

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.

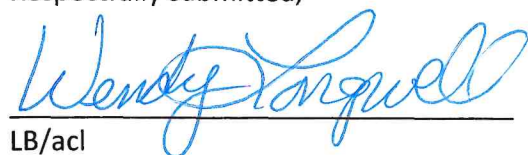
d. Receive Suggestions from Council Members Relative to Potential Topics for Future Meetings

- 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

