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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, October 15, 2025, 2:30 – 4:00 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: October 15, 2025, SSTAC Meeting

Time: October 15, 2025, 02:30 PM Pacific Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/82524881098?pwd=IRi3rGFpPbbRI961DrMmB4Olufmh3.1>

Meeting ID: 825 2488 1098

Passcode: 123456

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 April 16, 2025, SSTAC Meeting Minutes (attachment A) c) Caltrans Transit Plan Progress Update d) Review Results of Transit Customer Feedback Survey e) Update on Aging Adult Program Progress f) Provide Potential Topics for Future Meetings	3:00 - 4:00 p.m.	SRTA, Caltrans, and RABA Staff
5	Adjourn	4:00 p.m.	Chair Longwell
<u>The next SSTAC meeting is scheduled for January 14, 2026, 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
Brody Wilbourn	Consolidated Transportation Services Agency (Administrator)
David Koentopf	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

Redding Area Bus Authority (RABA)

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
LCTOP	Low-Carbon Transit Operation Program
SGR	State of Good Repair
FTA	Federal Transit Administration
CTA	California Transit Association

Attachments:

Attachment A: April 16, 2025, Approved SSTAC Meeting Minutes

Meeting Notes

SHASTA REGIONAL TRANSPORTATION AGENCY
SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC) Meeting
Wednesday, April 16, 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 Longwell called the meeting to order at 2:33 p.m.

SSTAC members Patrick Geagan, Hallie Fonseca, Sheila Black, Denise Highfill, Kary Carbone, Alef Devi Chavarria, Christina Prosperi, Tamy Quigley, and Kelly Babcock were present.

SRTA Staff members Laurent Beauregard, 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**

RABA Transit Operations Program Manager Brody Wilbourn gave an update on the RABA Runabout service.

RABA Mobility Manager Hallie Fonseca spoke about training and outreach services offered by RABA to partner agencies to better serve clients. Training can be scheduled with Ms. Fonseca or Kelly Sepelyak.

Chair Longwell asked Ms. Fonseca about the proper steps to take if someone wanted to make a complaint. Ms. Fonseca stated that all emails go into a system called Listen. From there, an investigation is launched.

SRTA Senior Transportation Planner Jennifer Pollom stated that when SRTA receives comments or complaints, it's first determined which operator it is (i.e., RABA or ShastaConnect/Dignity Health Connected Living) and then that information is forwarded to the appropriate people.

Dignity Health Connect Living (DHCL) supervisor Alef Devi Chavarria gave a staffing update. DHCL hired Transportation Director Dave Koentopf to replace Brody Wilbourn who is now the RABA Transit Operations Program Manager at RABA. Mr. Devi Chavarria also stated that “demand met” increased from 90 to 97 percent. Completed rides are up from 70 to 77 percent.

b. SRTA Updates

As a result of the January 15, 2025, meeting, Assistant Transportation Planner Laurent Beauregard stated that the SSTAC Bylaws were updated to add the following language on Page 1.

A. Responsibilities

4. Serve as a Transit Advisory Council to RABA as needed.

Senior Transportation Planner Jennifer Pollom gave an update on the North State Intercity Bus to Rail Plan. SRTA staff will present this item for adoption at the April 30th Board of Directors meeting. Of note is the Strategic Action Plan (at the end) that looks at items that SRTA or partner agencies can do in 5-10 years and beyond.

Updates only, no motion.

Item #4 Discussion and Action Items:

a. Set Dates and Times for Upcoming SSTAC Meetings

The SSTAC Committee set the following meeting dates for 2025/26:

- July 16, 2025, 2:30-4:30 p.m.
- October 15, 2025, 2:30-4:30 p.m.
- January 14, 2026, 2:30-4:30 p.m.
- April 15, 2026, 2:30-4:30 p.m.

b. Approve January 15, 2025, SSTAC Meeting Minutes

No corrections/additions. SSTAC vice chair Geagan made a motion to approve the January 15, 2025, meeting minutes. By motion made, seconded (Geagan/Fonseca) and unanimously carried, the motion passes.

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

Senior Transportation Planner Jennifer Pollom presented the 2025/26 Unmet Transit Needs (UTN) staff recommendations:

1. Conduct a public transit funding workshop and receive a presentation on the Unmet Transit Needs Process;

2. Hold a public hearing to receive public comments on unmet transit needs;
3. Provide direction to staff regarding preliminary Fiscal Year (FY) 2025/26 Unmet Transit Needs recommendation;
4. Direct staff to prepare responses to any comments provided during the public hearing or additional comments received by May 1, 2025; and
5. Designate the Redding Area Bus Authority (RABA) as the Consolidated Transportation Services Agency (CTSA) and direct staff to work with RABA to assign SRTA's *Agreement for the Provision of Specialized Public Transportation Services with Dignity Health Connected Living (DHCL)* to RABA starting July 1, 2025, pending RABA's acceptance of being designated the CTSA.

The SSTAC agrees with the staff recommendations 1-5 and that no new transit needs should be added in FY 2025/26 to allow time for the recent services changes by RABA to be established.

On behalf of the SSTAC, Chair Wendy Longwell will work with Senior Transportation Planner Jennifer Pollom to send a letter of concurrence of the staff recommendations to SRTA Board of Directors Chair Watkins. The letter will be included as an attachment to the staff report at the June 25, 2025, SRTA Board of Directors meeting. By motion made, seconded (Carbone/Geagan) and unanimously carried, the motion passes.

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

- SSTAC Member Prosperi suggested SSTAC should ask Caltrans to come give a presentation on the engagement plan timing and what to expect from the new Transit Plan.
- Share any results from the RABA customer satisfaction survey; share the application process for RABA and/or Shasta Connect; and share updates on all new RABA programs, including adult aging.

There being no other business to discuss, Chair Longwell adjourned the meeting at 3:56 p.m.

Item #5 Adjourn

Respectfully submitted,

LB/acl