



# LAKE COUNTY/CITY AREA PLANNING COUNCIL

Lisa Davey-Bates, Executive Director  
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## SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC) AGENDA

**DATE:** Tuesday, March 22, 2022

**TIME:** 2:00 pm

**PLACE:** Audioconference  
Dial-in number: **1-669-900-6833** / Meeting ID: **863 6656 5377** Passcode: **909222**

**\*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](mailto:jsookne@dbcteam.net) and note the agenda item number being addressed. Oral comments will also be accepted by telephone during the meeting when public comment is invited by the Chair.

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1. Call to Order and Introductions
  2. Public Input
  3. Approval of Draft January 18, 2022 SSTAC Meeting Minutes
  4. FY 2022/23 Unmet Transit Needs Process (*Sookne*)
  5. Update on Lake Links
    - a. Mobility Mobility/CEO Report
  6. Update on Lake Transit Projects and Grants
  7. Update on Lake Transit Authority (LTA) meetings
    - a. Next meeting date May 9, 2022
  8. Update on Human Services Transportation Programs
    - a. People Services (*Dakari*)
    - b. Other programs and plans
  9. Discussion of issues and/or concerns of the members of the SSTAC
  10. Discuss next meeting Date: TBD

11. Announcements/Good of the Order

12. Adjourn SSTAC meeting

**PUBLIC EXPRESSION**

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

**AMERICANS WITH DISABILITIES ACT (ADA) REQUESTS**

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

Date posted: 3/17/22

**List of Attachments:**

*Agenda Item #3: January 18, 2022 Draft meeting minutes*  
*Agenda Item #4: 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

Tuesday, January 18, 2022  
2:30 p.m.

Zoom video/audio conference

**Present:** Paul Branson – Chair, Dena Eddings-Green, Clarissa Kincy, Holly Goetz, Pastor Shannon Kimble-Auth

**Absent:** Karen Dakari

**Non-SSTAC Attendees:** Melinda Lahr

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

**1. Call to Order and Introductions**

The meeting was called to order at 2:29 p.m. Introductions were made.

**2. Public Input**

None.

**3. Approval of Draft November 8, 2021 SSTAC Meeting Minutes**

Dena motioned, Clarissa seconded, to approve the November 8, 2021, minutes as presented. Approved unanimously.

**4. FY 2022/23 Unmet Transit Needs Process**

James presented the list of 21/22 unmet needs and the adopted definition. The group did a quick review of the existing list to bring Melinda up to speed. James stated that many of the needs identified on last year's list will be studied further in the upcoming TDP update to determine the extent of the demand as well as possible solutions.

There were no additions to the list at the time. The group agreed that the existing list is comprehensive in terms of the current needs of the residents of Lake County. A motion was made by Clarissa to continue the existing list of unmet needs from FY 21/22 to FY 22/23 and present it to the Lake APC Board at the public hearing. The motion was seconded by Dena and passed unanimously.

**5. SSTAC Membership Roster Update**

James stated that there are a couple of SSTAC roster spots that expired in October of 2021 and the members need to either be re-appointed or replaced. He asked the SSTAC members to keep their eyes and ears open to help fill the two vacant spots, the potential transit user who is disabled and the potential transit user who is 60 years of age or older. The spots that are up for re-appointment are for a transportation provider and social service provider for the disabled, held by Holly and Pastor Shannon respectively. Both members are willing to continue serving in their current roles. Clarissa nominated Holly Goetz and Pastor Shannon Kimball-Auth to continue serving in their current roles.

Melinda Lahr is willing to replace the role previously held by Michelle Dibble and Clarissa nominated her for that position. Dena motioned to accept all the nominations. Clarissa seconded the motion and it passed unanimously. James said he'll take the nominations and motion to the Lake APC Board for formal approval at the next meeting.

**6. Update on Lake Links**

**a. Mobility Manager Report**

Clarissa stated that Lake Links is working with LTA to re-structure the existing NEMT program. Lake Links will apply for the grant funding for the mobility manager and Pay Your Pal (PYP) programs. The PYP funds that Lake Links will be applying for will be for non-medical trips. LTA will be applying for funding for all non-emergency medical trips (NEMT), whether they're in or out of the county. This will help make the NEMT program more efficient. Paul stated that the Lake Links Board of Directors will be hold a strategic planning session at their next Board meeting and invited members of the SSTAC to provide input to him or Clarissa.

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

James stated that LTA is currently working on the 5310 grant to continue the NEMT program. This program will be funded by LTA but administered by Lake Links. The environmental work is continuing on the TIRCP project for the transit center and the hydrogen fueling infrastructure and it is expected to be done in August 2022. Lisa said that LTA is looking into the possibility of adding solar panels at their operations and maintenance site but is not pursuing any funding at this time.

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

**a. February 9, 2022 meeting**

James stated that there isn't anything of interest on the upcoming LTA agenda. Paul asked how service was going and whether any service has had to be suspended due to lack of drivers, etc. James stated that almost all weekday service had been restored and he anticipated resuming service on Route 12 soon.

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

**a. People Services**

None.

**10. Discussion of issues and/or concerns of SSTAC Members**

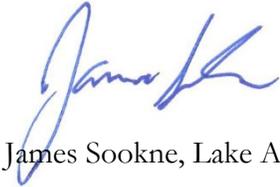
Pastor Shannon stated that at the previous meeting, she had mentioned the need for earlier service to Ukiah for people who have court/medical appointments and asked if that had been included on the current list of unmet needs. James stated that it wasn't included in the current list because he felt that it could be addressed by modifying the existing schedules. He said he wanted to evaluate it during the update to the Transit Development Plan. Lisa stated that it is an unmet need and should be included on the current list. Additionally, she stated that trips to Mendocino College should be added to the need. Lisa mentioned that this came up during a 5310 grant planning session recently and the question came up as to whether this kind of trip would be considered 5310-eligible. It was determined that the unmet need should specifically state medical and court appointments and service to Mendocino College instead of a blanket statement such as "earlier service to Ukiah" since there are specific funding sources for each of these kinds of trips. Pastor Shannon made a motion to amend the list of unmet needs to include this item. Clarissa seconded the motion and it was approved unanimously.

James asked if trips to the methadone clinic would qualify ADA-eligible, therefore 5310 eligible. If so, they could possibly utilize the existing NEMT program. Pastor Shannon said that they should be since

they're medically prescribed to treat addiction. Paul stated that since these would be daily trips, they may be better served by fixed route service rather than the NEMT program. Clarissa stated that the NEMT program, in its current form, couldn't provide transportation for these trips since they're daily and the riders need to be in Ukiah by 6:00 AM, which is out of the current NEMT service window. James stated that utilizing fixed route to get people to the methadone clinic may be hard due to the early start time; however, it could be possible to use fixed route service to get people back to Lake County, if they could get to Ukiah using a different service. Lisa asked Pastor Shannon if she could find drivers if LTA were to provide vehicles. Pastor Shannon said she wasn't sure, but she would look into it and get back to the group.

11. **Discuss next meeting Date:** Paul stated that we should meet more often since there's good information that's been coming from them. James stated that the next step in the unmet needs process is to take the list developed by the SSTAC to a public hearing before the Lake APC Board and that the next available meeting for that would be in March. James stated that he'll send out a poll to gauge people's availability in late March for the next SSTAC meeting.
12. **Announcements/Good of the Order**  
None
13. **Adjourn SSTAC Meeting** - Meeting adjourned at 3:29 p.m.

Respectfully Submitted,



James Sookne, Lake APC Administration



## SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL STAFF REPORT

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**TITLE:** 2022/23 Unmet Transit Needs Recommendation

**DATE PREPARED:** 3/15/22

**MEETING DATE:** 3/22/22

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

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**BACKGROUND:** The Lake Area Planning Council (APC) has been conducting formal Unmet Transit Needs processes since 2014. Its purpose is to identify priority transit needs for transit dependent or transit disadvantaged populations within Lake County. It assists the APC and Lake Transit Authority (LTA) in determining how to best use the limited transit funding available to the region.

The process is a requirement of the Transit Development Act (TDA) prior to a region using any Local Transportation Funds (LTF) for streets and roads purposes. Although the APC does not allocate any LTF funds for streets and roads purposes, the process is still considered useful as a means of identifying potential transit needs in the region as well as analyzing opportunities for LTA to meet those needs if feasible. The Unmet Transit Needs Process also meets TDA requirements calling for annual public input opportunities for transit dependent or transit disadvantaged persons within the jurisdictions represented by the Social Services Transportation Advisory Council (SSTAC).

The current Unmet Transit Needs Process began at the November 2021 meeting of the SSTAC, where the FY 21/22 list of potential unmet needs was reviewed. The process continued at the January SSTAC meeting where a list of potential unmet transit needs was developed. Following the development of a list of potential unmet needs, a public hearing was held by the APC on March 9, 2022, at which time a finding was made that the list contained needs that met the definition of Unmet Transit Needs and referred the list to the APC and LTA staff for further analysis.

LTA staff has analyzed the needs and provided a response for each (see attached). The attachment contains all the needs that were identified with a response and recommendation addressing them. At this point, the SSTAC is asked to make a recommendation to the APC Board in determining if any of the needs are “reasonable to meet” according to the adopted definition (see attached).

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

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**ALTERNATIVES:** None

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**RECOMMENDATION:** The SSTAC recommends to the Lake APC Board that findings can be made (per the analysis by LTA staff) that there are unmet transit needs which are reasonable to meet according to the adopted definitions. It is anticipated that the APC will take action at their May 9, 2022 meeting.

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

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

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

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



# Lake Transit Authority

Lake SSTAC Meeting: 3/22/22

Agenda Item: #4

Lisa Davey-Bates, Executive Director

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March 15, 2022

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## Lake Transit Authority Response to Potential Unmet Transit Needs & Recommended Findings for the APC FY 2022/23

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

Thank you for the opportunity to respond to the list of FY 2022/23 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 during the current update to the 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. LTA just applied for a 5310 grant to modify and expand the existing NEMT service. The new model would incorporate a pool of volunteer drivers that would use their own vehicles as well as some LTA vehicles for those riders that are non-ambulatory. This will be in addition to the existing service provided by LTA. 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, which when combined with a lack of funding, makes it unreasonable to meet at this time. However, should LTA be successful with their latest 5310 grant application, funding should be available to at least partially meet this need.

**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 Calistoga, Santa Rosa, and Ukiah; however, as the program expands, additional destinations will be included. LTA just applied for a 5310 grant to modify and expand the existing NEMT service. The new model would incorporate a pool of

volunteer drivers that would use their own vehicles as well as some LTA vehicles for those riders that are non-ambulatory. This will be in addition to the existing service provided by LTA and 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. The service currently provides trips to Calistoga, Santa Rosa, and Ukiah. 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 the current update to the 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 have been implemented, necessitating transportation to and from jobs, potentially outside of normal transit operating hours.

**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 current update to the 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 current update to the Transit Development Plan for Lake County.

**9. Earlier service to Ukiah for medical appointments, criminal justice appointments, and courses at Mendocino College.** The existing fixed route service to Ukiah doesn’t allow riders to attend early morning medical or criminal just ice appointments or early classes at Mendocino College.

**Response:** Over the years, LTA has received the occasional comment that there should be earlier service to Ukiah so riders could get to their early appointments; however, the exact demand for this service isn’t known. Getting people to Ukiah in time to make their appointments between 8:00 AM and 9:00 AM can be addressed in a couple of ways. An additional run could be added to the schedule, or the existing schedule could be adjusted. Both options could have ramifications on the overall system for the following reasons: (1) adding an earlier run to the current schedule would mean additional resources or potentially reducing service somewhere else and (2) changing the existing schedule of Route 7 would also change Route 4 since they’re interlined. If riders need to get to Ukiah for medical appointments before 8:00 AM, the most practical solution may be to work with Lake Links for their transportation needs.

**Recommended Finding:** At this time, earlier service to Ukiah for medical appointments, criminal just appointments, and courses at Mendocino College is is an unmet need that is unreasonable to meet, and the issue should be studied during the current update to the 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