

- 10. Discussion of Issues and/or Concerns of SSTAC Members
 - a. SSTAC membership and meeting participation
- 11. Date for next meeting: Tuesday, August 9, 2016
- 12. Announcements/Good of the Order
- 13. Adjourn

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: 5/5/16

List of Attachments:

- Agenda Item #3: March 9, 2016 Draft SSTAC meeting minutes*
- Agenda Item #4: Draft 2016 SSTAC Calendar*
- Agenda Item #5a: Unmet Transit Needs Staff Report*
- Agenda Item #5b: LTA Unmet Transit Needs Analysis and Findings*
- Agenda Item #7a: FTA Rides to Wellness Notice of Funding Opportunity Summary Page*
- Agenda Item #8a: April 13, 2016 Lake Transit Authority meeting minutes*
- Agenda Item #8b: May 11, 2016 Lake Transit Authority Agenda*



LAKE COUNTY/CITY AREA PLANNING COUNCIL

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

Wednesday March 9, 2014
10:30 a.m.

Lake Transit Authority
Conference Room
9240 Highway 53
Lower Lake, California

Present

Ilene Dumont, Paul Branson, Wanda Gray, Tracy Thomas, Mark Wall

Absent

Micki Dolby, Michelle Dibble, Kaye Bohren, Frank Parker

Also Present

Dave Carstensen, Nephel Barrett, James Sookne, Jesse Robertson

1. Call to order

Ilene Dumont called the meeting to order at 10:40 AM.

Ilene Dumont called the meeting to order with a request for a round of introductions to the larger group, including the Lake APC Board of Directors who kept their public meeting in-progress for a joint discussion on the issue of Non-Emergency Medical Transportation in the County. Paul Branson, Mark Wall, Karl Parker, Wanda Gray, Russ Perdock, Jim Comstock, Stacey Mattina, Gina Fortino-Dickson, Martin Scheel, Chuck Leonard, Rachele Damiana, Tracey Thomas, Jesse Robertson, and Lisa Davey-Bates gave self-introductions.

2. Review and Approval of December 8, 2015 SSTAC Minutes

Paul Branson made a motion to accept the minutes from the December 8 SSTAC meeting. Wanda Gray, from Paratransit Services, seconded the motion. The motion passed on a unanimous vote.

3. Roundtable Discussion on MediCal Reimbursed Non-Emergency Medical Trips (Parker)

Karl Parker gave a presentation on Non-Emergency Medical Transportation (NEMT):

- Beginning with SAFETY-LU, recommendations included 1) provisions for meaningful and communication between public transportation planning sectors and human service systems, 2) establish transportation planning requirements to focus on transportation disadvantaged populations, and, 3) development of a coordinated public transit human service transportation plan.
- In 2008, LTA adopted a human services coordinated plan, with the following recommendations
 - Fixed route transit service frequency increase and extend service hours

- NEMT recommendations to expand service for seniors
- Provide out of County medical trips
- Initiate travel training program
- Increase individualized service
- Increase mileage reimbursement rates for volunteer drivers
- 2011 NEMT Plan was developed, which included the following recommendations:
 - Expand Lake Transit service frequency and hours of coverage
 - Provide specialized medical and dental trips
 - Provide out of County medical trips
 - Expand fleet of vehicles, replace vehicles
 - Develop a pilot projects to provide more specialized transportation
 - Employ mobility management and brokerage capability to manage NEMT needs
- The 2014-15 Public Transit Human Services Coordinated Plan had the following goals:
 - To support, maintain and enhance Lake Transit services
 - Build capacity for specialized transit alternatives, to formalize the Consolidated Transportation Services Agency for Lake County
 - Establish mobility management position to develop sustainable NEMT solutions
- Lake Transit accomplished the following actions in response to these recommendations:
 - The 5310 Program for elderly and disabled people funded the purchase of seven buses
 - MOUs were signed with People Services, Alpine Senior Center, Live Oak Seniors, and Sutter hospitals
 - Mobility manager position was hired
 - Application to become a MediCal provider to receive funding for providing these services
 - Discussions to reorganize CTSA in Lake County
 - Volunteer driver program was launched, the “Valley Fire Ride Assistance Program”
 - Lake Links was branded as the CTSA for Lake County and operate the volunteer driver “Pay-Your-Pal” program
 - Statistics show that Dial-A-Ride trips provided over 10,000 medical trips in less than a two-year period (7-2014 to 2-2016)
 - Subsidized pass sales for transit, including fixed route service
 - Google Transit Tool on the LTA website helps with user trips
 - Providing assistance with semi-annual 5310 reporting for People Service, Live Oak Senior Center
 - Increased frequency of fixed route transit service for all but two routes
- Significant challenges ahead include:
 - 5310 Program for Lucerne Alpine Seniors had to be discontinued due to lack of drivers and the bus was returned to Lake Transit
 - Live Oak Seniors are struggling to fund their 5310 bus due to lack of administrative capacity
 - Potential new partners with Middletown
 - Sutter hospital changed its plans at the last minute
 - Limited engagement with the two County hospitals, the two primary medical providers
 - Funding is needed to sustain the mobility management position, the budget of which is 50% depleted
- Conditions for success:
 - Lake Transit and Lake APC is needed to assume leadership roles to implement the

- o coordinated plan
 - o Build mobility management capabilities, through the mobility coordinator, to help build partnerships for coordinated projects and to secure funding as well as to establish a Countywide “To Do” list to realize plan recommendations for mobility needs and gaps
 - o Seek interested, willing and able partners from both human services and transportation providing organizations that contributed to the plan: i.e., Champions needed!
- Public transit, flex service an DAR service, independent transportation providers and agencies that facilitate ride coordination all have a common purpose and need to find common needs in order to share resources
- Lake transit cannot meet the goals alone, providing NEMT services needs to involve all parties
- Any Lake County NEMT service structure requires meaningful participation by both public transit and the health care system, at all levels
- Unmet transit needs include:
 - o Issues communicating with hospitals and clinics locally
 - o NEMT in outlying areas—too far away from existing fixed route service to use
 - o NEMT out of County to Santa Rosa, Deer Park, Saint Helena, Napa, Willits
 - o Funding for non-profit providers needed (5310 Program)
- The strategy going forward is as follows:
 - o Engage the stakeholders and partners to meet monthly to improve communication, coordination and cooperation to understand the beneficiaries of these programs

With that, Karl’s presentation concluded.

Mark Wall clarified a few points. The reason that the CTSA is taking the lead in this effort is to make this something other than a transit-centric project. One reason for limiting LTA involvement is due to the limited amount of funding left in the budget for the mobility manager. Other stakeholders need to contribute to getting grants, operating services and so forth. National studies show a high return on investment for rural transit because in part of medical trips that if not for rural transit, may go unmet. It takes money to meet these needs. To get cooperation from the hospitals, as an example, we need our partners to buy into the bigger picture. And if we can consolidate some of our needs, maybe we can meet some of them.

Lake Transit’s priority with DAR and Flex Stops is to comply with ADA Paratransit. LTA is required to provide this by the federal government. It is a civil right to provide people with disabilities with access to public transit. There are three criteria of importance: 1). LTA must provide service between points within $\frac{3}{4}$ of a mile from existing fixed route stops to people with disabilities; 2). Requests for service must be provided within one hour of the requested time if arrangements are made on the previous day; 3). The fare cannot exceed two times the cost of the fare charged to the public for comparable fixed route service. The maximum fare LTA can charge for a local trip is \$2.50; Uber and Lyft can’t match this price. LTA can get \$4.50 for a regional trip; or up to \$10 for an out of County trip. These fares represent between 5% and 10% to operate these trips. The money is a problem because LTA is exceeding the ADA requirement by meeting all of these other needs, but LTA is currently bound by this ADA policy.

One of the options is to try to define some of these trips as non-ADA. If a clinic calling on behalf of a disabled person schedules multiple appointments beyond next day service, LTA is exceeding ADA requirements by meeting those requests. This policy could be changed. The CTSA mentions a way to

involve the non-profits as a way to save money. Non-profits are assumed to be able to provide service more cheaply. In reality, non-profits are required to meet all the same requirements as the public transit service.

The TDA is a stable funding source for the CTSA. It allows for 5% of the Local Transportation Fund (LTF) to be allocated to the CTSA for community transportation projects. LTF is based on ¼ cent per dollar of sales in Lake County. Five percent of that amount represents one-eightieth of a cent of the sales tax collected on that dollar, which applies countywide. One eightieth of a cent represents \$60,000 annually for Lake County to meet all of these needs. Other transit systems in other counties have stopped providing ADA trips beyond what is specifically required by law. Some counties charge more for non-ADA trips. LTA has suggested this as an option. Other counties, notably Monterey/Salinas transit, adopted a transportation sales tax for specifically targets services for elderly, disabled and veteran passengers. By targeting a narrow user group and proposing to collect 1/8 of a cent, the measure passed. This could be something to be considered down the road; Mark did not want to compete with the other transportation sales tax measures that are vying for a spot on this November's ballot.

Ilene Dumont commented on her experience over the last 30 years. Fire Districts are called to make trips to medical appointments by claiming that the trips are for an emergency. The other option is to not show up for medical appointments. This is not just for out of county trips, it is for in-county trips as well. The misuse of ambulance service is an abuse of the system. People Services has a desire to help, so they try to provide these services, but not at an affordable cost. People Services is there to make sure that dialysis patients make it to their appointments the day after the holidays when other service is not available. Some of this is offered by a volunteer driver. The hospitals are needed to partner because they are responsible for ensuring that their patients get the medical attention they need.

Martin Scheel stated his support for working with the hospitals to try to find a workable solution. Paul Branson spoke from his experience when noting that the need to partner with hospitals is not new. Paul asked whether any research had resulted in finding successful programs. Wanda Gray suggested that the State legislation is responsible for the lack of cooperation. In the States of Washington and Oregon, this collaboration is required. All transportation in Oregon goes through a brokerage. In California, the funds go to the hospitals, not the transportation providers. Mark Wall noted that dialysis patients automatically qualify for Medicaid. Dialysis clinics should be able to utilize this funding to provide a service to their patients. The next step should be for the CTSA to work with these providers to see whether or not a collaborative solution can be reached. Chuck Leonard asked if funding could be utilized from the Redbud Healthcare District. Tracey Thomas has been able to receive a sizable grant from the Redbud Healthcare District to provide meals to seniors. These grant opportunities are available at the turn of each fiscal year. Gina Fortino-Dickson suggested that this could help to support the CTSA's greater need, but not supplant support needed from the hospitals. Ilene Dumont explained that the hospitals and doctors have been involved at the beginning of this process. It was only after the second contract was requested that Sutter Lakeside backed away.

Wanda Gray asked how to bring the hospitals back to the table. Wanda suggested offering ways to help bring down costs, such as offering to schedule more riders per trip. Tracey Thomas said that transportation was the least of the concerns of the seniors at her center. She and her staff already spend all day every day taking care of providing basic needs for members of her community and taking on new leadership roles is not likely.

Ilene Dumont introduced the question: is the next step to head back out to our partners to bring them to the table? Are we setting up a committee with the SSTACC to do that? Karl Parker replied all of the above. Next month we are going to hold a meeting with the hospitals, the dialysis clinics the stakeholders and partners identified in the last coordinated plan. We also have some specific committee work to look at the structure of the CTSA and to form the CTSA. Martin Scheel asked to be notified of the meeting once invitations are sent. Lisa Davey-Bates assured that the SSTAC and the APC Board would all be notified.

Mark Wall asked about the approach that should be taken to induce stakeholders to participate. He noted that Lake Transit typically provides over 600 medical trips rides per month and provides passes for 53 organizations for NEMT purposes. Mark suggested providing a financial incentive for the stakeholders to participate in a discussion about raising fees. Martin Scheel expressed his support for the approach as a way to get people to the table. Ilene Dumont suggested that some conversations should take place with some of the major players first. Lisa Davey-Bates suggested keeping the tone cooperative, and not making it seem like a punitive action.

The Lake APC Board adjourned at 11:59 A.M.

The SSTAC resumed their discussion with a question from Ilene Dumont about how much money the CTSA expects to generate through partnerships. Wanda Gray indicated that Sutter Lakeside had set aside \$60,000 for this project, originally. These numbers were based on explicit rates per trip. While the hospital was waiting for the attorneys to review the contract, the hospital used taxi script as a temporary measure to provide rides and found that the demand for rides didn't appear to be high enough to justify entering into the proposed agreement with LTA.

A discussion about the role of transportation as a function of hospital performance led to an identification of the perception of coercion by hospitals to capture transit-dependent populations and limit choices for seeking service from other providers. Lisa Davey-Bates envisioned a community-wide CTSA account that was jointly funded by a number of care providers which would absolve the hospitals and clinics of any appearance of coercion. The CTSA needs to understand the sensitivities and motivations of the hospitals to arrive at potential solutions for crafting a NEMT program.

Ilene Dumont called for the SSTAC to do some homework before taking this forward. Discussions from previous meetings suggested holding CTSA meeting monthly, rather than limiting progress to the quarterly meetings that are held by the SSTAC. The meetings would be expanded to include stakeholders as the focus of the CTSA evolves and is prepared to deal with external issues. Stakeholders with the greatest roles will become candidates for the CTSA Board of Directors.

Paul Branson announced that Micki Dolby has promoted with the County Department of Social Services and has asked Paul Branson to represent their perspective. The Department of Social Services is requesting to have someone with expertise on MediCal come speak to them to better understand the issues. Lisa offered to help organize the CTSA working group and organizing the initial meetings as a first step in making LTA just another participant in the process. Ilene recommended conducting one-on-one conversations with the major stakeholders as a way to help prepare for a dialogue among a large group and to get a sense from the individual players as to what their perception of the problem is and what they think the solutions may be. A fact finding mission is needed.

Karl Parker played devil's advocate and asked 'what would our course of action be if the care

providers didn't see any concerns?' Ilene Dumont offered that if the care providers can't see an issue with the status quo, People Services could stop providing the services that the currently provide to the care providers. The care providers are currently receiving benefits that they do not have to pay for and do not have to provide. Paul Branson noted that the care providers need to be presented with the data so that they understand the issues. These issues have not been made clear to them. Karl relayed a statement made to him previously by Mark Wall, that Lake Transit doesn't get anything out of providing this service. Lake Transit is subsidizing NEMT trips at the expense of other services and other needs. Building that case is what is needed. Ilene Dumont identified the next steps: 1) the assembly of a committee, 2) developing a strategy for proceeding, 3) initiating conversations with stakeholders.

4. Update on Lake Transit Authority (LTA) meetings (Wall)

No update provided.

5. Update on Lake Transit projects and grants

Mark Wall noted that LTA has received a lot of money from Grant. In 2015-16, LTA's adopted overall operating budget is \$2.7 million. Federal grants, particularly those that don't require a local match, make up a large portion of the LTA budget. Lake Transit currently has two 5311(f) grants worth \$300,000 each. Another 5311 grant, worth \$364,000, amounts to a total of \$964,000 from discretionary federal sources. Left over operating assistance has helped to support the CTSA effort but it will be going away. Almost \$1 million is coming from federal grants, which is more than a third of the operating budget. Most rural counties receive nothing like the amount of discretionary funding that LTA receives. The capital side is entirely grant funded. No local funding is used for buying buses. This year, Caltrans is encouraging LTA to apply for another 5311 grant to provide service to Cache Creek, which is one of the unmet needs. LTA will also be applying for 5311(f) funds for the purchase of buses, which will amount to a request for about \$1.5 million just for that program. Mark Wall is concerned that the State or federal government may at some point decide that LTA is getting too big of a share of these federal funds.

The only routes that aren't funded by these intercity routes are the City of Clearlake Routes, Route 8 in Lakeport, and routes 2 to Cobb and 4-A to Soda Bay. One of Mark's concerns is that Caltrans has offered Toll Credits for initiating new service, which means that LTA doesn't have to pay for a local match. Without toll credits, LTA would have to spend about \$280,000 and only get \$320,000. In subsequent years, you don't have to reapply, just state that is a continuing grant and we'll send you your \$320,000. The service was initiated because it had no local match, but we can't continue to operate this service if we have to pay the local match because we can't afford it. This route benefits populations outside the county and doesn't provide as much benefit to the locals. Mark threatened to discontinue the service if Toll Credits would no longer be available. Caltrans' response was to suggest reapplying as if it was a new service. When asked what would happen if the application for new service wasn't awarded, Caltrans suggested submitting back-up applications for the existing service. So LTA applies every year as if it is a new project. And every year LTA also submits back-up applications. So Mark now has to submit 8 applications for federal 5311 grants every year for Lake County; this year by April 15. Other agencies have been catching on to the exploitation of Toll Credits and Mark is concerned about Caltrans' continuing ability to rely on this source of funding. Without this, reductions in service will be necessary.

A grant application for a Zero-Emission Bus was submitted at the end of January. An announcement is expected anytime. The grant would pay 75% of the cost of four new electric battery buses.

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

No new updates on Human Transportation Programs were offered.

7. **Discussion of Issues and/or Concerns of the Members of the SSTAC**

Paul Branson asked Karl about the Pay Your Pal Program. Paul has a referral for the program and wanted to know if the service was running yet. Karl requested that Paul wait to make any referrals until April 1st.

8. **Public Input**

There was no public input.

9. **Next Proposed Meeting**

The next APC meeting will be on Tuesday, May 10, 2016. Ilene requested to have a reminder for the next meeting sent out immediately.

Lisa Davey-Bates asked if the intent of the next SSTAC was to involve a bigger stakeholder event. Ilene Dumont recommended not involving stakeholders until the CTSA has a chance to meet and do some pre-planning. Mark Wall requested to be included on the call to be part of the work group. Lisa recommended including the fire districts in the call as well, which Ilene supported. The fire districts rely to some extent on providing emergency trips although Wanda stated that despite receiving funding or reimbursements for some of the trips provided, which helps support their program, not all trips provided are wanted. Working with the fire districts is another task needed to determine where resources can or need to be shifted. Karl Parker suggested the possibility of a brokered service to help refer resources. Sonoma Access was given as an example.

10. **Adjourn Meeting**

Meeting adjourned at 12:49 p.m.

Respectfully Submitted

(Draft)

Jesse Robertson



LAKE COUNTY/CITY AREA PLANNING COUNCIL

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2016 Lake County/City Area Planning Council SSTAC Meeting Schedule

<u>DATE</u>	<u>TIME</u>	<u>LOCATION:</u>
February 9, 2016	1:45 p.m.	Umpqua Bank Lakeport, CA
March 9, 2016	10:30 a.m.	Lake Transit Authority Lower Lake, CA
May 10, 2016	1:45 p.m.	Lakeport City Hall Lakeport, CA
August 11, 2016	1:45 p.m.	Lake Transit Authority Lower Lake, CA
November, 10 2016	1:45 p.m.	Lakeport City Hall Lakeport, CA



SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL STAFF REPORT

TITLE: 2016/17 Unmet Transit Needs Recommendation

DATE PREPARED: 05/02/16

MEETING DATE: 05/10/16

SUBMITTED BY: Nephele Barrett, Program Manager

BACKGROUND:

The Unmet Transit Needs 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 recommended and provides an opportunity to formalize the process of identifying potential transit needs and opportunities to meet those needs if feasible. It also meets the citizen participation requirements of the TDA and is identified as a responsibility of the Social Services Transportation Advisory Council (SSTAC).

The current Unmet Needs Process began at the December meeting of the Social Services Transportation Advisory Council, where a list of potential unmet transit needs was developed. The Technical Advisory Committee also discussed the list and provided additional comment. In March, a public hearing was held by the APC at which a finding was made that the list contained needs that met the definition of Unmet Transit Needs and referred the list to APC and LTA staff for further analysis.

The next step in the process is for the SSTAC to make a recommendation to the APC determining if any of the needs are “reasonable to meet” according to the adopted definition (definition attached). Staff has analyzed the needs and provided a response for each. The attachment contains all the needs that were identified as well as staff’s response to these needs. At the SSTAC meeting, we will discuss recommended findings.

Through the Unmet Needs Process, additional issues/needs have been identified that are not transit service needs, and therefore, not subject to TDA requirements. These items have been listed on a separate document (attached) for information/discussion purposes, but are not part of the official Unmet Needs Process. LTA has provided responses for these items as well.

ACTION REQUIRED:

Make a recommendation to the APC determining if any of the “unmet transit needs” are considered “reasonable to meet.”

ALTERNATIVES: None identified.

RECOMMENDATION:

Proposed findings specific to each item will be discussed at the SSTAC meeting. The SSTAC will then make a recommendation to the APC determining if the items are unmet needs and are reasonable to meet, according to the adopted definitions. It is anticipated that the APC will take action at their May 11 meeting.

**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 criteria 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

**LTA Response to
Lake County FY 2016/17 Potential Unmet Transit Needs
Developed by Social Services Transportation Advisory Council 12/8/15**

Dear SSTAC Members and APC:

Thank you for the opportunity to respond to the 2015/16 list of 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.

Potential Unmet Transit Service Needs

1. **Medical trips to Saint Helena Clearlake and Sutter Health Lakeside and potentially Tribal Health.** There may be an opportunity for funding partnerships with these health centers. LTA has been negotiating with Sutter Lakeside for this service. LTA should consider similar negotiations to Tribal Health in Lakeport.

Response: Last year, the APC found that service to St Helena Clearlake and Sutter Lakeside hospitals was not an unmet need. Lake County Tribal Health is added to the list of potential unmet needs this year. Currently, Lake Transit bus routes and dial-a-ride services serve all of these locations. Residents of outlying areas who are within one mile of a Lake Transit bus route may use flex stops. The remaining unmet need would be for trips from outlying areas for people who cannot access bus routes, even when flex stops are provided within one mile of the route, due to disability or distance.

While LTA understands that an unmet need may exist, the number of persons who may have an unmet need, and the level and amount of service needed is not well understood, but it is thought to be relatively small.

LTA, as the Consolidated Transportation Services Agency (CTSA) for Lake County, has taken several steps to try to meet the need for Non-Emergency Medical Transportation (NEMT) services to the hospitals, the Tribal Health Clinic, and other locations.

LTA and the hospitals have discussed potential contracts under which the hospitals would pay for transportation services less any Medi-Cal, FTA, or other funding available grant funding. To date, LTA has not been able to demonstrate a reliable funding source beyond the contributions of the hospitals. In the meantime, Sutter reports that they have few patients requesting transportation and the need has been met with taxi vouchers. St. Helena Hospital continues to purchase bus passes for those who can use Lake Transit to get to St. Helena-

Clearlake. In addition, St. Helena Clearlake operates their own vehicle to provide some trips. Based on the services provided by the hospitals to their clinics, the unmet need to these locations appear to be met.

In 2011, LTA/CTSA developed an FTA 5310 grant application to purchase vehicles for four nonprofit agencies in Lake County, including Lake County Tribal Health. The idea was that these agencies could use the vehicles to provide for their own needs, and, possibly, as part of a coordinated NEMT program. Due to the length of the grant and procurement processes, the vehicles did not arrive until 2014. By that time, the original contact at Tribal Health had left, and the agency did not respond when asked to accept a vehicle. LTA is currently using the vehicle for dial-a-ride service, but the highest priority for its use would be NEMT. The potential for Tribal Health to use the vehicle should be revisited.

LTA/CTSA awarded a contract to Paratransit Services to provide a Mobility Coordinator in May 2015. A primary role of the Mobility Coordinator is to work towards the goal of providing NEMT through a variety of programs. LTA/CTSA responded with a volunteer driver reimbursement program called Valley Fire Ride Assistance Program (VF-RAP) to respond to needs that could not be met by public transit. This program served as a pilot for the Pay-Your-Pal mileage reimbursement program that LTA/CTSA will be starting this Spring. Pay-Your-Pal is another way that any remaining unmet need can be met. Under this program, individuals needing transportation can find their own volunteer driver and receive reimbursement for mileage for approved trips.

LTA/CTSA will continue its efforts to develop a broader based NEMT brokerage program that would provide additional resources for NEMT service to the hospitals and to Tribal Health.

2. **Eastbound service to Spring Valley and further east, allowing people to connect with service to the Sacramento area.** Currently, the closest connection to Sacramento is at the Cache Creek Casino, however, there is not service currently from Lake County to Cache Creek Casino. Service to there would allow people to connect with service that would take them to Sacramento. There may be an opportunity to fund this service with FTA 5311f funding.

Response: Due to timing considerations and limited staff time, LTA did not develop an FTA 5311(f) application for the service in 2016. This year, Caltrans reported for the first time in more than a decade that the 5311(f) program is over-subscribed. This means that a grant application for the service must be based on a well-documented need which typically would be developed with a planning study. Such a study could also examine other options. For example, the Shasta Regional Transportation Agency has submitted a Transit and Intercity Rail Capital Program (TIRCP) application to fund a North State Express service that would operate four daily roundtrip express buses between Redding and Sacramento. Under this proposal, Lake Transit is named as a potential partner that would operate an east-west route from Ukiah to Williams to link the 101 and I-5 corridors. The link to the North State Express would provide a

faster service to Sacramento than the link at Cache Creek. The application has the unanimous support of the North State Super Region of which Lake County is a member. Whether we seek TIRCP funds from the Air Resources Board, or FTA 5311(f) funds through Caltrans, a service that links to this project is likely to have stronger support than a linkage to Cache Creek Casino.

In addition to serving Spring Valley as part of an intercity service, LTA/CTSA will offer the Pay-Your-Pal program countywide this year.

Service to Spring Valley is an unmet need that is not reasonable to meet at this time, but Pay-Your-Pal will begin to meet the need this year. The APC and LTA should consider a detailed planning effort to link its intercity services to the Sacramento Valley. The plan is necessary to support grant applications.

- 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. One potential solution to this problem would be LTA service from Live Oak Senior Center as part of Non Emergency Medical Transportation program, with the Senior Center serving as a hub. A pilot project was recommended as part of the FY 15/16 Unmet Transit Needs process, which has not yet been implemented.

Response: LTA/CTSA is continuing its efforts to secure funding for the pilot project. Through its Mobility Manager contract, LTA/CTSA is seeking Medi-Cal funding to help support the service. LTA/CTSA is continuing to work with the health and social services community to define the need and potential funding agreements for service.

- 4. Non Emergency Medical Transportation to out of county locations.** There is a particular need for transport to the Santa Rosa area.

Response: Public transportation to out of county locations is available using Lake Transit intercity routes with connections to Mendocino Transit Authority (MTA), the Napa VINE, Greyhound, and Amtrak Thruway. In particular, Lake Transit offers direct service to St. Helena Hospital and to Ukiah Valley Medical Center. Service to Santa Rosa currently requires a transfer to MTA or Greyhound, with MTA being the most likely due to scheduling. From Lakeport, this trip requires between 2 hours and 37 minutes and 2 hours and 51 minutes depending on the schedule selected. This is about one hour longer than travel in a private auto. The duration of the travel, nearly six hours for a roundtrip, makes this very difficult for passengers who are frail, but it is noteworthy that all services are accessible. Another alternative would be the LTA/CTSA Pay-Your-Pal Volunteer Driver Mileage Reimbursement program which is starting this spring. However, it is unlikely that a volunteer will have a wheelchair lift equipped vehicle.

The 2014 Lake County Coordinated Public Transit - Human Services Transportation Plan identified average weekly out of town referrals totaling 272 from 25 medical providers who responded to a survey. Santa Rosa is the most common out of county medical referral

destination with 84% of providers referring patients there. It is followed by Ukiah (76%), Oakland/San Francisco (56%), and St. Helena/Deer Park (44%). The survey does not identify how many of the referrals need transportation. However, we do know that Routes that directly serve the Ukiah Valley Medical Center and St. Helena Hospital/Deerpark have relatively few passengers whose trip purpose is identified as "medical". On average, 17% of Lake Transit passengers are riding for medical purposes. The percentage riding for medical purposes on Route 7 to Ukiah is 15%, and on Route 3 to St Helena/Deerpark is only 8%. Based on ridership data for these routes and percentage of trips for medical purposes, it is estimated that Route 7 averages seven medical passenger trips per day (3 to 4 roundtrips), and Route 3 averages about six medical passenger trips per day (3 roundtrips).

While the response to the Coordinated Plan survey did not capture all of the potential medical trip referrals, it appears that demand for medical trips may be too low to justify regularly scheduled service unless (1) there is a well organized medical provider referral program, and (2) there is a significant financial contribution from the medical community, Medi-Cal, or others that recognizes the need for these trips.

LTA/CTSA is currently sponsoring an NEMT Roundtable to try to better identify needs and financial resources for NEMT services. If it appears feasible, the LTA/CTSA may consider a pilot project to provide an ADA accessible NEMT van service to certain out of county locations. The level of service, whether it is regularly scheduled or based on appointments, would depend on the interest and funding identified.

NEMT to out of county locations is an unmet need that is not reasonable to meet at this time. Further work is needed by LTA/CTSA to determine if such service will be feasible and reasonable to meet.

**Transit Related Concerns Identified by SSTAC and TAC for FY 16/17
(not subject to TDA findings)**

1. **A transit stop at the jail.** This would help employees of the jail as well as people visiting inmates.

RESPONSE: Lake Transit currently stops at the jail. We think this issue has to do with the provision of a bench and shelter at the jail. The request is on the LTA bus stop development list, but there are other locations with higher demand and priority. Amenities at the jail could be expedited if the County participates in the development of the stop. LTA anticipates updating its passenger facility plan next year and will evaluate priorities for all stops.

2. **Accessibility improvements are needed around the fixed route transit stops.**

The APC together with LTA is applying for planning project funds to update the Lake County Passenger Facilities Plan. This will include an inventory of accessibility improvement needs, a financial plan for improvements, and a strategy to coordinate efforts with Clearlake, Lakeport, Lake County, and Caltrans to facilitate development.

3. **Explore funding options/grant eligibility for non-profit transportation services, including the potential for senior centers/non-profits to become sub-recipients of FTA grant funds.**

The APC together with LTA/CTSA have committed to exploring options for non-profit agencies who are interested in providing transportation.

4. **A transit stop at Job Zone with a turnaround.** This would address a safety issue caused by the current stop being located on Hwy 53.

This is an issue that was created by locating the Job Zone in a leased building fronting on State Route 53 that lacks adequate pedestrian, bicycle, or transit access. LTA would be happy to work with the County toward development of improved access to this location, if feasible; however, a major investment may not be warranted if there is not a long term commitment to this location. Lake Transit buses pull completely off the highway by blocking the driveway when stopping. There have been no accidents at this location. The alternative to developing a bus stop is for Lake Transit to deviate off of the highway to pick up passengers. For each deviation it is estimated that the bus will lose two minutes. LTA has gone to considerable expense to add a third route to the Clearlake/Lower Lake area to solve schedule reliability problems and we are therefore reluctant to jeopardize that effort. Nevertheless, LTA will deviate buses for a two week period to determine the effect of this stop on schedules. If it is feasible to provide deviated service without jeopardizing schedules, then LTA will commit to deviating off the highway to serve Job Zone. LTA and the Job Zone would need to establish a safe, easily identifiable waiting area.

5. **Relocation or pull-outs at fixed route stops on Lakeshore Drive in Clearlake, at Highlands Park and Austin Park.**

LTA is working with the City of Clearlake to identify options for fixed route stops on Lakeshore Drive.

Rides to Wellness Demonstration and Innovative Coordinated Access and Mobility Grants program - 2016 NOFO

Opportunity ID: FTA-2015-012-TPM-RTW

Grant Program: [Enhanced Mobility of Seniors & Individuals with Disabilities - Section 5310](#)

Date Posted: 3/29/2016

Date Closed: 5/31/2016

Opportunity Announcement Text: <https://www.gpo.gov/fdsys/pkg/FR-2016-03-29/html/2016-07008.htm>

Opportunity Announcement PDF: <https://www.gpo.gov/fdsys/pkg/FR-2016-03-29/pdf/2016-07008.pdf>

Details: On March 29, 2016, the Federal Transit Administration (FTA) published [FTA-2015-012-TPM-RTW](#) on Grants.gov announcing the availability of approximately \$5.3 million of funding from two programs to support the Rides to Wellness Demonstration and Innovative Coordinated Access and Mobility Grants (R2W Demonstration Grants). The funding sources are: Section 3006(b) of the Fixing America's Surface Transportation Act (FAST), Pub. L. 114-94, which authorizes a pilot program for innovative coordinated access and mobility; and 49 U.S.C. 5312 (Section 5312). Proposals must be submitted electronically through Grants.gov website by midnight Eastern Time on 5/31/2016.

Goal: The goal of the competitive R2W Demonstration Grants is to find and test promising, replicable public transportation healthcare access solutions that support the following Rides to Wellness goals: increased access to care, improved health outcomes and reduced healthcare costs.

To support these goals, the R2W Demonstration Grants will: 1. Develop replicable, innovative, sustainable solutions to healthcare access challenges; 2. Foster local partnerships between health, transportation, home and community-based services and other sectors to collaboratively develop and support solutions that increase healthcare access; and 3. Demonstrate the impacts of transportation solutions on improved access to healthcare and health outcomes and reduced costs to the healthcare and transportation sectors.

Eligible applicants: Eligible proposers and eventual grant applicants under this initiative must be States, Tribes, and Designated or Direct Recipients for funds under 49 U.S.C. 5307, 5310 or 5311. Applicants must serve as the lead agency of a local consortium that includes stakeholders from the transportation, healthcare, human service or other sectors. Members of this consortium are eligible as subrecipients. Applicants must demonstrate that the proposed project was planned through an inclusive process with the involvement of the transportation, healthcare and human service industries.

Eligible projects: Mobility management; health and transportation provider partnerships; technology; and other actions that drive change. The selected projects will develop innovative and replicable best practices.

Summary: R2W Demonstration Grants are part of a series of activities to support FTA's Rides to Wellness Program that seeks to address challenges for the transportation disadvantaged in accessing health and wellness services. Across the country, communities are experimenting with ways to overcome barriers to these essential services by leveraging partnerships across transportation, health, and wellness providers.

Through the R2W Demonstration Grants, FTA will fund projects with strategies that enhance access and drive change. For historically disadvantaged populations, there are many challenges to maintaining optimal health. Through community partnerships that break down industry silos, leverage existing resources, enhance mobility for targeted groups, and develop a person-centric model, these projects will provide ladders of opportunity that improve the health of our citizens.

For complete and up to date guidance on the project information and project evaluation criteria, refer to the Rides to Wellness Demonstration and Innovative Coordinated Access and Mobility Grants program on the FTA Web site: <http://www.fta.dot.gov/grants/13077.html>.

Supplemental form/SF-424 form: All applicants must complete a [supplemental form](#) and attach it to their submission in Grants.gov.

Webinar: The Rides to Wellness Demonstration Grants Webinar will be held on Wednesday, April 20th 2016 from 3:30-4:30 p.m. EST, click here to register: https://connectdot.connectsolutions.com/fta-wellness/event/event_info.html

Dates: An applicant must submit a proposal electronically by 11:59 p.m. Eastern Time on May 31, 2016. Any agency intending to apply should initiate the process of registering on the Grants.gov site immediately to ensure completion of registration before the submission deadline. Applications received after the deadline may not be considered for funding.

For Further Information Contact: For information on this notice, contact program manager Danielle Nelson, Office of Program Management, e-mail: Danielle.Nelson@dot.gov or 202-366-2160.



LAKE TRANSIT AUTHORITY

DRAFT Minutes

April 13, 2016

9:00 a.m.

Location: Lakeport City Council Chambers, 225 Park Street, Lakeport, California

Present

Jim Comstock, Supervisor, County of Lake
Gina Fortino Dickson, City Council Member, City of Clearlake
Russell Perdock, City Council Member, City of Clearlake – Arrived Late
Stacy Mattina, City Council Member, City of Lakeport
Martin Scheel, Mayor, City of Lakeport
Chuck Leonard, Member at Large
Rachelle Damiata, Member at Large

Absent

Jeff Smith, Supervisor, County of Lake

Also Present

Mark Wall, Transit Manager, Lake Transit Authority
Christie Scheffer, Paratransit Services
Wanda Gray, Paratransit Services
Karl Parker, NEMT Program Manager, Paratransit Services
Lisa Davey-Bates, Admin. Staff - Lake County/City Area Planning Council (APC)
Alexis Pedrotti, Admin. Staff - Lake County/City Area Planning Council (APC)
Ralph Miranda, Teamsters Union Representative
Dante DiAmicis, Member of the Public

1. Call Meeting to Order

Chairperson Scheel called the meeting to order at 9:00 am.

2. Roll Call

Alexis Pedrotti called roll. Members present: Comstock, Fortino Dickson, Mattina, Scheel, Damiata and Leonard. Absent: Smith, and Perdock

3. Public input on any unmet transit need or any other item within the jurisdiction of this agency, but which is not otherwise on the above agenda.

None

4. Approval of Minutes of March 9, 2016

Director Comstock made a motion to approve the March 9, 2016 Lake Transit Authority Meeting Minutes. The motion was seconded by Director Fortino Dickson and carried unanimously.

5. Resolution 2015-16-07 Authorizing the Federal Funding Under FTA Section 5311 (49 U.S.C. Section 5311) with California Department of Transportation

Mark has been working extensively on the federal grant applications, which are due April 15th. This month's LTA agenda was concise to allow Mark more time to focus on the grant applications. The resolution brought before the board authorizes staff and the

Transit Manager to file these grants, execute the appropriate documentation, and provide additional information as needed. This is a requirement of Caltrans as a prerequisite to the grant application submittal process.

Director Comstock made a motion to approve Resolution No. 2015-16-07, Authorizing the Federal Funding under FTA Section 5311 (49 U.S.C. Section 5311) with California Department of Transportation. The motion was seconded by Director Fortino Dickson and carried unanimously.

Full Roll Call: 6 Ayes – Comstock, Fortino Dickson, Mattina, Scheel, Damiata and Leonard; 0 Noes; 0 Abstain; 2 Absent – Smith, Perdock

6. CalACT Awards

- 2016 Q'Straint Above and Beyond Award presented to Lake Transit Authority and Paratransit Services recognizing the contributions of staff during the Valley Fire.
- 2016 Transit Manager of the Year Award - Wanda Gray, Paratransit Services
- 2016 Transit Manager of the Year Award - Mark Wall, Lake Transit Authority

Mark wanted to be present to honor Wanda Gray, LTA's Project Manager of Paratransit Services, for being awarded the very prestigious Q'Straint-Above and Beyond Award. The award was presented at the CalACT Conference this year. This award is given by CalACT and Q'Straint, the manufacturers of wheelchair securement equipment, to recognize drivers or dispatchers who go above and beyond their usual duties in service to special needs population. This award was given jointly to Lake Transit Authority and Paratransit Services to recognize their efforts during the Valley Fire. Mark genuinely appreciated their hard work and literally putting their lives on the line, and wanted to see them recognized. Attendees of the conference were very amazed by the heroic acts during the fire.

Wanda Gray greatly appreciated the recognition, and reported the conference was very nice. She noted there were close to 600 transit professionals in attendance. A safety meeting and catered staff appreciation lunch was held the day after the conference to honor the recipients. Wanda did recall listening to conversations at the conference and people were relating this event to Hurricane Katrina. The recovery effort will be a long term process: restoring services, getting people where they needed to be, and still working with people that have lost everything in the fire. Wanda expressed she was very impressed with the response during the emergency by her staff. She thanked everyone again for the recognition.

Director Perdock Arrived at 9:08 am.

Director Comstock noted this award was well deserved, and thanked Wanda and staff again.

Director Leonard was very pleased to see Wanda and staff recognized for this award for their efforts. He acknowledged what a great job LTA does throughout the county, and is very appreciative.

Everyone in attendance of the meeting showed appreciation to Wanda and LTA staff with a standing ovation.

Director Scheel was thoroughly impressed with the leadership and feels everybody did a phenomenal job.

Ralph Miranda, representative of the Teamsters Union, noted even that the Teamsters and transit agency are at odds at times, but he felt it was appropriate to be present at the meeting to congratulate Paratransit Services.

Christy Scheffer, Executive Vice President of Paratransit Services, wanted to share her appreciation for the nomination and award. Paratransit facilitates a lot of training throughout the company, and when faced with an emergency situation, as was LTA, the true character of a person shines through. These drivers and staff stood up and made sure they kept people safe, and Christie truly believes they saved lives.

Christie also congratulated Mark and conveyed how wonderful he is to work with, and that his main objective is always how LTA can help the system and community. Mark was very deserving of the award and does an outstanding job.

7. Transit Manager's Report

- **Status Report: Northern California Rural Zero Emission Bus Deployment Project Grant Application**

Mark reported that LTA was not successful in receiving the Zero Emissions Grant. Unfortunately, Mark intends to participate in a debriefing with the Air Resources Board yet, but from his understanding, Lake County had a long shot of being successful in this grant program. Lake County is not suffering from poor air quality and emissions, which was an important feature missing from the application. Lake County is not alone in this situation. In fact, most northern California areas are facing similar disadvantages. Mark is hopeful that the scoring of the application will be adjusted to recognize the clear disadvantage rural agencies face with most Cap & Trade funding programs. LTA intend to re-submit the application for electric buses in the next round of funding in hopes of having a better chance at being successful.

Director Scheel expressed his concern and felt rural counties are becoming more disadvantaged with grant programs. He stated it is important to handle the emissions requirements differently and work towards prevention and maintaining good air quality where it exists.

Lisa reported that after the Board meeting, she would be heading to a North State Super Region meeting in Chico. Last year, the NSSR had a representative from the Air Resources Board (ARB) that encouraged the northern counties to collaborate and develop pilot projects and apply for this grant. Lisa stated she was disappointed to hear this application was not funded, and that she intended to discuss LTA's project with ARB. Unfortunately, the projects are partially scored based on a tool called the Cal Enviro screen, which takes air quality into consideration.

- Caltrans approval of LTA's Contract-Amendment No. 9
There were two things included in this amendment; one allowed for a wage increase to Paratransit employees, and the second provided a month to month extension of the operations contract until December 31, 2016. This allows for Mark to focus on the operations RFP. A significant amount of time and effort will be spent looking into managing the costs that will be associated with the minimum wage increase and how that will affect the union wages. Mark intends to meet with the union and work on the details for the RFP.
- Calendar for RFP for Transit Operations Contractor
Mentioned above.
- Procurement of Buses - Start of Propane Fueling Project
Mark reported that the purchase order has gone out for the buses and expects to see them in 4 to 6 months. On April 24th, Mark is meeting with 2 different propane

suppliers. He is preparing permits and organizing everything to be ready when busses come in.

8. Paratransit Services Report

Wanda noted ridership for the month of January experienced a slight reduction; however, February numbers had slightly increased. There are some struggles with Dial-a-ride exceptions, and staff is currently working on it. The goal is to make service changes more reliable, but it appears the need is going down.

There were a few rider incidents for the reported period, for a total of 2.23 hours of staff time and included no law enforcement involvement.

Paratransit is still struggling to recruit drivers. As of February 28, four vacant driver positions still exist. A total of 12 candidates were interviewed, of which four were hired. Currently only one of the four is still employed with Paratransit Services.

Dante DiAmicis, member of the public, responded to the shortage of drivers. He stated there is nothing the contractor can do; it's a systemic problem in contract. Dante feels LTA is not offering jobs to the right market price for drivers, and this situation needs to be addressed the RFP.

Wanda expressed she agrees it is systemic problem at some level, and that the issue relates to the available pool of qualified applicants. In January 2016, 65% of the applicants interviewed did not meet employment standards.

Also during the month of January 2016 staff participated in numerous self-audit inspections to ensure all records reflect the state and LTA requirements.

9. Announcements

Mark was happy to announce the agenda was posted on the LTA website this month.

Mark also announced that LTA would be celebrating their 20th Anniversary on July 1, 2016. Mark feels 20 years is a great accomplishment and would like to commemorate and celebrate the achievement. Mark provided four different graphics that could represent the 20th anniversary decal for the buses. After a brief discussion, it was decided that Mark would send out the graphics and LTA members could choose their favorite logo.

10. Adjourn - the meeting was adjourned at 9:36 a.m.

Respectfully Submitted,

DRAFT

Alexis Pedrotti
Administrative Assistant

AGENDA
LAKE TRANSIT AUTHORITY

DATE: May 11, 2016
TIME: 9:00 a.m.
PLACE: Moose Lodge
Main Hall
15900 E Highway 20
Clearlake Oaks

1. Call Meeting to Order.
2. Roll Call.
3. Public input on any unmet transit need or any other item within the jurisdiction of this agency, but which is not otherwise on the above agenda.
4. Approval of Minutes of April 13, 2016
5. Approval of Fiscal Year 2014-15 Federal Single Audit Report and Financial Statements
6. 2015/16 First Half Report
7. Authorization to terminate RouteMatch technical support for fixed route software and to utilize savings for one or more pilot projects to demonstrate real-time transit information and reporting software from other vendors.
8. Approve schedule for Operations and Maintenance Contract RFP, and consider evaluation committee appointments,
9. Mobility Manager's Report
10. Transit Manager's Report
 - Board of Supervisors feedback regarding potential Transit Hub Location.
 - Propane fueling site development
 - Zero Emissions Bus Project Debriefing
 - Potential for participation in North State Super Region Project
 - Paratransit Services Management Changes for Lake Transit Project
11. Announcements
12. Adjourn

Any member of the public may speak on any agenda item for a time period, not to exceed 3 minutes per speaker or 10 minutes per agenda item, prior to the Public Agency taking action on that agenda item.
