



LAKE COUNTY/CITY AREA PLANNING COUNCIL

Lisa Davey-Bates, Executive Director
(707) 263-7799 / Fax 463-2212
www.lakeapc.org

367 North State Street, Suite 206
Ukiah, CA 95482

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC) AGENDA

DATE: Tuesday, April 16, 2019
TIME: 1:30 pm
PLACE: Lamkin-Sanchez Transit Center
Lake Transit Authority
9240 Highway 53
Lower Lake, California

-
1. Call to Order and Introductions
 2. Public Input
 3. Approval of Draft January 15, 2019 SSTAC Meeting Minutes
 4. FY 2019/20 Unmet Transit Needs Recommendations (*Sookne*)
 5. Non-Emergency Medical Transportation (NEMT)
 - a. Mobility Manager Report (*Parker*)
 6. Update on Lake Links (*Davey-Bates*)
 7. Update on Lake Transit Projects and Grants
 - a. Bus Passenger Facility Plan Grant
 - b. FTA 5310 Grant – Mobility Management Program
 8. Update on Lake Transit Authority (LTA) meetings
 9. Update on Human Services Transportation Programs
 - a. People Services (*Dakari*)
 - b. Other programs and plans
 10. Discussion of issues and/or concerns of the members of the SSTAC
 11. Date for next meeting: Tuesday, August 13, 2019
 12. Announcements/Good of the Order
 13. Adjourn SSTAC meeting

PUBLIC EXPRESSION

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

AMERICANS WITH DISABILITIES ACT (ADA) REQUESTS

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

Date posted: 4/10/19

List of Attachments:

- Agenda Item #3: January 15, 2019 Draft meeting minutes*
- Agenda Item #4: Staff Report: 2019/20 Unmet Transit Needs Process*
- Agenda Item #4a: Adopted Definitions for the Unmet Needs Transit Process*
- Agenda Item #4b: Lake County FY 2018/19 Unmet Transit Needs & Findings*
- Agenda Item #5: Mobility Manager Report*



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367 North State Street, Ukiah, CA 95482

Administration: Suite 204 ~ 707-234-3314

Planning: Suite 206 ~ 707-263-7799

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

Tuesday, January 15, 2019

1:30 p.m.

Umpqua Bank

805 Eleventh Street

Lakeport, California

Present: Ilene Dumont- Chair, Tavi Granger, Michelle Dibble, Karen Dakari (People Services), Holly Goetz, Karl Parker, Paul Branson (Vice-Chair), Dena Eddings (Area Agency on Aging), Dante DeAmicis (Member of the Public), and Barry Miller (Member of the Public)

Staff Present: John Speka and James Sookne.

1. Call to Order and Introductions

The meeting was called to order at 1:35 p.m.

2. Public Input

Dante feels that there aren't enough supervisors out in the field and that this leads to various problems for some of the compromised riders. Dante gave an example of a recent issue where Barry Miller was left stranded in Calistoga and had to pay \$150 for a cab ride back to Lake County. Per Dante, Barry will be submitting a letter to LTA regarding the incident. Dante feels that events like this could be prevented if supervisors didn't have to drive the buses. He said that Paratransit Services needs to target drivers instead of doing an open recruitment.

3. Approval of Draft November 6, 2018 SSTAC Meeting Minutes

Michelle motioned, Paul seconded, to approve the November 6, 2018 minutes as presented. Approved unanimously.

4. SSTAC Membership Roster Update

Ilene announced that she is resigning from the SSTAC and this is her last meeting. Paul volunteered to replace Ilene as the Chair of the SSTAC. Michelle made a motion, and Tavi seconded, for Paul to be the new Chair and the motion was carried unanimously. Michelle volunteered to be the new Vice Chair. Paul motioned, and Tavi seconded, for Michelle to be the new Vice Chair and the motion was approved unanimously. Ilene recommended that Karen Dakari replace her role on the SSTAC. Tavi made a motion to approve the recommendation and Karl seconded. The motion passed unanimously. As the new Chair, Paul made a motion to recommend the LTA Board recognize Ilene for her service on the SSTAC. Karl seconded the motion and it passed unanimously. Paul made a motion to recommend that James replace Mark Wall on the SSTAC. Tavi seconded the motion and it passed unanimously.

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

This is a continuation of the process that began last November. James provided the adopted unmet needs definition as well as the unmet needs list from the previous year for the group's reference, the results from the bus passenger survey completed late last year, and ridership data comparing Saturday service to weekday service. The Council reviewed the unmet needs list from the previous year to determine which of the items should continue to be evaluated in this current year's process.

Eastbound service to Spring Valley and further east, allowing people to connect with service to the Sacramento Area. Karl stated that service to Spring Valley has been a standing need for quite a while. He's been working to try to quantify how many people in Spring Valley actually need access to transit services. Michelle said that service to Spring Valley and service to Sacramento are two separate issues. The group agreed and Paul suggested that they be presented as two separate unmet needs.

Non-Emergency Medical Transportation in outlying areas. The existing Pay-Your-Pal program is meeting this need to some degree, but a lot of work still needs to be done. Holly stated that more people take the bus from the hospital than to the hospital. This continues to be an unmet need for many people in Lake County.

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, but it has yet to be implemented. Lake Links has been created to assume the role of the CTSA and it will be expected to provide such services in the future.

Fixed route service on Sundays for the north shore communities. The group agreed that fixed route service on Sundays for the entire system should remain on the list. Ilene asked if there are hard numbers for how many people are asking about service on Sundays. James noted that there aren't hard numbers but people do ask about it every so often.

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 said that while agencies are getting creative to meet new mandates, transportation may become a barrier in the future.

NEMT after normal business hours. This should stay on the list since it continues to be an unmet need. Paul threw out the idea that since the fire districts are already spending so much money on this, maybe they would be willing to help fund a cheaper alternative (if one existed). Ilene stated that this had been explored in the past and the fire districts were fearful of losing money.

Funding contribution to proposed transit hub in Clearlake. Installation of new bus stop shelters. The group agreed that these don't need to be on the list as they are capital projects not subject to the process.

Ilene asked if there are any new unmet needs that should be added to the list. Dante stated that there are issues with LTA's transfer policy that make it unfair and unequitable to some of the population. The group agreed that this should be looked at and the following was added to the unmet needs list to be presented to the APC Board:

Periodically re-evaluate the LTA transfer policy to ensure it is fair and equitable to everyone.

6. Non-Emergency Medical Transportation (NEMT)

a. Mobility Manager Report

There are now 96 clients enrolled in the Pay-Your-Pal program, 9 of which are on the “annualized plan.” The “annualized plan” is for people who would normally use the 200-mile monthly limit in a couple trips due to intensive treatments in places like Ukiah and Santa Rosa. One of the clients reached their maximum mileage allotment in November and another did so in December. This presents a significant challenge to people whose lives are already subjected to a great deal of stress and disruption.

In continuing outreach efforts, Karl gave presentations at the Clearlake Rotary in December and in Lower Lake on January 9th.

As previously reported, on October 18, 2018, Paratransit Services presented a proposal to provide scheduling, dispatch, and maintenance services to Adventist Health Clearlake (AHCL). At the time of this meeting, the proposal was still under review by AHCL administration.

Progress on the Out-of-County Medical Services and Senior Center Excursions projects has been delayed by the current shortage of drivers and vehicles. Plans are still being worked on so that the program can hit the ground running once resources become available.

As in years past, LTA agreed to provide transportation for unsheltered guests of the Lakeport Warming Center, now known as Hope Harbor. The location changed this year from the Lakeport Seventh Day Adventist Church on Hill Road to the Hope Fellowship Church on Peckham Road (across from K-Mart).

7. Update on Lake Links

Since the last meeting, Russ Cremer was added to the Lake Links Board of Directors. Ilene was appointed the Chair, Russ the Treasurer, and Paul the Secretary and Vice Chair. A field trip to MOVE, another CTSA, in Modesto is scheduled for the 28th of January. Unfortunately, Ilene will be unable to attend.

8. Update on Lake Transit Projects and Grants

a. Bus Passenger Facility Plan Grant

The bus passenger facility plan is nearing completion. The consultants just came up with a list of projects for each agency and are developing cost estimates for each jurisdiction’s recommended improvements.

b. FTA 5310 Grant- Mobility Management Program

LTA is in the process of securing the additional funds that were awarded through the 5310 grant. Staff is working with Caltrans to determine what types of extra expenditures may qualify.

9. Update on Lake Transit Authority (LTA) Meetings

At the December LTA meeting, the Board was presented with the 2018/19 First Quarter Operation Statistics and Financial Status Report. In summary, service was down compared

to the previous quarter and to the first quarter of FY 17/18. Much of the decline was attributed to the disruption caused by the Ranch and River Fires.

The Board gave approval for LTA to assist with transportation to the Lake Ministerial Association Warming Center located in Lakeport as they had in years past. The Board also directed staff to release the Request for Proposals for exterior advertising on LTA's buses.

10. Update on Human Services Transportation Programs

a. People Services

People Services bought a new lift and all lifts are currently working. People Services has been getting more referrals for new clients which means more transit services will be needed.

b. Other programs and plans

None

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

It was stated that the government shutdown may impact CalFresh. Distributions for February should be fine, but March may come up short.

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

13. Announcements/Good of the Order

None

14. Adjourn Meeting - Meeting adjourned at 3:37 p.m.

Respectfully Submitted,

James Sookne
Lake APC Administration



SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL STAFF REPORT

TITLE: 2019/20 Unmet Transit Needs Recommendation

DATE PREPARED: 4/9/19

MEETING DATE: 4/16/19

SUBMITTED BY: James Sookne, Program Manager

BACKGROUND: The Lake Area Planning Council (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 Lake Transit Authority (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 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 2018 meeting of the SSTAC, where the FY 18/19 list of potential unmet needs was reviewed. At that 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 FY 19/20 list of potential unmet needs was developed at the January 2019 SSTAC meeting. In March 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 the 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 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 (see attached).

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

ALTERNATIVES: None

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 10 meeting.

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

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

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

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



Lake Transit Authority

Lisa Davey-Bates, Executive Director

Administration
367 North State Street, Ste. 204
Ukiah, CA 95482
(707) 263-7868

Operations
P.O. Box 698
Lower Lake, CA 95457
(707) 994-3384

April 9, 2019

Lisa Davey-Bates
Executive Director
Lake Area Planning Council
367 N. State Street, Suite 204
Ukiah, CA 95482

Lake Transit Authority Response to Potential Unmet Transit Needs & Recommended Findings for the APC FY 2019/20

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

Thank you for the opportunity to respond to the list of FY 2019/20 Potential Unmet Needs. Lake Transit Authority (LTA) takes these very seriously. It is unfortunate that all available TDA dollars are already expended making our response to new potential needs difficult. In most cases, responding to an unmet need will mean that LTA and/ or the APC must either find a new funding source, such as a federal or state grant, or weigh the importance of the unmet against cutting an existing service.

1. Eastbound service to Spring Valley. Currently, there is no service east of SR 53.

Response: Transit service for residents of Spring Valley is an unmet need. The Live Oak Transportation Project, an FTA Section 5317 funded program that was sponsored by the Area Agency on Aging and operated by Live Oak Senior Center, attempted to serve Spring Valley residents while that project was active for several years beginning in 2009. 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.

Recommended Finding: At this time, service to Spring Valley is an unmet need that is unreasonable to meet; however, it should be studied in the next Transit Development Plan for Lake County.

2. Eastbound service, allowing people to connect with service to the Sacramento area. Currently, the closest connection is at the Cache Creek Casino.

Response: Intercity bus service connecting to Sacramento is an unmet need that may be reasonable to meet. Lake Transit Authority was included in a coordinated joint Transit and Intercity Rail Capital Program (TIRCP) grant application submitted by the Shasta Regional Transportation Agency that would provide capital funding for a zero-emission bus project called North State Express. Unfortunately, due to funding constraints, the Lake Feeder Line that would have connected Clearlake to Williams was not part of the final project that was awarded to SRTA. Without funding from the TIRCP grant, there is no opportunity to fund service to Sacramento in 2019/20; and it is unknown if there will be an opportunity in subsequent years. Therefore, this unmet need is not reasonable to meet.

Recommended Finding: The unmet need for service connecting to the Sacramento region is unreasonable to meet at this time due to a lack of funding.

3. Non-Emergency Medical Transportation in outlying areas. This would serve areas beyond one mile from fixed routes, and vehicles need to include wheelchair lifts.

Response: Over the past three years, the APC found that this is an unmet need that is not reasonable to meet at this time due to limited demand. Nevertheless, LTA, as the CTSA, has taken steps that may improve services to outlying areas. Working together with the APC, LTA 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, as the CTSA, was successful in obtaining FTA 5310 grant funding to provide for a full-time mobility coordinator and assistant to develop the LTA/Lake Links mobility management program. Program activities include support for clinic operated wheelchair lift equipped vehicles, further development of the volunteer driver program, and development of NEMT wheelchair lift equipped services. These efforts are meeting more of the need, but still fall short of a dedicated program to provide wheelchair lift equipped service that will meet widely dispersed trips in outlying areas. LTA 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.

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

Response: LTA, through its Lake Links CTSA program, will implement a program to provide NEMT service to out-of-county locations in 2019. 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 2019. Initially, the service will include Ukiah and Santa Rosa.

5. Fixed route service on Sundays. Another frequently noted need subject to funding availability.

Response: There is a need for service on Sundays throughout Lake County, but the level of demand for service is not well documented. Based on transit industry statistical evidence, transit service attracts fewer riders on Saturday than weekdays, and even fewer on Sunday than on Saturday. LTA Saturday ridership supports the industry evidence as there are 35 to 40 percent fewer Lake Transit riders on Saturdays than on weekdays. Sundays would likely generate even fewer riders. Meanwhile, there would be added expense to staff dispatch, supervision, and maintenance duties as well as for the actual vehicle operations. Implementing Sunday service could only be done at this time by reducing service on other days of the week. Because of added support staff expenditures, the reductions would likely eliminate more hours of existing service than the number of Sunday hours added.

Recommended Finding: There is an unmet need for transit service on Sundays. The need is not reasonable to meet at this time due to the likelihood that a service revision required to accommodate Sunday service would have negative impacts on services on other days that would outweigh the benefits achieved on Sundays. This unmet need and potential alternative service plans should be studied in the next Transit Development Plan for Lake County.

6. Expanded transit service and Mobility Training to accommodate job placement for developmentally disabled. New enhanced requirements for competitive integrated job placement 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.

7. NEMT after normal business hours. Instances in which a need for non-emergency transport arises outside of normal service hours.

Response: During LTA business hours, many NEMT needs are met by LTA transit and paratransit services. When LTA is closed, the only resources are typically taxi and emergency medical transportation provided by fire districts. Utilizing EMT services for NEMT needs is costly and problematic. One idea to address this situation is to extend LTA paratransit hours, or provide an alternative NEMT service through Lake Links, and work with the fire districts to dispatch the most appropriate and cost-effective service. The extent of the need for afterhours NEMT is not well documented, and the feasibility of providing afterhours NEMT is therefore unknown.

Recommended Finding: NEMT after Lake Transit operating hours is an unmet need. At this time, it is unknown if it is reasonable to meet. This requires additional study by LTA, Lake Links, and/or the APC.

8. Periodically re-evaluate the LTA transfer policy to ensure it is fair and equitable to everyone.

Response: Ensuring that all LTA policies are fair and equitable to everyone is extremely important; however, by the definition adopted in 2014, this is not an unmet transit need. Although LTA policies are written to be as fair and equitable as possible, they should be reviewed periodically for ongoing effectiveness.

Recommended Finding: By definition, periodically re-evaluating the LTA transfer policy to ensure it is fair and equitable to everyone is not an unmet need.

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,

A handwritten signature in blue ink, appearing to read "James Sookne".

James Sookne
Program Manager

**REPORT TO LAKE COUNTY SSTAC
 RE: MOBILITY PROGRAMS**

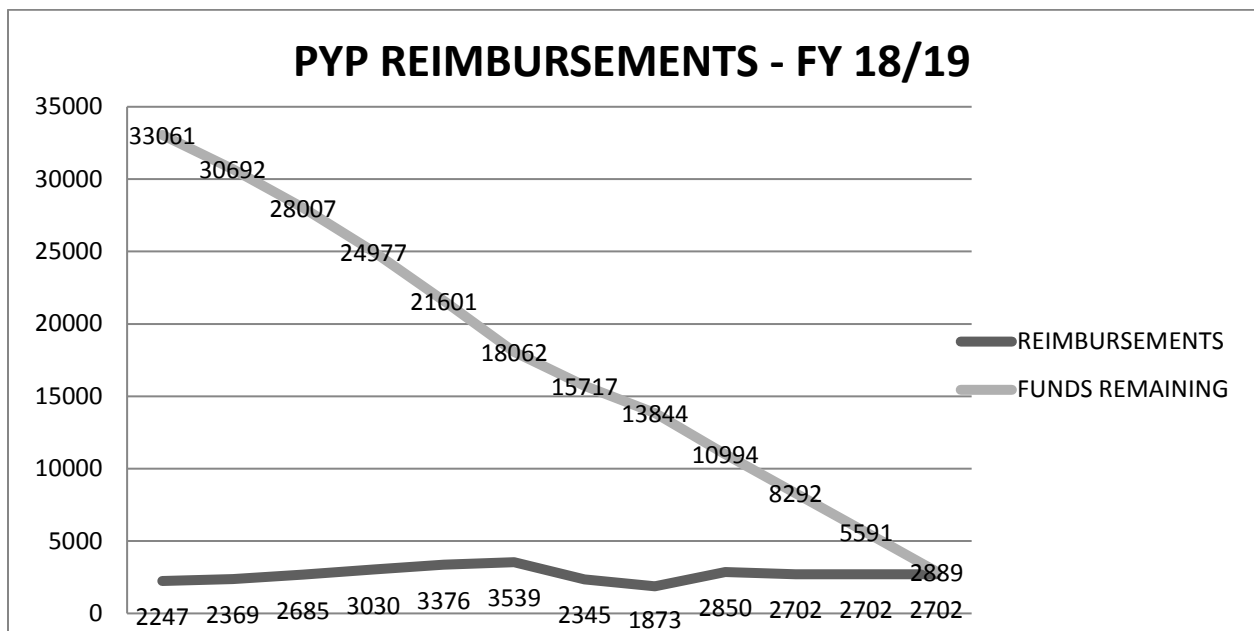
Submitted by Karl E Parker, Coordinator
 April 16, 2019

1. PAY-YOUR-PAL RIDE ASSISTANCE PROGRAM:

We now have 87 clients enrolled in the program. 9 new clients have become enrolled in the last month, and several applications are now pending. Program utilization is summarized in the chart below, showing data for the most recent months entered (February and March), the fiscal year just completed, and the fiscal YTD.

PERIOD	RIDERS	TRIPS	MILEAGE	REIMBURSEMENT
February 2019	31	265	5,938	\$1,873
March 2019	44	347	8,142	\$2,850
Jul 17 – Jun 18 (LTA Fiscal Year)	69	3,353	74,935	\$26,227
Jul 18 –Feb 19 (LTA FY to date)	74	2,992	69,465	\$24,313

The chart below shows the impact of monthly reimbursements (actual for July thru March; projected for April thru June, using an average of \$2,702 per month). In February, we reported that if the trend continued, we might exceed the budget for reimbursements. However, program utilization in January and February was a bit lower, and unless there is a spike in reimbursement requests, we should make it to the end of the year within the original forecast.



In January and February we surveyed clients enrolled in the Pay-Your-Pal program. Responses have been compiled in the accompanying report. Personal comments at the end are particularly interesting and encouraging. Clearly, the program is meeting an urgent need!

2. **CALTRANS INSPECTION** – Good to go!

3. **PARTNERSHIP WITH ADVENTIST HEALTH CLEAR LAKE**

No change. We continue to wait for AHCL’s response to Paratransit Services’ proposal for provision of scheduling & dispatch services, maintenance service for specialized equipment (e.g. lift and interlock system), and specialized driver training (submitted October 10, 2018).

4. **PARTNERSHIP HEALTHPLAN CALIFORNIA/MTM, Inc.**

Again, PHC has not responded to an invitation to meet with SSTAC. We have some indication that MTM is meeting NMT needs more reliably, but continue to hear complaints of no-shows, etc.

5. **5310 GRANT PROJECTS**

a. **Out-Of-County Medical Transportation**

We are now refining a service plan that will provide weekly service to Santa Rosa. Thanks to James Sookne’s efforts to obtain a new vehicle, we are hoping to have one available soon. Hopefully, we will be able to launch service by June 1, if not sometime in May.

b. **Senior Center Excursions:**

We continue to operate the Middletown Shopping Shuttle to assist people with limited mobility who are no longer able to get to a local store after the Hardesters fire. We continue to provide curbside service to two to five people per week. The service is greatly appreciated by those who are using it.

We are now working on a special excursion for folks from the Middletown Sr. Center.

6. **OUTREACH**

a. **Warming Center**

The Hope Harbor Warming Center closed for the 2018-2019 season on March 30. For the fourth year in a row, Lake Transit has provided free transportation to and from the Warming Center, as shown in the table below:

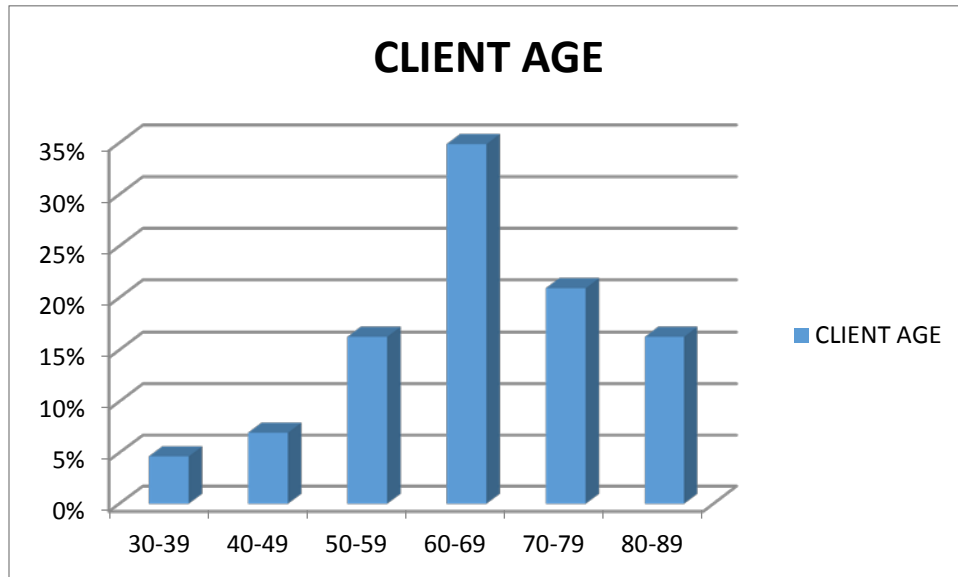
2018/2019				
	DAYS OF OPERATION	RIDES PROVIDED	AVERAGE RIDES/DAY	FARES WAIVED @ \$1.25/RIDE
DECEMBER	19	47	2.5	\$59
JANUARY	22	298	13.5	\$373
FEBRUARY	24	389	16.2	\$486
MARCH	26	478	18.4	\$598
TOTALS	91	1212	13.3	\$1,515

PAY-YOUR-PAL CLIENT SURVEY

January 2019

of Clients Surveyed = 70 # Respondents = 43 Percentage of Responses = 61%

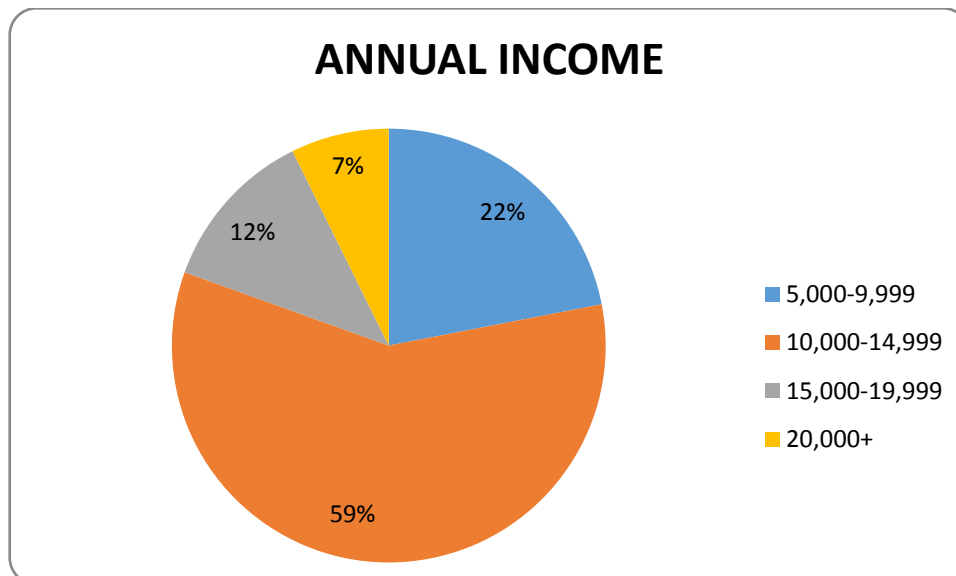
- AGE OF CLIENTS:** (n = 43)



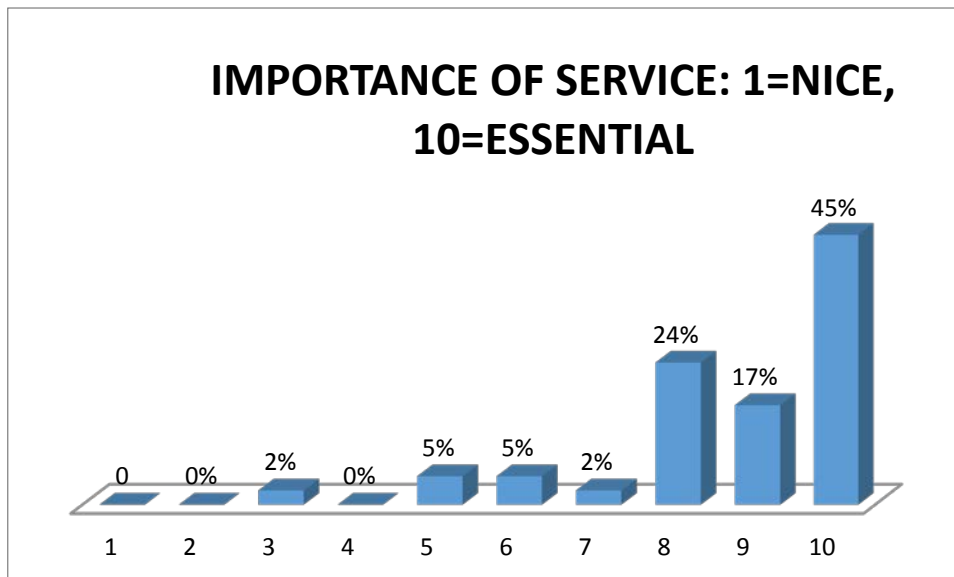
- GENDER:** (n = 41)

	SURVEY RESPONDENTS	TOTAL ACTIVE CLIENTS
FEMALE	31 (76%)	50 (71%)
MALE	10 (24%)	20 (29%)

- APPROXIMATE ANNUAL INCOME:** (n = 40)



- **IMPORTANCE OF THE PYP PROGRAM TO OVERALL HEALTH AND WELL-BEING:** (n = 42)



- **HAS PYP SOLVED UNMET TRANSPORTATION NEEDS?** (n = 43):

100% said YES!

- **FACTORS AFFECTING CLIENTS' ABILITY TO GET TO DOCTORS, GROCERY STORE OR OTHER PLACES THEY NEED TO GO.** (n = 42)

29 (69%) Unable to use bus or Dial-A-Ride service due to health problems

28 (67%) Can't drive or don't have a car

27 (64%) Family is not available to take me

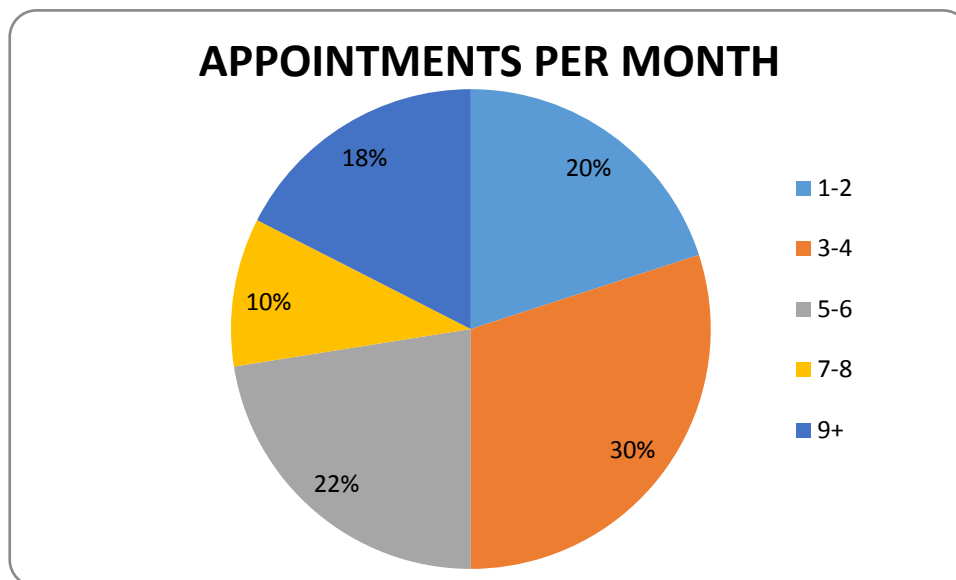
16 (38%) Unable to pay fare to use bus or van service

12 (29%) Other (Please specify):

- *No money for gas or maintenance*
- *Can't afford – live on \$900 per month*
- *Bus does not go where I need to go.*
- *Panic attacks around people*
- *Medical issues: too fragile, colostomy & urostomy, bus trip too slow*
- *Live two miles from bus route*

11 (26%) I suffer from confusion, get lost, need escort

- **NUMBER OF TIMES CLIENTS TRAVEL TO HEALTH OR MEDICAL SERVICES LAST MONTH, INCLUDING OFFICE APPOINTMENTS, THERAPY SESSIONS, LAB AND PHARMACY VISITS, DIALYSIS, ETC. (n = 40)**



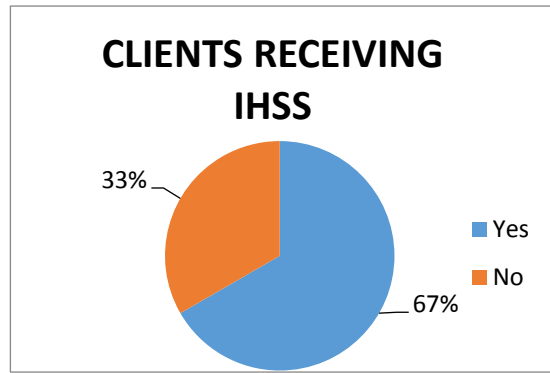
- **REASONS FOR NOT USING PUBLIC TRANSPORTATION (BUS OR DIAL-A-RIDE) SERVICE: (n = 40)**

- 21 (53%) - Physically impossible
- 18 (45%) - Out of area travel necessary
- 17 (43%) - Not accessible for me
- 16 (40%) - High cost
- 8 (20%) - Mentally impossible
- 6 (15%) - Need transportation after hours
- 6 (15%) - Other (Please specify):
 - Urgent need, service not available
 - Bus stop 5 miles away
 - Agoraphobia
 - PTSD
 - No service
 - Parkinsons/Dementia
 - Need door-through-door assistance

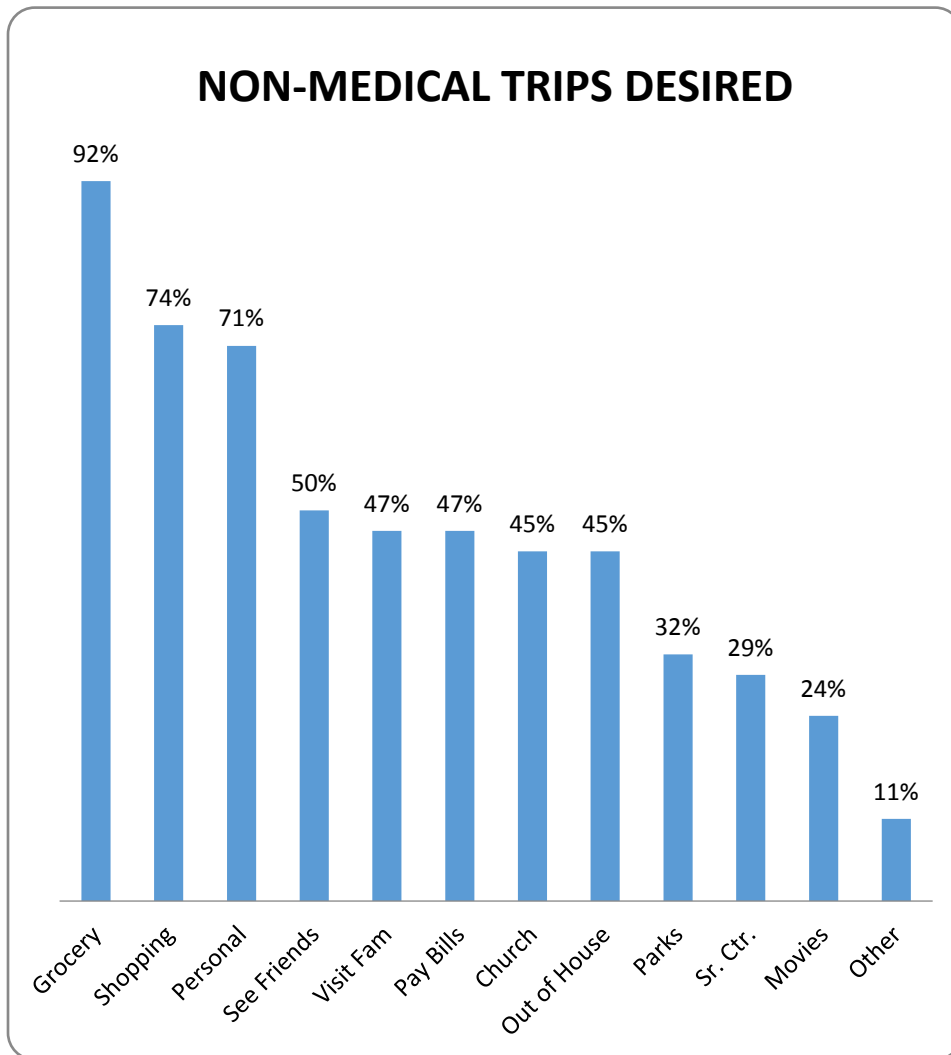
- **MOBILITY AIDS USED BY CLIENTS: (n = 40)**

- 22 (55%) - Cane
- 19 (48%) - Walker
- 13 (33%) - Wheelchair
- 10 (25%) - None
- 4 (10%) - Scooter
- 3 (8%) - Other

- **CLIENTS WHO RECEIVE IHSS (IN-HOME SUPPORT SERVICES) (n = 39)**



- **IF PYP COULD BE EXPANDED TO INCLUDE NON-MEDICAL TRIPS, WHICH OF THE FOLLOWING WOULD BE IMPORTANT? (n = 38)**



• **CLIENTS' STATEMENTS ABOUT HOW THE PAY-YOUR-PAL PROGRAM HAS HELPED:**
(n = 37)

- *This program has been a true, overwhelming benefit to me. I am on a fixed budget and every penny is essential*
- *It has greatly improved my ability to do things outside of the home.*
- *It has made a world of difference because it's reliable and that's most important. It's not rigidly fixed on a time which allows me to get around when I can – and flexible in that if I'm in too much pain to travel then my IHSS worker can take the task on and I appreciate that she can get a little gas money for her troubles. I'm very grateful for this service.*
- *In many ways.*
- *It has paid car expenses for my IHSS caregiver.*
- *It has made it affordable to make appointments and not worry about having enough money at the end of each month.*
- *I can get the medical care I need without having to decide between gas cost and medicine, or gas vs. food. Thank you!*
- *Without Pay-Your-Pal I would be very limited, unable to buy groceries, make my medical appointments consistently and have a physical person (friend) help me to move (walk) without falling, getting in and out of vehicles. It's very helpful to have PYP, to assist me and defray the costs of travel for ordinary needs. Thanks.*
- *Because I used to drive for a living (driving/escorting clients to their out-of-the-area medical appointments) offering to pay for lunch and gas money is not enough of an incentive for a driver who has to work for a living. The PYP reimbursement makes it easier on a limited-income budget. Especially when I have more than one trip a month. (Down to one now.)*
- *I used to have transportation to medical appointments. When that disappeared, getting to appointments became difficult, often impossible. The PYP program has limitations* which still prevents me from getting to many of my medical providers, but it has made access to some of them possible again. This is terrific! (*I don't know a lot of people, let alone people with reliable cars, good driving records and spare time during the workday. The people who drive me to appointments were used to being paid time and miles. Finding willing PYP drivers has been a challenge. Some months require far more than 200 miles. Other months, less.)*
- *Getting to my appointments on time and comfortable.*
- *I go to San Francisco (UCSF) monthly for medical reasons. Without the Pay-Your-Pal program I would not get medical care.*
- *It makes going to medical appointments and pharmacy possible. Thank you!*
- *This past year I have had medical problems galore! After chemo & radiation for 6 weeks, I had 5-6 months of "extreme body fatigue" recovery. Then peripheral neuropathy still prevents me from driving or even (many days) walking the 3-4 blocks to the grocery store. I DO sometimes walk but the rest of the day I am off my feet recovering. I bless you and your program every time a friend drives me. Thank you so much! 😊*
- *I hope we can expand the program!*

- *It's made sure that I go to my doctor and whoever takes me gets paid back the cost of gas.*
 - *It has made it possible for my IHSS helper to drive me to where I need to go and to cover their gas.*
 - *Given me a little freedom and ability to relax and not stress before a doctor appointment. Thank you for the help!*
 - *It has helped with gas.*
 - *Getting me out more.*
 - *My worker deserves more \$. She is so willing and helpful all the time and I know she doesn't get paid much. This helps her help me.*
 - *(I have) no vehicle. (PYP) saves money for necessities.*
 - *I'm very thankful for this service.*
 - *Reimbursement helps me eat and pay bills!*
 - *It makes me feel I'm free to do things and not worry about how much gas is.*
 - *It has allowed me financially to go to all of my medical appointments.*
 - *I had hip surgery and had many appointments along with dental and having my friend take me was so nice and made me not scared.*
 - *Paid my driver gas money, due to low income.*
 - *You really helped me heal better with not having to worry about how to pay for a driver to get around. I would not have been able to pay someone from my income. Thank you.*
 - *VERY HELPFUL!*
 - *I never had a car in over a year. Now I'm afraid to drive.*
 - *I go to Lake port to most of my doctors, but have appointments in Santa Rosa about 2-3 times a year. This service helps me so much. Thank you.*
 - *It made a way (for me) to go down to Doctor to get care for my back pain.*
 - *See letter written for Rotary meeting. 😊*
 - *(Helps me) get to appointments. Bus is very hard and walking home with groceries is hard in 110 degree weather or rain.*
 - *Amazing service. Thank you.*
 - *You are very helpful. Thanks!*
- **CHANGES SUGGESTED TO IMPROVE THE PAY-YOUR-PAL PROGRAM: (n = 28)**
 - *Remove the need for a driver other than self. It's kind of biased toward those with support and those without support may need more help.*
 - *Only change would be to extend to grocery and clothing shopping.*
 - *None that I can think of.*

- *I know there are so many ill people that don't know about your program. I would try to let more people know about this great program. Karl bless you. You are an angel.*
- *I think your program has been wonderful but would have all pre ops for seniors explain your service before surgery so we could have used your program from the start. You need more advertisement through hospitals and clinics.*
- *It's fine.*
- *I wouldn't do anything to change it.*
- *I find it difficult to do grocery shopping on the way home from doctor or medical stuff (blood tests, etc.). Safeway is too expensive so I never go there. I don't use my IHSS worker for medical or shopping. Always separate people. Both require GAS. My church is in Kelseyville. I can no longer go every week now I only go twice a month due to GAS money - \$12.00 per week. It always comes back to GAS. When I go to church on the way home I go to several stores. It's not rushed and I don't worry about mileage, address, etc. If shopping was separate from doctor appointments it would be most important for me.*
- *Easier paperwork.*
- *Can you pay the driver, not the rider? I know some people don't give the driver the \$ or at least all the \$.*
- *None.*
- *Cover more than just medical trips.*
- *It seems to be working fine for me the way it is. It is easy to complete, and always paid on time. Thank you!*
- *None.*
- *Reimbursement for trips to stores and other places.*
- *More mileage (allowance) for those of us who must travel LONG DISTANCES. My maximum mileage is usually done in a single trip! My treatments are 126 miles away every 3 weeks. Add physical therapy, tests, lab work and regular appointments. I have to go to medical appointments several times a week. Expand Program Please. Specialists are very long distances. The gasoline, wear and tear on cars, and physical exhaustion is enormous! More room on form for multiple appointments and stops!*
- *The trips I make take most of the day. Without meals it makes it difficult. I can't afford meals.*
- *None.*
- *It would be great if PYP shared a list of available recommended drivers. In a perfect world, there would be more funding for more miles, driver compensation, and the ability to have non-medical rides. The mileage part of the monthly form is now confusing. I know what route I'm driven, but have to guess what route PYP software would choose.*
- *More cents per mile for drivers. Senior Center volunteers receive \$1.01 per mile, for example. Maybe there is a grant for that? Otherwise, my needs are being met. I appreciate the program.*
- *Include all needed activities, ie buying groceries, going gift shopping or just to the park or church to spend time in contemplation of the Divine. Thank you!*

- *Cover over 200 miles if necessary.*
- *Nothing at this time.*
- *I am very grateful for it as it is, but if it could cover non-medical travel that would be even better.*
- *I'm satisfied.*
- *I can't think of any except the items in #12 (non-medical trips – checked nearly all boxes).*
- *More necessary trips that are non-medical.*
- *None, seems to work well so far. Maybe expand to non-medical.*