



LAKE COUNTY/CITY AREA PLANNING COUNCIL

Lisa Davey-Bates, Executive Director
(707) 263-7799 / Fax 463-2212

525 South Main Street, Suite G
Ukiah, CA 95482

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC) AGENDA

DATE: Thursday, November 17, 2022

TIME: 1:30 pm

PLACE: Audioconference
Dial-in number: **1-669-900-6833** / Meeting ID: **867 1685 3456** Passcode: **099066**

***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 August 22, 2022 SSTAC Meeting Minutes
 4. Lake County Transit Development Plan – 2022 Update (*Sookne*)
 5. FY 2023/24 Unmet Transit Needs Process (*Sookne*)
 6. Update on Lake Links
 7. Update on Lake Transit Projects and Grants
 8. Update on Lake Transit Authority (LTA) meetings
 - a. Next meeting date December 14, 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: 11/14/22

List of Attachments:

Agenda Item #3: August 22, 2022 Draft meeting minutes
Agenda Item #5: Staff Report: 2023/24 Unmet Transit Needs Process
Adopted Definitions
22/23 Adopted Unmet Needs List & Findings



LAKE COUNTY/CITY AREA PLANNING COUNCIL

Lisa Davey-Bates, Executive Director
www.lakeapc.org

525 South Main Street, Ukiah, CA 95482
Administration: Suite G ~ 707-234-3314
Planning: Suite B ~ 707-263-7799

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

Monday, August 22, 2022
2:30 p.m.

Zoom video/audio conference

Present: Paul Branson – Chair, Karen Dakari

Absent: Dena Eddings-Green, Melinda Lahr

Non-SSTAC Attendees: Genevieve Evans (LSC), Claire Hutchinson (LSC), Dean Meester (Caltrans), Laurie Fisher (Lake Links)

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

1. Call to Order and Introductions

The meeting was called to order at 2:32 p.m. Introductions were made.

2. Public Input

None.

3. Approval of Draft March 22, 2022 SSTAC Meeting Minutes

Karen motioned, Paul seconded, to approve the March 22, 2022, minutes as presented. Approved unanimously.

4. Lake County Transit Development Plan Update

John gave a quick background of how the update to the Transit Development Plan (TDP) got funded. This current update is being developed by LSC Transportation Consultants, Inc. and will also focus on mobility solutions for people who aren't able to use the existing services in Lake County. John introduced Genevieve Evans and Claire Hutchinson, both from LSC, who gave a short presentation on the status of the update.

Genevieve described the TDP as a five year business plan for the transit agency. The update looks at how demographic and transit conditions have changed as well as how LTA is performing. The update also looks at possible solutions that will improve mobility for residents and make the system more efficient. The first thing that LSC did is look at existing data such as where riders get on and off the bus, on-time performance, and ridership by routes and revenue hour. Additionally, Genevieve briefly discussed the results from the passenger survey. She then described some of the initial alternatives that they've come up with based on existing LTA data and survey results; these include later service, Sunday service, service to Spring Valley, and micro-transit on-demand.

Paul asked if LSC has done any research into what micro-transit on-demand options are available in Lake County. Genevieve stated that options aren't limited to TNCs such as Uber or Lyft. LTA could use their own vehicles and drivers and use an app for riders to use. Paul described the volunteer driver

program that is being developed through Lake Links and how it could possibly help fill the space of micro-transit even though it won't be an on-demand type of service.

Genevieve stated that LSC and LTA were going to have a booth at the Lake County fair to get public input and that a draft TDP update should be available in December.

5. SSTAC Membership Roster Update

James informed the group that there are currently four spots that are open. Two of them, the potential transit user that is 60 years or older and the potential transit user with a disability, have been open for a long time. The other two spots are the social service provider to the disabled, previously held by Pastor Shannon Kimball-Auth, and a representative from the Consolidated Transportation Services Agency (CTSA), previously held by Clarissa Kincy. James stated that one easy fix to fill one of those spots was to nominate and approve Laurie Fisher to replace Clarissa since Laurie is the new Program Manager at Lake Links. James also stated that the group could nominate Karen and Dena to reup their terms that expire at the end of October. Laurie said she's willing to fill the position. Paul made a motion to nominate Laurie Fisher to fill the CTSA representative role and that Dena and Karen be reappointed to their positions. Karen seconded the motion and it passed unanimously. These nominations will go to the Lake APC Board for final approval.

Paul asked if these open positions were ever advertised on the transit system. James stated that they hadn't yet. Paul stated that a couple places that we could look for the social service provider to the disabled would be Lake County Mental Health or North Coast Opportunities (NCO). Lisa also mentioned that another good place to look could be the Area Agency on Aging. Paul said he'd send James a list of names of people who may be a good fit.

6. Update on Lake Links

Laurie Fisher is the new Program Manager for Lake Links. Lake Links is working on a new AARP grant for the Volunteer Driver Program (VDP) and is also pursuing an ARPA grant for additional funding. Lake Links is compiling a list of the current drivers in the Pay Your Pal program to see if any would like to participate in the VDP. Lake Links has been in contact with NCO because they already have an established VDP.

7. Update on Lake Transit Projects and Grants

LTA is working to wrap up the environmental phase of the Transit Center/Hydrogen Bus project. There's a draft Mitigated Negative Declaration that is currently out for comment that will go before the Board for adoption in September. The contactless fare payment project is currently in the contracting phase, and we hope to implement it in the next few months. The solar canopy project should go out for design in the next year.

8. Update on Lake Transit Authority (LTA) Meetings

a. September 14, 2022 meeting

There will be a public hearing for the Mitigated Negative Declaration. James will also be presenting the LTA Annual Report and an update to the LTA Transit Asset Management Plan.

9. Update on Human Services Transportation Programs

a. People Services

People Services (PS) are looking for people who want to work and can pass a drug test. Due to the pandemic, a lot of their programs are on hold. Right now, PS is only able to do 1-on-1 programs and not the 3-on-1 programs, which are their normal day programs. They anticipate being able to open up their 3-on-1 programs but don't have a formal date yet.

9. **Discussion of issues and/or concerns of the members of the SSTAC**

None.

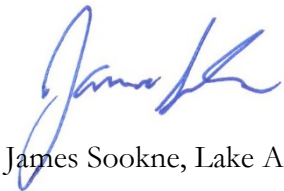
10. **Discuss next meeting Date:** Paul suggested that we try to meet in mid-October. The group discussed, and is open to, a hybrid meeting.

11. **Announcements/Good of the Order**

None

12. **Adjourn SSTAC Meeting** - Meeting adjourned at 3:18 p.m.

Respectfully Submitted,

A handwritten signature in blue ink, appearing to read "James Sookne". The signature is fluid and cursive, with a large initial "J" and "S".

James Sookne, Lake APC Administration



SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL STAFF REPORT

TITLE: 2023/24 Unmet Transit Needs Recommendation

DATE PREPARED: 11/14/22

MEETING DATE: 11/17/22

SUBMITTED BY: James Sookne, Program Manager

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 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.

Once developed, the 2023/24 list of needs will be presented to the APC Board at a public hearing 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

Administration
525 S. Main Street, Ste. G
Ukiah, CA 95482
(707) 263-7868

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

March 15, 2022

Lisa Davey-Bates
Executive Director
Lake Area Planning Council
525 S. Main Street, Suite G
Ukiah, CA 95482

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