



# 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

Wednesday, May 21, 2025 at 2:00 p.m.

### Primary Location:

Lake Links  
14420 Lakeshore Drive, Clearlake

### Teleconference Locations:

5176 Hill Road East, Lakeport CA 95453

### Zoom Login

Dial-in number: **1-669-900-6833** / Meeting ID: **831 5752 6331** Passcode: **530166**

\*Zoom link provided to the public by request

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1. Call to Order and Introductions
  2. Public Input
  3. Approval of Draft February 19, 2025 SSTAC Meeting Minutes
  4. FY 2025/26 Unmet Transit Needs Process and Proposed Approval (*Sookne*)
  5. SSTAC Membership Roster Update and Approval (*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 June 11, 2025
  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: 5/16/25

#### List of Attachments:

*Agenda Item #3: February 19, 2025 Draft meeting minutes*  
*Agenda Item #4: Staff Report: 2025/26 Unmet Transit Needs Process*  
*Adopted Definitions*  
*25/26 Adopted Unmet Needs List & Findings*  
*Agenda Item #5: SSTAC Roster*  
*Agenda Item #6: Lake Links Report*



# LAKE COUNTY/CITY AREA PLANNING COUNCIL

Lisa Davey-Bates, Executive Director  
[www.lakeapc.org](http://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

Wednesday, February 19, 2025  
1:30 p.m.

Location  
City of Lakeport  
Large Conference Room  
225 Park Street  
Lakeport, CA

**Present:** Laurie Fisher; Karen Dakari; Rev. Shannon Kimbell-Auth, Melinda Lahr, Holly Goetz, Annie Barnes

**Absent:** None.

**Non-SSTAC Attendees:** Saskia Rymer-Burnett (Caltrans)

**Staff Present:** James Sookne, Lisa Davey-Bates (1:37 p.m.), John Speka

### 1. Call to Order and Introductions

The meeting was called to order at 1:30 p.m. Introductions were made.

### 2. Public Input

None.

### 3. Approval of Draft November 14, 2024 SSTAC Meeting Minutes

Holly motioned, Karen seconded, to approve the November 14, 2024, minutes as presented.

*Ayes: Pastor Shannon, Karen, Holly, Annie; Nays – None; Abstain – Melinda, Laurie*

### 4. Update on the 2026 Lake County Regional Transportation Plan / Active Transportation Plan

John gave a summary of what the Regional Transportation Plan and Active Transportation Plan are and provided an update on where the Lake APC is in the process of preparing the 2026 update. Public outreach will continue through the spring of 2025 with a draft available for public review anticipated in the late summer or fall of 2025. The final draft will be presented to the Lake APC Board for adoption in February 2026.

Pastor Shannon stated that she's read current version of the RTP and found it very informative and useful. Annie stated that members of the SSTAC could help spread the word for public outreach if needed. Pastor Shannon said that certain populations, such as those that receive Meals on Wheels, would do better with paper or in-person outreach instead of virtual.

**5. FY 2025/26 Unmet Transit Needs Process and Proposed Approval**

James stated that he's looking for a recommendation to the Lake APC Board that at least one of the items on the proposed FY 25/26 list meets the adopted definition of an unmet transit need. After a recommendation is made, it'll go before the Lake APC Board at a public hearing in May.

Pastor Shannon asked what would happen to the evening route to Ukiah if the schedule was adjusted to create an earlier run. James stated that due to budgetary constraints, some changes were made last November, including eliminating the last run from Lakeport to Ukiah. She also asked if there are any other potential options from Sacramento to Lake County aside from LTA. James explained that LTA is working with other transit agencies on closing transit gaps around northern California and this is one of the sections that is on the list.

Annie made a motion to take the draft FY 25/26 Unmet Transit Needs list to the Lake APC Board. It was seconded by Holly.

*Ayes: Pastor Shannon, Karen, Holly, Annie; Nays – None; Abstain – Melinda, Laurie*

**6. Update on Lake Links**

Laurie gave a brief introduction about Lake Links, which is a non-profit organization that develops and administers programs for people who are no longer able to use traditional public transit services. There are currently two programs. Pay Your Pal is a mileage reimbursement program for people over the age of 55 and people with disabilities. They have to be considered low-income and have a family member or friend who is able to drive them. The program currently reimburses at a rate of \$0.50 per mile and with a mileage cap of 400 miles per month. Lake Links also expanded the types of trips that were eligible under the program. December was the first month where Lake Links maxed out the mileage reimbursement, paying a little over \$12,000 for approximately 25,000 miles to 98 clients. Lake Links has also added a medical hardship component to the program for individuals whose procedures or treatments exceed the 400 mile per month limit.

The other program that Lake Links administers is Ride Links, a traditional volunteer driver program. The program started about a year ago. It hasn't been heavily promoted yet since drivers are still being recruited. There are 21 people enrolled in the program, a waiting list of 28 people, and 8 potential drivers. Joyce Overton, one of the Lake Links Board members, is going to be in touch with some of the senior centers to help recruit drivers.

Pastor Shannon asked if Lake Links provides insurance for the volunteer drivers. Laurie stated that the first policy would be the driver's insurance. Lake Links purchased additional insurance for the volunteers as well as an additional policy to protect Lake Links. There are a lot of restrictions on drivers due to insurance requirements. Pastor Shannon asked if the senior centers were the main places that Lake Links was trying to recruit drivers. Laurie stated that they go there to recruit drivers and promote programs. Lake Links also does other outreach to recruit drivers.

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

James stated that LTA has a Request for Proposals (RFP) out for the design on the new transit center in Clearlake and proposals are due on March 7<sup>th</sup>. LTA is also preparing to advertise a RFP for the operations and maintenance services for the transit system. LTA is currently in the last year of the current contract. Proposals are due April 9<sup>th</sup> with a tentative award on May 14<sup>th</sup>. James also stated that he's intending to put out another RFP in the near future for a solar canopy over the bus yard in Clearlake.

Annie asked if not applying for grants for operating funds was due to a lack of resources or grant availability. James stated that there are a lot of grants for capital projects but not for operating funds.

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

**a. March 12, 2025 meeting**

James will be covering his first half report for the transit system.

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

**a. People Services**

Karen reported that just before the holidays, the State Department of Development Services was going to change the mileage reimbursement rate from \$1.72 per mile to \$18 per person per trip. Due to the clients' locations, this could significantly impact People Services' ability to transport their clients. People Services is trying to change their vendor status with the regional center to allow them to continue to receive \$1.72 per mile. If this change doesn't happen, there is a good chance that People Services will go out of business.

**b. Other programs and plans**

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

Annie stated that as a transit rider, she has had a good overall experience. She said there was one time when there was a communication issue between Lake Transit and Mendocino Transit.

Melinda stated that there have been a couple instances when clients needing to go to the Social Services office in Lower Lake have been dropped off on the highway. James stated that the drivers are supposed to drop riders off at the building instead of on the road and that he'd address the issue. James explained why that stop became a request stop rather than a time point.

Saskia introduced herself as the Caltrans District 1 Transit Planner. She informed the SSTAC that Caltrans will be kicking off the district transit plan on March 5<sup>th</sup>.

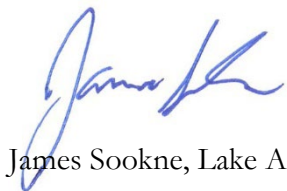
11. **Discuss next meeting Date:** The group set the next meeting date for May 21, 2025 at 2:00 p.m.

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

None.

13. **Adjourn SSTAC Meeting** - Meeting adjourned at 2:36 p.m.

Respectfully Submitted,



James Sookne, Lake APC Administration



## SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL STAFF REPORT

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**TITLE:** 2025/26 Unmet Transit Needs Process

**DATE PREPARED:** 5/16/25

**MEETING DATE:** 5/21/25

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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 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 2024 meeting of the SSTAC, where the FY 24/25 list of potential unmet needs was reviewed, and a list of potential unmet transit needs was developed for FY 25/26. Following the development of a list of potential unmet needs, a public hearing was held by the APC on May 14, 2025, 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 be made (per the analysis by LTA staff) that there are not any unmet transit needs which are reasonable to meet according to the adopted definitions. It is anticipated that the APC will take action at their June 11, 2025, 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

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

May 16, 2025

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 2025/26**

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

Thank you for the opportunity to respond to the list of FY 2025/26 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 recommendation from the FY 22/23 Unmet Transit Needs Process was to further study this issue during the current update to the Transit Development Plan for Lake County. The 2023 Transit Development Plan recommends operating a lifeline service from Clearlake/Lower Lake to Spring Valley two times a day, one day a week. This service would be by advance reservation only and would cost approximately \$11,000 per year.

**Recommended Finding:** At this time, service to Spring Valley is an unmet need that is unreasonable to meet due to a lack of resources.



**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 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. 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, as noted during the public survey process during the 2023 update to the Transit Development Plan (TDP). 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. A recommendation from the 2023 TDP is to do a pilot project within the City of Clearlake that would offer on-demand microtransit service on Sundays from 9:00AM to 3:00PM, for an approximate annual cost of \$31,300. This pilot project would gauge whether this type of service could be implemented in other major community centers throughout the County.

**Recommended Finding:** There is an unmet need for transit service on Sundays. The need is not reasonable to meet at this time due to a lack of funding.

**4. 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. If the patient is ambulatory, the Lake Links' Pay-Your-Pal or Volunteer Driver Program could be an option. 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.

**5. 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. The recommendation from the FY 22/23 Unmet Transit Needs Process was to further study this issue during the current update to the Transit Development Plan (TDP) for Lake County. Based on current ridership data and survey results from the TDP, microtransit could be implemented in some parts of the county, specifically in Lakeport and the Rivas, which would provide a partial solution to this unmet need. However, 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. Another potential solution to help meet this need could be Lake Links’ Pay-Your-Pal or Volunteer Driver Program. While these programs aren’t necessarily “on-demand”, both could help to meet this need.

**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 due to a lack of funding.

**6. 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 justice 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 hasn’t been known. The recommendation from the FY 22/23 Unmet Transit Needs Process was to further study this issue during the current update to the Transit Development Plan for Lake County. The 2023 Transit Development Plan recommends eliminating the last Route 7 run, which currently leaves Lakeport at 5:00PM and returns to Lakeport at 8:28PM and adding an earlier run that would leave Lakeport at 6:30AM and arrive in Ukiah at 8:00AM. This would allow riders to attend their early morning medical or criminal justice appointments or early classes at Mendocino College. In November 2024, LTA made some service reductions to reduce operating costs, which included eliminating the last evening run to Ukiah.

**Recommended Finding:** At this time, this is an unmet need that is unreasonable to meet due to lack of funding.

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 (SSTAC) MEMBERSHIP ROSTER - 2025

		<u>TERM</u>
1. Potential Transit User 60 Years or Older	<b>Annie Barnes</b> Phone: 707-472-7511 E-mail: <a href="mailto:sunrise.ssf@gmail.com">sunrise.ssf@gmail.com</a>	Nov. 2021 – Oct. 2024
2. Potential Transit User Disabled	Vacant	Nov. 2023 – Oct. 2026
3. Social Services Provider Seniors	<b>Rev. Shannon Kimbell-Auth</b> Phone: 707-349-2324 E-mail: <a href="mailto:shannon.kimbellauth@redcross.org">shannon.kimbellauth@redcross.org</a>	Nov. 2022 – Oct. 2025
4. Transportation Provider	<b>Holly Goetz, MSW, ASW</b> Sutter Lakeside Hospital 5176 Hill Rd. E. Lakeport, CA 95453 E-mail: <a href="mailto:GoetzHR@sutterhealth.org">GoetzHR@sutterhealth.org</a>	Nov. 2021 – Oct. 2024
5. Social Services Provider Disabled	Vacant	Nov. 2021 – Oct. 2024
6. Transportation Provider Disabled		Nov. 2022 – Oct. 2025
7. Social Services Provider Limited Means	<b>Melinda Lahr</b> Lake County Department of Social Services P.O. Box 9000 Lower Lake, CA 95457 Phone: 707-995-4395 / E-mail: <a href="mailto:melinda.lahr@lakecountycalifornia.gov">melinda.lahr@lakecountycalifornia.gov</a>	Nov. 2023 – Oct. 2026
8. Consolidated Transportation Services Agency	<b>Karen Dakari</b> People Services 4195 Lakeshore Boulevard Lakeport, CA 95453 Phone: 263-3810 / E-mail: <a href="mailto:karendakari@yahoo.com">karendakari@yahoo.com</a>	Nov. 2023 – Oct. 2026
9. Consolidated Transportation Services Agency	<b>Laurie Fisher</b> Lake Links 14420 Lakeshore Drive Clearlake, CA 95422 Phone: 707-995-3330 / E-mail: <a href="mailto:laurie.fisher@lakelinks.org">laurie.fisher@lakelinks.org</a>	Nov. 2022 – Oct. 2025



From: Laurie Fisher, CEO/Program Manager, Lake Links

## Mobility Report 5/05/25 (Updated)

### 1). Pay-Your-Pal - Mileage Reimbursement Program

- **Update**  
6 new rider enrolled in the program since last report dated 4/01/2025.

#### PAY-YOUR-PAL UTILIZATION

<u>PERIOD</u>	<u># RIDERS</u>	<u># ONE-WAY TRIPS</u>	<u>TOTAL MILEAGE</u>	<u>TOTAL REIMBURSEMENT</u>
November 2024 (Holiday Promotional Period: increased mileage rate from .40 to .50 per mile and increase max. mileage from 300 to 400 per month)	88	1,483	23,018 (Medical Miles: 10,925 Medical Hardship Miles: 1,012 Non-Medical Miles: 11,081)	\$11,509.00 (Medical Miles: \$5,462.50 Medical Hardship Miles: \$506.00 Non-Medical Miles: \$5,540.50)
December 2024 (Holiday Promotional Period)	98	1622	25,325 (Medical Miles: 12,151 Medical Hardship Miles: 1,116 Non-Medical Miles: 12,058)	\$12,662.50 (Medical Miles: \$6,075.50 Medical Hardship Miles: \$558.00 Non- Medical Miles: \$6,029.00)
January 2025 (Holiday Promotional Period)	100	1745	28,478 (Medical Miles: 12,788 Medical Hardship Miles: 2500 Non- Medical Miles: 13,190)	\$14,239 (Medical Miles: \$6,394.00 Medical Hardship Miles: \$1,250.00 Non-Medical Miles: \$6,595.00)
February 2025 (Extended the rate increase)	104	1781	28,036 (Medical Miles: 14,226 Medical Hardship Miles: 1,376 Non- Medical Miles: 12,434)	\$14,018.00 (Medical Miles: \$7,113.00 Medical Hardship Miles: \$688.00 Non- Medical Miles: \$6,217.00)

March 2025	92	1475	20,311 (Medical Miles: 9,114 Medical Hardship Miles: 216 Non-Medical Miles: 10,981)	\$10,155.50 (Medical Miles: \$4,557.00 Medical Hardship Miles \$108 Non-Medical Miles: \$5,490.50)
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## 2). Ride Links - Volunteer Driver Program

- Currently, we have 8 volunteer drivers on board that can accept ride assignments, but 2 aren't active. 1 new volunteer driver has completed the training but has other requirements to meet.
- Currently, we have 22 riders enrolled that can now request rides. (1 new rider enrolled.)
- Currently, 1 volunteer driver is willing to take clients to medical appointments outside of the County on occasion.
- **Ride Links Ridership for the last 6 months:**
  - **November 2024:** 7 Rides scheduled (6 completed & 1 no driver available)
  - **December 2024:** 8 Rides scheduled (5 completed & 3 cancelled)
  - **January 2025:** 5 Rides scheduled (4 completed & 1 cancelled by rider.)
  - **February 2025:** 5 Rides scheduled, and all were completed.
  - **March 2025:** 6 Rides scheduled (4 completed & 2 cancelled)
  - **April 2025:** 8 Rides scheduled (6 completed & 2 cancelled)
- Pre-screenings continue to be done by phone with potential riders to see if they qualify to apply for the program once we have more volunteers drivers. Those that live within an area where we have a volunteer driver available to take ride assignments are being enrolled in the program.
- Others that reside in areas where we don't have volunteers serving yet get put on a waiting list. We currently have 27 (down by 1) people on our waiting list interested in enrolling in the program.
- **Next Volunteer Driver Training is set for Friday, May 16.** (2 potential volunteer drivers registered so far.)