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# COORDINATED PUBLIC TRANSPORTATION PLAN:

## Lake COUNTY

(Final Draft)

February 2021

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## Glossary of Acronyms

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<b>Acronym</b>	<b>Full</b>
ACS	American Community Survey
ADA	Americans with Disabilities Act
APC	Area Planning Council
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
DAV	Disabled American Veterans
DOF	Department of Finance
DOT	Department of Transportation
FY	Fiscal Year
JPA	Joint Powers Authority
KVUSD	Kelseyville Unified School District
LCDSS	Lake County Department of Social Services
LCOE	Lake County Office of Education
LTA	Lake Transit Authority
LTF	Local Transportation Fund
MOU	Memorandum of Understanding
NEMT	Non-Emergency Medical Transportation
OAA	Older Americans Act
RCRC	Redwood Coast Regional Center
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 Introduction

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## 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.<sup>1</sup>

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.

Due to the COVID-19 pandemic, outreach involved a series of virtual consultations and online surveys. The community meeting where the Lake County Coordinated Transportation Plan was discussed was held virtually through a Zoom webinar. This meeting was attended by Lake Transit staff, representatives from Lake Area Planning Council, Caltrans, Lake Links, First Five Lake County, People Services, SSTAC members, Department of Social Services, Woodland Community College, and Area Agency on Ageing. A list of contacts was also compiled by staff at the Center for Business and Policy Research. The contact list consisted of possible stakeholders, organizations, and service providers

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

in the county that provide services and assistance to seniors, the disabled, or low-income individuals. Individuals on the contact list were invited to the community outreach meeting by email and through phone calls.

Additionally, a short online survey accessible through a Survey Monkey link soliciting community input on community needs was shared with community outreach meeting attendees, to members of the public through the social media pages of community partners, and other key stakeholders. Two survey links were shared, one in English and the other in Spanish. Survey questions were written after the 2020 community outreach meeting and focused on previously identified needs, input from stakeholders and community outreach meeting attendees, and Lake County/ City Area Planning Council staff feedback. The Survey link was live from November 18, 2020, to December 11, 2020.

A total of 50 responses were collected. These responses help inform the Unmet Transportation Needs to be discussed in sections 6 and 8 of this report.

### 1.3 Funding for Public Transportation in Rural California

Transportation funding in California is complex. Funding for public transportation in rural California counties is dependent primarily on two sources of funds: 1) Federal Section 5311 funds for rural areas and 2) Transportation Development Act (TDA) funds generated through California sales tax revenues. These two funding programs are described later in this section.

Federal and state formula and discretionary programs provide funds for transit and paratransit services. Transportation funding programs are subject to rules and regulations that dictate how they can be applied for, used, and/or claimed through federal, state, and regional levels of government. Funds for human service transportation come from a variety of non-traditional transportation funding programs, including both public and private sector sources.

Federal transit funding programs require local matching funds. Each federal program requires that a share of total program costs be derived from local sources and may not be matched with other federal Department of Transportation funds. Examples of local matches, which may be used for the local share, include state or local appropriations, non-DOT federal funds, dedicated tax revenues, private donations, revenue from human service contracts, private donations, and revenue from advertising and concessions. Non-cash funds, such as donations, volunteer services, or in-kind contributions, may be an eligible local matching source; however, the documentation for this is extensive and usually not practical for rural agencies.

The following sections discuss different funding sources, some of which are new and some of which have been consolidated or changed from previous programs.

#### Federal Funding Sources

##### **FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program**

This program provides formula funding to increase the mobility of seniors and persons with disabilities. Funds are apportioned based on each state's share of the targeted populations and are apportioned to both non-urbanized (population under 200,000) and large urbanized areas (population over 200,000). The former New Freedom program (Section 5317) is folded into this program. The New Freedom program provided grants for services for individuals with disabilities that went beyond the requirements of the Americans with Disabilities Act (ADA). Activities eligible under New Freedom are eligible under the Section 5310 program. Section 5310 is reauthorized under the Fixing America's Surface Transportation Act (FAST) Act.

As the designated recipient of these funds, Caltrans is responsible for defining guidelines, developing application forms, and establishing selection criteria for a competitive selection process in consultation with its regional partners. State or local government authorities, private non-profit organizations, or operators of public transportation that receive a grant indirectly through a recipient are eligible recipients and sub-recipients for this funding. Projects selected for 5310 funding must be included in a local coordinated plan. The following is an overview of the funding program:

- Capital projects, operating assistance, mobility management, and administration related projects are eligible.
- 20% of program funds must be used on capital projects that are public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.
- 50% may be used for operating assistance expenses and New Freedom-type projects:
  - Public transportation projects that exceed the requirements of the ADA.
  - Public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit.
  - Alternatives to public transportation that assist seniors and individuals with disabilities.
- Statewide Funding Formula
  - 60% to designated recipients in urbanized areas with populations over 200,000.
  - 20% to states for small, urbanized areas (under 200,000 population).
  - 20% to states for rural areas.
  - Up to 10% of funding is allowed for program administration costs by Caltrans due to state law.
- Funds are apportioned for urban and rural areas based on the number of seniors and individuals with disabilities.
  - Federal share for capital projects, including the acquisition of public transportation services is 80%.
  - Federal share for operating assistance is 50%.

The national apportionment for FTA Section 5310 in fiscal year (FY) 2019 was over \$278 million and increased to over \$288 million in FY 2020, with California receiving \$32.3 million.<sup>2</sup>

### **FTA Section 5311 Formula Grant for Rural Areas<sup>3</sup>**

The Section 5311 program provides capital, planning, and operating assistance to support public transportation in rural areas with populations less than 50,000. The Section 5311 program, as amended under Moving Ahead for Progress in the 21st Century Act (MAP-21), combines the 5311 program and the repealed 5316 Job Access and Reverse Commute program activities into one program. The goal of the program is to:

- Enhance the access of people in non-urbanized areas to health care, shopping, education, employment, public services, and recreation.
- Assist in the maintenance, development, improvement, and use of public transportation systems in non-urbanized areas.
- Encourage and facilitate the most efficient use of all transportation funds used to provide passenger transportation in non-urbanized areas through the coordination of programs and services.

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<sup>2</sup> “Table 8: FY 2020 Section 5310 Enhanced Mobility of Seniors and People with Disabilities (Full Year)”

<https://www.transit.dot.gov/funding/apportionments/table-8-fy-2020-section-5310-enhanced-mobility-seniors-and-people>.

<sup>3</sup> “Table 9: FY 2020 Section 5311 and Section 5340 Rural Area Formula Apportionments, Rural Transportation Assistance Program (RTAP) Allocations, and Appalachian Development Public Transportation Assistance Program (Full Year)”

<https://www.transit.dot.gov/funding/apportionments/table-9-fy-2020-section-5311-and-section-5340-rural-area-formula>.

- Assist in the development and support of intercity bus transportation.

Program goals also include improving access to transportation services to employment and employment-related activities for low-income individuals and welfare recipients and to transport residents of urbanized and non-urbanized areas to suburban employment opportunities.

Eligible projects under 5311 consists of planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services.

- 20% for capital projects
- 50% for operating assistance
- 20% for ADA non-fixed-route paratransit service
- Up to 10% of a recipient's apportionment

Funding is formula-based for rural areas and tribal transit programs.

- Rural Formula
  - 83.15% of funds apportioned based on land area and population in rural areas.
  - 16.85% of funds apportioned on land area, revenue- vehicle miles, and low-income individuals in rural areas.
- Tribal Transit Program
  - \$5 million discretionary tribal program.
  - \$30 million tribal formula program for tribes providing transportation.
  - Formula factors are vehicle revenue miles and the number of low-income individuals residing on tribal lands.

Eligible recipients include the following:

- States, Federally Recognized Indian Tribes
- Subrecipients: State or local government authorities, nonprofit organizations, operators of public transportation or intercity bus service that receive funds indirectly through a recipient.

#### **Toll Credit Funds In lieu of Non-Federal Match Funds<sup>4</sup>**

Federal-aid highway and transit projects typically require project sponsors to provide a certain amount of non-federal funds as a match to federal funds. Through the use of "Transportation Development Credits" (sometimes referred to as toll credits), the non-federal share match requirement in California can be met by applying an equal amount of Transportation Development Credit and therefore allow a project to be funded with up to 100% federal funds for federally participating costs. Caltrans has been granted permission by the FTA to utilize Toll Credits, and in the past has made credits available for FTA Section 5310, 5311, 5316, and 5317 programs. Local agencies may now use other federal funding to replace the required local match for both On-System Local Highway Bridge Program (HBP) projects and Highway Safety Improvement Program projects. With this option, toll credits can be applied to federal funding components in the project to achieve the 100% federal reimbursement rate.

#### Non-Traditional Transportation Program Funding

##### **Transportation Alternatives Program (TAP)**

Prior to MAP-21, apportionments of Transportation Enhancements were included in the State Transportation

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<sup>4</sup> "Use of Toll Credits in Lieu of Non-Federal Share Match for Local Assistance Federal-Aid Highway Projects"  
<https://dot.ca.gov/-/media/dot-media/programs/local-assistance/documents/ob/2016/f0012533-ob14-03.pdf>.



Improvement Program (STIP) for each region. MAP-21 replaced Transportation Enhancements with the Transportation Alternatives Program which is funded at 2% of the total of all MAP-21 programs with set-asides. Transportation Alternatives Program projects must be related to surface transportation but are intended to be enhancements that go beyond the normal transportation project functions. Eligible activities include Transportation Enhancements; Recreational Trails; Safe Routes to Schools program; and planning, designing, or constructing roadways within the right-of-way of former interstate routes or other divided highways.

In September 2013, California legislation created the Active Transportation Program (ATP). The ATP consolidates existing federal and state programs, including TAP, Bicycle Transportation Account, and Safe Routes to School into a single program with a focus to make California a national leader in active transportation.

#### **Fixing America's Surface Transportation Act (FAST)<sup>5</sup>**

The FAST Act was signed into law in 2015 and replaced the MAP-21 Transportation Alternatives Program. The FAST Act essentially built on the changes made through the TAP. The FAST Act offers Surface Transportation Block Grants for transportation alternatives.<sup>6</sup> These set-aside funds include all projects and activities that were previously eligible under TAP, encompassing a variety of smaller-scale transportation projects. Eligible applicants include all entities that were eligible to apply for TAP funds. The FAST Act also allows nonprofit entities responsible for the administration of local transportation safety programs to apply. \$850 million in FAST Act funding per year was made available for FY 2018-2020.<sup>7</sup>

#### State Funding Sources

##### **Transportation Development Act (TDA)**

The California Transportation Development Act has two funding sources for each county that are locally derived and locally administered: 1) the Local Transportation Fund (LTF) and 2) the State Transit Assistance Fund (STA).

LTF revenues are derived from 1/4 cent of the 7.25 cent retail sales tax collected statewide. The California Department of Tax and Fee Administration returns the 1/4 cent to each county according to the amount of tax collected in each county. TDA funds may be allocated under Articles 4, 4.5, and 8 for planning and program activities, pedestrian and bicycle facilities, community transit services, public transportation, and bus and rail projects. Funding allocated from Articles 4 and 8 vary by county and support public transportation systems, research and demonstration, local streets and roads and projects, passenger rail service operations and capital improvements, and administrative and planning costs. Article 4.5 provides up to 5% of remaining LTF funds and supports community transit services for the disabled and those who cannot use conventional transit services.

Prior to approving TDA funds for purposes other than public transportation, specialized transportation, or facilities for bicycles and pedestrians, the Local Transportation Commission, sometimes referred to as the Regional Transportation Planning Agency (RTPA), conducts an annual unmet transit need process which includes a public hearing and assessment of transit. Commission staff and the local SSTAC review public comments received and compare the comments to the adopted definitions to determine if there are unmet transit needs, and whether or not those needs

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<sup>5</sup> "A Summary of Highway Provisions" <https://www.fhwa.dot.gov/fastact/summary.cfm>.

<sup>6</sup> Transportation Enhancements was replaced with Transportation Alternative Program, which was then replaced by FAST Act Surface Transportation Block Grants.

<sup>7</sup> "Transportation Alternatives" <https://www.fhwa.dot.gov/fastact/factsheets/transportationalternativesfs.cfm>.

are “reasonable to meet.” Each RTPA is required to adopt definitions of “unmet transit need” and “reasonable to meet.” Any unmet transit needs that are reasonable to meet must be funded before funds can be allocated for streets and roads.<sup>8</sup>

STA are revenues derived from statewide sales taxes on gasoline and diesel fuels. Eligible recipients include public transit operators. STA funds are appropriated by the legislature to the State Controller's Office. The State Controller's Office then allocates the tax revenue, by formula, to planning agencies and other selected agencies. Statute requires that 50% of STA funds be allocated according to population and 50% be allocated according to transit operator revenues from the prior fiscal year. STA is allocated annually by the local transportation commissions based on each region's apportionment. Unlike LTF, they may not be allocated to other purposes. STA revenues may be used only for public transit or transportation services. STA funds will reach approximately \$692.25 million for FY 2021.

### **State Transportation Improvement Program (STIP)<sup>9</sup>**

The STIP is a biennial five-year plan adopted by the California Transportation Commission (CTC) for major capital projects of all types. State transportation funds under STIP may be used for state highway improvements, intercity rail, and regional highway and transit improvements. State law requires the CTC to update the STIP biennially, in even-numbered years, with each new STIP adding two new years to prior programming commitments. The current structure of the STIP was initiated by SB45 in 1997. The STIP is constrained by the amount of funds estimated to be available for the STIP period in the fund estimate, which is developed by Caltrans and adopted by the Commission every other odd year. The amount available for the STIP is then constrained by formulas for regional and interregional shares per Streets and Highways Code (Sections 164, 187, 188, and 188.8). Eligible recipients include cities, counties, transit agencies, transit operators, regional planning agencies, and CTCs. STIP funding is estimated to include \$2.6 billion for FY 2021-FY 2025, with \$569.4 million specified for new programming.

### Social Services Funding Sources

This section summarizes a variety of social services funding sources. A portion of the budgets for these sources are used to fund transportation services for clients, patients, and other beneficiaries.

### **Older Americans Act (OAA)<sup>10</sup>**

The Older Americans Act was signed into law in 1965 amidst growing concern over seniors' access to health care and their general well-being. The Act established the federal Administration on Aging (AoA) and charged the agency with advocating on behalf of Americans 60 or older. AoA implemented a range of assistance programs aimed at seniors, especially those at risk of losing their independence. Transportation is a permitted use of funds under the Act, providing needed access to services offered by the AoA, nutrition and medical services, and other essential services. No funding is specifically designated for transportation, but funding can be used for transportation under several sections of the OAA, including Title III (Support and Access Services), Title VI (Grants to American Indian Tribes), and the Home and Community-Based Services program.

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<sup>8</sup> The concept of “unmet needs that are reasonable to meet” is discussed later in this report.

<sup>9</sup> Language and information from this section was taken from the 2014 Report of STIP Balance County and Interregional Shares.

<sup>10</sup> “Older Americans Act: Funding Formulas” <https://fas.org/sgp/crs/misc/RS22549.pdf>.

Title III(B) funds six programs including supportive services and senior centers. Funds may be used for capital projects and operations, and to purchase and/or operate vehicles and fund mobility management services. 73% of OAA appropriations go to Title III, which consisted of \$138 million in FY 2019 and \$137 million in FY 2020. Eligible recipients include State Units on Aging and Area Agencies on Aging. The state will match funding as listed below:

- 15% state match for Supportive Services and Senior Centers,
- 15% for Congregate and Home-delivered Nutrition Services, and
- 25% for National Family Caregiver Support Program

Title VI funds nutrition and caregiver support services to reduce the need for costly institutional care and medical interventions and responds to the needs of a culturally diverse Native American community.<sup>11</sup> Funds may be used for supportive and nutrition services and transportation services, including rides to meal sites, medical appointments, grocery stores, and other critical daily activity locations. Eligible recipients include Native American Tribal organizations, Alaskan Native organizations, non-profit groups representing Native Hawaiians where the tribal organization represents at least 50 Native elders aged 60 or older. \$34.2 million in grant funds for supportive and nutrition services and \$10.1 million for Native American caregiver programs were made available in FY 2019.

### **Regional Centers**

Regional centers are nonprofit private corporations that contract with the Department of Developmental Services to provide or coordinate services for individuals with developmental disabilities. They have offices throughout California to provide a local resource to help find and access the many services available to individuals and their families. There are 21 regional centers with more than 40 offices located throughout the state. Regional Centers provide a number of support services, including transportation services. Transportation services are provided so persons with a developmental disability may participate in programs and/or other activities identified in their Individual Program Plan. A variety of sources may be used to provide transportation through public transit; specialized transportation companies; day programs and/or residential vendors; and family members, friends, and others. Transportation services may include help in boarding and exiting a vehicle as well as assistance and monitoring while being transported.

### **Medi-Cal**

Medi-Cal is California's health care program for low-income children and adults. Medi-Cal will provide assistance with expenses for non-emergency medical transportation and nonmedical transportation trips. Eligible recipients include individuals who receive Medi-Cal through a managed care plan and who have exhausted other available transportation resources. Nonmedical transportation consists of transportation by private or public vehicle for those without transportation while non-emergency medical transportation (NEMT) is defined as transportation by ambulance, wheelchair van, or litter van. Transportation providers submit applications to the California Health and Human Services Agency to participate as a provider in the Medi-Cal program. Transportation expenses constitute less than 1% of Medicaid expenses.

### **Title XX Social Services Block Grant (SSBG)<sup>12</sup>**

The SSBG is a flexible source of funds provided by the Department of Social Services. States use SSBG funding to support a variety of social services for vulnerable children, adults, and families to achieve five broad goals, including: reduce dependency, achieve self-sufficiency, protect children and families, reduce institutional care by providing

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<sup>11</sup> "Services for Native Americans (OAA Title VI)" <https://acl.gov/programs/services-native-americans-oaa-title-vi>.

<sup>12</sup> "SSBG Fact Sheet" <https://www.acf.hhs.gov/ocs/resource/ssbg-fact-sheet>.

home/community-based care, and provide institutional care when other forms of care are not appropriate. SSBGs support programs that allow communities to achieve or maintain economic self-sufficiency to prevent, reduce, or eliminate dependency on social services. SSBGs fund a variety of initiatives organized into 29 service categories, including childcare, child welfare, services for persons with disabilities, transportation, case management services, and protective services for adults. Eligibility is determined by the State, and can include Child Welfare Services, Foster Care, Deaf Access, Community Care Licensing, California Department of Education Child Care, Department of Developmental Services programs. Temporary Assistance to Needy Families (TANF) block grants may also be transferred into SSBG grant programs. Title XX SSBG programs included \$1.7 billion in FY 2019 nationally.

### **Community Services Block Grant (CSBG)<sup>13</sup>**

The Community Services Block Grant is provided by the Department of Health and Human Services. CSBG is designed to assist low-income persons through different services: employment, housing assistance, emergency referrals, and nutrition and health. CSBG supports services and activities for low-income persons including the homeless, migrants, and the elderly that alleviate the causes and conditions of poverty in communities. States, federally and state-recognized Native American tribes and tribal organizations, Community Action Agencies, and migrant and seasonal farmworkers' agencies are eligible for this funding. Portions of these funds can be used to transport participants of these programs to and from employment sites, medical and other appointments, and other necessary destinations. \$725 million in grants were provided in FY 2019 and reauthorization is currently pending.

### **Consolidated Health Center Program<sup>14</sup>**

Consolidated Health Center Program funds are provided by the Department of Health and Human Services. They are used to offer access to health centers that provide comprehensive primary and preventative health care to diverse and medically underserved populations. Centers provide care at special discounts for people with incomes below 200% of the poverty line. Health centers can use funds for center-owned vans, transit vouchers, and taxi fares. Eligible organizations include all community-based organizations, including tribal-based and faith-based organizations that contribute to patients' health care.

### **Community Mental Health Services Block Grant**

This program provided by the Department of Health and Human Services provides a flexible fund to support comprehensive, community-based mental health services for those with serious mental illnesses. Funds can be used for a variety of mental illness prevention, treatment, and rehabilitation services. This grant program includes mandatory set-asides for programs addressing the needs of those with early serious mental illness, children with serious mental and emotional disturbances, mobile crisis units, crisis stabilization beds, and crisis call centers. Grants are awarded for both the health services and supporting services including the purchase and operation of vehicles to transport patients to and from appointments. Additionally, funds can be used to reimburse those able to transport themselves. Eligible recipients include states, territories, and county mental health departments. Available national funds included \$723 million in FY 2020 and \$757.6 million in FY 2020.

### **Substance Abuse Prevention and Treatment Block Grant**

The Substance Abuse Prevention and Treatment Block Grant Program was authorized to provide funds for the purpose of planning, implementing, and evaluating activities to prevent and treat substance abuse among targeted populations and service areas, including pregnant women and women with dependent children, intravenous drug

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<sup>13</sup> "Community Services Block Grant" <https://www.benefits.gov/benefit/825>.

<sup>14</sup> "Consolidated Health Centers" <https://www.benefits.gov/benefit/610>.

users, tuberculosis services and early HIV/AIDS intervention. At least 20% of funds must be spent towards substance abuse primary prevention strategies. Transportation-related services may be broadly provided through reimbursement of transportation costs and mobility management. It is the largest federal program dedicated to improving publicly funded substance abuse prevention and treatment systems.<sup>15</sup> Funds may be used to support transportation-related services such as mobility management, reimbursement of transportation costs, and other services. There is no matching requirement for these funds. Eligible recipients include states, territories, and tribal governments. Program funds included \$1.86 billion in FY 2020 nationwide and are anticipated to apportion \$254 million in FY 2021 for the State.<sup>16</sup>

### **Child Care and Development Block Grant (CCDBG)**

This program provides subsidized childcare services to low-income families. Although the grant is not a direct source of transportation funds, services may be covered by voucher payments if childcare providers provide transportation. This can include driving the child to and from appointments, recreational activities, and more. Eligible recipients include states and recognized Native American tribes. There are no matching requirements for discretionary or mandatory funds; however, Medicaid has a matching rate for the remaining portion of mandatory funds. National funds totaled approximately \$5.2 billion in FY 2019 and will increase to \$7.7 billion in FY 2020.

### **Developmental Disabilities Projects of National Significance**

The purpose of this program is to create and enhance opportunities for individuals with developmental disabilities and their families to contribute to and participate in all facets of community life. Priorities include improving state employment policies and outcomes, collecting data and providing technical assistance, and to support national and state policy that enhances these goals. Projects are awarded for programs that are considered innovative and likely to have significant national impacts. This funding can be used towards a variety of short term (1-5 year) projects addressing critical issues affecting individuals with developmental disabilities and their families, mandatory set-aside for transportation assistance activities, training of personnel on transportation issues pertaining to mental disabilities, and reimbursement of transportation costs. Eligible recipients include state, local, public or private non-profit organizations or agencies. PNS funding totaled \$12 million nationally in FY 2018, including \$1 million for transportation assistance activities for older adults and people with disabilities.

### **Head Start**

This program provides grants to local public and private agencies to provide comprehensive child development services to low-income children and families and promote school readiness from birth to age five, focusing on local needs. Funds may be used for program expansion and discretionary funds. Head Start programs provide transportation services for children either directly or through contracts with transportation providers. Program regulations require the Head Start makes reasonable efforts to coordinate transportation resources with other human services agencies in the community. Eligible recipients include local public and private non-profit and for-profit agencies. Matching requirements consist of a 20% grantee match through cash and in-kind donations. Head Start funds totaled \$10.1 billion in FY 2019 and increased to \$11.6 billion in FY 2020.

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<sup>15</sup> "Fact Sheet: Substance Abuse Prevention and Treatment Block Grant"  
[https://www.samhsa.gov/sites/default/files/sabg\\_fact\\_sheet\\_rev.pdf](https://www.samhsa.gov/sites/default/files/sabg_fact_sheet_rev.pdf).

<sup>16</sup> House Appropriations Bill 2020 Report.  
[https://appropriations.house.gov/sites/democrats.appropriations.house.gov/files/FY2020%20LHHS\\_Report.pdf](https://appropriations.house.gov/sites/democrats.appropriations.house.gov/files/FY2020%20LHHS_Report.pdf).

### **Temporary Assistance to Needy Families (TANF)/CalWORKs**

TANF is the federal program that funds CalWORKs. TANF provides temporary cash aid to needy families, including supportive services such as job services, transportation, and childcare. Recipients are required to participate in activities that assist them in obtaining employment. Supportive services are provided to enable recipients to participate in these activities. States, federally recognized Native American tribes, and families defined as eligible in the TANF state plan can receive this funding. TANF funding totaled \$16.6 billion with \$3.7 billion allocated for California, approximately 2.9 billion of which was used to fund maintenance-of-effort expenditures. CalWORKs funding totaled \$4.86 billion in FY 2019 and \$5.25 billion in FY 2020.

### **Community Development Block Grants (CDBG)<sup>17</sup>**

CDBG are funds from the federal Department of Housing and Urban Development that are given to the state to disseminate among all eligible local governments. The CDBG program works to ensure decent affordable housing, to provide services to the most vulnerable community members, and to create jobs through the expansion and retention of businesses. Specifically, funds may be used for activities related to housing, real property, public facilities, economic development, public services.

The annual CDBG appropriation is allocated between state and local jurisdictions and are called “non-entitlement” and “entitlement” communities respectively. Entitlement communities are comprised of central cities of Metropolitan Statistical Areas; metropolitan cities with populations of at least 50,000; and qualified urban counties with a population of 200,000 or more (excluding the populations of entitlement cities). Eligible recipients include state and local jurisdictions, where at least 70% must be used for activities that benefit entitlement communities and 30% must be used amongst smaller towns and rural counties. Administration costs in excess of \$100,000 must be matched. CDBG national funding totaled \$3.4 billion in FY 2020 with \$400 million apportioned for California.

## Other Sources

This section summarizes a number of other transportation support sources.

### **Private and Non-Profit Foundations**

Many small agencies that target low-income, senior, and/or disabled populations are eligible for foundation grants. Typically, these grants are highly competitive and require significant research to identify foundations appropriate for the transportation of the targeted populations.

### **Service Clubs and Fraternal Organizations**

Organizations such as the Rotary Club, Soroptimists, Kiwanis, and Lions often pay for special projects. For transportation, they might pay for or help contribute toward the cost of a new vehicle.

### **AB 2766 (Vehicle Air Pollution Fees)**

California Assembly Bill 2766 allows local air quality management districts to level a \$2 to \$4 per year fee on vehicles registered in their district. These funds are to be applied to programs designed to reduce motor vehicle air pollution as well as towards the planning, monitoring, enforcement, and technical study of these programs. Across the state, these funds have been used for local transit capital and operating programs.

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<sup>17</sup> “CPD Appropriations Budget/Allocations” [https://www.hud.gov/program\\_offices/comm\\_planning/budget](https://www.hud.gov/program_offices/comm_planning/budget).

### **Traffic Mitigation Fees**

Traffic mitigation fees are one-time charges on new developments to pay for required public facilities and to mitigate impacts created by or reasonably related to development. There are a number of approaches to charging developers; these fees must be clearly related to the costs incurred as a result of the development with a rational connection between fee and development type. Furthermore, fees cannot be used to correct existing problems or pay for improvements needed for existing development. A county may only levy such fees in the unincorporated area over which it has jurisdiction, while a city must levy fees within the city limits. Any fee program must have the cooperation of all jurisdictions affected.

### **Advertising**

One modest but important source of funding for many transit services is on-vehicle advertising. Local transit agencies may enhance their efforts by pursuing an advertising program that could lead to discretionary revenue. However, it is important to consider that managing an advertising program requires staff time and can potentially overload vehicle aesthetics with excessive advertising.

### **Contract Revenues**

Transit systems can also generate income from contracted services. Social service providers, employers, higher education institutions, and other entities may contract with local transit services. These contracted revenues can form important funding streams for local transit service agencies. This may involve subsidizing dedicated routes or contributing funds to the overall transit system.

### **Employer and Member Transportation Programs**

Businesses and other local agents with workers, visitors, and/or members with transportation needs are sometimes willing to provide transportation to fill their needs. This may not be limited to employment sites but could also include transportation to recreational activities, shopping destinations, and medical appointments. These programs have their own buses and routes that may involve coordination of their transportation efforts with other transportation programs and services. For example, some vacation resorts or tribal casinos provide multi-purpose transportation services.

### **In-Kind**

In-kind contributions can take many forms. Donations can range from financial contributions to the donation of a vehicle, a transit bench, and right of way for bus stops as well as contributions by local businesses in the form of featuring transit information and/or selling transit tickets.



## 2 Demographics Profile<sup>18</sup>

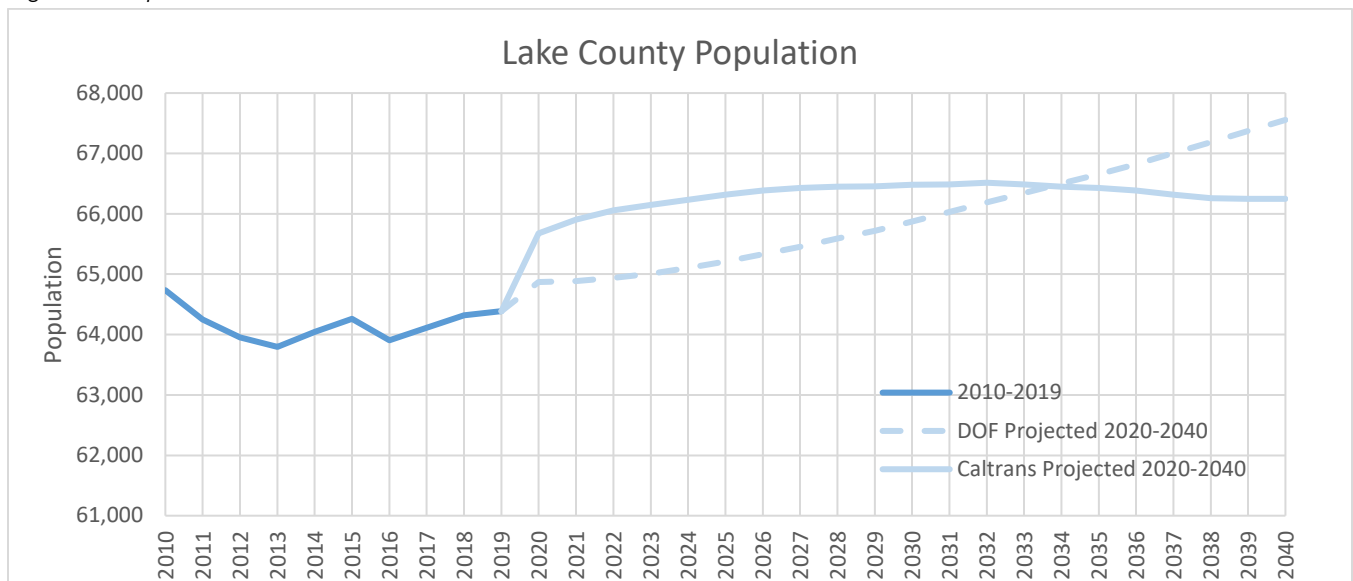
### 2.1 Target Population Characteristics

#### 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 are also presented for California and the United States.<sup>19</sup>

Figure 1: Population Trendline 2020-2040



Source: U.S. Census Bureau, Annual Estimates for the Resident Population for Counties. California Department of Finance, P-1. Vintage 2019 (2020.1.10) County Population Projections. California Department of Transportation, Vintage 2019 Long-Term Socio-Economic Forecasts by County.<sup>20</sup>

<sup>18</sup> 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

<sup>19</sup> 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.

<sup>20</sup> Data from the Caltrans Long-Term Socio-Economic Forecast for Lake County is also referenced in this section. Note that the data from Caltrans 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.



The population of Lake County has seen tremendous growth since its founding. This growth is projected to continue in the coming decades.

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%

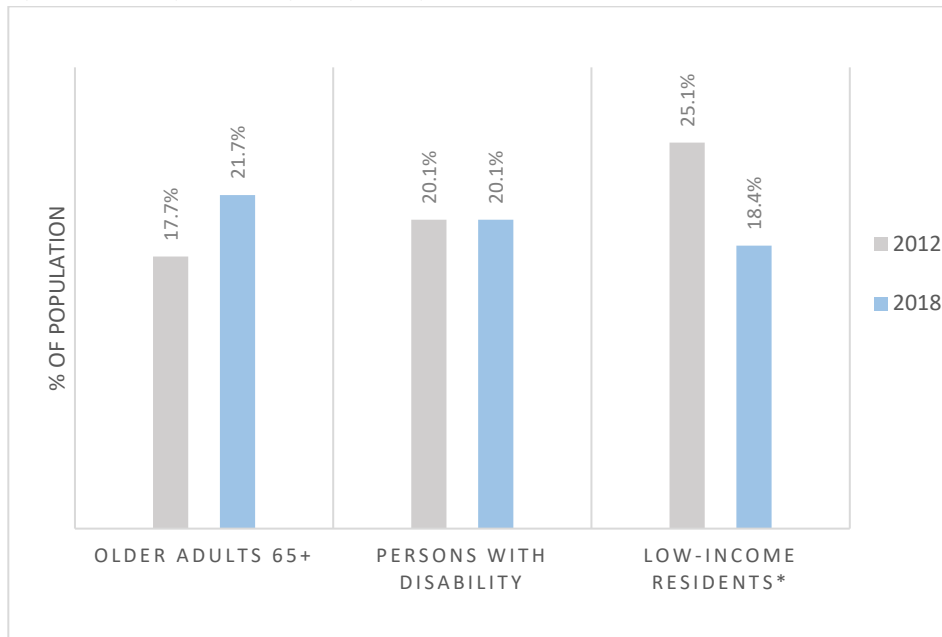
Source: U.S. Census Bureau: American Community Survey (ACS), 2018 5-year Estimate

\*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 Disabilities<sup>21</sup>

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.<sup>22</sup> Because of changes in questions, one must be cautious when comparing previous Census/ACS disability data.

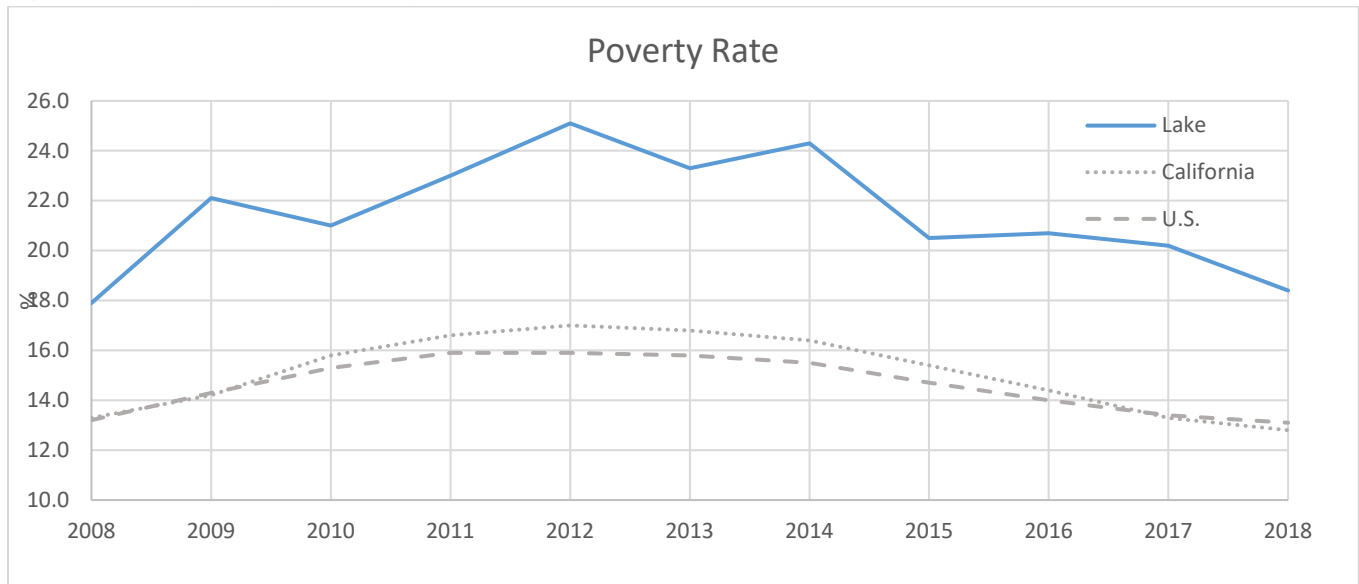
### Low-Income Residents

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.

<sup>21</sup> “Disability.” ACS. <https://www.census.gov/topics/health/disability/guidance/data-collection-acs.html>

<sup>22</sup> 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-acs.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

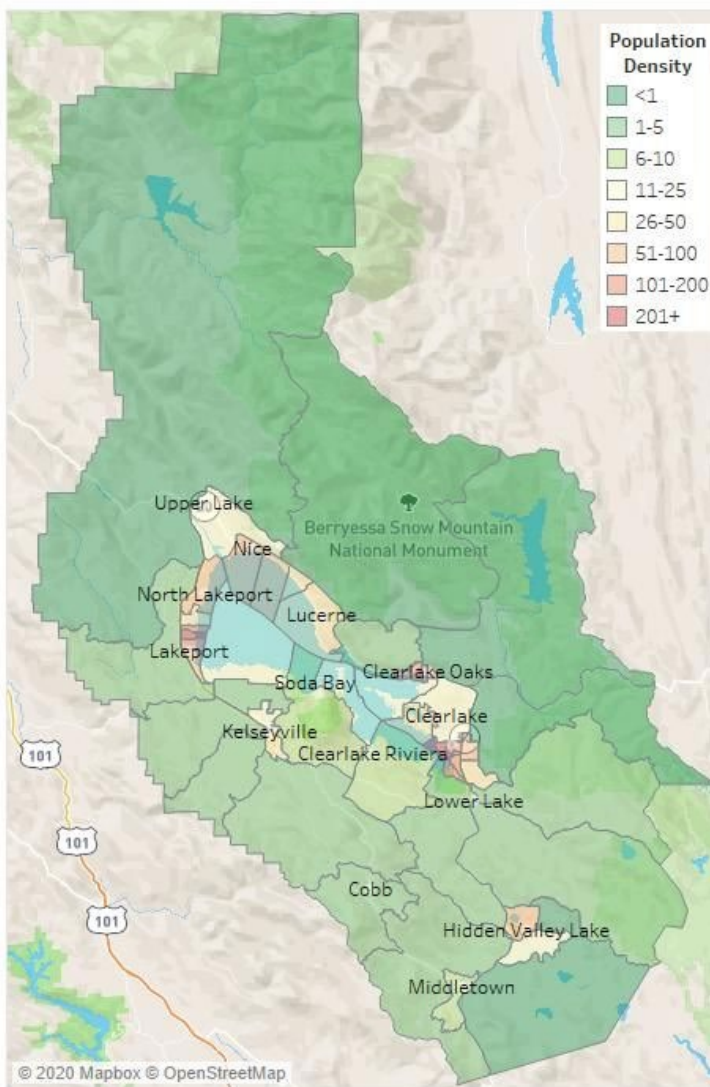
## 2.2 Distribution of Transit Services and Persons

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. The 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 ¾ 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 Existing Transportation Resources

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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  $\frac{3}{4}$  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 6:00 AM and 7:08 PM and Saturdays between 7:00 AM and 7:08 PM, 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 6:35 AM and 4:22 PM. 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 6:10 AM to 6:54 PM. Headways range from two to five hours depending on the 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 6:00 AM and 9:19 PM with one to three-hour headways.
- Route 4a (Soda Bay, Kit's Corner to Lakeport): Route 4a services Soda Bay, traveling 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 9:16 AM to 6:03 PM 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 7:55 AM and 8:28 PM. 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 5:19 AM to 7:33 PM. 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 5:40 AM to 7:09 PM. 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 7:00 AM to 3:49 PM 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 at K-Mart on Main Street. Service runs weekdays and Saturdays from 6:14 AM to 8:20 PM 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			Free
Bus Routes	\$1.25	\$0.75	
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 an 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 3<sup>rd</sup> 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

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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 full cost upfront. Qualified riders include those who are elderly or disabled, have low income, need assistance traveling 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.



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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 traveling 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 the 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 the 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 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)

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

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Middletown at the post office, and in Napa at McDonald's, then continues 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 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 the 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 from 7:00 am to 9:00 pm, Friday to Saturday from 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 was planning to be able to connect with Shasta Regional Transportation Agency, Santa Rosa City Bus, Sonoma County Transit, Mendocino Transit, and other northern

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California transit systems. However, no connection route is currently in place and coordination is still needed. Ideally, a new route going from Williams to Clear Lake would be ideal as a meaningful connection for Lake County residents.

The new Shasta Regional Transportation Agency's Salmon Runner route was supposed to offer four round trips per day/seven days a week between Redding and Sacramento via I-5 with stops in Redding, Red Bluff, Corning, Orland, Willows, and Williams. It was scheduled to begin service end of 2019/ beginning of 2020; however, the service has run into roadblocks and as of October 2020 has been pushed back to July 2021.

### 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 Coordination of Service

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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 in section 3 of this report.

The foundation and benchmark for this plan was the 2015 Coordinated Plan. SSTAC and transportation commission meeting minutes, regional transportation plans, short-range transit plans, and other documents informed this plan along with information from the public and stakeholders. Input was collected through outreach meetings, surveys, and communication with county contacts.

### Barriers to Coordination

**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 to communicating with other service providers to identify opportunities to share resources or collaborate. For rural counties with limited resources, this is often not feasible.

**Coordination with NEMT Providers:** A need to increase coordination between NEMT providers like Partnership Health Plan and MTM has been highlighted as a current barrier to coordination. Some of the NEMP staff are unresponsive and hard to get a hold of. This issue has been ongoing for some years and to better coordinate reliable NEMT for Lake County residents increased coordination with partners is essential.

**Coordination with the Office of Emergency Services for an Evacuation Plan:** The increased number, size, and destruction of wildfires throughout California have created a need for increased coordination and planning for the evacuation of transit-dependent populations. Lake County has been working with the Office of Emergency Services to try and created a formal plan. Lake County has also applied for grants and will continue to look for funding opportunities to create a formalized plan.

Duplication of Services

There is currently no documented duplication of services in Lake County.

## 5 Progress on Coordination, Needs, and Strategies

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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 Progress in 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 the coordination of services despite limited staffing and funds.

Their efforts resulted in the 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 further in section 6 and 7 of this report.

**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 in the last plan.

Lake Transit piloted a late-night service between 2013 and 2015. Lake Transit expanded hours for job access in areas with a 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 10:00 pm 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 the extension of the pilot. Thus, many evening hours were discontinued or reduced for Routes 1, 5, 8, 12, and the NiteRider.

**Service expansion – area:** In the last plan, residents who lived too far from the 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 the extent possible.

Lake Transit received a TIRCP grant in the 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. As of June 2020, A draft Memorandum Of Agreement was approved by the APC in April 2020, and individual public works directors will review it before sending it to the County Board and city councils for approval.

**NEMT:** Many patients are referred to out-of-county medical facilities for specialty care, thus there was a 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 traveled 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 the 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 in the last Coordinated Plan. Many Lake Transit bus stops did not have signs, benches, or shelters, and created 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:** Some suggestions from outreach done for the last plan 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 was identified in the last plan. 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. Additionally, survey 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 the spring of 2020 funds the 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 is 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**

Lake County secured 5310 funding for the new non-emergency medical transportation service, Medi-Links. Since 2019, Medi-Links has offered Lake County residents non-emergency medical transportation service to various out-of-county locations. A second round of funding was secured as of 2020 and will be used to fund the expansion of services to more destinations.



### **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
- 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 the 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 Unmet Transportation Needs

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### 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 following<sup>23</sup>:

- *Unmet transit needs*: 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

Lake County APC has been conducting formal Unmet Transit Needs processes since 2014 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.

Contemporary unmet transportation needs were identified through Lake County City Area Planning Council meetings and staff reports, unmet transit need findings, and a Coordinated Plan Outreach meeting as well as an outreach survey using Survey Monkey that went live on November 20, 2020, until December 11, 2020. The Coordinated Plan Outreach Survey was distributed to community members and key stakeholders through a Survey Monkey link. The survey was available for three weeks and a total of 50 survey responses were received. Survey questions centered on previously identified needs and needs discussed during the Community Outreach meeting in 2020. Respondents were asked whether they agreed, neither agreed nor disagreed, or disagreed with some previously identified needs. Additionally, respondents were also given the space to provide additional needs not listed. Detailed information about questions asked and responses and comments received are available in Appendix A.

The unmet needs below 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.

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<sup>23</sup> Terms defined in Adopted Definitions for the unmet Transit Needs Process, Approved by the APC 12/10/14

## Reasonable to Meet

**NEMT to out of county location:** This is a need for both adults and children, focused on transport to Santa Rosa and San Francisco. A majority of Coordinated Plan Outreach Survey respondents, seventy-one percent, agreed there is a need to expand non-emergency medical transportation to destinations outside the county. Survey respondents noted that Medi Links is a good start, but more service is still needed. 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. LTA was successful in obtaining an additional 5310 grant late last year that will allow Medi-Links to continue to grow into the future.

**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. The need has been documented in the 2020 Coordinated Plan Outreach Survey with seventy percent of respondents agreeing this need should be addressed; however, the feasibility of providing after-hours NEMT is unknown.

**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.

## Unreasonable to Meet

**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 the need is demonstrably high enough, such a program could be pursued.

**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. A majority of Coordinated Plan Outreach survey respondents (seventy-seven percent) agreed this was an unmet need they would like addressed. 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 submitted by the Shasta Regional Transportation Agency (SRTA). LTA received this capital funding for zero-emission buses. As of December 2020, the Shasta Regional Transportation Agency's Salmon Runner route has been delayed until Summer 2021.

**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. Additionally, survey respondents overwhelmingly agreed

there was a need to expand non-emergency medical transportation within the county. 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.

**Fixed route service on Sundays:** This service need exists but the level of demand is not well documented. Seventy-four percent of survey respondents in 2020 agreed this was an unmet need for individuals who work on Sundays and do not have transportation. 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. It should be noted that one survey respondent stated they would not want Sunday service if it would mean a reduction of weekday service.

**Evening service:** The need for evening service was highlighted by Coordinated Plan Outreach Survey respondents who suggested individuals who work nights also need bus service. There are currently no changes planned at this time.

**Website maintenance:** The need for an up to date website was brought up by survey respondents that feel the current website can be more user-friendly and informative if all the bus schedule information and links are up to date. Regular maintenance of the transit website can be done at a low cost and can potentially increase ridership by increasing knowledge about services to potential riders.

## 7 Priority Strategies

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### 7.1 Evaluation Criteria

A number of factors were utilized to develop and identify strategies that would address unmet transit needs in the community. Three main themes and a series of questions related to those themes were taken into consideration when developing a list of strategies. These criteria were used to process, analyze, and interpret data collected from surveys, public outreach, and conversations with stakeholders.

#### 1) Unmet needs: Does the strategy address transportation gaps or barriers?

This question also brought up additional concerns for consideration.

Does the strategy:

- provide service in a geographic area with limited transportation options?
- serve a geographic area where the greatest number of people need a service?
- improve the mobility of clientele subject to state and federal funding sources (i.e. seniors and individuals with disabilities)?
- provide a level of service not currently provided with existing resources?
- preserve and protect existing services?

#### 2) Feasibility: Can this strategy be feasibly implemented given the timeframe and available resources?

Other questions for consideration:

- Is the strategy eligible for MAP-21 or other types of grant funding?
- Does the strategy result in efficient use of available resources?
- Does the strategy have a potential project sponsor with the operational capacity to carry out the strategy?
- Does the strategy have the potential to be sustained beyond the grant period?

#### 3) Coordination: How does this strategy build upon existing services?

Additional concerns for consideration:

- avoid duplication and promote coordination of services and programs?
- allow for and encourage the participation of local human service and transportation stakeholders?

### 7.2 New Priority Strategies

The following is a list of strategies for Lake County and the region to pursue until the next coordinated plan. Not all strategies directly connect with reasonable to meet unmet needs but are strategies to help maintain and improve services and help address other gaps and issues given current circumstances. If additional resources become available, projects connected to unmet needs not addressed in these priority strategies should be pursued; these projects can be derived from the discussion on gaps, challenges, and unmet needs in section 6.

#### **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.**

This strategy is intended to improve the mobility of the Coordinated Plan's target populations through enhancing how they access information about available transportation services and programs. Acquiring and understanding transit information can be a significant challenge for transportation disadvantaged individuals – a population characterized by limited literacy, high levels of limited English proficiency and the attendant problems of limited income levels. Even for well-educated individuals, such as social service providers and human service agency personnel, lack of familiarity with public transit can make understanding and utilizing a diverse set of transportation services difficult.

Use of public transportation requires a significant amount of understanding, planning and coordination by the rider, including:

- Understanding of what transportation services are available, when they operate and how to access them.
- Planning to arrange appointments and destinations around the services that are available.
- Coordination of various systems – demand response and fixed route – to be able to get where you need to go, when you need to be there.

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

The Short-Range Transit Plan recommends specific strategies that will expand and improve mobility options for the Coordinated Plan target populations. The purpose of this strategy is to prioritize implementation of these strategies when funding is sustainable.

Outreach findings which will be addressed by the numerous SRTP recommendations and include evidence of high need for public transportation options:

- Nearly one-third of the County's residents are on MediCal, reflecting low household incomes which usually translate to transportation disadvantaged status.
- Another large proportion of the County are older adults—18% of the total population. With 45% of St. Helena's patient population on Medicare, aging status relates to increasing mobility problems and need for more transportation options.
- There is an unusually high proportion of persons with disabilities within Lake County reported; increased incidence of disabilities and poor health indicators are commonly associated with low-income and more limited health care access.

Among areas of the County needing additional public transportation solutions are two: 1) the North Shore where there is a perception of levels of service inadequate to need; and 2) the Spring Valley Road community, north of Highway 20, where a reported 800 older adults live and for whom some type of connection to Lake Transit is needed.

There is interest in expanded Sunday service with 74% of Coordinated Plan Outreach survey respondents agreed there is a need for Sunday Service. This suggests continued interest in Sunday service exists.

### **1.3. Pursue and secure funding to support, maintain, and improve safety and enhance the Lake County public transportation network.**

The objective of this strategy is to maintain and improve the existing Lake Transit system through a continued mix of state and discretionary grant funding with careful financial planning. As this system is important to and heavily utilized by Lake County residents. Demographic data present in Chapter 2 indicated that there are many transit dependent individuals living in Lake County, including: 7% of total households, do not have access to a vehicle, a growing population of older adults, and a higher-than-average population living below the federal poverty rate.

Additionally, during the interview process for the last Coordinated Plan, Stakeholders at social services, medical facilities and educational institutions commented that many of their clients use public transit and there is great need for public transit services within Lake County due to high levels of poverty and disability among the population.

Lake Transit has exemplary experience in seeking funds that extend the basic state funding. Since the last Coordinated Plan, Lake County has secured funding through a number of sources to improve transportation quality and access. These include:

- TIRCP funding for the construction of a new transit center and purchase of hydrogen busses
- 5310 funding for out-of-county non-emergency medical transport
- Low Carbon Transit Operation Program funds for a free college fare program
- Intercity Bus Grants
- Sustainable Transportation Planning Grants for the Bus Passenger Facility Plan
- State of Good Repair funding for infrastructure projects
- 5311 (f) for an intercity bus route

Such efforts to seek discretionary or other funding, and to write high quality grant applications that will bring it to Lake County are an important strategy that must continue to extend the otherwise limited and fully committed state funds that come to Lake County via traditional means.

Continued priority must be placed on securing new funding sources to extend current transportation Lake County transit services and to build new, future programs. The development of successful grant applications will include the following factors, responsibilities likely shared between Lake City/ County APC and Lake Transit.

- Monitoring new funding opportunities through participation in State and National conferences, monitoring FTA initiatives and tracking regulatory development.
- Ensuring staff time to monitor funding cycles and to develop sufficient expertise in grant-writing for these funds that applications are successful.
- Ensuring staff time and priority to write successful new grants.
- Developing the internal processes and procedures necessary to ensure that Lake Transit maintains adequate records to comply with funding source rules, including requirements around subrecipient technical assistance and monitoring where that has relevance.

## **2. Improve and Expand Capacity for Specialized Transportation Alternatives Appropriate for Lake County.**

### **2.1. Seek new partnerships with interested, willing, and able agencies and organizations that can participate in projects addressing mobility needs and gaps of the Coordinated Plan target groups.**

This strategy aims to continue the on-going process of building collaborative partnerships to provide more mobility options for transportation disadvantaged populations. Building capacity among human service agency providers will help to extend the existing public transportation network, particularly for those specialized trips that may not be able to be provided by Lake Transit's services.

Since the last Coordinated Plan, LTA has been able to partner with the Shasta Regional Transportation Agency to connect riders within the North State Intercity Bus System in the future, collaborated with Adventist Health to provide a van for NEMT service, and with the Mendocino College and Woodland Community College to provide free student transportation. These partnerships have resulted in services that would otherwise not be available. For this reason, seeking new partnerships that can result in projects that address mobility needs continues to be a goal for Lake County.



**2.2. Identify and develop 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. This could include options such as Transportation Network Companies (TNCs) or car-sharing programs.**

This strategy calls for identifying and developing flexible transportation options in Lake County. Although there have been many improvements to the transportation system in Lake County since the last Coordinated Plan, there is still a need for flexible transportation options that may help better meet the transportation needs of seniors, persons with disabilities or low-income individuals who are unable to utilize the existing public transportation system.

**3. Continue to Develop Sustainable Non-Emergency Medical Transportation Solutions.**

**3.1. Continue to 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.**

Since the last Coordinated Plan there have been many changes and expansion to Lake County's NEMT service. NEMT services within the county have expanded in the following ways:

- 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. 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.

These changes have greatly increased the availability of NEMT service for Lake County residents and are a good start; however, they can still be expanded. For this reason, this strategy calls for the continued development long-term NEMT alternatives if possible.

**3.2. Develop way finding and safety-focused, trip specific improvements, or information tools to support travel to key NEMT destinations within and beyond Lake County.**

Retained from the last Coordinated Plan, this strategy's objective is to utilize cost-effective, easy to develop and implement solutions that equip agency personnel to assist their clients travel to popular medical destinations. Although improvements have been made to the Lake Links and Lake Transit websites, improvements should be made when possible to support NEMT travel.

## 8.0 COVID-19

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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.

### COVID-19 Specific Needs

The following are some COVID-19 specific needs that have been identified.

**Meal / Grocery Delivery:** 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 the 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.

**Service Reduction:** To protect the health and safety of riders and employees Lake Transit was forced to reduce service in April 2020. Service was limited from 7:00 am to 5:00 pm and Routes 2,4A, and 12 were suspended until further notice. Some survey respondents also noted the service reductions were limiting connections, limiting their travel for essential services, and social distancing rules are further limiting their ability to use public transit.

**Delay for several grant programs and projects:** As a result of the COVID-19 pandemic several partner organizations have been impacted. For instance, grant programs like the Active Transportation Plan are going to be delayed until the pandemic subsides.

## Appendix A: Lake County Coordinated Plan Outreach Survey Materials

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### Lake County Coordinated Plan Outreach Survey

Welcome and thank you for taking the time to participate in this short survey!

The Lake County/ City Area Planning Council is currently updating the region’s Coordinated Public and Human Services Transportation Plan. This plan is important because it facilitates funding and serves as a guide to promote and advance local social service transportation.

We are encouraging the community to provide input on the plan and share thoughts on social service transportation needs in Lake County. You can read the draft of the current plan by clicking [here](#).

Your participation is very important in helping identify transportation needs in the community, but participation in this survey is completely voluntary.

If you have any questions, please feel free to contact the consultants assisting with this project:

Suleyma Vergara-Tapia, at [svergaratapia@pacific.edu](mailto:svergaratapia@pacific.edu) or

Thomas Pogue, at [cbpr@pacific.edu](mailto:cbpr@pacific.edu).

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The following is a list of needs currently identified by the community. Please indicate whether you agree or disagree with each of these needs:

**1. There is a need to expand Eastbound service to the Sacramento area.**

- Agree
- Neither agree nor disagree
- Disagree

If you would like to comment on your response, please use the space below.

**2. There is a need to expand Sunday fixed-route bus service.**

- Agree
- Neither agree nor disagree
- Disagree

If you would like to comment on your response, please use the space below.

**3. There is a need for expanded non-emergency medical transportation to destinations within the county.**

- Agree
- Neither agree nor disagree
- Disagree

If you would like to comment on your response, please use the space below.

**4. There is a need for expanded non-emergency medical transportation to destinations outside the county.**

- Agree
- Neither agree nor disagree
- Disagree

If you would like to comment on your response, please use the space below.

**5. There is a need to expand the hours of operation for non-emergency medical transportation.**

- Agree
- Neither agree nor disagree
- Disagree

If you would like to comment on your response, please use the space below.

We are also interested in any additional social service transportation needs in the community as well as the impact of the COVID-19 pandemic. Please use the following questions and the comment box to share your perspectives:

**6. Are there any important social service destinations that are not accessible with current transportation services?**

- Yes
- No
- Please use the space below to explain further.

**7. Has the COVID-19 pandemic changed social service transportation needs?**

- Yes
- No
- Please use the space below to explain further.

**8. Use the space below to include any questions/comments/concerns:**

**9. (Optional) If you would like your participation to be noted in the report, please fill out the form below with your details as you would like them to appear.**

Name

Title

Company/Organization

### Lake County Coordinated Plan Outreach Survey

¡Bienvenido y gracias por tomarse el tiempo de participar en esta breve encuesta!

El Condado De Lake/ Consejo de Planificación del Área de la Ciudad está actualizando el Plan Coordinado de Transporte de Servicios Humanos y Públicos de la región. Este plan es importante porque facilita la financiación y sirve como guía para promover y promover el transporte de servicios sociales locales.

Pedimos que la comunidad comparta sus opiniones sobre las necesidades de transporte de servicios sociales en Lake. Puede leer el plan actual haciendo click [aquí](#).

Su participación es muy importante para ayudar a identificar las necesidades de transporte en la comunidad, pero la participación en esta encuesta es completamente voluntaria.

Si tiene alguna pregunta, no dude en ponerse en contacto con los consultores que trabajan en este proyecto por correo electrónico:

Suleyma Vergara-Tapia, at [svergaratapia@pacific.edu](mailto:svergaratapia@pacific.edu) o a

Thomas Pogue, at [tpogue@pacific.edu](mailto:tpogue@pacific.edu).

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La siguiente es una lista de necesidades identificadas actualmente por la comunidad. Indique si está de acuerdo o en desacuerdo con cada una de estas necesidades:

**1. Es necesario expandir el servicio en dirección este al área de Sacramento.**

- De acuerdo
- Ni de acuerdo ni en desacuerdo
- Desacuerdo

Si desea comentar su respuesta, utilice el espacio a continuación.

**2. Es necesario ampliar el servicio de autobuses de ruta fija los domingos.**

- De acuerdo
- Ni de acuerdo ni en desacuerdo
- Desacuerdo

Si desea comentar su respuesta, utilice el espacio a continuación.

**3. Existe la necesidad de ampliar el transporte médico que no es de emergencia a destinos dentro del condado.**

- De acuerdo
- Ni de acuerdo ni en desacuerdo
- Desacuerdo

Si desea comentar su respuesta, utilice el espacio a continuación.

**4. Existe la necesidad de ampliar el transporte médico que no es de emergencia a destinos fuera del condado.**

- De acuerdo
- Ni de acuerdo ni en desacuerdo
- Desacuerdo

Si desea comentar su respuesta, utilice el espacio a continuación.

**5. Es necesario ampliar las horas de funcionamiento del transporte médico que no sea de emergencia.**

- De acuerdo
- Ni de acuerdo ni en desacuerdo
- Desacuerdo

Si desea comentar su respuesta, utilice el espacio a continuación.

También estamos interesados en cualquier necesidad adicional de transporte de servicios sociales en la comunidad, así como en el impacto de la pandemia COVID-19. Utilice las siguientes preguntas y el cuadro de comentarios para compartir sus perspectivas:

**6. ¿Existen destinos importantes de servicios sociales que no sean accesibles con los servicios de transporte actuales?**

- Sí
- No

Utilice el espacio a continuación para explicar más:

**7. ¿La pandemia COVID-19 ha cambiado sus necesidades de servicio de transporte?**

- Sí
- No

Utilice el espacio a continuación para explicar más:

**8. Utilice el espacio a continuación para incluir cualquier pregunta, comentario o inquietud.**

**9. (Opcional) Si desea que se anote su participación en el informe, complete el formulario a continuación con sus datos tal y como desea que aparezcan.**

Nombre

Título

Empresa / Organización

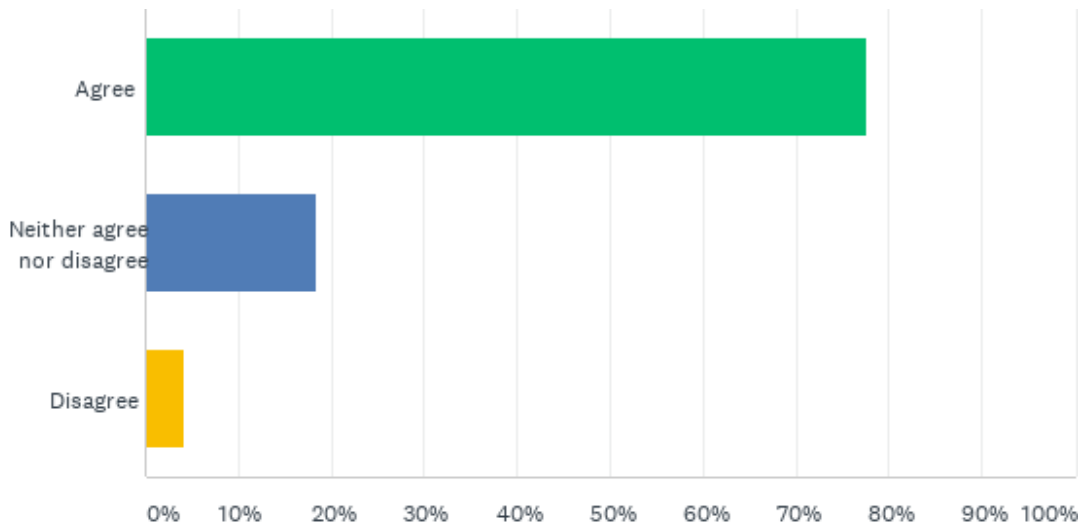


**Lake County Coordinated Plan Survey Responses**

**English (45)**

**Q1: There is a need to expand Eastbound service to the Sacramento area.**

Answered: 49 Skipped: 1



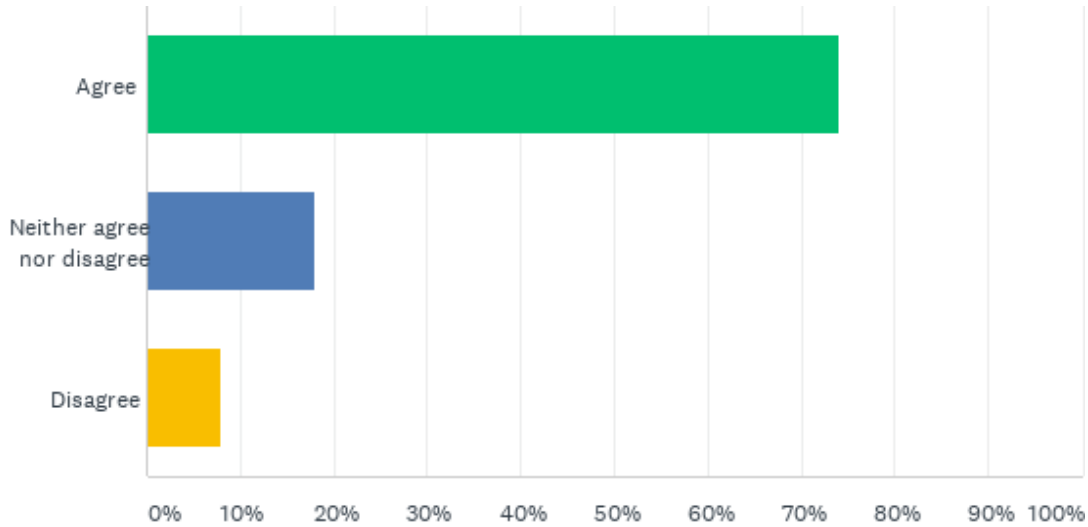
ANSWER CHOICES	RESPONSES	
Agree	77.55%	38
Neither agree nor disagree	18.37%	9
Disagree	4.08%	2
Total Respondents: 49		

Comments (2):

- To Colusa at least
- I'm torn on this because I feel like the Bay Area has better and more available services. I guess it just depends on insurance needs and healthcare availability in the Bay and if that makes for a need to include Sacramento routes to make up for a lack of care elsewhere. Also, UC Davis access would be nicer for people needing specialty care, especially children. I'm just not sure on whether needs can be served elsewhere at much smaller milage increase instead of adding on a several hour drive in a while different direction

**Q2: There is a need to expand Sunday fixed-route bus service.**

Answered: 50 Skipped: 0



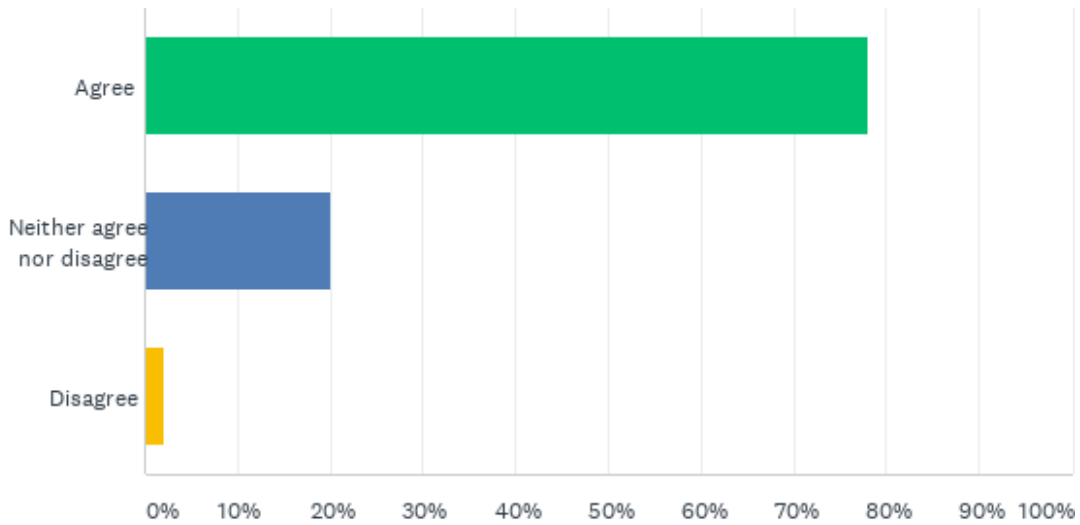
ANSWER CHOICES	RESPONSES	
Agree	74.00%	37
Neither agree nor disagree	18.00%	9
Disagree	8.00%	4
Total Respondents: 50		

Comments (3):

- Some people don't have transportation
- People work on Sundays and not everybody has a vehicle. It would make getting to and from work a lot easier.
- The limited access makes employment difficult for community members

**Q3: There is a need for expanded non-emergency medical transportation to destinations within the county.**

Answered: 50 Skipped: 0



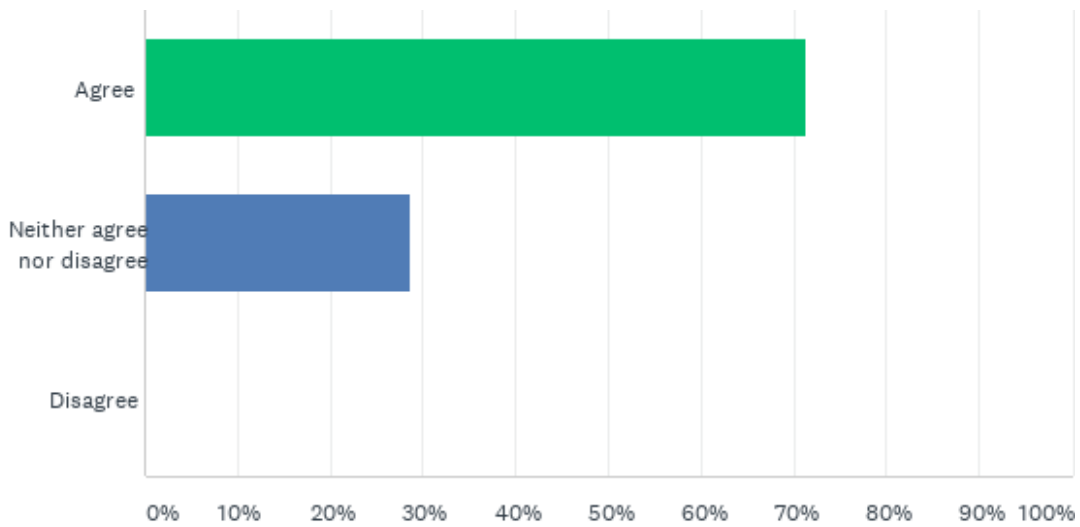
ANSWER CHOICES	RESPONSES	
Agree	78.00%	39
Neither agree nor disagree	20.00%	10
Disagree	2.00%	1
Total Respondents: 50		

Comments (3):

- I know nothing of this.
- Not everybody has a vehicle
- I have heard from several people the need for medical transportation separate from the limited times clinics provide.

**Q4: There is a need for expanded non-emergency medical transportation to destinations outside the county.**

Answered: 49 Skipped: 1



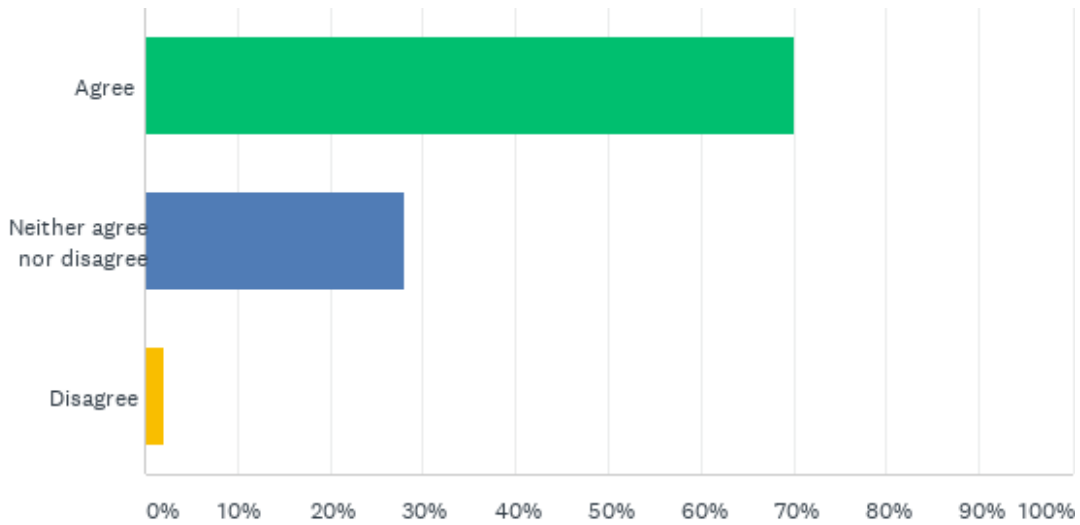
ANSWER CHOICES	RESPONSES	
Agree	71.43%	35
Neither agree nor disagree	28.57%	14
Disagree	0.00%	0
Total Respondents: 49		

Comments (2):

- Many of the elders have no means of transportation and still need medical attention.
- Medi Links is a good start, but more service is needed.

**Q5: There is a need to expand the hours of operation for non-emergency medical transportation.**

Answered: 50 Skipped: 0



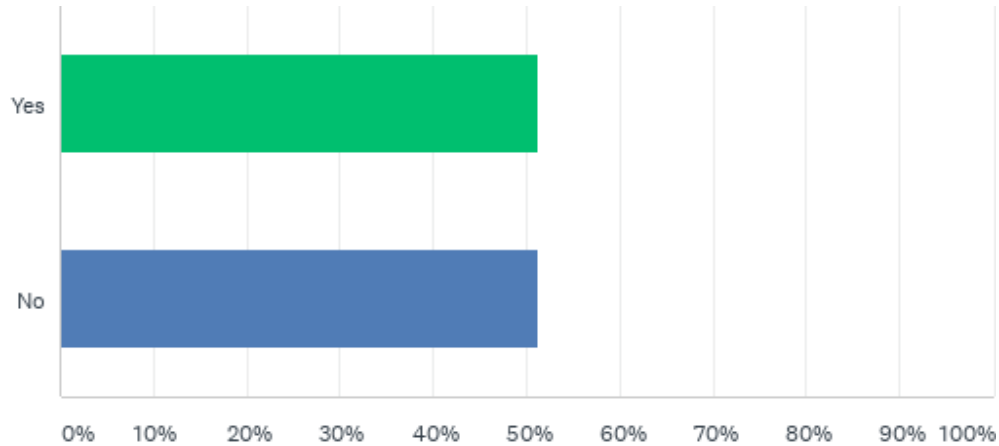
ANSWER CHOICES	RESPONSES	
Agree	70.00%	35
Neither agree nor disagree	28.00%	14
Disagree	2.00%	1
Total Respondents: 50		

Comments (2):

- I do not know the hours of operation.
- I'm not familiar with the current hours- perhaps they should have been provided. I am going to assume the service could be expanded to serve the need of our community.

**Q6: Are there any important social service destinations that are not accessible with current transportation services?**

Answered: 39 Skipped: 11



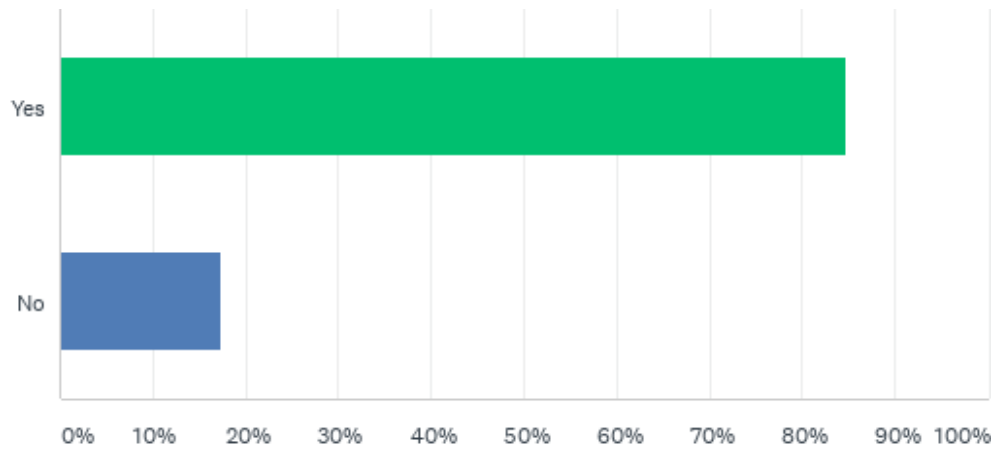
ANSWER CHOICES	RESPONSES	
Yes	51.28%	20
No	51.28%	20
Total Respondents: 39		

Comments (7):

- Late afternoon routes
- Yes, most of the Bay Area for people who need specialists at places like Stanford or the Oakland Children’s Hospital.
- ?
- There are many areas that are very limited to our clients that work weekends and nights that are not being serviced because of limitations with the hours and dates.
- The stop near Employment Services is not very safe, especially with kids and with no cover or seat it is difficult for disabled
- Homeless shelter at the juvenile hall
- Need for flexible service to non-medical destination to support other essential needs for those who cannot access fixed-route transit, such as grocery shopping.

**Q7: Has the COVID-19 pandemic changed social service transportation needs?**

Answered: 46 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	84.78%	39
No	17.39%	8
Total Respondents: 46		

Comments (9):

- Testing, having to change shopping times, taking rides to additional appointments with children.
- Social distancing rules on available services.
- No transportation services for COVID +
- I have no intention on using public transportation for a couple of years
- My disabled clients are not comfortable taking public transportation due to COVID-19
- Not getting appointments; reschedules for clients and family.
- Unsure
- No money for transportation or elderly
- The service has been more limited during the pandemic. People often can't go where they need to go.

**Q8: Use the space below to include any questions/comments/concerns**

Comments (7):

- We need more routs leaving Walmart in the latter afternoon
- We just generally need more services like this in general. I feel like our local emergency services are picking up more than their fair share of the non-emergency burden due to lack of transportation because people desperately need help but don't have the means to get where they need to go. We not only need more service but also more community outreach to let people know they have options for help to they don't just call 911 for non-emergency needs that need to be met.
- I really miss the route 12 bus
- Later service would help. A lot of people get out of work at 9 or 10
- Lake County has always suffered limited public transportation. Increase of services would equate to availability of services and employment. Theis would raise the revenue and tax dollars for Lake County.
- I have been told by clients that the areas of Kelseyville like Rivera Heights need more time and maybe also routes. Clients from that specific area have difficulty.
- The website for transit is not updated consistently and the schedule is not consistent from one tab to another.

**Q9: (Optional) If you would like your participation to be noted in the report, please fill out the form below with your details as you would like them to appear.**

Title:

- Employment and training worker.
- Member Service Coordinator
- Employment & Training Worker III
- Board member

Company/ Organization:

- Employment services with DSS
- Habematolel Pomo Of Upper Lake
- LCDSS Emp. Services
- LCDSS/ Employment Services.
- Lake Links

**Spanish (0)**