



# LAKE COUNTY/CITY AREA PLANNING COUNCIL

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367 North State Street, Suite 206  
Ukiah, CA 95482

## SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC) AGENDA

**DATE:** Tuesday, May 8, 2018  
**TIME:** 1:30 pm

**PLACE:** Lake Transit Authority  
9240 Highway 53  
Lower Lake, California

Caltrans-District 1  
Teleconference  
1656 Union Street  
Eureka, California

**Teleconference Call-in # 1 (866) 576-7975, Participant Code: 961240**

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1. Call to Order and Introductions
2. Public Input
3. Approval of Draft February 13, 2018 SSTAC Meeting Minutes
4. FY 2018/19 Unmet Transit Needs Recommendations (*Speka*)
5. Non-Emergency Medical Transportation (NEMT)
  - a. Mobility Manager Report (*Parker*)
6. Update on Lake Transit Projects and Grants
  - a. Bus Passenger Facility Plan Grant (*Speka*)
  - b. FTA 5310 Grant- Mobility Management Program (*Speka*)
  - c. Other grants
7. Update on Lake Transit Authority (LTA) meetings
  - a. May 9, 2018 LTA Agenda - *will be provided as a handout at the meeting*
8. Update on Human Services Transportation Programs
  - a. People Services (*Dumont*)
  - b. Other programs and plans
9. Discussion of Issues and/or Concerns of SSTAC Members
10. Date for next meeting: Tuesday, August 7, 2018
11. Announcements/Good of the Order
12. 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: 5/1/18

**List of Attachments:**

- Agenda Item #3: February 13, 2018 Draft SSTAC meeting minutes*  
*Agenda Item #4: Unmet Transit Needs Staff Report*  
*- Response to Potential Unmet Transit Needs & Recommended Findings*  
*- Adopted Definitions*



# LAKE COUNTY/CITY AREA PLANNING COUNCIL

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

Tuesday, February 13, 2018  
1:30 p.m.

### Umpqua Bank Board Room

805 Eleventh Street  
Lakeport, California

### Caltrans – District 1

Teleconference  
1656 Union Street  
Eureka, California

**Present:** Ilene Dumont, Mark Wall, Michelle Dibble, Karen Dakari, Paul Branson, Karl Parker, Tavi Granger, Kaye Bohren, Holly Goetz, and teleconference: Dave Carstensen

**Absent:** Lisa Davey-Bates, Phil Dow, and Nephele Barrett

**Also Present:** John Speka, and Marta Ford

#### 1. Call to order

#### 2. Public Input

#### 3. Approval of SSTAC Meeting Minutes

Karl made a motion to adopt the draft November 7, 2017 SSTAC minutes and Michelle second the motion. The minutes were adopted by unanimous vote with a minor correction noted.

**Action Item:** Make minor corrections as noted to page 3 under “Other NEMT Projects”, change “He is working...” to “They are working...” to include the other people’s efforts to the work.

#### 4. SSTAC Roster Update and Recommendations

John reported that two seats are unfilled; Rebecca Southwick resigned leaving a position vacant. Sutter Lakeside referred Holly Goetz, who was in attendance. John introduced Holly who explained her background and current responsibilities as a Medical Social Worker. Karl volunteered to contact St. Helena Clearlake Hospital to see if they can refer anyone. Other resources that were discussed were: Redwood Coast Regional Center (RCRC), Lake County Tribal Consortium, Robinson Rancheria, Lake County Office of Education, Redwood Community Services, Mendocino Lake Campus Junior College, Lake County Behavioral Health, and Lakeside Community Junior College. Michelle motioned to recommend to Lake APC Board that the terms of expiring seats be extended and nominates Holly Goetz to fill the vacancy for Transportation Provider. The Social Services Provider Disabled seat remains vacant on the SSTAC; Kaye second, approved by unanimous vote.

#### 5. FY 2018/19 Unmet Transit Needs Recommendations

John referred to his written staff report and explained the Unmet Transit Needs process. Lake TAC also reviewed the list in November. He went over the six Unmet Transit Needs listed and asked Ilene to elaborate on the item “expanded transit service and mobility training to accommodate job placement for developmentally disabled riders.” She wants to have “after business hours” added because the riders’ employment schedule does not always fall within usual hours of operation. The regulations that support funding the Day Program require participants to encourage access to

competitive jobs and to obtain transportation on their own to get there. Michelle asked for clarification of “Installment of new bus stop shelters”, if it includes installing new bus stop shelters or adding new bus stops. John answered that it was just for the shelters at existing stops. She explained her question was in regard to the bus stop across the street/Hwy 53 from the Job Zone and is dangerous to get to. The Job Zone’s lease is up within the next couple of years. Mark told her that if they look at other locations, they should contact LTA prior to securing the location to see if it works within their routes and if a shelter is feasible. Kaye Bohren joined the meeting at 2:08 p.m.

Holly told the group about a program at Sutter Lakeside Hospital named Charity Care that can help pay for taxi services for patients getting discharged from the hospital. Mark mentioned, for MediCal beneficiaries Partnership will pay for non-emergency medical transportation as well. He said Partnership hired Medical Transportation Management (MTM) to facilitate the transportation through cab companies or other sources. There are more cab companies located in North Shore area.

John asked whether the group wanted to include additional items to the draft unmet needs list; Mark suggested adding “after normal business hours” to items number two and three. John mentioned the Bus Passengers Facilities Plan that will look at areas for improvements, such as bus shelters, safety issues, and other improvements.

The action recommended to finalize the list of four service items and two capital type items and adding the expanded transit service as a fifth service item and to add after business hours on items two and three. Mark moved to motion, Paul second; approve by unanimous vote.

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

- a. Mobility Manager Report – Karl referred to his written report on Mobility Programs, included in the packet. The Pay-Your-Pal Program is going well; Karl gave a description of the program for those new to the group. For the July – December 2017 period there were 51 riders, 1,493 trips that totaled 38,613 miles reimbursing \$11,616 for drivers. Currently, there are 62 people enrolled in the program. The transportation provided for the people is helpful; the service is often used for out-of-county appointments. Karl created a draft policy for people that may have a short-time heightened need to travel to appointments. This will allow for the program to approve reimbursing over the usual monthly allocation, on a case-by-case need. He gave the example someone receiving a five-week series of chemotherapy or radiation treatments. This policy allows lifting the monthly mileage restriction from the annual allocation. Karl would like the SSTAC to approve moving the draft to the Board for adoption.

Karl provided a draft of an appeal process for participants that wish to appeal a denial of eligibility or conditional eligibility. An Ad Hoc Appeals Committee would be formed composed of the General Manager (or designee), the Chairperson of the SSTAC, and the Executive Director of Lake County APC. The committee will review all appeals, make decisions, and respond to the person within 30 days of receiving the appeal request. Karl used the ADA Appeal Process as reference to create this process.

At the November SSTAC meeting, a recommendation was made to obtain verification from the medical provider that the client received transportation to. Currently, Pay-Your-Pal reimbursements are approved at face value. Karl worked on a form to be filled out monthly and had Wanda review it. Her response was that she doubted the participants will remember to fill it out, have their medical provider sign as validation and submit it. Karl reviewed Glenn County’s process to have the participant fill out a form per trip. However, from an administrative point of view there are questions of how feasible this would be. Mark suggested having the provider sign a spot on a calendar

sheet on the date their client attended. Karl acknowledges the concern of limiting the opportunity of abuse or fraud. He feels there have been few cases where he has questioned the legitimacy of the claims he has received. Monitoring the verifications is an administrative burden. Mark suggested he focus on suspected abusers and implement utilizing the form in those instances. Michelle suggested including a disclosure of reserving the right to contact the medical professional and to include a release of information signed by the participant to send to the provider. Karl will draft a release form and bring it back to the meeting in May. Mark moved to recommend the Lake Links policy on the Exception to Normal Mileage Allocation Policy and the Appeals Process, Karl second the motion; approved unanimously.

Karl announced Lake Links continues to support Project Restoration, a consortium of organizations to provide wrap around services to people such as the “frequent fliers”, especially in the homeless population. Lake Transit provides transportation connecting Natural High School in Lakeport, to the Warming Center at Seventh Day Adventist Church. In mid-December Lake Transit has provided an average of 30 trips and equaling 945 rides by the end of January with an estimated cost of \$8,172. They are scheduled to close the Warming Center at the end of March. The Warming Center works through about 70 volunteer staff. A transitional housing facility has been established in Lower Lake on Main Street, there are currently nine people who reside there. Lake Links helps connect them with transit services to get to medical appointments, AA meetings, etc.

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

### **a) Bus Passenger Facilities Plan Grant**

John mentioned the Bus Passengers Facilities Plan within the Unmet Transit Needs item above. The Bus Passenger Facilities is funded through a grant that was awarded last spring. An RFP was advertised in December but only one proposal was received. Caltrans directed John to send it out again, broadening advertisement. He included Sacramento Bee and Contra Costa Times plus received an additional email list to include over a hundred additional consultants. March 2, is the deadline for RFP proposals.

### **b) Other grants**

Mark reported on the following grants and programs:

- Low Carbon Transportation Operations Program - *This program is delayed until the Bus Passenger Facilities Plan is in place; the purpose is to replace all existing bus stop signs, install new ones that are needed, and make recommendations of changes for safety*
- A program to install bus stop shelters and bicycle rack.
- Preparing to apply for LCTOP funds - *Free Bus Pass Program for college students. Would like the colleges to pick up new funding to take this over after the five-year program runs out of funding. Mark said they recommended to the Woodland Community College to conduct a marketing study for the students. Collecting opinions on how to tailor to the students' needs then present it to the student council for a vote to increase fees to maintain the program. Ilene asked about how much funding this project would cost; Mark said about \$100,000 for the five year period*
- State of Good Repair Program – *the TAC approved the request to install a new vehicle lift and to purchase a Dial-A-Ride vehicle*
- 5310 Grant – *funding Pay-Your-Pal and Out of County NEMT, which part of it can be spent to assist the senior centers and out-of-county medical transportation*
- Mobility Management Program – *this will pay for a Transportation Manager and an assistant for the Transportation Manager. An RFP process will need to be conducted for the positions.*

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

### **a) January 10, 2018 LTA Meeting Minutes**

The APC approved a plan to seek proposal for recruitment of the Transit Manager. The position will work under the Davey-Bates Consultant contract. The benefit to move this position from a contract, as it has been, to a manager under Lisa is that she can provide support staff. It is anticipated that this position will be difficult to fill with an experienced person. Lisa advertised a job announcement out to various places; the closing date is February 16. Mark will not be available full-time after April; Friday April 13, Lisa is hosting a retirement party for Mark.

Mark reported that LTA is a little over budget for the year but thanks to SB 1 should end up with a surplus. There are people voting to repeal SB 1 so any projects that receives support from it needs to get the word out of how it has benefited the project. If SB 1 goes away, it will mean cutting more services.

### **b) February 14, 2018 LTA Agenda**

As written – no discussion.

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

### **a) People Services**

Ilene reported that the senior centers' vans are putting on the miles. Maintenance is costly, one was out of commission for a while but it is back up and running. Caltrans plans to visit in the spring; this was a postponed visit from December.

### **b) Other programs and plans**

Karl reported on the evolving partnership with Adventist Health in Clearlake. A vehicle was transferred to service in their transportation program. The vehicle had some maintenance issues that put it out of service for a while. They have been attending meetings with Brent Dupper, ED Physician of Outpatient Services and Angelic Cole at the hospital, reviewing the next steps for the transportation program. The plan was to expand the service to a second vehicle but that has stalled. The last meeting resulted in a RFP from Paratransit Services for support of the program. There is potential to fill some of the unmet transit needs that were talked about in item 5 (see above).

Karl also reported that they have been working on MediCal funding for out-of-county medical transportation services for eligible patients. They are interested in contracting with Lake Links. Karl conducted a presentation at Sterling Shores Estates notifying them of the services they provide. He took a short, verbal survey of the out-of-county medical transportation needs from the group. Mark added that LTA did a coordinated plan a few years back; it gave them a good idea of what the out-of-county referrals looked like. He suggested notifying MediCal beneficiaries so they understand to call Partnership (or MTM) directly and ensure funding through the appropriate source. Also, he said to review behavior that brings down cost of the program, such as no shows for medical appointments. As an example he said the numbers of no show passengers for medical program trips in January were 211 out of 702 passengers for Dial-a-Ride. These are typically scheduled for the patients through doctors' offices, dialysis, nursing facilities, etc. and are often abused by repeaters that should be held accountable.

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

### **a) SSTAC membership and meeting participation**

No response.

## **11. Date for next meeting:**

Tuesday, May 8, 2018.

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

Ilene let the group know that Joel Loren, Transportation Director contracted cancer and it has paralyzed him; he is at Evergreen and visitors are welcome.

Michelle said that another project for fixed routes that LTA is working; they hired a contractor for a GPS Tracker System called Swiftly. Passengers can use their Smartphones to look up schedules and tell when their bus is at or if there are any delays. They first looked at RouteMatch but found this was a better option, especially due to difficulties in rural areas. Swiftly is compatible with the GTFS Active System, which is used by other counties and has the ability to talk to other transit systems in multiple counties. Swiftly is also looking into a translation program to communicate with 511.org transit systems to allow communication with a wider range of resources.

## **13. Adjourn**

Meeting adjourned at 3:40 p.m.

Respectfully Submitted,

Marta Ford – Administrative Assistant



## SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL STAFF REPORT

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**TITLE:** 2018/19 Unmet Transit Needs Recommendation

**DATE PREPARED:** 4/25/18

**MEETING DATE:** 5/8/18

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**SUBMITTED BY:** John Speka, Senior Transportation Planner

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**BACKGROUND:** Lake APC has been conducting formal Unmet Transit Needs processes since 2014. Its purpose is to identify priority transit needs for transit dependent or transit disadvantaged populations within Lake County. It assists the APC and LTA in determining how to best use the limited transit funding available to the region.

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. The Unmet Transit Needs Process also meets TDA requirements calling for annual public input opportunities for transit dependent or transit disadvantaged persons within the jurisdiction represented by the Social Services Transportation Advisory Council (SSTAC).

The current Unmet Transit Needs Process began at the November 2017 meeting of the SSTAC, where a list of potential unmet transit needs was developed. The Technical Advisory Committee reviewed the list at a subsequent meeting in November, recommending no additions. In February of this year, 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.

LTA staff has analyzed the needs and provided a response for each (see attached). The attachment contains all the needs that were identified along with a response and recommendation addressing them. At this point, the SSTAC is asked to make a recommendation to the APC Board in determining if any of the needs are “reasonable to meet” according to the adopted definition (definition attached).

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

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**ALTERNATIVES:** None identified.

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**RECOMMENDATION:** The SSTAC recommends to the Lake APC Board that findings can be made (per the analysis by LTA staff) that there are unmet transit needs which are reasonable to meet according to the adopted definitions. It is anticipated that the APC will take action at their May 9 meeting.





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April 30, 2018

John Speka  
Senior Transportation Planner  
Lake Area Planning Council/Dow & Associates  
367 N. State Street, Suite 206  
Ukiah, CA 95482

**Lake Transit Authority  
Response to Potential Unmet Transit Needs  
& Recommended Findings for the APC  
FY 2018/19**

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

Thank you for the opportunity to respond to the list of FY 2018/19 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 and further east, allowing people to connect with service to the Sacramento area.** Currently, the closest connection is at the Cache Creek Casino.

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

Intercity bus service connecting to Sacramento is an unmet need that may be reasonable to meet. Lake Transit Authority is included in a coordinated joint Transit and Intercity Rail Capital Program (TIRCP) grant application submitted by the Shasta Regional Transportation Planning Agency that would provide capital funding for a zero emission bus project called North State Express. It would

provide a link to Sacramento for communities along the I-5 and SR 20 corridors to Sacramento. If the application is successful, Lake Transit Authority is committed to developing operating funding support from various sources including FTA 5311(f), LCTOP, and STA. The LTA portion of the service would connect Lake County to Williams in Colusa County where transfers to the North State Express bus service on I-5 would occur. The LTA buses could include a stop near the intersection of State Route 20 and New Long Valley Road. This may help to meet the unmet transit need of Spring Valley residents, but it would require that residents find a way to the State Route 20 intersection. Among other reasons, this is because a requirement of 5311(f) intercity bus funding is that service be provided on a fixed route with limited stops. A deviation to residences in Spring Valley would not fit the intercity service definition.

**Recommended Finding:** There are unmet transit needs for (1) service to Spring Valley, and (2) service connecting Lake County to the Sacramento region. The unmet need for service to Spring Valley is reasonable to meet only to the extent that the need can be met with a bus stop at the intersection of New Long Valley Road and State Route 20, and, further, that an intercity route can be funded to serve that intersection. The unmet need for service connecting to the Sacramento region may be reasonable to meet if funding can be secured. It is recommended that LTA continue to participate in the TIRCP project which would provide zero emission buses powered primarily by solar energy. If successful, this would reduce funding needs to implement the service and provide a strong basis to obtain operating funds from other sources.

**2. 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 two years, the APC found that this is an unmet need that is not reasonable to meet at this time due to very limited demand. Nevertheless, LTA/CTSA has taken steps that may improve services to outlying areas. Working together with the APC, LTA/CTSA has helped to form a non-profit agency called Lake Links whose mission is specifically to coordinate efforts to address mobility needs, particularly NEMT needs, in Lake County. LTA/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/CTSA has also been exploring a potential relationship with Partnership Health and their NEMT broker, MTM, to provide Med-Cal funded, wheelchair equipped NEMT service. LTA and Lake Links continue to work with the health and social services community to define the need and potential funding agreements for service.

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

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

**Response:** LTA, through its Lake Links CTSA program, will implement a program to provide NEMT service to out-of-county locations in 2018. LTA has been awarded an FTA 5310 grant for

\$225,139 to provide Out-of-County NEMT services and senior center transportation programs for three years. The grant application addressed NEMT needs for trips to Ukiah and Santa Rosa. There is potential to modify the program to include trips to San Francisco, or to work together with Bay Area transportation providers to transfer passengers to SF at Santa Rosa.

**Recommended Finding:** NEMT service to out-of-county locations is reasonable to meet and will be implemented in 2018. Initially, the service will include Ukiah and Santa Rosa.

**4. Fixed route service on Sundays for the north shore communities.** 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 for north shore communities as well as other portions of the Lake Transit service area. The need is not reasonable to meet at this time due to the likelihood that a service revision required to accommodate Sunday service would have negative impacts on services on other days that would outweigh the benefits achieved on Sundays. This unmet need and potential alternative service plans should be studied in the next Transit Development Plan for Lake County.

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

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

**6. 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 after hours NEMT is not well documented, and the feasibility of providing after hours 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.

**Transit Related Concerns Identified by SSTAC for FY 18/19**  
(not subject to TDA findings)

**1. Funding contribution to proposed transit hub in Clearlake.** There will be funding needs associated with the proposed Clearlake transit hub, which are currently unaddressed.

**Response:** LTA has requested an allocation of \$200,000 of its PTMISEA funding apportionment for Transit Hub Architectural and Engineering. These funds should be available in 2018 and the work can progress. The A&E work is a prerequisite to seeking grant funds for the Transit Hub because state and federal grant programs typically (1) will not fund pre-construction work, and (2) make grant funding available for construction projects only if they are "shovel-ready".

**2. Installation of new bus stop shelters.** An ongoing issue that is frequently brought up by the public. Potential priorities will likely be evaluated in the recently initiated Bus Passenger Facility Plan.

**Response:** The bus passenger facility plan will update the bus stop inventory, identify needs, set out a funding plan for bus stop improvements, and facilitate a better process for getting projects built through a partnership between LTA and local jurisdictions. In the meantime there is LCTOP funding available to install shelters and benches at five Lake Transit bus stops. These projects need to be completed in 2018 to comply with LCTOP requirements.

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,



Mark Wall  
Transit Manager

**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