

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 Longwell adjourned the meeting at 3:45 p.m.

Item #6 **Adjourn**

Respectfully submitted,


LB/acl