



Lisa Davey-Bates, Executive Director  
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Ukiah, CA 95482  
(707) 263-7868

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Operations  
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Lower Lake, CA 95457  
(707) 994-3384

DATE: April 10, 2019  
TIME: 9:30 a.m. (or as soon thereafter as the Lake Area Planning Council Meeting Adjourns)  
PLACE: Lamkin-Sanchez Operations Center  
9240 Highway 53  
Lower Lake, CA

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1. Call Meeting to Order
2. Roll Call

#### **PUBLIC EXPRESSION**

3. Public input on any unmet transit need or any other item within the jurisdiction of this agency, but which is not otherwise on the above agenda

#### **CONSENT CALENDAR**

4. Approval of Minutes of the February 13, 2019 meeting  
*Review and proposed approval*
5. Approval of Minutes of the March 6, 2019 meeting *(to be distributed under a separate cover)*  
*Review and proposed approval*

#### **REGULAR CALENDAR**

6. Resolution No. 2018-19-5 Authorization for the Execution of the Certifications and Assurances and Authorized Agent Forms for the Low Carbon Transit Operations Program (LCTOP) for the Following Project: Solar Canopy Project  
*Review and proposed approval*
7. Discussion and approval of contract extension with Mark Wall to provide payment based on professional hours worked through June 30, 2020  
*Review and proposed approval*

#### **REPORTS**

8. Transit Coordinator's Report
  - a. Free College Fare Program update
9. Paratransit Services Report
10. Meetings Report
11. Mobility Coordinator's Report
12. Lake Links Update
13. Announcements

## ADJOURN

### 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 Lake Transit Authority Administrative office at (707) 263-7868, at least 72 hours before the meeting.

### ADDITIONS TO AGENDA

The Brown Act, Section 54954.2, states that the Board may take action on off-agenda items when:

- a) a majority vote determines that an “emergency situation” exists as defined in Section 54956.5, **or**
- b) a two-thirds vote of the body, or a unanimous vote of those present, determines that there is a need to take immediate action and the need for action arose after the agenda was legally posted, **or**
- c) the item was continued from a prior, legally posted meeting not more than five calendar days before this meeting.

### CLOSED SESSION

If agendized, Lake Transit Authority may adjourn to a closed session to consider litigation or personnel matters (i.e. contractor agreements). Discussion of litigation or pending litigation may be held in closed session by authority of Govt. Code Section 54956.9; discussion of personnel matters by authority of Govt. Code Section 54957.

POSTED: April 5, 2019



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## LAKE TRANSIT AUTHORITY

### (DRAFT) MEETING MINUTES

Wednesday, February 13, 2019

**Location:** Lake Transit Authority  
9240 Highway 53, Lower Lake, California

#### Present

Bruno Sabatier, Supervisor, County of Lake  
Moke Simon, Supervisor, County of Lake  
Russ Cremer, City Council, City of Clearlake  
Nick Bennett, Council Member, City of Clearlake  
Stacey Mattina, City Council Member, City of Lakeport  
Kenneth Parlet, Council Member, City of Lakeport  
Chuck Leonard, Member at Large

#### Absent

Vacant Position, Member at Large

#### Also Present

Lisa Davey-Bates, Executive Director, Admin. Staff – Lake APC (Teleconference)  
Alexis Pedrotti, Admin. Staff - Lake APC  
James Sookne, Admin Staff – Lake APC  
John Speka, Planning Staff – Lake APC  
Doug Herren, Public Works Director – City of Clearlake  
Wanda Gray, Paratransit Services  
Karl Parker, Mobility Manager - LTA

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### 1. Call Meeting to Order

Chair Mattina called the meeting to order at 10:34 am. Secretary Alexis Pedrotti, called roll.  
Members present: Sabatier, Simon, Cremer, Bennett, Mattina, Parlet, and Leonard.

### PUBLIC EXPRESSION

### 2. Public input on any unmet transit need or any other item within the jurisdiction of this agency, but which is not otherwise on the above agenda

Tom Wood, Teamsters Union Representative introduced himself to the Board. His position with the Union is to represent the drivers and their contractual requirements. He announced the current contracts are expiring in June this year. The union will be addressing the wage perspective and intends to work collaboratively towards a new contract best suited for the drivers and to meet the all

the requirements. He has been working with Wanda and the drivers at LTA more recently. There were concerns expressed by drivers in their working atmosphere, including the number of hours being required to work and impending retirement ages among the drivers. Mr. Woods wants to be involved and work collaboratively on these issues.

Chair Mattina thanked Mr. Wood for his public expression, however due to the matter he was speaking on, LTA Board Members may not address his concerns without an official agenda item. If he would like this matter discussed further, he may request an item on the agenda. One further clarification was that the contract with the Union was not with Lake Transit Authority, therefore negotiations are between the Teamsters and Paratransit Services,.

### **3. Election of Officers**

Officers are elected annually for the Chair and Vice-Chair positions on the Lake Transit Authority Board.

*Director Sabatier nominated Director Stacey Mattina for the Lake Transit Authority **Chair** position for the 2019 calendar year, and Director Stacey Mattina accepted. The motion was seconded by Director Parlet and carried unanimously.*

*Director Sabatier nominated Director Moke Simon for the Lake Transit Authority **Vice-Chair** position for the 2019 calendar year, and Director Moke Simon accepted. The motion was seconded by Director Parlet and carried unanimously.*

## **CONSENT CALENDAR**

### **4. Approval of Minutes of the December 12, 2018 meeting**

*Director Cremer made a motion to approve the Consent Calendar, as presented. The motion was seconded by Director Sabatier and carried unanimously.*

## **REGULAR CALENDAR**

### **5. Disposition of Surplus Vehicles and Equipment Policy**

Mark Wall had previously presented the Board with guidance on disposition of vehicles/equipment owned by Lake Transit Authority. The Board directed Mr. Wall to manage the disposition of surplus vehicles and equipment, but a formal policy was never adopted. Staff developed a Disposition of Surplus Vehicles and Equipment Policy based on the previously provided criteria provided in 2010.

LTA currently has five (5) surplus buses that are ready to be disposed of and has more planned for the future. The space is becoming very limited at the LTA facility and this disposal of buses will help relieve this issue.

James reviewed the steps of the disposal policy with Board Members. Board Members were pleased to see the policy being set in place, however there were some slight concerns with the language on and details of the policy.

Director Sabatier appreciated the priority list included in the policy.

Director Cremer would like additional clarification to number 2 in the policy, including further discussion and inclusion of the word "donated" into the policy. There were some concerns with donating these used buses to other agencies, and if this would leave LTA liable. As long as LTA clearly discloses the quality of the buses, there should be no issues.

*Director Parlet made a motion to request LTA Staff amend the Disposition of Surplus Vehicles and Equipment Policy, as requested and present for approval at the next Lake Transit Authority Board Meeting. The motion was seconded by Director Cremer and carried unanimously.*

## **6. Resumption of the Mt. Konocti bus tours**

The County of Lake has recently expressed interest in resuming the tours bus trips to Mt. Konocti. This tour was halted after a lawsuit was filed against the County, LTA and others regarding the Mt. Konocti tours. The lawsuit was concerning dust and damages from the buses traveling along the road.

Weather permitting; LTA and the County would like to resume the tours and begin with two tours to Mt. Konocti, two Saturdays a month, between May and October. The tours would be reservations, first come first serve. There is a nice picnic spot at the top of the tour, with benches and restrooms. When this tour ran in the past, every seat was full every trip.

A draft MOU between LTA and the County was developed and included for review.

Director Leonard fully supports this tour in operation; it was great and was a big disappointment to see it stopped.

Director Parlet was curious about the compensation amount for the tour. Previously it ran at \$16.00 per person, and that filled up quickly. Staff is looking to slightly increase the price. \$20 seemed reasonable to board members, especially with it being a 2.5 hour trip, with two trips per day, equaling 4 trips in a month. That will be a large expense on the maintenance for the buses. The dust can be very damaging to the buses, so they have to have extensive cleaning after the tours.

Due to the damage the buses endure from the dust, it was requested to modify the MOU with the County of Lake to include dust control measures under item 2 in the agreement.

Director Cremer requested Doug Herren's input on the topic. Mr. Herren, Public Works Director from City of Clearlake reminded staff and the Board they will need to address this topic with the Parks Department, they will need to be involved.

Director Sabatier commented this may be a good time to start discussions of wine tours. Wanda noted that could be very tricky due to federal funding incorporated into the transit system. It would be beneficial to start setting aside funding to look into the wine tours in the future.

*Director Cremer made a motion to approve the resumption of the Mt. Konocti bus tours and proceed with the execution of the attached Memorandum of Understanding between the Lake Transit Authority and the County of Lake, as presented. The motion was seconded by Director Simon and carried unanimously.*

## **REPORTS**

### **7. Transit Coordinator's Report**

#### **a. FY 19/20 LCTOP Program**

James Sookne reported the call for projects has a due date of March 28th. The past funding has been allocated for bus stop signs and shelters, and the Free Fair to Colleges Program. James brought this to the board's attention to begin thinking about projects. The official resolution and documentation will be brought back in the next few months for approval. The

program guidelines can be distributed for further reference if needed, but the program is typically based around the greenhouse gas program.

b. Transit Hub Update

Staff had recently met with the City of Clearlake to brainstorm and begin working on a plan to address the property request. Currently, staff is working with the County of Lake Board of Supervisors to negotiate the property and discuss the terms of possible property division. There was some clarification regarding the property ownership, clarifying where the money will go if the property is purchased. If the property is owned by Social Services, the thought is that the funds will go to them, not the general fund.

James continues to investigate funding sources for the construction of the Transit Hub. The various meetings held between staff, city staff and the county are beneficial to work out all the details.

c. Advertising RFP update

Deadline for proposals was approaching the upcoming Friday after the Board Meeting. James will return the contract to the LTA Board for approval in March. This will resume the advertising on the LTA buses and clean up the old outdated advertising on the buses.

Director Sabatier finds the advertising exciting and beneficial to the agency. He was curious if the same buses would be utilized on the Mt. Konocti tours, if so it might be a great idea to focus some advertising directly relating to the tours.

Additionally, Director Sabatier was curious if the Transit Hub would include a Park and Ride lot. James was pleased to note, the Park and Ride Lot will be addressed, as well as charging stations for electric vehicles.

Director Simon was interested in electric buses and wondering how they might fit into our future here in Lake County. Currently, a large restriction for Lake County is the infrastructure and charging limitations. There are many hilly terrain areas in Lake County that will pose quite a hurdle without facilitated charging stations to meet the needs. Eventually, the electric buses will happen, but will require money to properly operate the system.

**8. Paratransit Services Report**

Wanda Gray apologized for not having a report to present at this meeting. She was also absent from the last LTA Board Meeting. Currently the staffing at Paratransit Services is of concern. They are currently down five drivers and potentially losing another. She noted she has discussed with the Board several times the challenges of recruiting drivers, it continues to be a harsh reality for LTA. Wanda continues to visit job fairs, advertises and continues doing what they can to find people.

Director Parlet commented on the large percent of people that live in Lake County and work outside the area. The wages are of concern, how can the agency offer more incentive to keep more interest here in the county. Reality is that the wages will continue to rise. Wanda did note that the current wages offered at Paratransit have been reasonable. They are actually better than what is currently offered at the County of Lake. Wages are not the sole issue for the lack of recruiting drivers, there are several other issues. The lack of ability to pass drug screenings and obtain employment is also a large piece. There has also been a whole new set of requirements released, that include minimum physical requirements. It truly remains as a combination of many things.

## 9. Meetings Report

Report was included in the board packet. Staff was happy to answer any questions.

## 10. Mobility Coordinator's Report

Karl Parker included his report in the packet for the Board to review. The report shows details of the Pay-Your-Pal Program. The number of trips is showing a slight decrease, which Karl will be watching more recent trends closely. Trips have decreased likely due to several reasons, bringing reimbursement amounts approximately \$1,200 less than December.

Partnership Health Care – Karl is currently in the waiting phase for a response from them. Some assistance was provided in January. They were having some issues with one of their vehicles and Karl was able to facilitate a fix for them. Karl continues to maintain a great coordinated working relationship with them.

Out of County NEMT – Unfortunately, this program is still pending deployment. The program is missing a vehicle and driver, which is causing a significant impact on the program.

James organized a demo vehicle to visit the facility in January. Paratransit organized a bus driver to take a tour of some local dilapidated bus routes that really affect the buses and passengers. The hope was to have a bus operating in April, but apparently these particular buses are in high demand. James has done some investigating and found a very similar dealer that can potentially get a bus sooner. The prices between the bus companies are very similar.

Director Sabatier was curious on more program details, including how many passengers would participate, etc. With the program still not quite up and running, many details still need to be ironed out. Karl does have good information pertaining to the Pay-Your-Pal Program, including numbers for people going to Ukiah and Santa Rosa. It will be challenging to get actual statistics, including how many people get to medical facilities when a referral is made, and how many don't. Staff is working hard to develop a plan and work out how to validate needed information to plan the trip schedules.

The senior center excursions are also a part of the 5310 grant. Karl is working with the senior centers to help seniors get out and about. The Shopping Shuttle operates 2 to 5 trips per week. The shuttle has been operating since June with 97 participants.

Warming Shelter – The numbers were included in the report. The demand from transit this year is significantly lower than past years; staff is contributing this decline to their new location and more accessibility.

Lake Links – Karl reported that several Lake Links representatives went to visit the MOVE Program. It is the CTSA for Stanislaus County. It was a great day and vision for the Lake Links Program. A main take away for Karl, which stands very important, is to have a ballot measure to gain funding for transportation elderly and disabled. For Stanislaus County there was a large gap between 2010 and 2017 to when the ballot measure was passed.

Director Cremer reported that he attended this trip and could see the seven year gap being considered an educational period for the areas to understand and visibly see the needed transportation.

Karl also noted, for the record, Wanda is very caring and invests a lot of support for her staff and Lake Transit Authority.

11. Lake Links Update

Again, a group of Lake Links Representatives went to Modesto to visit their CTSA Program. The group found MOVE's Travel Training program is valuable.

It was reported the program has a lot happening and a lot of upcoming discussions to be had. Eventually, staff will be recommending transferring the designation of the CTSA to the non-profit Lake Links.

12. Announcements

None.

**ADJOURN**

Chair Mattina adjourned the Lake Transit Meeting at 11:46am.

Respectfully Submitted,

***DRAFT***

Alexis Pedrotti  
Administrative Assistant





## LAKE TRANSIT AUTHORITY STAFF REPORT

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**TITLE:** Low Carbon Transit Operations Program (LCTOP)  
for the following Project: Solar Canopy Project

**DATE PREPARED:** April 2, 2019

**MEETING DATE:** April 10, 2019

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

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### **BACKGROUND:**

The Low Carbon Transit Operations Program (LCTOP) provides funding for up to five years for new transit projects that will decrease greenhouse gas emissions. The funds are derived from the California's Global Warming Solutions Act of 2006 (AB 32). The amount of available funding varies each year depending on proceeds from carbon credit auctions. The 2019/20 amount available to Lake County is \$127, 647. Previous projects that have been funded using LCTOP funds include new bus stop signs, new bus shelters, and the free fares for college students. The submittal deadline for projects was close of business (COB) on March 28, 2019.

Staff came up with two candidate projects. The first was an upgrade of the system's fare collection system. This project would replace the current non-electronic fare boxes with electronic boxes that would allow for the collection of coins/cash and electronic fare media while also collecting boarding and alighting data for each stop. The new system would potentially increase reporting accuracy while decreasing labor costs associated with fare collection and data recording. Estimated costs to upgrade the entire system would be at least \$800,000.

The second project was the construction of a solar canopy over the bus lot at the operations facility. This project comes from the Lake Transit Authority Energy Use Reduction Plan, which was completed in 2015. It is also listed as a priority project in the Transit element of the 2017 Lake County Regional Transportation Plan. The solar canopy would be approximately 10,000 square feet in size and generate 116 kW of power. According to the Energy Use Reduction Plan, this would be enough electricity to power the operations center and four electric buses. The solar canopy would provide shade to the buses, reducing the idle time during start-up while the air conditioning cools the buses down. This would save approximately \$5,000 in fuel costs per year, depending on the cost per gallon. The electricity provided to the building would save approximately \$26,000 in utility costs. This project would also prepare LTA for future electric bus purchases. At the time that the plan was completed, the estimated cost for this project was \$299,000. Based on the initial estimate, staff used a 2% inflation factor per year to project the project cost of \$331,119.

Since the LCTOP project allocation request was due prior to the April 10<sup>th</sup> Board meeting, staff had to make a choice between the two projects. Staff contacted their LCTOP liaison for guidance in choosing between the two projects. Their advice was to choose the project that would provide the most public benefit. Staff weighed the pros and cons of each project and ultimately decided on the solar canopy. The cost of the project was the deciding factor.

The LCTOP guidelines allow agencies to roll funds over for a total of four years to fund the project. Based on current funding levels, upgrading the fare collection system would require locking in four years

of LCTOP funds and locking in at least three years of State of Good Repair (SGR) funds. The solar canopy would require all of the FY 18/19 LCTOP funds as well as partial funding from FYs 19/20 and 20/21. The scope of eligible projects under the State of Good Repair program is much larger than that of the Low Carbon Transit Operations Program. Staff didn't see any problems in committing four years of LCTOP funds; however, committing at least three years of SGR funds could be detrimental to the agency. The SGR program is one of LTA's only discretionary funding sources available for purchasing new buses. For this reason, staff chose the solar canopy since it would not require the use of SGR funds.

Staff submitted the project allocation request for the solar canopy project prior to the deadline. Included in the allocation request package were the authorized agent form, the certifications and assurances form, and the resolution by the Board that authorizes the execution of these forms. Per direction from Caltrans, draft versions of the authorized agent form and the resolution were submitted with the package. Upon execution of these documents, they will be sent to Caltrans and the allocation request will be reviewed.

Staff will be available at the Board Meeting to answer any questions.

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**ACTION REQUIRED:** Approve Resolution #2018-19-05 which provides Authorization for the Execution of the Certifications and Assurances and Authorized Agent Forms for the Low Carbon Transit Operations Program (LCTOP) for the Following Project: Solar Canopy Project.

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**ALTERNATIVES:** None identified.

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**RECOMMENDATION:** Approve Resolution #2018-19-05 which provides Authorization for the Execution of the Certifications and Assurances and Authorized Agent Forms for the Low Carbon Transit Operations Program (LCTOP) for the Following Project: Solar Canopy Project.

**LAKE TRANSIT AUTHORITY  
RESOLUTION #2018-19-05**

**AUTHORIZATION FOR THE EXECUTION OF THE CERTIFICATIONS AND  
ASSURANCES AND AUTHORIZED AGENT FORMS FOR THE LOW CARBON  
TRANSIT OPERATIONS PROGRAM (LCTOP) FOR THE FOLLOWING PROJECT:  
SOLAR CANOPY PROJECT**

**WHEREAS**, Lake Transit Authority is an eligible project sponsor and may receive state funding from the Low Carbon Transit Operations Program (LCTOP) for transit projects; and

**WHEREAS**, the statutes related to state-funded transit projects require a local or regional implementing agency to abide by various regulations; and

**WHEREAS**, Senate Bill 862 (2014) named the Department of Transportation (Department) as the administrative agency for the LCTOP; and

**WHEREAS**, the Department has developed guidelines for the purpose of administering and distributing LCTOP funds to eligible project sponsors (local agencies); and

**WHEREAS**, Lake Transit Authority wishes to delegate authorization to execute these documents and any amendments thereto to Lisa Davey-Bates, Executive Director, or James Sookne, Program Manager; and

**WHEREAS**, Lake Transit Authority wishes to implement the following LCTOP project listed above.

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors of the Lake Transit Authority that the fund recipient agrees to comply with all conditions and requirements set forth in the Certification and Assurances and the Authorized Agent documents and applicable statutes, regulations, and guidelines for all LCTOP funded transit projects.

**NOW, THEREFORE, BE IT RESOLVED** that Lisa Davey-Bates, Executive Director, or James Sookne, Program Manager, be authorized to execute all required documents of the LCTOP program and any Amendments thereto with the California Department of Transportation.

**NOW THEREFORE, BE IT FURTHER RESOLVED** by the Board of Directors of the Lake Transit Authority that it hereby authorizes the submittal of the following project nomination and allocation request to the Department in FY 2018-19 LCTOP funds:

Project Name: Solar Canopy Project

Amount of LCTOP funds requested: \$127,647

Short description of project: This project provides for the purchase and installation of a solar canopy to cover the bus parking lot.

Benefit to Priority Populations: Creates infrastructure that reduces emissions at a transit facility.

Contributing Sponsor: Lake County/City Area Planning Council

Adoption of this Resolution was moved by Director \_\_\_\_\_, seconded by Director \_\_\_\_\_, and carried on this 10th day of April 2019 by the following roll call vote:

AYES:

NOES:

ABSENT:

**WHEREUPON, THE CHAIRMAN DECLARED THE RESOLUTION ADOPTED,  
AND SO ORDERED.**

\_\_\_\_\_  
ATTEST: Alexis Pedrotti  
Secretary

\_\_\_\_\_  
Stacey Mattina  
Chair



FY 2018-2019 LCTOP
Authorized Agent

AS THE Chair
(Chief Executive Officer/Director/President/Secretary)

OF THE Lake Transit Authority
(Name of County/City/Transit Organization)

I hereby authorize the following individual(s) to execute for and on behalf of the named Regional Entity/Transit Operator, any actions necessary for the purpose of obtaining Low Carbon Transit Operations Program (LCTOP) funds provided by the California Department of Transportation, Division of Rail and Mass Transportation. I understand that if there is a change in the authorized agent, the project sponsor must submit a new form. This form is required even when the authorized agent is the executive authority himself. I understand the Board must provide a resolution approving the Authorized Agent. The Board Resolution appointing the Authorized Agent is attached.

Lisa Davey-Bates, Executive Director OR
(Name and Title of Authorized Agent)

James Sookne, Program Manager OR
(Name and Title of Authorized Agent)

Click here to enter text. OR
(Name and Title of Authorized Agent)

Click here to enter text. OR
(Name and Title of Authorized Agent)

Stacy Mattina Chair
(Print Name) (Title)

(Signature)

Approved this 10 day of April, 2019



## FY 2018-2019 LCTOP Certifications and Assurances

**Lead Agency:** Lake Transit Authority

**Project Title:** Solar Canopy Project

**Prepared by:** James Sookne, Program Manager

The California Department of Transportation (Caltrans) has adopted the following Certifications and Assurances for the Low Carbon Transit Operations Program (LCTOP). As a condition of the receipt of LCTOP funds, Lead Agency must comply with these terms and conditions.

### **A. General**

1. The Lead Agency agrees to abide by the current LCTOP Guidelines and applicable legal requirements.
2. The Lead Agency must submit to Caltrans a signed Authorized Agent form designating the representative who can submit documents on behalf of the project sponsor and a copy of the board resolution appointing the Authorized Agent.

### **B. Project Administration**

1. The Lead Agency certifies that required environmental documentation is complete before requesting an allocation of LCTOP funds. The Lead Agency assures that projects approved for LCTOP funding comply with Public Resources Code § 21100 and § 21150.
2. The Lead Agency certifies that a dedicated bank account for LCTOP funds only will be established within 30 days of receipt of LCTOP funds.
3. The Lead Agency certifies that when LCTOP funds are used for a transit capital project, that the project will be completed and remain in operation for its useful life.
4. The Lead Agency certifies that it has the legal, financial, and technical capacity to carry out the project, including the safety and security aspects of that project.
5. The Lead Agency certifies that they will notify Caltrans of pending litigation, dispute, or negative audit findings related to the project, before receiving an allocation of funds.
6. The Lead Agency must maintain satisfactory continuing control over the use of project equipment and facilities and will adequately maintain project equipment and facilities for the useful life of the project.
7. Any interest the Lead Agency earns on LCTOP funds must be used only on approved LCTOP projects.
8. The Lead Agency must notify Caltrans of any changes to the approved project with a Corrective Action Plan (CAP).



## FY 2018-2019 LCTOP

### Certifications and Assurances

9. Under extraordinary circumstances, a Lead Agency may terminate a project prior to completion. In the event the Lead Agency terminates a project prior to completion, the Lead Agency must (1) contact Caltrans in writing and follow-up with a phone call verifying receipt of such notice; (2) pursuant to verification, submit a final report indicating the reason for the termination and demonstrating the expended funds were used on the intended purpose; (3) submit a request to reassign the funds to a new project within 180 days of termination.

#### C. Reporting

1. The Lead Agency must submit the following LCTOP reports:
  - a. Semi-Annual Progress Reports by May 15th and November 15th each year.
  - b. A Final Report within six months of project completion.
  - c. The annual audit required under the Transportation Development Act (TDA), to verify receipt and appropriate expenditure of LCTOP funds. A copy of the audit report must be submitted to Caltrans within six months of the close of the year (December 31) each year in which LCTOP funds have been received or expended.
  - d. Project Outcome Reporting as defined by CARB Funding Guidelines.
2. Other Reporting Requirements: CARB is developing Funding Guidelines that will include reporting requirements for all State agencies that receive appropriations from the Greenhouse Gas Reduction Fund. Caltrans and project sponsors will need to submit reporting information in accordance with CARB's Funding Guidelines, including reporting on greenhouse gas reductions and benefits to disadvantaged communities.

#### D. Cost Principles

1. The Lead Agency agrees to comply with Title 2 of the Code of Federal Regulations 225 (2 CFR 225), Cost Principles for State and Local Government, and 2 CFR, Part 200, Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments.
2. The Lead Agency agrees, and will assure that its contractors and subcontractors will be obligated to agree, that:
  - a. Contract Cost Principles and Procedures, 48 CFR, Federal Acquisition Regulations System, Chapter 1, Part 31, et seq., shall be used to determine the allow ability of individual project cost items and
  - b. Those parties shall comply with Federal administrative procedures in accordance with 2 CFR, Part 200, Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments. Every sub-recipient receiving LCTOP funds as a contractor or sub-contractor shall comply with



## Certifications and Assurances

Federal administrative procedures in accordance with 2 CFR, Part 200, Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments.

3. Any project cost for which the Lead Agency has received funds that are determined by subsequent audit to be unallowable under 2 CFR 225, 48 CFR, Chapter 1, Part 31 or 2 CFR, Part 200, are subject to repayment by the Lead Agency to the State of California (State). All projects must reduce greenhouse gas emissions, as required under Public Resources Code section 75230, and any project that fails to reduce greenhouse gases shall also have its project costs submit to repayment by the Lead Agency to the State. Should the Lead Agency fail to reimburse moneys due to the State within thirty (30) days of demand, or within such other period as may be agreed in writing between the Parties hereto, the State is authorized to intercept and withhold future payments due the Lead Agency from the State or any third-party source, including but not limited to, the State Treasurer and the State Controller.

### A. Record Retention

1. The Lead Agency agrees and will assure that its contractors and subcontractors shall establish and maintain an accounting system and records that properly accumulate and segregate incurred project costs and matching funds by line item for the project. The accounting system of the Lead Agency, its contractors and all subcontractors shall conform to Generally Accepted Accounting Principles (GAAP) and enable the determination of incurred costs at interim points of completion. All accounting records and other supporting papers of the Lead Agency, its contractors and subcontractors connected with LCTOP funding shall be maintained for a minimum of three (3) years after the "Project Closeout" report or final Phase 2 report is submitted (per ARB Funding Guidelines, Vol. 3, page 3.A-16), and shall be held open to inspection, copying, and audit by representatives of the State and the California State Auditor. Copies thereof will be furnished by the Lead Agency, its contractors, and subcontractors upon receipt of any request made by the State or its agents. In conducting an audit of the costs claimed, the State will rely to the maximum extent possible on any prior audit of the Lead Agency pursuant to the provisions of federal and State law. In the absence of such an audit, any acceptable audit work performed by the Lead Agency's external and internal auditors may be relied upon and used by the State when planning and conducting additional audits.
2. For the purpose of determining compliance with Title 21, California Code of Regulations, Section 2500 et seq., when applicable, and other matters connected with the performance





## FY 2018-2019 LCTOP

of the Lead Agency’s contracts with third parties pursuant to Government Code § 8546.7, the project sponsor, its contractors and subcontractors and the State shall each maintain and make available for inspection all books, documents, papers, accounting records, and other evidence pertaining to the performance of such contracts, including, but not limited to, the costs of administering those various contracts. All of the above referenced parties shall make such materials available at their respective offices at all reasonable times during the entire project period and for three (3) years from the date of final payment. The State, the California State Auditor, or any duly authorized representative of the State, shall each have access to any books, records, and documents that are pertinent to a project for audits, examinations, excerpts, and transactions, and the Lead Agency shall furnish copies thereof if requested.

3. The Lead Agency, its contractors and subcontractors will permit access to all records of employment, employment advertisements, employment application forms, and other pertinent data and records by the State Fair Employment Practices and Housing Commission, or any other agency of the State of California designated by the State, for the purpose of any investigation to ascertain compliance with this document.

### F. Special Situations

Caltrans may perform an audit and/or request detailed project information of the project sponsor’s LCTOP funded projects at Caltrans’ discretion at any time prior to the completion of the LCTOP.

I certify all of these conditions will be met.

James Sookne

*(Print Authorized Agent)*

Program Manager

*(Title)*

*(Signature)*

*(Date)*



**FY 2018-2019 LCTOP  
Allocation**

<b>Lead Agency:</b>	Lake Transit Authority
<b>Project Title:</b>	Solar Canopy Project
<b>Regional Entity:</b>	Lake County/City Area Planning Council
<b>County:</b>	Lake

**Lead Agency:** I certify the scope, cost, schedule, and benefits as identified in the attached Allocation Request (Request) and attachments are true and accurate and demonstrate a fully funded operable project. I understand the Request is subject to any additional restrictions, limitations or conditions that may be enacted by the State Legislature, including the State's budgetary process and/or auction receipts. In the event the project cannot be completed as originally scoped, scheduled and estimated, or the project is terminated prior to completion, Lead Agency shall, at its own expense, ensure that the project is in a safe and operable condition for the public. I understand this project will be monitored by the California Department of Transportation - Division of Rail and Mass Transportation.

<b>Authorized Agent:</b>	James Sookne
<b>Title:</b>	Program Manager
<b>Lead Agency:</b>	Lake Transit Authority

<b>Signature:</b>	
<b>PUC Funds Type:</b>	99313 \$ 0
<b>PUC Funds Type:</b>	99314 \$ 7,455

**Contributing Sponsor(s):** The contributing sponsor is an entity that passes funds to the Lead Agency to support a project. The contributing sponsor could be the regional entity (PUC 99313) passing their funds to a recipient agency within their region or a recipient agency (PUC 99314) passing their funds through to either a regional entity or a recipient agency within their region. The contributing sponsor(s) must also sign and state the amount and type of LCTOP funds (PUC Sections 99313 and 99314) they are contributing the project. Sign below or attach a separate officially signed letter providing that information. If there is more than one contributing sponsor, please submit additional page, or a letter from the additional Contributing Sponsors.

<b>Authorized Agent:</b>	Lisa Davey-Bates
<b>Title:</b>	Executive Director
<b>Lead Agency:</b>	Lake County/City Area Planning Council (contributing sponsor to Lake Transit Authority)

<b>Signature:</b>	
<b>PUC Funds Type:</b>	99313 \$ 120,192
<b>PUC Funds Type:</b>	99314 \$ 0

LAKE TRANSIT AUTHORITY  
TRANSIT MANAGEMENT CONSULTING CONTRACT

THIS AGREEMENT is entered into this \_\_\_\_ day of \_\_\_\_\_ 2019 by and between the LAKE TRANSIT AUTHORITY, hereinafter referred to as the "Authority" and MARK A. WALL, hereinafter referred to as "Wall", who agree as follows:

1. EMPLOYMENT: The Authority hereby employs Wall as an independent Contractor, to perform administrative tasks identified in Exhibit A (attached).

2. TERM: The term of this agreement shall be for twelve months, commencing July 1, 2019 and continuing through June 30, 2020.

3. TERMINATION: Either party may terminate this AGREEMENT at any time for convenience or for any reason by giving thirty (30) days written notice thereof.

4. COPIES: Wall shall provide sufficient copies of products described in "Exhibit A". Sufficient copies shall mean, at a minimum, a copy of each draft of a document for each member and alternate member of the Authority and two copies to the Executive Director, plus such additional copies as may be required by Caltrans.

5. PAYMENT: As compensation for services, Wall shall be entitled to receive a maximum of \$20,766 for the term of this contract. This sum shall be payable at a rate of \$103.83 per applied hour. Wall shall submit an invoice detailing services and hours by the 5th business day of the month following the month that services are incurred, and LTA shall remit payment within 30 days following receipt of the invoice.

6. AUDIT REQUIREMENTS: Wall shall keep accurate records of time and costs expended on tasks, in such manner as to meet the standards of State or Federal Audit requirements. Wall shall maintain such records for a three-year period after the completion of services and shall submit such records for audit as may be required.

7. SUBCONTRACTING: Wall shall be permitted to subcontract any portion of his employment to such persons or agencies, as he shall choose, subject to reasonable approval by the Authority.

8. OFFICE SPACE: Wall is not required to maintain an office in Lake County, and the Authority is not obligated to provide office space to Wall.

9. CONTRACT RENEWAL: Upon successful completion of this contract, and upon mutual agreement of Wall and Authority, non-competitive renewal of this contract for a one year period will be considered.

10. ATTORNEY FEES: In the event of a dispute between the parties concerning the interpretation or enforcement of this contract, the party prevailing in any legal action shall be entitled to reasonable attorney's fees.

In Witness whereof, the parties hereto have placed their signatures the first day and year above written.

LAKE TRANSIT AUTHORITY

By: \_\_\_\_\_  
LISA DAVEY-BATES  
EXECUTIVE DIRECTOR

\_\_\_\_\_  
MARK A. WALL

## **EXHIBIT A**

### **LAKE TRANSIT AUTHORITY TRANSIT MANAGER DUTIES AND RESPONSIBILITIES**

#### **FISCAL YEAR 2019/20**

##### **Duties:**

- Provide ongoing assistance with policy and service development, grant, contract, procurement, planning, and operations processes by providing technical advice, analysis, and detailed instructions and reports.
- Facilitate coordination and liaison between LTA and Caltrans, CalOES, FTA, vendors, and others.
- Advise the LTA Board of Directors and its contractors as requested.
- Attend meetings in Lake County as requested subject to schedule availability.

##### **Responsibilities**

The transit management consultant shall be solely responsible for all costs associated with performing the specified duties. These include, but are not limited to office expenses, equipment, utilities, insurance, travel expenses, professional dues, and subcontracting expenses. Retirement contributions, disability, and personal health plan expenses shall also be the responsibility of the Transit Manager.



P.O Box 698 Lower Lake, CA 95457  
Tel: 707-994-3384 Fax: 707-994-3387

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TO: Lake Transit Authority Board of Directors  
FROM: Wanda Gray, Project Manager  
DATE: April 10, 2019  
RE: Service Report Dec 2018 thru March 2019

<u>Rider ship</u>	<u>Comparison</u>
December 2018 – 24,544	December 2017–25,240
January 2019 – 26,485	January 2018- 26,463
February 2019 -25,895	February 2018- 25,757
March 2019-29,149	March 2018- 28,880

Employee Training and Recruitment:

A new class has started in March with five new PT drivers. We are currently in the training process and are hoping to recruit 4 additional PT drivers for expansion of services hours to support NEMT and special projects. We are additionally recruiting for 1 PT Dispatcher and 1 PT Utility worker.

Exceptions:

	Clearlake	Lakeport
December	0	0
January	0	0
February	0	0
March	0	0

Rider Incidents and Police Involvement Concerns

During this period we had a total of 26 incidents reported that disrupted service. We requested Law enforcement assistance/response on 5 of the incident occasions. The incident pattern is primarily passenger behavior/conduct issues. We have yet to establish a passenger conduct policy for the bus system. It is currently in the planning phase.

Compliments, Complaints and Comments

We continue to focus on the concerns of the riding public that call in to discuss service needs.

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## QUALITY SERVICE REPORTS-RECAP 2018

### JANUARY

(Passenger emailed Mark) Passenger stating RT12 had came by to early. Passenger was at the Mendo Mill stop at 6:30am and driver had already gone by. Driver is suppose to be at Mendo Mill at 6:46am.

Caller states that the bus passed him up.

Caller states that the driver boarded an ADA passenger at Kit's Corner and left the doors open so she got on and he yelled at her for boarding the bus

Caller states a passenger on the bus at the back, threatening the passenger and driver didn't do anything about it. Didn't feel comfortable so they both got off bus in Nice (Shannon Burton) was passenger name that was threatening.

Caller is upset that driver was rude and would not use lift to help with groceries

Caller states that driver will not let him off at Tish A Tang.

Caller states that drivers Claudia & Kelly are great drivers.

Caller states that driver was speeing

Caller states that driver stopped at Country Club stop waited a few seconds then left them knwoing they were trying to catch the bus

Per E-mail: Rudeness to elderly customer.

Caller states she was passed by driver on HWY 29, as she was in the fast lane at speeds over 70 mph.

Per mailed in Courtesy card: Mailer states James, Kelly amd Mike are the 3 nicest drivers you have. Sharon drive a little fast and tends to pass people up sometimes. Jeff is also a great driver. Wish you had more drivers like James, Jeff, Kelly and Mike.

### FEBRUARY

CALLER WAS UPSET HAD TO WAIT 40 MINUTES TO BE PICKED UP AND WAS NOT TAKEN STRAIGHT HOME. CALLER HAD TO RIDE WITH DRIVER TO OTHER PICK UP IN THE PARK AND THOUGHT THAT WAS HORRIBLE.

CALLER WANTING FREE PASSES FOR HER 15 & 19 YEAR OLDS,WHICH ARE IN WITNESS PROTECTION PROGRAM. DISABILITIES. LIVES IN GLENHEVEN-GO TO HIGH SCHOOL. CHILD NOT ABLE TO GET THERE. WANTS FREE PASSES. GLENHAVEN-BLUE FISH COVE STOP BUS RUNNING EARLY. SHOULD NOT LEAVE UNTIL 23MINUTES AFTER THE HOUR.

CALLER STATES OUR BUS RAN OVER THEIR CAT AND DIDN'T NOT STOP IN UPPERLAKE. WIFE OF CALLER CALLED BACK USING PROFANITY TOWARDS DISPATCH. DISPATCH RESPONED THAT HER HUSBAND HAD CALLED IN AND THAT A SUPERVISOR WOULD LOOK INTO THE INCIDENT AND GET BACK TO THEM ASAP. WIFE THEN STATES THAT SHE "PROFANITY" DID CARE AND THAT IT WAS A HIT AND RUN. DISPATCH INFORM HER THAT IS THE PROFANITY CONTINUED THE PHONE CALL WOULD BE DISCONNECTED. HUSBAND CALLED BACK STATING ANPHER LADY SAW IT HAPPEN.

CALLER STATES SHE HAD TO RUN TO CATCH THE BUS. THEN DRIVER WAS RUDE AND TELLING HER, SHE WAS NOT AT THE STOP AND THAT HE WAS RUNNING 3 MIN LATE. GAVE HER A HARD TIME BEFORE SHE GOR OFF THE BUS.DRIVER TOLD HER SHE COULD CALL IN AND COMPLAIN BUT SHE WASN'T AT THE STOP VERY RUDE. SHE SAID SHE HAD TO ASK DRIVER 4 TIMES TO OPEN THE DOORS.AS WELL OTHER PASSENGERS TOLD DRIVER TO OPEN DOORS TO LET HER OFF.

CALLER STATES STUDENTS SMOKING WEED ON BUS, BEING RUDE TO DRIVER, WANT SUPERVISOR TO CALL HIM BACK, HE'S REALLY TIRED OF DEALING WITH STUDENTS.

CALLER STATS AT NICE POSTED OFFICE. HE WAVED AND SCREAMED AND DRIVER DID NOT STOP BLEW PASS HIM.

COMMENT CARD: WRITER STATES VIRGINIA 'COOKIE' JOHNSON WAS VERY HELPFUL, CURTIOUS AND PROMPT. COOKIE HELP WRITER TREMENDISLY WHEN RECENTLY MOVE INTO COUNTY.

COMMENT CARD: WRITER RECOMMENDS BUS 1404 TO HAVE SUSPENSION UPGRADED. 1404 HAS A ROUGH RIDE.

CALLER STATES: SHE ASKED DRIVER A SIMPLE QUESTION AND HE HAD A NASTY ATTITUDE AND WAS RUDE TO HER WITH A BAD ATTITUDE. WANTS SOMEBADY TO TELL HIM TO TONE DOWN THE ATTITUDE.

CALLER REPORTS: THAT HE IS BEING TREATED POORLY BY THIS DRIVER. HE MUMBLES UNDER HIS BREATH AND CALLS HIM SCUM BAG. CALLER IS TIRED OF THE DRIVERS GIVING HIM A HARD TIME ABOUT HIS WHEEL CHAIR. CALLER WANTS TO MEET CEO TO SHOW XRAYS TO PROVE HE NEEDS HIS WHEEL CHAIR.

CALLER STATES: DRIVER PASSED HER UP AT COLLIER & COUSLA AVE GOING TOWARDS LAKEPORT AT 11:40AM. CALLER SAID SHE WAS LOOKING AT PHONE AND DRIVER PASSED HER UP.

CALLER STATES: DRIVERS BOB IS JUST WONDERFUL AND CARING FOR HER HUSBAND. HE IS DOING A GREAT JOB.

CALLER STATES: DRIVER JULIA IS JUST WONDERFUL AND CARING FOR HER HUSBAND. SHE IS DOING A GREAT JOB.

CALLER STATES: DRIVER PASSED HER UP AT AUSTIN PARK ON THE LAST RUN OF THE NIGHT. NEEDED TO GET TO THE CLINIC.

CALLER STATES: DRIVER STOP AT 3RD & MAIN ST. STOP IN LAKEPORT. DRIVER STEP OFF BUS TO SMOKE & USE CELL PHONE. CALLER ASKED DRIVER HOW LONG THEY MIGHT BE THERE FOR. DRIVER RESPONED ABOUT 10 MIN.

CALLER WENT TO THE STORE REALLY QUIK AND HE LEFT THEM THERE.

EMAIL SENT TO KARL PARKER: EMAILER PERSONALLY KNOWS KARL PARKER AND WAS EXCHANGING EMAILS. KARLS WORK AT LTA WAS BROUGHT UP, EMAILER THEN GOES TO STATE "ID START BY FIRING ALL THE FASCIST DRIVERS WHO HATE THEIR FELLOW HUMAN BEINGS..READY TO POUNCE ON ANYONE WHO IS WEAK/DOESN'T PERFORM WELL

**MARCH**

Caller was a passenger on Richards Colbert's bus, wanted to compliment Richard for being very calm and polite as another passenger was being rude and disrespectful.

Caller states: driver of bus 1706 @ 16:35 was driving faster than the 5mph posted speed limit in the Walnut Grove Apt.

Caller states: Driver yelled at him for looking for RT1 bus, when he knew where RT1 parks. Driver also was upset because Rod was looking for RT1 bus and didn't hurry up making RT1 driver late.

Mr. Sage stopped by after hours and got a hold of Karl. Mr. Sage placed his complaint in with Karl about our driver pulling out of the Clinic stop to fast and almost hitting Mr. Sage and his family.

Caller states: Grandson Marco Perez was picked up at La Monarca stop in Lower Lake, driver was rude and said they smelled like weed put window down. Got to High School stop and driver stopped open door and told them they had to get out, they smelt like weed so bad. Caller is not happy her grandson was let off the bus in the middle of no where. Caller continues saying she worked at the Sherriffs Dept. Seems to her that driver was threatening her grandson by making statement "like there on their way" Driver told 3 boys that and to the caller that sounds threatening to her.

Caller stopped by to let us know driver Mike Morgan is not a safe driver, he cuts his corners, is rude to passenger. Yells at passengers. Speeds constantly-scars riders. Driver hit sea wall in FEB near Paradise Cove. He should be fired. He knows folks in law enforcement that will oull his licence. He plans to video tape him. He smokes at shelters and kisses allover a women at the shelters. He recommendeds undercover people on the bus.

Caller was at stop sign right down from Mendo College. Almost hit another car. Driver in other car had to slam on brakes to aviod an accident, driver of bus # 1405 swung out really wide, Driver should have let him go first.

Caller states: Driver complaining about fellow employee Jeff constantly everyday. Caller is tired of hearing it. Please tell driver to stop.

Caller explains that she works in Lakeport and needs service from Middletown to Lakeport daily to go to the court house for work. Caller can flex her schedule somewhat. The price of gas is getting out of control and they need other options.

Caller states they get let off all the time at 13th St. and Bush St. Driver did not stop to let them on and left them running for the bus.

Mr. Lamb mailed in a concern. Would like a bus stop be added at the Clearlake Library for Senior Citizens and ADA passengers

Mr. Riney came by our office to complain about our driver speeding thru Walnut Grove Apt. Mr Riney caught up to driver at Safeway to express his concerns and driver responed "I'll slow down".

Caller states: Driver cussing, rude to passengers and speeding because he was running late. Driver cussed after dropping off at Walnut Grove Apt. & Safeway. Driver than was speeding passing Ridge Lake Apt. Callers son hit head on window.

Caller states: she was asked to get off the bus for 8 min. for drivers break then driver rudely told caller that she should have not token his bus but instead the RT4. Caller just called to say that driver is very rude to his passengers.

Caller calling in to complain and all drivers given her a hard time about her suit case, and none of this is her (cuss word) fault. Kept asking where Wanda was and dispatch answer that they could not give out that information to passengers.

Caller called in wanting to be picked up between Tia Restaurant & Catfish Coffee (wheel chair passenger, this spot not a bus stop). Caller then called back up set due to no pick up, also stated she wanted Wanda to call her back. Caller then called dispatcher a "fat cow" and hung up the phone.

Caller live at 3277 Highway 20 in Lucerne, which is by the Community Gardens. Caller is complaining about a lot of trash and vandalism. Would like to a call back.

**APRIL**

Caller states: driver passed her up at Lakeshore & HWY 20 in Lucerne.

Caller states: she was left at Safeway in Lakeport and cost her \$55 to get back to Clearlake.

Caller said driver didn't secure her walker and the bumpy road made her walker cut her leg, she said driver asked if she was ok and she said yes but wanted to make a report just in case.

Caller states: Jacquie- the smiling driver showed such patience and compassion on the last day of the warming center operation. Caller also states: She is truly grateful for amazing partners and their employess.

Caller states: I've been a ADA rider for about 10yrs. In this last year I begun to realize how needed your services are. This last few months has not only become very painful, but walking and standing has become an issue. When in that state making appointments and trying to schedule how, when and where. Can be very raxing. Thanks to Nicky (Smith) she has saved me from my own mix up, with Dail-A-Ride and Bus 4 for my appointment on 4/4/18. I just wanted you to know how vaulable Nicky is.

Caller States: on 4/6/2018 had lost her umberlla (black polk-a-dots) upset wants driver to pay for it.



Mrs. Ori writes to the new manager of Lake Transit: I as a 15yr everyday rider of Lake Transit wish you the very best at your new assignment. That is why I decided to inform you & those on the Board of Lake Transit of the following important information. You can't solve a problem until you identify it. I am hoping to help all of us. I submitted this letter to the Board Of Lake Transit & yourself I have a copy also. Dear Gentleman / or Ladies: Enclosed are some facts I feel everyone should be aware of. Because Lake Transit is now under "new management" I personally seen that they have been given a copy. Had Mark Wall still been even remotely involved I would not feel he deserved my time, as he has wasted it in the past. It's because there is new management that brings us new hope. They would be at a disadvantage if they started out unaware of these policies. On behalf of all the bus riders of Lake Transit, we would like to express our sincere gratitude to Martin S. It is the only time in 20 years that anyone has listened to us. For 20 years we have had no body to go to in order to file a complaint, no one to help protect or defend us. So for 20 years the elderly, disabled, disadvantaged citizens, who require this vital public service, have fallen victim to Lake Transit and some of its employees. This is our attempt at defending ourselves. Let's suppose we do have a person, unbiased for which we could file a complaint with, it would go just like the following: COMPLAINT #1 DISCRIMINATION: Our right to fair & equal treatment! The City of Clearlake & Lowerlake have always received a standard of Service that is comparable to the same Public Service provided in our neighboring Counties. In these two Cities busses have always ran every 45 mins. Stops that are more frequent & situated closer together, clearly marked with covered benches for riders safety. As for the entire remainder of Lake County the standard of service we receive is far below being acceptable, it is not even comparable to other Transit Services. We are lucky to see a bus every 2 hours. All along Highway 20, we stand, no place to sit, no shelter from the weather, stop not even marked, after dark, placing us at a huge safety risk. The worst part is, due to stops not being marked, drivers claim they didn't see us & leave us standing at the stops all the time, they just speed on by, requiring we wait another 2 hours. So why is it that Clearlake & Lowerlake have always been treated better than the rest of us? COMPLAINT #2 RULES & REGULATIONS THAT GOVERN BOTH RIDER & DRIVER: The above document, you'll find posted on every coach operating in the State of Calif. without it you can not ensure a controlled environment that is required for the Safety of everyone on the road, including other vehicles. This is the policy all over the State, EXCEPT for Lake County. Lake County policy is: "Drivers have total control" Immediately this gives drivers all the right therefore take away any right a ride has. We do have legal rights, that Lake Transit & some of its drivers have violated now for 20 years. Without anyone to protect & defend us, we have had to take all types of abuse. Every rider has stories of abuse, neglect, disrespect at the hands of Lake Transit, Mark Wall & some drivers. This should have never been allowed to take place at all, much less allowed to continue for 20 years! Nor driver, nor riders should be placed as of more importance! COMPLAINT #3 FLAGG STOPS/STOP REQUEST: In any rural area within the State, Flagg Stops & Stop Request are honored, if they are denied then it would be impossible to get riders as close as possible to their destinations. Which the goal of other Transit Services is "to get riders as close as safely possible to their destinations". Of course again, not Lake Transit, it refuses to honor either of these, to M.T.A. & Napa Vine this is considered "poor service" and is unacceptable. If you have no transportation getting to a bus stop in time is difficult. With bus stops far apart & fewer of them, we try to run, ride or are in wheel chairs. I cannot tell you how many riders, myself included have been approaching a bus stop at the exact same time as the bus, waving to let him know you want to board, only to have him step on the gas, smile and leave you behind. Lake Transit's policy is: if you are not standing directly at a stop before the bus approaches the stop you are then determined to be "Too Late" thus you'll be denied the right to board. There are things beyond our control that cause us to run late. Lake Transit buses can be 1/2 hour late, no rider has the right to be one second late! This is purely nothing but abuse & neglect. Flagg Stops & Stop Requests in Rural areas are not just privileges, they are a rider's right. Upon receiving either a driver is required to stop at the nearest safe spot to do so. I have seen riders that miss the last stop in one Town, be taken to the first stop in the next Town before he can get off the bus, myself included. Because there is no one to defend us, Lake Transit has a policy of "cath us if you can" we are a non-profit, so you get what you pay for. If you do bother to call the 3334 phone numbers, you will be called a liar. You are informed that you were not at the stop, therefore no time, for any reason are Lake Transit buses required to turn back to pick up a rider left behind. M.T.A & Napa Vine policy is: "no rider left behind" buses are required to go back & pick up all riders left behind. For rider safety, stops need to be visible to all traffic, they need to provide protected places to sit, also they need to indicate it is a bus stop. Stops aren't even marked in the largest part of the County. Stops have been relocated with out advising the rider therefore drivers can determine where they want a stop to be located. How can you know where to stand, when you don't know what driver is on the bus your trying to catch? "cath us if you can". IN CONCLUSION RIDER INPUT: For the past ten years riders have had an idea that might work. An express bus one for the Northern portion and one for the Southern portion. They connect at a half way point such as Kits Corner & Lucerne. They stop at on central location in each town. That would at least give more of the Lake Co riders every hour on the hour service. Still not as good as Clearlake, but at least it would be a little even. Have Casinos & other businesses owners sponsor a covered stop, that they could utilize it for advertising purposes. We appreciate you time, Shannon Ori.

Driver suggest Bus Stop Improvement at Clearlake Physical Therapy by Burns Valley Mall stop. Driver has to stop in the street and block driver to let wheel chair or lift assist passengers off.

Caller States: In Kelseyville Lumber pulled out from curb and she had to slam on brakes. She was in parking lot coming around the building.

Caller states: according to his \$700 watch that our GPS lies and his watch does not. Caller said driver left 3rd & Main St. stop to soon and wants cameras pulled.

Caller states: Driver rude about having to punch monthly pass, was not aware of monthly's needing to be punched. Driver did not have to be rude.

Mrs. Scott write: I think its kinda stuffy, some kind of ventilation & purifier should be put in. Maybe a DVD (portable) in the back with slides shows advertising local events or places. But I think you guys are doing great so far.

Caller states: Driver was leaning back on driver seat smoking with door open. Then pulled over to shelter and was sitting on kick plate smoking. Caller said he has sent several E-mails to complaint center because driver has been doing this all week.

Called states: No sign in Ukiah bus stop at Peartree center or phone numbers to call Lake Transit. (Mr. Peter refused to leave contact info)

Caller states: driver was walking into Walmart and said something under her breath. When driver came out of Walmart and walking back to the bus, Mr Pike pulled up and said were you talking to me, driver then said to Mr Pike to go (explicit word) your self and your an (explicit word) for messing with me on my lunch. Mr. Pike than said thank for your rudeness and drove off.

Caller states: driver was going towards Middletown and was in the passing lane over the yellow line and driver almost hit caller.

**MAY**

Caller states: Driver was going in parking lot and told driver speed limit is 5mph, driver said "okay" and sped off at an even higher speed. Caller also states he has complained numerous times and says when someone is hit, he is going to sue the Company for as much as he can get. He wants a driver fired for an example for all other drivers.

Caller states: Driver upset stating he had to work on day off, driver being rude.

Caller states: Driver runs 3 min early everyday. Missed bus today because driver goes by early at Blue Lakes.

Caller states: This particular driver always arrives 5-6 minutes early and the driver is disgruntle towards him. Caller is a senior Citizen who relays on the bus to arrive on schedule. The driver told the caller he was not going to allow him to ride if he persisted to complain. Caller is very upset and wants the driver to be corrected.

Mrs. Rose states in her email to Mark Wall: I had planned to take the 3 today going Northbound from Calistoga at 2:40pm. Because there had been a lot of traffic disruption in town all weekend, I did check your website beforehand on my iphone to see if there where any updates or changes to route 3. I didn't see anything posted & continued with my plans to take the 2:40pm bus across the street from Calmart. When I got to the bus stop, there were no signs anywhere indicating that there was a different bus loaction for the weekend. After over 30 minutes of waiting, I called and spoke with a lady who informed me of the change. I was clearly frustrated & upset about it, and when I told her you should have posted that info on your website, she gave me attitude saying "well, I don't run the website" (instead of just agreeing with me or saying sorry). So, missing that 2:40pm bus + dealing with the lady's snarky attitude completely turned me off from wanting to wait for the next bus and give you guys my business. I usually never go out of my way to complain about something, but this bothered me so much, that I felt I needed to say something about it.

After talking to transit bus driver at 8:45am and was told I would be picked up at Brannon St. at 9:50am with another young disabled man that left the VINE waiting for pick up VINE transit passenger stranded in Calistoga. Waited an hour, my friend had to come from Clearlake to get us.

Caller states: driver won't turn on Air Condition after was asked to. Driver only has windows open.

Caller noticed she had left her tablet on the bus when she got off at Grocery Outlet in Lakeport. Caller saw Dial-A-Ride driver in parking lot and asked him to radio over to RT4 driver to check bus for tablet. When RT4 driver arrived to Safeway and checked there was nothing found. On the way back to Grocery Outlet Caller was waiting there and check the bus her self and did not find anything. There were only 2 other female passengers on board.

Caller states: She's disabled and another passenger was too with a walker. Driver stopped suddenly and all passengers were almost thrown from their seats. This happened at least 6 times. Being disabled this was very scary for her. She said all passengers were holding on for dear life.

Caller states: Driver told passenger he will not pick him up if he continues to stand back off of the HWY. Passenger stated he is disable and has always stood back at this stop because of traffic. A vehicle took out the bus stop sign there and passenger is scared to stand that close to traffic. He doesn't want to complain but also doesn't want to be passed by RT1 Northshore. Only stands 2 ft from pavement.

Caller reports: She works at the Court House, she was walking to her car and statred crossing on cross walk at Forbes & 2nd St whne she was almost halfway across bus # 1405 came fast NB on Forbes and did not stop. She waved her hands and yelled but driver continued to look straieght ahead appearing not to otice her at all. (took a right hand turn on 3rd st)

Caller states: Caller and father pulled up at Rays to drop her off. She is disabled with crutches. Driver came over and yelled harrassing remarks to her threatening to call the cops on dad if shes ever dropped off there again, telling him it's a felony. Caller stated driver has been harrassing her for months and feels singled out sue to her disability and having to use lift assist. Driver tod her 3 months ago "if you dont start using the stairs I'll ban you from all buses. (RT4 driver was witness of todays event)

**JUNE**

Caller reports: Caller being passed by when she was close to bus stop but feels he could have pulled over safety to get her. Then 1 hour later driver was RT11 which she boarded and stated driver refused to turn on air condition because it makes him sick.

Caller reports: At Running Creek about 10- 15 mph did not stop even when he was in parking lot. He had to walk home and he is ADA. He was waving for driver to stop. Rides this bus all the time. (Dispatch pulled Swifty GPS driver going 22.4 mph thru parking lot.)

Caller reports: RT4 at 9am leaving Kits Corner going to Clearlake. Driver wouldn't let caller on bus. Sorry you can't get on, he said why and driver said because of how you look.

Passenger reports: You are a very nice and very good driver. Thank you for doing what you doing. Keep doing what you do.

Passenger reports: Good drivers. Great bus service mostly but how about a convienient shuttle service set up between Middletown and Hidden Valley Hardester Market.

Caller states: Caller was crossing the street with her 77 year old Aunt who has a cain to catch the RT12. The driver told her when they were boarding if they ever made him wait again he will not let them board. He was very rude all other passengers gasped at how the driver talked to them. Passenger is insulted and upset.

Caller reports: Caller is the guidance counselor at Mendo College, states student came into her office in tears. States she does not feel safe rding the 1/8/1. The driver is making advances towards this young lady, she is concerned that he knows where she lives.

Caller reports: White Metro phone with wood panel back, was either left on RT11 or RT12 on 6/12/18

Passenger reports: To John; I would like tothank you for doing a great job.

Caller reports: Caller was at Hospital stop on 18th Ave. She waived her arms at approaching bus, driver did not look her way. Through an open window caller heard a passenger yell at the driver about her at the stop but driver kept going. Caller also states driver was driving unreasonably fast.

Caller wanted to say thank you, thank you, thank you for everything Lake Transit has done. Has never had a mean call or driver. Was going to but a car, but said since LakeTranist has been ther for her she will continue to ride bus instead of buying a car.

Caller states: Got on @ Rotten Robbies and got off Foothill and HWY20 in Lucerne. Caller says driver was texting on his phone and wasn't paying attention to the road. Passengers almost had a panic attack. She said she took video of driver.

Caller states: At Lakeshore & HWY53 bus passed by and did not stop for waiting passengers. Caller states the bus went by 6 minutes after the hour, when it suppose to be 9 minuties after.

Caller states: lives near bus stop on 13th St in Lucerne and say buses are stopping in front of his house and not at the stop. Would like them to use the bus stop.

## JULY

Caller states: If somebody is a senior and driver pulls up, they don't need to be scolded. Driver was threatening him badly.

Caller states: (incident happened on 7/2/18, caller called back to place complaint on 7/3/18) caller was coming up to bus stop at Bella Vista APT on Martin St in her w/c. As Driver was pulling up, she went towards w/c ramp to get the bus and on her way to the bus she over heard driver saying he wasn't going to board her and that she wasn't at the stop. Driver has done this before to her. She also states she called dispatch got no answer left message and did not get a phone call back. She then called Mark Wall's number and the lady that answered told caller that she would take care of it. Caller did not get any phone call again and had to call back from Safeway to get her will call for Dial -A- Ride.

Caller states: she called and requested a bus to the Dental Clinic on Lakeshore. Call taker was very condescending and treated her like she was a child. Caller feels because she had complained about Steven P. that this call taker now has it out for her.

Caller states: Want us to turn on Polk St, into parking lot of Dry Cleaners. Dispatch tired to explain that no we can't but could possible go to house. Caller then said no I am a 'F' idiot (to dispatch).

Caller states: by Napa Auto Parts, bus RT12 pulled in behind us scared mom & aunt which both are senior citizens.

Caller states: Waiting for RT7 at Running Creek bus pulls up top doors so close almost hits passenger daughter & sisiter in law. Caller loads boards bus with daughter who is 1 years old and drivers driving was so bad caller was so scared caller got off at Blue Lakes because caller was so worried about drivers driving caller got off. Caller was heading to Ukiah.

Caller states: Wanted off at Old Fire House stop, driver did not stop after passneger pulled cord. Then wanted off at Austin Park & driver blew past that stop as well.

Caller states: Wants to have a schedule and sign @ Peartree so people know were to get Lake Transit bus to Lake County. Says we are violating ADA regulations.

Caller states: Caller was almost to the stop when bus passed, he tried to wave bus down but wasn't sure if driver saw him. Caller states driver was at least 2 minutes early.

## AUGUST

Caller states: Driver being rude, disourteous and has a problem with a wheel chair passenger. Sometimes refuses to pick up at the clinic. Caller states driver was being mouthy.

Email from Karl Parker: A couple of days ago, while checking on someone at the Lower Lake HS Red Cross shelter, I encountered an elderly gentleman named Al BelBosque and wound up taking with him for about 15 minutes. Whne he overheard me speaking to the shelter supervisor and mentioning Lake Transit, he lit up like a Christmas tree and wanted to tell me all about how great LTA and its drivers are. Specifically, he wanted to commend Jeff, Steve, Bill and Mike. I encouraged him to write a note, because we realy appreciated hearing positive feebback about the good work we're doing. But I promised to pass his message along.

Writer states: I was in the car on 8/9/18 at 1:00pm. Driver give me the finger. Driver is so wrong and drives the bus. That's not cool

Emailer states: At approximately 9:36am this morning I was turing into Tribal Health parking lot and one of your busses #1602 was an unsafe distance from my vehicle. So close as to cause damage to my car had the vehicle in front of me stopped abruptly. I approached the driver to inform him of his unsafe distance from my car. He had an unconcerned attitude. Stated he was sorry I fiet that way but made no effort to apologize. I asked him his name and bus number. He told me his name was Steven and the number was on the back of the bus. If he had at the least been contrite or apologetic I most likely would not be sending this complaint. I'm sure your company trains the drivers to obey all traffic lasw. Apparently this particular driver doesnt care about traffic laws or being courteous to others.

Julie writes: I would like to really thank wonderful driver Tony Walker. Evacuated from Twin Pines (fires) He is really sweetheart. Made sure I got home safe. I am disabled.God Bless

Caller states: Guy always drives past him, knows the driver is Mike M. Lake St. wasn't coned off. He is the only driver who doesn't stop to pick him up.

Caller states: The driver is never on time, they're tired of DAR being late. Can't remember address even thou he has been there several times. Always goes to wrong house and then you sit while he does paperwork.

Emialer states: Hello, Your driver today on route 4 to Lakeport/Ukiah has been terrible. Not only was he 15 mins late starting the route, he was rude about asking other buses to hold for other passengers. He arrived to Lakeport late and proceeded to wait even though his route was late. Every other bus that left at 11 from Clearlake Walmart left on time his was the only one. He also drives jerky and stops very abruptly. The driver clearly needs re-training. Please advise him.

Caller states: Got on at Walmart and got off by the Patriots gas station, slammed her sons arm in the door. Her son with with dad on last run. Young man syas the driver saw him exiting the bus and the driver closed the door on him anyway. Mother of Justine is very upset. Says driver always has a bad attitude and is rude.

Caller states: Driver passed her at El Dorado stop. Then made comments that they couldn't make 2 trips in to town in the same day. She has a bus pass.

Caller states: Driver pulled out in front of us coming out of the yard and almost hit us on HWY 53.

Email from Alexis Pedrotti: Good Afternoon- I received a call this morning an elderly lady Dolores Folks. She explained in detail a concering situation that she noted had been discussed several times with Mark, with no resolution. She receives help from an IHSS worker daily due to her frail and disabled condition. her complaint is in regrads to her IHSS worker has repeatedly called in late to work because of a late bus, again being the problem this morning. Dolores explained her IHSS worker arrived at 6:00am this morning at her bus stop in Kelseyville and waited for the bus that never came. Dolores believes it is the Route 4 near 5th street, assuming the Pharmacy stop. After speaking to her for some time, I mentioned I would pass along, but that i would also follow up. Since she mentioned she has called a number of times, I am assuming you have heard of her prior to this issue.

Caller states: driver pulled out in Nice after picking up a passenger and almost hit my front end, then realized I was ther and pulled back over.

Caller states: RT1 Hwy 20 & Lake St stop in the Oaks. States son was at the stop and no pick up. She also says that it is a racial problem. Dispatch asked if driver was rude when her son boards bus, caller replied no and that we need to fire the driver. she alsosaid if it's not racial then he is a "blank". Dispatch explain that the way they have the cones out for road construction that it is not possible to stop all the time. caller did not want to hear that.

Caller states: Lucerne Sentry stop man with walker asked driver to use lift, driver slammed open the door got lift out and was kind of rude to the guy and once the man was loaded the driver them slammed the doors really hard.(Caller doesn't have called from pay phone)

## SEPTEMBER

Niko writes: I really like the bus schedule and the safety of where the busses drop off everyone. I know that you guys are always trying to help out the community based on community wants and needs, Thank you

Caller reports: When Driver drives he has his right foot on seat with his knee in chest area and uses left foot for gass and brake. Last week if Annette wasn't paying attentino she would have fell into isle due to his jolty stops. He is driving unsafe.

Carol writes: Dear Mark and John: We here at the County have great appreciation to LTA for the incredible partnership during the recent River/Ranch Fire disaster response. The transportain services you provided during the many pases of evacuation were truly invaluable. After the disaster, LTA staff advised that the services were provided with no expectation of remuneration? Your contribution during this most recent disaster is truly ectraordinary- and espacially appreciated during these times of repeated disasters leaving the County cash-strapped. With all of this in mind, during our 9/11 Board of Supervisors meeting, at approximately 10am, staff will be asking our Board to renew the ongoing disaster proclamatin- and to report out on the status of disaster response and recovery. During the report, our Recovery Coordinator Nathan Spangler will speak to the extraordinary contribution of LTA during this most recent disaster. We want our Board and the public to know about the great service you provided. Although it is not required that you attend, I wanted to amek you aware in case you or other staff would like to be a part of this brief acknowledgment. Of course, Board meetings can always be live-streamed (or watched later from our website) or watched in rea time on Mediacom Channel 8

Caller reports: passenger & her friend Destiny were at the 40th & Phillips stop, when the lady (Sharryn) driver just pointed at then and ketp going. Causing then to miss school at Yuba College.

Jenny writes: I'm not sure why people are bringing their pets on board the bus. That's first. But how can it be ok for the pet to take up a seat when there are people trying to sit down.

Shelly writes: It would be helpful to have a bus stop for the Rivera Foods Market in K-ville so that folks don't have to walk the dangerous area between the Market and Kits Corner. Thank you in advance for your time.

Caller states: her and her boy friend were at Sentry stop going to Ukiah. Bus pulls up boyfriend says hey my girl frined is coming she was grabbing her bags, the boy friend asked driver to hold up for a second & the driver said I'm not waiting for you 'F' word people. Said she is always rude. When dispatch took the call, It was the woman Sue calling about what the boyfriend had told her. So she didn't actually hear what the drver said to the boy friend.

Jenny writes: Whats up with people in wheelchairs using the lift to get onto and off of the bus and then taking up an extra seat instead of sitting in the chair? Whats up with people riding around for fun when it's a busy time of the day? Whats up with people who have terribly offensive oders being able to ride? it's repulsive. I'm trying to be understanding of everyone and their need to get around but what about the rest of us? Hey, otherwise the service is great.

Stephen writes: this morning your driver refused to pick me up at the stop sign next to Big 5. After leaving a min early it was 59 after when he pulled out. So I had pay the cab for an extra to Towermart. He left early then gave me attitude because I caught up before Towermart and asked his name. Please do something about this I ride every morning Monday through Friday and I don;t take disrespect lightly.

Caller reports: Somebody on bus was smoking and child report it to the parent. The driver didn't do anything. Also yesterday driver was asked to turn A/C on and wouldn't, child got home and was really hot and sweaty.

Caller reports: 1) Driver tired to pull into traffic while a older man with a walker was trying to exit bus. V.A. Clinic stop. 2) Past his turn onto Phillips, went all the way to the Flea Market. 3) Just passed up stops and the passengers have to yell at him. 4) drives very fast, so when he has to stop you get thrown forward. 5) He don't pay attention to the road or traffic.

Caller states: He called for an extented stop @ Robin Hill RD for the RT1. After flagging down the driver, he had interaction with the driver that he lied and did not call in. He wants to spoek to a supervisor concerning issues with dispatch and driver attitude.

Caller reports: She uses crutches and asked driver to use lift. Driver was mad she had to use lift. Once on the bus she (driver) was mand and told caller that next time shes at the stop she wont stop. Driver said get rid of crutches you don't need them. Atstop across from the Hospital on 18th ave

Caller reports: Lost Galaxy X9 cell phone, blue grey and cracked screen. Called police, filed a report. Case # 1809120060

Caller states: Driver tells her RT4 is better to take to Clearlake and doesn't take her. She says she want to take RT8 and doesn't care if it takes longer and she is really tired of his attitude.

Caller states: Him and his son were at the Lucerne bus stop 5 minutes early when driver passed. Saw him at next stop at the Hotel, driver got out of bus to smoke. Caller stated this happens all the time, driver arrives early, passes stop to have enough time at next stop to get out and smoke. He said this needs to be addressed.

Caller states: A special needs passenger went on the bus and due to his disability used pennies and change as his fare. The driver laughed at this and made fun of him when he boarded & was dropped off, both times. His mother called in and asked to have video pulled. Her son was really embaressed & distraught when he got home.

Caller states: Half mile from Sutter going into town, driver crossed double yellow line and was texting on his phone.

Caller reports: Driver had bad attitude and in general was rude. Caller thinks that if he hates his job that much maybe he should get a differnet one. Has never had to call and complain on any driver ever before.

Caller states: he was at Running Creek inside and the bus did not stop for him. He put the security officer on the phone. He told me yes bus was late and that he tried to wave him down but was already past the stop. I explained to security officer that Rod knows he has to be outside at the stop and said he was inside. I confirmed with the security officer and he said yes Rod was inside, and that he understands cause he deals with Rod everyday. I told security officer that RT1 would be there in a few minutes and make sure Rod is outside cuase we will not hold the bus for him.

Kathryn writes: Dear M Gray, I am a disabled citizen residing in Lucerne California. The purpose of this letter is to thank Lake Transit and you cehicle operator Bill Baily. I was a 911 evauation who was taken to Lower High School on the day of the mandatory evacuatio from Lucerne, due to the Ranch Fire 2018. The real compliactions for arose on the day the mandatory evacuations in Lucerne was lifed. On that day, I discovered that 911 would not bring me back to my home, and I found myself stranded. I do not have a motorized wheelchair, and I am unable to wheel back into my home. I was told that Lake Transit could not help me. Gratefully, in the true spirit of community support, Lake Transit did in fact help. Most importantly, the driver Bill Bailey, turned out to be extremely reassuring, competent, and clearly, had things well in hand. I lived only a block or so away from his usual drop off. Given the situation of the fire and all of the repercussions therein regarding an evacuation, I couldn't have asked for a more professional, kindly gentleman to have assisted me and my little cat in her carrier. I meant to get this letter off sooner and now i'm leaving some details out regarding the kindness and assistance this gentleman gave without hesitation. Given some of the attitudes that seem pervasive in todays edia reporting, I believe that recognition and gratitude for every quality efforts humans make in assisting others is important. Thanking you again for saving me and my little cat from what could have been a highly awkward and stressful situation for us-you all did a stellar job in aiding this community member, and many other, during out time of what was a near disastrous situation here in Lucerne (and other areas of the Lake)

Caller reports: Driver was going the wrong way into Robinson's, almost hit us. Driver was going wrong way in parking lot to get to the smoke shack. Got out purchased cigs and got back in bus and left.

Caller reports: Driver refused to load wheel chair, chair had a dead battery bout will easily make on ramp no problem. Had help from staff @ hospital and son waiting at the other end.

**OCTOBER**

Writer writes: I want to thank the pretty ladys and the Ray's station in Clearlake.

Caller states: Daughter is care taker for mother. Mother had foot surgery and is in wheel chair. Driver told daughter since she ride free its her job to load mother and fast, because she wasn't fast enough. Driver did not properly secure moms wheel chair in. The moms foot that had surgery was wedged between cash box and wall next to driver and because mom wasn't secured properly her foot was banging. When they asked driver to adjust she refused stating it would make driver late and wasn't her job. It was daughter fault for taking to much time. That's why she rides free driver stated.

Customer reported concerns about stop that sometime is blocked by vehicles parked curbside. Suggest City Of Lakeport install No Parking sign to keep bus stop clear for boarding & alighting. Martin St & Starr St. across Bella Vista Apt.

Peter emails: It was a pleasure speaking with both of you a few weeks ago. Spoke with Rebecca yesterday and she has already been in contact with Karl. It was Dr. Mark Freeman who brought up the fact that the best medical care is of no value unless the patient can get to their appointments, pick up meds, etc. Of course, the Pay Your Pal program had added special benefit of positive personal interaction with the patients's pal. Sure you and Rebecca, our President Elect, will take care of whatever you all decide.

Caller reports: Driver ouchned \$1 in the 4.25 cent area of the punched card, caller is a senior citizen and got up set. She said driver told her if she didn't like how he ran his bus to not get on again. Caller never been insulted like this by a driver before. She left a DVD The Jungle Book on the bus driver could not find it. Driver gave her a new pass and took her old one.

Caller reports: Was pick up in Lucerne around 11:40 am going to LKP Safeway. She thinks he went the wrong way and took to long to get there. She said he was going to fast and by the time they got there she was a nervous wreck & felt her inside were all shook up thought she would need to go to the hospital.

Caller reports: Bo from City of Clearlake public works called, said Bus #1703 has stopped several times in a controlled traffic situation to say some very negative comments to his forman Tom, she is creating a dangerous situation by doing this and it needs to stop immediatly.

Caller reports: RT4a was suppose to arrive at Konocti Vista Casino stop at 5:11pm, driver departed at 5:08pm and 2 people had to walk all the way home.

Caller reports: Driver took a bus pass with 2 holes that a guy was using it. Young woman called said she let her brother use it and is mad and wants her bus pass back.

Caller reports: 11th street swearing and screaming @ bus driver. Wanted to call and sayu what a good job driver did.

Caller reports: caller asked for the lift to be brought down, caller said she can walk up the stairs but not down. Caller states driver would only help her down the stairs and she fell and hurt her hips. (dispatch caller driver to ask what happen. Driver said caller did not fall and he did not hear her ask for the left. Caller slipped and fell on the doors help me stand back up.

Caller states: Following bus #1707 into Lower Lake, driver was traveling 75mph in a 55mph zone.

Caller reports: Wants rules in writing about the 4 bags of groceries on the bus. Driver kept giving caller a hard time, But trainee was telling her that it was ok.

Caller states: Constant late pick up. Today was 30 min late. Caller understands new driver but always late.

Emailer states: On October 23rd I and my family took the route 4 bus at 4pm after the driver took a nearly hour long lunch at 3:10pm to the Social Security office in Lakeport. Upon dropping us off the driver assured me that another bus would be along to get us. However the hour passed and no ride showed. It turns out the route he took at 4pm should have been closed at 3:40pm during the lunch he decided to take. He nonchalantly out my hamily and me in a situation in which we were stranded in Lakeport.

Emailer States: Good afternoon, I am writing to let you know about the terrible driver I followed home from Middletown to Cobb. Not only did he not pull over when he had 7-8 vehicles behind him, but he was also driving extremely dangerously. He was unable to stay in his lane around corners including blind corners. He was completely in the other lane of traffic on several instances. He was traveling extremely slow and would not utilize turnouts. you are lucky he didn't hit someone with his terrible of a driver as he is.

Caller reports: 2 school girls on La Monarca stop. She complained about them not having current change. So then they sat down and driver said somebody sure stinks on my bus and everybody heard the driver. Gregory knew she was talking about the 2 girls that got on at La Monarca.

Caller states: was refused to load scooter at Clinic stop. Driver let ambulatory passengers board 1st so bus would be full.

Lorrie writes: Dear wanda, thank you very much for the coordinating the use of two buses for our 9th annual Stuff-A-Bus event. Our 19th annual food drive in honor of Make A Difference Day was another successtul year, collecting 3,977 pounds of non-perishable food. The grand total for all years is now 71,639 ounds. We had sixteen locations collecting food beforehand, as well as two main Stuff-A-Bus sites on the actual day. This food will make a tremendous difference in the lives of the people who utilize the thirteen food pantires and four senior centers around the lake. We are truly appreciative of you continuing support. On behalf of the Lake County Hunger Task Force, NCO Community Action, and the two Grocery Outlet stores, we truly thank you for making this a speacil kind of event. We hope that you will work with us again in 2019. We would like to make our 20th annual food drive even bigger and better!

**NOVEMBER**

Caller states: Driver drove right by while standing at Cattfish Coffee stop.

Caller reports: Wanted to report our new driver is an absolute great driver. Caller is very appreciative about how careful and cautious he is with wheel chair passengers. He is also very respectful to all passngers.

Hi Tori: My name is Karl parker, and I serve as the Mobility Programs Coordinator for Lake Transit. Lisa Davey-Bates, Excutive Director for Lake Transit, forwarded to me the email you sent her on Saturday. First, I want to thank you for your message, and le tyou know I'm very sorry you had a difficult time using our service! I can only imagine how frustrating it must have been to be unable to complete your trip and have to stay somewhere unexpectedly. If your note had included a phone number, i would be calling right now, but hopefully you will get this note soon. Here are a few suggestions you may find helpful in the future: 1) Near the bottom right-hand corner of Lake Transit web site (www.laketransit.org) there is a handy tool called the Google Trip Planner. With it, you can enter the start and end of your trip, dates and times and it will give you an itinerary that shows route number(s)m times, transfers (if needed) and fares. 2) You can always call Lake Tranist Dispatch to check your understanding of the schedule (or get information if you don't have schedule). Call 994-3334 3) Ther is also an app that you can install on your smart phone (if you have one) that will give you real-time information about when the next bus will come by your location (it will also give you info about the availability of Lfy and Uber service). Please call me at 99-3384 ext. 7 if you'd like to arrange a time to familiarize you with the schedules and resources listed above. I will be away from my office later today and Tuesday, Wednesday and Thursday. During those times, please call my cell phone 684-9359. You may have to leave a voice mail as I'll be in meeting, but i will call you back as soon as i can. Again, sorry for the trouble you had. I look forward to the opportunity to help you avoid difficulties in the future.

Writer states: On Nov 15th I was at Kits Corner bus stop with my small dog waiting for the rt4 at 6:40pm ish to Clearlake. The RT4a stopped let one person off & left. Not long after I watched the RT4 go right on by. Never slowed down to even look if any one was waiting. I just couldnt believe it! Its dark and cold i do not have a phone & my only option was now to walk & thats what I did at times I had to carry my dog since there was barely enough room to get off pavement & aviod being hit by cars. I finally got to call box top of hill & dispatch sent CHP to find me. I was picked up a 1/4 mile before the Jago Bay sign & road. I feel lucky not to have died that night.

Writer states: This is to let you know that Linda (the driver on the Deer Park to Clearlake on Wednesday before Thanksgiving) has restored my faith in customer service, as wella great driver. Linda assisted myself, as well as 2 other passengers with unique needs. I belive employee like her are due a raise.

**DECEMBER**

Caller reports: She had called in 12/4/18 concerned about lost pillow. Lost months ago. Talked to dispatch (Nicky & Cheri) Recall situation returned keys but caller did not come to pick up pillow. Explained pillow is gone, we can't keep lost items past 30 days. Told her to call right away, then come soon after (ASAP) Assured her we all want to help, but need her help to succeed.

Caller reports: Cold on bus no heat and window was open, so he reached over and shut window and driver got up after stopping bus and re-opened window.

Caller reports: Caller at the stop sign up at Walmart, the bus driver went out of right away sync and almost collided with 2 vehicles one taking a right turn and one turning left. When both cars honked driver looked straight ahead not giving noticed of either one. Caller was very upset bus driver ignored the situation.

Caller reports: Store manager of Red & White CLO requests bench removed. Homeless problem. (Law ENF. Not helping). MSG Taken by K.E.P. 12/11/18 3:15pm

Caller reports: Mr. Miller & The Vine reported driver never stopped at Calistoga Depot to get caller and he went down a side street instead.

Caller reports: Son rides bus and is told he can only ride once with monthly. Driver makes remarks your riding again? Son gets on at El Dorado Motel into Lakeport.

Writer reports: 1) Bus 1711 40-45 on HWY 53 in a 55 mph, stepping on the break. 2) Line to line, left to right. 3) Change lane at HWY53 & Lakeshore almost hit a car.

Caller states: she was on Lakeport BLVD in Lakeport in the turn lane to turn into McDonalds, When the bus passed her from behind and was so close the muffler of the bus scratched her passenger right rear door. 2002 Mazda 626. She gave me the licence plate of the bus 1409609. She recognized Steven Pierre as the driver.

Caller reports: Was left @ Subway HVLA, No one answered the phone closing RT3.

Caller states: said she didn't bring her car down because she didn't want to file a complaint, because she said she really isn't even really sure her car got hit, and doesn't really know what happened. Wants it dropped and is sorry for any inconvenience it caused, she said if you need to call that's fine.

Caller reports: Son was rewarded a monthly pass at school. Driver punched it wrong with 2 wholes for female. Son then gave it to his father and father got it taken away, for it not being his. Wants to be refunded with new January pass.

Dispatch reports: Driver is constantly 4-7 min hot on his run. Got 2 calls about it today but neither asked him to be turned around.

Caller states: She was getting off at the Post Office and driver stopped quickly causing passenger Cickie to hit her leg on seat belt causing it to get caught on her compression socks and causing it to tear and put a whole in the sock. They're \$90 socks and is upset

Caller reports: Driver was going 45mph on 12th St (Lucerne) and was very concerned, he stated children & animals are playing & walking in the streets often and are afraid of them getting hit by our buses. He has witnessed this on many occasions and needs to address before someone/thing get hit.

**COLLEGE STUDENT TRIPS ON LTA ROUTES**

	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
RT 1 <b>NORTSHORE</b>	56	157	178	137	130	141	182	218
RT 2 <b>COBB</b>	1	1	3	0	3	2	2	7
RT 3 <b>MIDDLETOWN-SOUTH COUNTY</b>	10	22	26	32	30	23	53	82
RT 4 <b>LAKEPORT VIA 29</b>	29	64	55	38	41	52	87	118
RT 4A <b>SOAD BAY</b>	2	0	1	21	1	3	13	21
RT 7 <b>UKIAH</b>	101	171	218	122	83	114	208	221
RT 8 <b>LAKEPORT LOOP</b>	9	25	34	78	47	53	55	65
RT 10 <b>CLEARLAKE PARK</b>	73	225	297	237	201	210	320	316
RT 11 <b>AVENUES</b>	67	231	279	207	167	248	309	372
RT 12 <b>LOWER LAKE</b>	28	68	77	52	49	75	111	62
<b>TOTAL</b>	<b>376</b>	<b>964</b>	<b>1168</b>	<b>924</b>	<b>752</b>	<b>921</b>	<b>1340</b>	<b>1482</b>
<b>AVERAGE TRIPS PER SERVICE DAY</b>	<b>14</b>	<b>40</b>	<b>43</b>	<b>44</b>	<b>30</b>	<b>35</b>	<b>58</b>	<b>57</b>



## LAKE TRANSIT AUTHORITY STAFF REPORT

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**TITLE:** Meetings Attended by LTA Staff

**DATE PREPARED:** April 1, 2019

**MEETING DATE:** April 10, 2019

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**SUBMITTED BY:** Lisa Davey-Bates, Executive Director

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**BACKGROUND:**

Since our last Lake Transit Authority (LTA) meeting packet, staff has attended (or will have attended) the following statewide and local meetings on behalf of LTA:

- |  |         |
|--|---------|
| 1. LTA Meeting<br>Lower Lake<br>(Davey-Bates, Pedrotti, Sookne, Speka) | 3/6/19  |
| 2. Lake Links Board Meeting<br>Lakeport<br>(Davey-Bates, Parker)       | 3/11/19 |
| 3. NEMT Update<br>Teleconference<br>(Davey-Bates, Sookne)              | 3/12/19 |
| 4. LCTOP Workshop<br>Webinar<br>(Sookne)                               | 3/19/19 |
| 5. Lake Links Board Meeting<br>Clearlake<br>(Davey-Bates)              | 3/25/19 |
| 6. NEMT Update<br>Teleconference<br>(Davey-Bates, Sookne)              | 4/9/19  |

I will provide information to Board members regarding the outcome of any of these meetings as requested.

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**ACTION REQUIRED:** None.

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**ALTERNATIVES:** None identified.

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**RECOMMENDATION:** None. This is for your information only.



**REPORT TO LAKE TRANSIT AUTHORITY BOARD of DIRECTORS  
RE: MOBILITY PROGRAMS**

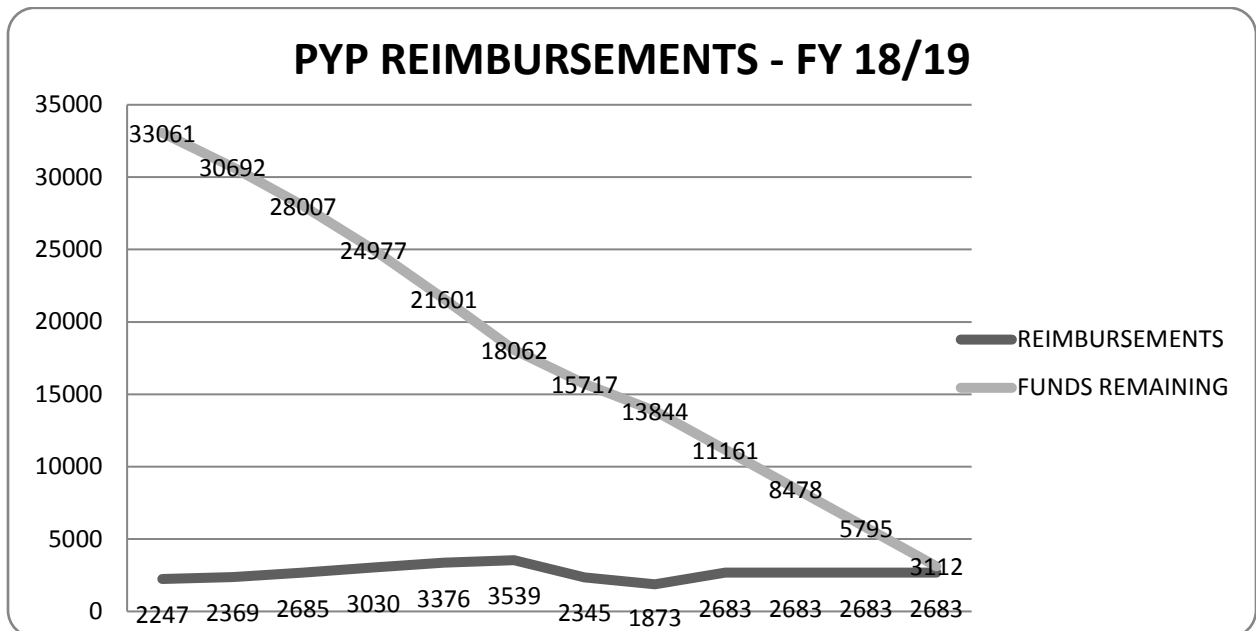
Submitted by Karl E Parker, Coordinator  
April 10, 2019

**1. PAY-YOUR-PAL RIDE ASSISTANCE PROGRAM:**

We now have 79 clients enrolled in the program. 4 new clients have become enrolled in the last month, and several applications are now pending. Program utilization is summarized in the chart below, showing data for the most recent months entered (January reports are now being processed), the fiscal year just completed, and the fiscal YTD.

PERIOD	RIDERS	TRIPS	MILEAGE	REIMBURSEMENT
January 2019	38	300	6,699	\$2,345
February 2019	31	265	5,938	\$1,873
Jul 17 – Jun 18 (LTA Fiscal Year)	69	3,353	74,935	\$26,227
Jul 18 –Feb 19 (LTA FY to date)	70	2,645	61,323 (67,740)	\$21,463

The chart below shows the impact of monthly reimbursements (actual for July thru February; projected for March thru June, using an estimate of \$2,683 per month). In February, we reported that if the trend continued, we might exceed the budget for reimbursements. However, program utilization in January and February was a bit lower, and unless there is a spike in reimbursement requests, we should make it to the end of the year within the original forecast.



In January and February we surveyed clients enrolled in the Pay-Your-Pal program. Responses have been compiled in the accompanying report. Personal comments at the end

are particularly interesting and encouraging. Clearly, the program is meeting an urgent need!

**2. CALTRANS INSPECTION**

**3. PARTNERSHIP WITH ADVENTIST HEALTH CLEAR LAKE**

No change. We continue to wait for AHCL’s response to Paratransit Services’ proposal for provision of scheduling & dispatch services, maintenance service for specialized equipment (e.g. lift and interlock system), and specialized driver training (submitted October 10, 2018).

**4. 5310 GRANT PROJECTS**

**a. Out-Of-County Medical Transportation**

We are now refining a service plan that will provide service to Santa Rosa two days per week. Thanks to James Sookne’s efforts to obtain a new vehicle, we are hoping to have one available soon. And we also hope to have a driver available soon as a new class completes their training. Hopefully, we will be able to launch service by June 1, if not sometime in May.

**b. Senior Center Excursions:**

We continue to operate the Middletown Shopping Shuttle to assist people with limited mobility who are no longer able to get to a local store after the Hardesters fire. We continue to provide curbside service to two to five people per week. The service is greatly appreciated by those who are using it.

We are now working on a special excursion for folks from the Middletown Senior Center. The current shortage of vehicles and drivers continues to be a challenge, but as noted above, a solution is on the horizon.

**5. OUTREACH**

**a. Warming Center**

The Hope Harbor Warming Center closed for the 2018-2019 season on March 30. continued support. For the fourth year in a row, Lake Transit has provided free transportation to and from the Warming Center, as shown in the table below:

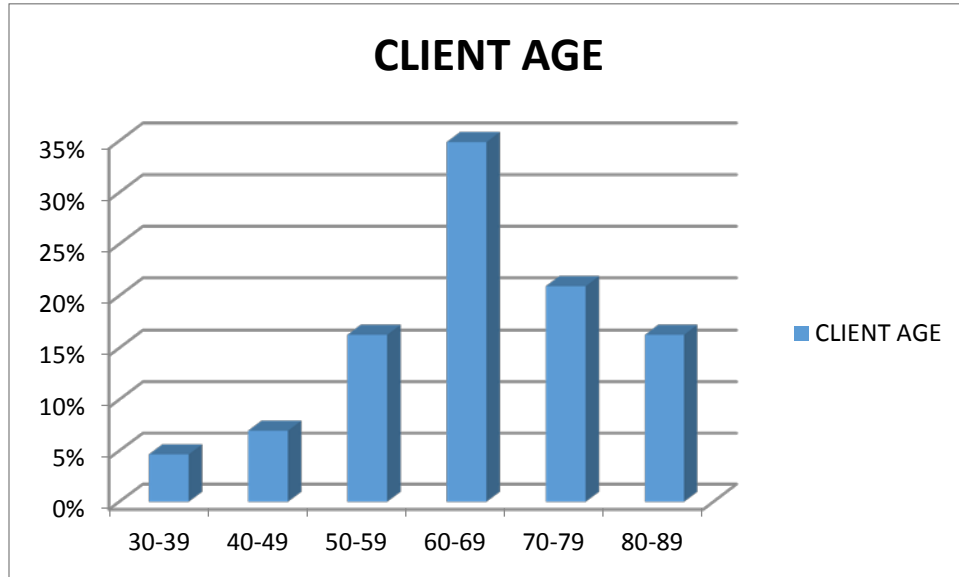
<b>2018/2019</b>				
	<b>DAYS OF OPERATION</b>	<b>RIDES PROVIDED</b>	<b>AVERAGE RIDES/DAY</b>	<b>FARES WAIVED @ \$1.25/RIDE</b>
<b>DECEMBER</b>	19	47	2.5	\$59
<b>JANUARY</b>	22	298	13.5	\$373
<b>FEBRUARY</b>	24	389	16.2	\$486
<b>MARCH</b>	26	478	18.4	\$598
<b>TOTALS</b>	91	1212	13.3	\$1,515

# PAY-YOUR-PAL CLIENT SURVEY

January 2019

# of Clients Surveyed = 70 # Respondents = 43 Percentage of Responses = 61%

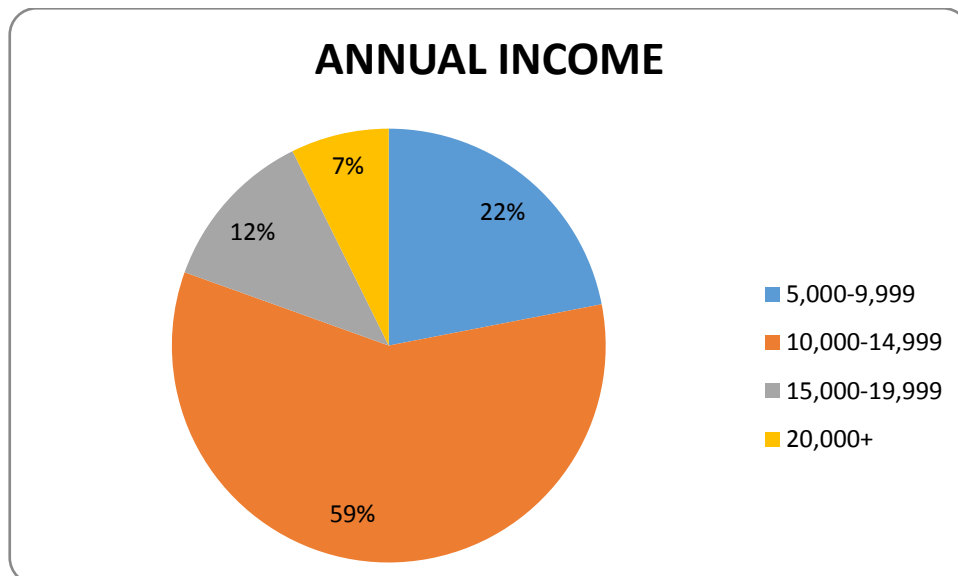
- AGE OF CLIENTS:** (n = 43)



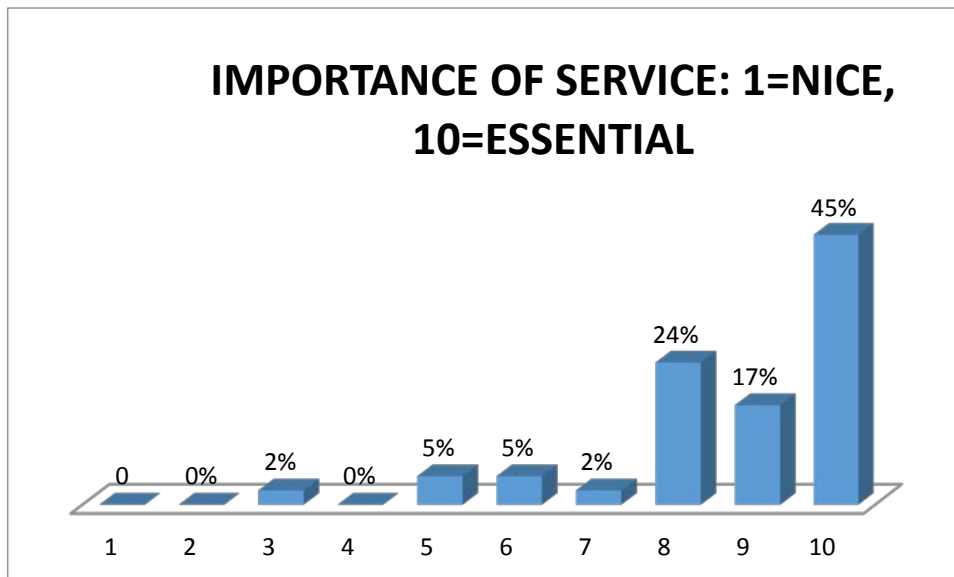
- GENDER:** (n = 41)

	<b>SURVEY RESPONDENTS</b>	<b>TOTAL ACTIVE CLIENTS</b>
<b>FEMALE</b>	31 (76%)	50 (71%)
<b>MALE</b>	10 (24%)	20 (29%)

- APPROXIMATE ANNUAL INCOME:** (n = 40)



- **IMPORTANCE OF THE PYP PROGRAM TO OVERALL HEALTH AND WELL-BEING:** (n = 42)



- **HAS PYP SOLVED UNMET TRANSPORTATION NEEDS?** (n = 43):

**100% said YES!**

- **FACTORS AFFECTING CLIENTS' ABILITY TO GET TO DOCTORS, GROCERY STORE OR OTHER PLACES THEY NEED TO GO.** (n = 42)

**29** (69%) Unable to use bus or Dial-A-Ride service due to health problems

**28** (67%) Can't drive or don't have a car

**27** (64%) Family is not available to take me

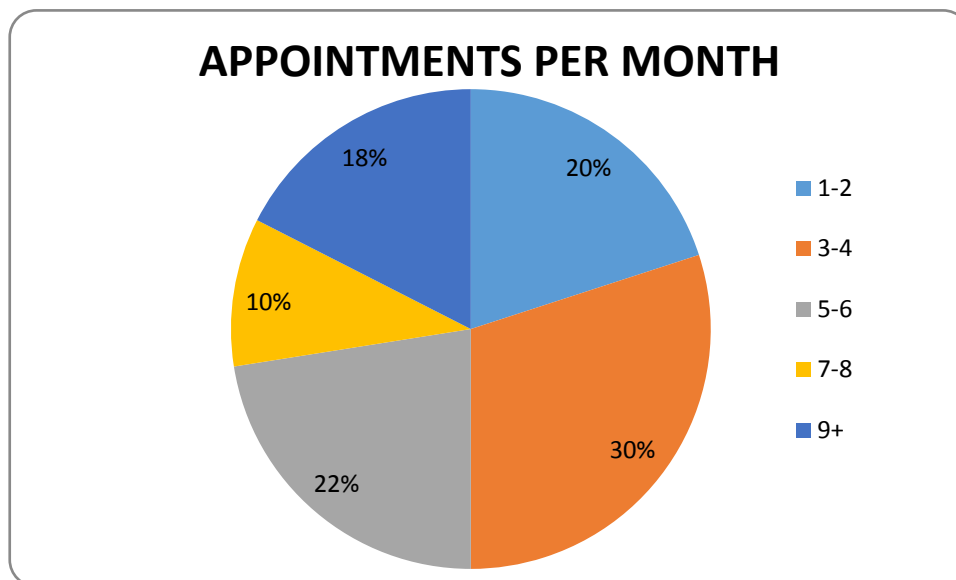
**16** (38%) Unable to pay fare to use bus or van service

**12** (29%) Other (Please specify):

- *No money for gas or maintenance*
- *Can't afford – live on \$900 per month*
- *Bus does not go where I need to go.*
- *Panic attacks around people*
- *Medical issues: too fragile, colostomy & urostomy, bus trip too slow*
- *Live two miles from bus route*

**11** (26%) I suffer from confusion, get lost, need escort

- **NUMBER OF TIMES CLIENTS TRAVEL TO HEALTH OR MEDICAL SERVICES LAST MONTH, INCLUDING OFFICE APPOINTMENTS, THERAPY SESSIONS, LAB AND PHARMACY VISITS, DIALYSIS, ETC. (n = 40)**



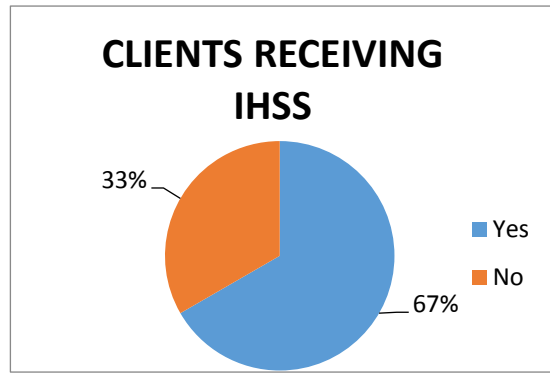
- **REASONS FOR NOT USING PUBLIC TRANSPORTATION (BUS OR DIAL-A-RIDE) SERVICE: (n = 40)**

- 21 (53%) - Physically impossible
- 18 (45%) - Out of area travel necessary
- 17 (43%) - Not accessible for me
- 16 (40%) - High cost
- 8 (20%) - Mentally impossible
- 6 (15%) - Need transportation after hours
- 6 (15%) - Other (Please specify):
  - Urgent need, service not available
  - Bus stop 5 miles away
  - Agoraphobia
  - PTSD
  - No service
  - Parkinsons/Dementia
  - Need door-through-door assistance

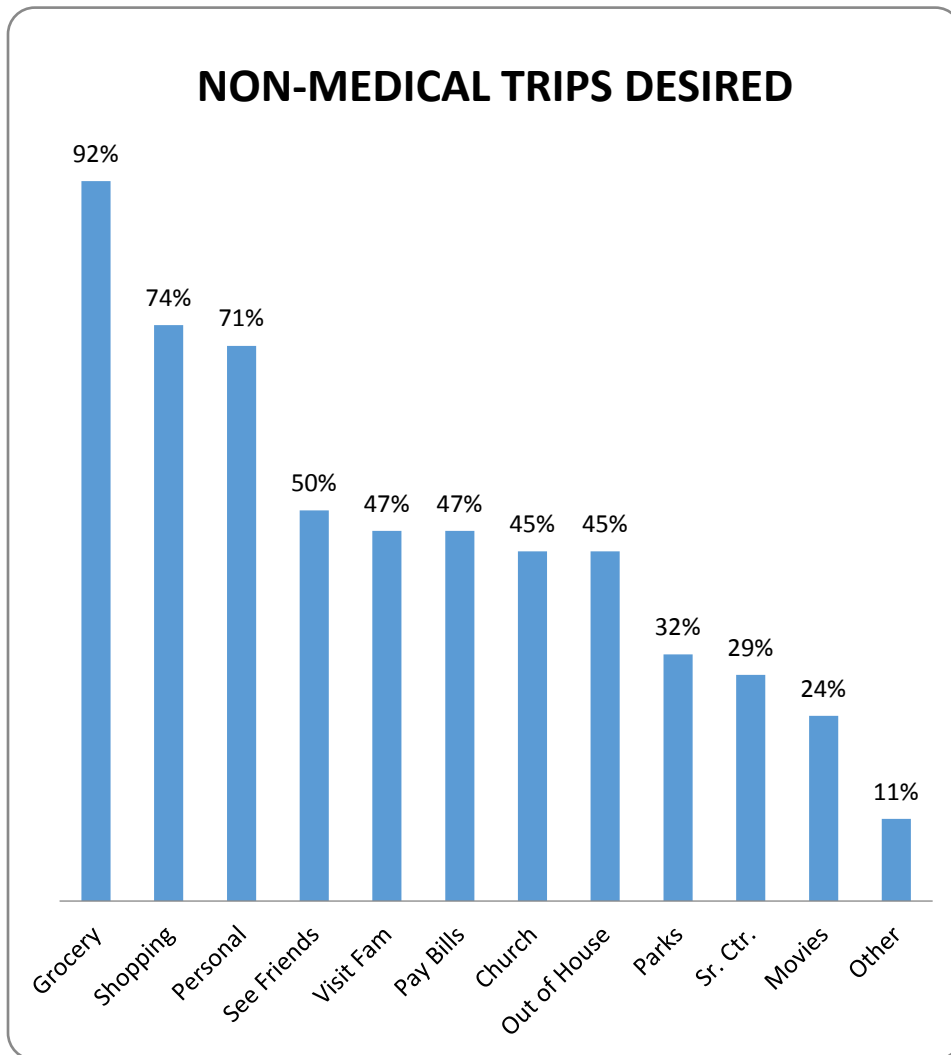
- **MOBILITY AIDS USED BY CLIENTS: (n = 40)**

- 22 (55%) - Cane
- 19 (48%) - Walker
- 13 (33%) - Wheelchair
- 10 (25%) - None
- 4 (10%) - Scooter
- 3 ( 8%) - Other

- **CLIENTS WHO RECEIVE IHSS (IN-HOME SUPPORT SERVICES) (n = 39)**



- **IF PYP COULD BE EXPANDED TO INCLUDE NON-MEDICAL TRIPS, WHICH OF THE FOLLOWING WOULD BE IMPORTANT? (n = 38)**



- **CLIENTS' STATEMENTS ABOUT HOW THE PAY-YOUR-PAL PROGRAM HAS HELPED:**  
(n = 37)

- *This program has been a true, overwhelming benefit to me. I am on a fixed budget and every penny is essential*
- *It has greatly improved my ability to do things outside of the home.*
- *It has made a world of difference because it's reliable and that's most important. It's not rigidly fixed on a time which allows me to get around when I can – and flexible in that if I'm in too much pain to travel then my IHSS worker can take the task on and I appreciate that she can get a little gas money for her troubles. I'm very grateful for this service.*
- *In many ways.*
- *It has paid car expenses for my IHSS caregiver.*
- *It has made it affordable to make appointments and not worry about having enough money at the end of each month.*
- *I can get the medical care I need without having to decide between gas cost and medicine, or gas vs. food. Thank you!*
- *Without Pay-Your-Pal I would be very limited, unable to buy groceries, make my medical appointments consistently and have a physical person (friend) help me to move (walk) without falling, getting in and out of vehicles. It's very helpful to have PYP, to assist me and defray the costs of travel for ordinary needs. Thanks.*
- *Because I used to drive for a living (driving/escorting clients to their out-of-the-area medical appointments) offering to pay for lunch and gas money is not enough of an incentive for a driver who has to work for a living. The PYP reimbursement makes it easier on a limited-income budget. Especially when I have more than one trip a month. (Down to one now.)*
- *I used to have transportation to medical appointments. When that disappeared, getting to appointments became difficult, often impossible. The PYP program has limitations\* which still prevents me from getting to many of my medical providers, but it has made access to some of them possible again. This is terrific! (\*I don't know a lot of people, let alone people with reliable cars, good driving records and spare time during the workday. The people who drive me to appointments were used to being paid time and miles. Finding willing PYP drivers has been a challenge. Some months require far more than 200 miles. Other months, less.)*
- *Getting to my appointments on time and comfortable.*
- *I go to San Francisco (UCSF) monthly for medical reasons. Without the Pay-Your-Pal program I would not get medical care.*
- *It makes going to medical appointments and pharmacy possible. Thank you!*
- *This past year I have had medical problems galore! After chemo & radiation for 6 weeks, I had 5-6 months of "extreme body fatigue" recovery. Then peripheral neuropathy still prevents me from driving or even (many days) walking the 3-4 blocks to the grocery store. I DO sometimes walk but the rest of the day I am off my feet recovering. I bless you and your program every time a friend drives me. Thank you so much! 😊*
- *I hope we can expand the program!*

- *It's made sure that I go to my doctor and whoever takes me gets paid back the cost of gas.*
  - *It has made it possible for my IHSS helper to drive me to where I need to go and to cover their gas.*
  - *Given me a little freedom and ability to relax and not stress before a doctor appointment. Thank you for the help!*
  - *It has helped with gas.*
  - *Getting me out more.*
  - *My worker deserves more \$. She is so willing and helpful all the time and I know she doesn't get paid much. This helps her help me.*
  - *(I have) no vehicle. (PYP) saves money for necessities.*
  - *I'm very thankful for this service.*
  - *Reimbursement helps me eat and pay bills!*
  - *It makes me feel I'm free to do things and not worry about how much gas is.*
  - *It has allowed me financially to go to all of my medical appointments.*
  - *I had hip surgery and had many appointments along with dental and having my friend take me was so nice and made me not scared.*
  - *Paid my driver gas money, due to low income.*
  - *You really helped me heal better with not having to worry about how to pay for a driver to get around. I would not have been able to pay someone from my income. Thank you.*
  - *VERY HELPFUL!*
  - *I never had a car in over a year. Now I'm afraid to drive.*
  - *I go to Lake port to most of my doctors, but have appointments in Santa Rosa about 2-3 times a year. This service helps me so much. Thank you.*
  - *It made a way (for me) to go down to Doctor to get care for my back pain.*
  - *See letter written for Rotary meeting. 😊*
  - *(Helps me) get to appointments. Bus is very hard and walking home with groceries is hard in 110 degree weather or rain.*
  - *Amazing service. Thank you.*
  - *You are very helpful. Thanks!*
- **CHANGES SUGGESTED TO IMPROVE THE PAY-YOUR-PAL PROGRAM: (n = 28)**
    - *Remove the need for a driver other than self. It's kind of biased toward those with support and those without support may need more help.*
    - *Only change would be to extend to grocery and clothing shopping.*
    - *None that I can think of.*



- *I know there are so many ill people that don't know about your program. I would try to let more people know about this great program. Karl bless you. You are an angel.*
- *I think your program has been wonderful but would have all pre ops for seniors explain your service before surgery so we could have used your program from the start. You need more advertisement through hospitals and clinics.*
- *It's fine.*
- *I wouldn't do anything to change it.*
- *I find it difficult to do grocery shopping on the way home from doctor or medical stuff (blood tests, etc.). Safeway is too expensive so I never go there. I don't use my IHSS worker for medical or shopping. Always separate people. Both require GAS. My church is in Kelseyville. I can no longer go every week now I only go twice a month due to GAS money - \$12.00 per week. It always comes back to GAS. When I go to church on the way home I go to several stores. It's not rushed and I don't worry about mileage, address, etc. If shopping was separate from doctor appointments it would be most important for me.*
- *Easier paperwork.*
- *Can you pay the driver, not the rider? I know some people don't give the driver the \$ or at least all the \$.*
- *None.*
- *Cover more than just medical trips.*
- *It seems to be working fine for me the way it is. It is easy to complete, and always paid on time. Thank you!*
- *None.*
- *Reimbursement for trips to stores and other places.*
- *More mileage (allowance) for those of us who must travel LONG DISTANCES. My maximum mileage is usually done in a single trip! My treatments are 126 miles away every 3 weeks. Add physical therapy, tests, lab work and regular appointments. I have to go to medical appointments several times a week. Expand Program Please. Specialists are very long distances. The gasoline, wear and tear on cars, and physical exhaustion is enormous! More room on form for multiple appointments and stops!*
- *The trips I make take most of the day. Without meals it makes it difficult. I can't afford meals.*
- *None.*
- *It would be great if PYP shared a list of available recommended drivers. In a perfect world, there would be more funding for more miles, driver compensation, and the ability to have non-medical rides. The mileage part of the monthly form is now confusing. I know what route I'm driven, but have to guess what route PYP software would choose.*
- *More cents per mile for drivers. Senior Center volunteers receive \$1.01 per mile, for example. Maybe there is a grant for that? Otherwise, my needs are being met. I appreciate the program.*
- *Include all needed activities, ie buying groceries, going gift shopping or just to the park or church to spend time in contemplation of the Divine. Thank you!*

- *Cover over 200 miles if necessary.*
- *Nothing at this time.*
- *I am very grateful for it as it is, but if it could cover non-medical travel that would be even better.*
- *I'm satisfied.*
- *I can't think of any except the items in #12 (non-medical trips – checked nearly all boxes).*
- *More necessary trips that are non-medical.*
- *None, seems to work well so far. Maybe expand to non-medical.*