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Sean Tiedgen, AICP, Executive Director

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC) MEETING

Shasta Regional Transportation Agency, Salmon Room

1255 East Street, Redding, California

Wednesday, April 16, 2025, 2:30 – 4:30 p.m.

Submit public comments on any agenda item electronically before or during the meeting. Email your comments to questions@srta.ca.gov. Emailed comments will be accepted and read into the record throughout the duration of the meeting. Submit your comments prior to the agenda item being heard to ensure timely consideration. Limit your written comments to 250 words or less.

Submit public comments by U.S. Mail to Executive Assistant Amy Lindsey, Shasta Regional Transportation Agency, 1255 East Street, Suite 202, Redding, CA, 96001, to arrive no later than 5:00 p.m., one day prior to the meeting. If you are unable to participate and would like to request an accommodation for accessibility or are having technical problems joining the meeting, contact Amy Lindsey at (530) 262-6190.

Virtual Attendance Information

Topic: April 16, 2025 SSTAC Meeting

Time: April 16, 2025 02:30 PM Pacific Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/84868718096?pwd=GL0cyLyMnPHZBZJ9zecRGurzlGwQj8.1>

Meeting ID: 848 6871 8096

Passcode: 12345

If information is needed in another language, or parties with a disability as provided by the American Disabilities Act require special accommodations or aides in order to participate in the public meeting, SRTA should be contacted at least 48 hours prior to the meeting. If needed, call 530-262-6190.

Si se necesita información en otro idioma, o si alguien con una discapacidad según la Ley de Discapacidades de los Estados Unidos requieren adaptaciones especiales o asistentes para participar en la reunión pública, se debe contactar a SRTA al menos 48 horas antes de la reunión. Si se necesita, por favor llame 530-262-6190.

Social Services Transportation Advisory Council

Item	Topic	Time Allotted	Presenter
1	Call to Order, Welcome and Introductions	2:30 p.m.	Chair Longwell
2	Public Comment Period (Limit 3 minutes per speaker)	2:40 p.m.	Chair Longwell
	<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	Information Items: a) Receive Updates from Transit Operators and SSTAC Members b) SRTA Updates	2:45 – 3:00 p.m.	Agencies and SSTAC Members
4	Discussion and Action Items: a) Set Dates and Times for Upcoming SSTAC Meetings b) Approve January 15, 2025, SSTAC Meeting Minutes (attachment A) c) 2025/26 Unmet Transit Needs (UTN) 1. Overview of Transit Needs Assessment 2. April 30, 2025, Public Hearing Reminder 3. SSTAC UTN Recommendation to SRTA Board of Directors for June 25, 2025, Meeting d) Receive Suggestions from Council Members Relative to Potential Topics for Future Meetings	3:00 - 4:30 p.m.	SRTA and RABA Staff
5	Adjourn	4:30 p.m.	Chair Geagan
<u>The next SSTAC meeting is scheduled for July 16, 2025, at 2:30 p.m.</u>			

Voting Membership:

Wendy Longwell	Social Service Provider for the Disabled (Non-Transportation) – Chair
Patrick Geagan	Transit User with Disabilities – Vice-Chair
Hallie Fonseca	Social Service Provider for the Disabled (Transportation)
Sheila Black	Transit User 60 years of Age or Older (New Member)
Denise Highfill	Social Service Provider for Seniors (Non-Transportation)
Alef Chavarria	Social Service Provider for Seniors (Transportation)
Kary Carbone	Social Services Provider for Persons of Limited Means
Staci Wadley	Consolidated Transportation Services Agency (Administrator)
Joe Ayer	Consolidated Transportation Services Agency (Operator)
Christina Prosperi	Additional Member
Tamy Quigley	Additional Member
John Andoh	Additional Member
Kelly Babcock	Additional Member
Kristen Schreder	Additional Member
Vacant	Additional Member
Vacant	Additional Member
Vacant	Additional Member
Vacant	Additional Member

Transit Technical Support Staff:

John Andoh, Yujin Copland, Steve Bade
Jennifer Pollom, Sean Tiedgen, Laurent
Beauregard

Redding Area Bus Authority (RABA)
Shasta Regional Transportation Agency (SRTA)

Brief Transportation Acronym Cheat Sheet:

Acronym	Term
SRTA	Shasta Regional Transportation Agency
SSTAC	Social Services Transportation Advisory Council
RABA	Redding Area Bus Authority
CTSA	Consolidated Transportation Services Agency
DHCL	Dignity Health Connected Living (CTSA)
TDA	Transportation Development Act
UTN	Unmet Transit Needs
TNA	Transit Needs Assessment
STA	State Transit Assistance (source of TDA funding)
LTF	Local Transportation Fund (source of TDA funding)
SCTP	Shasta Coordinated Transportation Plan

Attachments:

Attachment A: January 15, 2025, SSTAC Meeting Minutes
Attachment B: Current SSTAC Bylaws

Meeting Notes

SHASTA REGIONAL TRANSPORTATION AGENCY
SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC) Meeting
Wednesday, January 15, 2025, 2:30-4:30 p.m.
Salmon Room
1255 East Street, Suite 202, Redding, California

*MEETING WAS HELD IN-PERSON WITH REMOTE PUBLIC PARTICIPATION AVAILABLE VIA
TELECONFERENCE*

(Note: The following meeting notes are not intended to serve as a transcript or verbatim record of the proceedings of the SSTAC, but rather as a record of the meeting time, place, attendance, and actions taken, if any.

Item #1 **Call to Order, Welcome and Introductions**

Chair Geagan called the meeting to order at 2:30 p.m.

SSTAC members Hallie Fonseca, Kary Carbone, Brody Wilbourn, Christina Prosperi, Wendy Longwell, Kristen Schreder, and John Andoh were present.

SRTA Staff members Laurent Beauregard, Keith Williams, Jennifer Pollom, and Amy Lindsey were present.

Item #2 **Public Comment Period**

No one wished to speak.

Item #3 **Information Items**

a. **Receive Updates from Transit Operations and SSTAC Members**

Dignity Health Connected Living (DHCL), Director of Transportation, Brody Wilbourn gave an update to the SSTAC members that Memorandum of Understanding (MOU) paperwork with Redding Area Bus Authority (RABA) has been signed for the transition of Sunday Service, now known as RABA Runabout on Demand Microtransit, to RABA. DHCL is in current discussions about operations and reviewing equipment. DHCL is looking at adding an Electrical Vehicle (EV) to the current rural fleet that operates for the county.

SSTAC member Wendy Longwell shared an experience of a member of the public who is legally blind. This member of the public did a field trip on "How to use public transportation." Ms. Longwell stated that her experience was not good. Ms. Longwell also stated that a member of the Deaf or Hard of Hearing (DHH) community was riding the RABA bus. Due to a time constraint, the bus driver made an announcement that he was skipping a stop because there were no riders to pick up. The DHH community member needed to exit at that stop

and did not hear the announcement. Ms. Longwell asked, “How can we better serve our riders”?

Chair Geagan stated “RABA doesn’t care.” Chair Geagan shared an incident where his ride was called in ahead of time. The driver knew he was transferring from another bus and because the driver was “behind schedule” the driver started to leave. Chair Geagan was walking as quickly as he could and was able to stop the bus by shouting and tapping his cane on the bus. SSTAC member Hallie Fonseca addressed Chair Geagan’s comments. Ms. Fonseca stated that RABA drivers are currently working on sensitivity training. Ms. Fonseca appreciates the feedback and will make sure it’s addressed.

RABA Transit Manager John Andoh stated that RABA has implemented actions of the short-range transit plan, including the discontinuance of Routes 2, 5, and 6 including east- and west-central Redding and have replaced them with RABA Runabout on Demand (door-to-door Microtransit service), Route 44x to Shingletown, and Runabout evening service Mondays through Saturdays. RABA is getting ready to launch their partnership with UBER. RABA will cover the first \$5 of the trip. Seniors over 60 years of age that don’t necessarily meet the ADA requirements will now be eligible to ride RABA Demand Response.

Senior Transportation Planner Keith Williams asked Mr. Andoh about Runabout rider satisfaction. Mr. Andoh stated that it was difficult for riders to understand that they didn’t have to walk to a bus stop anymore and that they could get picked up at home. There were a few issues with the software app that also needed to be addressed. Complaints ranged from three-to-four per day down to one per week.

Chair Geagan asked, “Why is there a west central Redding route”? Mr. Andoh stated that it has replaced Route 2, and it covers areas like Court Street and Mercy Hospital. Chair Geagan stated that he has difficulty reading the print on the map because of the faint font on a white background and stated that he’s been taking a cab. Mr. Andoh stated that RABA Mobility Manager, Ms. Fonseca, could make a better map to help Chair Geagan. Chair Geagan stated that he’s not interested.

b. SRTA Updates

Senior Transportation Planner Jennifer Pollom stated that the SRTA Board of Directors approved the SSTAC membership list. Ms. Pollom thanked new and continuing members for their participation.

At the last SSTAC meeting, Chair Geagan asked that the following items be shared at a higher level. Those items included: 1) Removing or wrapping empty signposts with reflective materials; and 2) First Mile/Last Mile Bus Stop

discussion, specifically related to North Point. Ms. Pollom shared these items with local Public Works Directors at our Technical Advisory Committee meeting.

Ms. Pollom addressed Mr. Andoh regarding SRTA's Bylaws. RABA states in their board policies, Section 116, the SSTAC serves as a transit advisory to RABA, and this is not stated in SRTA's Bylaws. Ms. Pollom stated that the SSTAC voting membership should know that they also serve as a transit advisory committee to RABA. Ms. Pollom suggests either formalizing this by amending SRTA Bylaws or stating it at the beginning of every SSTAC meeting. SRTA and RABA will discuss how to proceed. Item will be discussed as an action item at the April meeting.

Ms. Pollom reminded the SSTAC that we are still looking to fill the vacancy of the 60 or older membership position.

Senior Transportation Planner Jennifer Pollom stated that SRTA is looking for more coordination between RABA and Consolidated Transportation Services Agency (CTSA) which is currently Dignity Health Connected Living (DHCL). RABA is now interested in becoming the CTSA. SRTA will Inform the board of that change at the February board meeting. RABA Transit Manager Andoh stated the goal is one operator, one system, with one place for the public to call.

Updates only, no motion.

c. Receive Brief Refresher on the Brown Act and How it Applies to SSTAC (Laurent Beauregard)

Assistant Transportation Planner Laurent Beauregard gave a presentation on Brown Act requirements, and how they apply to the SSTAC, and answered questions to the Committee.

Item #4

a. Elect Chair and Vice Chair

Chair Geagan asked for nominations for Chair and Vice Chair. Committee member Fonseca made a motion to appoint Committee member Longwell as Chair. By motion made, seconded (Fonseca/Prosperi) and unanimously carried, committee member Longwell is the Chair.

Committee member Fonseca made a motion to appoint Patrick Geagan as Vice Chair. By motion made, seconded by (Fonseca/Prosperi) and unanimously carried, committee member Geagan is the Vice Chair.

The newly elected Chair, SSTAC member Longwell, presided over the remainder of the meeting.

b. Set Dates and Times for Upcoming SSTAC Meetings

The SSTAC committee set the following meeting dates for 2025:

- April 16, 2025, 2:30 p.m.
- July 16, 2025, 2:30 p.m.
- October 15, 2025, 2:30 p.m.

c. Approve September 2024 SSTAC Meeting Minutes

No corrections/additions. The minutes are moved into record.

d. Approve Letterhead Design for the SSTAC (Keith Williams)

Senior Transportation Planner Keith Williams presented new letterhead designs for SSTAC correspondence. The committee unanimously agreed on a new design, with the roadway on the right column.

e. Review SSTAC Bylaws (attachment B) and Provide Suggestions for Potential Updates (Laurent Beauregard)

Assistant Transportation Planner Laurent Beauregard presented the need to review and consider any potential updates to the current SSTAC Bylaws.

Committee member Prosperi made a motion to incorporate RABA's Policy 116, identifying that the SSTAC may be used as a transit advisory committee to RABA. By motion made, seconded (Prosperi/Wilbourn) and unanimously carried the motion passes.

f. Discuss and Evaluate Unmet Transit Needs Feedback Processes (Jenn Pollom)

Senior Transportation Planner Jennifer Pollom read aloud a statement from DHCL Staci Wadley. Ms. Wadley asked if SSTAC could be more specific and use extra efforts to get the unmet transit needs survey as widely spread as possible. She would like the committee to be more strategic in their planning efforts.

Ms. Pollom opened discussion with the committee about not doing a survey this year. It is not required and is above and beyond the requirements from the Transportation Development Act (TDA). Under TDA, SRTA is required to hold a public hearing on unmet transit needs, which staff will do at the upcoming April board of directors meeting. Ms. Pollom discussed this idea with other SRTA staff, SRTA Executive Director, DHCL Staci Wadley, and RABA Transit Manager Andoh. Ms. Pollom stated that we currently have three great guiding documents which are the Short- and Long-Range Transit Plans and the Coordinated Plan. The RABA transportation system is undergoing a lot of changes and is addressing many of the long-standing unmet transit needs. Ms. Pollom would like to see these changes to settle in with riders. Early next year,

RABA will be doing a customer satisfaction survey and SRTA staff would like to suggest we also solicit unmet transit needs as part of that survey.

Committee member Prosperi made a motion to not do an Unmet Transit Needs Survey. By motion made, seconded (Prosperi/Fonseca) and unanimously carried the motion passes.

g. Receive Suggestions from Council Members Relative to Potential Topics for Future Meetings

Chair Longwell asked RABA Transit Manager Andoh if the Shingletown routes were permanent or trials, and if trials how long will they run? Mr. Andoh stated that the SRTA board adopted performance measures, and the routes will be reviewed after one year. A recommendation for continued service will be made at that time based on whether it meets the performance metrics or not. Chair Longwell would like Mr. Andoh to provide an update on ridership at the April SSTAC meeting.

There being no other business to discuss, Chair Geagan adjourned the meeting at 3:45 p.m.

Item #6 **Adjourn**

Respectfully submitted,

LB/acl

Social Services Transportation Advisory Council Bylaws

The Social Services Transportation Advisory Council (SSTAC) was established under the requirements of the Transportation Development Act. The SSTAC serves as an advisory body to the Shasta Regional Transportation Agency (SRTA) regarding the transit needs of residents of the Shasta Region, including but not limited to transit dependent and transit disadvantaged persons such as the elderly, disabled, and persons of limited means.

The SSTAC shall be governed by the following bylaws.

A. RESPONSIBILITIES

1. Advise SRTA on the following:
 - a. Transit needs of the general public (e.g. hours of service, new bus routes, shorter headways, etc.) including but not limited to transit dependent and transit disadvantaged persons such as the elderly, disabled, and persons of limited means.
 - b. Coordination between transit service providers in the region.
 - c. Potential connections for people walking or riding bikes to/from transit for funding consideration in SRTA's Non-Motorized Program.
 - d. Other issues the membership believes are relevant to transit in the Shasta Region (i.e. potential review of transit grant applications, coordination/consolidation of specialized transit services, connections to interregional transit services, etc.)
2. Annually participate in the identification of transit needs in the Shasta Region, including unmet transit needs that may exist and that may be reasonable to meet by establishing or contracting for new public transportation or specialized transportation services.
2. Annually review and recommend action by SRTA which finds, by resolution, that:
 - a. There are no unmet transit needs;
 - b. there are no unmet transit needs that are reasonable to meet;
 - c. there are unmet transit needs, including needs that are reasonable to meet; and/or
 - d. there are unmet transit needs that are not reasonable to meet.
3. Serve as a Transit Advisory Council to RABA as needed.

B. PARTICIPANTS

1. SSTAC meeting participation shall include nine members per statutory guidelines (see Public Utilities Code Section 99238 below):
 - (a) One representative of potential transit users who is 60 years of age or older.

- (b) One representative of potential transit users who is disabled.
 - (c) Two representatives of local social service providers for seniors, including one representative of a transportation provider.
 - (d) Two representatives of local social service providers for the disabled, including one representative of a transportation provider.
 - (e) One representative of a local social service provider for persons of limited means.
 - (f) Two representatives from the local consolidated transportation service agency, designated pursuant to subdivision (a) of Section 15975 of the Government Code, including one representative from an operator.
 - (g) The SRTA Board of directors may approve up to nine additional representatives, including representatives of residents walking and bicycling to/from transit, to participate at SSTAC meetings and serve as an alternate for any of the nine statutory members, if needed.
2. In appointing council members, SRTA shall strive to attain geographic and minority representation among council members.

C. TERM OF OFFICE

- 1. The term of appointment shall be for three years and may be renewed.

D. VACANCIES

- 1. A vacancy shall be created when a member: resigns; completes their term of appointment and does not wish to be reappointed; misses three consecutive regular meetings without good cause; or when a member can no longer carry out their responsibilities as a council member.
- 2. If a member resigns during his/her term, SRTA's Executive Director may fill vacancies, in consultation with the SSTAC or SSTAC Chair, for the remainder of the original term.
- 3. The SRTA Board of Directors approves three-year appointments.
- 4. All SSTAC positions shall be advertised, every three years, to either extend the tenure of current positions or appoint new members.

E. ELECTION OF OFFICERS

1. During the first meeting of the calendar year, the council shall elect a Chair and Vice Chair to serve for one year. Upon resignation of an officer, a special election shall be held.

G. DUTIES OF OFFICERS

1. **Chair:** The Chair shall preside at all SSTAC meetings. The Chair may appoint committees, conduct elections to fill the positions of Chair and Vice Chair, prepare and sign correspondence reflecting SSTAC votes or input provided, and may delegate his/her responsibility to sign correspondence. The Chair or his/her designee should report to the SRTA Board of Directors on recommendations of the SSTAC.
2. **Vice Chair:** In the absence of the Chair, the Vice Chair shall perform the duties of the Chair.
3. **Secretary:** The Secretary shall be SRTA Executive Director or his/her designee. The Secretary shall provide information and general assistance; take meeting notes for all SSTAC meetings; prepare agendas, SSTAC letters and other correspondence, as requested by the Chair; and prepare and distribute special notices, agenda announcements, staff reports and other materials, as directed by the Chair or SRTA management.

H. ORGANIZATION AND PROCEDURES

1. **Meetings:** The SSTAC shall meet at least twice per year, typically in March and September. Additional meetings may be held as needed. Alternate times and dates to those scheduled must be agreed upon by a majority of the members in order to carry out the responsibilities described above. The meetings shall be open to the public, in compliance with the Ralph M. Brown Act (Government Code Section 54950 et seq.), and shall be held at the Shasta Regional Transportation Agency. If an alternate location is required, it must be an accessible location in order to facilitate the attendance of physically disabled members of the SSTAC and the community in general. In the event both the Chair and Vice Chair are absent, the majority of a quorum may appoint a presiding officer for that meeting.
2. **Quorum:** A minimum of five of the nine statutory members, or alternates, shall constitute a quorum for the transaction of official business.
3. **Voting:** Actions are generally taken by consensus of all participants. If a vote is required, it shall be by a voice vote unless any member requests a roll call vote. Where a vote is taken, passage requires five votes.
4. **Limitation of Discussion:** Discussion on any matter by council members or the general

public may be limited to such length of time as the Chair may deem reasonable under the circumstances.

5. **Conduct of Meetings:** Meetings are generally to be conducted in accordance with the principles of Robert's Rules of Order.
6. **Meeting Notes:** Meeting notes recording the members and visitors present, motions entertained, and actions taken at each meeting shall be prepared by SRTA staff, posted on the SRTA website, and made available to the SRTA Board of Directors after each SSTAC meeting.
7. **Bylaws:** These bylaws may be amended by a majority vote of the SSTAC members and subsequent approval by the SRTA Board of Directors.
8. **Communications:** Official communications shall be in writing and shall be approved by the SSTAC or SSTAC Chair. Official communications approved by the SSTAC Chair shall be shared with the SSTAC as soon as reasonably practical. The Chair or his/her designee should make presentations to the SRTA Board for unmet transit needs findings.
9. **Staff Assistance:** In addition to assistance from SRTA staff, the SSTAC shall solicit technical assistance from the Redding Area Bus Authority, other transit providers, and relevant local agency staff regarding public transit and walking/bicycling access to public transit.

Approved by SSTAC on September 9, 2003; amended October 22, 2008

Approved by SCRTPA on October 21, 2003; amended December 9, 2008

Amend approved by SSTAC November 14, 2012.

Amend approved by SRTA board December 20, 2012

Amend approved by SRTA Board of Directors December 12, 2017