



LAKE COUNTY/CITY AREA PLANNING COUNCIL

Lisa Davey-Bates, Executive Director
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367 North State Street, Suite 206
Ukiah, CA 95482

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC) AGENDA

DATE: Thursday, August 13, 2020

TIME: 1:30 pm

PLACE: Audioconference **Dial-in number: 1-669-900-6833 / Meeting ID: 947 7081 7542**

***Zoom link provided to SSTAC members in distribution email and to public by request**
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. Public comments will be available during Thursday's meeting on any agenda item. Please send comments to James Sookne at 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.

-
1. Call to Order and Introductions
 2. Public Input
 3. Approval of Draft April 14, 2020 SSTAC Meeting Minutes
 4. Partial Draft Lake County 2021 Coordinated Public Transit – Human Services Transportation Plan (*Pogue*)
 5. SSTAC Membership Roster Update (*Sookne*)
 6. Update on Lake Links
 - a. Mobility Manager Report (*Kincy*)
 7. Update on Lake Transit Projects and Grants
 8. Update on Lake Transit Authority (LTA) meetings
 - a. August 5, 2020 meeting
 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. Discuss next meeting Date: TBD
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) 234-3314, at least 72 hours before the meeting.

Date posted: 8/7/20

List of Attachments:

- Agenda Item #3: April 14, 2020 Draft meeting minutes*
- Agenda Item #4: Partial Draft Lake County 2021 Coordinated Public Transit – Human Services Transportation Plan*
- Agenda Item #5: SSTAC Roster*
- Agenda Item #6: Mobility Manager Report*
- Agenda Item #8a: 8/5/20 LTA Agenda*



LAKE COUNTY/CITY AREA PLANNING COUNCIL

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

Tuesday, April 14, 2020
1:30 p.m.

Audioconference

Present: Paul Branson – Chair, Karen Dakari, Holly Goetz, Karl Parker, Pastor Shannon Kimble-Auth

Absent: Michelle Dibble – Vice Chair, Tavi Granger

Staff Present: James Sookne

1. Call to Order and Introductions

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

2. Public Input

None.

3. Approval of Draft February 11, 2020 SSTAC Meeting Minutes

Holly motioned, Paul seconded, to approve the February 11, 2020 minutes as presented. Approved unanimously.

4. FY 2020/21 Unmet Transit Needs Process

The list presented in this packet was developed by the SSTAC at the February meeting and was taken before the Lake Area Planning Council Board of Directors at their April meeting. The Board made a finding that at least one of the needs on the list met the adopted definition of a potential unmet need.

Pastor Shannon brought up how we can document whether or not there is an actual need for Sunday service. She mentioned that maybe we could reach out to the various churches across the County and do a survey of their congregations. James mentioned that there is a transit survey that is under development that will be conducted in the late summer/early fall of 2020. He suggested that a question about Sunday service could be included to see if there is an actual need. Pastor Shannon said that she has an email list for many of the churches and she could help distribute the survey to the churches.

Paul made a motion to recommend to the Lake APC Board that findings can be made that there are unmet transit needs which are reasonable to meet according to the adopted definitions. Holly seconded. Approved unanimously.

5. Update on Lake Links

a. Mobility Manager Report

Karl reported that there are now 119 clients enrolled in the Pay-Your-Pal program and 10 pending applications. In light of the COVID-19 pandemic, Lake Links mailed suggestions for safe use of the volunteer driver program during this time.

Hardester's in Middletown re-opened last week, therefore ending the need for the shuttle to the Hardester's in Hidden Valley. Lake Links is exploring the possibility of continuing a local shuttle service to assist those in need.

The joint project that Lake Links had been working on with the Clearlake Rotary and the Live Oaks Senior Center has been cancelled due to COVID-19. All future plans have been suspended due to the pandemic and are pending direction from the Lake County Department of Public Health.

LTA provided 271 rides to the warming shelter during the month of March, for an average of 10.4 rides per day.

The planned presentation to the Senior Summit has been cancelled due to COVID-19. There aren't any other planned presentations until more is known about what will be possible post-COVID-19.

6. Update on Lake Transit Projects and Grants

a. TIRCP Grant

LTA was supposed to find out about their pending TIRCP grant application on April 1, 2020 but that date was pushed back due to COVID-19. The date of award announcement is unknown at this time.

b. 5310 grants

LTA and Lake Links have been working with Caltrans to shift funds from the existing Out-of-County NEMT grant to Pay Your Pal program. Caltrans provided formal approval on April 14, 2020 allowing the transfer of \$100,000 to the Pay Your Pal program.

7. Update on Lake Transit Authority (LTA) Meetings

a. April 8, 2020 Meeting

James presented the LTA 2019/20 First Half Operating Statistics and Financial Status Report and explained that although the first half was quite positive and productive, the second half of the year would be quite different due to COVID-19.

The Board approved the proposed FY 19/20 LCTOP allocations towards the Solar Canopy and Free Fares projects. A draft Memorandum of Understanding between LTA and member jurisdictions for bus passenger facility improvements was presented to the Board, after which staff was directed to work with the member jurisdictions to get them executed.

8. Update on Human Services Transportation Programs

a. People Services

Everything is pretty much at a standstill due to COVID-19.

b. Other programs and plans

None

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

None.

10. **Next Proposed Meeting** – TBD – James to send out a poll to see if there is a better day/time that works for everyone

11. **Announcements/Good of the Order**
None.

12. **Adjourn Meeting** - Meeting adjourned at 2:31 p.m.

Respectfully Submitted,

James Sookne
Lake APC Administration



SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL STAFF REPORT

TITLE: Lake County 2021 Coordinated Public Transit - Human Services Transportation Plan Update

DATE PREPARED: 8/7/20
MEETING DATE: 8/13/20

SUBMITTED BY: James Sookne, Program Manager

BACKGROUND: Federal transit law requires that projects selected for funding under the Enhanced Mobility for Individuals and Individuals with Disabilities (Section 5310) Program be “included in a locally developed, coordinated public transit-human services transportation plan,” and that the plan be “developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public” utilizing transportation services. These coordinated plans identify transportation needs of individuals with disabilities, older adults, and people with low incomes, provide strategies for meeting these needs, and prioritize transportation services for funding and implementation.

A partial draft of the Lake County 2021 Coordinated Public Transit – Human Services Transportation Plan, prepared by the University of the Pacific’s Center for Business and Policy Research, is attached for review and comment by the SSTAC. Comments will be reviewed and incorporated, as appropriate, into the final draft of the plan.

Staff from the Center for Business and Policy Research and the Lake Area Planning Council will be available at the meeting to answer any questions.

ACTION REQUIRED: None. This item is for review, discussion, and comment.

ALTERNATIVES: None

RECOMMENDATION: This item is being presented to the SSTAC for review, discussion, and comment.

Partial Draft Lake County 2021 Coordinated Public Transit – Human Services Transportation Plan

July 31, 2020

Prepared for:

Lake County/City Area Planning Council
367 N. State Street, Suite 204
Ukiah, California



Prepared by:

Center for Business and Policy Research
University of the Pacific
Stockton and Sacramento, California

UNIVERSITY OF THE PACIFIC

**Center for Business
& Policy Research**

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For Review Only

Glossary of Acronyms

ACS	American Community Survey
ADA	Americans with Disabilities Act
Caltrans	California Department of Transportation
CalWORKs	California Work Opportunity and Responsibility to Kids
CDBG	Community Development Block Grant
CSBG	Community Services Block Grant
CTSA	Consolidated Transportation Service Agency
DOF	Department of Finance
DOT	Department of Transportation
FY	Fiscal Year
JPA	Joint Powers Authority
LTA	Lake Transit Authority
LTF	Local Transportation Fund
MOU	Memorandum of Understanding
NEMT	Non-Emergency Medical Transportation
OAA	Older American Act
RTPA	Regional Transportation Planning Agency
Section 5310	Enhanced Mobility of Seniors & People with Disabilities program
SGR	State of Good Repair
SSBG	Social Services Block Grant
SSTAC	Social Services Transportation Advisory Council
TDA	Transportation Development Act
TIRCP	Transit and Intercity Rail Capital Program
VA	Veterans Administration

1.0 Introduction

1.1 Purpose

This document is an update to the 2014 Coordinated Public Transit – Human Services Transportation Plan for Lake County. Coordinated transportation is essential to keep people linked to social networks, employment, healthcare, education, social services, and recreation. Having access to reliable transportation can present a challenge to vulnerable populations, such as seniors, people with disabilities, and low-income individuals. For these groups, a coordinated transportation plan is necessary to improve access, efficiency, and promote independence.¹

Projects selected for funding under Federal Transit Administration (FTA) Section 5310 must be included in a coordinated public transit – human services transportation plan. According to the FTA, this Coordinated Plan should be a “unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of [three priority groups/transportation disadvantaged groups]: 1) individuals with disabilities, 2) seniors, and 3) individuals with limited incomes. This plan lays out strategies for meeting these needs and prioritizing services.” The plan should be developed through a process that includes representatives of public, private, nonprofit, and human services transportation providers; members of the public; and other stakeholders.

This plan is intended to meet coordinated-planning requirements as well as provide the Lake County/City Area Planning Council and its partners a “blueprint” for implementing a range of strategies intended to promote and advance local efforts to improve transportation for persons with disabilities, older adults, and persons with low incomes.

1.2 Approach

Required elements of the Coordinated Plan include:

- Assessment of transportation needs for transportation disadvantaged populations (seniors, people with disabilities, and people with low incomes)
- Inventory of existing transportation services
- Strategies for improved service and coordination
- Priorities based on resources, time, and feasibility

With the 2014 Coordinated Plan as the starting point, this update was shaped by recent planning documents including Lake Transit Authority meeting minutes, Social Services Transportation Advisory Council (SSTAC) meeting minutes, Unmet Transit Needs Findings, and grant applications. Transit providers, other stakeholders, and the public provided input through conference calls and written comments.

[...description of approach will be completed later in the project]

1.3 Funding for Public Transportation in Rural California

[This section will be completed with input from Caltrans]

¹ Language taken from 2004 Executive Order: Human Service Transportation Coordination. Issued by George W. Bush, February 24, 2004.

2.0 Demographics Profile²

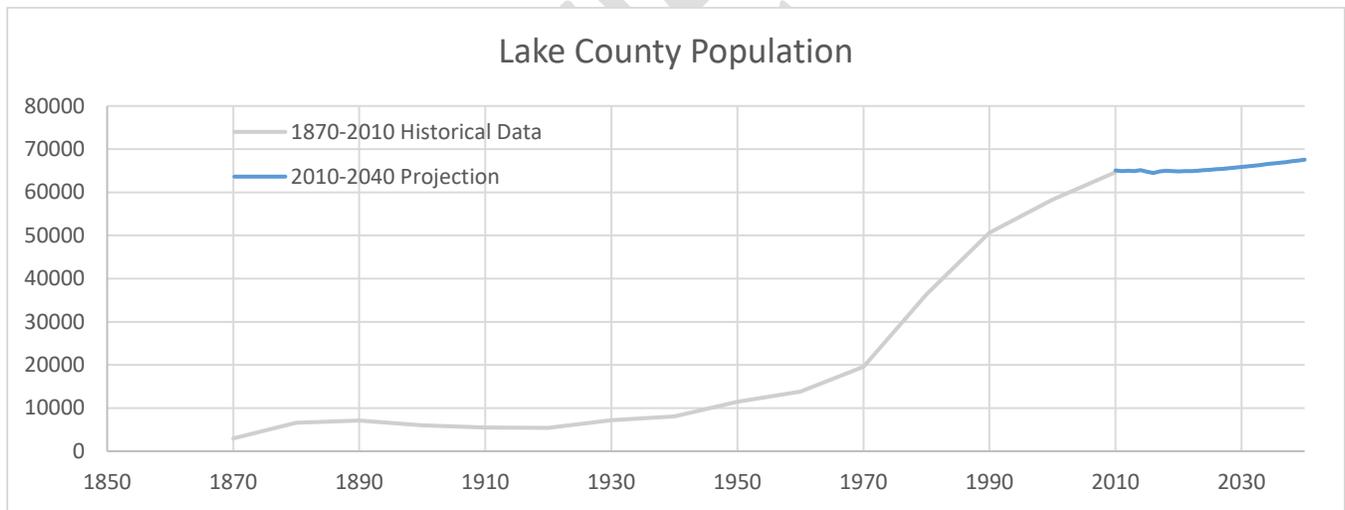
2.1 Target Population Characteristics

County Data

Nationwide, transit system ridership is drawn largely from various groups of persons who make up what is often called the “transit dependent” population. This category, also described as transportation disadvantaged, includes elderly persons, persons with disabilities, and low-income persons. In addition, veterans, members of households with no available vehicles, and passengers with limited English proficiency may have transportation needs that differ from the general public.

Lake County has an estimated total population of 64,148, or 0.16% of California’s population. The proportion of the county’s population that is transit dependent is higher than both state and national averages. Figure 1 and Table 1 below provide population characteristics, including details of the key demographic groups for this report: seniors, individuals with disabilities, and low-income individuals. For comparison, the total population and percent of these demographic groups is also presented for California and the United States.³

Figure 1: Population Trendline (1880-2040)



Source: California Department of Finance, Historical Census Populations of California, Counties, and Incorporated Cities, 1850-2010; Total Estimated and Projected Population for California and Counties, 2010-2040

² The language and information from this section were taken from Lake County’s 2014 Coordinated Plan-Human Services Transportation Plan and 2018 American Community Survey

³ Data from the State of California’s Department of Finance is also referenced in this section. Note that the data from the U.S. Census Bureau and Department of Finance slightly differ from one another because of years the data represent as well as differences in the sources of data and methodology of calculation.

Table 1: Target Population Characteristics

Area	Total Population	% persons aged 65+	% persons w/ disability	% poverty level	% veterans	% speak English less than “very well”
Lake	64,148	21.7%	20.1%	18.4%	9.9%	6.4%
California	39,148,760	13.6%	10.4%	12.8%	5.4%	18.1%
United States	322,903,030	15.2%	12.6%	13.1%	7.5%	8.5%

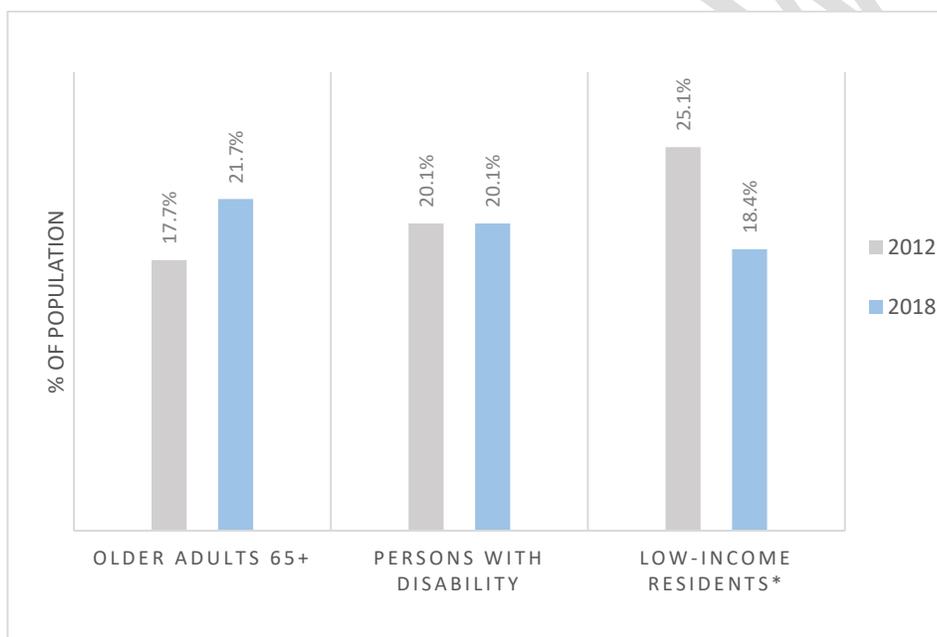
Source: U.S. Census Bureau: American Community Survey (ACS), 2018 5-year Estimate

*Source: U.S. Census Bureau: Small Area Income and Poverty Estimates (SAIPE), 2018

Changes among Target Populations

Figure 2 provides information reflecting the changes among target populations in recent years.

Figure 2: Changes among Target Populations



Source: U.S. Census Bureau: American Community Survey (ACS), 2012 and 2018 5-year Estimate

*Source: U.S. Census Bureau: SAIPE, 2012 and 2018

Older Adults

To better understand how the older adult population in Lake County is changing, refer to Table 2, which shows the total number of older adults (65 and older) in 2010, along with projections for every decade until 2060.

Using California’s Department of Finance population projection data, between 2010 and 2060, Lake County’s population that is over the age of 65 is expected to grow by 7% (see Table 2). However, the population under 65 is projected to grow by 19%. By 2060, approximately 16% of the County’s population will be older adults, a decrease from 2010. This contrasts with many other counties in California, where the older adult population is growing.

Table 2: Population Projections for Older Adults

Age Group	2010	2020	2030	2040	2050	2060	Population Change 2010-2060
Under 65	53,546	50,160	49,188	52,794	57,389	63,785	19.1%
65-74 (Young Retirees)	6,590	8,125	8,010	5,192	5,183	5,469	-17.0%
75-84 (Mature Retirees)	3,517	5,216	6,467	6,588	4,430	4,453	26.6%
85+ (Seniors)	1,395	1,370	2,209	2,981	3,300	2,370	69.9%
Subtotal Pop: Age 65+	11,502	14,711	16,686	14,761	12,913	12,292	6.9%
% Older Adults	17.7%	22.7%	25.3%	21.9%	18.4%	16.2%	- 8.6%

Source: California Department of Finance, State and County Population Projections by Major Age Groups, January 2020

People with Disabilities⁴

According to the ACS, 20.1% of the non- institutionalized population of Lake County population has a disability. This proportion is much higher than both the state and national average (see Table 1). In Lake County, the top three disability issues for those disabled under 18 are cognitive, self-care, and vision difficulties. For those disabled between ages 18 and 64, the top three disability issues are cognitive, independent living, and ambulatory difficulties. For those 65 and older, the top three disability issues are ambulatory, self-care, and independent living difficulties. 42.7% of the non-institutionalized population in Lake County that is 65 and older has a disability

These disability statistics, which cover six disability types, were produced based on questions introduced to the ACS in 2008.⁵ Because of changes in questions, one must be cautious when comparing previous Census/ACS disability data.

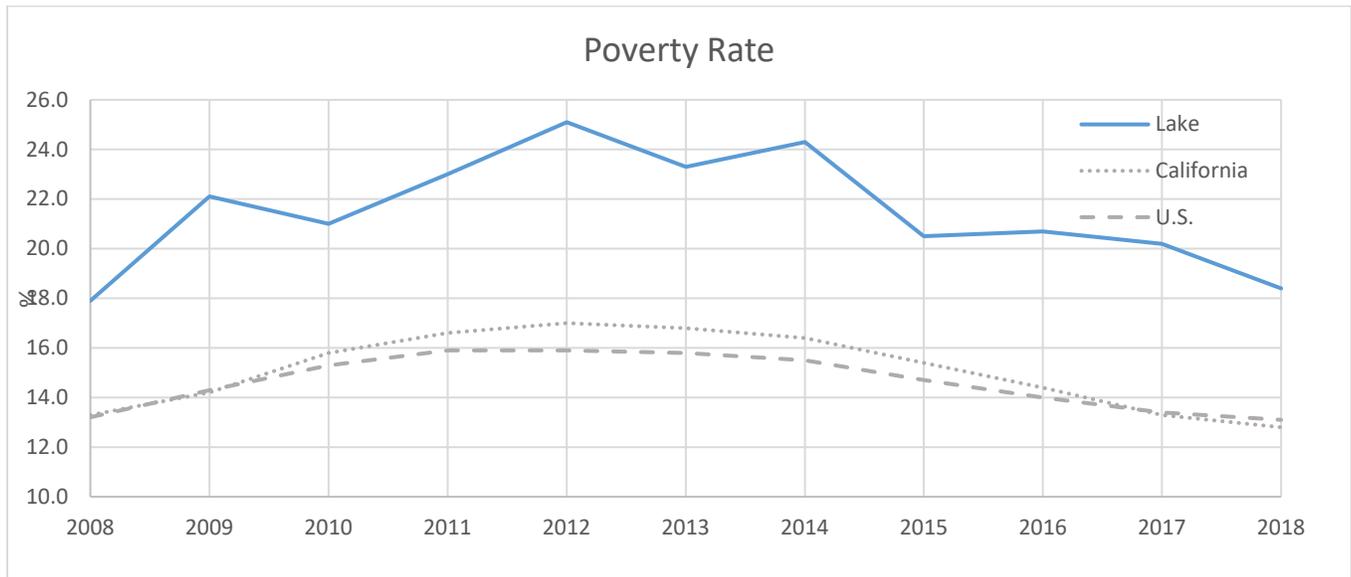
Low-Income Residents

According to the Small Area Income and Poverty Estimates (SAIPE) produced by the U.S. Census Bureau, 11,689 persons, or 18.4% of the population, in Lake County live below the federal poverty level. In the past decade, the Lake County poverty rate has been consistently higher than both state and national rates, currently 12.8% and 13.1%, respectively.

⁴ “Disability.” ACS. <https://www.census.gov/topics/health/disability/guidance/data-collection-ac.html>

⁵ For more information, please visit the Census Bureau’s page on Disability and American Community Survey at <https://www.census.gov/topics/health/disability/guidance/data-collection-ac.html>.

Figure 3: Poverty Rate (2008-2018)



Source: U.S. Census Bureau: SAIPE, 2008-2018

Vehicle Access

The vehicle availability of Lake County households is examined in Table 3. While 2018 ACS data shows that the majority of households have access to one or more vehicles, 6.9%, or over 1,700 households, do not.

Table 3: Household Vehicle Availability

Households with:	
0 vehicle	6.9%
1 vehicle	34.3%
2 vehicles	35.2%
3 or more vehicles	23.7%

Source: U.S. Census Bureau: ACS, 2018 5-year Estimate, Physical Housing Characteristics for Occupied Housing Units

Table 4 below summarizes the mode of transportation utilized by the working population. The majority (71%) of all workers are driving alone, while less than 1% of workers utilize public transportation as a means of transportation to work.

Table 4: Means of Transportation to Work

Working population (16 years and over in households)	22,475
Travel to work by:	
Car, truck, van – drove alone	71.0%
Car, truck, van – carpooled	11.2%
Public transport	0.6%
Walked	3.4%
Taxi, motorcycle, bike, other	0.6%
Work at home	13.2%

Source: U.S. Census Bureau: ACS, 2018 5-year Estimate, Means of Transportation to Work by Vehicles Available

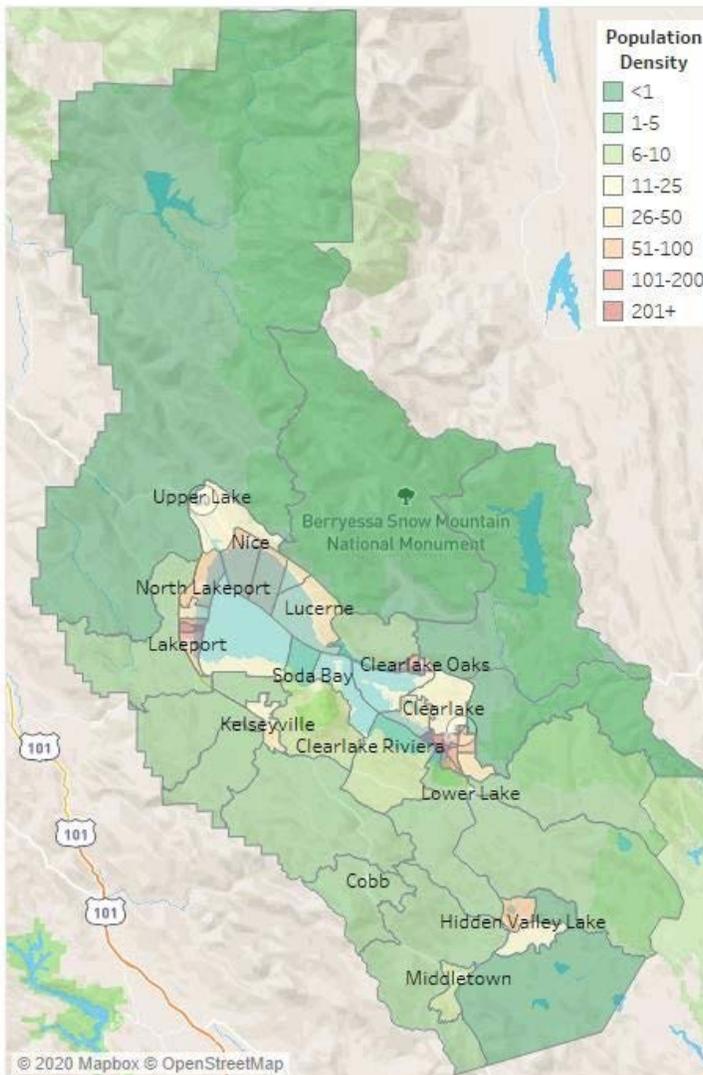
2.2 Distribution of Transit Services and Persons

Lake County has a population density of approximately 51 persons per square mile of land. For comparison, the population density for the state of California is 256 persons per square mile. Population is clustered in the central and lower portions of the county. There are additional pockets of density in areas that include Middletown, Cobb, Clearlake Oaks, and Upper Lake. Many of the county’s residents live on the shores of Clear Lake. Considering 2012 U.S. Census data, 82% of the County’s population live within ¼ mile of a Lake Transit route.

Figure 4: Population Density

Population Density By Census Block In Lake County

Source: U.S. Census Bureau, 2018-2014 5-Year ACS



3.0 Existing Transportation Resources

This section documents the various transit providers and resources that serve Lake County, including public, private, and social service providers. Particular focus is given to providers that meet the transportation needs of older adults, persons with disabilities, and persons of low income.

Regional Transportation Planning Agency (RTPA): Lake Area Planning Council

Coordinated Transportation Services Agency (CTSA): Lake Links

3.1 Key Origins and Destinations

Key origins and destinations for Lake County residents include:

County of Lake, Lakeport – Countywide
Lake County Career Center – Lakeport
Lake County Department of Mental Health – Lucerne, Clearlake
Lake County Department of Social Services – Lower Lake
Lakeport Senior Center – Lakeport
Rocky Point Care Center – Lakeport
Lucerne-Alpine Senior Center – Lucerne
Middletown Senior Center – Middletown
Adventist Health Clear Lake Hospital – Clearlake
Sutter Lakeside Hospital – Lakeport
Konocti Vista Casino Resort – Lakeport
Robinson Rancheria Resort & Casino – Nice
Twin Pine Casino – Middletown
Scully Packing Co. LLC – Finley
Wal-Mart – Clearlake

Popular out-of-county destination cities for medical appointments include Santa Rosa, Ukiah, Oakland, San Francisco, St. Helena/Deer Park, Sacramento, and Willits.

3.2 Public Transit Service

Lake Transit Authority (LTA)

Lake Transit Authority (LTA) provides public transit services throughout Lake County and operates connecting routes to intercity and regional bus services in Napa and Mendocino counties. Curb-to-curb demand response service is available within ¼ mile of the local circulator routes in Clearlake, Lower Lake and Lakeport. The fixed route and Dial-A-Ride system is contracted through ParaTransit, a private company headquartered in Bremerton, Washington.

Regional and Intercity Routes: Lake Transit operates six routes that provide service throughout Lake County and offer connections between the larger cities and population centers.

- Route 1 (North Shore Clearlake to Lakeport): Route 1 travels along the north shore of Clear Lake between the cities of Lakeport and Clearlake. Service is also provided to the towns of Upper Lake, Nice, Lucerne, Glenhaven,

and Clearlake Oaks. This route operates on weekdays between 6:00AM and 7:08PM and Saturdays between 7:00AM and 7:08PM, with headways that range from one to two hours.

- Route 2 (Highway 175, Kit's Corner to Middletown): Route 2 travels between Middletown and Kit's Corner along Highway 175. Travel can be made to the areas of Anderson Springs, Cobb, Hoberg, and Loch Lomond. Route 2 only operates on weekdays between the hours of 6:35AM and 4:22PM. The bus travels northbound with two-hour headways in the morning hours; all other runs have four-hour headways.
- Route 3 (Highway 29, Clearlake to Deer Park): Route 3 operates four daily roundtrips between the city of Clearlake to the cities of Calistoga and Deer Park in Napa County. This service operates on weekdays and Saturdays from 6:10AM to 6:54PM. Headways range from two to five hours depending on time of day.

Transfers between Route 3 and Napa's VINE Route 10, Calistoga Shuttle, or St. Helena Shuttle are free. Lake Transit accepts transfers from any of these three Napa transit services and they accept the Lake Transit Route 3 transfer.

- Route 4 (South Shore, Clearlake to Lakeport): Route 4 travels along the south shore of Clear Lake along Highway 29, between Lakeport and Clearlake. Stops are also available in Lower Lake and Kelseyville. Route 4 operates on weekdays and Saturdays between 6:00AM and 9:19PM with one to three hour headways.
- Route 4a (Soda bay, Kit's Corner to Lakeport): Route 4a services Soda Bay, travelling from Kit's Corner and ending with a clockwise loop through the City of Lakeport. Stops are also made in Kelseyville and Finley. This route has three runs daily and operates on weekdays only from 9:16AM to 6:03PM with two to five hour headways.
- Route 7 (Lakeport to Ukiah): Route 7 provides a connection from the City of Lakeport to Mendocino County to the City of Ukiah. Route 7 travels through Upper Lake and Blue Lakes to provide access to the VA Clinic, Amtrak, Mendocino College, and the Ukiah Airport. This route provides four runs daily in each direction, operating on weekdays and Saturdays between 7:55AM and 8:28PM. Headways range from two to five hours.

LTA accepts Mendocino Transit Authority (MTA) transfers for a \$1.00 discount to ride on LTA Route 7, where trips originate in Mendocino County. MTA also accepts LTA Route 7 transfers to ride their system for free.

Clearlake and Lower Lake Local Service: LTA also operates four local bus routes that circulate in and around Clearlake, Lower Lake and Lakeport.

- Route 10 (Clearlake/Clearlake Park North Loop): Route 10 operates on weekdays and Saturdays with one-hour headways, from 5:19AM to 7:33PM. This route travels as far north as Bush Street to Highway 53 and Main Street in Lower Lake to the south, providing access to the Clearlake Park Post Office, VA Clinic, and Lake County Social Services.
- Route 11 (The Avenues): Route 11 operates on weekdays and Saturdays with one-hour headways, from 5:40AM to 7:09PM. The route covers from the Walnut Grove Apartments to the north to Yuba College and Walmart to the south, providing access to Adventist Health Clearlake Hospital.
- Route 12 (Clearlake/Lower Lake South Loop): Route 12 runs on weekdays and Saturdays from 7:00AM to 3:49PM with one-hour headways. This route covers the southern portion of Clearlake and Lower Lake by stopping at Old Highway 53 and Main Street, Lower Lake High School, and Lake County Social Services.

Lakeport Local Service:

- Route 8 (Lakeport City): Route 8 operates within the City of Lakeport, traveling as far north as Sutter Lakeside Hospital and as far south as Mendocino College. Stops are also available to K-Mart on Main Street. Service runs weekdays and Saturdays from 6:14AM to 8:20PM with one to two hour headways.

Dial-A-Ride/Flex Stop: Lake Transit offers Clearlake/Lower Lake Dial-A-Ride and Lakeport Dial-A-Ride during the same days and hours as the local bus routes.

In areas that are not served by LTA’s Dial-A-Ride system, Flex Stop deviated fixed route service is available when a deviation is requested by the rider. The bus will travel up to one mile off its regular route to provide service at the curb.

Table 5: Lake Transit Fare Schedule

	General Public	ADA & Elderly Discount	2 Children age 5 and under (w/ paying adults)	
Local				
Bus Routes	\$1.25	\$0.75	Free	
Flex Stop Adds	\$5.00	\$0.75		
Regional				
Bus Routes	\$2.25	\$1.50		
Flex Stop Adds	N/A	\$1.25		
Dial-A-Ride				
Same Day Service	N/A	\$3.00		
One Day Advance Reservation	N/A	\$2.50		
Mendocino & Napa County via Routes 3 and 7	\$5.00			

Source: Lake Transit, Cash Fares

Riders can purchase additional Lake Transit passes at various locations around town, including North Shore Sentry Market & Deli, Lakeview Supermarket, or at Lake Transit. Riders can buy Punch Passes in \$10.00 denominations, good for \$11.00 worth of bus fares. A monthly Fast Pass costs \$40.00 and is good for unlimited rides on Lake County bus routes. A system weekly pass is also available for \$20.00, which is good for unlimited rides for seven calendar days on Lake Transit fixed-routes in Lake, Mendocino, and Napa Counties. Up to two children ages 6 to 12 may ride at the family discount fare and two children ages 5 and under may ride Lake Transit free, with accompanying adult.

Table 6: Lake Transit Authority System Ridership

FY	2015/16	2016/17	2017/18	2018/19	2019/20
Ridership	284,226	252,793	240,763	236,271	234,884
Average fare per passenger	\$1.31	\$1.60	\$1.56	\$1.60	\$1.56

Source: Lake Transit Authority, 2019/20 3rd Quarter Report Executive Summary

3.3 Social Service Transportation

Lake Links

Lake Links is Lake County’s Coordinated Transportation Services Agency (CTSA) and is designated to develop and administer a coordinated paratransit/non-emergency medical transportation (NEMT) plan.

Medi-Links: Medi-Links is a transportation service that provides NEMT to areas outside of Lake County, Monday to Friday. A lift-equipped, wheelchair/electric scooter-accessible van makes trips to medical providers in Santa Rosa, Deer Park/St. Helena, Napa, Ukiah, and Willits. Riders must make reservations at least 24 hours before the appointment, and fares are \$20.00 round trip. Pick up locations are local hospitals and senior centers, and curbside pickup at other locations can be arranged on an individual basis.

Pay-Your-Pal: Qualified riders identify a friend or family member who will provide them with rides to medical appointments. Applicants can contact Lake Links and apply over the phone. Lake Links will provide a \$0.35/mile reimbursement, with a 200-mile-a-month allocation. For patients with longer treatments, there is a 12-month plan that provides the full cost upfront. Qualified riders include those who are elderly or disabled, have low income, need assistance travelling to non-emergency appointments, and are unable to use other forms of transit.

Lake County Department of Social Services (LCDSS)

The LCDSS purchases LTA bus tickets for their clients and can provide transportation for youth in foster care and CalWORKs recipients needing to access employment services.

Lake County Office of Education (LCOE)

A collaboration between LCOE's Healthy Start program and First 5 Lake is the Children's Oral Health Project, which offers referrals for dental treatment and transportation. On Thursdays and Fridays Healthy Start provides transportation to travel from school sites to the dental clinic in St. Helena and out of county to Oakland Children's Hospital.

Lake Family Resource Center

Lake Family Resource Center is a nonprofit organization that connects families with community resources. Prearranged transportation to Early Head Start and Teen Parenting program activities can be arranged.

Live Oak Senior Center

In Clearlake Oaks, the Live Oak Senior Center runs a Meals on Wheels program to deliver meals to homebound seniors.

Lucerne Senior Center

In 2019, the Lucerne Senior Center collaborated with the Lakeport Senior Activity Center to provide delivery of nutrition services to the elderly.

People Services

People Services is a non-profit agency providing life assistance programs to persons with disabilities within Lake County. Transportation services are available that provide door-to-door transportation for persons attending and accessing their day and work programs. Vehicles are wheelchair lift-equipped, able to serve ambulatory and non-ambulatory trip referrals and provide transportation to out of county medical appointments. Vehicles are also available for community-access day events.

Adventist Health Clear Lake

More than Wheels: In 2016, funds were raised to purchase a patient transportation vehicle and establish an "After Hours" fund to cover bus and cab fare. By their 2018 Community Health Update, 4,496 patients had received bus vouchers and 3,697 had received a ride from the shuttle.

Through a partnership with LTA in 2017, the medical center acquired an additional vehicle. The wheelchair-accessible 8-passenger minibus transports patients who have difficulty travelling to and from medical appointments in Lake County. This partnership has been extended through May 2021.

Bright Start: First 5 Lake funds a mini-grant to provide gas vouchers and bus passes for parents and children age 0-5 to travel to and from medical offices and education classes.

Lakeview Health Center

Lakeview Health Center in Lakeport offers some transportation in Ukiah and Lakeport using their Care-a-Vans. The center operates two non-wheelchair vans that seat five to six passengers and provide service within Lake County on weekdays. Patients are sometimes provided bus passes to ride Lake Transit or gas vouchers to travel out of county for specialized treatment.

Sutter Lakeside Hospital

In 2015, Sutter Lakeside Hospital partnered with LTA to provide non-emergency medical transportation to patients otherwise unable to reach Sutter Lakeside clinics. Residents of Kelseyville, Upper Lake, Lucerne, Lakeport, Nice, and Finley can apply for the service.

Tribal Health Consortium

Tribal Health Consortium is a federal Title I tribally sanctioned organization representing six federally recognized Native American tribes in Lake County, California. The consortium aims to improve the health status of the Native Americans of Lake County through the delivery of culturally sensitive and affordable health care services.

Transportation services are available to assist eligible patients with accessing medical, dental, and human services appointments at Lake County Tribal Health Consortium and to their referring providers out of county. To be eligible, patients must be registered and have a current referral with Lake County Tribal Health, provide proof of Indian Eligibility, reside in the delivery area, and have no transportation alternatives.

Medication pick-up and delivery services are also available.

Veterans Administration (VA) Shuttle

The VA shuttle is provided through the San Francisco VA Clinic and offers a shuttle service to transport veterans from the Clearlake clinic to the San Francisco clinic. Service is offered Monday to Friday. A single wheelchair accessible vehicle leaves the Clearlake VA Clinic at 5:30 AM and 1:00 PM (afternoon shuttle requires reservation), travels to the Santa Rosa VA Clinic then continues on to San Francisco. The shuttle departs from the San Francisco VA Clinic towards Clearlake at 7:00 AM, 10:30 AM, and 2:00 PM. For both northbound and southbound trips, passengers must transfer shuttles at Santa Rosa.

Clearlake VA Clinic

Lake County veterans needing to travel from home to the Clearlake VA Clinic may be eligible for free transit bus passes. The clinic requires at least 7 days' notice.

Disabled American Veterans (DAV) [Remains to be verified]

The DAV's transportation program is supported by volunteer drivers that pick-up Lake County veterans beginning at the police station in Clearlake. The vehicle continues to pick up veterans in Lower Lake at the Masonic Lodge, in Middletown at the post office, and in Napa at McDonald's, then continues on to the San Francisco VA Medical Center. The return shuttle leaves San Francisco when the last patient has completed his or her appointment, returning veterans back to their point of origin. One run is made per day, and reservations are required.

Redwood Coast Regional Center (RCRC)

The Redwood Coast Regional Center (RCRC) is one of 21 private, non-profit regional centers in California serving people with developmental disabilities through a contract with the California Department of Developmental Services. RCRC assists residents with developmental disabilities and their families to obtain community support and services. The center does not provide transportation services itself, however, it does assist individuals and families in paying for both public and private modes of transportation to and from the RCRC.

Kelseyville Unified School District (KVUSD)

The KVUSD Transportation Department uses 15 school buses to operate 9 routes, transporting approximately 950 students to and from school.

3.4 Private Service

Apple Taxi

This taxi company operates 24 hours, 7 days a week.

Clearlake Cab Company

This taxi company serves the city of Clearlake and surrounding areas of Lake County. Operating hours are Sunday to Thursday 7:00 am to 12:00 am and Friday to Saturday 7:00 am to 2:00 am. Fixed rates are provided for trips to Sacramento and San Francisco Airport.

Lake Co Taxi

This taxi company operates Sunday to Thursday 7:00 am to 9:00 pm, Friday to Saturday 7:00 am to 2:00 am.

Lake County Limousine Service

This service offers limousine rentals Wednesday to Friday 10:30 am to 6:00 pm, Saturday 10:30 am to 4:00 pm.

Maria's Midnight Rides

This taxi company operates 24 hours, 7 days a week. There has been limited service to 1 driver for day hours and 1 driver for night hours due to COVID-19. The taxi offers a \$2.50/mile rate within the county, while flat rates for different towns within the county vary.

3.5 Interregional Transportation Service

North State Intercity Bus System

With Lake Transit's TIRCP grant funding for hydrogen buses, LTA will be able to connect with Shasta Regional Transportation Agency, Santa Rosa City Bus, Sonoma County Transit, Mendocino Transit, and other northern California transit systems.

Amtrak

Amtrak trains and thruway buses do not directly serve any locations within Lake County. The closest locations to access Amtrak trains are in the cities of Davis, Suisun City, Chico, and Sacramento. Amtrak through-way buses can be accessed in the nearby cities of Cloverdale, Healdsburg, Ukiah, Santa Rosa, Rohnert Park, and Willits. LTA Route 7 stops at the Ukiah Amtrak Thruway bus stop located near Highway 101 and Perkins Street.

Greyhound

Greyhound does not provide direct service to or from Lake County. The closest Greyhound station for Lake County residents is in the City of Ukiah in Mendocino County. This Greyhound station is housed adjacent to the Ukiah City Airport and can be accessed by Lake County residents using LTA's Route 7 to Ukiah, which stops at this location three times daily. There are also Greyhound stations located in the city of Willits at the Main Street McDonalds just south of Highway 20 and in the City of Santa Rosa off Highway 101.

4.0 Coordination of Service

The various transportation providers and social service agencies in a county require coordination to compile information, avoid duplication of services, and cover all community transport needs. The state legislature sought to address these needs with 1979 Assembly Bill 120, named the Social Services Transportation Improvement Act. The bill allowed for the designation of a Consolidated Transportation Service Agency (CTSA) for each county. CTSA's are charged with improving transportation quality for the county, particularly for the transportation disadvantaged, by reducing inefficiencies and service gaps, and improving availability, coordination, and cost-effectiveness. This can include identifying opportunities for agencies to share vehicles, eliminating duplicate routes, synchronizing schedules, and increasing awareness of specialized transportation.

The CTSA for Lake County is Lake Links, a nonprofit public benefit corporation. Lake Links was designated by the Lake Area Planning Council (Lake APC) in 2019 to develop and administer a coordinated paratransit/NEMT plan, including the Medi-Links and Pay-Your-Pal programs described above.

4.1 Previously Identified Barriers to Coordination

During outreach for previous Coordinated Plans, service providers and other stakeholders identified barriers that prevented coordination of services in Lake County and would be areas of interest for the CTSA to address.

Size and geography: Access across communities is made difficult by the location of Clear Lake in the center of the county and the geographic isolation of rural communities with limited access to public transportation. These more isolated areas include Spring Valley, Lakeview Estates, Orchard Shores and Glenhaven.

Specific client needs: Lake County's population of low-income, senior, and disabled residents need more comprehensive non-emergency medical transport (NEMT) than what is provided. Some passengers travel considerable distances, including out-of-county, to reach medical appointments. These highly specific client needs are often met by individual social service organizations, which can make coordination between service providers difficult or result in duplication of services.

Funding restrictions: Providers are limited by both a lack of funds and restricted use of the funds they do obtain. For example, many organizations can only use their vehicles to transport their own clients, which reduces the opportunities for coordination.

Limited staff resources: Coordination efforts could benefit from staff specifically assigned with communicating with other service providers to identify opportunities to share resources or collaborate. For rural counties with limited resources, this is often not feasible.

4.2 Contemporary Coordination Issues

Barriers to Coordination

[This section will be developed with input from outreach later in the project]

Duplication of Services

[This section will be developed with input from outreach later in the project]

5.0 Progress on Coordination, Needs, and Strategies

Previous coordinated plans described coordination, unmet needs, and priority goals of the county, identified through an outreach process including stakeholder interviews, consumer focus groups, and surveys. This section discusses Lake County's progress in these components.

5.1 Coordination of Service

Coordination between transportation and other service providers can increase populations served and awareness of resources, while reducing redundancy and costs for the county. Barriers to such coordination efforts were identified through the stakeholder engagement process for previous Coordinated Plans. While some barriers linger or are unfeasible to address, the county has made progress on other coordination efforts.

Geographic restraints and highly specific client needs remain barriers to coordination and expansion of transport services. These barriers were first identified in previous Coordinated Plans and many remain classified as such because they are beyond the scope of a transportation agency. However, Lake County has made noticeable progress in coordination of services despite limited staffing and funds.

Their efforts resulted in securement of Section 5310 Mobility Management funding, which is intended to develop coordination between transit providers. This includes funding for mobility management, out-of-county NEMT, and mileage reimbursement. Under its newly designated CTSA, Lake Links, Lake County has a Mobility Manager and Administrative Assistant helping to address client needs within the bounds of funding restrictions and limited resources.

5.2 Gaps, Challenges, Unmet Transportation Needs

Due to a multitude of reasons including the funding and staffing constraints described above, transportation providers are often unable to meet all of the needs in their communities. Providers and members of the public identified these service gaps during previous Coordinated Plans to guide local transportation commissions in developing or adjusting services. This section summarizes and describes progress on these previously identified needs.

High need: Lake County had high levels of poverty and disability, with many residents who are recipients of MediCal or lack personal transportation. For example, probation clients needed regular transport to the center in Lakeport but may not have had access to a vehicle.

Lake County's population of those age 65 and over, with disabilities, and with low-income has remained high. Efforts to meet this population's needs are discussed in the needs that follow.

Service expansion – hours: Many respondents requested extended hours and increased service frequency particularly between rural communities. The need for Sunday and later night routes also existed.

Lake Transit piloted a late-night service between 2013 and 2015. Lake Transit expanded hours for job access in areas with high density of jobs and population, including welfare recipients and low-income residents. The pilot increased frequency at peak commute hours and extended hours of multiple routes until 10:00pm or later in cities and unincorporated communities. With the termination of the JARC grant program, project funds ran out in 2015. Although the county obtained funding through other sources, low ridership of these night services did not warrant extension of the pilot. Thus, many evening hours were discontinued or reduced for Routes 1, 5, 8, 12, and the NiteRider.

Service expansion – area: Residents who lived too far from fixed route did not have their needs met by the 1-mile deviation. Riders requested more route stop locations, including the library, One-Stop Center, jails, medical offices, and connections to interregional transit. In addition, the Tribal Indian Community, Scott's Valley Ranches, North Shore, Lucerne, and Spring Valley were identified as underserved areas.

Flex Stop is still generally limited to one mile of bus routes or to the extent possible.

Lake Transit received a TIRCP grant in spring of 2020, which will fund four long-range hydrogen fuel-cell buses that will be used for connectivity to Sonoma County Airport and other Bay Area locations for increased interregional access. This is in addition to the existing Medi-Links program run by Lake Links that transports patients to Santa Rosa and other out-of-county medical appointments.

Service expansion – accessibility: Some Lake Transit bus stops had missing sidewalks and unmarked stops that made accessibility difficult for riders. Some older adults and disabled passengers needed a higher level of door-to/through-door service than is provided, as well as routes to medical centers without having to transfer buses.

LTA completed its Bus Passenger Facility Plan in December of 2019, which identified and prioritized needs for bus stop improvements. This included discussion of improving sidewalks, curb heights, ADA wheelchair loading areas, and signage to ensure accessibility. **[Is there further information on implementation?]**

NEMT: Many patients are referred to out-of-county medical facilities for specialty care, thus there was need for broad NEMT services. For some riders, dial-a-ride is not understood and has limited service area, causing County Fire District ambulances to be called for NEMT.

The Pay-Your-Pal program, administered by CTSA Lake Links, allows riders to recruit their own drivers and receive reimbursement for miles travelled to non-emergency medical appointments. This program represented a great improvement to healthcare access and affordability for residents of Lake County, as well as a reduction in isolation for many patients.

Beginning in late 2019, Lake Links began Medi-Links, a new transit service designed to transport people between Lake County and Santa Rosa, which is one of the top referral locations for medical appointments. Beginning in spring of 2020, Lake Links no longer requires that trips be scheduled at least a week in advance. Fares are \$20 round-trip for the elderly and disabled. This program addresses the significant need for out-of-county transportation for patients who for a variety of reasons cannot use public transportation or a personal vehicle. The zero-emission buses newly funded by TIRCP will also be used for increased transport to Santa Rosa.

In 2017, LTA entered into a Memorandum of Understanding with Adventist Health Clear Lake, then known as St. Helena Hospital Clearlake. This partnership allowed the hospital to operate a vehicle for NEMT in Lake County through May 2020. The agreement was extended through May 2021.

Bus stops: Many respondents expressed the desire for improved bus stops. Many Lake Transit bus stops do not have signs, benches, or shelters, and create accessibility issues. Safety was also an issue at bus stops on highways and near heavy traffic.

The LTA Bus Passenger Facility Plan discussed bus stop numbers, amenities, locations, and safety improvements.

The Lake Transit Hub Location Plan, for which the county received TIRCP funding in spring 2020, included proposals for bus shelters at the new transit center.

Fare affordability: Suggestions included additional discounts for families with multiple children, students, older adults, and those who qualify for ADA.

The disability discount has not changed since the previous Coordinated Plan. However, with each adult passenger, up to two children between ages 6 and 12 ride with a family discount fare and up to two small children aged 5 and under ride free.

Transit information: A knowledge gap of transit services existed among the public and providers. Some bus stops did not have signs and lacked legible schedule information. Health care professionals also needed more awareness of transit services to communicate to their patients. Respondents identified that both print and online information needed improvement.

The Mobility Manager and Administrative Assistant distribute transit information to hospitals, give presentations at City Council meetings, and make other efforts to inform the public of accessible services.

The TIRCP grant awarded in spring of 2020 funds construction of a new transit center in the City of Clearlake. The new building will serve not only as a transportation hub, but also as an information hub where riders can buy tickets and learn about LTA services.

The LakeLinks.org website is a project of Lake Links that provides easy-to-navigate information about accessibility programs. Riders can plan their trips on both the LakeLinks.org and LakeTransit.org websites by inputting their start and end location with a departure or arrival time. Google Maps will then display their route.

5.3 Goals and Strategies

Previous Coordinated Plans outlined goals and strategies to address unmet transit needs and improve coordination while remaining feasible within funding, staffing, and sustainability restraints. The following is a discussion on the progress of the previously identified priorities for Lake County.

Goal 1 – Support, maintain, and enhance Lake County Public Transportation Services

1.1 Enhance and improve public awareness of and access to Lake County public transportation services through a comprehensive public information and bus stop improvement program

In June 2015, Lake County completed its Transit Development Plan and Marketing Plan. The process included stakeholder interviews and focus groups of potential riders including Welfare to Work clients, People Service independent living clients, and college students. The marketing plan aimed to increase ridership with strategies such as user-friendly designs, unified branding, passenger guides. The Plan also noted that Lake Transit lacked the staff time to dedicate to marketing and outreach.

In December 2019, LTA completed its Bus Passenger Facility Plan, which inventoried and recommended improvements to bus stops. This included bus pullouts, shelters, benches, curb and sidewalk, signage, and accessibility concerns. LTA Staff are working on reprogramming funds for a bus pullout on Lakeshore Drive in Clearlake, one of the recommendations of the Plan.

1.2 Implement SRTP-recommended service improvements as funding allows and where minimum performance standards can be met

[Is there information on implementation?]

1.3 Pursue and secure funding to support, maintain and enhance the Lake County public transportation network

Lake County has secured funding through a variety of sources to improve transportation quality and access. Since the previous Coordinated Plan, these include:

- TIRCP funding for construction of a new transit center and purchase of hydrogen buses. This project will also include workforce development with local community colleges.
- 5310 funding for out-of-county non-emergency medical transport (NEMT) through Medi-Links, mileage reimbursement through the Pay-Your-Pal program, and other mobility management efforts led by the Mobility Manager
- Low Carbon Transit Operation Program funds for a free college fare program for Mendocino College Lake Center and Lake County Campus of Woodland Community College students between 2018 and 2020
- Intercity Bus Grants
- Sustainable Transportation Planning Grant for the Bus Passenger Facility Plan
- State of Good Repair funding for the bus pullout in Clearlake [Please confirm]
- 5311(f) funding for Ukiah Intercity Bus Route 40 (Clearlake to Ukiah) and Ukiah Intercity Bus Route 30 (Calistoga to Upper Lake)

Goal 2 – Build capacity for specialized transportation alternatives, including formalizing a sustainable Consolidated Transportation Services Agency (CTSA) appropriate for Lake County

2.1 Define the CTSA model that is appropriate and sustainable for Lake County

In 2019, Lake Links was established as a nonprofit public benefit corporation. Lake Links serves as the CTSA and works to expand fundraising and lead coordination efforts. Implementation of mobility management projects has been a partnership between Lake Transit and Lake Links.

2.2 Seek new partnerships with interested, willing, and able agencies and organizations that can participate in projects addressing transportation needs and gaps of the Coordinated Plan target groups

With LTA obtaining funding for four new hydrogen buses in 2020, the agency will be able to further coordinate with Shasta Regional Transportation Agency to connect riders within the North State Intercity Bus System. This will support riders in need of interregional, out-of-county transportation for specialty medical appointments who would otherwise not have access.

LTA collaborated with Adventist Health to provide a van for NEMT service, and with Mendocino College and Woodland Community College to provide free student transportation. LTA has provided free transportation to the Warming Center for four years and continues to provide vehicles to People Services.

2.3 Integrate the Mobility Programs Coordinator position so that it can be a focal point for implementing the Coordinated Plan goals and strategies

In 2014, Lake Transit and the Area Planning Council initiated a Mobility Management program to address many of the transit needs as recommended by the previous Coordinated Plan. Initiatives included developing and implementing a senior center-based travel training program, out-of-county NEMT service, and expanded volunteer driver program; outreach to other agencies; development of materials and resources; partnership with hospitals and Peoples Services; and increasing data to support planning.

Established in 2014 with FTA Section 5317 funding, the position of Mobility Manager leads these efforts. The Mobility Manager and Administrative Assistant are housed under Lake Links, after its designation as CTSA. The Mobility Manager’s efforts to improve NEMT, volunteer driving programs, and partnerships with other organizations are described throughout this section.

Goal 3 – Develop sustainable non-emergency medical transportation solutions

3.1 Develop near and long-term non-emergency medical transportation (NEMT) alternatives that will address NEMT trip needs both within Lake County and to out-of-county destinations, including enhanced transit connections, special shuttle or life-line services, brokered trip provision across multiple providers, use of targeted mileage reimbursement and other such initiatives

Lake Links has established multiple NEMT resources with great success in recent years. For NEMT services within the county, LTA established an MOU with Adventist Health Clear Lake in 2017, then known as St. Helena Hospital Clearlake. This partnership was to provide a minimum of 2,500 NEMT trips by allowing the hospital to operate a Ford Elkhart minibus. The agreement was extended through May 2021.

The Pay-Your-Pal program, administered by Lake Links, reimburses people who drive fellow residents to medical appointments. Riders can apply over the phone to receive \$0.35/mile, up to 200 miles a month. Between the start of the program in October 2015 through November 2019, 123 clients received reimbursements for a total of 11,000 one-way trips, 242,000 miles, and 14,000 volunteer hours. Seen by the high usage, this targeted mileage reimbursement program has greatly improved access for the county’s residents most in need.

Beginning in late 2019, Lake Links operates Medi-Links, a transit service designed to transport people between Lake County and Santa Rosa, one of the top referral locations for medical appointments outside of the county. Beginning in spring of 2020, Lake Links no longer requires that trips be scheduled at least a week in advance. Fares are \$20 round-trip for the elderly and disabled and \$40 for the general public. This program addresses the significant need for out-of-county transportation for patients who for a variety of reasons cannot use public transportation or a personal vehicle. The zero-emission buses funded by TIRCP in 2020 will also be used for increased transport to Santa Rosa and the Bay Area.

3.2 Develop way finding and trip specific improvements or information tools to support travel to key NEMT destinations within and beyond Lake County

The LakeLinks.org and LakeTransit.org websites provide current information on routes, fares, and mobility programs. A trip planner is also available on both sites. Lake Transit information is live on Google Transit, meaning riders can input their departure, destination, and timing and view the recommended route in Google Maps. Several clinics and hospitals are listed in the dropdown menu of the Trip Planner.

6.0 Unmet Transportation Needs

6.1 Evaluation Criteria

To qualify for Local Transportation Funds (LTF) under the Transportation Development Act (TDA), rural counties must hold a minimum of one annual public hearing for receiving comments on unmet transit needs and provide definitions of unmet needs and their reasonability to meet. Lake Transit Authority has defined the following⁶:

- *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

Based on these definitions, the unmet needs identified through the outreach process are placed into two categories: reasonable to meet and unreasonable to meet.

6.2 Gaps, Challenges, Unmet Transportation Needs

[This is an initial draft of the sub-section and will be developed further with input from outreach later in the project]

Contemporary unmet transportation needs were identified through Lake County City Area Planning Council meetings and staff reports. Lake County APC has been conducting formal Unmet Transit Needs processes since 2014 in order to identify priority transit needs for transit dependent populations within the county. It assists the APC and LTA in determining how to best use the limited transit funding available to the region. SSTAC discusses the list of potentially unmet transit needs and makes recommendations to the APC on how to address them.

Eastbound service to Spring Valley: Transit for Spring Valley is an unmet need; however, it was previously identified as having low demand. The Live Oak Transportation Project in 2009 attempted to serve the area while the project was active. The Spring Valley community has a population of about 845, with a population density of 169 people per square mile. The distance to Spring Valley, low population density, and low service demand make another attempt at providing service unlikely.

Eastbound service connecting people with service to the Sacramento area: Intercity bus service connecting to Sacramento is an unmet need. The closest connection to the Sacramento area is at Cache Creek Casino. Lake Transit Authority was included in a coordinated joint Transit and Intercity Rail Capital Program (TIRCP) grant application

⁶ Terms defined in Adopted Definitions for the unmet Transit Needs Process, Approved by the APC 12/10/14

submitted by the Shasta Regional Transportation Agency (SRTA). LTA received this capital funding for zero-emission buses.

NEMT in outlying areas: NEMT transportation to service areas greater than one mile from fixed routes including vehicles with wheelchair lifts is identified as an unmet need. The Mobility Manager has developed programs to support wheelchair lift equipped vehicles, further development of the volunteer driver program, and development of NEMT wheelchair lift equipped service. However, limited and geographically dispersed demand still exist as challenges to serving more distant residents.

NEMT to out of county location: This is a need for both adults and children, focused on transport to Santa Rosa and San Francisco. Lake Links provides NEMT to Ukiah and Santa Rosa, but there is potential to modify the program to include trips to San Francisco. LTA obtained funding for zero-emission buses that will expand access to Bay Area locations, potentially including San Francisco.

NEMT after normal business hours: After LTA business hours, the only resources available to residents are typically taxi and emergency medical transportation providers, which are not meant for NEMT needs. Two ideas to address this problem exist: extend LTA paratransit hours, or provide an alternative NEMT service through Lake Links and collaboration with fire districts to dispatch efficient and cost-effective services. However, the feasibility of providing after hours NEMT is unknown.

Fixed route service on Sundays: This service need exists but the level of demand is not well documented. Sundays would likely generate even fewer riders than Saturdays, which already generate 35 to 40 percent fewer riders than on weekdays. Due to operating capacity, implementing Sunday service would result in a reduction of weekday service.

Individualized flexible transportation for seniors, persons with disabilities, or low-income persons unable to utilize the existing public transportation system: Recent efforts have improved NEMT service, but there is also a need for on-demand services for non-medical trips. A Pay-Your-Pal program survey indicated that 90% of respondents were in favor of this type of service. Funding is not currently available, but if need is demonstrably high enough, such a program could be pursued.

Expanded transit service and Mobility Training to accommodate job placement for developmentally disabled: Demand response service may be needed for jobs access, including outside of operating hours. The Redwood Coast Regional Center funds the transportation needs of developmentally disabled residents, and LTA is not required to provide service under the ADA outside of normal service hours. Thus this is not an unmet need.

Periodically re-evaluate the LTA transfer policy to ensure it is fair and equitable to everyone: All LTA policies should be periodically reviewed to ensure it supports fair and equitable transportation. This is not currently classified as an unmet need.

The above, unmet needs were classified as reasonable or unreasonable to meet by SSTAC discussion. Some needs were also identified as being met or unmet, depending on resources available and demand.

7.0 Priority Strategies

7.1 Evaluation Criteria

[This section will be developed later in the project]

7.2 New Priority Strategies

[This section will be developed later in the project]

8.0 COVID-19

[This is an initial draft of this section and will be developed further later in the project]

This section discusses changes made to transportation and social services caused by the COVID-19 pandemic of 2019 and 2020. While many services experienced reductions, LTA also implemented new services to meet needs arising from increased isolation and risk.

LTA provided buses to deliver food to the homes of those in Lake County who were most at risk for contracting or spreading COVID-19. This included food bank delivery service every Friday and meal delivery in partnership with Lakeport Senior Center. Due to distancing restrictions and for the safety of at-risk clients, Pay-Your-Pal drivers could still be reimbursed for unaccompanied trips taken on behalf of their client to essential destinations. Lake Links also mailed suggestions for safe use of the program. Throughout this time, LTA maintained the LakeTransit.org website with notices about service reductions, mask requirements, and other changes.

Lake Links was in discussions with Clearlake Rotary to operate a senior shuttle for activities, but conversations were put on hold during the pandemic. LTA is planning on providing fare-free service for the first quarter of FY 20/21.



SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL STAFF REPORT

TITLE: SSTAC Roster Appointments Update

DATE PREPARED: 8/7/20

MEETING DATE: 8/13/20

SUBMITTED BY: James Sookne, Program Manager

BACKGROUND: This past May, Karl Parker vacated his position on the Social Services Transportation Advisory Council (SSTAC) when he retired as the Mobility Manager of Lake Links. Following a thorough recruitment process, Clarissa Kincy was hired by the Lake Links Board of Directors to the new CEO and Mobility Manager for Lake Links. As an employee of the CTSA, Clarissa is eligible to replace Karl as a member of the SSTAC. Should the SSTAC choose to nominate Clarissa to replace Karl, that nomination will be taken to the APC for official appointment at the next Board meeting. Alternatively, the SSTAC may choose to approach a Lake Links Board member and see if they'd be willing to service on the SSTAC.

There are a couple other items that will need to be discussed regarding the roster. The positions currently filled by Michele Dibble, Paul Branson, and Kaye Bohren expire in October 2020. Since the next SSTAC meeting won't be until after these terms expire, staff recommends the SSTAC make nominations for these spots that will then be presented to the APC Board.

Additionally, the *Potential Transit User 60 Years or Older* is still vacant.

I've attached the current roster for reference.

ACTION REQUIRED: Make nominations to fill the vacant Consolidated Transportation Services Agency roster spot and those spots that will expire in October 2020. These nominations will then be taken to the Lake APC Board for formal approval.

ALTERNATIVES: None

RECOMMENDATION: Nominate Clarissa Kincy to replace Karl Parker as a member of the SSTAC and make nominations for the terms expiring in October 2020.

**SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC)
MEMBERSHIP ROSTER - 2020**

		<u>TERM</u>
1. Potential Transit User 60 Years or Older	Vacant	Nov. 2018 – Oct. 2021
2. Potential Transit User Disabled	Kaye Bohren 1685 South Main Street Lakeport, CA 95453 Phone: 263-4789 / E-mail: kay.bohren@me.com	Nov. 2017 – Oct. 2020
3. Social Services Provider Seniors	Tavi Granger Manager for County Adult Services P.O. Box 9000 Lower Lake, CA 95457 Phone: 707-995-5677 / E-mail: tavi.granger@lakecountyca.gov	Nov. 2019 – Oct. 2022
4. Transportation Provider	Holly Goetz, MSW, ASW Sutter Lakeside Hospital 5176 Hill Rd. E. Lakeport, CA 95453 E-mail: GoetzHR@sutterhealth.org	Nov. 2018 – Oct. 2021
5. Social Services Provider Disabled	Rev. Shannon Kimbell-Auth Adventist Health Clear Lake 15322 Lakeshore Drive, Suite 201 Clearlake, CA 95422 Phone: 707-461-4426 / E-mail: kimbels@ah.org	Nov. 2018 – Oct. 2021
6. Transportation Provider Disabled	Karen Dakari People Services 4195 Lakeshore Boulevard Lakeport, CA 95453 Phone: 263-3810 / E-mail: karendakari@yahoo.com	Nov. 2019 – Oct. 2022
7. Social Services Provider Limited Means	Michele Dibble Lake County Department of Social Services P.O. Box 9000 Lower Lake, CA 95457 Phone: 707-995-4364 / E-mail: mdibble@dss.co.lake.ca.us	Nov. 2017 – Oct. 2020
8. Consolidated Transportation Services Agency	Paul Branson P.O. Box 1355 Clearlake Oaks, CA 95423 Phone: 925-286-5494 / E-mail: shapingmobility@gmail.com	Nov. 2017 – Oct. 2020
9. Consolidated Transportation Services Agency	Karl Parker Lake Links P.O. Box 3001 Clearlake, CA 95422 Phone: 707-995-3330 / E-mail: clarissa.kincy@lakelinks.org	Nov. 2019 – Oct. 2022



Memo

To: Social Services Transportation Advisory Council

From: Lake Links, Clarissa Kincy

CC:

Mobility Report Agenda

August 2020

- 1) Pay-Your-Pal Ride Assistance Program
 - COVID Impacts
 - Utilization Update
 - Areas of Opportunity
- 2) Medi-Links: Out of County Medical Transportation
 - COVID Impacts
 - Utilization Update
 - Areas of Opportunity



PAY-YOUR-PAL UTILIZATION

<u>PERIOD</u>	<u># RIDERS</u>	<u># ONE-WAY TRIPS</u>	<u>TOTAL MILEAGE</u>	<u>TOTAL REIMBURSEMENT</u>
January 2020	53	411	9,872.06	\$3,455.41
February 2020	56	419	8,375.00	\$2,931.00
March 2020	43	344	6,760.80	\$2,366.28
April 2020	33	365	6,500.70	\$2,600.28
May 2020	37	422	8,148.30	\$3,259.44
June 2020	51	457	12,648.80	\$5,059.52
FISCAL YTD July 2019-June 2020	561	4,601	101,312.60	\$36,824.33

MEDI-LINKS UTILIZATION

<u>PERIOD</u>	<u># SCHEDULED TRIPS</u>	<u># COMPLETED TRIPS</u>	<u># CANCELLED TRIPS</u>
JULY 2019 – FEBRUARY 2020	30	24	6
MARCH 2020-JUNE 2020	47	33	14*

*COVID RELATED

MEDI-LINKS : NEW FIXED SERVICE ROUTE UTILIZATION

<u>PERIOD</u>	<u>SANTA ROSA # RIDERS</u>	<u>UKIAH # RIDERS</u>
JUNE 15, 2020 – JULY 15, 2020	4	n/a
JULY 16, 2020 – JULY 23, 2020	2	0



SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL STAFF REPORT

TITLE: Update on LTA Projects and Grants

DATE PREPARED: 8/7/20

MEETING DATE: 8/13/20

SUBMITTED BY: James Sookne, Program Manager

TRANSIT AND INTERCITY RAIL CAPITAL PROGRAM UPDATE

On July 21, 2020, the Lake County Board of Supervisors held a public hearing for consideration of a resolution declaring the site of the future transit hub as surplus and authorizing the sale and disposition of the property for the benefit of the public. Following the public hearing, the Board declared the property as surplus and authorized the County Administrative Officer to execute the vacant land purchase agreement with LTA for a sale price of \$200,000 and to carry out all necessary actions to complete the sale. Since that Board meeting, Lisa Davey-Bates has been working with the County to close the escrow on the property.

LTA staff has also been working with Caltrans to schedule a kick-off meeting with CalSTA ahead of an anticipated allocation of funds at the October CTC meeting.

BUS PULL-OUT IN CLEARLAKE:

LTA staff has been working with the City of Clearlake to construct the recently approved bus pull-out on Lakeshore Drive funded through the State of Good Repair Program. This project is set to go out to bid on July 30 with an opening date of August 20.

SUSTAINABLE TRANSPORTATION EQUITY PROJECT (STEP):

The Sustainable Transportation Equity Project (STEP) is a pilot program funded by cap and trade revenues. Lake APC staff, in partnership with LTA, is pursuing grant funds for a feasibility study for a zero emission (electric vehicle) car share program in the County with a focus on the transportation needs of low-income residents. The intention of the study would be to see how well such a program could fit in the rural Lake County region with the potential for future implementation (and funding) dependent on findings and recommendations of the completed project. The funding program stresses community engagement, and a list of partners for such a car share program could include Lake Transit, Lake Links, Air Quality Management Control, and selected Tribes. Applications are due August 31.

COVID-19 UPDATE:

Since the shelter-in-place order took effect in Lake County, year-over-year ridership for the system has declined between approximately 55 and 70 percent depending on the week. Fixed-route ridership has been buoyed by Routes 10 and 11 which have seen an average decline of almost 52% since the SIP was issued. The rest of the system saw declines in ridership between 60% and 93%, depending on the route. As Lake County has started to open over the last few weeks, ridership has slightly increased but it still down nearly 60% below 2019 levels.

The two service reductions that have been implemented during this pandemic, on March 23rd and April 8th respectively, have led to a reduction in revenue hours of approximately 54.5%. However, there is a silver lining in that this reduction in service has allowed LTA to operate new/expanded COVID-related services to help those in need during this crisis. Attached are a couple of graphs showing system-wide ridership levels compared to last year as well as the effect of the service reductions on revenue hours.

In April, LTA, in collaboration with various non-profit and social service agencies, launched the Community Food Drive Project (CFDP). This program delivered food directly to the homes of Lake County residents and focused on those who have experienced lost wages, are without transportation, or are medically fragile. Over the course of 11 weeks, over 500 deliveries were made to approximately 60 households each week. When Lake County began to reopen, CFDP suspended operations until further notice.

LTA has also been working with the Lakeport Senior Center to deliver meals to seniors in need throughout the County. These deliveries take place Monday through Thursday and through the end of June, over 2,250 meals have been delivered. This program continues to run as there is still a high need for this service.

In addition to the meal delivery services, on June 1st, LTA expanded the existing Out-of-County NEMT program by providing 3 trips to Napa & Sonoma counties per day in an effort to get Lake County residents to necessary appointments outside of Lake County. On July 15th, LTA added Mendocino county to this program, increasing transportation options for eligible residents of Lake County.

From an administrative perspective, LTA amended their contract with Paratransit Services to allow for hazard-pay bonuses to Paratransit Services staff. These bonuses are retroactive to March 1st and will be covered by CARES Act funds. These bonuses not only reward those who have continued to work during this crisis but also encourage them to keep working.

Staff will continue to monitor ridership data and current COVID-19 conditions and will adjust service levels as appropriate.

ACTION REQUIRED: None. Informational only.

ALTERNATIVES: None

RECOMMENDATION: None.



Lisa Davey-Bates, Executive Director
Administration
367 North State Street, Ste. 204
Ukiah, CA 95482
(707) 263-7868

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

DATE: August 5, 2020
TIME: 9:30 a.m. (or as soon thereafter as the Lake Area Planning Council Meeting Adjourns)
PLACE: Audioconference **Dial-in number: 1 (669) 900-6833 / Meeting ID: 954 9484 6302 #**

***Zoom link provided to Board Members in distribution email and to public by request.**

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, Lake Transit Authority's Board meeting will be by audioconference. Public comments will be available during Wednesday's meeting on any agenda item. Please send comments to our Board Secretary, Charlene Parker, at cparker@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.

1. Call Meeting to Order
2. Roll Call

PUBLIC EXPRESSION

3. Public input on any unmet transit need or any other item within the jurisdiction of this agency, but which is not otherwise on the above agenda

CONSENT CALENDAR

4. Approval of Minutes of the June 3, 2020 meeting
Review and proposed approval

REGULAR CALENDAR

5. Resolution No. 2020-21-01 Authorizing the Federal Funding Under FTA Section 5311 (49 U.S.C. 5311) with California Department of Transportation
Review and proposed approval

REPORTS

6. LTA Meetings Report
7. LTA Program Manager's Report
8. Paratransit Services' Report
9. Lake Links Update
10. Announcements

ADJOURN

PUBLIC EXPRESSION

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

AMERICANS WITH DISABILITIES ACT (ADA) REQUESTS

To request disability-related modifications or accommodations for accessible locations or meeting materials in alternative formats (as allowed under Section 12132 of the ADA) please contact the Lake Transit Authority Administrative office at (707) 263-7868, at least 72 hours before the meeting.

ADDITIONS TO AGENDA

The Brown Act, Section 54954.2, states that the Board may take action on off-agenda items when:

- a) a majority vote determines that an “emergency situation” exists as defined in Section 54956.5, **or**
- b) a two-thirds vote of the body, or a unanimous vote of those present, determines that there is a need to take immediate action and the need for action arose after the agenda was legally posted, **or**
- c) the item was continued from a prior, legally posted meeting not more than five calendar days before this meeting.

CLOSED SESSION

If agendaized, Lake Transit Authority may adjourn to a closed session to consider litigation or personnel matters (i.e. contractor agreements). Discussion of litigation or pending litigation may be held in closed session by authority of Govt. Code Section 54956.9; discussion of personnel matters by authority of Govt. Code Section 54957.

POSTED: July 30, 2020