



LAKE COUNTY/CITY AREA PLANNING COUNCIL

Lisa Davey-Bates, Executive Director
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525 South Main Street, Suite G
Ukiah, CA 95482

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC) AGENDA

DATE: Tuesday, January 18, 2022

TIME: 2:30 pm

PLACE: Audioconference
Dial-in number: **1-669-900-6833** / Meeting ID: **864 1549 2433** Passcode: **327651**

***Zoom link provided to SSTAC members in distribution email and to public by request**
In accordance with the modified Brown Act Requirements established by Governor Newsom's Executive Order N-29-20, and to facilitate Social Distancing due to COVID-19, the Social Services Transportation Advisory Council meeting will be by audioconference. Public comments will be available during Thursday's meeting on any agenda item. Please send comments to James Sookne at jsookne@dbcteam.net and note the agenda item number being addressed. Oral comments will also be accepted by telephone during the meeting when public comment is invited by the Chair.

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1. Call to Order and Introductions
 2. Public Input
 3. Approval of Draft November 8, 2021 SSTAC Meeting Minutes
 4. FY 2022/23 Unmet Transit Needs Process (*Sookne*)
 5. SSTAC Membership Roster Update (*Sookne*)
 6. Update on Lake Links
 - a. Mobility Manager Report (*Kincy*)
 7. Update on Lake Transit Projects and Grants
 8. Update on Lake Transit Authority (LTA) meetings
 - a. Next meeting date February 9, 2022
 9. Update on Human Services Transportation Programs
 - a. People Services (*Dakari*)
 - b. Other programs and plans
 10. Discussion of issues and/or concerns of the members of the SSTAC

11. Discuss next meeting Date: TBD
12. Announcements/Good of the Order
13. Adjourn SSTAC meeting

PUBLIC EXPRESSION

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

AMERICANS WITH DISABILITIES ACT (ADA) REQUESTS

To request disability-related modifications or accommodations for accessible locations or meeting materials in alternative formats (as allowed under Section 12132 of the ADA) please contact the APC office at (707) 234-3314, at least 72 hours before the meeting.

Date posted: 1/13/22

List of Attachments:

- Agenda Item #3: November 8, 2021 Draft meeting minutes*
- Agenda Item #4: Current SSTAC Membership Roster*
- Agenda Item #5: Staff Report: 2022/23 Unmet Transit Needs Process
Adopted Definitions
22/23 Adopted Unmet Needs List & Findings*



LAKE COUNTY/CITY AREA PLANNING COUNCIL

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

Monday, November 8, 2021
1:00 p.m.

Zoom video/audio conference

Present: Paul Branson – Chair, Dena Eddings-Green, Clarissa Kincy, Holly Goetz (1:09 p.m.), Pastor Shannon Kimble-Auth (1:48 p.m.)

Absent: Michelle Dibble – Vice Chair, Karen Dakari

Non-SSTAC Attendees: Saskia Rymer-Burnett (Caltrans), Destiny Preston (Caltrans)

Staff Present: Lisa Davey-Bates, James Sookne, Charlene Parker, John Speka

1. Call to Order and Introductions

The meeting was called to order at 1:05 p.m.

2. Public Input

None.

3. Approval of Draft April 15, 2021 SSTAC Meeting Minutes

Clarissa motioned, Dena seconded, to approve the April 15, 2021 minutes as presented. Approved unanimously.

4. 2022 Lake County Regional Transportation/Active Transportation Plan Update

John provided an update on the status of the 2022 Lake County Regional Transportation/Active Transportation Plan. This is a long-term transportation planning documents that includes many modes of transportation, including public transit. John requested that the SSTAC review the public transit element and, if appropriate, provide feedback. John invited the group to the virtual public workshop that was being held on November 17th. The draft 2022 Lake County Regional Transportation/Active Transportation Plan is set to go before the Lake APC Board on December 1st for adoption.

Paul did have a comment regarding the public transit element. He stated that the goals, policies, and objectives for this section touch on the issues facing many riders but don't really address how to solve any of the issues. He said he'd provide his comments to John in writing.

5. FY 2022/23 Unmet Transit Needs Process

James presented the list of 21/22 unmet needs for review and went over the proposed timeline for the 22/23 unmet needs process. Clarissa and Dena suggested that the group take up the list after the beginning of the year, giving them a little time to reach out to folks to see if there are any additional needs that should be added to the list.

James stated that many of the needs identified on last years' list will be studied further in the TDP update that will be started in early 2022. The two items on the list that have seen progress are the Out-of-County NEMT service and eastbound service to the I-5 corridor, connecting riders to the

Sacramento area. LTA has been working with Lake Links to provide service to the Santa Rosa and Ukiah areas through the Medi-Links program. As the program grows and additional funding is available, destinations will expand to the SF Bay and Sacramento Areas. Regarding the eastbound service, LTA has been working with other rural transit operators in northern California in what is informally known as the Far North Transit Group. Through this group, we've been working to align our various schedules to create a seamless service from Oregon to the Bay Area and close gaps in service. A conceptual plan has been developed and the next step is to seek funding for a vehicle and operation of the new route.

6. Contactless Payments and Regional Fare Implementation

Lisa stated that LTA has been working with Greg Pratt from Humboldt Transit Authority and other agencies from the Far North Transit Group to implement a contactless fare payment system on our buses. This new system would allow riders to simply tap on and off the bus instead of having to pay cash. Some of the benefits of this system would be less passenger/driver interaction, less interaction with cash, and less time to count cash at the end of each day. As part of this program, all of the participating Far North Transit Group agencies will restructure their fare systems so that a rider can travel between systems without having to worry about paying different types of fares for each agency. LTA is going to implement a trial period beginning in early 2022 and will use the data gathered from the trial to determine the exact fare structure.

Paul referred back to his time working with Marin Transit and how easy it was to use the Clipper Card. James pointed out that this system would differ from the Clipper Card in that it uses near field communications (NFC) that can be found in debit/credit cards, smart phones, smart watches, etc. so there wouldn't be a need to load/reload any card. Lisa stated that there will be some sort of cap for the riders that would be similar to the weekly/monthly passes that exist now.

7. Update on Lake Links

a. Mobility Manager Report

Some changes were recently made to the Pay-Your-Pal program to scale it back to only essential trips. The program had been expanded during COVID to assist users during the pandemic. Lake Links participated in the Heroes Health and Safety event to provide outreach to the community about the various programs more information on the Pay Your Pal program.

8. Update on Lake Transit Projects and Grants

LTA had the kick-off meeting with the environmental consultant for the TIRCP project in September and has been meeting with them every 2 weeks. We anticipate completing the environmental phase in mid-2022. The Lake APC was successful in getting funding for a Transit Development Plan (TDP) update and the RFP for that project will go out in early 2022. LTA is still running reduced service due to the pandemic and is in need of additional drivers to return to full service. LTA is hoping to further increase service around the beginning of the new year but that will depend on the driver situation. LTA resumed fare collection on November 1 and will end the hazard pay bonus at the end of the year.

Paul brought up the 5310 call for projects that will officially be announced on January 3, 2022. LTA intends to apply for another round of funding for the out of county NEMT program. LTA has been working with Lake Links to find solutions to stretch the existing grant funds to ensure that the existing program can continue until new funding is available.

Prior to this meeting, Paul sent out some information about possible legislation that was drafted by the California Senior Legislature. The group isn't an official legislative group; rather they provide recommendations and input to the state legislature in hopes of passing senior-friendly legislation.

Every year, they put together a top-10 list that they try to find sponsors for. One of the bills in this year's list is Public Transportation Accessible Transportation Seniors and Disabled. The premise of this bill is to develop a new funding source specifically for the transportation needs for seniors and people with disabilities. These funds would be distributed directly to the Counties or other agencies such as CTSA's that directly deal with these populations.

9. Update on Lake Transit Authority (LTA) Meetings

a. November 10, 2021 meeting

James stated that there wasn't too much on the agenda for the upcoming meeting. There is going to be a more formal presentation from Caltrans' consultant on the contactless fare payment system. Other than that, there is a Disadvantaged Business Enterprise (DBE) complaint process and procedure document that the Board needs to approve to be fully compliant with a recent FTA audit.

10. Update on Human Services Transportation Programs

a. People Services

None.

11. Discussion of issues and/or concerns of SSTAC Members

Pastor Shannon stated that it would be very helpful to have calendar invites sent out with the agendas in the future. She also brought up the need for transportation to Ukiah for the 30 people in Lake County who need to get to the methadone clinics in Santa Rosa and Ukiah. Lake County has a lack of addiction/recovery services and there aren't any methadone clinics in the County. One of her clients had a court date at 9am in Ukiah and had no way to get there and she was wondering if there was a way for a LTA bus to go to Ukiah earlier for morning appointments. James stated that this isn't the first time that earlier service to Ukiah has been requested. However, LTA is currently short drivers and still needs to get back to full service. Once that happens, we can look at the schedule and see if there are any changes that can be made to address this issue. Clarissa stated that about a month ago, Sutter Hospital reached out to her to see if Lake Links had anyone that was going to the methadone clinic in Ukiah and she's waiting to hear back from them for further information. Holly did confirm that the appointments at the methadone clinic in Ukiah are quite early and is an unmet need for a vulnerable population.

12. Discuss next meeting Date: – January 18th, 2022 at 2:30

13. Announcements/Good of the Order

James stated that Holly and Pastor Shannon's terms on the SSTAC expired at the end of October and he'll bring this back in January for a formal recommendation from the SSTAC with proposed approval at the February APC meeting.

14. Adjourn SSTAC Meeting - Meeting adjourned at 2:07 p.m.

Respectfully Submitted,

James Sookne, Lake APC Administration



SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL STAFF REPORT

TITLE: 2022/23 Unmet Transit Needs Process

DATE PREPARED: 1/12/22

MEETING DATE: 1/18/22

SUBMITTED BY: James Sookne, Program Manager

BACKGROUND: Lake APC has been conducting formal Unmet Transit Needs processes since 2014. The process is a requirement of the Transit Development Act (TDA) prior to a region using any Local Transportation Funds (LTF) for streets and roads purposes. Although the APC does not allocate any LTF funds for streets and roads purposes, the process is still considered useful as a means of identifying potential transit needs in the region as well as analyzing opportunities for Lake Transit Authority (LTA) to meet those needs if feasible. It assists the APC and LTA in determining how to best use the limited transit funding available to the region. The Unmet Transit Needs process also meets TDA requirements calling for annual public input opportunities for transit dependent or transit disadvantaged persons before the SSTAC.

The first step in this annual process is for the SSTAC to develop a list of potential Unmet Transit Needs. These needs may be identified by SSTAC members, agency staff, or the public. For your reference, I have attached the list of Unmet Transit Needs that was approved by the APC during the last Unmet Transit Needs process. In November 2021, the SSTAC chose to develop the list of Unmet Transit Needs at the January 2022 meeting.

Once developed, the 2022/23 list of needs will be presented to the APC Board at a public hearing in March to determine whether any of the needs qualify as an “unmet transit need” consistent with the approved definitions (attached). The Unmet Transit Needs will then be directed to APC and LTA staff members for analysis and further review by the SSTAC. Following this analysis, a recommendation will go to the APC Board determining whether or not any of the needs are considered “reasonable to meet.” If needs are found reasonable to meet, those needs will then become part of the budgeting process.

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

ALTERNATIVES: None

RECOMMENDATION: None

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

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

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

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



Lake Transit Authority

Lisa Davey-Bates, Executive Director

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April 9, 2021

Lisa Davey-Bates
Executive Director
Lake Area Planning Council
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Lake Transit Authority Response to Potential Unmet Transit Needs & Recommended Findings for the APC FY 2021/22

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

Thank you for the opportunity to respond to the list of FY 2021/22 Potential Unmet Needs. Lake Transit Authority (LTA) takes these very seriously. It is unfortunate that all available TDA dollars are already expended making our response to new potential needs difficult. In most cases, responding to an unmet need will mean that LTA and/ or the APC must either find a new funding source, such as a federal or state grant, or weigh the importance of the unmet against cutting an existing service.

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

Response: Transit service for residents of Spring Valley is an unmet need. The Live Oak Transportation Project, an FTA Section 5317 funded program that was sponsored by the Area Agency on Aging and operated by Live Oak Senior Center, attempted to serve Spring Valley residents while that project was active for several years beginning in 2009; however, there was very little demand for service. The Spring Valley community is composed of about 360 rural residential households scattered along an approximate six mile stretch of New Long Valley Road. The population is approximately 845 and the population density is 169 people per square mile. The intersection of New Long Valley Road and State Route 20 is about 11 miles from Clearlake Oaks and 18 miles from Clearlake. The distance to Spring Valley, combined with its low density, and the lack of demand for service, make it very unlikely that another transportation service attempt would be successful. LTA recommends that a service directed to serving residents along the length of New Long Valley Road is not reasonable to meet based on past performance, low population density, and low demand.

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

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

Response: Intercity bus service connecting to Sacramento is an unmet need that may be reasonable to meet. Lake Transit Authority was included in a coordinated joint Transit and Intercity Rail Capital Program (TIRCP) grant application submitted by the Shasta Regional Transportation Agency (SRTA) that would provide capital funding for a zero-emission bus project for Phase II of the North State Express. Unfortunately, SRTA's TIRCP application that included this service was not successful. LTA is currently working with SRTA and other rural northern California transit agencies on interagency connectivity, which would include a connection from Lake County to I-5. At this time, these plans are purely conceptual and due to a lack of funding, it is unknown if and when implementation will occur. Therefore, this unmet need is not reasonable to meet.

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

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

Response: Over the past four years, the APC found that this is an unmet need that is not reasonable to meet at this time due to limited demand. Nevertheless, LTA and Lake Links, as the former and current CTSA respectively, have taken steps that may improve services to outlying areas. LTA, as the CTSA, was successful in obtaining FTA 5310 grant funding to provide for a full-time mobility coordinator and assistant to develop the LTA/Lake Links mobility management program. Program activities include support for clinic operated wheelchair lift equipped vehicles, further development of the volunteer driver program, and development of NEMT wheelchair lift equipped services. These efforts are meeting more of the need, but still fall short of a dedicated program to provide wheelchair lift equipped service that will meet widely dispersed trips in outlying areas. Lake Links has also been exploring a potential relationship with Partnership Health and their NEMT broker, MTM, to provide Med-Cal funded, wheelchair equipped NEMT service. LTA and Lake Links continue to work with the health and social services community to define the need and potential funding agreements for service.

Recommended Finding: There are unmet transit needs for wheelchair lift equipped NEMT services in outlying areas beyond one mile from fixed routes. The demand is very limited and widely dispersed making it unreasonable to meet at this time.

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

Response: LTA was awarded an FTA 5310 grant in 2017 to provide Out-of-County NEMT services and senior center transportation programs for three years. The grant application helped to address NEMT needs for trips to Ukiah and Santa Rosa. There is potential to modify the program to include trips to San Francisco, or to work together with Bay Area transportation providers to transfer passengers to SF at Santa Rosa. In partnership with Lake Links, Medi-Links was created in 2019 to provide NEMT services to out-of-county locations. To date, the program currently takes clients to Santa Rosa; however, as the program expands, additional destinations will be included. LTA was successful in obtaining an additional 5310 grant in 2019 that will allow Medi-Links to continue to grow into the future.

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

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

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

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

6. Expanded transit service and Mobility Training to accommodate job placement for developmentally disabled. New enhanced requirements for competitive integrated job placement will be implemented soon necessitating transportation to and from jobs, potentially outside of normal transit operating hours. It is likely that demand response service would be needed to fit this potential need.

Response: To the extent that the need is within Lake Transit operating hours, this need will be accommodated by Lake Transit routes or paratransit services provided that the origin and destination are within one mile of fixed routes. If the need is outside of normal operating hours, Lake Transit is not required to provide service under the ADA. It is unknown at this time if there is an unmet need. If there is an unmet need, the Redwood Coast Regional Center is responsible to fund transportation needs of developmentally disabled persons. Existing service providers, including LTA are available to extend service programs if funding is available.

Recommended Finding: Expanded transit service and mobility training to accommodate job placement for developmentally disabled persons in Lake County is not an unmet need at this time.

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

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

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

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

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

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

Again, thank you for the opportunity to respond to unmet needs testimony. The partnership between LTA and the Area Planning Council to identify unmet needs, and plan appropriate responses has continued to provide many useful and important transportation improvements.

Sincerely,



James Sookne
Program Manager



SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL STAFF REPORT

TITLE: SSTAC Membership Roster Update

DATE PREPARED: 1/12/22

MEETING DATE: 1/18/22

SUBMITTED BY: James Sookne, Program Manager

BACKGROUND: The Transportation Development Act (TDA) mandates that Regional Transportation Planning Agencies maintain a Social Services Transportation Advisory Council (SSTAC), with members representing specific segments of the population.

Two of the nine prescribed seats are currently vacant, and two were due for reappointment, if the members are willing to continue serving.

Vacancies are as follows:

- “Potential transit user 60 years or older”
Vacant seat, term is through October 2024
- “Potential transit user disabled”
Vacant seat, term is through October 2023

Positions due for reappointment are as follows:

- “Transportation provider”
Reappoint through October 2024
Holly Goetz, Sutter Lakeside Hospital
- “Transportation provider disabled”
Reappoint through October 2024
Rev. Shannon Kimbell-Auth, Adventist Health Clear Lake

Please refer to the attached list for the most recent appointments. Terms are for three-year, staggered terms. At this meeting, we would like to nominate current members, if they’re willing, for reappointment as well as potential new members to fill the vacancies. The nominations would then be presented to the APC Board to make formal appointments.

ACTION REQUIRED: Nominate members for reappointment and identify new members to fill vacancies.

ALTERNATIVES: The SSTAC may submit additional names for consideration. Maintenance of this advisory council is a statutory requirement. Recruitment may be considered an ongoing, or at least periodic, pursuit.

RECOMMENDATION: Nominate members for reappointment and identify new members to fill vacancies.

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

		<u>TERM</u>
1. Potential Transit User 60 Years or Older	Vacant	Nov. 2018 – Oct. 2021
2. Potential Transit User Disabled	Vacant	Nov. 2020 – Oct. 2023
3. Social Services Provider Seniors	Dena Eddings-Green Program Coordinator Area Agency on Aging of Lake & Mendocino Counties P.O. Box 9000 Lower Lake, CA 95457 Phone: 707-995-4298 E-mail: dena.eddings-green@lakecountyca.gov	Nov. 2019 – Oct. 2022
4. Transportation Provider	Holly Goetz, MSW, ASW Sutter Lakeside Hospital 5176 Hill Rd. E. Lakeport, CA 95453 E-mail: GoetzHR@sutterhealth.org	Nov. 2018 – Oct. 2021
5. Social Services Provider Disabled	Rev. Shannon Kimbell-Auth Adventist Health Clear Lake 15322 Lakeshore Drive, Suite 201 Clearlake, CA 95422 Phone: 707-461-4426 / E-mail: kimbels@ah.org	Nov. 2018 – Oct. 2021
6. Transportation Provider Disabled	Karen Dakari People Services 4195 Lakeshore Boulevard Lakeport, CA 95453 Phone: 263-3810 / E-mail: karendakari@yahoo.com	Nov. 2019 – Oct. 2022
7. Social Services Provider Limited Means	Michele Dibble Lake County Department of Social Services P.O. Box 9000 Lower Lake, CA 95457 Phone: 707-995-4364 / E-mail: mdibble@dss.co.lake.ca.us	Nov. 2020 – Oct. 2023
8. Consolidated Transportation Services Agency	Paul Branson P.O. Box 1355 Clearlake Oaks, CA 95423 Phone: 925-286-5494 / E-mail: shapingmobility@gmail.com	Nov. 2020 – Oct. 2023
9. Consolidated Transportation Services Agency	Clarissa Kincy Lake Links 14420 Lakeshore Drive Clearlake, CA 95422 Phone: 707-995-3330 / E-mail: clarissa.kincy@lakelinks.org	Nov. 2019 – Oct. 2022