

Meeting Notes

SHASTA REGIONAL TRANSPORTATION AGENCY
SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC) MEETING
Wednesday, January 14, 2026, 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 2:32 p.m. The chair asked for a moment of silence to honor the transit bus crash victims in Tehama County.

SSTAC members Wendy Longwell, Patrick Geagan, Brody Wilbourn, Dave Koentopf, John Andoh, and Kelly Babcock were present.

SRTA staff members Assistant Transportation Planner Laurent Beauregard, Senior Transportation Planner Jennifer Pollom, and Executive Assistant Amy Lindsey were present.

Item #2 **Public Comment Period**

Chair Longwell spoke on behalf of Shiela Black who was unable to connect during the meeting. Miss Black would like to report that there is not a close transit bus stop by the new Piper Way Senior Apartments off Buenaventura Boulevard, which houses residents who are elderly and/or have disabilities.

Redding Area Bus Authority (RABA) Transit Manager John Andoh answered questions to the committee. Mr. Andoh stated that RABA staff spoke to management at the Piper Way Senior Apartments on how to use the door-to-door runabout service.

Item #3 **Information Items**

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

RABA Transit Operations Program Manager Brody Wilbourn gave an update to the committee. RABA is making good progress on route adjustments on fixed-route service. RABA is actively finishing paperwork for submittal on the bus acquisitions to supplement more services.

RABA Transit Manager John Andoh gave an update to the committee. RABA has completed the integration with ShastaConnect. As of July 1, 2025, they are now overseeing that service and are working closely with Dignity Health Connected Living (DHCL). It's anticipated that sometime in March 2026 RABA will be merging both ShastaConnect and RABA Demand Response into a consolidated demand response service for seniors and persons with disabilities throughout the service area. It will now be one seamless program operated by DHCL.

RABA will be holding a public hearing in two weeks in relation to changes to their ADA eligibility process. RABA will be implementing an in-person process meaning that RABA's mobility manager will be responsible for processing the ADA applications through an interview-based process, a functional assessment test, and RABA will be getting away from medical verifications.

RABA made boundary adjustments to reflect the new route adjustments. Those include Route 3, 9, 17, and 44x. Further information can be found on the RABA website.

Mr. Andoh will email the SSTAC committee the Federal Transit Administration (FTA) Circular 4710, Chapter 9, that explains the intent of the ADA and the eligibility process that the ADA is looking for from transit operators.

RABA is updating a new Rider's Guide on all routes available which should be available shortly.

RABA is working collaboratively with SRTA, Amtrak, and San Joaquins Joint Powers Authority about launching intercity service between Redding and Sacramento. RABA is hopeful for this service to begin in Spring 2026.

SSTAC Chair Longwell gave a brief update. The Project Homeless Connect is May 11, 2026, at the Redding Convention Center from 9:00 a.m. to 2:00 p.m. City of Redding is paying for free rides to and from the event. Chair Longwell encourages the committee to share this event information.

b. SRTA Updates

Senior Planner Jennifer Pollom gave an update about FTA section 5310 for elderly and individuals with disabilities. SRTA is on the draft list to receive eight (8) projects.

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 2026:

- April 15, 2026, Meeting moved to April 8, 2026, 2:30-4:40 p.m.
- July 15, 2026, 2:30-4:40 p.m.
- October 14, 2026, 2:30-4:40 p.m.

Chair Longwell asked if SRTA staff could change the way Discussion and Action items are listed on the agenda. List all Discussion items under one heading and possibly all Action items under another heading.

b. Approve October 15, 2025, SSTAC Meeting Minutes

No corrections/additions. SSTAC vice chair Geagan made a motion to approve the April 16, 2025, meeting minutes. By motion made, seconded (Geagan/Wilbourn) and unanimously carried, the motion passes.

c. Membership Updates (Laurent Beauregard)

SRTA Assistant Transportation Planner Laurent Beauregard gave an update on SSTAC membership. Board members Karbone and Prosperi are no longer on the committee. Don Kirk applied to become a voting member of the SSTAC Committee. SRTA reviewed Mr. Kirk's application and recommends approval to fill the Category 7, additional member position. Mr. Kirk can also fill the Category 1 membership position should board member Black be absent.

Chair Longwell asked for a motion to add Don Kirk to the SSTAC Committee. By motion made, seconded (Geagan/Wilbourn) and unanimously carried, the motion passes.

d. Caltrans Transit Plan Progress Update (Kelly Babcock)

Additional Member, Kelly Babcock gave a Caltrans Transit Plan progress update to the committee. Senate Bill 960 requires Caltrans to develop and adopt a Transit Policy and guidelines as well as to commit specific four-year targets to incorporate complete streets facilities and transit priority facilities in the SHOPP. The final policy should be available by the end of the month.

No action taken, update only.

e. Caltrans GTFS Sign Feed (Kelly Babcock)

Additional Member, Kelly Babcock gave a Caltrans GTFS Sign Feed update. The Real Time Digital Signage is working with RABA on getting at least four or more signs to place at certain stops along state highway locations to know when the bus will come. Ms. Babcock will send those locations by email to the SSTAC committee.

No action taken, update only.

f. Review Results of Transit Customer Feedback Survey (RABA)

RABA Transit Manager John Andoh gave the results of a transit customer satisfaction feedback survey. Fixed Route received 354 responses, 18 responses on Demand Response, and 26 responses on RABA Runabout. The survey showed that 91% of riders do not have access to a private vehicle, 21% of respondents were students from Shasta College, highest activity ridership was at the downtown passenger terminal, Canby transfer facility, Shasta College, Raley's on North Point, Anderson Walmart, South Market Street, Bechelli Lane, and Enterprise High School.

In reviewing results of the survey, RABA staff is making improvements including a new rider's guide, working with staff to review and improve on-time performance on routes 1, 3, and 7, to improve the Runabout service, and add more bench seating to bus stops. Mr. Andoh stated that another survey will be done in two years to continue to gauge customer satisfaction.

No action taken, update only.

g. Review of Unmet Transit Needs (Jenn Pollom)

Senior Transportation Planner Jenn Pollom gave a quick update on the review of unmet transit needs. SRTA worked with RABA on outreach and included unmet transit needs questions on the recent RABA survey. At the upcoming April 8, 2026, SSTAC meeting the committee will discuss unmet transit needs and give a recommendation of those needs to the SRTA board of directors at their meeting on April 30, 2026.

h. Update on Aging Adult Program (Hallie Fonseca)

Ms. Fonseca was not present at this meeting. This agenda item will be heard at the next meeting.

i. Provide Potential Topics for Future Meetings (All)

Possible future meeting topics include:

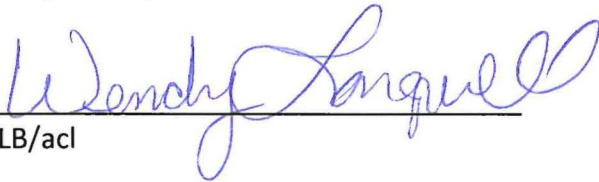
- Senior Transportation Planner Jenn Pollom will look into adding an item to the agenda regarding housing needs and collaborating with other local agencies on those needs.
- Senior Transportation Planner Keith Williams requested to present Active Transportation Program Cycle 8 projects that SRTA will be taking for the program's grant applications.
- RABA Intercity bus service update.

- SRTA North State Intercity transportation bus system update.
- Chair Longwell asked if RABA could present on which types of bus stops go where? Which stops get benches and covers? Senior Transportation Planner Jenn Pollom stated SRTA will also present on this item as it was part of their Long-Range Regional Transportation Plan.
- SSTAC member Don Kirk asked if RABA could put up signage on the buses to ensure riders have their money or pass ready upon entering the bus. This could help keep the buses running on time. DHCL David Koentopf suggested having a discussion on rider fares and discounts so that the committee receives information on what's available. Chair Longwell would like to know what the policy is for drivers and how long they should wait.

There being no other business to discuss, Chair Longwell adjourned the meeting at 4:10 p.m.

Item #5 Adjourn

Respectfully submitted,


LB/acl