



# LAKE COUNTY/CITY AREA PLANNING COUNCIL

Lisa Davey-Bates, Executive Director  
(707) 263-7799 / Fax 463-2212  
www.lakeapc.org

367 North State Street, Suite 206  
Ukiah, CA 95482

## SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC) AGENDA

**DATE:** Tuesday, November 5, 2019  
**TIME:** 1:30 pm

**PLACE:** Lake Links  
14420 Lakeshore Drive  
Clearlake, California

**Teleconference Call in number: 1 (877) 216-1555 / Access code: 249893**

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1. Call to Order and Introductions
  2. Public Input
  3. Approval of Draft August 20, 2019 SSTAC Meeting Minutes
  4. SSTAC Membership Roster Update (*Sookne*)
  5. FY 2020/21 Unmet Transit Needs Process (*Sookne*)
  6. Update on Lake Links
    - a. Mobility Manager Report (*Parker*) (*handout to be distributed at the meeting*)
  7. Update on Lake Transit Projects and Grants
    - a. Bus Passenger Facility Plan Grant
  8. Update on Lake Transit Authority (LTA) meetings
    - a. November 13, 2019 Draft LTA Agenda (*agenda will be a handout*)
  9. Update on Human Services Transportation Programs
    - a. People Services (*Dakari*)
    - b. Other programs and plans
  10. Discussion of issues and/or concerns of the members of the SSTAC
  11. Discuss next meeting Date: February 2020
  12. Announcements/Good of the Order
  13. Adjourn SSTAC meeting

PUBLIC EXPRESSION

Any member of the public may speak on any agenda item when recognized by the Chair for a time period, not to exceed 3 minutes per person and not more than 10 minutes per subject, prior to the Public Agency taking action on that agenda item.

AMERICANS WITH DISABILITIES ACT (ADA) REQUESTS

To request disability-related modifications or accommodations for accessible locations or meeting materials in alternative formats (as allowed under Section 12132 of the ADA) please contact the APC office at (707) 263-7799, at least 72 hours before the meeting.

Date posted: 11/1/19

List of Attachments:

- Agenda Item #3: August 20, 2019 Draft meeting minutes*
- Agenda Item #5: Staff Report: 2020/21 Unmet Transit Needs Process*
- Agenda Item #5a: Adopted Definitions for the Unmet Needs Transit Process*
- Agenda Item #5b: Lake County FY 2019/20 Unmet Transit Needs & Findings*



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Lisa Davey-Bates, Executive Director  
[www.lakeapc.org](http://www.lakeapc.org)

367 North State Street, Ukiah, CA 95482  
Administration: Suite 204 ~ 707-234-3314  
Planning: Suite 206 ~ 707-263-7799

## SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC) MEETING Draft Meeting Minutes

Tuesday, August 20, 2019  
1:30 p.m.

Umpqua Bank  
805 Eleventh Street  
Lakeport, California

**Present:** Paul Branson - Chair, Tavi Granger, Michelle Dibble (Vice-Chair), Karen Dakari, Holly Goetz, Karl Parker

**Staff Present:** James Sookne

**1. Call to Order and Introductions**

The meeting was called to order at 1:32 p.m.

**2. Public Input**

No members of the public were present.

**3. Approval of Draft August 20, 2019 SSTAC Meeting Minutes**

Holly noted that she was listed as present at the April meeting but she wasn't there. Karl motioned, Michelle seconded, to approve the April 16, 2019 minutes as amended. Approved unanimously.

**4. SSTAC Membership Roster Update**

James provided some background information on how he replaced Mark Wall on the SSTAC as a representative of the CTSA. He then explained that when the CTSA designation was changed from Lake Transit Authority to Lake Links, he was no longer eligible to be a member of the SSTAC. He explained there were two ways to fill the spot of the CTSA representative. The first would be to ask one of the Lake Links Board members if they would like to be on the SSTAC. The second would be to move Paul from the "Potential Transit User 60 Years or Older" representative to the CTSA representative and then seek out another person to fill Paul's old position. After some discussion, Michelle made a motion to have Paul switch role's and become the second CTSA representative on the SSTAC. Tavi seconded the motion and it passed unanimously.

Paul also brought up the fact that Tavi, Karl, and Karen's terms were due to expire in October of 2019 and suggested that the SSTAC take care of those positions at the same time. All three people were willing to serve another term on the SSTAC. Michelle made a motion to extend their terms for another 3 years. Paul seconded the motion and it passed unanimously.

## **5. Non-Emergency Medical Transportation (NEMT)**

### **a. Mobility Manager Report**

Karl provided an update on the developments of Lake Links. In May, the Lake APC Board of Directors approved the transfer of the CTSA designation from LTA to Lake Links. In May, LTA released a Request for Proposals for the Mobility Manager program. Paratransit Services elected not to submit a proposal and subsequently, the contract was awarded to Lake Links. On July 1, Karl became an employee of Lake Links and is currently in the process of establishing an office in Clearlake. The location is 14420 Lakeshore Drive, which is across from Griffin's Furniture. Lake Links is also in the process of hiring an administrative assistant.

There are currently 98 people enrolled in the Pay Your Pal program, with 11 new clients enrolling since the last SSTAC meeting. There are also 19 applications that are currently pending. Lake Links is anticipating some financial challenges with this program towards the end of FY 19/20 and will have to figure out how to fund it until the new 5310 grant kicks in (assuming it is successful).

Lake Links launched Medi-Links, the new Out-of-County NEMT program, in July. There have so far only been a couple inquiries and no riders, however that should change as word of the new program spreads. Karen asked how "Joe Public" can find out about Medi-Links. Initially, a press release was published in the Record Bee and the Lake County News and Paratransit Services passed out flyers. Additional outreach will take place that will help to advertise the service.

## **6. Update on Lake Links**

Paul provided some background on where Lake Links came from. The idea of establishing a non-profit to be the Consolidated Transportation Service Agency (CTSA) has been around for a long time and came to fruition when Lake Links officially established in 2017. Lisa Davey-Bates was the founding Board member. Paul Branson and Ilene Dumont joined the Board shortly afterwards, followed by Russ Cremer and Jim Steele. Dena Eddings became the fifth voting Board member, at which time Lisa became an ex-officio Board member. Paul is the temporary CEO and will be resigning from that position at the end of September. Lake Links is hopeful that Phil McGuire will take on the role of CEO upon Paul's departure.

In July, Lake Links entered into a contract with LTA to run the Mobility Manager Program to fulfil LTA's 5310 grant. At this point, Karl left his position at Paratransit Services and became an employee at Lake Links. As Karl previously mentioned, Lake Links is in the process of establishing their office in Clearlake and is also in the process of hiring a full-time administrative assistant.

## **7. Update on Lake Transit Projects and Grants**

### **a. Current 5310 Grant Application Cycle – Due 9/6/19**

The current round of 5310 grants is open and applications are due on September 6. Lake Links is applying to extend the Mobility Manager and Pay Your Pal programs. Lake Transit Authority is reapplying for the Out-of-County NEMT program. LTA is applying for the NEMT grant because Caltrans imposed a \$400k limit per agency and this grant would put Lake Links over that threshold.

**b. Bus Passenger Facility Plan Grant**

This project is winding down. It had been on hold for a couple months due to invoicing issues and the selected project in the City of Clearlake. The site in question in Clearlake is located on Lakeshore right next to Austin Park. The original site had been right next to Main Street Bar and Grill but there are drainage and sight distance problems with this location. After consulting with City staff, the preferred location is approximately 50' north of the existing stop at Austin Park. There would be a pull-out that begins where the flagpole is that will allow the bus to get out of the roadway at the stop. The new location will also alleviate the issue of the bus blocking the crosswalk for southbound traffic on Lakeshore. A draft report is expected to be ready in a couple months.

**c. FTA 5310 Grant- Mobility Management Program**

The Lake APC issued an RFP for the Mobility Manager position in May. Paratransit Services chose not to submit a proposal. Lake Links submitted the only proposal and Caltrans allowed the APC to accept it as a sole-source bid. On July 1, Karl Parker switched employees, going from Paratransit Services to Lake Links.

Karl asked what the status of the Transit Hub is. The County is still finishing up the survey work for their property in Clearlake and hope to have that work completed shortly.

**8. Update on Lake Transit Authority (LTA) Meetings**

James presented the LTA annual report to the Board in July. The FY 19/20 budget was approved by the Board in June and an amendment to the budget was approved in July. LTA received their audit results back and there was one finding regarding data reporting. That finding has been dealt with and there were no other issues.

**9. Update on Human Services Transportation Programs**

**a. People Services**

None.

**b. Other programs and plans**

None

**10. Discussion of Issues and/or Concerns of SSTAC Members**

Karen asked if there would ever be a bike lane through Rodman Slough. This is an issue that is under the County's jurisdiction.

Michelle asked for a description of how the Lake Area Planning Council, Lake Transit Authority (LTA), Lake Links, and Paratransit Services all interact with each other. James described how the Lake APC oversees some of the funding that LTA and Lake Links receives and is responsible for the CTSA designation. He explained that both the Lake APC and LTA have no employees and that the administrative work for both agencies is contracted out to his employer, Davey-Bates Consulting (DBC). He stated that the LTA operations is contracted out to Paratransit Services, with Wanda Gray as the project manager for the consultant. He also explained how the administrative duties were transferred from Mark Wall to DBC.

11. **Next Proposed Meeting** – Sometime in November (TBD)

12. **Announcements/Good of the Order**  
None.

13. **Adjourn Meeting** - Meeting adjourned at 3:11 p.m.

Respectfully Submitted,

James Sookne  
Lake APC Administration



## SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL STAFF REPORT

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**TITLE:** 2020/21 Unmet Transit Needs Process

**DATE PREPARED:** 10/31/19

**MEETING DATE:** 11/5/19

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**SUBMITTED BY:** James Sookne, Program Manager

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**BACKGROUND:** Lake APC has been conducting formal Unmet Transit Needs processes since 2014. The process is a requirement of the Transit Development Act (TDA) prior to a region using any Local Transportation Funds (LTF) for streets and roads purposes. Although the APC does not allocate any LTF funds for streets and roads purposes, the process is still considered useful as a means of identifying potential transit needs in the region as well as analyzing opportunities for Lake Transit Authority (LTA) to meet those needs if feasible. It assists the APC and LTA in determining how to best use the limited transit funding available to the region. The Unmet Transit Needs process also meets TDA requirements calling for annual public input opportunities for transit dependent or transit disadvantaged persons before the SSTAC.

The first step in this annual process is for the SSTAC to develop a list of potential Unmet Transit Needs. These needs may be identified by SSTAC members, agency staff, or the public. For your reference, I've attached the list of Unmet Transit Needs that was approved by the APC during the last Unmet Transit Needs process.

Once developed, the 2020/21 list of needs will be presented to the APC Board at a public hearing in February to determine whether any of the needs qualify as an "unmet transit need" consistent with the approved definition (attached). The Unmet Transit Needs will then be directed to LTA and APC staff members for analysis and further review by the SSTAC. Following this analysis, a recommendation will go to the APC Board determining whether or not any of the needs are considered "reasonable to meet." If needs are found reasonable to meet, those needs will then become part of the budgeting process.

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**ACTION REQUIRED:** Develop a list of Unmet Transit Needs in Lake County that will be presented to the Lake APC at a public hearing. If desired, advise the APC on any other major transit issues per TDA mandated SSTAC duties.

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**ALTERNATIVES:** None

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**RECOMMENDATION:** None

**Adopted Definitions for the  
Unmet Transit Needs Process  
Approved by the APC 12/10/14**

**Unmet Transit Need:** Whenever a need by a significant number of people to be transported by moderate or low cost transportation to specific destinations for necessary purposes is not being satisfied through existing public or private resources.

**Reasonable to Meet:** It is reasonable to meet a transit need if all of the following conditions prevail:

- Funds are available, or there is a reasonable expectation that funds will become available. This criterion alone will not be used to determine reasonableness.
- Benefits of services, in terms of number of passengers served and severity of need, justify costs
- With the added service, the transit system as a whole will be capable of meeting the Transportation Development Act fare revenue/operating cost requirements
- Transit services designed or intended to address an unmet transit need shall not duplicate transit services currently provided either publicly or privately
- The claimant that is expected to provide the service shall review, evaluate and indicate that the service is operationally feasible, and vehicles shall be currently available in the marketplace



## Lake County FY 19/20 Unmet Transit Needs & Findings Adopted May 8, 2019

**1. Eastbound service to Spring Valley.** Currently, there is no service east of SR 53.

**Response:** Transit service for residents of Spring Valley is an unmet need. The Live Oak Transportation Project, an FTA Section 5317 funded program that was sponsored by the Area Agency on Aging and operated by Live Oak Senior Center, attempted to serve Spring Valley residents while that project was active for several years beginning in 2009. According to Pat Grabam, the transportation project manager, there was very little demand for service. The Spring Valley community is composed of about 360 rural residential households scattered along an approximate six mile stretch of New Long Valley Road. The population is about 845 and the population density is 169 people per square mile. The distance to the start of New Long Valley Road at State Route 20 is about 11 miles from Clearlake Oaks, or 18 miles from Clearlake. The distance to Spring Valley, combined with its low density, and the lack of demand for service in a recent transportation project, make it very unlikely that another transportation service attempt would be successful. LTA recommends that a service directed to serving residents along the length of New Long Valley Road is not reasonable to meet based on past performance, low population density, and low demand.

**Recommended Finding:** At this time, service to Spring Valley is an unmet need that is unreasonable to meet; however, it should be studied in the next Transit Development Plan for Lake County.

**2. Eastbound service, allowing people to connect with service to the Sacramento area.** Currently, the closest connection is at the Cache Creek Casino.

**Response:** Intercity bus service connecting to Sacramento is an unmet need that may be reasonable to meet. Lake Transit Authority was included in a coordinated joint Transit and Intercity Rail Capital Program (TIRCP) grant application submitted by the Shasta Regional Transportation Agency that would provide capital funding for a zero-emission bus project called North State Express. Unfortunately, due to funding constraints, the Lake Feeder Line that would have connected Clearlake to Williams was not part of the final project that was awarded to SRTA. Without funding from the TIRCP grant, there is no opportunity to fund service to Sacramento in 2019/20; and it is unknown if there will be an opportunity in subsequent years. Therefore, this unmet need is not reasonable to meet.

**Recommended Finding:** The unmet need for service connecting to the Sacramento region is unreasonable to meet at this time due to a lack of funding.

**3. Non-Emergency Medical Transportation in outlying areas.** This would serve areas beyond one mile from fixed routes, and vehicles need to include wheelchair lifts.

**Response:** Over the past three years, the APC found that this is an unmet need that is not reasonable to meet at this time due to limited demand. Nevertheless, LTA, as the CTSA, has taken steps that may improve services to outlying areas. Working together with the APC, LTA has helped to form a non-profit agency called Lake Links whose mission is specifically to coordinate efforts to address mobility needs, particularly NEMT needs, in Lake County. LTA, as the CTSA, was successful in obtaining FTA 5310 grant funding to provide for a full-time mobility coordinator and assistant to develop the LTA/Lake Links mobility management program. Program activities include support for clinic operated wheelchair lift

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equipped vehicles, further development of the volunteer driver program, and development of NEMT wheelchair lift equipped services. These efforts are meeting more of the need, but still fall short of a dedicated program to provide wheelchair lift equipped service that will meet widely dispersed trips in outlying areas. LTA has also been exploring a potential relationship with Partnership Health and their NEMT broker, MTM, to provide Med-Cal funded, wheelchair equipped NEMT service. LTA and Lake Links continue to work with the health and social services community to define the need and potential funding agreements for service.

**Recommended Finding:** There are unmet transit needs for wheelchair lift equipped NEMT services in outlying areas beyond one mile from fixed routes. The demand is very limited and widely dispersed making it unreasonable to meet at this time.

**4. Non-Emergency Medical Transportation to out of county locations.** This is needed for both adults and children. There is a particular need for transport to Santa Rosa and San Francisco.

**Response:** LTA, through its Lake Links CTSA program, will implement a program to provide NEMT service to out-of-county locations in 2019. LTA has been awarded an FTA 5310 grant for \$225,139 to provide Out-of-County NEMT services and senior center transportation programs for three years. The grant application addressed NEMT needs for trips to Ukiah and Santa Rosa. There is potential to modify the program to include trips to San Francisco, or to work together with Bay Area transportation providers to transfer passengers to SF at Santa Rosa.

**Recommended Finding:** NEMT service to out-of-county locations is reasonable to meet and will be implemented in 2019. Initially, the service will include Ukiah and Santa Rosa.

**5. Fixed route service on Sundays.** Another frequently noted need subject to funding availability.

**Response:** There is a need for service on Sundays throughout Lake County, but the level of demand for service is not well documented. Based on transit industry statistical evidence, transit service attracts fewer riders on Saturday than weekdays, and even fewer on Sunday than on Saturday. LTA Saturday ridership supports the industry evidence as there are 35 to 40 percent fewer Lake Transit riders on Saturdays than on weekdays. Sundays would likely generate even fewer riders. Meanwhile, there would be added expense to staff dispatch, supervision, and maintenance duties as well as for the actual vehicle operations. Implementing Sunday service could only be done at this time by reducing service on other days of the week. Because of added support staff expenditures, the reductions would likely eliminate more hours of existing service than the number of Sunday hours added.

**Recommended Finding:** There is an unmet need for transit service on Sundays. The need is not reasonable to meet at this time due to the likelihood that a service revision required to accommodate Sunday service would have negative impacts on services on other days that would outweigh the benefits achieved on Sundays. This unmet need and potential alternative service plans should be studied in the next Transit Development Plan for Lake County.

**6. Expanded transit service and Mobility Training to accommodate job placement for developmentally disabled.** New enhanced requirements for competitive integrated job placement will be implemented soon necessitating transportation to and from jobs, potentially outside of normal transit operating hours. It is likely that demand response service would be needed to fit this potential need.

**Response:** To the extent that the need is within Lake Transit operating hours, this need will be

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accommodated by Lake Transit routes or paratransit services provided that the origin and destination are within one mile of fixed routes. If the need is outside of normal operating hours, Lake Transit is not required to provide service under the ADA. It is unknown at this time if there is an unmet need. If there is an unmet need, the Redwood Coast Regional Center is responsible to fund transportation needs of developmentally disabled persons. Existing service providers, including LTA are available to extend service programs if funding is available.

**Recommended Finding:** Expanded transit service and mobility training to accommodate job placement for developmentally disabled persons in Lake County is not an unmet need at this time.

**7. NEMT after normal business hours.** Instances in which a need for non-emergency transport arises outside of normal service hours.

**Response:** During LTA business hours, many NEMT needs are met by LTA transit and paratransit services. When LTA is closed, the only resources are typically taxi and emergency medical transportation provided by fire districts. Utilizing EMT services for NEMT needs is costly and problematic. One idea to address this situation is to extend LTA paratransit hours, or provide an alternative NEMT service through Lake Links, and work with the fire districts to dispatch the most appropriate and cost-effective service. The extent of the need for afterhours NEMT is not well documented, and the feasibility of providing afterhours NEMT is therefore unknown.

**Recommended Finding:** NEMT after Lake Transit operating hours is an unmet need. At this time, it is unknown if it is reasonable to meet. This requires additional study by LTA, Lake Links, and/or the APC.

**8. Periodically re-evaluate the LTA transfer policy to ensure it is fair and equitable to everyone.**

**Response:** Ensuring that all LTA policies are fair and equitable to everyone is extremely important; however, by the definition adopted in 2014, this is not an unmet transit need. Although LTA policies are written to be as fair and equitable as possible, they should be reviewed periodically for ongoing effectiveness.

**Recommended Finding:** By definition, periodically re-evaluating the LTA transfer policy to ensure it is fair and equitable to everyone is not an unmet need.