received	Extend Hrs. of Operation	Increase bus frequency	Sunday Service	Interregional Connections	Provide AVL	Extend/Reroute Service to...
1	Singh	Kiran	Requesting bus service to Platina once or twice a week.	Phone	12/19/2016				1		Platina
2	Kane	Sybil	The ride needs to come out on Old Oregon Trail and Harley Leighton Rd. It's too far to walk to the next stop.	Facebook	12/21/2016				1		Old Oregon Tr. & Harley Leighton Rd.
3	Yzaguirre	Sylvia	I would take the bus more if it did not take so long to get from one place to another.	Survey Monkey	12/28/2016						
4	Holzman	Molly	My roomates have no job and are on food stamps and medic-cal, they would take the bus to look for work if it was cheaper. Having no to low income folks pay \$80 or more a month for the bus is wrong! No I have to take them places when I am able. How is ther no low cost programs for poor people?	Survey Monkey	12/28/2016						
5	Anonymous		Would like to take the bus from Redding to surrounding areas (Palo Cedro). There needs to be more options and it needs to be more comprehensive.	Survey Monkey	12/28/2016				1		Palo Cedro
6	N/A	Shannon	The schedule needs to be more convenient and rides shouldn't take so long.	Survey Monkey	12/28/2016						
7	Anonymous		Never uses transit.	Survey Monkey	12/28/2016						
8	Gray	Angelique	Would take the bus if there were more available stops and the area stops were more secure/safe.	Survey Monkey	12/28/2016						
9	Brown	Melissa	Would take the bus if it was faster than walking or driving and was more convenient. I'd like to take transit to Happy Valley and Cottonwood.	Survey Monkey	12/28/2016				1		Happy Valley; Cottonwood
10	Burke	Sue	There are no stops close to my house.	Survey Monkey	12/28/2016						
11	Anonymous		Never uses transit.	Survey Monkey	12/28/2016						
12	Anonymous		I'd like to see more direct routes instead of multiple routes, with service to Castle Crag.	Survey Monkey	12/28/2016				1		Castle Crag
13	Anonymous		I'd use more transit if it was available in the evenings and on Sundays.	Survey Monkey	12/27/2016	1		1			
14	N/A	Amy	Would like transit to travel to Redding School of the Arts and/or Chrysalis Charter School. There also needs to be a bus stop on Meadow View, near Wooded Acres subdivision.	Survey Monkey	12/23/2016				1		Palo Cedro (Chrysalis); Wooded Acres subdivision

15	Salter	Irene	I'd take the bus more if there was a regular morning and afternoon service between Palo Cedro and Anderson. I am the principal of Chrysalis Charter School and there are 20 or more families that either live in Anderson and go to school at Chrysalis (in Palo Cedro), or who have graduated from Chrysalis and go to Anderson New Tech (in Anderson). We have considered offering a bus service through the school to provide transportation for these families but have not been able to afford it. I know there would be a LOT of families that would appreciate a bus route through RABA to help kids get to and from school between these communities.	Survey Monkey	12/23/2016					1		Palo Cedro (Chrysalis)
16	Kirk	Don	Would like a way to transfer to Red Bluff bus. I'd ride the bus more often if RABA offered all day passes and ran more frequently.	Survey Monkey	12/22/2016					1		Red Bluff
17	Sundquist	Sara	Would ride transit more if it ran more frequently. I often think of getting on the bus to go to the Y but schedule doesn't allow us to get there in time without waiting forever for class to start. Beach bus needed one more west side stop. Tops. Silly to have to go DT to west again	Survey Monkey	12/21/2016			1				
18	N/A	Garrett	Would take bus if there was transport to Chico. There are many of us in need of a connection, especially considering Redding is one of the main feeder areas for CSU Chico.	Survey Monkey	5/26/2016					1		Chico
19	N/A	James	Would ride more if the bus went to and from the Shingletown area.	Survey Monkey	5/19/2016					1		Shingletown
20	Lujan	David	I'd ride more often if need arose.	Survey Monkey	12/28/2016							
21	Page	J.	I'd take the bus more often if it ran on Sunday and if services ran later than 6 pm, and ran through 11 pm.	Survey Monkey	12/29/2016		1		1			
22	Orosco	Isabel	I would ride more often if the bus came more often, had more routes, and operated everyday of the week.	Survey Monkey	12/29/2016			1	1			
23	O'Mara	Tom	I never use transit.	Survey Monkey	12/29/2016							
24	Anonymous		I would like services from Redding to Centerville everyday (including Sundays). I would take the bus more often if less people on drugs were on it, people weren't allowed to smoke cigarettes near or around the bus stops, and security was provided in sketchy areas.	Survey Monkey	12/29/2016				1	1		Centerville
25	Mahood	Michelle	I would like service to and from Shingletown and Redding every day of the week.	Survey Monkey	12/29/2016				1	1		Shingletown
26	Anonymous		I never use transit, but would if I know how and I could get easily/quickly from home to work or shopping.	Survey Monkey	12/30/2016							
27	Freeman	Jonathon	I'd like service from Bella Vista to South Redding, along with shorter routes to help get places quicker.	Survey Monkey	12/30/2016					1		Bella Vista

28	Nuss	Kathryn	I'd ride if the routes were more direct, the busses ran later in the evening, and if the busses ran on Sunday.	Survey Monkey	1/3/2017	1		1			
29	Anonymous		I'd like to go from Redding to Shasta Lake throughout the week.	Survey Monkey	1/3/2017				1		Shasta Lake
30	Anonymous		I never ride the bus.	Survey Monkey	1/3/2017						
31	Arceneaux	Virginia	I'd like to see the bus run 7 days a week, more frequently, and later in the day.	Survey Monkey	1/3/2017	1	1	1			
32	Nicholas	Kim	I'd like service from Happy Valley to Redding. I'd also like the Cottonwood and Anderson buses to run more often, and for there to ben an express from Anderson to Redding every 30 min.	Survey Monkey	1/3/2017		1		1		Happy Valley
33	Grigg	Mandarinka	Saltu Dr. (or Ishii, or Yana Dr. - they all next to each other) to Redding School of the Arts (RSA).	Facebook	1/3/2017						
34	Rivas	Regina	Needs more arrival/departure times. Maybe every 30 minutes instead of every hour.	Facebook	1/3/2017		1				
35	Hill	Cindy	Sunday Service and later hours would be nice.	Facebook	1/5/2017	1		1			
36	James	Trish	How about being more dependable! Too often the bus is late and sometimes doesn't show up at all. You should probably pay your drivers more too. At this point your competing with other minimum wage jobs and your drivers have to hold a special license.	Facebook	1/5/2017						
37	Jucker	Linda	The 4 needs revamping. You have to take the 3 and transfer at Happy Valley Road to get to Ceders and Bransteter. Stupid.	Facebook	1/6/2017						
38	Noble	Yvette	How about like in Butte Co. where you text a number and find out where the bus is!	Facebook	1/8/2017					1	
39	Turner	Carol	Sunday service and later hours would be great.	Facebook	1/8/2017	1		1			
40	King	Steven	Free WiFi. I'll pay another \$0.25-\$0.50 more.	Facebook	1/7/2017					1	
41	Haberland	Suzanne	I'd take the bus more often if there were more frequent service, there was service in my area, and I could easily combine with my bike.	Survey Monkey	1/6/2017		1				
42	Ferguson	Lisa	I'd ride the bus more often if it ran later from Shasta College. I'd like it to accommodate the classes that end at 8:50 p.m.	Survey Monkey	1/7/2017	1					
43	Brady	Sarah	I'd like to go from Redding to Sacramento mornings or midday by train.	Survey Monkey	1/8/2017				1		Sacramento

44	Jonas	Donna	1.) More busses to Anderson. On Saturday, December 31, I arrived at the downtown terminal at 11:05 a.m. and was told the next bus to Anderson wasn't until 1:20 p.m. One hour and twenty minutes later, that's way too long for elderly, disabled, and others as cold as it was. But also too long if it was 100 degrees outside. 2.) A stop closer to Anderson's Shasta Community Health Center is also too far for anyone who's disabled to walk from the stop to the Dr. or Dentist.	Mail	1/10/2017		1				
45	Robertson	Karen	Running longer hours. Past 7, up to 8 or 9 p.m.	Facebook	1/9/2017	1					
46	Anonymous		Subsidize the shuttle to Sacramento to connect to airport.	Survey Monkey	1/6/2017				1		Sacramento
47	Anonymous		Later bus routes would help a lot of people improve working later and buses running on Sunday for a short while would help people with church services and running errands on the weekend because their weekday is busy because of work.	Survey Monkey	1/5/2017	1		1			
48	Anonymous		Keep up the good work! I love the improvements that have taken place over the last couple of years and truly appreciate you listening to our needs!!	Survey Monkey	1/4/2017						
49	Anonymous		We need more on demand for our seniors and those that do not have their own transportation.	Survey Monkey	1/3/2017						