



# 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, April 21, 2026 at 1:00 p.m.

### Primary Location:

American Red Cross  
140 9th Street, Lakeport

### Zoom Login

Dial-in number: **1-669-900-6833** / Meeting ID: **820 2563 9612** Passcode: **475482**

\*Zoom link provided to the public by request

- 
1. Call to Order and Introductions
  2. Public Input
  3. Approval of Draft February 3, 2026 SSTAC Meeting Minutes
  4. FY 2026/27 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 May 13, 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: 4/16/26

List of Attachments:

- Agenda Item #3: February 3, 2026 Draft meeting minutes*
- Agenda Item #4: Staff Report: 2026/27 Unmet Transit Needs Process  
Adopted Definitions  
26/27 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

Tuesday, February 3, 2026

1:00 p.m.

### Primary Location:

Lake Links

14420 Lakeshore Drive

Clearlake, CA

**Members Present:** Laurie Fisher, Karen Dakari, Pastor Shannon Kimball-Auth, Melinda Lahr

**Non-SSTAC Attendees:** James Sookne (Lake APC), Brandon Morin (People Services), Tami Bender (Lake Links)

**Attending via Zoom:** Annie Barnes (SSTAC), Lisa Davey-Bates (Lake APC), John Speka (Lake APC), Saskia Rymer-Burnett (Caltrans)

### 1. **Call to Order and Introductions**

The meeting was called to order at 1:01 p.m. Introductions were made.

### 2. **Public Input**

None.

### 3. **Approval of Draft May 21, 2025 SSTAC Meeting Minutes**

Karen motioned, Laurie seconded, to approve the May 21, 2025, minutes as presented.

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

### 4. **FY 2026/27 Unmet Transit Needs Process and Proposed Approval**

James stated it is time to start the FY 26/27 Unmet Transit Needs Process. The definition and FY 25/26 list have been included for reference. James stated that the main reason that the needs were found unreasonable to meet is a lack of funding.

Pastor Shannon stated that for the eastbound service to Sacramento, #2 on the list, service could go to the Cache Creek Casino since there is a connection to Sacramento from there. James stated that LTA is working with several other transit agencies from northern California to close the transit gaps along the highways from the Oregon border to the San Francisco Bay Area. A plan and tentative schedule have been developed, and the group is now looking for funding. Once funding is available, LTA will provide eastbound service to Williams and Marysville. From Williams and Marysville, passengers would be able to get to Sacramento via I-5 and SR-99, respectively.

Pastor Shannon also asked about # 6 on the list, which is earlier service from Lakeport to Ukiah. This would allow people to get to their appointments in Ukiah earlier and potentially get to the SF Bay Area earlier as well. James stated that if funding for #2 is found, LTA could possibly shift funding around to provide earlier service to Ukiah.

Laurie made a motion to take the draft FY 26/27 Unmet Transit Needs list to the Lake APC Board. It was seconded by Karen.

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

**5. SSTAC Membership Roster Update and Approval**

James stated that Pastor Shannon's and Laurie's terms have expired and need to be renewed. Melinda stated that she'd prefer to have Tera Gandolfo replace her since Tera is more directly involved with the community. James asked if Melinda's department provided social services to people with disabilities. Melinda stated that Tera is more involved with people with limited means and that she would check in with a colleague in Adult Protective Services who is involved with people with disabilities.

Pastor Shannon suggested looking at Project Restoration and Hope Center to help fill the role for transportation provider for people with disabilities and transit user with a disability. She said that there is a Lived Experience committee for the Point-In-Time (PIT) Count and she'd be happy to go to them to see if there is someone with a disability who would be willing to be on the SSTAC. Pastor Shannon stated that another potential transportation provider would be Adventist Health Clearlake since they provide transportation for their patients.

Laurie made a motion to take the updated SSTAC Roster to the Lake APC Board for adoption. It was seconded by Karen.

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

**6. Update on Lake Links**

Laurie said that Lake Links' biggest news at the moment was the hiring of Tami Bender. Tami will be working on volunteer driver recruitment and marketing. Tami stated that she'd like to develop a blog for the website that will include client testimonials. She's been reaching out to community organizations around the county to come and speak about Lake Links and the programs that are available. Pastor Shannon suggested reaching out to the Judge's Breakfast in Clearlake and Hope Center.

Laurie stated that Pay Your Pal is doing very well, which resulted in Lake Links having to scale back the types of trips that were allowed during the holiday promotion. For the month of December, Lake Links paid out over \$9,000 in mileage reimbursements for the Pay Your Pal program.

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

James stated that LTA is currently in the middle of the design phase of the new transit center. LTA staff is considering changing the layout of the transit center from the original conceptual layout, which will make it more operationally efficient. Pastor Shannon asked if combining housing with the transit center had been considered. James said that it wasn't considered during the Transit Hub Location Plan or during the grant application process.

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

**a. February 11, 2026 meeting**

James said the agenda for the upcoming meeting looks pretty light. Tami asked if an ADA eligible passenger could use ADA services in Mendocino County. James said that they would just need to let Mendocino Transit Authority know and directed her to speak with Dawn White, their Mobility Manager.

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

**a. People Services**

Karen reported that People Services has finally got their financial issues straightened out and that things look promising. People Services had to change their designation from a transportation provider to a transportation company.

**b. Other programs and plans**

Laurie stated that Lake Links wants to get their travel training program up and running. Pastor Shannon asked what it would cost to get a ticket for curb-to-curb service from Lake County to the Sonoma County Airport. James said he wasn't sure since neither LTA nor Mendocino Transit Authority provide that service. James stated that he did look into Groom Transportation as a potential way to get to the Sacramento Airport; however, they don't provide that service at the moment.

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

Saskia stated that there should be a draft engagement strategy and existing conditions report coming out at the end of this month for the District Transit Plan. Phase 2 will be starting in April and going through July.

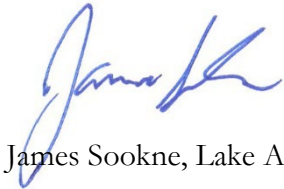
**11. Discuss next meeting Date:** The group set the next meeting date for March 24, 2026, at 2:00 p.m. at the American Red Cross office in Lakeport.

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

None.

**13. Adjourn SSTAC Meeting** - Meeting adjourned at 1:57 p.m.

Respectfully Submitted,



James Sookne, Lake APC Administration



## SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL STAFF REPORT

---

**TITLE:** 2026/27 Unmet Transit Needs Process

**DATE PREPARED:** 4/14/26

**MEETING DATE:** 4/21/26

---

**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 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 January 2026 meeting of the SSTAC, where the FY 25/26 list of potential unmet needs was reviewed, and a list of potential unmet transit needs was developed for FY 26/27. Following the development of a list of potential unmet needs, a public hearing was held by the APC on April 8, 2026, 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).

---

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

---

**ALTERNATIVES:** None

---

**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 May 13, 2026, 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

April 14, 2026

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 2026/27**

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

Thank you for the opportunity to respond to the list of FY 2026/27 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. Service was provided by the Live Oak Senior Center beginning in 2009 using funding acquired by the Area Agency on Aging. Although this program ran for several years, the demand was very low. The Lake Area Planning Council updated the Transit Development Plan in 2023, which recommended operating a lifeline service from Clearlake/Lower Lake to Spring Valley, contingent on available funding. This service would operate two times a day, one day a week and would require advance reservations with an approximate annual cost of \$11,000.

**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 has previously coordinated with Shasta Regional Transportation Agency (SRTA) to acquire funding for additional vehicles to run this service but was unsuccessful. 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 recommended eliminating the last Route 7 run, which left Lakeport at 5:00PM and returned 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 - 2026**

		<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. 2024 – Oct. 2027
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. 2025 – Oct. 2028
4. Transportation Provider	Vacant	Nov. 2024 – Oct. 2027
5. Social Services Provider Disabled	Vacant	Nov. 2024 – Oct. 2027
6. Transportation Provider Disabled	Vacant	Nov. 2025 – Oct. 2028
7. Social Services Provider Limited Means	<b>Tera Gandolfo</b> Lake County Department of Social Services P.O. Box 9000 Lower Lake, CA 95457 Phone: 707-995-4200 / E-mail: <a href="mailto:tera.gandolfo@lakecountyca.gov">tera.gandolfo@lakecountyca.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. 2025 – Oct. 2028



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

## Mobility Report 3/26/2026

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

- Update  
 20 new riders enrolled in the program since last report dated 1/26/2026.

#### PAY-YOUR-PAL UTILIZATION (Last 4 months)

<u>PERIOD</u>	<u># RIDERS</u>	<u># ONE-WAY TRIPS</u>	<u>TOTAL MILEAGE</u>	<u>TOTAL REIMBURSEMENT</u>
November 2025	90	1368	20,655 (Medical Miles: 8,717 Non-Medical Miles: 11,938)	\$8,262.00 (Medical Trips: \$3,486.80 Non-Medical Trips: \$4,775.20)
December 2025	98	1621	22,658 (Medical Miles: 10,407 Non-Medical Miles: 12,251)	\$9,063.20 (Medical Trips: \$4,162.80 Non-Medical Trips: \$4,900.40)
January 2026	99	1314	17,899 (Medical Miles: 12,722 Non-Medical Miles: 5,177)	\$7,159.60 (Medical Trips: \$5,088.80 Non-Medical Trips: \$2,070.80)
February 2026 (No data for March available yet)	85	1,058	12,817 (Medical Miles: 8,430 Non-Medical Miles: 4,387)	\$5,126.80 (Medical Trips: \$3,372.00 Non-Medical Trips: \$1,754.80)

Verifying medical appointment attendance has helped to bring our costs down significantly.

### 2). Ride Links - Volunteer Driver Program

- Currently, we have 9 volunteer drivers on board that can accept ride assignments and 1 new driver that has completed the training but still has a few requirements to meet.
- Currently, we have 37 riders enrolled that can now request rides. (up 5 from last report)
- Currently, 4 volunteer drivers are willing to take clients to medical appointments outside of the County on occasion.

- **Ride Links Ridership for the last 6 months:**
  - **October 2025:** 8 Rides scheduled (5 completed, 2 cancelled by riders & 1 cancelled due to no driver available/or volunteers unwilling to serve that client)
  - **November 2025:** 3 Rides scheduled (1 completed, 1 cancelled by rider & 1 cancelled due to no driver available/ or volunteers unwilling to serve that client)
  - **December 2025:** 5 Rides scheduled (2 completed & 1 cancelled by rider, & 2 cancelled due to no drivers available.)
  - **January 2026:** 9 Rides scheduled (All 9 were completed. 4 of those trips were to medical appointments out of the county.)
  - **February 2026:** 8 Rides scheduled (6 completed & 2 cancelled by riders)
  - **March 2026:** 10 Rides scheduled (8 completed & 2 cancelled by riders)
  
- Pre-screening continues to be done by phone with potential riders to see if they qualify to apply for the program once we have more volunteer 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. 24 people are currently on the waiting list. Once we have 12 volunteer drivers we're going to consider getting rid of the waiting list. We're getting closer!