



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

Wanda Gray, Regional Director  
Operations  
P.O. Box 698  
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(707) 994-3384

DATE: February 12, 2020  
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, California

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1. Call Meeting to Order
2. Roll Call
3. Election of Officers – Chair and Vice-Chair

#### **PUBLIC EXPRESSION**

4. 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**

5. Approval of Minutes of the December 12, 2019 meeting  
*Review and proposed approval*

#### **REGULAR CALENDAR**

6. Lake Transit Authority Cash Flow Issues Related to Reimbursable Grants  
*Review and recommend action*
7. PTMISEA Re-Allocation and Resolution #2019-20-2  
*Review and approve*

#### **REPORTS**

8. LTA Meetings Report
9. Transit Coordinator's Report
  - a. Transit Intercity Rail Capital Program (TIRCP) Grant Application
  - b. Operations/Maintenance Contract
  - c. Disposal of (7) Buses
  - d. Route/Service Modifications
  - e. Miscellaneous
10. Paratransit Services Report
11. Lake Links Update
  - a. Mobility Manager's Report
  - b. Miscellaneous
12. 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 agendaized, 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: February 7, 2020**



## LAKE TRANSIT AUTHORITY STAFF REPORT

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**TITLE:** Election of Officers

**DATE PREPARED:** February 6, 2020

**MEETING DATE:** February 12, 2020

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

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**BACKGROUND:**

There are no set terms for members to serve on the Lake Transit Authority Board of Directors. Historically, both of the city councils and the Board of Supervisors make two appointments annually from their respective boards to serve as members to the Lake Transit Authority. During the first meeting of each year the LTA members nominate and approve members to serve as Chair and Vice-Chair to the Lake Transit Authority.

The Board of Supervisors also makes the appointments for the two Member at Large positions. Those seats are appointed every other year, or when a vacancy occurs. The Board of Supervisors also appoints an alternate Member at Large in the event that one of the other members is unable to attend. Unfortunately, a vacancy still exists for the Member at Large position.

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**ACTION REQUIRED:**

1. Hear all nominations of the office of Chair. A second is not required to nominate.
  2. Discuss any questions. Move, second and vote to close nominations.
  3. If multiple nominations are made, move, second and vote on each nomination until a motion carries.
  4. Repeat process for the office of Vice-Chair.
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**ALTERNATIVES:** None identified.

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**RECOMMENDATION:** I recommend the LTA Board of Directors make the above-mentioned appointments to the Lake Transit Authority. Once elections are made, the newly elected Chair presides over the meeting.



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## LAKE TRANSIT AUTHORITY

### (DRAFT) MEETING MINUTES

Wednesday, December 11, 2019

**Location:** Lake Transit Authority  
805 Eleventh Street, Lakeport, California

#### Present

Bruno Sabatier, Supervisor, County of Lake  
Russ Cremer, City Council, City of Clearlake  
Stacey Mattina, City Council Member, City of Lakeport  
Kenneth Parlet, Council Member, City of Lakeport  
Moke Simon, County of Lake  
Phil Harris, City Council, City of Clearlake

#### Absent

Russell Perdock, City of Clearlake  
Chuck Leonard, Member at Large  
Vacant Position, Member at Large

#### Also Present

Lisa Davey-Bates, Executive Director – Lake Transit Authority  
James Sookne, Program Manager – Lake Transit Authority  
Charlene Parker, Admin. Staff – Lake Transit Authority  
John Speka, Planning Staff – Lake APC  
Danielle Casey, Planning Staff – Lake APC  
Wanda Gray, Operations Manager – Paratransit Services  
Karl Parker, Mobility Programs Manager – Lake Links

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### 1. Call Meeting to Order

Chair Mattina called the meeting to order at 10:30 am.

### 2. Roll Call

Secretary Charlene Parker called roll. Members present: Sabatier, Cremer, Mattina, Parlet, Simon and Harris.

### 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

None

## CONSENT CALENDAR

### 4. Approval of LTA Meeting Calendar (Draft)

James noted that the Calendar was changed due to a conflict with the APC Meeting.

### 5. Approval of Minutes of the November 13, 2019 meeting (Draft)

*Director Sabatier made a motion to approve the Consent Calendar, as amended. The motion was seconded by Director Simon and approved unanimously.*

## REGULAR CALENDAR

### 6. 2019/20 First Quarter Statistics and Financial Status Report

James Sookne reported that the first quarter report shows that system ridership is up 12% from last year's first quarter report and there is an increase of 1% ridership from the fourth quarter of last year. The free college fare program has provided almost 3,700 rides for the first quarter, including 1,654 riders for September, which is the highest total for one month. James noted that as discussed at a previous meeting, we expanded the use of the Low Carbon Transit Operations Program (LCTOP) Funds to include the summer youth program, which provided 4,870 rides in July and August. LTA staff worked with the County to add tours to the top of Mt. Konocti and in the first quarter LTA transported 124 riders over 5 trips. The overall report shows that Mt. Konocti was just over 42 revenue hours, 342 miles, with 207 riders and collect \$4,140 in fares that covered the entire cost of this service. The overall system ridership is up almost 12%, with a total of 84,451 riders. The revenue hours have increased, which was expected given there were no service interruptions. The passengers per hour increased just over 9% to 8.76 passengers per hour. The cost per revenue hour has decreased 60 cents from last year's first quarter report, which is good. The cost per passenger also decreased to \$8.34. James noted that the fare per passenger is down about 6% however the cost per passenger also decreased about 5.1%, even though we are collecting less for each passenger, the cost to transport has also gone down. James stated that overall the on-time system performance looked good. Director Sabatier stated that Route 8 stood out to him concerning the on-time performance. James replied that there was a detour on Route 8 because Hill Road was closed. Now that Hill Road is reopened, the on-time performance will improve. James also noted the increase in route performance for Routes 1, 4, 7 and 8. He stated even though service hours, there was a slight reduction in passengers per hour for routes 2 and 4, which has been a continuing trend for the last couple of years. James gave a brief review of the financial summary and pointed out that even with the discount for the buses that are down for service, the advertising revenue was almost \$12,000 in the first quarter. James noted that LTA is still receiving the \$400 per month from Rick Hamilton. The Board discussed the advertisement process. The group also noted that it is nice to see ridership and revenues going up. Director Mattina asked if there were any questions.

*Director Sabatier made a motion to approve the 2019/20 First Quarter Statistics and Financial Status Report, as presented. The motion was seconded by Director Simon and carried unanimously.*

## REPORTS

### 7. Transit Coordinator's Report

James reported that the second quarter is starting out good as well. The County cancelled the October 19<sup>th</sup> Mt. Konocti tour because of the weather. Wanda and her staff did a great job of rescheduling the trip. LTA has three new buses, two of the buses are for Dial-a-ride or the NEMT program and can be driven with a Class C driver's license. James stated that he submitted a FTA 5339 grant application for five new buses.

Director Sabatier stated that he supported the renewal of the Mt Konocti tour and asked if we need an extension for the agreement next year. James said he didn't know off hand if we can just extend the MOU or if it expires, and said he would look into it.

Director Harris asked what was included in the Mt. Konocti trip. James replied that the trip costs \$20.00 per person and the tour is for the elderly and disabled people that can't walk up the trail by themselves. Wanda added that the guided bus tour starts at the Kelseyville Community Park and makes a couple stops while providing a historic tour of Mt. Konocti. The Board discussed the wonderful feedback from the passengers and mentioned a nighttime tour. Wanda said that the schools are also interested, but reminded the Board that this tour is to supplement access for the elderly and disabled (ADA access). James explained that the LTA agreement doesn't state the actual times, however it states that the driver shall obey all park laws. Director Sabatier thought that the parks are closed from dusk till dawn and noted we can look into this later. Lisa explained if the MOU states the park hours it's probably for safety reasons.

Director Sabatier announced that the Final Survey report for the Transit Hub property in Clearlake is completed and it is in Richard Ford's hands to be recorded and will check on it today.

James replied that he and John are working on the Transit and Intercity Rail Capital Program (TIRCP) grant application that is due in January. Caltrans wants a resolution from the Board that transfers the PTMISEA funds to purchase the property and states that the intended use of the property is for the Transit Hub. Director Mattina asked if that was all LTA needed for the grant application. Lisa Davey-Bates said that it would be helpful to have a letter of support from the Board of Supervisors. Lisa stated in the application process it is beneficial to note contributed funding sources, like this in-kind contribution from the County of Lake for the land.

Director Simon and Director Sabatier agreed that the project has full support from the Board of Supervisors and stated they will discuss the letter of support at the Board of Supervisors meeting in the beginning of January.

## **8. Paratransit Services Report**

Wanda reported that they resumed service for Route 12 in Clearlake. She stated that since the last meeting, Paratransit Services has successfully certified 10 drivers and they are now in course familiarization training on the bus routes around the County. She stated that they have a couple of more interviews scheduled for tomorrow. Wanda noted customers are feeling that the Out of County NEMT is a reliable source, because we have had a couple of repeat customers to Santa Rosa. Wanda stated that the performance data that James reported on showed that it is more cost-effective to ride the bus because LTA is able to move more people, and if we add hours or more service costs will go up. In the next year or so there will be a need to make adjustments to several of the routes to increase efficiency in the system. Wanda stated that changes this will impact staffing abilities and said she is going to try to stay ahead.

Director Sabatier asked how many of the 11 interviewees made it through the DMV certifications testing. Wanda was happy to report that all the applicants passed. Director Mattina said Council Member Spurr volunteered as a driver. Wanda said she appreciates that he is willing to help out and said it will be nice to get his feedback. The group briefly discussed the training and the hiring process.

## **9. Meetings Report**

None

## **10. Lake Links Update**

### **a. Mobility Manager's Report**

Karl Parker gave a brief update on the Medi-Links program and stated getting started has been challenging. He distributed the Medi-Links brochure, and said that they are advertising in the Record-Bee, Lake County News, and Facebook. The advertisements are positive and have generated calls that help with connecting with clinics. Director Sabatier asked how the new office is working out. Karl stated that the office is going well besides the power outage. The office is in a good location next to the Salvation Army, which has a potential population that most likely needs the service that we are offering.

**11. Announcements**

None

**ADJOURN**

Chair Mattina adjourned the Lake Transit Meeting at 11:17 am.

Respectfully Submitted,

***DRAFT***

Charlene Parker,



## LAKE TRANSIT AUTHORITY STAFF REPORT

**TITLE:** LTA Cash Flow Issues Related to Reimbursable Grants      **DATE PREPARED:** February 6, 2020

**MEETING DATE:** February 12, 2020

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

**BACKGROUND:**

Lake Transit Authority's operations budget is funded primarily through passenger fares, the Local Transportation Fund (LTF), State Transit Assistance (STA) funding, and federal grants (primarily 5311/5311(f)). The following describes the frequency of fund accrual as well as an approximate percentage of each fund source relative to the operating budget:

	Frequency	%
Fares	Monthly	20%
LTF	Monthly	34%
STA	Quarterly	17%
5311/5311(f)	Reimbursable	29%

While LTA has always been able to eventually pay all operating expenses, there are times where LTA has had close to \$1M in unpaid invoices due to cash flow issues. Nearly 30% of the funding to cover LTA's operating expenses is accrued on a reimbursable basis. This means that LTA has to wait for the monthly/quarterly deposits to come in to cover that 30%, often causing 2 to 4-month delays on payment of invoices. A letter from Paratransit Services, LTA's operations contractor, has been included with this staff report that provides further detail and voices their concern as our contractor. Due to the nature of LTA's funding model, a line of credit may be an appropriate solution to allow timely payment of invoices.

Staff will be available if the Board has any questions.

**ACTION REQUIRED:** Discussion of Lake Transit Authority's current funding model and direction to staff regarding a line of credit.

**ALTERNATIVES:** None identified.

**RECOMMENDATION:** Direct staff to research obtaining a line of credit for Lake Transit Authority operations, allowing timely payment of invoices.





## LAKE TRANSIT AUTHORITY STAFF REPORT

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**TITLE:** Re-Allocation of PTMISEA funds

**DATE PREPARED:** February 6, 2020

**MEETING DATE:** February 12, 2020

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

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**BACKGROUND:**

In November 2017, the Board approved the allocation of \$200,000 from the Public Transportation Modernization, Improvement, and Service Enhancement Account (PTMISEA) Bond Program for architectural and engineering services for the Lake Transit Hub Project.

A preferred site was established through a Transit Hub Location Plan that was adopted by the Board in 2017, which identified a vacant property at the intersection of Dam Road Extension and South Center Driver currently owned by the County, but within the Clearlake city limits. Since that time, Lake Transit Authority (LTA) has been working with the County of Lake and the City of Clearlake to acquire the property for the new transit hub. In September 2018, LTA made a request at a County Board of Supervisors meeting that the land be donated or sold to the transit agency so that the next steps in the process could begin. The County expressed a willingness to “make it happen,” although the Board also believed that some type of compensation should be received give the County’s current fiscal challenges. Direction was given by the County Board at that time for the County Administrative Officer (CAO) to take the lead in researching the value of the property and determine a fair price for the sale of the site.

LTA has been eager to move forward on the project; however, without having the property secured, the design process has been put on hold. Given that the purchase of the property is considered the primary goal at this point, staff has been looking at potential funding options for this task. After discussions with Caltrans officials in charge of the PTMISEA Program, staff learned that the funds slated for design work could be shifted to other uses such as land acquisition. At the June 2019 LTA meeting, the Board directed staff to work with Caltrans to re-allocate the PTMISEA funds to allow for the purchase of the property for the transit hub.

Staff has drafted Resolution #2019-20-2 which officially approves the re-allocation of PTMISEA funds from architectural and engineering work to acquisition of real property for the transit hub. Caltrans has reviewed this resolution and deemed it sufficient to re-allocate these funds.

Staff will be available if the Board has any questions.

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**ACTION REQUIRED:** Approval of Resolution #2019-20-2, approving the re-allocation of PTMISEA funds from architectural and engineering work to the purchase of real property for the transit hub project.

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**ALTERNATIVES:** None identified.

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**RECOMMENDATION:** Approval of Resolution #2019-20-2, approving the re-allocation of PTMISEA funds from architectural and engineering work to the purchase of real property for the transit hub project.

**LAKE TRANSIT AUTHORITY  
RESOLUTION #2019-20-2**

**RE-ALLOCATION OF FUNDS FOR THE PUBLIC TRANSPORTATION  
MODERNIZATION, IMPROVEMENT, AND SERVICE ENHANCEMENT  
ACCOUNT BOND PROGRAM**

**WHEREAS**, the Lake Transit Authority is an eligible project sponsor and may receive state funding from the Public Transportation Modernization, Improvement, and Service Enhancement Account (PTMISEA); 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 88 (2007) named the Department of Transportation (Department) as the administrative agency for the PTMISEA; and

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

**WHEREAS**, the Lake Transit Authority wants to delegate authorization to execute these documents and any amendments thereto to the Executive Director or the Program Manager; and

**WHEREAS**, in 2017, Lake Transit Authority allocated \$200,000 of 2014/15 PTMISEA funds to the Transit Hub Architectural and Engineering project; and

**WHEREAS**, Lake Transit Authority desires to re-allocate these funds towards the purchase of the necessary real property, as described in Exhibit A, for the Transit Hub; and

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Directors of the Lake Transit Authority hereby approves the re-allocation of PTMISEA funds from the Transit Hub Architectural and Engineering project to the purchase of the necessary real property, as described in Exhibit A, for the Transit Hub; and

**NOW THEREFORE, BE IT FURTHER RESOLVED** that the Executive Director or Program Manager is hereby authorized to execute all related documents related to this project.

Adoption of this Resolution was moved by Director \_\_\_\_\_, seconded by Director \_\_\_\_\_, and carried on this 12th day of January 2020 by the following roll call vote:

AYES:

NOES:

ABSENT:

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

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ATTEST: Charlene Parker  
Secretary

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Stacey Mattina  
Chair



EXHIBIT 'A'  
LEGAL DESCRIPTION

Lying within the City of Clearlake, County of Lake, State of California and being a portion of the parcel of land described in the deed to the County of Lake, recorded November 9, 1956 in Book 270 at Page 134, Official Records of Lake County, more particularly described as follows:

COMMENCING at the northeast corner of Parcel 1 as shown on the Parcel Map recorded September 15, 1987 in Book 29 of Parcel Maps at Pages 35 & 36, Lake County Records, thence along the northerly line of said Parcel 1 North 89°52'18" West (shown as South 89°50'01" East on said Parcel Map) 50.02 feet to the POINT OF BEGINNING; thence continuing along said northerly line of Parcel 1 and along the northerly line of Parcel A as shown on the Parcel Map recorded May 29, 1973 in Book 6 of Parcel Maps at Page 26, Lake County Records and along its westerly prolongation, North 89°52'18" West 511.41 feet to the easterly line of Parcel One described in the deed to the State of California, recorded March 31, 1995 as Document Number 95-004591 in the Office of the Lake County Recorder; thence along said easterly line, North 23°03'17" West (shown as South 22°38'14" East in said deed) 120.39 feet to the southerly line of the parcel of land described in the deed to Clear Lake Masonic Building Association, recorded February 24, 1964 in Book 421 at Page 129, Official Records of Lake County; thence along said southerly line, South 89°50'01" East 380.83 feet to the southeasterly corner of said parcel; thence North 19°59'19" West 299.79 feet (shown as South 19°33'00" East 300.00 feet in said deed) to the northeasterly corner of said parcel; thence South 89°50'01" East 265.86 feet; thence along a curve to the right, having a radius of 25.00 feet, through a central angle of 91°29'15" for a length of 39.92 feet to a point that is 50.00 feet westerly from and measured at a right angle to the westerly line of the parcel of land described in the deed to the Konocti Unified School District, recorded September 26, 1966 in Book 504 at Page 472, Official Records of Lake County; thence along a line that is 50.00 feet distant westerly and parallel with said westerly line, South 1°39'14" West 366.20 feet to the POINT OF BEGINNING.

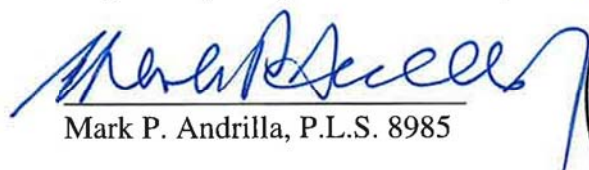
Containing 2.88 acres, more or less.

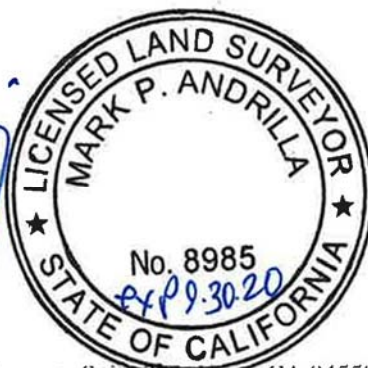
BASIS OF BEARINGS

Being North 1°39'52" East between found 5/8" rebar monuments as shown on the Record of Survey filed in Book 91 of Surveys at Page 45, Lake County Records.

Portion of APN 010-043-52

Prepared by Cinquini & Passarino, Inc.

  
Mark P. Andrilla, P.L.S. 8985





11.19.19  
Date

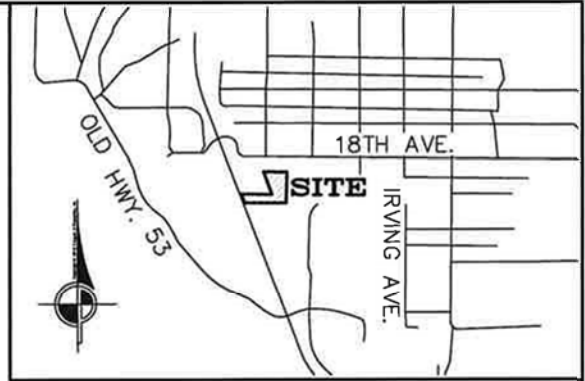
1804 Soscol Avenue, Suite 202, Napa, CA 94559  
Tel: (707) 690-9025 Fax: (707) 542-2106  
www.cinquinipassarino.com  
CPI No.: 8632-19

**EXHIBIT 'B'**

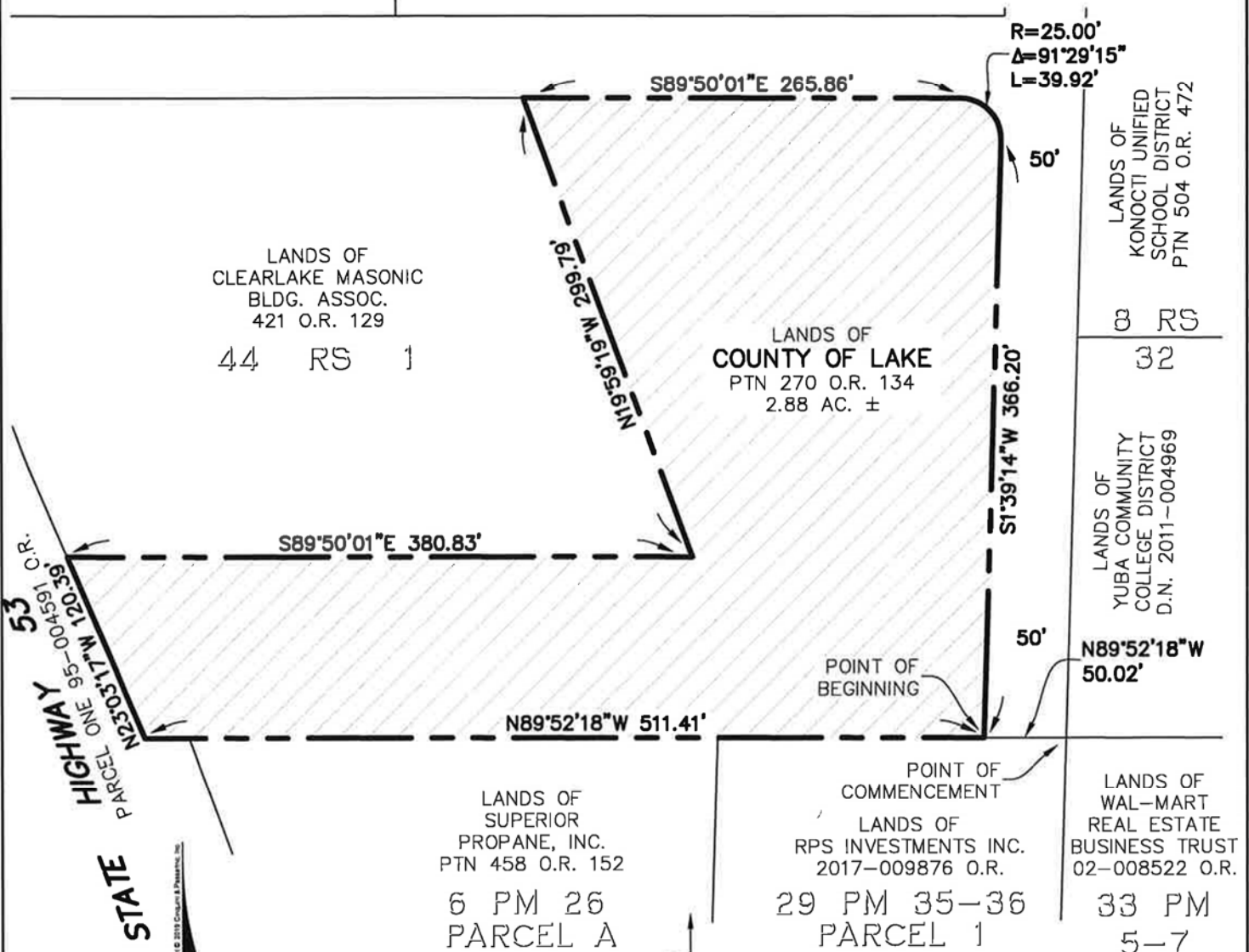
THIS DIAGRAM IS FOR GRAPHIC PURPOSES ONLY. ANY ERRORS OR OMISSIONS SHALL NOT AFFECT THE LEGAL DESCRIPTION.

**LEGEND**

-  SUBJECT PROPERTY BOUNDARY
-  ADJACENT PROPERTY BOUNDARY



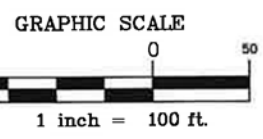
SITE MAP - NOT TO SCALE



**CINQUINI & PASSARINO, INC.**  
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- ▲ CONSTRUCTION Phone: (707) 690-9025
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JOB NAME: LANDS OF COUNTY OF LAKE	DRAWN BY: CAF	CHECKED BY: MPA
DESCRIPTION: PARCEL TWO (SOUTH)	SCALE: 1"=100'	DATE: 11-08-19
	JOB #: 8632-19	PAGE: 1 OF 1

Y:\8632\Cad\8632EXHIBIT\_PCL2(SOUTH-1).dwg  
Nov 18, 2019 4:53pm



## LAKE TRANSIT AUTHORITY STAFF REPORT

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**TITLE:** Meetings Attended by LTA Staff

**DATE PREPARED:** February 5, 2020

**MEETING DATE:** February 12, 2020

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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 12/11/19  
Lakeport  
(Davey-Bates, Sookne, Parker)
2. Transit & Intercity Rail Capital Program (TIRCP) Coordination w/Shasta RTPA 1/6/20  
Teleconference  
(Davey-Bates, Sookne)
3. TIRCP Grant Prep Meeting w/Speka 1/6/20  
Ukiah  
(Davey-Bates, Sookne)
4. TIRCP Grant Prep Meeting w/Southeastern Regional Transit Authority (SRTA) 1/10/20  
Teleconference  
(Davey-Bates, Sookne)
5. Lake Links – Board Meeting 1/14/20  
Teleconference  
(Davey-Bates)
7. NEMT Update 1/22/20  
Teleconference  
(Davey-Bates)
8. Mendocino College Survey Meeting w/Ulises Velasco 1/22/20  
Ukiah  
(Davey-Bates, Sookne)
9. Lake Links – Mobility Planning/Karl Parker & Phil McGuire 1/27/20  
Ukiah  
(Davey-Bates, Sookne)
10. LTA – Planning Coordination w/Wanda 2/5/20  
Clearlake  
(Davey-Bates, Sookne)

- 10. Routematch Meeting  
Clearlake  
(Davey-Bates, Sookne)

2/10/20

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.



## LAKE TRANSIT AUTHORITY STAFF REPORT

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**TITLE:** Transit and Intercity Rail Capital Program (TIRCP) grant application to fund the Lake County Interregional Transit Center      **DATE PREPARED:** February 6, 2020  
**MEETING DATE:** February 12, 2020

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

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### **BACKGROUND:**

An application was submitted in mid-January to obtain grant funds through the Transit and Intercity Rail Capital Program (TIRCP) for construction of the Clearlake transit hub. The request was for nearly \$13 million and (aside from design and construction of the facility) included a number of features focused on Greenhouse Gas (GHG) reduction as well as connections to an expanded network of transportation options and out-of-county destinations.

While the initial goal was to fund design and construction of the originally proposed transit center, additional components were included as a means of better meeting the criteria of the TIRCP. As such, the revised design of the transit hub will feature three electric bus charging bays, expanded parking to accommodate more “park-and-ride” commuters, solar panels on south facing building and breezeway rooftops, and a landscaped park area (see attached design rendition).

Expansion of the interregional system is a second focus of the request (see attached proposed route map). This would be facilitated by two project components. The first would be in coordination with the Shasta Regional Transportation Agency (SRTA), which is in the process of implementing its North State Intercity Bus System project (service from Redding to Sacramento including several feeder routes off of the Interstate 5 corridor) funded by a 2018 TIRCP grant award. The North State project will connect rural regions of a number of northern California counties with Sacramento, providing access to its extensive transportation networks and other services, including airports, passenger rail and medical facilities. SRTA is currently working on a new application for the current 2020 TIRCP cycle that includes plans to utilize older zero-emission buses purchased with 2018 TIRCP funds for a Lake County feeder route, connecting LTA (ideally at the proposed new transit hub in the City of Clearlake) with the North State Intercity Bus System.

The electric bus charging facilities at the proposed transit hub would accommodate the electric buses as well as the connection to the North State Intercity Bus System. These facilities will enable the North State buses to recharge and return to the Williams connection where the transit services will access Sacramento (or Redding and other destinations to the north) on the Interstate 5 corridor. Additional transportation options, such as the Sacramento International Airport, the Capitol Corridor Train, or the eventual Phase 2 North System (Merced to Sacramento) of the State High Speed Rail project, will also be available through the North State Intercity Bus System.

The second component of the LTA request involves funding for hydrogen buses and associated fueling infrastructure to be used for service extension to Santa Rosa. Hydrogen technology was considered the preferred option given its advantage over electric with respect to range, fueling time and overall horsepower for the longer trips over often hilly terrain. Fueling infrastructure for the new buses would be located off-site at LTA’s Operations and Maintenance facilities in Lower Lake. The expanded fleet will enable LTA to offer extended service to out-of-County destinations, further linking the Lake Transit system to the Highway 101 corridor. Currently, LTA offers intercity service to Ukiah (Mendocino County) and Calistoga

(Napa County). The proposed additions to the fleet will provide zero-emission service via Ukiah to the Charles M. Schulz–Sonoma County Airport (approximately seven miles northwest of downtown Santa Rosa). Passengers would also be able to access the Sonoma County Airport Express from there, which can reach further destinations such as Santa Rosa, Rohnert Park and Petaluma, as well as both Oakland and San Francisco International airports. A second extended line that will be made possible by the expanded fleet via Calistoga to the Santa Rosa Bus Terminal in downtown Santa Rosa. This in turn would provide Golden Gate Transit access to connections such as Rohnert Park, Novato, San Rafael, and BART in the Bay Area.

In the event that hydrogen technology is not viable for the project, LTA would instead seek funding for electric buses to provide a partial version of what was originally planned. The extended route from Calistoga to Santa Rosa would remain unaffected based on the current battery capabilities allowing for a round trip route in that direction. Extension of the northerly route from Ukiah to the Sonoma County Airport would need to be shortened for that same reason. What would instead be provided is round trip service to Ukiah (as currently exists, although with the use of a battery powered bus). LTA would then seek to coordinate with Mendocino Transit Authority (MTA) to synchronize its current service to Santa Rosa to incorporate stops at the airport. Charging infrastructure at the proposed transit center would remain the same. Funding for the addition of electric charging infrastructure at the LTA Operations and Maintenance facility would also be sought in this alternative.

The TIRCP is funded by CalSTA’s Greenhouse Gas Reduction Fund (GGRF). Partial funding of the project is also possible and separable and prioritized components are required as part of the application. Awards are to be announced on April 1, 2020.

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**ACTION REQUIRED:** None required. Informational only.

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**ALTERNATIVES:** None identified.

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**RECOMMENDATION:** N/A



# CORNER OPTION - PLAN VIEW

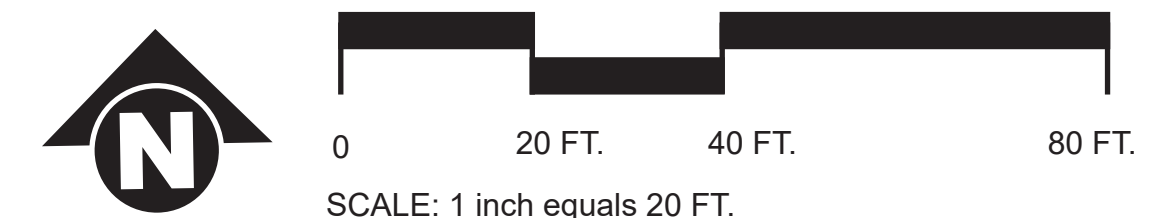


## LEGEND

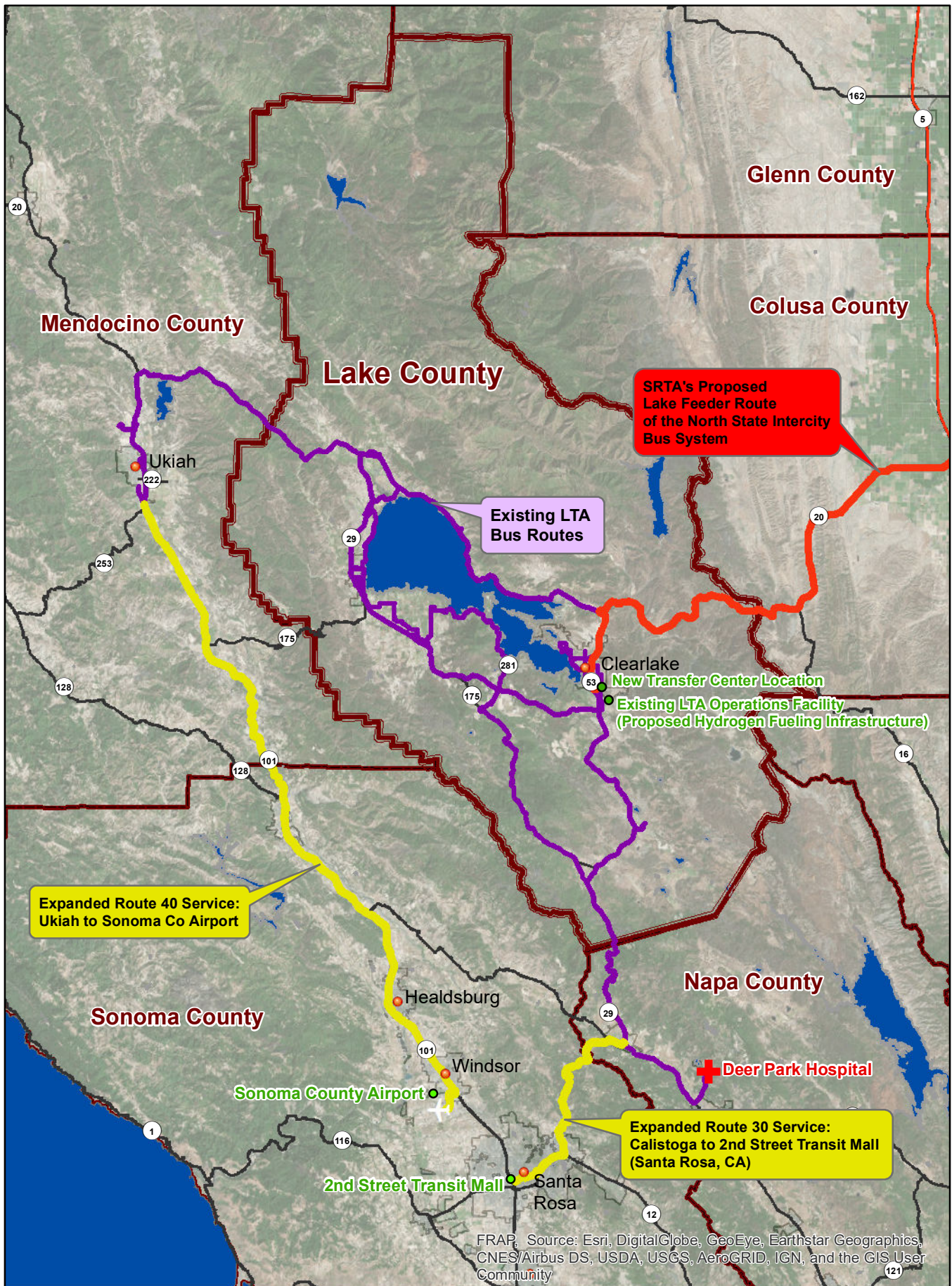
1. Transit Building
2. Seating under Breezeway
3. Solar Panels on South and West Facing Sides of the Transit Building
4. North Bus Shelter
5. Bike Lockers
6. Bike Lanes
7. East Bus Shelter
8. Electric Bus Charging Stations (3 Stations)
9. Parking Area (19 Spaces)
10. Electric Vehicle Charging Station
11. Greenspace Area with Park Benches and Low Maintenance, Drought Tolerant Plant Materials
12. Fence
13. Crosswalk
14. Concrete Sidewalk
15. Existing Tree

## NOTES:

- Landscaping to be low maintenance, drought tolerant, and allow easy visibility for security (see standards for Crime Prevention Through Environmental Design).
- Benches to be designed to not encourage overnight uses.
- Solar lighting to be used throughout the site.



# Lake County Interregional Transit Center Location Map



FRAP, Source: Esri, DigitalGlobe, GeoEye, Earthstar Geographics, CNES/Airbus DS, USDA, USGS, AeroGRID, IGN, and the GIS User Community





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: February 5, 2020  
 RE: Service Report September 2019 thru December 2019

Rider ship Comparison

SEPT 2019- 28,065	SEPT 2018-26,628
OCT 2019- 27,704	OCT 2018-29,847
NOV 2019 – 23,975	NOV 2018-25,406
DEC 2019- 24,918	DEC 2018-24,916

Employee Training and Recruitment:

Since our discussion in October we have successfully trained and retained 8 drivers. A new class of drivers started in January with 6 potential new candidates. They are estimated to complete training and be on line the end of the Month.

Exceptions:

	Clearlake	Lakeport
SEPT	0	0
OCT	0	0
NOV	0	0
DEC	0	0

Rider Incidents and Police Involvement Concerns 2019

During the year 2019-71 incidents were reported by staff that disrupted service. We requested Law enforcement assistance/response on 12 of the incident occasions. The incident pattern is primarily passenger behavior/conduct issues. This is a decrease in events from 2018 where we had 134 events and 14 occasions for law enforcement assistance. We have noted improved drive by observations from Clearlake Police and Wal-Mart has secured a private security firm. This increased presence has been very helpful in that we have seen an almost 50% reduction in events. Thank you to Clearlake PD for the support of our operations

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### Compliments, Complaints and Comments

We continue to focus on the concerns of the riding public that call in to discuss service needs. I have attached the Customer service report recap for the year to review.

### Lake Links Update

Paratransit Services continues to support this project and has been working actively with the staff at Lake Links. We have been able to take the existing trip requests and are seeing an increase in demand. We continue to work with the planning group to address service needs and changes as we see trends arise. We continue to recruit to ensure we have adequate staffing to take on the extra demand.

### Calendar year recap 2019-Highlights

SERVICE HOURS OPERATED=37,999  
SERVICE MILES DRIVEN=928,320  
PASSENGERS TRANSPORTED=326,396  
WHEELCHAIRS TRANSPORTED=7,994  
BIKES TRANSPORTED=7,554

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## QUALITY SERVICE REPORTS-RECAP 2019

### JANUARY

Caller stated that driver was driving crazy and being rude

Caller states that driver had an attitude and was barking orders at him and would not let him ride

Caller states that the rt 1 went by her stop 2 minutes early at 4:30pm instead of 4:32pm

An email was received reading " Thank you very much for being so inconvenient for not running on Sundays, later hours or informing your passengers that you are not running today. I only have to go to work today but I guess that's not important either. Much appreciated "

An email was received wanting to thank the rt 3 driver Kelly, the DAR driver Julia, and the dispatcher Chen for the flex stop service they received. Very wonderful and pleasant experience

### FEBRUARY

Caller stated that he was walking the bus down from across the parking lot and driver did not stop causing him to get fired from his job

Caller states that driver would not stop in the middle of the parking lot

Caller states that she was missed for higher flex stop by dispatch not giving the driver the info

Caller wanted to call and say how wonderful driver was

Email reading that they tried to call dispatch for 6 hrs and was unable to get thru

### MARCH

Caller states: Extremely rude to customers, doesn't pay attention almost ran into the back of a car turning on Jesse. Always speeding. Not very respectful to passenger and constantly complaining about weed smoke which she should keep to herself. Please call me and I'm at work all day so 3-21 in the am would be ok, or leave name and will call back.

Caller states: female caller called in @ 9:07am said the bus left early. According to GPS driver was "hot" 4 mins. So dispatch radio driver to turn around, driver said no one was at HWY 20 & 1st St Lucerne. I dispatch let driver know he was running hot driver responded not according to his watch. Dispatch let him know the GPS tracking at 4 to 5 mins hot.

Caller reports: Driver was writing on clip board while driving and kept swerving off the road, multiple passengers were frightened they were going to end up in the lake.

Caller expressing concerns that bus would not lift her wheel chair with being hand pumped. Caller states buses 1700 series don't work, not first time this has happened. She will call me (GM) directly if she has any other issues.

Caller upset about RT2 bus service left message on GM voice mail. Would like to discuss service.

Caller states: boarded the bus she sat down driver shouted at her to show him her monthly pass, this scared her. Then when she disembarked the bus at Arrothead & Toyon, he pulled away before she was safely away from the bus and he almost hit her. She wants this reviewed & called back.

Caller would like to know why Seniors do not have a reduced monthly bus pass. He is new to the area.

### APRIL

Caller states that although she was not at a stop driver would not stop for her.

Caller states that she is sick of drivers passing people up at stops even when they are not at stops

Caller states that driver would not let her on bus. Driver told her bus was full but she believes it was racial and that there were a bunch of white people on board.

Caller states this driver goes thru parking lot too fast-concerned for safety of customers

Caller upset that driver confiscated his pass-he refuses to show ID

Caller upset that the bus is not big enough for the riders-no standing policy-cussed out the dispatcher-swearng etc-refused to leave name

### MAY

Caller states that drivers never stop at Yellow Hammer Lakeport

Caller states the driver was complaining about an African American passenger smelling like weed and also made a comment about caller being on phone and not paying attention to when the bus pulled up. Caller feels like driver was being racist

Caller states that driver blew past him at the 28th & Boyles stop and also went over the center line and almost hit a truck

Caller states that the route 8 driver was early and that the dispatcher would not send him back and they had to take a taxi from Lakeport to the Clearlake Post Office

Card stating that Driver was being nude because passenger could not find her punch pass

Card stating that Driver will not let passengers board at 3rd & Main St Lakeport on the Southbound route 8. Driver makes them wait until he returns on the Northbound

Caller states: driver took off at Robinsons causing passenger to jerk forward, spilling her water all over her clothes and all her food went flying. Her neck jerked and is really hurting her bad.

## JUNE

Caller reports: said he refused to give him a transfer to the RT12.

Caller reports: Drivers speeding in upperlake.

Caller reports: Clearlake walmart. Bus drivers disrespectful to her mom. Took a picture of driver happened inside at subway. Last week.

Caller reports: Passenger Janice called in to say there was a rude passenger on the bus. She needed the lift and passenger Janice said before driver could even ask about the lift the rude passenger said if you don't put the lift down you would be fired. Janice said the passenger was very rude to driver and driver didn't do anything to be treated badly.

Caller reports: Bus went right by him at dollar general never stopped.

Caller reports: Ellie and husband got off RT11 with a waist high speaker. Steven told them no they could not bring on his bus because there wasn't a way to secure it. They are upset because RT11 had no problem and didn't understand or agree RT11 would have one.

Caller reports: wants driver name and a letter to take to court because he was arrested and taken off bus.

## JULY

Caller email reports: The bus schedule says route 3 stop in hidden valley at 6:35. I waited from 6:30 until 6:50 with no snow. I called the office and the woman said the bus came at 6:20. She then checked and realized the bus was 3.5 minutes away and that she was running late so she skipped the hidden valley bus stop. That was the last stop and now I'm shit out of luck. I would like to file a complaint.

Caller reports: Driver pulled up to main street stop in upperlake. He (driver got off bus). There was a man in a scooter. Driver said I don't care (driver used cuss words) who you related to you're a pain (driver used cuss words). So the guy in upperlake says to driver what's your problem and driver says to passenger I don't know why you have to get on here and not the other stop. The passenger said what difference does it make. The passenger Daniel said the passenger boarding had disability and couldn't believe driver was being so mean and rude. He was in disbelief that one of our drivers would treat a person like that. Caller voicemail reports: Hi my name is Robert Chastain I have a complaint to make about your driver Duane picked me up in upper lake this morning going towards clearlake. Its on 8:45 he was very unpleasant to me told me im a pain (caller says driver used cuss words). He said he doesn't care who im related to my cousin bill bailey one of your drivers. he said im just a pain, he shouldn't be treating people like that I had a brain aneurysm, two strokes I'm in a wheelchair, he's really a jerk.

Caller email reports: I've been a dial a ride user since 2010. Never have I had total disregard for the dr. appointments I scheduled rides for until last year to date. Three times last year the bus was late for doctor's appointments had to be cancelled at the last moments, costing us \$80 per visit missed. One time the bus never showed up. The latest incident was July 18th. I called for a ride for my partner...Joseph Lopez. I told them he had to be at his doctor at 12:00. She said the ride would be here between 11:15 and 11:45. At 12:00 I called dial a ride they told me that it was set up between 3:00 and 3:30. Another screw up and another \$80 down the drain for cancelling at the last moment. I asked to speak to a supervisor and was told supervisor wasn't there. I asked her to have supervisor call me I'm still waiting.

## AUGUST

Caller Reports: He has been told on a daily basis that he can't use restrooms there for customers only and he literally says you can't do that unlock the door. Manager on duty has told him repeatedly not to use the restroom unless you're a customer period. He goes to other employees and has them unlock restroom. the guy is totally rude.

Comment Card Reports: New seat on the bus their dirt new busses too people with new clothes don't want sit in dirty seat it's unsanitary.

Caller Email reports: this morning at approximately 8:54 AM this driver entered the store and went towards the front restrooms. When he was told that the restroom was under maintenance and he would have to use the back restroom (at this time there was now another male customer who had arrived) the bus driver stated "used cuss words this is california and you can go to any restroom you want". He and the other male customer approached the women's restroom. The other male customer went in the bus driver stayed in the hallway continuing to yell at the service desk associate then got mad and cussed as he exited the store. There was an elderly lady in the women's bathroom that was very upset. She stated she was afraid to stay in the restroom because of the customer and afraid to leave the restroo because of the driver standing in front of the restroom door screaming at the walmart associate.

Caller Reports: Bus ran a stop sign at highway 29 and deer park. This caused him to swerve and almost hit a charter bus head on. Caller followed driver and confronted him at lincon bridge. Driver denied everything. Caller states he has pictures of driver if needed.

## SEPTEMBER

Caller email reports: Hi wandia thanks for participating in the two tag meetings last week. Just wanted to follow up with you about the issue we've discussed along highway 20 in the north shore communities, the use of the two way left turn lane as a passing lane. As I said, we are not looking for detailed reports, but we are hoping to include some information in the report about this issue that reflects actual observations. From talking to everyone at the committee meetings, at the community workshop, and from reviewing previous plans for the area, we've heard about this issue quite a bit. It's just not clear how frequently it's occurring. So, even the reports from lake transit drivers over the course of a few weeks would be helpful, since they are out on the road for so many hours each week. If we can determine the approximate location-the community if not the intersection-that would be extremely helpful as well. For the purpose of our plan, it would be helpful if we would be able to say something like the following. As noted in the 2005 highway beautification plan (other plans), and attendees of community workshops there have been reports of drivers using the two way left turn lane in nice, lucerne, and clearlake oaks as a passing lane. Bus drivers for lake transit's route 1, which serves the study communities along highway 20, reported observing this behavior\_ times between the dates of \_and\_. Thanks we appreciate your help. Please let me know if you have any questions. Barry.

Caller email reports: Hello, I wanted to complain about a bus leaving early. I had a work appointment I had to get to in Middletown from Deer park and since the bus left at 9:28am instead of 9:30am, I couldn't make it. I was walking right behind it as it left and it didn't wait. I think it's very important you guys follow your bus schedule correctly please. This happened 8/31/19 for the 9:30am bus at st. helena hospital stop.

Caller email reports: Are you operating during labor day on Monday?

Caller reports: Passenger has PTSD from two previous car accidents and didn't want to complain but had to inform company driver was driving too fast and unsafe on detour road point lake veilv she was very scared and was emotional on phone.

Caller reports: Michelle and daughters were at the clinic stop to get to 39th ave they board here every day same time Steven told them they had to cross street and wait till he came back around didn't want them on his bus all the way around she felt discriminated against and insulted especially with the kids there.

Caller reports: denise call to complain that her daughter was passed up at highway 29 and young in Middletown and that driver drove passed her and she was at the stop.

Caller Reports: Heard a kid yelling at driver jon. Please get your hands out of my face. Why are you yelling at me I'm not yelling at you. Jon had his hands in the kids face. The kid was telling him I'm not smoking pot here see me and jon kept screaming at him. Sam walked over and told jon three times to leave and get in his bus.

Caller reports: Says driver is being totally rude and going off on sixteen year old kid at big 5. Says jon got in his face yelling at him. Jessica says she has all on video will come in tomorrow between 11:00-11:30

Caller reports: Mother lisa called reporting missed stop in clearlake oaks at lake street her son who is thirtyfive missed bus. Explained to her that her son needs to call and make a complaint. Son called was passed up at lake street stop in clearlake oaks.

Caller reports: Told passenger if the fifteen month old baby does not have shoes on driver will refuse service next time.

Caller reports: was passed up at lakeview market.

Caller reports: This passenger lives at the womans shelter in kelseyville. She has taken the bus five times and has had issues everytime ranging from her personals not being secured properly to almost getting kicked out of womans shelter for being late due to unreliable bus. She would like to be compensated somehow because of this. She has very little and claims she never made it any of her destinations.

Caller reports: in wheelchair tried to get on the route one to running creek. Driver argue with passenger and boarded. Tilling in wheelchair

Caller reports: Driver speeding by Trombetta's going to fast was asked to slow down did not slow down.

Caller reports: Speeding and almost side swiped her car on the grade going to clearlake.

## OCTOBER

Caller email reports: I filed a complaint over a month ago and also received Joseph Lopez's and my ADA card. So far everything is going good...but did a ride came by two Mondays in sept. to give j. Lopez a ride to his dr. We did not call and ask for a ride either time. The first time the dispatch said there was a problem with the computers... I understand. The next week the bus showed up Monday again. He never sees his dr. on Monday. It was suppose to be Tues. (the next day). I called dispatch and told her it was suppose to be for Tues. She argued with me and said I made the appt. it's not true. His dr. is only in lower lake Tues and wed. But she sent the bus back out Tues so I appreciate that.

Caller email reports: I am currently on bus one and there is no heat I have medical conditions that I can't be in this cold I ride 45 mins everyday and would really like my ride to be nice so please fix the problem.

Caller reports: We need heat in the morning route 1. It is freezing on the bus where's the heat.

Caller voicemail reports: Hi it's 12:49 on Wednesday. I just got off of your number eight bus which was suppose to drop me off at Bruno's the guy and I had an altercation unacceptable behavior prior to him missing my stop which I told him I was getting off at and expected him to stop and then when I saw that he wasn't stopping I press cord and he's got a he's listening to video's while he's driving prior to the Bruno stop when he was up at the clinic he almost pulled out on a propane truck. Just not paying attention and he then had to be at the city to holler at me complain that I didn't pull the cord soon enough and I let him know exactly what I thought you guys need to be reprimanded this driver and I contacting the DOT about it. My name is Sherry Vincent. The dude told me not to get on his bus again thank god I have a car because I wouldn't ride with him ever. I am out rage.

Caller reports: The bus left early from mendocino collage in Ukiah

Caller reports: The bus left early from Robinson casino.

Caller reports: He called last night talked to Julie to make a DAR appointment for 7:15 to 7:45 so he could make it to the route 7 to go to Ukiah. Appointment was not made.

Caller reports: Was sitting at bus at sneller in the keys. Driver wasn't even going to stop so passenger at stop jumped up and started yelling for driver to stop causing her to drop her laptop on the ground and is very upset because now it's not working.

## NOVEMBER

Caller Reports: drives very fast and stops to fast. Rolls through stops signs. He speeds.

Caller Reports: Sheryl called to get info on getting her daughter picked up from burns valley mall to lower lake. Dispatch told her RT10 at 2:14 would get her there. She said bus passed her daughter RT11 picked her up and dropped her off at collage she said daughter asked how to get home and driver dropped her off without helping. Her daughter is 13 years old she is not happy.

after I took the time to email my transit use to everyone there at transit(you, Karl and dispatch). Our program relies on the transit system to go to work training and this will most definitely have a negative impact on that. Today we ended up having to use RT10 and ride the entire route (40 mins) to get back which really impacted the students schedules and my schedule for work placements. I was so relieved that my next spot hasn't been finalized yet so it didn't impact anyone else today. I am not only concerned about how this change affects the students who are using it but I think of the impact it is making on the elderly folks who need to get to the senior center to have lunch as the RT10 Doesn't go there at all and the drivers said they can't give a transfer for the RT11 at austin or the veteran's clinic. Today there were two people who started to board and got off because the drivers told them there would be no 12 to transfer to. I am really hoping that this is not going to be permanent situation and am going to ask that you forward my complaint to whomever needs to see it. if you think I should contact someone directly about it could you please reply to this with the person and their contact information so that I can. I would also request that someone email me or call my cell and let me know what is happening so I can make needed changes if it is not going to come back online.

Caller email reports: hi again wanda I was hoping to not be affected for my end of day student going to work at foods etc. since we don't use the RT12 however I was wrong. We use the RT10 @ 2:44 from LLHS to connect to the RT11 at walmart @ 3:00, so yesterday the RT10 didn't arrive until 3:00 and when he opened the door he told us he couldn't board us because his small bus was already over capacity and suggested I call the station to see if there was any way to solve our dilemma. I called but no one answered, while waiting my students regular school bus drove by us leaving my student stranded at school. I was able to arrange her transport home but it was upsetting to both my student, her mother and myself. Her work site was also unhappy to hear that she was not going to work training because of it. This is a huge problem! I have been teaching transit skills for many years now and have enjoyed working with the transit authority but this experience has me wondering what the future holds. My question is: why wasn't there a large bus on both of the remaining routes to accommodate the extra ridership? I sincerely hope that the RT12 continues and that those who ride it will be able to access the service as they have been. Please forward this email to whomever is making this decision or email me back with the contact information so I can contact personally. Thank you

Caller reports: Flagged him down driver did not stop.

Caller reports: 525 passed by a discharged patient waiting on the roadside in front of ikah valley medical center with staff. They called to let me know.

Caller Reports: Going out of lower lake RT3 was in right lane his truck in the left. When the merge was approaching bus took a sharp left almost hitting his truck he had to slam on his brakes to avoid collision.

Caller Reports: Duane refused him a ride because he claims Isaac rudely snatched a transfer out of his hand the day before. Isaac said that was not the case and Duane also insulted him by calling him a girl. Now Isaac will miss the last RT10 to take him home. He needs to be able to ride this route to get to work.

Caller reports: Driver has bad attitude. Jerks bus into bus stop fell out of seat on the floor. He is okay but upset that driver did not ask if you are okay. Driver blamed the bus stop.

Caller reports: She asked for a stop at apartments, driver then said customer must be lazy was snarky and offensive. Said she didn't know if he was having a bad day because he is normally friendly and he also made comment about how the RT12 not running is sure inconvenient for people like you that are lazy.

Caller email reports: There has been several times during the last 10 route that the bus driver has passed me and my disabled girlfriend laughing as if it were on purpose I am very upset about this because it just happened and we were trying to get her to the ER. Caller email reports: I left clearlake on Saturday to spend the weekend in the bay area. Before I left, I checked the lake transit brochure to confirm that you would be running Monday, November 11th. Your brochure clearly states that you have a Saturday schedule on veteran's day. I've ridden the shuttle during the past week and saw no signage to suggest otherwise. After a long trip with several transfers, I reached callistoga to await the 9:50AM #3 bus. It never came there wasn't even signage on the bus stop to suggest that my wait would be in vain. The cost of an uber/lyft is eleven times the fare on the shuttle. I cannot begin to express how disappointed I am with this situation. Callistoga is not the place to be stranded in, especially with limited resources. I am interested to know what options I have for reimbursement. I'd also like to know why I'm not able to rely on the only form of transportation available to me.

Thank you for taking the time to respond to my letter in regards to the veteran's day closure by lake transit. Your response assumes that all of your passenger's have cell phones and/or computers with internet access. This is simply not the case in a community where so many live in poverty, and have other priorities than using the web. In addition, there is a level of public trust that is violated when your print material doesn't represent your true scheduling. I am disabled and on a fixed income, so reliance on the limited transportation options available is absolutely critical. While I understand the challenges of notices at every stop, consider notices for your out of town stops and transfer sites. After enduring the loss of all my food due to PSPS, a \$55 lyft was a devastating blow to my strained budget. My understanding is that a weekly pass expires during the first week it's used, and that a punch card is good until it is used up. If that is the case, the punch card would work better for me. I appreciate the response to my letter, and the token of goodwill. I ask that you continue to consider those in our community who heavily rely on your company, and who may not have access to all the modern technology that many take for granted.

## DECEMBER

Caller Reports: Was driving behind 1705 and thought he was driving very well with extreme caution in the wet weather conditions. Her daughter goes to the charter school in Middletown and is happy to see how safe the kids are.

Comments cards reports: Jennifer Prather is "DA Bomb" give this woman a raise and a holiday ham.

Caller reports: wanted to ride around bus late. Driver said was not allowed on bus until he came back nude and disrespectful.

Caller reports: For the last two days Kevin has missed the RT10/11 due to being 30 seconds late to Walmart.

Caller reports: said driver pulled out of sentry turning right and bob had to slam on brakes to avoid an accident.

**REPORT TO LAKE TRANSIT BOARD of DIRECTORS**  
**MOBILITY PROGRAMS**

Submitted by Karl E Parker, Manager  
 February 12, 2020

**1. LAKE LINKS OFFICE**

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

We now have 109 clients enrolled in the program. 10 applications are now pending. Program utilization is summarized in the chart below, same as January report (January reports now being processed)

PERIOD	RIDERS	TRIPS	MILEAGE	REIMBURSEMENT
November 2019	47	433	10,029	\$3,510
December 2019	49	404	8,531	\$2,986
FY 19/20	84	2,185	49,006	\$17,152
FY 18/19	84	4,025	99,530	\$31,538

**3. 5310 GRANT PROJECTS**

**a. SHOPPING SHUTTLE:**

- i. **December:** 9 passengers, 2.92 Vehicle Hours, 34 Vehicle Miles
- ii. **January:** 18 passengers, 5.25 Vehicle Hours, 66 Vehicle Miles

**b. MEDI-LINKS - Out-Of-County Medical Transportation:**

	MEDI-LINKS TRIP SUMMARY: 01/31/2020		
Completed Trips	14	(+4)	
Scheduled	4	(+3)	
Pending	3		<i>Awaiting LTA Confirmation</i>
Cancelled (after being scheduled)	2		<i>Changed plans. Notified timely.</i>
No-Show	1		<i>Client died after confirmation.</i>
Denied (outside service scope)	2		<i>Request too late to accommodate</i>
Incomplete	1		<i>Problem with taxi company</i>
<b>TOTAL (since Sept. 2019)</b>	<b>27</b>	<b>(+6)</b>	<i>All requests</i>

**c. Senior Center Excursions:**

Presentation/discussion @ AAA scheduled 2/7/20. Things will open up once Middletown Hardesters re-opens, and Shopping Shuttle will no longer be needed. Working on a project with Clearlake Rotary president & Highland Senior Center.

**4. WARMING CENTER SUPPORT:**

- a. December 2019: 24 Days, 438 rides provided = 18+ rides per day, average.
- b. January 2020: 25 Days, 551 rides provided = 22+ rides per day, average.

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

Nothing new to report.



## 6. PARTNERSHIP HEALTHPLAN CALIFORNIA/MTM, Inc.

Nothing new to report.

## 7. LAKE LINKS/MEDI-LINKS PROMOTION

### a. Presentations:

- i. 11/26/19: Mtg. w/ Lakeview Health Clinic Director and Referral Staff
- ii. 11/26/19: Mtg. w/ Lucerne Senior Center co-Director
- iii. 12/02/19: Community Engagement & Capacity Building Workshop
- iv. 12/19/20: Mtg. w/ Lisa Bird, DaVita
- v. 01/02/20: Mtg. w/ Sutter Lakeside Referral Staff
- vi. 01/02/20: Dropped by to see Tribal Health Referral Coordinator
- vii. 01/09/20: Presentation to Clearlake City Council
- viii. 01/21/20: Presentation @ Eskaton (CLO)
- ix. 02/06/20: Presentation to Adult Services Staff
- x. 02/07/20: Presentation to Area Agency on Aging
- xi. (pending): Tribal Health, Lakeport City Council

### b. Bus Advertising



### c. Facebook (appended below)

## 8. FUND RAISING

- a. Continue working with Independent Living Partnership to extract data for the number of PYP trips to Sutter and Adventist Health facilities in order to present to the Community Benefit staff with a request for funding support. This is part of a preliminary output (search for all trips to Adventist Health Clearlake within a specified period):

Riders	Trips	FromZip	ToZip	FromPlace	ToPlace	MilePaid	AmountPaid	VolHours	FromName	ToName
1	1	95422	95422	Clearlake	Clearlake	3.1	1.085	1		St. Helena Hospital
1	2	95422	95422	Clearlake	Clearlake	6.6	2.31	2		St. Helena Hospital
1	4	95422	95422	Clearlake	Clearlake	7.6	2.66	23		St. Helena Hospital
1	8	95422	95422	Clearlake	Clearlake	18.2	6.37	11		St. Helena Hospital
1	3	95422	95422	Clearlake	Clearlake	19.6	6.86	7.5		St. Helena Hospital
Summaries for Clearlake										
	5	18				55.1	19.29	an object.		
Summaries for Clearlake Oaks										
	4	6				57.8	20.23	an object.		
Summaries for Cobb										
	1	1				12.9	4.52	an object.		
Summaries for Hidden Valley										
	2	5				69.3	24.26	an object.		

## MOBILITY MANAGEMENT ON FACEBOOK:

### Recent conversation in response to post on LC FB Group

#### “LAKE COUNTY COMMUNITY AWARENESS”

- [Karl E Parker](#) In my job as Mobility Programs Manager at Lake Links, I hear countless stories about the transportation needs and challenges faced by elderly, disabled, low-income folks in Lake County. The solutions are not easy, or even close to perfect.

That being said, I'd like to take this opportunity to share information that may help with some of the challenges:

1) For people who are eligible for service under the ADA (Americans with Disabilities Act) Lake Transit Authority offers Flex Stops. ADA-certified people living outside Lakeport and Clearlake (which are served by Dial-A-Ride paratransit) living within a mile of the fixed route bus system can receive curbside service (provided that their address is safely accessible by a transit bus).

2) The Pay-Your-Pal Ride Assistance Program is a volunteer driver reimbursement program that helps eligible elderly, disabled, low-income people get to medical appointments. Over the past 4 years, over 11,000 trips have been provided to 123 clients, totaling over 240,000 miles of transport to medical care, often to distant places such as San Francisco, Napa and Sacramento!

3) A new service called Medi-Links is now providing transportation for Lake County residents who need to get to medical appointments in Santa Rosa. This service is made possible by a grant from the Federal Transportation Administration, so we can offer it for a nominal round trip fee of \$20.

Complete information (including ADA application forms) can be found at [www.LakeLinks.org](http://www.LakeLinks.org). Or call 995-3330, or email [karl.parker@lakelinks.org](mailto:karl.parker@lakelinks.org)

- **[Robert Pierce](#)** Does the Medi-Links take the patients caregiver? Would it cost extra \$? Tyia
- **[Karl E Parker](#) [Robert Pierce](#)** No. If a person requires a caregiver to accompany them, the caregiver rides at no additional cost. Thanks for asking.
- **[Robert Pierce](#) [Karl E Parker](#)** TYVM, we use to use Transportation Plus but 3-4 yrs ago Sandy didn't have enough drivers to cover more than local dialysis patients. Left us all needing out-of-town rides high and dry. I wonder if she's able to do so yet. I guess I need to contact all of the above. My wife needs to go to S.R. once a year for eye exam at the vitreoretinal clinic.
- **[Karl E Parker](#) [Robert Pierce](#)** Lake Links can help! (this week we'll be transporting someone to the vitreoretinal clinic) Give us a call for more info! :-).
- **[Robert Pierce](#) [Karl E Parker](#)** TY, will call or swing by. I see office is not far from home.
- **[Karl E Parker](#) [Robert Pierce](#)** I look forward to meeting you. BTW, I'm not in the office on Fridays!
- **[Lisa Pavlov](#)** Thanks for the info.
- **[Stacy Weible](#)** Yes. I utilize a couple of the programs through lake links that Karl mentions above. They are really wonderful services....more than that, all the folks who are involved such as drivers, in the office and [Karl E Parker](#) karl have been incredibly supportive and kind. Although there are gaps in access and availability, I am thankful to have these services and the people.
- **[Karl E Parker](#)** Thank you, [Stacy Weible](#)! As I said above (and as we've discussed) the challenges are big, resources are limited, and solutions are difficult and often imperfect and sometimes inadequate. Still, we're committed to doing everything we can to help! I'm glad your experience has been positive! :-)
- **[Michael O Ryan](#)** I would use this service.
- **[Joy Byrd](#)** I would use your service if you would take me to Vallejo and come back to pick me up a couple of days later.
- **[Charles Gitchelljr](#) [Joy Byrd](#)** just to know how many miles to Vallejo?  
My mom and dad will not let me take the ev or other car out of town. But for the new driver she will need to know the miles and the places to eat and rest rooms? Or I build a EV bus but then we would ha...[See More](#)
- **[Karl E Parker](#) [Joy Byrd](#)** Are you able to use public transit? If so, there's a pretty convenient way to get there, and we can help you plan your trip. The Pay-Your-Pal program might also work for you. Please call if you want to explore possibilities.
- **[Joy Byrd](#) [Karl E Parker](#)** Sorry, I'm not physically able to board a bus - luggage & my walker are too much. Vallejo is about 80 miles straight down Hwy29, a 2hour drive.
- **[Karl E Parker](#) [Joy Byrd](#)** All vehicles are lift-equipped. Boarding should be no problem. If you'd like to explore possibilities, please call. 995-3330
- **[Rosedna Napier](#)** I believe many would! So many poor, don't drive or have cars, most sad place I've ever lived, just no help here. It's only Lake county! I've lived many places & this is the worst I've ever seen.