



# LAKE COUNTY/CITY AREA PLANNING COUNCIL

Lisa Davey-Bates, Executive Director  
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## SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC) AGENDA

**DATE:** Monday, January 23, 2023

**TIME:** 1:30 pm

**PLACE:** Audioconference  
Dial-in number: **1-669-900-6833** / Meeting ID: **873 1801 5174** Passcode: **285504**

**\*Zoom link provided to SSTAC members in distribution email and to public by request**  
In accordance with the modified Brown Act Requirements established by Governor Newsom's Executive Order N-29-20, and to facilitate Social Distancing due to COVID-19, the Social Services Transportation Advisory Council meeting will be by audioconference. Public comments will be available during Thursday's meeting on any agenda item. Please send comments to James Sookne at [jsookne@dbcteam.net](mailto:jsookne@dbcteam.net) and note the agenda item number being addressed. Oral comments will also be accepted by telephone during the meeting when public comment is invited by the Chair.

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1. Call to Order and Introductions
  2. Public Input
  3. Approval of Draft November 17, 2022 SSTAC Meeting Minutes
  4. Lake County Transit Development Plan – 2022 Update (*Sookne*)
  5. FY 2023/24 Unmet Transit Needs Process (*Sookne*)
  6. Update on Lake Links
  7. Update on Lake Transit Projects and Grants
  8. Update on Lake Transit Authority (LTA) meetings
    - a. Next meeting date February 8, 2023
  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: TBD

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) 234-3314, at least 72 hours before the meeting.

Date posted: 1/19/23

**List of Attachments:**

- Agenda Item #3: November 17, 2022 Draft meeting minutes*
- Agenda Item #4: LSC Presentation*
- Agenda Item #5: Staff Report: 2023/24 Unmet Transit Needs Process  
Adopted Definitions  
22/23 Adopted Unmet Needs List & Findings*



# LAKE COUNTY/CITY AREA PLANNING COUNCIL

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

Thursday, November 17, 2022  
1:30 p.m.

Zoom video/audio conference

**Present:** Paul Branson – Chair, Laurie Fisher; Melinda Lahr

**Absent:** Dena Eddings-Green, Karen Dakari

**Non-SSTAC Attendees:** Genevieve Evans (LSC), Claire Hutchinson (LSC), Tasha Ahlstrand (Caltrans), Blake Batten (Caltrans), Annie Barnes (Sunrise Special Services Foundation)

**Staff Present:** James Sookne, Michael Villa, John Speka

### 1. Call to Order and Introductions

The meeting was called to order at 1:33 p.m. Introductions were made.

### 2. Public Input

Annie Barnes, from the Sunrise Special Services Foundation (SSSF), wanted to let the group know that there is a severe lack of transportation in the early mornings for folks who need to get to work. There are also gaps in services during the evenings and weekends for folks served by the SSSF.

Paul stated that the group will be addressing the FY 23/24 Unmet Needs later in the meeting and that this would be a good place to elaborate on the issues that Annie has brought up. He also mentioned that there are vacancies on the SSTAC if Annie is interested in participating.

### 3. Approval of Draft August 22, 2022 SSTAC Meeting Minutes

Melinda motioned, Laurie seconded, to approve the August 22, 2022, minutes as presented. Approved unanimously.

Paul asked if the previous nominations for the SSTAC roster had been approved by the Board. James stated that there wasn't a November meeting and that the new roster would be approved at the December Lake APC meeting. Laurie stated that she received an email from Pastor Shannon Kimball-Auth informing her that she'd like to remain on the SSTAC.

### 4. Lake County Transit Development Plan Update

James stated that at the previous meeting, Genevieve and Claire gave an update on the project. They discussed Technical Memos 1 and 2, which were about the existing conditions and public outreach, respectively. LSC is finishing up Technical Memo 3 which discusses potential transit alternatives.

Genevieve stated that LSC is currently in the process of looking at a wide variety of potential changes to the system to help increase ridership, mobility, and efficiency. They look at operational and capital changes that will then be incorporated into a 5-year financial plan. Some of the service alternatives

that LSC is currently evaluating include:

- Increasing the frequency on Route 1
- Serving Konocti Vista Casino or the Riviera Shopping Center on Route 4
- Shifting the Route 12 schedule by 30 minutes
- Change Route 8 from fixed-route service to microtransit
- Provide 1-day/week lifeline service to Spring Valley
- Provide Sunday service
- Decrease the frequency of Route 2 to 3-days/week
- Reduce service on Route 4A

Some of the capital alternatives that are being evaluated include vehicle replacement, automatic passenger counters, and additional infrastructure at bus stops.

The service alternatives memorandum should be done by the end of November. The next steps include developing a draft plan in December and a final version in February.

Paul asked if the SSTAC would meet again in time to review the draft report. James stated that there could be a January SSTAC meeting which would provide enough time for LSC to finish the draft report.

#### **5. FY 2023/24 Unmet Transit Needs Process**

James stated that a formal Unmet Transit Needs process is done every year by the Lake Area Planning Council to meet the requirements of the Transit Development Act. The process normally begins in November with a review of the previous year's list and discussion of any new needs that have been identified since the adoption of the previous list. The group will then meet again in January to further dive into the list and see if there is anything new to add. Once the SSTAC develops a list, they'll make a recommendation to the Lake APC Board to see if any of the identified needs meet the adopted definition.

Paul asked Melinda if she knew of any additional requests that have been made regarding transit access to social service locations. She said she wasn't aware of any but could look into it.

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

Laurie discussed a couple of the programs available through Lake Links. The Medi-links program provides non-emergency medical transportation to out-of-county destinations including St. Helena, Napa, Deer Park, Santa Rosa, Ukiah, and Willits. Trips have decreased a little over the last month or so. The other program is the Pay Your Pal program which provides mileage reimbursement to riders who then pass it on to their drivers.

Lake Links is currently developing a volunteer driver program (VDP) that will help provide necessary medical and non-medical trips. One of the major roadblocks to getting the program up and running is finding an insurance carrier. The program hasn't been widely advertised as of yet due to the insurance issues. Paul added that one of the things that Lake Links is hoping to do with the VDP is to transition some of the Medi-Links trips from LTA to Lake Links. This will save money for LTA and the community.

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

The environmental phase of the Transit Center project was completed in September. At this point, LTA needs to determine the best way to approach the design and construction phase of the project's two components. Once that is determined, the funds will be allocated at the California Transportation

Commission.

Staff is working with Caltrans to possibly re-allocate some LCTOP funds, previously programmed for the solar canopy at the operations yard, to allow for the purchase of two electric paratransit vans.

LTA just received news that there is an addition \$840,000 in ARP funds related to the COVID-19 pandemic.

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

**a. December 14, 2022 meeting**

James plans to present the First Quarter report at the December meeting. Paul mentioned that Lake Links plans to request that two paratransit vehicles be transferred from LTA to Lake Links to assist with the VDP.

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

**a. People Services**

None.

**b. Other programs and plans**

Paul mentioned that Annie's organization has a van and said that SSSF, Lake Links, and LTA should have a meeting to discuss possible coordination of trips.

**10. Discussion of issues and/or concerns of the members of the SSTAC**

None.

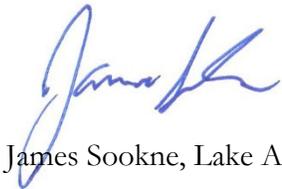
**11. Discuss next meeting Date:** The next meeting will be in January. James will send out a poll to find a date.

**12. Announcements/Good of the Order**

Paul said that it may be good if James, or another staff member, sends a reminder the day before the meeting so more members attend.

**13. Adjourn SSTAC Meeting** - Meeting adjourned at 2:27 p.m.

Respectfully Submitted,



James Sookne, Lake APC Administration

# Presentation of *Lake County TDP Draft Plan Recommendations*

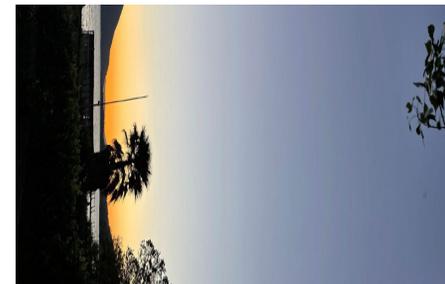


***January SSTAC Meeting***



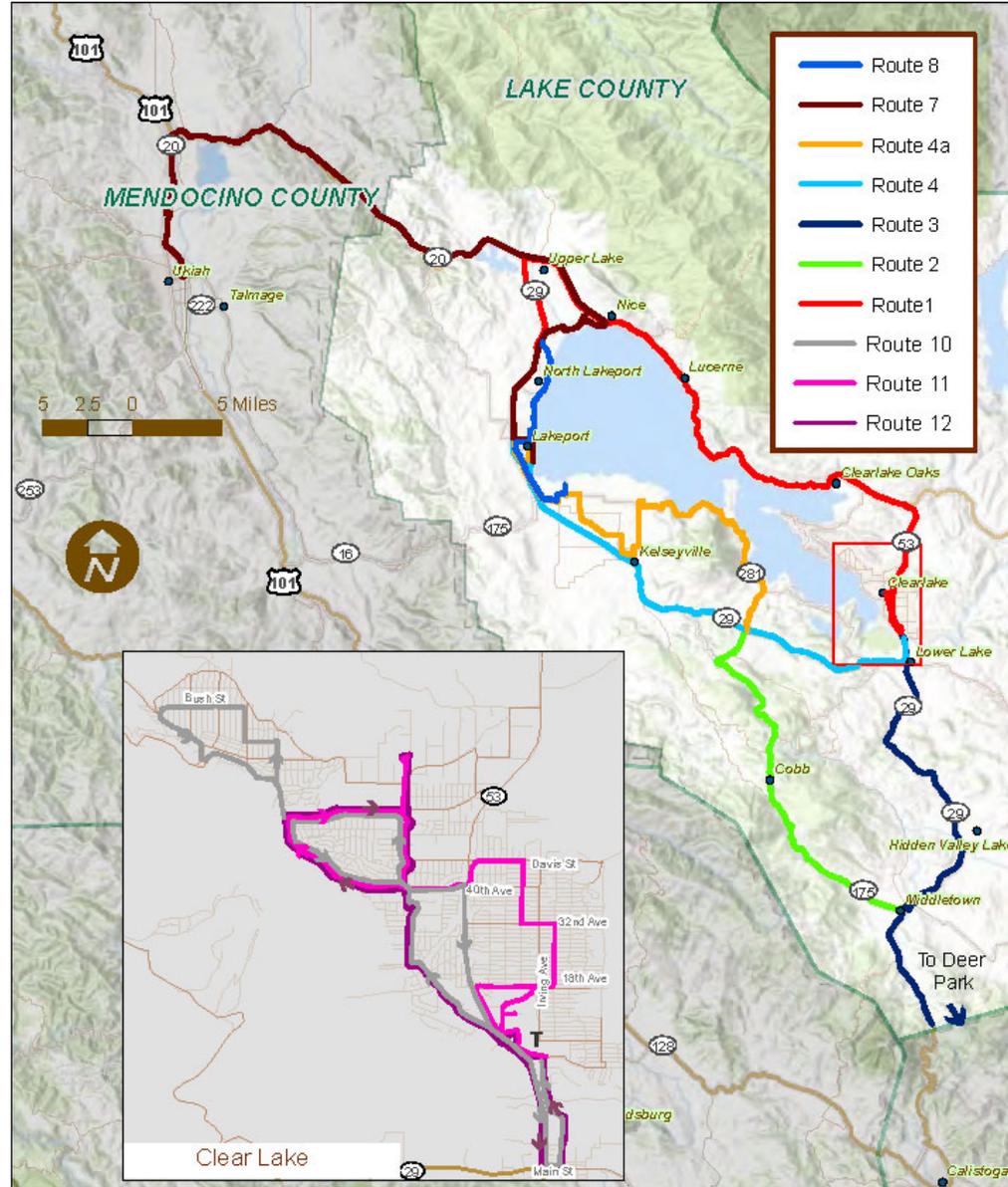
# Project Status

- Completed a memo analyzing potential changes/adjustments to Lake Transit to improve mobility for residents, adjust to a post COVID world and increase efficiency of the transit system.
- Alternatives memo reviewed by LTA/APC staff.
- Today, presenting consultant recommendations to bring forward to Draft Transit Plan





**Figure**  
**Lake Transit Routes**



# Recommendations

- Route 12 (Clearlake) – Shift Schedule by 30 minutes
  - Objective: Provide half-hourly service to more stops in Clearlake
  - No cost impacts
  - Annual ridership increase of 1,080 annually

**Table 3: Route 12 Example Revised Schedule**

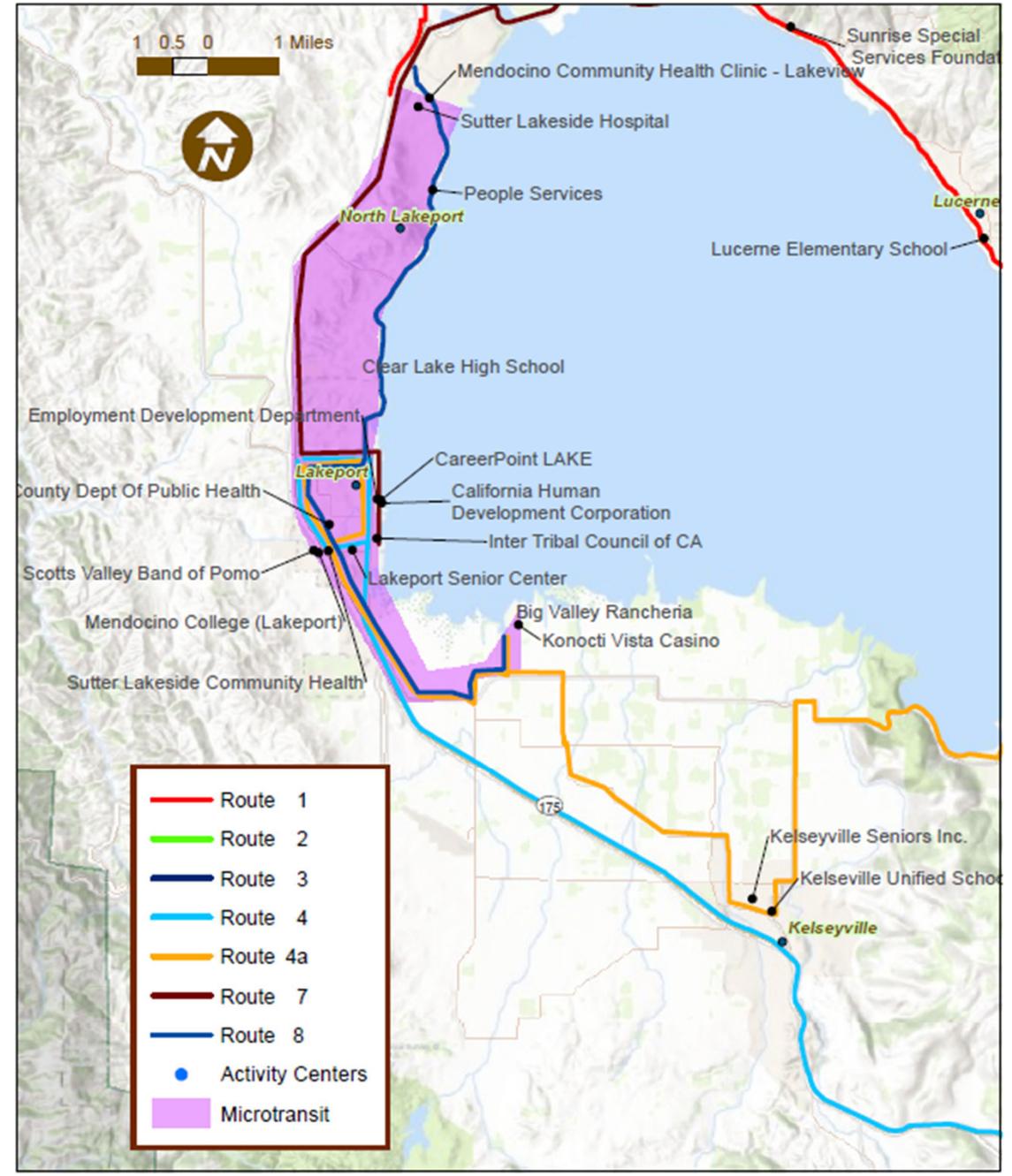
Walmart	Old 53 & Lakeshore	Austin Park	Burns Valley Mall	Senior Center	Old 53 & Lakeshore	Walmart	Woodland College	Lake County Social Services	Highway 53 & Main St.	Lower Lake High School	Walmart
8:28 AM	8:35 AM	8:40 AM	8:42 AM	8:46 AM	8:52 AM	9:00 AM	9:02 AM	9:06 AM	9:09 AM	9:12 AM	9:17 AM
9:28 AM	9:35 AM	9:40 AM	9:42 AM	9:46 AM	9:52 AM	10:00 AM	10:02 AM	10:06 AM	10:09 AM	10:12 AM	10:17 AM
10:28 AM	10:35 AM	10:40 AM	10:42 AM	10:46 AM	10:52 AM	11:00 AM	11:02 AM	11:06 AM	11:09 AM	11:12 AM	11:17 AM
11:28 AM	11:35 AM	11:40 AM	11:42 AM	11:46 AM	11:52 AM	12:00 PM	12:02 PM	12:06 PM	12:09 PM	12:12 PM	12:17 PM
12:28 PM	12:35 PM	12:40 PM	12:42 PM	12:46 PM	12:52 PM	1:00 PM	1:02 PM	1:06 PM	1:09 PM	1:12 PM	1:17 PM
1:28 PM	1:35 PM	1:40 PM	1:42 PM	1:46 PM	1:52 PM	2:00 PM	2:02 PM	2:06 PM	2:09 PM	2:12 PM	2:17 PM
2:28 PM	2:35 PM	2:40 PM	2:42 PM	2:46 PM	2:52 PM	3:00 PM	3:02 PM	3:06 PM	3:09 PM	3:12 PM	3:17 PM
3:28 PM	3:35 PM	3:40 PM	3:42 PM	3:46 PM	3:52 PM	4:00 PM	4:02 PM	4:06 PM	4:09 PM	4:12 PM	4:17 PM
4:28 PM	4:35 PM	4:40 PM	4:42 PM	4:46 PM	4:52 PM	5:00 PM	5:02 PM	5:06 PM	5:09 PM	5:12 PM	5:17 PM

# Recommendations

- Route 2 (Cobb) - Reduce service to 3 days per week
  - Objective – Increase cost efficiency by reducing service on a route with a high operating subsidy per trip (\$125).
  - Annual operating subsidy savings of \$28,500.
  - Reduce annual ridership by 600 trips per year.
  
- Replace Route 8 (Lakeport) with Microtransit, 7:30 AM – 6:30 PM
  - Objective- Provide on-demand transit (like Uber) to Lakeport and the Konocti Vista Casino
  - Annual operating cost savings of \$16,000 (including cost of purchasing app)
  - Small increase in ridership of around 300 trips per year
  - Can “Comingle” passengers with Lakeport DAR



**Figure 1**  
**Lakeport Microtransit**

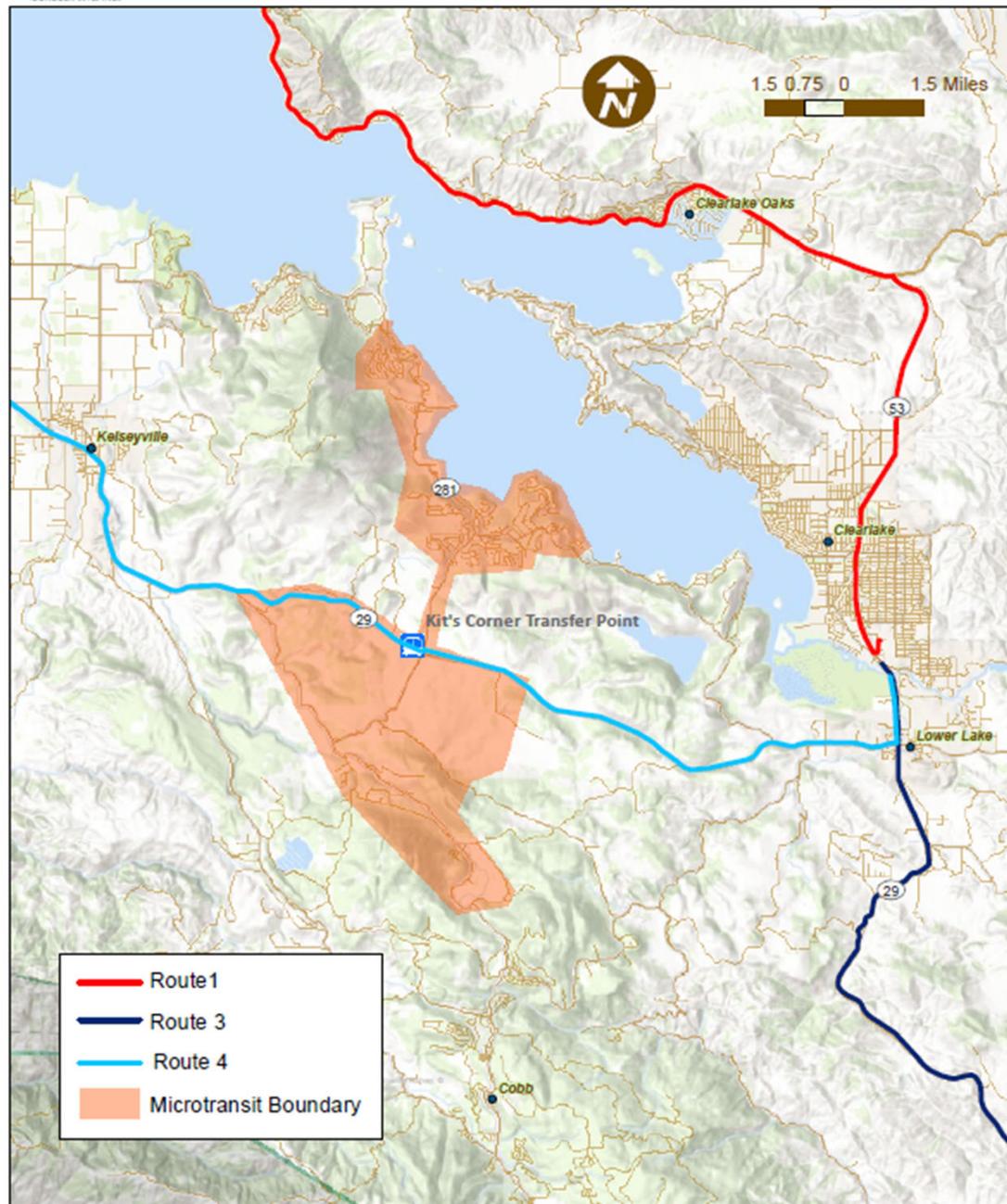


# Recommendations

- ▶ South Clear Lake Microtransit- 3 days per week, 8AM to 5 PM, Eliminate Route 4a
  - ▶ Objective – Increase cost efficiency, directly serve a relatively high concentration of homes in Clear Lake Rivera. Microtransit would provide a connection to Route 4 at Kits Corner.
  - ▶ Increase annual costs by \$4,600 per year (including microtransit technology costs)
  - ▶ Increase ridership by 1,110 trips per year



**Figure 2**  
**South Clear Lake Microtransit**



# Other Alternatives Analyzed

- Increase service on Route 1
- Add Konocti Vista Casino and Riviera Shopping Center to Route 4
- Route 7 to Ukiah – Replace last run with an earlier run
- Lifeline service to Spring Valley
- Sunday Service – Fixed Routes 1, 4, 8, 10, 11
- Sunday Service in Clearlake – Microtransit
- Intercity service to Santa Rosa with either Route 7 or Route 3
- Eliminate Route 2
- Reduce Route 4a to 3 days per week



**Slide 9**

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**gs9**

What are the numbers? If number of completed surveys, then title the column

*gordon shaw, 5/12/2017*

# Performance Table

**Table 4: Comparison of Service Alternatives**

FY 2023-24

Shading Indicates Does Not Meet Minimum Standard

Shading Indicates Meets Minimum Standard

**Change from Existing Service**

**Performance Measures**

Alternative	Change from Existing Service		Performance Measures						
	Annual Ridership	Annual Operating Cost (1)	Marginal Operating Cost per Veh-Hour	Marginal Farebox Ratio	Marginal Passenger-trips per Veh-Hour	Marginal Operating Cost per Passenger Trip	Operating Cost per Trip Minimum Standard	Marginal Subsidy Per Passenger-Trip	
Status Quo (Systemwide Total Costs)	196,364	\$3,414,282	\$91	11%	5.25	\$17.39	\$19.50	\$8.27	
<b>Alternatives Which Increase or Maintain Service</b>									
Route 1 - Add 4 RT using one additional bus	7,800	\$171,700	\$57	9.1%	2.6	\$22.01	\$20.00	\$20.01	
Route 4 - Serve Konocti Vista Casino	110	\$3,000	NA	4.2%	NA	\$27.27	\$40.00	\$25.45	
Route 4 - Serve Riviera Shopping Center	110	\$4,600	NA	4.3%	NA	\$27.27	\$40.00	\$40.00	
Route 7 - Replace Final RT with Early RT	-130	\$30,200	2	\$60	-1.1%	-0.3	-\$232.31	\$40.00	-\$234.92
Route 12 - Shift schedule by 30 minutes	1,080	\$0	NA	--	NA	\$0	\$12.50	-\$1.34	
Lifeline service to Spring Valley	120	\$10,700	\$51	2.2%	0.6	\$89.17	\$45.00	\$87.17	
Sunday Service - Fixed Routes 1, 4, 8, 10, 11	5,940	\$122,900	\$53	9.7%	2.6	\$20.69	\$19.50	\$18.69	
Clearlake Sunday Service - Microtransit	600	\$54,800	3	\$100	3.2%	1.9	\$91.33	\$50.00	\$89.67
Route 7 - Extend to Santa Rosa 1 RT	230	\$51,400	2	\$68	1.6%	0.3	\$223.48	\$40.00	\$110.00
Route 3 - Extend to Santa Rosa 1 RT	630	\$29,800	2	\$59	7.0%	1.3	\$47.30	\$40.00	\$21.98
<b>Alternatives Which Decrease Service</b>									
Route 2 - Reduce service to 3 days per week	-600	-\$29,700	\$58	4%	1.2	\$49.50	\$45.00	\$47.50	
Route 2 - Eliminate service	-2,100	-\$98,000	\$54	4%	1.2	\$46.67	\$45.00	\$44.67	
Route 4a - Reduce service to 3 days per week	-400	-\$34,100	\$61	3%	0.7	\$85.25	\$45.00	\$83.05	
Route 4a - Eliminate First Daily Roundtrip (9:16 AM)	-250	-\$19,600	\$60	3%	0.8	\$78.40	\$45.00	\$76.00	
Route 4a - Eliminate service	-1,560	-\$80,800	\$59	4%	1.1	\$51.79	\$45.00	\$49.62	
Route 8 - Replace with Microtransit	290	-\$15,800	3	\$28	-1.3%	-0.2	-\$54.48	\$12.50	-\$56.21
South Clear Lake Microtransit, Eliminate Route 4a	1,110	\$3,900	3	\$76	5%	-6.2	\$3.51	\$50.00	\$4.14
South Clear Lake Microtransit, Eliminate Route 4a and 2	-993	-\$94,100	3	\$56	4%	0.5	\$94.81	\$50.00	\$83.83

Note 1: Does not include fixed costs except for Status Quo Option

NA = Not applicable, as vehicle-hours do not change.

Note 2: Does not include competitive FTA 5311(f) grant funds

Note 3: Includes technology costs for microtransit app

# Summary

- The proposed service plan will:
  - Save \$53,150 annually (factoring in multiple microtransit services)
  - Increase ridership by 1,880 annually
  - Bring new forms of public transit to Lake County
  - Increase efficiency



# Next Steps

- Public Outreach in February
- Draft Plan Available in March
- Draft Plan Presented to LTA/APC board in April
- Final SRTP in May
- Contact: Genevieve Evans
  - [genevieve@lsctrans.com](mailto:genevieve@lsctrans.com)
  - 530-583-4053





## SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL STAFF REPORT

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**TITLE:** 2023/24 Unmet Transit Needs Process

**DATE PREPARED:** 1/17/23

**MEETING DATE:** 1/23/23

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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 have attached the list of Unmet Transit Needs that was approved by the APC during the last Unmet Transit Needs process. In November 2022, the SSTAC chose to develop the list of Unmet Transit Needs at the January 2023 meeting.

Once developed, the 2023/24 list of needs will be presented to the APC Board at a public hearing in March to determine whether any of the needs qualify as an “unmet transit need” consistent with the approved definitions (attached). The Unmet Transit Needs will then be directed to APC and LTA 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 Transit Authority

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March 15, 2022

Lisa Davey-Bates  
Executive Director  
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## **Lake Transit Authority Response to Potential Unmet Transit Needs & Recommended Findings for the APC FY 2022/23**

Dear SSTAC Members, Technical Advisory Committee Members, and APC:

Thank you for the opportunity to respond to the list of FY 2022/23 Potential Unmet Needs. Lake Transit Authority (LTA) takes these very seriously. It is unfortunate that all available TDA dollars are already expended making our response to new potential needs difficult. In most cases, responding to an unmet need will mean that LTA and/ or the APC must either find a new funding source, such as a federal or state grant, or weigh the importance of the unmet against cutting an existing service.

**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; however, 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 approximately 845 and the population density is 169 people per square mile. The intersection of New Long Valley Road and State Route 20 is about 11 miles from Clearlake Oaks and 18 miles from Clearlake. The distance to Spring Valley, combined with its low density, and the lack of demand for service, 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 during the current update to the 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 (SRTA) that would provide capital funding for a zero-emission bus project for Phase II of the North State Express. Unfortunately, SRTA's TIRCP application that included this service was not successful. LTA is currently working with SRTA and other rural northern California transit agencies on interagency connectivity, which would include a connection from Lake County to I-5. At this time, these plans are purely conceptual and due to a lack of funding, it is unknown if and when implementation will occur. 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 four 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 and Lake Links, as the former and current CTSA respectively, have taken steps that may improve services to outlying areas. 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 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 just applied for a 5310 grant to modify and expand the existing NEMT service. The new model would incorporate a pool of volunteer drivers that would use their own vehicles as well as some LTA vehicles for those riders that are non-ambulatory. This will be in addition to the existing service provided by LTA. Lake Links 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, which when combined with a lack of funding, makes it unreasonable to meet at this time. However, should LTA be successful with their latest 5310 grant application, funding should be available to at least partially meet this need.

**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 was awarded an FTA 5310 grant in 2017 to provide Out-of-County NEMT services and senior center transportation programs for three years. The grant application helped to address 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. In partnership with Lake Links, Medi-Links was created in 2019 to provide NEMT services to out-of-county locations. To date, the program currently takes clients to Calistoga, Santa Rosa, and Ukiah; however, as the program expands, additional destinations will be included. LTA just applied for a 5310 grant to modify and expand the existing NEMT service. The new model would incorporate a pool of

volunteer drivers that would use their own vehicles as well as some LTA vehicles for those riders that are non-ambulatory. This will be in addition to the existing service provided by LTA and will allow Medi-Links to continue to grow into the future.

**Recommended Finding:** NEMT service to out-of-county locations is reasonable to meet and was implemented in 2019. The service currently provides trips to Calistoga, Santa Rosa, and Ukiah. As the program expands, trips will be available to additional destinations.

**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 the current update to the 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 have been implemented, necessitating transportation to and from jobs, potentially outside of normal transit operating hours.

**Response:** To the extent that the need is within Lake Transit operating hours, this need will be 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. Individualized, flexible transportation to meet the transportation needs of seniors, persons with disabilities, or low-income persons who are unable to utilize the existing public transportation system.**

**Response:** Although most of the focus as of late has been on non-emergency medical transport (NEMT) services, there is also a need for other “on-demand” types of services for non-medical trips. A previous survey for the Pay-Your-Pal (PYP) program revealed that 90% of the respondents were in favor of this type of service. Without additional funding dedicated to this “on-demand” service, implementation of this service at this time could only be done by reducing existing fixed-route service. It would be beneficial to study this further in the current update to the Transit Development Plan to determine the extent of the demand. If the demand is high enough, LTA and/or Lake Links could then pursue additional funding to implement the service.

**Recommended Finding:** At this time, implementation of an “on-demand” type service to meet the transportation needs of seniors, persons with disabilities, or low-income persons who are unable to utilize the existing public transportation system is an unmet need that is unreasonable to meet; however, it should be studied in the current update to the Transit Development Plan for Lake County.

**9. Earlier service to Ukiah for medical appointments, criminal justice appointments, and courses at Mendocino College.** The existing fixed route service to Ukiah doesn’t allow riders to attend early morning medical or criminal just ice appointments or early classes at Mendocino College.

**Response:** Over the years, LTA has received the occasional comment that there should be earlier service to Ukiah so riders could get to their early appointments; however, the exact demand for this service isn’t known. Getting people to Ukiah in time to make their appointments between 8:00 AM and 9:00 AM can be addressed in a couple of ways. An additional run could be added to the schedule, or the existing schedule could be adjusted. Both options could have ramifications on the overall system for the following reasons: (1) adding an earlier run to the current schedule would mean additional resources or potentially reducing service somewhere else and (2) changing the existing schedule of Route 7 would also change Route 4 since they’re interlined. If riders need to get to Ukiah for medical appointments before 8:00 AM, the most practical solution may be to work with Lake Links for their transportation needs.

**Recommended Finding:** At this time, earlier service to Ukiah for medical appointments, criminal just appointments, and courses at Mendocino College is is an unmet need that is unreasonable to meet, and the issue should be studied during the current update to the Transit Development Plan for Lake County.

Again, thank you for the opportunity to respond to unmet needs testimony. The partnership between LTA and the Area Planning Council to identify unmet needs, and plan appropriate responses has continued to provide many useful and important transportation improvements.

Sincerely,



James Sookne  
Program Manager