



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, January 15, 2019
TIME: 1:30 pm

PLACE: Umpqua Bank
805 Eleventh Street
Lakeport, California

-
1. Call to Order and Introductions
 2. Public Input
 3. Approval of Draft November 6, 2018 SSTAC Meeting Minutes
 4. SSTAC Membership Roster Update
 - a. Resignation of, and replacement for, Ilene Dumont
 5. FY 2019/20 Unmet Transit Needs Process (*Sookne*)
 6. Non-Emergency Medical Transportation (NEMT)
 - a. Mobility Manager Report (*Parker*)
 7. Update on Lake Links (*Davey-Bates*)
 8. Update on Lake Transit Projects and Grants
 - a. Bus Passenger Facility Plan Grant
 - b. FTA 5310 Grant – Mobility Management Program
 9. Update on Lake Transit Authority (LTA) meetings
 10. Update on Human Services Transportation Programs
 - a. People Services (*Dumont*)
 - b. Other programs and plans
 11. Discussion of issues and/or concerns of the members of the SSTAC
 12. Date for next meeting: Tuesday, April 9, 2019
 13. Announcements/Good of the Order

14. Adjourn SSTAC meeting

PUBLIC EXPRESSION

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

AMERICANS WITH DISABILITIES ACT (ADA) REQUESTS

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

Date posted: 1/9/19

List of Attachments:

Agenda Item #3: November 6, 2018 Draft meeting minutes
Agenda Item #4: Staff Report: SSTAC Roster Appointments Update
Agenda Item #5: Staff Report: 2019/20 Unmet Transit Needs Process
Agenda Item #5a: Adopted Definitions for the Unmet Needs Transit Process
Agenda Item #5b: Lake County FY 2018/19 Unmet Transit Needs & Findings
Agenda Item #5c: Lake Transit Survey Summary
Agenda Item #5d: FY 17-18 Ridership Data
Agenda Item #6: Mobility Manager Report



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

Tuesday, November 6, 2018

1:30 p.m.

Lamkin-Sanchez Transit Center

Lake Transit Authority

9240 Highway 53

Lower Lake, California

Present: Ilene Dumont- Chair, Tavi Granger, Michelle Dibble, Karen Dakari (People Services), Holly Goetz, Shannon Kimbell-Auth, Karl Parker, Paul Branson, Dante DeAmicis (Member of the Public) and via teleconference, Phil McGuire (Lake Links Consultant).

Staff Present: Lisa Davey-Bates, John Speka, and James Sookne.

1. Call to Order and Introductions

The meeting was called to order at 1:40 p.m.

2. Public Input

Dante has been working with the City of Clearlake to see what they had in mind regarding moving bus stops. He submitted a public records request and all that he received were a couple documents related to the transit hub. Dante is bothered by the lack of transparency. He says that there have been rumors on the streets for a long time that the City wants to eliminate the bus presence on Lakeshore Drive. John Speka addressed his concerns by explaining that the City isn't planning to remove stops. He stated that the current iteration of the bus passenger facility plan recommends no changes to Lakeshore Drive.

3. Approval of Draft September 11, 2018 SSTAC Meeting Minutes

Karl had a minor correction regarding the spelling of Dante's last name. It should be DeAmicis, not Dimichi. Karl motioned, Paul seconded, to approve the September 11, 2018 minutes as amended. Approved unanimously.

4. SSTAC Membership Roster Update

James stated that every year, 3 positions on the SSTAC are up for renewal or replacement. This year it is Paul Branson, Holly Goetz, and Rev. Shannon Kimball-Auth. All of them volunteered to renew their 3-year terms on the SSTAC. Michelle made the motion to approve the reappointment of Paul, Holly, and Rev. Shannon to the SSTAC; Karl seconded the motion. The motion passed unanimously. James also discussed Mark Wall's position on the SSTAC as a CTSA member since he is trying to retire. This was brought up for information purposes only and no action was needed. The 3 appointments made today will be brought to the Lake APC Board meeting in December. Ilene announced that as of February 1st, 2019, she will no longer be the Executive Director of People Services. Her replacement as Executive Director will be Karen Dakari. Ilene also stated that she'll be

resigning from her position on the SSTAC at the January 2019 meeting. She'd like to nominate Karen to replace her on the SSTAC. Lisa asked Phil McGuire if there would be any conflict in having SSTAC members on Lake Links Board. Phil didn't see any issue with it and believes it's been done elsewhere.

5. **FY 2019/20 Unmet Transit Needs Process**

James provided the adopted unmet needs definition as well as the list from the previous year for the group's reference. Michelle asked if the results are in from the bus passenger survey because those may impact what unmet needs the SSTAC comes up with. John says that the consultant just provided him with a summary of the results and he will forward that on to the group. The group decided that they'd like review the survey results before developing this year's list of unmet needs. The group decided to review last year's list of unmet needs to provide content to the new members of the SSTAC.

Eastbound service to Spring Valley and further east, allowing people to connect with service to the Sacramento Area. This service does not exist. LTA is trying to reach out to residents in the Spring Valley area to gauge interest on a limited shuttle back to Clearlake for things like shopping, medical trips, and social outings (senior center, etc.).

Non-Emergency Medical Transportation in outlying areas. LTA is continuing to work on this need although it seems that demand is somewhat limited. It was determined to be unreasonable to meet in FY 18/19. One of the challenges to meeting this need is accessibility since the outlying areas are so remote. Lisa brought up that the Pay-Your-Pal program may be one way to partially meet this need.

Non-Emergency Medical Transportation to out of county locations. This continues to be an unmet need. LTA received a grant to establish an out-of-county NEMT program. Lake Links has been created to assume the role of the CTSA.

Fixed route service on Sundays for the north shore communities. There is no service on Sundays. The demand for service on Sundays is not currently known. This is a need that is brought up often. Due to funding, providing service on Sundays would mean cuts to the existing service schedule. Until further funding is found, this will continue to be an unmet need. Dante believes that some of the interest for Sunday service may be due to the two casinos along the north shore. He suggested contacting them to see if they'd help fund Sunday service. Paul asked to review the data for Saturday service along the north shore so that could be factored into determining if Sunday service is an unmet need.

Expanded transit service and Mobility Training to accommodate job placement for developmentally disabled. Ilene says this should continue to be on the list since the need is growing. She says that People Services now has more flexibility with the Department of Rehabilitation which allows them to carve out jobs during the existing transit schedule. Transit service outside of the existing schedule is currently unreasonable to meet due to funding constraints.

NEMT after normal business hours. NEMT in general is an unmet need. It is not currently known if it is reasonable to meet since the demand is unknown. LTA does provide service later than when doctor's offices are typically open. The issue is when people need to go to the doctor after hours and the only way to get there is via ambulance. Beginning January 1, 2019 (SB 1152), hospitals will be required to provide transportation from the facility for up to 30 miles for clients that don't have transportation. Hospitals do not

currently have the resources to meet this mandate. The hospitals are also experiencing a shortage of transportation for basic life support services (i.e., getting to a skilled nursing facility) and fire departments are being used to fill this need. This issue will be further impacted by looming cuts to fire departments. Paul asked if Uber or Lyft is available (it is, minimally) in Lake County since it may be an alternative (albeit expensive) option. Holly stated that Uber/Lyft would be an option for the hospitals for patients that are medically stable enough to use the service.

Funding contribution to proposed transit hub in Clearlake. LTA has \$200,000 allocated for design of the transit hub and is currently working with the County to acquire the necessary land.

Installation of new bus stop shelters. Determining the priority of new bus shelters will be determined once the bus passenger facility plan is finalized.

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

a. Mobility Manager Report

Despite the decline in overall clients from 89 to 81, nine (9) new clients have been enrolled in the Pay Your Pal (PYP) program since the September 2018 SSTAC meeting. The decline in overall clients is due to some folks not needing the service, others moving away from the area, and some folks who have died. Looking past the numbers, this program helps to mitigate the concern that many medical providers have of patients making appointments but being unable to get to them. One weakness of the PYP program in this county is that some people are so isolated that they don't have anyone that they can turn to as a driver. One possible solution is a secondary volunteer driver program that was written into last year's 5310 grant. This program would enable LTA to have a group of drivers who have been certified that would allow them to be matched with clients in need of a ride.

In continuing outreach effort, Karl gave presentations at the VA Stand-Down event in September and Eskaton Manor in October. He also has a presentation planned for the Clearlake Rotary in December.

Things are moving forward with Adventist Health Clearlake (AHCL). At the last meeting, Karl reported that Paratransit Services was asked to submit a proposal to the hospital for scheduling & dispatch services, maintenance service for specialized equipment (i.e., lift and interlock system), and specialized driver training. This proposal was presented to AHCL during a meeting on October 18, 2018.

Progress on the Out-of-County Medical Services and Senior Center Excursions projects has been delayed by the current shortage of drivers and vehicles. With Mark Wall's retirement, Karl has been processing the ADA applications.

Karl stated that Lynn Scuri and Carly Fronefield (in charge of transportation services for Northern California) from Partnership Healthplan had wanted to attend the November SSTAC meeting but were unable to and are hoping to come to the January meeting.

7. **Update on Lake Links**

Lake Links has been working with Phil McGuire and Greg Miller to turn Lake Links into the CTSA. At the Lake Links Board Meeting on November 7, 2018, the Board will approve the applications for Ilene Dumont and Paul Branson to be Board members. This will allow

Lake Links to proceed with IRS filings since there will be at least three Board members. Lisa will provide further update at the January 2019 SSTAC meeting. Phil stated that the IRS application will serve as a guide for what Lake Links needs to do as a new non-profit organization (i.e., a 3-year budget).

8. Update on Lake Transit Projects and Grants

a. Bus Passenger Facility Plan Grant

The bus passenger facility plan has been going on for about a year. The first step was to inventory the existing conditions followed by public outreach. There will be a meeting on November 8, 2018 to go over the findings of the public outreach as well as provide a capital improvement program detailing where and when improvements should be made. The next phase of this project is to develop MOUs with the two cities and the county so LTA and the local agencies can get the work done.

b. FTA 5310 Grant- Mobility Management Program

LTA is in the process of finalizing procurement for the FTA 5310 grant for the Mobility Management Program.

9. Update on Lake Transit Authority (LTA) Meetings

a. December 12, 2018 Draft LTA Agenda

The November 14th LTA and Lake APC meetings have been canceled and the next meetings are scheduled for December 12th, 2018.

10. Update on Human Services Transportation Programs

a. People Services

People Services is using the LTA vans and they're all working. The vans were used during the evacuations and subsequent repopulation caused by the Ranch and River Fires.

b. Other programs and plans

11. Discussion of Issues and/or Concerns of SSTAC Members

None

12. Next Proposed Meeting – Sometime in January (TBD)

13. Announcements/Good of the Order

14. Adjourn Meeting - Meeting adjourned at 3:20 p.m.

Respectfully Submitted,

James Sookne
Lake APC Administration



SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL STAFF REPORT

TITLE: SSTAC Roster Appointments Update

DATE PREPARED: 1/7/19

MEETING DATE: 1/15/19

SUBMITTED BY: James Sookne, Program Manager

BACKGROUND: At the November 6, 2018 SSTAC meeting, Ilene Dumont reminded everyone that she would be retiring from People Services as of February 1, 2019. As such, the January 15, 2019 SSTAC meeting will be her last and the roster spot for the Transportation Provider for the Disabled will be open. The SSTAC will need to nominate someone as her replacement to finish the three-year term ending in October 2019. The SSTAC will also need to fill Ilene's position as Chair.

ACTION REQUIRED: Make a nomination to fill the Transportation Provider for the Disabled roster spot to the Lake APC.

ALTERNATIVES: None

RECOMMENDATION: None



SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL STAFF REPORT

TITLE: 2019/20 Unmet Transit Needs Process

DATE PREPARED: 1/9/19

MEETING DATE: 1/15/19

SUBMITTED BY: James Sookne, Program Manager

BACKGROUND: At the November 6, 2018 meeting, it was decided that the SSTAC would review the results of the Bus Passenger Facility Plan Public Survey prior to developing the 2019/20 list of unmet needs. The results, along with a recommendations memo were disseminated to the SSTAC via email on November 7, 2018. The next step is to develop a list of potential Unmet Transit Needs. These needs may be identified by SSTAC members, agency staff, or the public.

For your reference, I've attached the following:

- Adopted definitions for the Unmet Transit Needs Process
- The list of Unmet Transit Needs that was approved by the APC for FY 18/19
- The survey results from the Bus Passenger Facility Plans
- Ridership data for FY 17/18 (requested to show Saturday ridership)

Once developed, the 2019/20 list of needs will be presented to the APC Board at a public hearing in February to determine whether any of the needs qualify as an "unmet transit need" consistent with the approved definition (attached). The Unmet Transit Needs will then be directed to LTA and APC staff members for analysis and further review by the SSTAC. Following this analysis, a recommendation will go to the APC Board determining whether or not any of the needs are considered "reasonable to meet." If needs are found reasonable to meet, those needs will then become part of the budgeting process.

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

ALTERNATIVES: None

RECOMMENDATION: None

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

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

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

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

Lake County FY 2018/19 Unmet Transit Needs & Findings Adopted May 9, 2018

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".

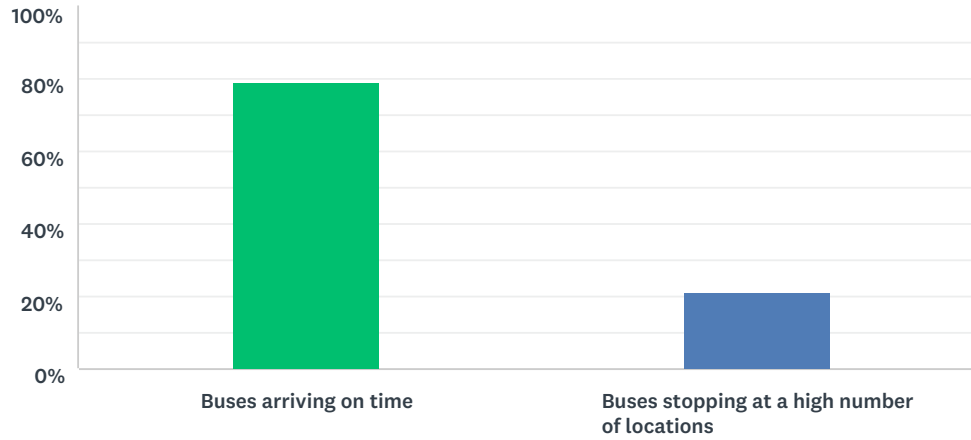
2. Installation of new bus stop shelters. An ongoing issue that is frequently brought up by the public. Potential priorities will likely be evaluated in the recently initiated Bus Passenger Facility Plan.

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.

Q1 As a bus rider, which of the following is more important to you?

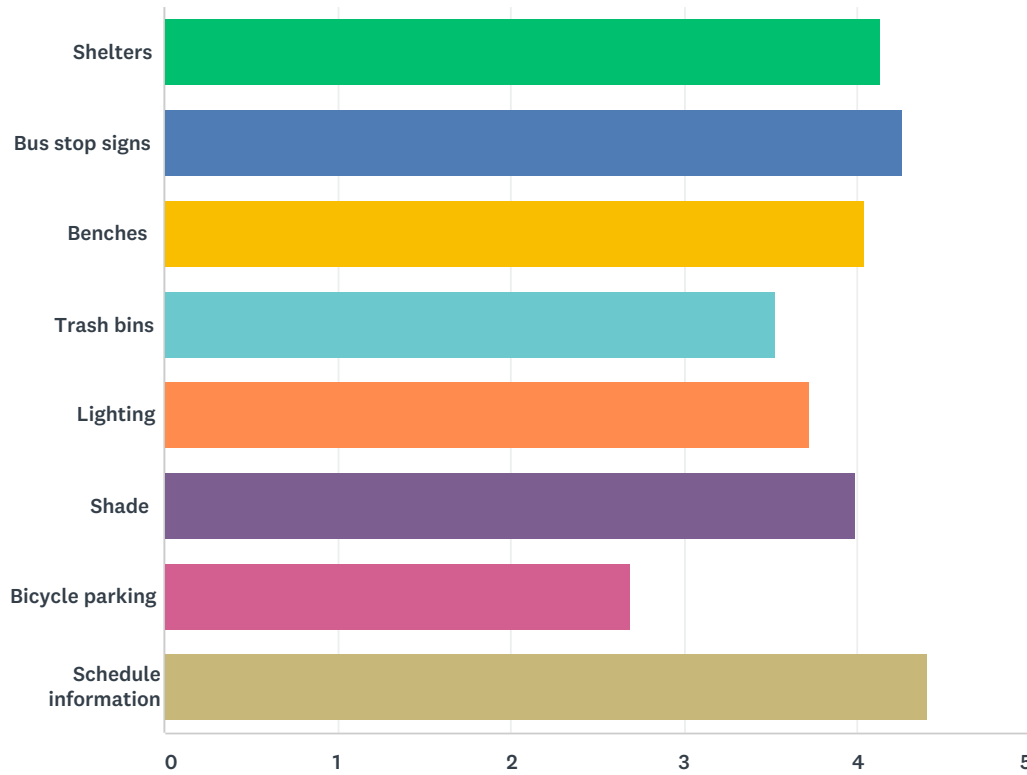
Answered: 153 Skipped: 16



ANSWER CHOICES	RESPONSES	
Buses arriving on time	79.08%	121
Buses stopping at a high number of locations	20.92%	32
TOTAL		153

Q2 Please rank the importance of the following bus stop amenities on a scale of 1 to 5 (1 being "not important" and 5 being "very important"):

Answered: 161 Skipped: 8



	1 - NOT IMPORTANT	2	3 - MODERATELY IMPORTANT	4	5 - VERY IMPORTANT	TOTAL	WEIGHTED AVERAGE
Shelters	5.81% 9	3.23% 5	18.71% 29	16.77% 26	55.48% 86	155	4.13
Bus stop signs	5.26% 8	3.29% 5	13.82% 21	15.79% 24	61.84% 94	152	4.26
Benches	3.18% 5	7.64% 12	21.02% 33	17.83% 28	50.32% 79	157	4.04
Trash bins	15.86% 23	11.03% 16	19.31% 28	11.72% 17	42.07% 61	145	3.53
Lighting	13.33% 20	5.33% 8	20.00% 30	18.67% 28	42.67% 64	150	3.72
Shade	5.19% 8	5.84% 9	23.38% 36	16.23% 25	49.35% 76	154	3.99
Bicycle parking	28.47% 39	21.90% 30	21.17% 29	8.76% 12	19.71% 27	137	2.69
Schedule information	2.01% 3	2.68% 4	12.75% 19	18.12% 27	64.43% 96	149	4.40

Q3 Are there are any locations you would like to see a bus stop? If so, please list in order of priority.

Answered: 105 Skipped: 64

#	RESPONSES	DATE
1	Safeway	10/18/2018 4:32 PM
2	I would like buses to run on Sundays & holiday	10/18/2018 4:30 PM
3	Everywhere you all make it to hard to locate a bus	10/18/2018 4:28 PM
4	You need to run on Sunday. If you can holidays.	10/18/2018 4:25 PM
5	no	10/18/2018 4:21 PM
6	Bus sign at Rotten Robbies The nursery	10/11/2018 3:51 PM
7	Point Lakeview in Kelseyville Riviera	10/11/2018 3:45 PM
8	The 36 Ave move back so bus is not blocking the driveway & a shelter	10/11/2018 3:34 PM
9	Buses arriving on time, not ahead of time. New locations that fit "pull-off parameters" so you can stop at "personal pull-offs." Trash bins at kiosks. Schedule behind glass so people can see when next bus comes through. Solar shelters are not working.	9/28/2018 12:48 PM
10	At Oak & Oakmont Drive	9/28/2018 12:43 PM
11	Sr. Centers; In terms of bus stop on and off safety, at the bus stop near the high school in Kelseyville, northbound is a 1 and southbound is a 10.	9/20/2018 3:05 PM
12	In front of project restoration in Lower Lake	9/20/2018 2:51 PM
13	I don't ride the bus.	9/20/2018 2:50 PM
14	Yes; M'Town by library	9/20/2018 2:47 PM
15	Maybe Sunday buses	9/20/2018 2:46 PM
16	End of Dam Rd. Olympic and 53.	9/20/2018 2:44 PM
17	Oglin Canyon, Strawberry Patch in Upper Lake	9/20/2018 2:42 PM
18	Old Robinson Rancheria. Also, if a bus driver sees a customer waving and walking/running towards bus please wait. Thank you.	9/20/2018 2:17 PM
19	Buses stopping at a high number of locations at night.	9/20/2018 2:07 PM
20	Watter Compene Oaks	9/20/2018 2:05 PM
21	Not that I can think of but it's nice when drivers on the 11 let us off at 32nd and Irving so we don't have to walk back one block. There used to be a stop here way long time ago.	9/20/2018 2:20 AM
22	I have never seen any unsafe bus stop in this county. People working transit city, county and state dont get to ride their buses. They get off work too late. Later buses for them.	9/19/2018 3:33 PM
23	Use transit to go places when I don't have a ride.	9/19/2018 3:19 PM
24	Need of express bus routes, especially for north shore.	9/19/2018 3:08 PM
25	Sayre Street, Nice. Not all drivers stop there.	9/19/2018 2:34 PM
26	I would like the bus service to run later, especially on Saturdays	9/19/2018 11:12 AM
27	Mendo Mill/Napa Auto - S. Main, Lakeport	9/19/2018 11:10 AM
28	Bus #3 Clearlake to Middletown @ 11 am and returning @ 11:45 am from Twin Pines to Clearlake so the kids @ the Charter School can get the bus on half days.	9/19/2018 10:56 AM
29	So far this is my first experience and so far it is good	9/19/2018 10:29 AM

Welcome to Lake Transit Authority's Bus Passenger Facility Plan Public Survey!

30	Electronic schedule at bus stop showing updates	9/19/2018 10:14 AM
31	Olson on 20	9/19/2018 10:10 AM
32	Costco in Ukiah	9/19/2018 10:08 AM
33	I would like to see a bus on every corner even in front of my house.	9/19/2018 10:07 AM
34	Cypress to dark in the morning. Burns Valley Mall - seats. King Fisher Mobile Park - seats. Regarding posting schedule on website- no computer or cell phone.	9/19/2018 9:57 AM
35	Bench at Highland and Hwy 53. You already stop at the corner at ? apartments & need repair	9/18/2018 4:46 PM
36	Lakeview Collier Ave. in Nice Shelter & bench Bruno's in Lakeport	9/18/2018 1:54 PM
37	None that I know of	9/18/2018 1:49 PM
38	No, I think you have a good array of stops. I do not know the Hwy 20 Corridor but that might be a good area to add more stops.	9/17/2018 11:52 AM
39	Olympic Drive in Clearlake	9/15/2018 3:56 PM
40	Move the Austin Park sign to Austin Park #10 x- fer to the #12	9/14/2018 6:03 PM
41	No	9/14/2018 5:48 PM
42	The Keys Blvd. stop is perfect. Great system, great drivers. Steve and Jeff Thank you	9/14/2018 5:38 PM
43	No	9/14/2018 5:15 PM
44	None	9/14/2018 5:05 PM
45	n/a	9/12/2018 10:50 AM
46	N/a	9/11/2018 2:45 PM
47	Negative. P.S. The Greyhound connection at CDF Airport connection was stuck there for 2 nights. Not cool.	9/11/2018 1:43 PM
48	The bench at Rotten Robbie. The bench at the nursery.	9/11/2018 1:38 PM
49	Some people don't have internet (related to posting schedule on website) Homeless and drunk hang out at these two bus stops: VA Clinic and AH Clinic (related to stop safety rating)	9/11/2018 1:22 PM
50	Make more stops to Konocti	9/11/2018 1:14 PM
51	Make less stops 1/2 mile ratio. Bus drivers are not cops, tell them! (white/guy) drivers.	9/11/2018 1:13 PM
52	Corner of Lakeshore and Collier or Lakeshore and Hammond in Nice	9/11/2018 1:08 PM
53	I personally wish the 3 bus, which goes to Hidden Valley, would run more frequent in the day.	9/11/2018 1:00 PM
54	I don't know	9/11/2018 12:58 PM
55	None at this time	9/11/2018 12:40 PM
56	No complaints	9/11/2018 12:33 PM
57	Whaylen Way in Lakeport	9/11/2018 12:32 PM
58	Stop at Mendo Mills, Northbound 8 closer to turn off Main Street. Stop at Sears. Stop accross from WIC.	9/11/2018 12:21 PM
59	Need more stops on Olympic	9/11/2018 12:18 PM
60	Lake side of the Austin Park in Clearlake	9/11/2018 12:12 PM
61	Sunday bus service. One very late bus around the lake.	9/11/2018 11:53 AM
62	It's pretty good	9/11/2018 11:45 AM
63	Government St., Upper Lake, Country Club, Lucerne	9/11/2018 11:35 AM
64	Closer to Quail Run more often	9/11/2018 11:18 AM
65	Napa Auto/Mendo Mill	9/11/2018 11:14 AM
66	No	9/11/2018 10:41 AM

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67	Closer to Botnum in Lower Lake, far walk to nearest stop.	9/11/2018 10:27 AM
68	No. It would be really helpful to have later service again.	9/11/2018 10:23 AM
69	Next to Safeway & across from Safeway on Old Hwy. 53	9/11/2018 10:21 AM
70	Spring Valley, Hwy 53 & Olympic	9/11/2018 10:19 AM
71	McDonalds	9/11/2018 10:13 AM
72	Woodland street in clearlake park and at at Napa auto parts in clearlake.	9/11/2018 7:37 AM
73	N/A	9/10/2018 6:01 PM
74	N/A	9/10/2018 5:48 PM
75	N/A	9/10/2018 5:46 PM
76	All good	9/10/2018 5:37 PM
77	Clearlake, Olympic and 53 on way to Walmart. More close to each other because I am 65 and have a hard time making it to some stops.	9/10/2018 5:25 PM
78	Not currently	9/10/2018 5:05 PM
79	Across from Dollar General, near Butler St.	9/10/2018 5:01 PM
80	Mendo Mill, Wasson Memorial	9/10/2018 2:52 PM
81	Put bus stop in across street from Power Mart going into Clearlake. There should be straight shot bus from Upper Lake to Clearlake. We need more signs that are clear where to stop on both sides of road. Streets more shelters covered. Need Lake Co. bus sign at the stop Ukiah at Pear Tree.	9/10/2018 2:42 PM
82	Bring back the 3 bus route to Twin Pines Casino. 10 a.m. at Walmart to Twin Pine for Senior Tournament Play	9/10/2018 2:20 PM
83	No	9/10/2018 2:16 PM
84	Unknown	9/10/2018 2:14 PM
85	None that I can think of at this time	9/10/2018 2:08 PM
86	At North Shore Villas Senior Apts. on Hwy 20 in Lucerne between 1st Street and Foothill Rd. There's plenty of room on the side of the road to pull off there heading both east and west.	9/10/2018 1:54 PM
87	When the bus stops at Senior Center after going through town it should stop back at the Tribal Health again before going to Bell Vista	9/10/2018 1:42 PM
88	Williams (Colusa)	9/10/2018 1:39 PM
89	I don't use the bus but am concerned for elderly and/or disabled folks who need bus shelters	9/10/2018 1:31 PM
90	Austin Rd.	9/10/2018 1:28 PM
91	By parks	9/10/2018 1:20 PM
92	Bus from Clearlake or Lakeport to Santa Rosa	9/10/2018 1:17 PM
93	More bus stops for elderly patients	9/10/2018 1:16 PM
94	Not at the moment	9/10/2018 1:15 PM
95	Hwy. 50, Foothill/Grove Lucerne, CA	9/10/2018 1:13 PM
96	West Road/ East Road in Middletown	9/6/2018 7:38 AM
97	Main St, & Martin A better one at Safeway (too much pushing and shoving)	8/31/2018 2:33 PM
98	More buses more often in Clearlake Oaks! Buses that literally go through the Oaks to Walmart and from Walmart to the Oaks more often. Library in Clearlake, CA Cheaper monthly passes for kids who have to ride the bus. More stops in Lakeport, CA.	8/30/2018 3:34 PM
99	N/A	8/30/2018 12:04 PM
100	Yes! Their should be More Bus Stops with agreements by the City of: Clearlake, to be put there, along with Benches and Signs as well!	8/30/2018 11:24 AM

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101	1) Eastbound route 1 at Hudson St & Hwy 20. 2) Northbound route 8 at Bevins st & Bevins court. (farside) But, I would really like to see the bus stops that are NO longer in service be taken out.. (In Clearlake) Eastbound Olympic Dr at old Hwy 53 (CVS Pharmacy) and Olympic at Jefferson and Olympic and Garfield. Westbound Olympic at Amber. In Lucerne All along Country Club Dr. And also make 13th and Country Club at "request" only stop. In Nice Eastbound route 1 the stop across from Hwy 20 and Keeling (the bat house) should be taken out since you have a stop at Hwy 20 and Sayre st and one at Dollar General.	8/29/2018 7:07 PM
102	Hidden Valley Harvester's Market	8/29/2018 3:11 PM
103	Near 1111 Whalen Way, at Lake County Probation Dept DRC	8/29/2018 1:37 PM
104	Spring Valley!	8/29/2018 8:22 AM
105	Dam Road by Cache Creek Apartments Parallel Drive Lakeport next to DMV and Social Security and the Old Mendocino Collage	8/26/2018 11:47 AM

Q4 Which bus stop(s) do you use most frequently? Please list them (up to five).

Answered: 142 Skipped: 27

ANSWER CHOICES	RESPONSES
Bus stop 1	99.30% 141
Bus stop 2	83.80% 119
Bus stop 3	65.49% 93
Bus stop 4	36.62% 52
Bus stop 5	29.58% 42

#	BUS STOP 1	DATE
1	Walmart	10/18/2018 4:34 PM
2	Walmart	10/18/2018 4:32 PM
3	Cache Creek	10/18/2018 4:30 PM
4	18th Ave./Boyel	10/18/2018 4:25 PM
5	18th boyles	10/18/2018 4:21 PM
6	Grocery Outlet	10/11/2018 3:51 PM
7	Kit's Corner	10/11/2018 3:45 PM
8	36 Ave	10/11/2018 3:34 PM
9	All of Upper Lake	9/28/2018 12:48 PM
10	Highlands Senior	9/28/2018 12:44 PM
11	Lakeport Main St.	9/20/2018 3:05 PM
12	Kingfisher	9/20/2018 2:58 PM
13	Main St. Lower Lake	9/20/2018 2:53 PM
14	Lower Lake	9/20/2018 2:51 PM
15	Walmart to Lucerne	9/20/2018 2:49 PM
16	Glenheaven	9/20/2018 2:46 PM
17	Walmart	9/20/2018 2:44 PM
18	Fifth in Lucerne	9/20/2018 2:42 PM
19	4A	9/20/2018 2:29 PM
20	3rd Main	9/20/2018 2:17 PM
21	1 Northshore	9/20/2018 2:07 PM
22	Red amd White	9/20/2018 2:05 PM
23	32nd Ave and Phillip's Ave both ways	9/20/2018 2:20 AM
24	Nice	9/19/2018 3:33 PM
25	Lakeview/Collier Ave.	9/19/2018 3:08 PM
26	Walmart	9/19/2018 3:01 PM
27	Henman Park, Nice	9/19/2018 2:34 PM

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28	Sentry	9/19/2018 2:21 PM
29	4	9/19/2018 2:14 PM
30	Animal Hospital, Lakeshore Dr.	9/19/2018 2:13 PM
31	dial a ride	9/19/2018 11:45 AM
32	Bush and 2nd St.	9/19/2018 11:12 AM
33	Main St./20, Upper Lake	9/19/2018 11:10 AM
34	Corner of Frontage/Oak Crest, Lucerne	9/19/2018 11:08 AM
35	10-11-12	9/19/2018 11:05 AM
36	Senior Center	9/19/2018 11:03 AM
37	12	9/19/2018 10:56 AM
38	Just 4 to Kelseyville	9/19/2018 10:29 AM
39	Walmart	9/19/2018 10:19 AM
40	College stop Lakeport Parallel Dr.	9/19/2018 10:16 AM
41	Walmart	9/19/2018 10:14 AM
42	10	9/19/2018 10:10 AM
43	Walmart bus stop	9/19/2018 10:08 AM
44	8	9/19/2018 10:00 AM
45	Cypress	9/19/2018 9:57 AM
46	HWY 29 YOUNG MIDDLETOWN	9/18/2018 9:31 PM
47	Highland Ave.	9/18/2018 4:46 PM
48	Wal Mart	9/18/2018 2:00 PM
49	Grocery Outlet	9/18/2018 1:54 PM
50	Walmart parking lot	9/15/2018 3:59 PM
51	Walmart parking lot	9/15/2018 3:56 PM
52	Bus 11	9/14/2018 6:06 PM
53	Walmart	9/14/2018 6:03 PM
54	Bus 1 Lucerne	9/14/2018 5:48 PM
55	VA Building & Clinic	9/14/2018 5:46 PM
56	Clearlake Apts.	9/14/2018 5:40 PM
57	Walmart	9/14/2018 5:17 PM
58	Oaks Red & White	9/14/2018 5:15 PM
59	13th and Country Club	9/14/2018 5:07 PM
60	Lakeshore, Nice	9/14/2018 4:58 PM
61	VA clinic	9/13/2018 9:48 AM
62	Walmart/(Old Ray's) Hub	9/12/2018 11:33 AM
63	n/a	9/12/2018 10:50 AM
64	N/a	9/11/2018 2:45 PM
65	Kmart	9/11/2018 1:45 PM
66	Kelseyville Fire Station	9/11/2018 1:43 PM
67	Grocery Outlet	9/11/2018 1:38 PM
68	Lake St. at Main St., Lower Lake	9/11/2018 1:22 PM

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69	Route 7 Pear Tree Center	9/11/2018 1:16 PM
70	Lakeport	9/11/2018 1:14 PM
71	Robinsons	9/11/2018 1:13 PM
72	Hwy 20 and Collier in Nice	9/11/2018 1:08 PM
73	Animal Clinic Lakeshore Dr.	9/11/2018 1:05 PM
74	Indian Beach	9/11/2018 1:03 PM
75	10 Austin Park	9/11/2018 1:00 PM
76	Lower Lake	9/11/2018 12:58 PM
77	Route 4	9/11/2018 12:40 PM
78	Clearlake Oaks Keys Club	9/11/2018 12:37 PM
79	Haverty Field	9/11/2018 12:33 PM
80	5th Ave. & Hwy. 20, Lucerne	9/11/2018 12:32 PM
81	1	9/11/2018 12:23 PM
82	Grocery Outlet	9/11/2018 12:21 PM
83	Walmart	9/11/2018 12:18 PM
84	#10	9/11/2018 12:12 PM
85	3rd & Main Street	9/11/2018 11:53 AM
86	Clearlake Oaks	9/11/2018 11:49 AM
87	Bella Vista	9/11/2018 11:45 AM
88	1st. Ave, Lucerne	9/11/2018 11:35 AM
89	Upper Lake	9/11/2018 11:32 AM
90	Bus 8 to McDonalds	9/11/2018 11:20 AM
91	Upper Lake Library	9/11/2018 11:18 AM
92	Main Street, Upper Lake	9/11/2018 11:14 AM
93	Lucerne Riviera	9/11/2018 11:05 AM
94	Lakeshore & Lange	9/11/2018 10:43 AM
95	Walmart	9/11/2018 10:41 AM
96	Twin Pine	9/11/2018 10:23 AM
97	Cypress/King Fisher	9/11/2018 10:21 AM
98	Hidden Valley	9/11/2018 10:19 AM
99	9th, Lucerne	9/11/2018 10:13 AM
100	Third and Main	9/11/2018 10:11 AM
101	Knotts Ligure	9/11/2018 7:37 AM
102	3rd and Main	9/10/2018 6:06 PM
103	Main and 4th, Kelseyville	9/10/2018 6:01 PM
104	Napa Auto, Kelseyville	9/10/2018 5:52 PM
105	3rd and Main	9/10/2018 5:48 PM
106	Kit's Corner	9/10/2018 5:46 PM
107	Knotts Liquor Route 10	9/10/2018 5:40 PM
108	13th and County Club	9/10/2018 5:37 PM
109	Mendocino College	9/10/2018 5:05 PM

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110	Dollar General	9/10/2018 5:01 PM
111	The old Red Cross	9/10/2018 2:54 PM
112	Rainbow Mobile Home Park, Lakeport	9/10/2018 2:52 PM
113	Stops in Lucerne heading to Lakeport	9/10/2018 2:42 PM
114	3rd and Main Lakeport	9/10/2018 2:29 PM
115	Upper Lake High School	9/10/2018 2:26 PM
116	Store 24 Kelseyville	9/10/2018 2:20 PM
117	Lakeview Rd., Nice	9/10/2018 2:16 PM
118	Lucerne Market	9/10/2018 2:14 PM
119	Lakeside Health Clinic	9/10/2018 2:00 PM
120	Foothill Rd. in Lucerne	9/10/2018 1:54 PM
121	3rd and Main	9/10/2018 1:45 PM
122	Senior Center	9/10/2018 1:42 PM
123	USB Rentals (Rotten Robbie)	9/10/2018 1:39 PM
124	Walmart/Big 5	9/10/2018 1:28 PM
125	Beach Lane Lakeport	9/10/2018 1:24 PM
126	Kelseyville	9/10/2018 1:20 PM
127	Lakeshore & Large	9/10/2018 1:18 PM
128	3rd and Main Lakeport	9/10/2018 1:15 PM
129	Toyon at Arrowhead	9/6/2018 10:23 AM
130	Pomo elementary	9/6/2018 7:38 AM
131	Ray's food place	9/5/2018 3:32 AM
132	Main byMartin	8/31/2018 2:33 PM
133	1st Stop in Clearlake Oaks, CA coming from Lakeport, CA	8/30/2018 3:34 PM
134	Big 5 area stop	8/30/2018 12:04 PM
135	The Olympic Villa Apartments Bus Stop	8/30/2018 11:24 AM
136	Big 5	8/29/2018 7:07 PM
137	Main and 1st, Lucerne	8/29/2018 7:07 PM
138	Employment Services on Hwy 53	8/29/2018 3:11 PM
139	Near Lake County Jail	8/29/2018 1:37 PM
140	N/A	8/29/2018 8:22 AM
141	In Clearlake at the Wal-Mart Tractor Supply and Big 5 Sporting Goods	8/26/2018 11:47 AM
#	BUS STOP 2	DATE
1	College	10/18/2018 4:32 PM
2	Walmart	10/18/2018 4:25 PM
3	ICC Woodland	10/18/2018 4:21 PM
4	Third and Main	10/11/2018 3:51 PM
5	Lakeport Grocery Outlet	10/11/2018 3:45 PM
6	Clinet	10/11/2018 3:34 PM
7	3rd and Main	9/28/2018 12:48 PM
8	Kelseyville near high school	9/20/2018 3:05 PM

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9	Rays	9/20/2018 2:58 PM
10	CPD	9/20/2018 2:53 PM
11	Walmart	9/20/2018 2:51 PM
12	Lower Lake/Walmart	9/20/2018 2:49 PM
13	Clearlake	9/20/2018 2:46 PM
14	Burns Valley	9/20/2018 2:44 PM
15	1st in Lucerne	9/20/2018 2:42 PM
16	4	9/20/2018 2:29 PM
17	Safeway	9/20/2018 2:17 PM
18	2	9/20/2018 2:07 PM
19	Running Creek	9/20/2018 2:05 PM
20	Walmart	9/20/2018 2:20 AM
21	Upper Lake	9/19/2018 3:33 PM
22	Lakeport Main St.	9/19/2018 3:08 PM
23	Third and Main	9/19/2018 3:01 PM
24	Safeway, Lakeport	9/19/2018 2:34 PM
25	Upper Lake Hight	9/19/2018 2:21 PM
26	Clearlake Clinic, Lakeshore Dr.	9/19/2018 2:13 PM
27	Burns Valley Mall	9/19/2018 11:12 AM
28	Grocery Outlet-Lakeport	9/19/2018 11:10 AM
29	Mendocino College	9/19/2018 11:08 AM
30	Safeway	9/19/2018 11:03 AM
31	11	9/19/2018 10:56 AM
32	Store 24 Kelseyville	9/19/2018 10:19 AM
33	11th and Bush	9/19/2018 10:14 AM
34	Mendocino College	9/19/2018 10:08 AM
35	1	9/19/2018 10:00 AM
36	Burns Valley Mall	9/19/2018 9:57 AM
37	Austin Apartments	9/18/2018 4:46 PM
38	Senior Citizen Center (Clealake).	9/18/2018 2:00 PM
39	Brunos	9/18/2018 1:54 PM
40	3rd and Main in Lakeport	9/15/2018 3:59 PM
41	Robinson Rancheria	9/15/2018 3:56 PM
42	Bus 10	9/14/2018 6:06 PM
43	Woodland & Lakeshore #10	9/14/2018 6:03 PM
44	Bus 10 Walmart	9/14/2018 5:48 PM
45	Walmart	9/14/2018 5:46 PM
46	Walmart	9/14/2018 5:40 PM
47	32nd	9/14/2018 5:17 PM
48	Power Mart, Lucerne	9/14/2018 5:15 PM
49	Sentry Market, Nice	9/14/2018 4:58 PM

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50	40th & Philips	9/13/2018 9:48 AM
51	Kit's Corner	9/12/2018 11:33 AM
52	n/a	9/12/2018 10:50 AM
53	N/a	9/11/2018 2:45 PM
54	Walmart	9/11/2018 1:45 PM
55	Lakeport Nursery	9/11/2018 1:43 PM
56	Third and Main Street	9/11/2018 1:38 PM
57	VA Clinic, Clearlake	9/11/2018 1:22 PM
58	Lucerne	9/11/2018 1:14 PM
59	Tower Mart	9/11/2018 1:13 PM
60	Sutter Lakeside Hospital	9/11/2018 1:08 PM
61	Burns Valley Mall to Clearlake Park	9/11/2018 1:05 PM
62	Brun Valley Mall	9/11/2018 1:03 PM
63	3 Walmart	9/11/2018 1:00 PM
64	Route 11	9/11/2018 12:40 PM
65	Walmart	9/11/2018 12:37 PM
66	Walmart transfer	9/11/2018 12:33 PM
67	Sentry Market	9/11/2018 12:32 PM
68	8	9/11/2018 12:23 PM
69	Walmart	9/11/2018 12:21 PM
70	Burns Valley Mall	9/11/2018 12:18 PM
71	#4	9/11/2018 12:12 PM
72	Safeway, Clearlake	9/11/2018 11:49 AM
73	Main & D, Lakeport	9/11/2018 11:45 AM
74	Running Creek	9/11/2018 11:35 AM
75	Lucerne	9/11/2018 11:32 AM
76	McDonalds, Lakeport	9/11/2018 11:18 AM
77	3rd and Main Street, Lakeport	9/11/2018 11:14 AM
78	Sutter Hospital	9/11/2018 11:05 AM
79	Bruno's	9/11/2018 10:43 AM
80	Robinson Casino	9/11/2018 10:41 AM
81	After Clearlake Park Post Office	9/11/2018 10:23 AM
82	Safeway	9/11/2018 10:21 AM
83	Walmart	9/11/2018 10:19 AM
84	Safeway	9/11/2018 10:13 AM
85	Lake County Library	9/11/2018 10:11 AM
86	Walkmart	9/11/2018 7:37 AM
87	Lower Lake Fosters Freeze	9/10/2018 6:06 PM
88	Third and Main, Lakeport	9/10/2018 6:01 PM
89	Kelseyville Lumber, Kelseyville	9/10/2018 5:52 PM
90	Walmart	9/10/2018 5:48 PM

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91	Downtown Lakeport	9/10/2018 5:46 PM
92	Walmart Route 4	9/10/2018 5:40 PM
93	Grocery Outlet, Lakeport	9/10/2018 5:37 PM
94	Lakeport Campus	9/10/2018 5:05 PM
95	Woodland/Lakeshore	9/10/2018 2:54 PM
96	ShopSmart, Lakeport	9/10/2018 2:52 PM
97	All stops in Nice and Lakeport	9/10/2018 2:42 PM
98	Alpine Park Lucerne	9/10/2018 2:29 PM
99	Mendocino College	9/10/2018 2:26 PM
100	Walmart	9/10/2018 2:20 PM
101	Walmart	9/10/2018 2:16 PM
102	Hinmin Park, Nice	9/10/2018 2:14 PM
103	Safeway	9/10/2018 2:00 PM
104	Robinson Casino	9/10/2018 1:54 PM
105	3rd and Main	9/10/2018 1:42 PM
106	Kanocti Casino	9/10/2018 1:39 PM
107	Post office	9/10/2018 1:28 PM
108	Bruno's	9/10/2018 1:24 PM
109	Clearlake Safeway	9/10/2018 1:20 PM
110	Sutter Lakeside Hospital	9/10/2018 1:18 PM
111	Burns Valley Mall	9/6/2018 10:23 AM
112	28th Ave	9/6/2018 7:38 AM
113	1St & Martin	8/31/2018 2:33 PM
114	Walmart	8/30/2018 3:34 PM
115	The Walmart Bus Stop	8/30/2018 11:24 AM
116	Keys Blvd (Clearlake Oaks)	8/29/2018 7:07 PM
117	Konocti Harbor	8/29/2018 7:07 PM
118	Walmart shopping center	8/29/2018 3:11 PM
119	Burns Valley Maul next to Safeway in Clearlake	8/26/2018 11:47 AM
#	BUS STOP 3	DATE
1	Olympic	10/18/2018 4:34 PM
2	18th	10/18/2018 4:32 PM
3	Safeway	10/18/2018 4:25 PM
4	Kmart	10/11/2018 3:51 PM
5	Riviera Market	10/11/2018 3:45 PM
6	Vetren	10/11/2018 3:34 PM
7	Grocery Outlet	9/28/2018 12:48 PM
8	clinic	9/20/2018 3:05 PM
9	Safeway	9/20/2018 2:51 PM
10	3rd and Main	9/20/2018 2:44 PM
11	Robinsons	9/20/2018 2:42 PM

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12	Walmart	9/20/2018 2:17 PM
13	3	9/20/2018 2:07 PM
14	Twen	9/20/2018 2:05 PM
15	Twin Pines Casino	9/20/2018 2:20 AM
16	Lucerne	9/19/2018 3:33 PM
17	Tribal Health	9/19/2018 3:08 PM
18	3rd & Main, Lakeport	9/19/2018 2:34 PM
19	Lucerne 5th Street	9/19/2018 2:21 PM
20	Burns Valley Mall, Olympic Dr.	9/19/2018 2:13 PM
21	Walmart	9/19/2018 11:12 AM
22	Kmart	9/19/2018 11:10 AM
23	3rd & Main, Lakeport	9/19/2018 11:08 AM
24	Yuba College	9/19/2018 11:03 AM
25	10	9/19/2018 10:56 AM
26	Lakeport	9/19/2018 10:19 AM
27	2 Jacks (Kelseyville)	9/19/2018 10:14 AM
28	Costco	9/19/2018 10:08 AM
29	5	9/19/2018 10:07 AM
30	4	9/19/2018 10:00 AM
31	King Fisher Mobile Park	9/19/2018 9:57 AM
32	Clearlake Post Office	9/18/2018 4:46 PM
33	Austin Park	9/18/2018 2:00 PM
34	Safeway	9/18/2018 1:54 PM
35	Bus 4	9/14/2018 6:06 PM
36	Arrowhead & Toyon #10	9/14/2018 6:03 PM
37	Clearlake Mall	9/14/2018 5:48 PM
38	Burns Valley Mall	9/14/2018 5:46 PM
39	Main Street, Lower Lake	9/14/2018 5:40 PM
40	Foods	9/14/2018 5:17 PM
41	Power Mart, Oaks	9/14/2018 5:15 PM
42	3rd and Main, Lakeport	9/14/2018 4:58 PM
43	Old hwy 53 & austin	9/13/2018 9:48 AM
44	n/a	9/12/2018 10:50 AM
45	N/a	9/11/2018 2:45 PM
46	Kelseyville Bank	9/11/2018 1:45 PM
47	OCC, Ukiah to Lake County	9/11/2018 1:43 PM
48	Kmart	9/11/2018 1:38 PM
49	AH Clinic, Clearlake	9/11/2018 1:22 PM
50	Upper Lake	9/11/2018 1:14 PM
51	Park	9/11/2018 1:13 PM
52	Parallel Dr Lakeport	9/11/2018 1:08 PM

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53	Walmart	9/11/2018 1:03 PM
54	Route 3	9/11/2018 12:40 PM
55	Nice Post Office	9/11/2018 12:33 PM
56	Whaylen Way, Lakeport	9/11/2018 12:32 PM
57	Lakeport Nursery	9/11/2018 12:21 PM
58	VA Hospital	9/11/2018 12:18 PM
59	#1	9/11/2018 12:12 PM
60	3rd and Main Street	9/11/2018 11:35 AM
61	Lakeport	9/11/2018 11:32 AM
62	Burger King, Lakeport	9/11/2018 11:18 AM
63	Sutter, Lakeport	9/11/2018 11:14 AM
64	Austin Park	9/11/2018 10:23 AM
65	Walmart	9/11/2018 10:21 AM
66	Calistoga	9/11/2018 10:19 AM
67	Power Mart, Lucerne	9/11/2018 10:13 AM
68	Running Creek Casino	9/11/2018 10:11 AM
69	Yuba college	9/11/2018 7:37 AM
70	Walmart	9/10/2018 6:06 PM
71	Safeway	9/10/2018 6:01 PM
72	3rd and Main, Lakeport	9/10/2018 5:52 PM
73	Mendocino College	9/10/2018 5:48 PM
74	Ukiah - Pear Tree	9/10/2018 5:46 PM
75	Safeway, Lakeport Route 4	9/10/2018 5:40 PM
76	Walmart	9/10/2018 5:37 PM
77	Pomo School	9/10/2018 2:54 PM
78	Clearlake Ave., Lakeport	9/10/2018 2:52 PM
79	Stops in Lucerne heading to Clearlake	9/10/2018 2:42 PM
80	Twin Pine	9/10/2018 2:20 PM
81	Castle Donuts	9/10/2018 2:16 PM
82	Power Mart (Lucerne)	9/10/2018 2:00 PM
83	Sentry Market	9/10/2018 1:54 PM
84	Safeway	9/10/2018 1:39 PM
85	Grocery Outlet	9/10/2018 1:24 PM
86	Walmart	9/6/2018 10:23 AM
87	Burns Valley Mall	9/6/2018 7:38 AM
88	by Clearlake Club	8/31/2018 2:33 PM
89	DJs Pizza in Lower Lake, CA	8/30/2018 3:34 PM
90	The Senior Center Bus Stop	8/30/2018 11:24 AM
91	Power Market (Lucerne)	8/29/2018 7:07 PM
92	Kmart, Lakeport	8/29/2018 7:07 PM
93	Dam Road by Cache Creek Apartments in Clearlake	8/26/2018 11:47 AM

Welcome to Lake Transit Authority's Bus Passenger Facility Plan Public Survey!

#	BUS STOP 4	DATE
1	The Nursery	10/11/2018 3:51 PM
2	3rd/Main	10/11/2018 3:45 PM
3	Hospital	10/11/2018 3:34 PM
4	All of Lucerne	9/28/2018 12:48 PM
5	Safeway	9/20/2018 3:05 PM
6	Running Creek	9/20/2018 2:42 PM
7	5	9/20/2018 2:07 PM
8	Walmart	9/20/2018 2:05 PM
9	Burns Valley Mall Clearlake	9/20/2018 2:20 AM
10	Lakeport	9/19/2018 3:33 PM
11	Walmart	9/19/2018 3:08 PM
12	Kits Corner, Kelseyville	9/19/2018 2:34 PM
13	Lucerne between 8th and 9th	9/19/2018 2:21 PM
14	Walmart	9/19/2018 2:13 PM
15	Main St., Uppper Lake	9/19/2018 11:08 AM
16	3	9/19/2018 10:56 AM
17	Third and Main	9/18/2018 1:54 PM
18	Lakeshore & Park #10	9/14/2018 6:03 PM
19	Austin Park	9/14/2018 5:48 PM
20	VA	9/14/2018 5:40 PM
21	Wal-Mart	9/13/2018 9:48 AM
22	n/a	9/12/2018 10:50 AM
23	N/a	9/11/2018 2:45 PM
24	Kits Corner	9/11/2018 1:38 PM
25	Burns Valley Mall	9/11/2018 1:22 PM
26	Nice	9/11/2018 1:14 PM
27	Clearlake	9/11/2018 1:13 PM
28	Safeway, Lakeport	9/11/2018 12:32 PM
29	Sutter Hospital	9/11/2018 12:21 PM
30	Kits Corner	9/11/2018 12:18 PM
31	#4A	9/11/2018 12:12 PM
32	Walmart	9/11/2018 11:35 AM
33	Lincoln Bridge, Calistoga	9/11/2018 10:23 AM
34	Walmart	9/11/2018 10:11 AM
35	Lakeshore and Lang lakeport	9/11/2018 7:37 AM
36	Sentry	9/10/2018 6:06 PM
37	Kmart, Lakeport	9/10/2018 5:52 PM
38	Main St., Upper Lake	9/10/2018 5:37 PM
39	Safeway	9/10/2018 2:54 PM
40	Safeway	9/10/2018 2:52 PM

Welcome to Lake Transit Authority's Bus Passenger Facility Plan Public Survey!

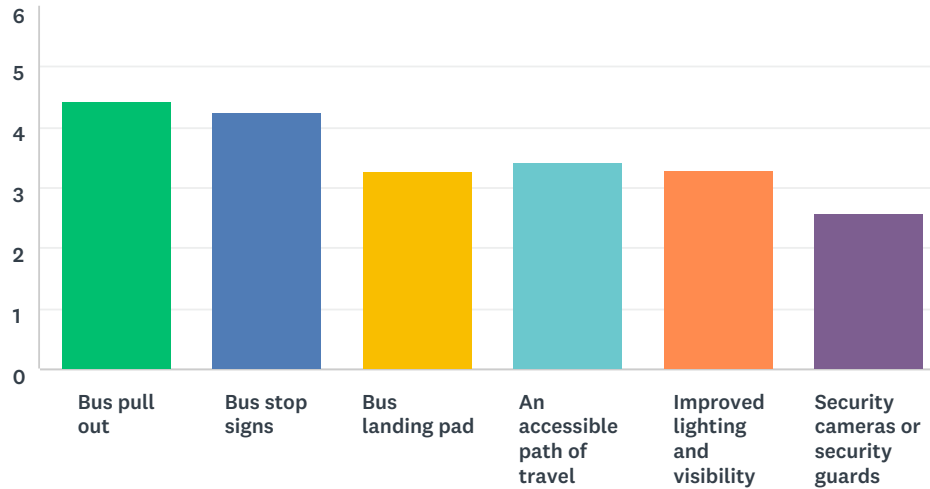
41	All stops between Lake Co. and Ukiah	9/10/2018 2:42 PM
42	Running Creek Casino	9/10/2018 1:54 PM
43	Main St., Lakeport	9/10/2018 1:39 PM
44	Safeway	9/10/2018 1:24 PM
45	Foods	9/6/2018 10:23 AM
46	Middletown Young and 29th	9/6/2018 7:38 AM
47	by Old Courthouse	8/31/2018 2:33 PM
48	Burns Valley Mall	8/30/2018 3:34 PM
49	The Nott's Liquor Bus Stop	8/30/2018 11:24 AM
50	Sutter Hospital (Lakeport)	8/29/2018 7:07 PM
51	Walmart	8/29/2018 7:07 PM
52	Running Creek Casino In Upper Lake	8/26/2018 11:47 AM
#	BUS STOP 5	DATE
1	Boyles	10/18/2018 4:34 PM
2	Rotten Robbins	10/11/2018 3:51 PM
3	Walmart	10/11/2018 3:45 PM
4	Burns Vally	10/11/2018 3:34 PM
5	Nice near Dollar General	9/28/2018 12:48 PM
6	Dollar General Clearlake Oaks	9/20/2018 2:42 PM
7	4	9/20/2018 2:07 PM
8	Twer	9/20/2018 2:05 PM
9	Sutter Hospital Lakeport	9/20/2018 2:20 AM
10	Clearlake	9/19/2018 3:33 PM
11	Indian Beach, Glenhaven	9/19/2018 2:21 PM
12	Sewer-plant stop by park Rte #10	9/19/2018 2:13 PM
13	Corner of Bruster/Oak Crest, Lucerne	9/19/2018 11:08 AM
14	4	9/19/2018 10:56 AM
15	Senior Center	9/18/2018 1:54 PM
16	Park Post Office #10	9/14/2018 6:03 PM
17	Main Street	9/14/2018 5:48 PM
18	Safeway	9/14/2018 5:40 PM
19	n/a	9/12/2018 10:50 AM
20	N/a	9/11/2018 2:45 PM
21	Walmart	9/11/2018 1:38 PM
22	Grocery Outlet and Tribal Health	9/11/2018 12:32 PM
23	North Shore	9/11/2018 12:18 PM
24	#3	9/11/2018 12:12 PM
25	Robinsons	9/11/2018 11:35 AM
26	Foods, etc.	9/11/2018 10:23 AM
27	Clearlake VA Clinic	9/11/2018 10:11 AM
28	Burns Valley Mall	9/11/2018 7:37 AM

Welcome to Lake Transit Authority's Bus Passenger Facility Plan Public Survey!

29	Mendocino Health	9/10/2018 6:06 PM
30	Pogo's Pizza, Kelseyville	9/10/2018 5:52 PM
31	Running Creek	9/10/2018 5:37 PM
32	Walmart	9/10/2018 2:54 PM
33	3rd and Main	9/10/2018 2:52 PM
34	Most stops in Clearlake	9/10/2018 2:42 PM
35	1st and Hwy. 20 in Lucerne	9/10/2018 1:54 PM
36	Kmart	9/10/2018 1:24 PM
37	Hospital	9/6/2018 10:23 AM
38	Hidden Valley	9/6/2018 7:38 AM
39	Safeway	8/31/2018 2:33 PM
40	The Clearlake City Hall Bus Stop	8/30/2018 11:24 AM
41	3rd & Main (Lakeport)	8/29/2018 7:07 PM
42	3rd and Main Lakeport	8/26/2018 11:47 AM

Q6 Please rank 1 through 6 the following improvements based on what you believe would most effectively improve safety at these bus stops, with 1 being the most effective:

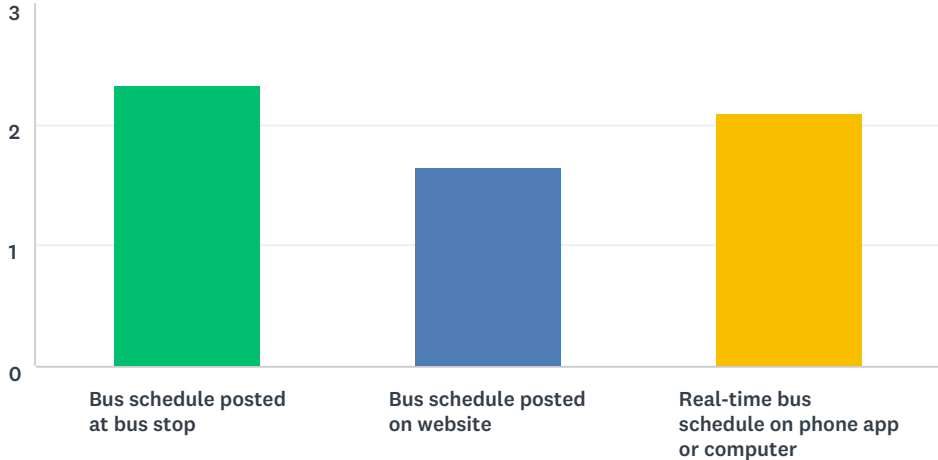
Answered: 58 Skipped: 111



	1	2	3	4	5	6	TOTAL	SCORE
Bus pull out	43.40% 23	11.32% 6	13.21% 7	16.98% 9	7.55% 4	7.55% 4	53	4.43
Bus stop signs	23.53% 12	33.33% 17	15.69% 8	5.88% 3	15.69% 8	5.88% 3	51	4.25
Bus landing pad	0.00% 0	23.53% 12	27.45% 14	17.65% 9	15.69% 8	15.69% 8	51	3.27
An accessible path of travel	16.67% 9	9.26% 5	11.11% 6	33.33% 18	20.37% 11	9.26% 5	54	3.41
Improved lighting and visibility	10.91% 6	10.91% 6	23.64% 13	14.55% 8	30.91% 17	9.09% 5	55	3.29
Security cameras or security guards	10.71% 6	12.50% 7	8.93% 5	8.93% 5	8.93% 5	50.00% 28	56	2.57

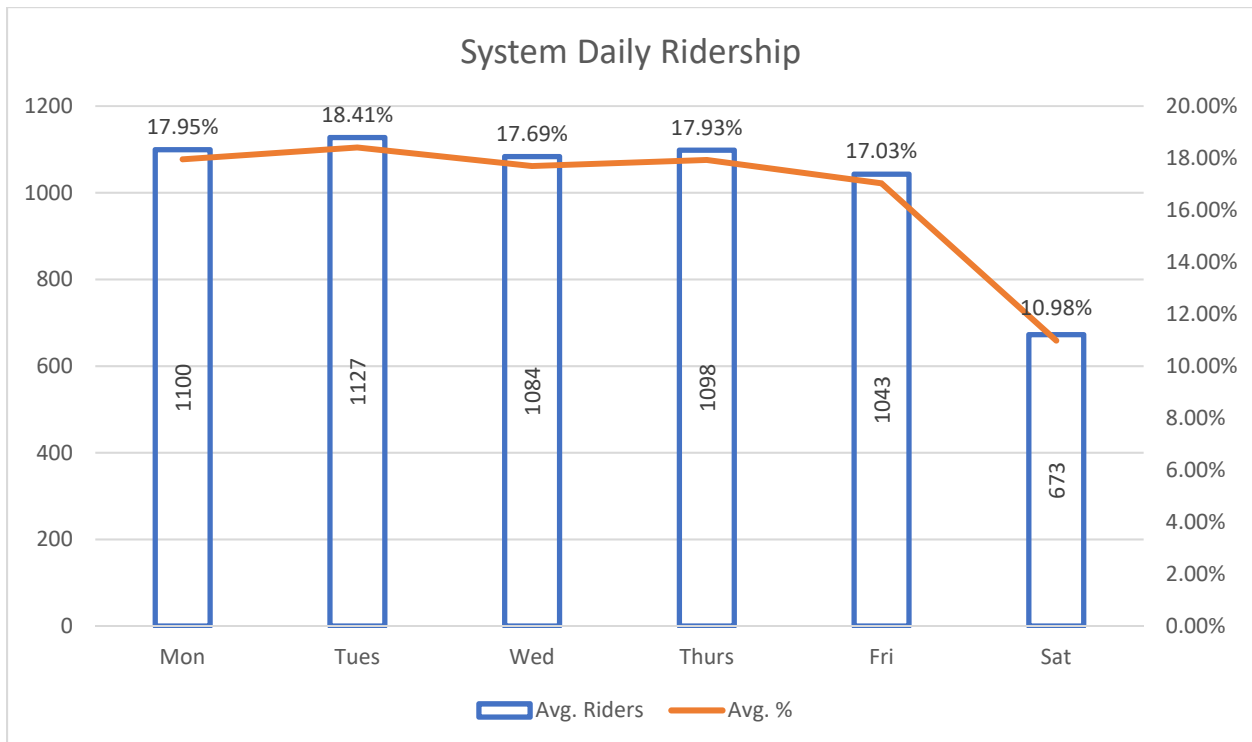
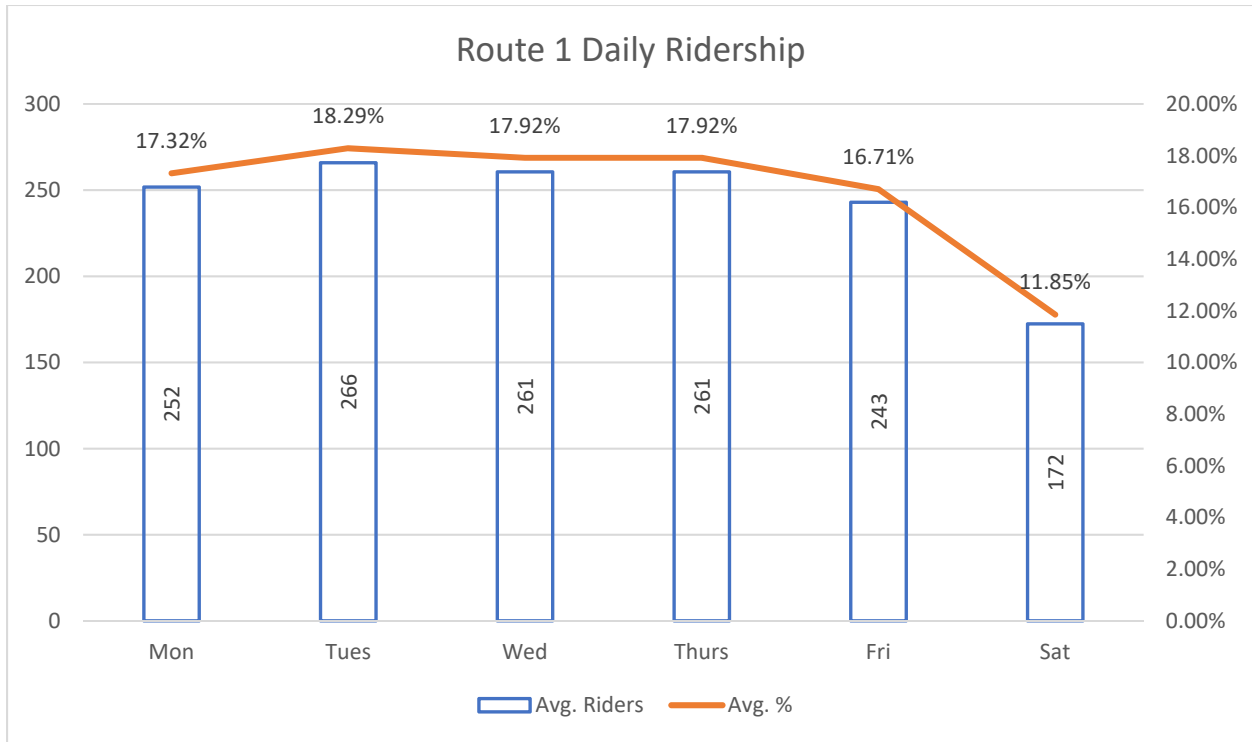
Q7 In order of preference, how would you most like to be informed about the time the bus will arrive at your bus stop?

Answered: 82 Skipped: 87



	1	2	3	TOTAL	SCORE
Bus schedule posted at bus stop	56.00% 42	20.00% 15	24.00% 18	75	2.32
Bus schedule posted on website	12.16% 9	40.54% 30	47.30% 35	74	1.65
Real-time bus schedule on phone app or computer	36.71% 29	36.71% 29	26.58% 21	79	2.10

Fiscal Year 2017/18



REPORT TO SSTAC RE: MOBILITY PROGRAMS

January 15, 2019

1. PAY-YOUR-PAL

We now have 96 clients enrolled in the program. Nine new clients have become enrolled since the November 2018 SSTAC meeting. Program utilization is summarized in the chart below, showing data for the last two months (November and December 2018), the fiscal year just completed, and the current fiscal year to date.

PERIOD	RIDERS	TRIPS	MILEAGE	REIMBURSEMENT
November 2018	45	441	9,646	\$3,376
December 2018	40	375	10,112	\$3,539
Jul 17 – Jun 18 (LTA Fiscal Year)	69	3,353	74,935	\$26,227
Jul 18 – Dec 18 (LTA FY to date)	67	2,076	49,140	\$17,198

We now have 9 clients on the “annualized plan”. They are all people who are undergoing an intense period of radiation and chemotherapy treatment in distant places such as Ukiah, Santa Rosa and Deer Park. These folks would exhaust the standard 200-mile limit in just a couple of trips. In these cases, we deduct reported mileage from the annual total of 2400 miles. Trips reported by these riders in December = 1,416 mi, 932 mi, 650 mi, 674 mi. and 782 mi.) One of these clients maxed out her mileage allocations in November, and two did so in December. This presents a significant challenge to these people, whose lives are already subjected to a great deal of stress and disruption. It is a matter of significant concern.

We recently sent out a client survey to gain insight into their experience on the receiving end. A typical comment: *“I have to go to San Francisco (UCSF) monthly for medical reasons. Without the Pay-Your-Pal program, I would not get medical care.”*

2. OUTREACH:

- i. Presentation @ Clearlake Rotary 12/11
- ii. Presentation @ Lower Lake Community 1/9/19

3. PARTNERSHIP WITH ADVENTIST HEALTH CLEAR LAKE:

As previously reported, on October 18, 2018, Paratransit Services presented to representatives of AHCL a proposal to provide scheduling, dispatch and maintenance services. This is a hopeful next step in our 3-year effort to build an NEMT brokerage and develop a higher level of cooperation and coordination of services with health and human services providers. The proposal is still being reviewed by AHCL administration.

4. 5310 GRANT PROJECTS

Progress on the Out-Of-County Medical Service and Senior Center Excursions projects is still being delayed somewhat by the current shortage of drivers and vehicles. We are working to find solutions to these challenges in order to move forward with these projects. In the

meantime, we are working on plans for the service so we can hit the ground running when resources become available.

We continue to run the Middletown Shopping Shuttle, which assists one day per week (Tuesdays) at the end of the 11:40 Route 2 trip from Kits Corner to Middletown. This service has assisted elderly people in the aftermath of the Hardester’s fire.

We have pretty much learned and smoothed out the process for ADA applications, which has been a significant new focus for the Mobility Management Project. Administration of the Pay-Your-Pal Ride Assistance Program continues to be a significant activity as the number of clients grows. Processing applications and monthly trip reports and preparing requisitions for reimbursement is quite time-consuming. We hope to hire an assistant soon.

5. “HOPE HARBOR” WARMING CENTER

Once again this year, Lake Transit has agreed to provide transportation for unsheltered guests of the Lakeport Warming Center, now known as Hope Harbor. The location has changed from the former site at the Lakeport Seventh Day Adventist Church on Hill Road to Hope Fellowship Church on Peckham Road (across from K-Mart). This significantly changed the routes involved, schedules, etc.. But we were able to iron out the details and get things up-and-running in time for the opening on December 10. This year’s statistics appear below, together with those from last year, for comparison.

2017/2018				
	DAYS OF OPERATION	RIDES PROVIDED	AVERAGE RIDES/DAY	LTA SUBSIDY @ \$1.25/RIDE
DECEMBER	9.5	265	27.9	\$323
JANUARY	21.5	670	31.2	\$838
FEBRUARY	20	466	23.3	\$583
MARCH	22.5	536	23.8	\$670
TOTALS	73.5	1937	26.4	\$2,413
2018/2019				
	DAYS OF OPERATION	RIDES PROVIDED	AVERAGE RIDES/DAY	FARES WAIVED @ \$1.25/RIDE
DECEMBER	19	47	2.5	\$59
JANUARY				\$0
FEBRUARY				\$0
MARCH				\$0
TOTALS	19	47	2.5	\$59

Respectfully Submitted,

Karl E. Parker, Mobility Programs Coordinator