



# LAKE COUNTY/CITY AREA PLANNING COUNCIL

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## SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC) AGENDA

**DATE:** Tuesday, April 14, 2020  
**TIME:** 1:30 pm

**PLACE:** Audioconference

In accordance with the modified Brown Act Requirements established by Governor Newsom's Executive Order N-29-20, and to facilitate Social Distancing due to COVID-19, the Social Services Transportation Advisory Council meeting will be by audioconference only. Public comments will be available during Tuesday's meeting on any agenda item. Please send comments to James Sookne at [jsookne@dbcteam.net](mailto:jsookne@dbcteam.net) and note the agenda item number being addressed. Oral comments will also be accepted by telephone during the meeting when public comment is invited by the Chair.

**Dial-in number: (877) 216-1555 / Access code: 249893**

*\*Instructions for conference call options are available at the bottom of the agenda*

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1. Call to Order and Introductions
  2. Public Input
  3. Approval of Draft February 11, 2020 SSTAC Meeting Minutes
  4. FY 2020/21 Unmet Transit Needs Process (*Sookne*)
  5. Update on Lake Links
    - a. Mobility Manager Report (*Parker*)
  6. Update on Lake Transit Projects and Grants
    - a. TIRCP grant
    - b. 5310 grants
  7. Update on Lake Transit Authority (LTA) meetings
    - a. April 8, 2020 meeting
  8. Update on Human Services Transportation Programs
    - a. People Services (*Dakari*)
    - b. Other programs and plans
  9. Discussion of issues and/or concerns of the members of the SSTAC
  10. Discuss next meeting Date: TBD

11. Announcements/Good of the Order

12. 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: 4/8/20

**List of Attachments:**

- Agenda Item #3: February 11, 2020 Draft meeting minutes*
- Agenda Item #4: Staff Report: 2020/21 Unmet Transit Needs Process*
- Agenda Item #4a: Adopted Definitions for the Unmet Needs Transit Process*
- Agenda Item #4b: Lake County FY 2019/20 Unmet Transit Needs & Findings*

**Instructions for Conference Call**

Must select the \* key, then the number needed.

\*4 – To hear a list of available keypad commands

\*6 – Mute/Unmute – once to mute your individual line, \*6 again to unmute your line

To end call, simply hang up.



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

Tuesday, February 11, 2020  
1:30 p.m.

Umpqua Bank  
805 Eleventh Street  
Lakeport, California

**Present:** Paul Branson – Chair, Michelle Dibble – Vice-Chair, Tavi Granger, Karen Dakari, Holly Goetz, Karl Parker, Phil McGuire (Lake Links Consultant), and Dante DeAmicis (Member of the Public)

**Staff Present:** James Sookne, Lisa Davey-Bates

### 1. Call to Order and Introductions

The meeting was called to order at 1:31 p.m.

### 2. Public Input

Dante stated that he has two issues with the current schedule in Clearlake. He believes that the Route 12 service doesn't go late enough and makes access to the social services office nearly impossible. He also feels that the last stop on the last run on Route 11 drops riders off in a place that is dangerous for people to walk at night. Lisa mentioned that there may be some service modifications to Route 12 that make fix the issue with access to social services but didn't go into any details. Lisa also said that the last run on Route 11 could be evaluated to see if there would be a safer spot.

### 3. Approval of Draft November 5, 2019 SSTAC Meeting Minutes

Tavi motioned, Michelle seconded, to approve the November 5, 2019 minutes as presented. Approved unanimously.

### 4. SSTAC Membership Roster Update

James reminded everyone that the "*Potential Transit Rider Over 60*" position on the SSTAC is vacant since Paul was shifted to the second "*CTSA Representative*" position at the last meeting. Paul suggested that Dante may be a good candidate to fill the role. Lisa said that an application would be provided to Dante for him to complete and submit.

### 5. FY 2020/21 Unmet Transit Needs Process

The previous years' list was reviewed at the November meeting so the group decided there wasn't a need to review it this time. Michelle asked if a copy of the public notice for the public hearing could be distributed to the group so word could be passed on to their clients. James said he'd email a copy of what goes to the newspaper when it is distributed.

Paul noted that most of the focus as of late is on non-emergency medical transport (NEMT) services but there is also a need for other "on-demand" type of services for non-medical trips. Karl stated that in a previous survey for the Pay Your Pal (PYP) program, a question about this was asked and 90% of

the respondents answered positively. Unfortunately, the PYP program is currently restricted to medical trips due to funding but riders are allowed up to 5 additional miles for non-medical destinations. Michelle asked if there are grants or other funding sources available for these types of services. Lisa mentioned Míocar, which is a car sharing service in the San Joaquin Valley that allows users to rent zero-emission vehicles by the hour or day. Paul made a motion that the following be added to the list of unmet needs:

Individualized, flexible transportation to meet the transportation needs of seniors, persons with disabilities, or low-income persons who are unable to utilize existing public transportation services.

Holly seconded the motion and it carried unanimously.

Although not an unmet need, Dante feels that the fare structure at Kit's Corner should be evaluated. If a rider pays the local fare, they can't get to any destination of significance. In order to get to either Kelseyville or Lower Lake, riders have to pay the regional fare of \$2.25.

Tavi made a motion to send the following list of unmet needs to the Lake Area Planning Council for consideration and a public hearing:

#1 – Eastbound service to Spring Valley

#2 East bound service, allowing people to connect with service to the Sacramento area

#3 Non-Emergency Medical Transportation to outlying areas

#4 Non-Emergency Medical Transportation to out of county locations

#5 Fixed route service on Sundays

#6 Expanded transit service and Mobility Training to accommodate job placement for developmentally disabled

#7 NEMT after normal business hours

#8 Individualized, flexible transportation to meet the transportation needs of seniors, persons with disabilities, or low-income persons who are unable to utilize existing public transportation services

Michelle seconded the motion and it carried unanimously.

## **6. Update on Lake Links**

### **a. Mobility Manager Report**

Karl stated that the Pay Your Pal program is doing pretty well. Lake Links staff recently completed a survey of the database and found that quite a few clients either moved or passed away. Following the purge, 110 clients remained in the database and at the time of this report, there were 10 applications pending.

Karl provided an update on the shopping shuttle service that began after Hardesters Market burned down around Memorial Day 2018. The market is nearly rebuilt and once complete, the resources used for the shopping shuttle will be redirected. The Clearlake Rotary has approached Lake Links and would like to use a senior shuttle for an activity such as a movie outing. An activity such as this would

show good coordination between LTA, Lake Links, and the Clearlake Rotary. Lisa asked about contacting the senior centers to schedule excursions. Karl started that it is on his radar to go to the senior centers and make presentations regarding the excursions.

Karl gave an update on the Warming Center. Between December and January, LTA provided 989 rides over 49 days, an average of just over 20 rides per day. Tavi asked if people were going back to the other side of the lake or staying in Lakeport after leaving the Warming Center. Karl said that the patrons were doing both.

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

### **a. TIRCP Grant**

James reported that Lake Transit Authority submitted an application for the Transit and Intercity Rail Capital Program for funding for the transit hub in Clearlake. The application was originally going to be for just the construction of the transit hub but eventually developed into an application for the transit hub, the purchase of 4 hydrogen buses and the necessary fueling and maintenance infrastructure, and workforce development, for a total of just under \$13M. If successful, the transit hub will be a focal point of the transit system in Lake County. It will also be the western terminus for the Lake County Feeder Route of Shasta County's North State Intercity Bus System. This will connect riders in Lake County to destinations along the I-5 Corridor. With the addition of the hydrogen buses, Lake Transit Authority will be able to extend the existing intercity routes (Clearlake to Ukiah and Upper Lake to Calistoga) to Santa Rosa (Ukiah to Sonoma County Airport and Calistoga to 2<sup>nd</sup> Street Transit Mall), connecting riders in Lake County to the Bay Area via Sonoma County Transit, Golden Gate Transit, the SMART Train, and other public transit systems. As a whole, this project will provide a necessary east-west connection through Lake County between the I-5 and US 101 Corridors.

### **b. 5310 grants**

Lake Links applied for two 5310 grants; one to continue the mobility manager program and the other to continue the Pay Your Pal program. Lake Transit Authority applied for a 5310 grant to continue and extend the existing out-of-county NEMT program. Both agencies' applications were successful, for a total of \$600k in 5310 funding.

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

### **a. February 12, 2020 Draft LTA Agenda**

The only items of importance on the agenda were the TIRCP and 5310 grant application updates, both of which were discussed under Item #7.

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

### **a. People Services**

There wasn't much to report from People Services other than their fleet has become the new place to steal catalytic converters. People Services intends to get their mechanics certified to fix wheelchair lifts as soon as the class is offered again.

### **b. Other programs and plans**

None

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

Karl said that the members of the SSTAC should never miss an opportunity to tell people that there are unmet transit needs in Lake County. If people don't have an issue or know of someone who does, they probably aren't aware of the existing issues.

11. **Next Proposed Meeting** – April 14<sup>th</sup> at 1:30 at the Lake Links office in Clearlake
12. **Announcements/Good of the Order**  
None.
13. **Adjourn Meeting** - Meeting adjourned at 2:58 p.m.

Respectfully Submitted,

James Sookne  
Lake APC Administration



## SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL STAFF REPORT

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**TITLE:** 2020/21 Unmet Transit Needs Recommendation

**DATE PREPARED:** 4/8/20

**MEETING DATE:** 4/14/20

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**SUBMITTED BY:** James Sookne, Program Manager

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**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 2019 meeting of the SSTAC, where the FY 19/20 list of potential unmet needs was reviewed. At that meeting, the SSTAC chose to defer developing the list of Unmet Transit Needs to the February 2020 meeting in hopes of getting more feedback from the public. Following the development of a list of potential unmet needs, a public hearing was held by the APC on April 8, 2020, at which time 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).

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

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**ALTERNATIVES:** None

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**RECOMMENDATION:** The SSTAC recommends to the Lake APC Board that findings can be made (per the analysis by LTA staff) that there are unmet transit needs which are reasonable to meet according to the adopted definitions. It is anticipated that the APC will take action at their May 6, 2020 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

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April 8, 2020

Lisa Davey-Bates  
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## Lake Transit Authority Response to Potential Unmet Transit Needs & Recommended Findings for the APC FY 2020/21

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

Thank you for the opportunity to respond to the list of FY 2020/21 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 (SRTA) that would provide capital funding for a zero-emission bus project for Phase II of the North State Express. Announcement of TIRCP awards was anticipated to be on April 1<sup>st</sup>, however it has been delayed due to the COVID-19 pandemic. If SRTA's current TIRCP grant for the Lake Feeder Route is unsuccessful, there will not be an opportunity to fund service to Sacramento in 2020/21; 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 and Lake Links, as the former and current CTSA respectively, have taken steps that may improve services to outlying areas. 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. Lake Links 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 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. In partnership with Lake Links, Medi-Links was created in 2019 to provide NEMT services to out-of-county locations. To date, the program currently takes clients to Santa Rosa; however, as the program expands, additional destinations will be included. LTA was successful in obtaining an additional 5310 grant late last year that will allow Medi-Links to continue to grow into the future.

**Recommended Finding:** NEMT service to out-of-county locations is reasonable to meet and was implemented in 2019. Initially, the service provides trips to Santa Rosa. As the program expands, trips will be available to additional destinations.

**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. Individualized, flexible transportation to meet the transportation needs of seniors, persons with disabilities, or low-income persons who are unable to utilize the existing public transportation system.**

**Response:** Although most of the focus as of late has been on non-emergency medical transport (NEMT) services, there is also a need for other “on-demand” types of services for non-medical trips. A previous survey for the Pay-Your-Pal (PYP) program revealed that 90% of the respondents were in favor of this type of service. Without additional funding dedicated to this “on-demand” service, implementation of this service at this time could only be done by reducing existing fixed-route service. It would be beneficial to study this further in the next Transit Development Plan to determine the extent of the demand. If the demand is high enough, LTA and/or Lake Links could then pursue additional funding to implement the service.

**Recommended Finding:** At this time, implementation of an “on-demand” type service to meet the transportation needs of seniors, persons with disabilities, or low-income persons who are unable to utilize the existing public transportation system is an unmet need that is unreasonable to meet; however, it should be studied in the next Transit Development Plan for Lake County.

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,



James Sookne  
Program Manager