



## 11. 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

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Date posted: 9/7/16

### List of Attachments:

*Agenda Item #3: May 10, 2016 Draft SSTAC meeting minutes*  
*Agenda Item #4b: September 14, 2016 NEMT Roundtable Agenda*  
*Agenda Item #6a: August 10, 2016 Lake Transit Authority meeting minutes*  
*Agenda Item #6b: September 14, 2016 Lake Transit Authority Agenda*



# LAKE COUNTY/CITY AREA PLANNING COUNCIL

Lisa Davey-Bates, Executive Director  
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## SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC) MEETING Draft Meeting Minutes

Tuesday May 10, 2016  
1:45 p.m.

Lakeport City Hall  
Front Conference Room  
225 Park Street  
Lakeport, California

### **Present**

Ilene Dumont, Paul Branson, Bill McIntyre, Wanda Gray, Kaye Bohren, Michelle Dibble, Mark Wall

### **Absent**

Tracy Thomas, Micki Dolby, Frank Parker

### **Also Present**

Dave Carstensen, Joel Moran, Karl Parker, Lisa Davey-Bates, Nephele Barrett, Jesse Robertson

#### **1. Call to order**

Ilene Dumont called the meeting to order at 1:45 PM.

#### **2. Public Input**

No public input was offered.

#### **3. Approval of the Draft March 9, 2016 SSTAC Minutes**

*Wanda Gray made a motion to accept the minutes from the March 9 SSTAC meeting. Paul Branson seconded the motion. The motion passed on a unanimous vote.*

#### **4. Approval of the Updated SSTAC Meeting Calendar**

The SSTAC calendar was established for fiscal year 15/16 and the update to the calendar goes through the end of 2016. Both the Lake APC and the Lake Transit Authority calendars conclude at the end of 2016, so future calendar updates will take place during the same timeframe. Nephele Barrett explained that the SSTAC meetings will be scheduled in December, rather than November, to coincide with the unmet transit needs process.

*Kaye Bohren made a motion to approve the updated calendar. Paul Branson seconded the motion. The motion passed unanimously.*

#### **5. Unmet Transit Needs Analysis Findings and Recommendations**

Item #7 on the agenda was discussed in between items #4 and 5.

Nephele Barrett reported that the Lake APC made a determination of regional unmet transit needs at their March meeting and provided definitions. Based on the Board's findings, Mark Wall presented his analysis and findings for the 2015-16 unmet transit needs.

The medical trips to St Helena Clearlake, Sutter Lakeside and Tribal Health is the first unmet need. This was an unmet need from last year although the Tribal Health is a new addition for this year. Last year LTA assumed that medical trips would be provided within the year, which didn't happen. LTA currently provides fixed route service to all of these facilities, as well as through the Pay-Your-Pal program and other services. Mark believes that most of the needs are currently being met (not an unmet need). If there are more clearly defined needs, those can be added to next year's list of potential unmet needs.

Eastbound service to Spring Valley and connections further east to the Sacramento area/Central Valley. Mark Wall explained that funding for new fixed route service is limited. Lake Transit had two new applications for 5311(f) service that were wildly popular and applications need to be re-submitted again this year. Based on the limited amount of funding for new service in the State, this service is a lower priority. It is an unmet need that is not reasonable to meet at this time.

Non-Emergency Medical Transportation to outlying area. There are a lot of calls for service in Middletown, Kelseyville, and other parts of the County which are not currently being met. There are parts of the County with limited service, but additional study is needed to determine what the needs are and how to meet the need. Unmet need but not reasonable to meet at this time.

Out-of-area medical trips are another unmet need, separate from medical trips to local medical providers. Santa Rosa is the destination with the most unmet needs. LTA used to provide service to Santa Rosa one day a week, but at that time, shopping at Costco was the primary purpose for most riders. Coordination among the various referring agencies needs to help consolidate demand for service to make this service reasonable to meet. Unmet need but not reasonable to meet. Kaye Bohren noted her experiences in trying to schedule medical appointments in Ukiah; if she could provide her own transportation she could be seen far sooner than if she is dependent upon non-emergency medical transportation. This is a concern that should be addressed if not made into a goal for improving the existing service.

## **6. Non-Emergency Medical Transportation (NEMT) Stakeholder Coordination Discussion**

- a. Upcoming Stakeholder/Provider Meeting - Ilene Dumont and Karl Parker have been working to get commitments from stakeholders to participate in a discussion about NEMT organization and service at the May 17 stakeholder meeting.
- b. Stakeholder Survey Responses - Karl Parker requested stakeholders to fill out a survey about local NEMT needs, which was helpful but follow-up work is needed to get a better sense of the diverse range of experiences. Some participants were very selective about the what questions they answered. More information would help to interpret the results, i.e. answer the "why" behind the responses. Karl has been using this information to prepare for the May 17 meeting.
- c. Lake Links/Pay-Your-Pal (PYP) Program – Karl prepared a summary of the VF-RAP as a lesson learned for the PYP Program. VF-RAP had a much broader eligibility than the PYP is expected to be. More work will be made to determine medical eligibility. The program will look to begin service on July 1 of this year.
- d. MediCal Re-imbursed Non-Emergency Medical Trips – Karl Parker Mark Wall mentioned an

Assembly Bill that would allow managed care to purchase rides from a variety of sources, including public transit.

**7. Update on Lake Transit projects and grants**

a. FTA Rides to Wellness Grant

Jesse Robertson introduced the APC and LTA/Paratransit Services effort to submit an application for a brokerage service that coordinate NEMT and other 5310-type programs for Lake County residents. Ilene Dumont and others expressed interest in the types of services that could be provided. Karl Parker provided a description of the program goals and a discussion about the proposed use of grant funds to help initiate the brokerage program that the SSTAC has been working with stakeholders to develop. The grant funds would pay for an 18-month start-up period for Lake Links operations, after which time operating costs would need to be obtained through MediCal and other reimbursements. It was noted that the program is very competitive, with \$5.3 million available nationwide. Lisa Davey-Bates added that this was the first cycle of funding for the program, which may make for an easier competition when fewer applicants are prepared to fully meet the goals of the program.

b. CA Air Resources Board Low or No Carbon Truck and Bus Pilot Program

Mark Wall notified the group the grant application for the Air Resources Board was not approved. He and Lisa received verbal feedback on the application, which was generally well-regarded by agency staff. The main problem was that Lake County was not competitive in the program due to the emphasis on being a disadvantaged community within an area of the State with poor air quality. No rural communities anywhere in the State were awarded funds under this program for this cycle. Mark asked the Air Resources Board not to recommend that rural counties apply if they are not eligible or competitive for funding.

c. Mark Wall mentioned another Cap and Trade Program that emphasizes links to rail. Mark spoke about an application that Shasta County is interested in applying for, which would provide a connection to Sacramento. Lake County could partner with Shasta to create a regional transit connection to Sacramento and other destinations in the Central Valley.

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

At the April LTA Board meeting, Mark Wall was authorized to submit grants for 5311 funds. Caltrans approved amendment #9 which would allow LTA to extend the existing contract until December 31st.

At the May 11 LTA meeting, Mark Wall will include a presentation of audit reports. The first report on operations notes LTA's highest monthly ridership ever. The free rides offered in the wake of the Valley Fire helped to build ridership which was continued beyond the period of free fares. Mark Wall will request to cancel RouteMatch software subscription for fixed route service, as it hasn't worked as intended. Mark would like to replace RouteMatch with other open-source software. RouteMatch will be continued for Paratransit operations. Feedback will be given about the Transit Hub Location Plan presentation before the County Board of Supervisors. Mark Wall addressed some of the existing concerns over relocating the transit hub for the benefit of the SSTAC. A discussion about crime at the Ray's Food Place came up.

Wanda Gray has accepted a new position in Willows, California. Bill MacIntyre will be the new regional manager for LTA. The President of Paratransit Services will be in the area tomorrow

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

People Service just received vans from Caltrans as they have reached the end of their useful life for Caltrans purposes.

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

Kaye Bohren had a complaint about Dial-A-Ride (DAR) service in Lake County. Kaye has called up to a 13 days in advance and was still unable to receive DAR service. Wanda Gray responded by stating that the service is very inefficient and staff has been reduced to . Since the 18<sup>th</sup> of April, schedules have been reduced to meet operational performance standards. Wanda offered to meet with the dispatchers to see if the dispatchers are correctly following requirements. Mark Wall asked to revisit Kaye’s complaint at the next meeting. Mark asked Kaye to document each time she does not get a ride within an hour of the requested time. Mark asked Bill MacIntyre to check with the dispatchers. Mark then asked to revisit performance of DAR service over the past few years, which has seen a drop-off in service.

**11. Next Proposed Meeting**

The next APC meeting will be on Tuesday, August 9, 2016. The new schedule needs to be revised to show the next meeting is on August 9, not August 11, as shown.

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

**13. Adjourn Meeting**

Meeting adjourned at 4:05 p.m.

Respectfully Submitted

(Draft)

Jesse Robertson

**NEMT ROUNTABLE**  
September 14, 2016. 12:00-1:00 pm

**AGENDA**

1. Welcome, Introductions
2. Recap May Roundtable Meeting
3. Progress Report on NEMT Project
4. Examples of Coordinated Mobility Projects
5. Survey to Determine Priorities (Local vs. Out-of-County)
6. Discussion
7. Next Steps



# LAKE TRANSIT AUTHORITY

## DRAFT Minutes

August 10, 2016

9:00 a.m.

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

### **Present**

Jeff Smith, Supervisor, County of Lake  
Russell Perdock, City Council Member, City of Clearlake  
Stacy Mattina, City Council Member, City of Lakeport  
Martin Scheel, Mayor, City of Lakeport  
Chuck Leonard, Member at Large (*Arrived Late*)  
Rachelle Damiata, Member at Large

### **Absent**

Jim Comstock, Supervisor, County of Lake  
Gina Fortino Dickson, City Council Member, City of Clearlake

### **Also Present**

Mark Wall, Transit Manager, Lake Transit Authority  
Bill McIntyre, 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)  
Phil Dow, Planning Staff- Lake County/City Area Planning Council (APC)  
Dante DeAmicis, Member of the Public  
John Uher, St. Helena Clearlake Hospital  
Lorna Sides, Member of the Public

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### **1. Call Meeting to Order**

Chairperson Scheel called the meeting to order at 9:06 am.

### **2. Roll Call**

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

### **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.**

John Uher from St. Helena Clearlake Hospital came before the board to discuss an upcoming outreach project the hospital will be conducting for the homeless population. The hospital is requesting participation from LTA, and is hopeful to receive approximately 150 to 200 bus passes or anything LTA is willing to contribute to the project. The Hospital plans to put together packets for the homeless that includes several necessity items, such as fruit, sun block, bus passes, etc. and distribute by the end of August.

Mark Wall explained that John had contacted him after the distribution of the LTA Agenda and therefore realizing what the Hospital was asking for, and with respects to the timing of the packets,

Mark was requesting an Emergency Item be added to the agenda, in order to move forward and receive direction from the Board.

*Director Smith made a motion determining that there was a need to take immediate action and the need for action arose after the agenda was legally posted. The motion was seconded by Director Mattina, with no public comment and carried unanimously.*

Director Mattina feels this is a great idea, but was curious if in fact Mark Wall has the ability to handle these situations without board direction. Mark explained that generally he does handle such promotional items, but with respects to this project he felt it necessary to discuss with the board.

The first issue Mark discussed was the cost. In this case, LTA would be distributing punch passes, which would cost the transit agency approximately \$2,000. Mark reminded the board these punch passes already can be obtained for free, through several agencies in the county, but one in particular is County Social Services Department. Another issue Mark pointed out was the potential to resale these passes for a cash value. One additional issue is timing; this will hit right around the time school starts, and could be potentially scary to kids.

Many ideas and options were discussed that could potentially work for the project. Ideas discussed included the idea of a monthly pass, a weekly pass, maybe including a punch a date, stamping the passes with a “Not for Resale” stamp before distribution, the price values for these passes were also discussed. Homeless will likely have a hard time keeping a monthly pass, so Mark figures the weekly pass will be the best option, with a starting date.

Mark requested a motion from the board to move forward and work with John, to make the best decision on behalf of the transit agency. Director Smith reiterated his support for this project, and included how St. Helena Clearlake Hospital has been incredibly willing to help in the community, and would like to show our enthusiasm to do the same.

Dante DeAmicis, Member of the Public discussed one option that was not considered, it addresses the cost issues and the potential to resale the passes. He suggested instead of the punch pass, giving 4 Base Fare Tickets out in the homeless packets. The monthly passes are already available from social services and the Base Fare Tickets would be harder to sell. Mark was pleased with the suggestion and would take this into consideration.

*Director Smith made a motion to approve and recommend that Mark Wall, Transit Manager move forward with supplying a pass to support the Homeless Outreach Project, through St. Helena Clearlake Hospital. The motion was seconded by Director Mattina, and carried unanimously.*

*Full Roll Call: 5 Ayes – Smith, Perdock, Mattina, Scheel, and Damiata; 0 Noes; 0 Abstain; 3 Absent – Comstock, Fortino Dickson, Leonard*

### **Director Scheel Re–Opened Public Input:**

*Director Leonard arrived at 9:22.*

Karl Parker has two requests in relation to the one year anniversary of the Valley Fire. One request came from Tina Louis, Independent Producer of Events in Lake County. Tina came to request a donation for a small passenger van for the anniversary event. The event will be on Saturday, September 10, 2016. Parking will be less than a mile from Ely Stage Stop; however the need is for transportation from parking to the event. The event is scheduled for all day, opening at 1:30, and ending at 6:30. Mark Wall will handle this request.

Karl Parker again reported on the second request, it actually holds two specific ideas people were wondering about. The first is finding a venue in the Cobb area to do a ceremony/remembrance

event, but the challenge they are facing is obtaining a place with good parking. The idea is possibly having a shuttle at this event, to help as well. The other idea is having a tour bus available for people who wanted to participate, that would stop and view homes being rebuilt and bless the new. Mark reported that he just heard of this yesterday and will also handle this request. This event is scheduled for Monday, September 12<sup>th</sup>, 2016 in the late afternoon. Mark would like to discuss at a later meeting how many of these types of events LTA would like to participate in for the future.

#### **4. Approval of Minutes of June 8, 2016**

*Director Mattina made a motion to approve the June 8, 2016 Lake Transit Authority Meeting Minutes. The motion was seconded by Director Smith and carried unanimously.*

#### **5. 2015/16 Lake Transit Authority Annual Report**

Sine this is LTA's 20<sup>th</sup> year in operation, Mark thought he would spice up the Annual Report and compare ridership statistics from 20 years ago. The first comparison was from 1996/97. Interesting to look at, there were things the agency didn't do back then, like the Ukiah route, but did go to Napa two times per week. Over the years there has been constant growth in the system. This annual report shows the agency almost reaching the all-time highs from 2011/12, the year when gas costs were very high and fares were very low.

This year has been far different from the rest; the 20th year will be remembered as the year of the fires, which has affected the end of the year numbers. LTA was very involved in various special needs during the fires, and also made the decision to offer free fares for two months following the fires. Free fares boosted the ridership numbers, but of course contributed to less fare revenues.

Mark continued by discussing the comparisons on several graphs through pages 3 to 7, discussing how some routes were affected by the fires, patterns between the of routes that were affected and the routes that weren't affected at all. It is clear that Marl will be working with Karl to reach out to the Cobb area and see what is still needed or is missing.

Obviously, the routes that dropped ridership from the fires suffered financially as well. The financial information can be found on the last page of the report. Mark reported LTA was in good shape as far as being close to budget. A slight \$40,000 difference in revenues and expenses can be found in the financial summary; however LTA did receive \$252,200 of emergency grant funds, which assisted the agency to have the free fares, and a greater reserve at the close of the year.

Director Mattina mentioned she enjoyed the 20 year comparison and reported LTA has come a long way, pretty amazing.

*Director Perdock made a motion to accept the 2015/16 Lake Transit Authority Annual Report. The motion was seconded by Director Mattina and carried unanimously.*

#### **6. Triennial Performance Audit, FY 2012/13 – FY 2014/15**

Mark requested the board review and accept the triennial performance audit that was recently completed by Moore and Associates. The report goes back three fiscal years and is a requirement of the Transportation Development Act. Performance Audits are completed every three years to review TDA compliance requirements and follow-up to any prior recommendations.

The current performance audit was clean, and had no issues that needed to be addressed or any prior follow-up items. This is LTA's second performance audit in row with no

recommendations. The audit also analyzed data reporting and conducts performance audit in a functional review. When reviewing the report, you will find, basically three years of comparison and five years of data in some cases.

*Director Leonard made a motion to accept the Triennial Performance Audit for FY 2012/13 through FY 2014/15, as presented. The motion was seconded by Director Perdock and carried unanimously.*

## **7. Transit Manager Report**

### Update on the Operations and Maintenance RFP:

Mark reported he was slightly behind on this RFP, it was more work than he had anticipated. He realizes Director Leonard and Lisa Davey-Bates have been waiting to read through the RFP, since they are on the review panel. Mark is done with the RFP portion; he is currently going through the contract and will be updating it as well. Mark anticipates it will be completed by the next week end, and available to review the following week. According to the schedule Mark brought to the board a couple months ago, he reported he is currently about two to three weeks behind.

### Update on the Advertising Services RFP:

This is Mark's second priority and will get to this next.

### FTA 5311(f) Grants:

Mark expects some considerable changes to this program. The 5311(f) Grants for the past fiscal year will bring in approximately \$600,000 in operating revenue and two new buses. This is a very considerable program for LTA and Mark learned early on in the process this year, it was becoming oversubscribed. This year, Mark was a little modest in his request, so LTA will be receiving \$540,000 in grant funds, which has been approved for FY 16/17. Mark also requested funding for an additional two buses, but that was not approved.

Mark participates on the State's 5311(f) review committee that was reactivated this year, scheduled to meet the week of August 21, 2016. What Mark has learned so far, is that for many years this program has had excess revenue. The way it works, is that 15% of all rural transit funds that come into the state, are for the intercity bus. In years past because of the policies in place for distributing the funding, they ended up with a surplus. Now in the recent years there have been changed policies, that will give toll credits. Toll credits are where the federal government will recognize California had the right to claim credits from bridge tolls as match for grants. The state doesn't get more money, it simply means with the credits you don't have to come up with the local match. With discretionary grant programs like 5311(f) the toll credits do provide more money to the local transit agency. This program was one of the few that is discretionary and flexible, allowing for many agencies to take advantage of. The agencies are essentially getting money from these grant funds without having a local match.

LTA has been very successful until this year. LTA did take a decline in \$60,000 of grant funds, but this way Mark knew it would be approved. He believes the committee will be discussing the toll credits, whether to continue or not. LTA will be fine without toll credits; however Mark will bring up a discussion of approving new projects and not approving new buses for existing projects. There is a potential for things to get a little sketchy from here. Mark will report back on the committee meeting. The long term could affect LTA.

## **8. Paratransit Services Report**

Bill McIntyre, Paratransit Services announced this was his first meeting reporting as the new Project Manager for LTA.

Passenger Ridership - Ridership in 2016 has continued to go up, until July, slight decrease.

Training and Recruitment – Bill reported that is the same as it always has been. It continues to be very hard to find replacements. Bill in fact had driven 4 routes in the past 4 days. It has been pretty busy, but he does have a few potential applications.

Exceptions Report: Dial-A-Ride - not much happened.

Vehicle Maintenance Status – one additional bus should be added to list. New Propane buses scheduled to arrive in September.

Rider Incidents – Over the five month period there were 43 reported incidents. Six of these incidents required law enforcement involvement and six occasions where medical emergency services were needed.

Customer Service Report – Bill reported there is a certain process to follow when receiving complaints. Works well to resolve issues.

Summary – Month of March the agency was working with government agencies to prepare for a project in May, which will be a mock disaster preparedness exercise. They will pretend to crash bus that had radioactive materials.

Director Smith was curious how the Rays Food situation was running. Bill reported there were a couple situations in this time period, usually fist fights. This trails back to the bus pass discussion earlier with the homeless outreach project. Director Smith would like a Bus Rider Etiquette flyer to be attached to the passes that are handed out to the outreach project. This also needs to include bus rules.

In many instances and situations, it would be nice to have these rules and consequences in place for the safety of our passengers.

Corporate Safety auditor visited the site, credentials came up perfect. He has never seen that before.

## **9. Announcements**

None.

## **10. Adjourn** - the meeting was adjourned at 10:01 a.m.

Respectfully Submitted,

***DRAFT***

Alexis Pedrotti  
Administrative Assistant

**AGENDA**  
**LAKE TRANSIT AUTHORITY**

DATE: September 14, 2016  
TIME: 9:00 a.m.  
PLACE: Lake Transit Authority  
Lamkin-Sanchez Operations Center  
9240 Highway 53  
Lower Lake, CA

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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 August 10, 2016
5. Transit Manager's Report
  - Update on Operations and Maintenance RFP
  - Update on Advertising Services RFP
  - Report on 5311(f) Committee Meeting with Caltrans
6. Paratransit Services Report (Bill McIntyre)
  - Service Report for August 2016
  - Quality Service Reports - 2016 Year to Date Recap
7. Mobility Manager's Report
  - NEMT Roundtable
  - Other Coordination Activities
8. Announcements
9. Adjourn

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