DATE: August 11, 2021
TIME: 9:30 a.m. (or as soon thereafter as the Lake Area Planning Council Meeting Adjourns)
PLACE: Audioconference
Dial-in number: 1 (669) 900-6833 / Meeting ID: 869 3498 9773# Passcode: 358790

*Zoom link provided to Board Members in distribution email and to public by request.

In accordance with the modified Brown Act Requirements established by Governor Newsom’s Executive Order N-29-20, and to facilitate Social Distancing due to COVID-19, Lake Transit Authority’s Board meeting will be by audioconference. Public comments will be available during Wednesday’s meeting on any agenda item. Please send comments to our Board Secretary, Charlene Parker, at cparker@dbcteam.net and note the agenda item number being addressed. Oral comments will also be accepted by telephone during the meeting when public comment is invited by the Chair.

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 June 2, 2021, meeting

REGULAR CALENDAR
5. Fiscal Year 2021/22 Budget Amendment No. 1
6. Resolution No. 2021-22-01 Approving the Project List for FY 2021/22 California State of Good Repair Program
7. ADA Reasonable Modification Policy and Grievance Form

REPORTS
8. LTA Meetings Report
9. LTA Program Manager’s Report
10. Paratransit Services’ Report
11. Lake Links Update
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 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:** August 5, 2021
LAKE TRANSIT AUTHORITY
(DRAFT) MEETING MINUTES
Wednesday, June 2, 2021

Location: City of Clearlake and Audioconference (in response to “Shelter-in-Place” directive)

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

Absent
Kenneth Parlet, Council Member, City of Lakeport
Russell Perdock, City of Clearlake
Vacant Position, Member at Large

Also Present
Lisa Davey-Bates, Executive Director – Lake Transit Authority
James Sookne, Program Manager – Lake Transit Authority
Alexis Pedrotti, Project Manager – Lake Transit Authority
Charlene Parker, Admin. Staff – Lake Transit Authority
John Speka, Planning Staff – Lake APC
Gary McFarland, Project Manager – Paratransit Services
Clarissa Kincy, Mobility Programs Manager – Lake Links
Mark Wall, Independent Contractor, LTA

1. Call Meeting to Order
Chair Mattina called the meeting to order at 11:22 am.

2. Roll Call
Secretary Charlene Parker called roll. Members present: Sabatier, Simon, Cremer, Mattina, and Leonard.

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
Chair Mattina requested Public Comments including any written comments. No public comments were presented.

CONSENT CALENDAR

4. Approval of Minutes of the May 5, 2021 meeting (Draft)
   Director Cremer made a motion to approve the Minutes of May 5, 2021, as presented. The motion was seconded by Director Sabatier and carried unanimously.

REGULAR CALENDAR

   Lisa Davey-Bates reported that the staff report and financial audit were provided in the packet. Lisa explained that there was one finding identified, which was minor in nature. Lisa explained that the finding was that LTA made material prior period adjustments to correct receivables and related revenue. The recommended action for this finding was that LTA review year end balances to determine that they are correctly stated and adjusted. Lisa noted that the Corrective Action Plan can be found on the last page of the audit and stated that staff plans to work with the County Auditor and to implement QuickBooks to ensure all financial data were accounted for prior to the year-end.

   Director Sabatier asked if the issue was included the timeline and interest accumulated through the County Auditor system and stated that staff was working on a solution. Lisa replied that the accrual from the prior year was part of the balance and adjustments in this finding.

   Director Mattina asked for acceptance of the audit after a brief discussion.

   Director Cremer made a motion to approve the FY 2019/20 Federal Single Audit Report and Financial Statements, as presented. The motion was seconded by Director Sabatier and carried unanimously.

6. Fiscal Year 2021/22 LTA Operations and Capital Budget
   James Sookne reported that the 2021/22 LTA Budget and staff report was similar to the Draft presented at the May meeting. James stated that there were a few minor changes to the actual expenses and noted that LTA staff was currently in negotiation with Paratransit Services. James explained that staff used the projected increase of 5.38% which was the maximum allowed based on the original agreement. James reported Lake Area Planning Council (APC) has allocated $901,386 to Lake Transit Authority in Local Transportation Funds (LTF) that was an increase of 2.9%. James added although LTA has experienced operational cost savings due to reduced service and staffing levels, LTA feels it is appropriate to accept the full amount of LTF to assist with cash-flow issue while LTA seeks reimbursement from federal funding sources.

   Chair Mattina requested any comments regarding the 2021/22 LTA Operations and Capital Budget.

   Director Cremer made a motion to approve the 2021/22 LTA Operations and Capital Budget, as presented. The motion was seconded by Director Leonard and carried unanimously.
7. **Approval of the 2020/21 Lake Transit Authority Third Quarter Report**

James Sookne reported the third quarter report shows that system ridership was down significantly. James explained that to comply with the shelter-in-place orders service has continued to run at the reduced levels. However, while ridership remains much lower than before COVID, we did see about a 25% increase the first week following the 1-year anniversary of the shelter-in-place orders. The increase was attributed to LTA providing free fares, and businesses and services beginning to open up. James noted that the financial summary provides a line-item detail of the first three quarters. James explained that as a result of the decreased ridership, farebox revenues were down about 51 percent. Additionally, fuel cost was down about 24%, and 5 percent of the fuel was eligible for 100 percent reimbursement through the CARES Act. James noted that some of the expenses and lost farebox revenues were also reimbursable through CARES Act.

Director Sabatier stated that he appreciated that staff has used the CARES Act funds to provide free fares for the community through the pandemic.

Chair Mattina requested any comments regarding the 2020/21 LTA Third Quarter Report.

*Director Sabatier made a motion to approve the 2020/21 Lake Transit Authority Third Quarter Report, as presented. The motion was seconded by Director Cremer and carried unanimously.*

8. **Operations and Maintenance Agreement with Paratransit Services**

Lisa Davey-Bates reported that staff was currently negotiating with Paratransit Services for the one-year extension from July 1, 2021, through September 30, 2022. Lisa reported that the original agreement allows for three Month-to-Month extensions. Lisa explained that in the event that we do not reach an agreement before June 30, 2021, this extension would allow staff to continue negotiations and keep the system operating until which time an agreement is reached. She noted this extension does not change the terms of the original agreement or the amendments.

Chair Mattina asked if staff was getting close to an agreement. Lisa replied that progress was being made.

Chair Mattina requested any comments regarding the Operations and Maintenance Agreement with Paratransit Services.

*Director Cremer made a motion to approve the Extension to Amendment No. 2 for the Operations and Maintenance Agreement with Paratransit Services, as presented. The motion was seconded by Director Simon and carried unanimously.*

9. **Professional Consulting Services between Mark Wall & Lake Transit Authority**

Lisa Davey-Bates stated that Mark Wall has agreed to continue with LTA on a contracted as-needed basis. Lisa noted how much we all appreciated Mark’s involvement on transit issues. Mark was on the Zoom call and reported that he attached a letter and contract for review and added that his contract rate has increased to $162.20 per applied professional hour, which remains very reasonable and much below market. At this point, Mark is confident that DBC staff is handling the workload and does not anticipate a lot of hours.
The group agreed that Mark Wall was an excellent resource and thanked him for his continued service.

Chair Mattina requested any comments regarding the Professional Consulting Services between Mark Wall & Lake Transit Authority.

Director Sabatier made a motion to approve the Extension for Professional Consulting Services between Mark Wall & Lake Transit Authority, as presented. The motion was seconded by Director Cremer and carried unanimously.

REPORTS

1. Meetings Report
   No questions

2. Transit Coordinator’s Report
   a) New Vehicle Update:
      James reported staff ordered three new buses to replace some older models. One bus was delayed through production and now on its way to Sacramento. James added that two of the vehicles were currently in Sacramento where the vendor was preparing them for delivery to Lower Lake. Once the third bus is ready, all three will be driven to Lower Lake. James noted that we anticipate the three vehicles in service around July.

   b) Lakeshore Drive Bus Pull-Out:
      James reported the LTA Board approved the re-allocation of State of Good Repair (SGR) funds to finance a bus pull-out on Lakeshore Drive, adjacent to Austin Park, in Clearlake. James explained that staff worked with the City of Clearlake to include this project as part of a larger project in the same location. The bid process took place this spring and construction of the pull-out was complete. Staff was currently seeking quotes to install a shelter at this location and anticipates completion of the installation by the end of June.

   c) Route Revisions and Service Changes:
      James reported that staff has been working with Paratransit Services on revisions to the existing service. James explained that these changes will increase the frequency through the City of Lakeport. The recent changes had just gone into effect and staff was excited to hear feedback from the community.

      Director Sabatier stated that he received an email from Pat Scully regarding adding service from the City of Clearlake to the packing sheds in anticipation that a large amount of their workers would come from the City of Clearlake. James said he was in contact with Pat about the details for the service. James explained that due to the pandemic staff was trying to fill position for the existing routes. James noted that hopefully by August we will resume all service.

   d) Miscellaneous
      None
3. **Paratransit Services Report**

Gary McFarland reported that we LTA has been advertising on all the local job sites for the driver positions and been in contact with our drivers who have been out of voluntary layoffs due to COVID. Gary stated that even with the Hazard Bonus as an incentive, LTA is not seeing a lot of applications, and the two possible hires did not pass the testing. Gary reported that the training staff did an excellent job on drive assessment and training standards. Gary noted that there had only been about five complaints; three involving drivers and two involving dispatchers, and were addressed with the employees involved. Gary stated that there were no incidents throughout the month of April. Gary reported that the NEMT ridership went up from six passengers in 2020 to 71 passengers this April, and staff was working closely with Lake Links. Gary noted that the Meals on Wheels no longer need LTA’s services therefore the agreement ended in May.

Director Sabatier asked what the base pay for a new driver. Gary replied that the base pay was $15.00. Mark added that the contract was written in the way to increase the wage to somewhat better than minimum wage yearly.

The group discussed the benefits of the pay being more than minimum wage and agreed that would make the drivers position more competitive.

Chair Mattina asked if there were any questions. No questions were presented.

4. **Lake Links Update**
   a. **Mobility Manager’s Report**

Clarissa reported that Lake Links had their first Audit, which was successful, and no deficiencies were noted. Clarissa provided an update on the Medi-Links program and stated there was a spike in ridership, and they were working with Paratransit Services to accommodate riders. Clarissa gave a brief update on the Pay-Your-Pal program, stating that the program was still growing. Clarissa noted that there was a change in the program to add COVID transitions like groceries, necessities and health and welfare. Unfortunately, about 10 to 15 percent of the riders were going to the casinos. Clarissa stated that staff was putting a letter together to reach out to the tribes to help find an avenue to support that partnership. The group discussed free options for people to use to get to the casinos and taking people to the Senior Centers for healthy outings, which can be served by existing LTA bus routes to go other places.

   b. **Miscellaneous**

None

5. **Announcements**

**ADJOURN**

Chair Mattina adjourned the Lake Transit Authority meeting at 12:16 PM.

Respectfully Submitted,

**DRAFT**

Charlene Parker, Secretary
## Lake Transit Authority

### 2021/22 Budget

#### Amendment #1

### Revenue

<table>
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<tr>
<th>Description</th>
<th>2020/21 Budget</th>
<th>2020/21 Estimated Actual*</th>
<th>2021/22 Budget</th>
<th>Notes</th>
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### Operating Expense

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## Lake Transit Authority

### 2021/22 Budget

#### Amendment #1

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<th>CAPITAL EXPENSE</th>
<th>2020/21 Budget</th>
<th>2020/21 Estimated Actual*</th>
<th>2021/22 Budget</th>
<th>Notes</th>
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<td>25,000</td>
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<tr>
<td>Capital Exp Reserve (for Capital projects)</td>
<td>50,000</td>
<td>-</td>
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<tr>
<td><strong>Total Capital Expense/Reserve</strong></td>
<td><strong>$1,376,265</strong></td>
<td><strong>$ 371,279</strong></td>
<td><strong>$1,974,933</strong></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL EXPENDITURES**

|                      | 5,269,709 | 2,602,143 | 7,042,522 |

### NOTES

1. Projected fare revenue is based on free fares for the 1st quarter of FY 20/21 and 75% of pre-COVID-19 farebox
2. Includes 17/18 LCTOP funds for Free College Fare and Summer Cruisin’ Programs & CARES funds
3. Based on current revenue (FY 20/21) from Helen Foraker Advertising
4. Estimate provided by Lake APC
5. Based on SCO Estimate dated 1/28/2021
6. PTMISEA funds are for vehicle replacements.
7. The 2020-21 carryover include funds dedicated to approved projects from 15/16 and 16/17 allocations. These funds are for a new shelter.
8. Includes available reported interest. Project is for a new shelter.
9. Includes funds for the solar canopy and free fares
10. Based on approved consulting contract with Mark Wall
11. Based on current schedules and maximum increase allowed under the current Paratransit Services contract.
12. Assumes no increase in fuel costs due to current market conditions.
13. The operating funds reserve is based on remaining balance of funds that are not restricted to capital use.
14. Expenditures include COVID expenses that didn’t go directly to the operations contractor.
15. PTMISEA should first be used to provide matching funds for SGR and FTA 5339 projects.
TITLE: State of Good Repair FY 21/22 Project List  

DATE PREPARED: July 27, 2021  

MEETING DATE: August 11, 2021  

SUBMITTED BY: James Sookne, Program Manager  

BACKGROUND: 
The State of Good Repair (SGR) program is a product of The Road Repair and Accountability Act of 2017, also known as Senate Bill (SB) 1. This funding source is derived from a transportation improvement fee on vehicle registrations. The estimated SGR funds available for this fiscal year to Lake County is $99,707. These funds are allocated quarterly, and receipt of the first quarter revenue depends on submitting approved SGR projects to Caltrans. The deadline for submission of the FY 21/22 SGR Project List is September 1, 2021. As part of the project submittal process, the regional entity (RTPA) must approve and submit all proposed projects from operators (LTA) to Caltrans. In years past, LTA was able to approve and submit projects on their own.

The proposed project for FY 21/22 is described in the attached project list. Staff is recommending that the FY 21/22 funds be allocated towards the purchase of new buses.

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

ACTION REQUIRED: Approval of the State of Good Repair Project List for FY 2021/22  

ALTERNATIVES: None identified.  

RECOMMENDATION: Approve the State of Good Repair Project List for FY 2021/22 and Resolution 21-22-1.
LAKE TRANSIT AUTHORITY
RESOLUTION #2021-22-01

APPROVING THE PROJECT LIST FOR FY 2021-22
FOR THE CALIFORNIA STATE OF GOOD REPAIR PROGRAM

WHEREAS, Senate Bill 1 (SB 1), the Road Repair and Accountability Act of 2017, establishing the State of Good Repair (SGR) program to fund eligible transit maintenance, rehabilitation and capital project activities that maintain the public transit system in a state of good repair; and

WHEREAS, SGR funds are allocated by the Lake County City Area Planning Council; and

WHEREAS, these funds will be used for projects on the attached list; and

WHEREAS, in order to qualify for these funds, the Lake Transit Authority is required to submit a proposed project list to the Lake County/City Area Planning Council on an annual basis; and

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Lake Transit Authority hereby approves the SB1 State of Good Repair Project List for FY 2021-22; and

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 document and applicable statutes, regulations and guidelines for all SGR funded transit capital projects.

NOW THEREFORE, BE IT FURTHER RESOLVED that the Executive Director or Program Manager is hereby authorized to submit a request for Scheduled Allocation of the SB1 State of Good Repair Funds and to execute the related grant applications, forms and agreements.

Adoption of this Resolution was moved by Director______________, seconded by Director______________, and carried on this 11th day of August 2021 by the following roll call vote:

AYES: 
NOES: 
ABSENT: 

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

_________________________________  ___________________________________
ATTEST: Charlene Parker                Stacey Mattina
Secretary                             Chair
Regional Entity Information

Funding Fiscal Year: 2021-22

Regional Entity:
Lake County City Council of Governments

<table>
<thead>
<tr>
<th>*State of Good Repair Funding</th>
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<tr>
<td>99313 Estimated Allocation for the Region</td>
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<tr>
<td>99314 Estimated Allocation for the Region</td>
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<tr>
<td><strong>Total</strong></td>
</tr>
</tbody>
</table>

Contact Name:
James Sookne

Contact Phone Number: 707-263-7868
Contact Email: jsookne@dbcteam.net

The 2019-20 Allocation Estimates can be found on the California State Controller's website:

At the time of preparing this form the January 2019 allocation estimates were available. Note, we will update your allocation amounts once the SCO publishes the August allocation estimates.

*SGR allocation estimate letter dated January 31st:

**STA allocation estimate letter dated January 31st:
<table>
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<tr>
<th>#</th>
<th>Recipient/Region</th>
<th>Sub-Recipient/Operator</th>
<th>Project Title</th>
<th>Project Description</th>
<th>Asset Type</th>
<th>Project Category</th>
<th>Current Condition of Asset</th>
<th>Useful Life If Applicable In Years</th>
<th>Project Start Date</th>
<th>Project Completion Date</th>
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<td>Lake County City Council of Governments</td>
<td>Lake Transit Authority</td>
<td>Purchase Five Replacement Buses</td>
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<td>Project Location County</td>
<td>Existing State of Good Repair Project</td>
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<td>2021-22 SGR Costs</td>
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<td>Non-SGR Costs Total</td>
<td>Total FYA Costs - Not Including SGR</td>
<td>Total All Other Funds</td>
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<td>$ 5,144</td>
<td>$ 94,563</td>
<td>$ 5,144</td>
<td>$ 804,503</td>
<td>$ 908,250</td>
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ADA Reasonable Modification Policy and Grievance Form

Lake Transit Authority (LTA) Reasonable Modification of Policies and Procedures for Disabled Customers:

LTA does not discriminate against individuals with disabilities in the provision of transportation services and is committed to ensuring that no person, solely by reason of their disability, is excluded from participation in, is denied benefits of, or is subjected to discrimination under any LTA's programs or activities.

LTA considers all requests for reasonable modifications of its policies, practices or procedures when necessary to avoid discrimination on the basis of disability. LTA is not required to grant requests for reasonable modifications that would fundamentally alter the nature of the LTA's services, programs or activities. Due to the fact-specific nature of requests, individual decisions and one-time modifications are not precedential. If a modification is determined later to be unnecessary for the requesting individual to use the requested transit service, a fundamental alteration, or unsafe for other person(s) or property, LTA may discontinue or change the modification.

In determining whether to grant a requested modification, LTA will be guided by the provisions of the United States Department of Transportation regulations and guidance provided in Appendix E of Title 49 CFR Part 37, and specifically to provisions of Section 37.169, see Attachment A.

LTA will consider requests for reasonable modifications as follows:

Policy & Procedures

1. A customer requesting a reasonable modification will be required to describe what the customer believes is needed in order to use the LTA transportation services (s). The requestor is not required to use the term "reasonable modification" when making a request. The request for modification can be for any of the transportation services provided by LTA, i.e., paratransit, fixed route, etc.
2. Whenever possible, LTA asks that customers make requests for modifications and also provide LTA an opportunity to determine whether such requests will be granted in advance, i.e., before LTA is expected to provide the modified service.
   1. Requests may be made during the ADA paratransit eligibility process. Requests made through eligibility will have determinations processed along with the eligibility determinations within twenty-one (21) days for new applicants and with renewal determination for requests made during re-certification process.
   2. Requests may be made through customer service inquiries by phone at 707-994-3334 or by email at laketransit@pacific.net. Designated LTA staff will make a determination within one (1) to fifteen (15) days for requests made via customer service inquiries.
3. When a request for modification cannot be practicably made and determined in advance (for example, because of a condition or barrier at the destination of a paratransit or fixed route trip of which the individual with a disability was unaware until arriving), designated LTA staff, or contractor staff, will make a timely determination so long as their actions do not result in a direct threat or fundamental alteration to LTA services.

4. If the request occurs at the time of service the LTA (or its designated contractor) may make a determination, on a standard setting basis, via the operator and/or dispatch.

5. Requests for modifications of LTA policies and practices may be denied only on one or more of the following grounds as defined in 49 CFR 37.3:
   1. Granting the request would fundamentally alter the nature of LTA’s transportation service, programs, or activities.
   2. Granting the request would create a direct threat to the health or safety of others
   3. Without the requested modification, the individual with a disability is able to fully use LTA’s services, programs, or activities for their intended purpose.

6. Upon a request for modification under number four (4) above, the LTA will take, to the maximum extent possible, any other actions that would not result in a direct threat or fundamental alteration to service (s) to ensure that the customer with a disability receives the services provided by the LTA.

7. If your request for a reasonable modification is denied you may file a complaint. The Lake Transit Authority (LTA) has established a process for investigating and resolving complaints alleging discrimination based on disability regarding services, programs, and facilities pursuant to Section 504 of the Rehabilitation Act of 1973 and the Title II of the Americans with Disabilities Act of 1990 as implemented in 49 CFR Parts 27, 37, and 38 and 28 CFR Part 35 (for programs and facilities). This Notice and Grievance Procedure is adopted pursuant to 28 CFR 35.107 and 49 CFR 27.1 both entitled, Designation of responsible employee and adoption of grievance procedures, see Attachment B.
37.169 Process to be used by public entities providing designated public transportation service in considering requests for reasonable modification.

(a)(1) A public entity providing designated public transportation, in meeting the reasonable modification requirement of §37.5(i)(3) with respect to its fixed route, demand responsive, and complementary paratransit services, shall respond to requests for reasonable modification to policies and practices consistent with this section.

(2) The public entity shall make information about how to contact the public entity to make requests for reasonable modifications readily available to the public through the same means it uses to inform the public about its policies and practices.

(3) This process shall be in operation no later than July 13, 2015.

(b) The process shall provide a means, accessible to and usable by individuals with disabilities, to request a modification in the entity’s policies and practices applicable to its transportation services.

(1) Individuals requesting modifications shall describe what they need in order to use the service.

(2) Individuals requesting modifications are not required to use the term “reasonable modification” when making a request.

(3) Whenever feasible, requests for modifications shall be made and determined in advance, before the transportation provider is expected to provide the modified service, for example, during the paratransit eligibility process, through customer service inquiries, or through the entity’s complaint process.

(4) Where a request for modification cannot practicably be made and determined in advance (e.g., because of a condition or barrier at the destination of a paratransit or fixed route trip of which the individual with a disability was unaware until arriving), operating personnel of the entity shall make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with the entity’s management before making a determination to grant or deny the request.

(c) Requests for modification of a public entity’s policies and practices may be denied only on one or more of the following grounds:

(1) Granting the request would fundamentally alter the nature of the entity’s services, programs, or activities;

(2) Granting the request would create a direct threat to the health or safety of others;

(3) Without the requested modification, the individual with a disability is able to fully use the entity’s services, programs, or activities for their intended purpose.
(d) In determining whether to grant a requested modification, public entities shall be guided by the provisions of Appendix E to this Part.

(e) In any case in which a public entity denies a request for a reasonable modification, the entity shall take, to the maximum extent possible, any other actions (that would not result in a direct threat or fundamental alteration) to ensure that the individual with a disability receives the services or benefit provided by the entity.

(f)(1) Public entities are not required to obtain prior approval from the Department of Transportation for the process required by this section.

(2) DOT agencies retain the authority to review an entity’s process as part of normal program oversight.

[80 FR 13261, Mar. 13, 2015, as amended at 80 FR 26196, May 7, 2015]
Introduction

In accordance with Title II of the Americans with Disabilities Act (ADA) of 1990, it is the intention of the Lake Transit Authority (LTA), to provide access to all public facilities, programs and services associated with its operation to all persons with disabilities.

The LTA’s ADA Coordinator is responsible for administering the compliance program, and is designated, in accordance with the federal regulation under the ADA, to coordinate efforts to comply with and carry out its responsibilities on the basis of disability, including investigation of any complaint communicated to the Lake Transit Authority District alleging discrimination or noncompliance with federal ADA regulations.

The ADA Coordinator

The ADA Coordinator is familiar with federal, state and local government, regulations and policies. The ADA Coordinator has knowledge of alternative formats that enable people with disabilities to communicate and participate in programs, activities and services available at the Lake Transit Authority. The ADA Coordinator has the ability to work cooperatively with people with disabilities and is familiar with local disability advocacy groups, and the training necessary to negotiate and mediate on behalf of anyone who submits a grievance.

The Grievance Procedure

Any grievance alleging discrimination against anyone with a disability should be documented in writing on the attached ADA Title II Grievance Form and must contain the name, address and phone number of the grievant. The Form should include as much information as possible regarding the alleged violation including date, time, location, and a clear description of the complaint and be received by the ADA Coordinator no later than 30 days following the alleged incident. The Grievance Form must be completed and signed by the grievant or their authorized advocate.

Upon receipt, the ADA Coordinator will review the completed Grievance Form within 10 days. If the Form requires additional information, the ADA Coordinator will contact the complainant and return the Form for completion. Once the completed Form has been received, the ADA Coordinator will work with the Lake Transit Authority departments and contract companies if necessary, and within 15 days, make every effort to come to a mutually agreed upon resolution.

If the ADA Coordinator determines that further investigation is necessary, a Notice of Continued Investigation will be issued within 15 days after receiving the completed Grievance Form. If necessary, the ADA Coordinator will meet with the grievant to discuss and possibly resolve the matter.

Upon request, persons who require special accommodations, accessible seating, or documentation in alternative formats under the Americans with Disabilities Act, or persons who require translation services (free of charge) should contact the LTA Office at 994-3334 at least two days prior to a meeting.

It is the Lake Transit Authority’s policy to encourage an informal resolution of all complaints and grievances. If an informal resolution cannot be satisfactorily met, the Lake Transit Authority’s ADA Coordinator will respond, in writing, with a final decision within 60 days.
Nothing in this grievance procedure prevents an individual from filing a complaint with the Department of Justice ADA Enforcement.

The grievant or authorized representative may appeal the decision of the ADA Coordinator in writing within 30 days of the receipt of the decision.

After 30 days, the ADA Coordinator or designee will make every effort to meet with the grievant to discuss the grievance and possible resolution within 30 days following the meeting. The Lake Transit Authority’s ADA Coordinator will submit the final decision to the grievant.

All written and/or recorded communications will remain on file in the Office of the Lake Transit Authority for a period of three years. The Lake Transit Authority’s ADA Coordinator shall publish the LTA’s Grievance Procedure together with the LTA’s ADA Coordinator’s name, office address, telephone number and email, for interested persons, individuals with disabilities and organizations representing individuals with disabilities.

The Lake Transit Authority’s ADA Coordinator may be reached by email at jsookne@dbcteam.net or by phone at (707) 263-7868. You may submit your grievance to him at:

Humboldt Transit Authority
James Sookne, ADA Coordinator
525 S. Main St., Ste. G
Ukiah, CA 95482

These Grievance Procedures are reviewed by the ADA Coordinator to ensure compliance with ADA federal laws.

**Reasonable Modifications**

Requests for Reasonable Modification may be submitted via the website at www.laketransit.org, by email, written mail to 525 S. Main St., Ste. G, Ukiah CA 95482, or by phone at (707) 263-3334. All requests for Reasonable Modification should be addressed to the attention of the Executive Director. For more details regarding specific policies and procedures surrounding Reasonable Modification requests, please contact the Lake Transit Authority.
Lake Transit Authority Americans with Disabilities Grievance Form

In accordance with Title II of the Americans with Disability Act (ADA) of 1990, it is the intention of the Lake Transit Authority, to provide access to all services associated with its operation and to all persons with disabilities. Please use this form to file a grievance if you believe the Lake Transit Authority, has not provided satisfactory accommodation for a disability.

You may submit your grievance to:

Lake Transit Authority
ADA Coordinator
525 S. Main St., Ste. G
Ukiah, CA 95482

Grievant Information

Grievant Name: ________________________________ Date: __________

Address: ______________________ City: ______________ State: _____ Zip: ______

Contact Number: ______________________ Alternate Number: ______________________

Other contact Information:
________________________________________________________________________
________________________________________________________________________

Please describe a description of alleged violation and requested remedy:

(Please include date, time, location, and specific information)

Signature: ________________________________ Date: __________
**LAKE TRANSIT AUTHORITY**
**STAFF REPORT**

**TITLE:** Meetings Attended by LTA Staff  
**DATE PREPARED:** August 3, 2021  
**MEETING DATE:** August 11, 2021

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

**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**  
   Teleconference/Zoom  
   (Davey-Bates, Pedrotti, Sookne, Speka, Casey, Parker)  
   **DATE:** 6/2/21

2. **Far North Transit Roundtable**  
   Webinar  
   (Davey-Bates, Sookne)  
   **DATE:** 6/7/21

3. **Hydrogen Fuel Cell Demo**  
   Redding  
   (Sookne)  
   **DATE:** 6/10/21

4. **Far North Transit Roundtable**  
   Webinar  
   (Davey-Bates, Sookne)  
   **DATE:** 6/10/21

5. **Lake Links Board Meeting**  
   Teleconference/Zoom  
   (Davey-Bates)  
   **DATE:** 6/15/21

6. **Transit Symposium Meeting w/Greg Pratt Humboldt Transit**  
   Teleconference/Zoom  
   (Davey-Bates, Sookne)  
   **DATE:** 6/15/21

7. **Coordination Meeting with Paratransit Services**  
   Teleconference/Zoom  
   (Davey-Bates, Sookne)  
   **DATE:** 6/17/21

8. **Far North Transit Roundtable**  
   Webinar  
   (Davey-Bates, Sookne)  
   **DATE:** 6/21/21

9. **TIRCP Update – w/Lake County**  
   Teleconference/Zoom  
   (Davey-Bates, Sookne)  
   **DATE:** 6/22/21
<table>
<thead>
<tr>
<th></th>
<th>Event Description</th>
<th>Date</th>
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</thead>
<tbody>
<tr>
<td>10.</td>
<td>Far North Transit Roundtable Webinar</td>
<td>7/12/21</td>
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<tr>
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<td>(Davey-Bates, Sookne)</td>
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<tr>
<td>11.</td>
<td>Coordination Meeting with Paratransit Services Teleconference/Zoom</td>
<td>7/14/21</td>
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<tr>
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<td>(Davey-Bates, Sookne)</td>
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<tr>
<td>12.</td>
<td>Far North Transit Roundtable Webinar</td>
<td>7/19/21</td>
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<td>(Davey-Bates, Sookne)</td>
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<td>13.</td>
<td>Coordination Meeting with Paratransit Services Teleconference/Zoom</td>
<td>7/20/21</td>
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<tr>
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<td>(Davey-Bates, Sookne)</td>
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<td>14.</td>
<td>TIRCP Update – w/Lake County Teleconference/Zoom</td>
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<tr>
<td>15.</td>
<td>Far North Transit Roundtable Webinar</td>
<td>8/2/21</td>
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<td></td>
<td>(Davey-Bates, Sookne)</td>
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<tr>
<td>16.</td>
<td>Lake Links Board Meeting Teleconference/Zoom</td>
<td>8/10/21</td>
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<td></td>
<td>(Davey-Bates)</td>
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I will provide information to Board members regarding the outcome of any of these meetings as requested.

**ACTION REQUIRED:** None.

**ALTERNATIVES:** None identified.

**RECOMMENDATION:** None. This is for your information only.
NEW VEHICLE UPDATE:
Last fall, in accordance with the LTA Transit Asset Management Plan, staff ordered three new 32’ buses to replace some older 2013 models that have reached their useless life benchmark. The buses were delivered in June and July and are now in service. The 2013 buses will be disposed in accordance with the LTA Bus Disposal Policy.

TIRCP UPDATE:
On June 9, staff advertised the Requests for Proposals for environmental services for the Lake County Interregional Transit Center. Proposals were due on July 9. All proposals were reviewed and ranked by the consultant selection committee on August 2. Staff will begin contract negotiations with the top ranked proposer on August 9 and anticipates awarding a contract by the end of August.

ROUTE RESUMPTIONS, REVISIONS, AND SERVICE CHANGES:
On June 1, LTA resumed service on Routes 2 and 4A, re-establishing connections between Kit’s Corner and Middletown, via Highway 175, and Kit’s Corner and Lakeport, via Soda Bay Road. Additionally, LTA expanded Route 8 in and around the City of Lakeport, increasing the frequency as well as extending the route down to Konociti Vista Casino. The new Route 8 has been well received and we anticipate increasing the number of runs when conditions allow.

LTA is planning to resume additional service in the beginning of September and staff is working with Paratransit Services to determine how much service will be restored at that time.

FREE FARE AND RIDERSHIP UPDATE:
On February 17, 2021, LTA implemented a system-wide free fare program to assist riders through the pandemic. From March through June 2021, ridership averaged approximately 10,150 passengers per month, an increase of almost 33 percent over the monthly average, 7,630, between August 2020 and January 2021. While ridership isn’t back to pre-pandemic levels, the free fare program has been successful in restoring some lost ridership. The free fare program is being funded with a combination of Low Carbon Transit Operating Program (LCTOP) and Coronavirus Aid, Relief, and Economic Security (CARES) Act funds. The free fare program is currently set to end on August 31, 2021.
TO: Lake Transit Authority Board of Directors  
FROM: Gary McFarland, Project Manager  
DATE: August 02, 2021  
RE: Service Report April

Rider ship Comparison

- MAY 2021 - 9,153
- JUN 2021 - 12,148
- JUL 2021 – 12,321
- MAY 2020 – 8,293 / +860
- JUN 2020 – 11,124 / +1,024
- JUL 2020 – 11,004 / +1,317

Employee Training and Recruitment:

Since our last meeting, we have hired a PT dispatcher, but had one go to on-call status. The clear lake classifieds have given us mixed results we have hired 3 quality drivers we are very excited about in addition to another seasonal person to help us out from Apr-Jul. On the down side, I did have correspondence from over 10 people from the ads, had good communication but they never showed for applications. I will continue to use Lake Classifieds as a resource for recruitment. We also attended a job fair at the college last week, which we were excited about, we were prepared to do interviews on the spot, but we did not get the interest we were hoping for. Of the three we hired one is driving, and the other two will be driving by mid August.

Our training staff has done an excellent job we have streamlined our training program to get drivers on the road quicker, which has been successful so far.

Exceptions:

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<thead>
<tr>
<th></th>
<th>Clearlake</th>
<th>Lakeport</th>
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<td>0</td>
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<tr>
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<tr>
<td>JULY</td>
<td>0</td>
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Rider Incidents and Police Involvement Concerns

During the months of May - July we had zero incidents on the busses.
Compliments, Complaints and Comments

We had a total of 9 complaints for the months of May - Jul, three involving drivers and two involving dispatchers. The items of concern were addressed with the employees involved; one will be addressed this week with refresher training. We continue to focus on the concerns of the riding public that call in to discuss service needs. On a positive note we did receive one compliment on how one of our drivers took the extra step to help a blind child who had not rode with us before, the mother was watching from a distance and was very impressed with our driver. We have also received numerous calls complimenting the new Route 8 service.

Lake Links Update

Paratransit Services continues to support this project and has been working actively with the staff at Lake Links. We have seen a major increase in ridership compared with the same time last year.

<table>
<thead>
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<th>JUN 2020 – 19</th>
<th>JUL 2020 - 11</th>
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<td>JUN 2021 – 64</td>
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</tr>
<tr>
<td>JULY 2021 – 52</td>
<td></td>
<td></td>
<td>ME</td>
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</tbody>
</table>

Other Updates

During the last three months staff have continued to stay diligent with COVID 19 safety protocols as we continue cleaning and sanitizing high touch areas on the busses and fogging after runs. Drivers have continued to enforce the mask mandate with very minimal push back from riders. We continue to watch the numbers as the new Delta Variant appears to be making an impact in the county. Not sure yet how this new increase will affect transit. We a very productive meeting with LTA staff on expanding services which we will be doing in September resuming pretty much full service M-F with some slight route modifications. We look forward to this as the first step in resuming normal operations in the future.

With all the fires recently, I have reached out to the Lake County OES Director and will be meeting with him on Wednesday to introduce myself and discuss our role in emergency evacuations.
Memo

To: Lake Transit Authority
From: Lake Links, Clarissa Kincy

Mobility Report Agenda
August 2021

1) Pay-Your-Pal Ride Assistance Program
   • Utilization Update
     o Year End Review:
       ✓ Average of 55 riders each month (45 riders/month for FY 19-20)
       ✓ Average of 11,293 miles driven each month (8,443 miles/month for FY 19-20)
       ✓ Average of $4,918 reimbursed each month ($3,069/month for FY 19-20)
     o Update reimbursement categories went into effect on August 1, 2021
     o Visit verification was implemented August 1, 2021
     o New brochures available mid-August

PAY-YOUR-PAL UTILIZATION

<table>
<thead>
<tr>
<th>PERIOD</th>
<th># RIDERS</th>
<th># ONE-WAY TRIPS</th>
<th>TOTAL MILEAGE</th>
<th>TOTAL REIMBURSEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 2021 (July, Aug, Sept)</td>
<td>160</td>
<td>1,848</td>
<td>31,956.30</td>
<td>$12,498.00</td>
</tr>
<tr>
<td>Q2 2021 (Oct, Nov, Dec)</td>
<td>147</td>
<td>1,547</td>
<td>36,625.60</td>
<td>$14,430.07</td>
</tr>
<tr>
<td>Q3 2021 (Jan, Feb, Mar)</td>
<td>184</td>
<td>1,343</td>
<td>28,768.60</td>
<td>$16,687.64</td>
</tr>
<tr>
<td>Q4 2021 (Apr, May, June)</td>
<td>174</td>
<td>1,288</td>
<td>38,161.90</td>
<td>$15,399.32</td>
</tr>
</tbody>
</table>
Medi-Links: Out of County Medical Transportation

- **Utilization Update**
  - Fiscal Year Comparison:
    - ✔ 2019-2020: 77 scheduled trips, 134 completed trips, 20 cancelled trips
    - ✔ 2020-2021: 356 scheduled trips, 291 completed trips, 60 cancelled trips
      - The increase in cancellations are attributed to rider’s medical issues, COVID, and cancelled appointments for various reasons
  - New brochures available mid-August

### MEDI-LINKS UTILIZATION

<table>
<thead>
<tr>
<th>PERIOD</th>
<th># SCHEDULED TRIPS</th>
<th># COMPLETED TRIPS</th>
<th># CANCELLED TRIPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 2021</td>
<td>32</td>
<td>27</td>
<td>5</td>
</tr>
<tr>
<td>Q1 2020 (July, Aug, Sept)</td>
<td>42</td>
<td>37</td>
<td>5</td>
</tr>
<tr>
<td>Q2 2020 (Oct, Nov, Dec)</td>
<td>80</td>
<td>68</td>
<td>12</td>
</tr>
<tr>
<td>Q3 2021 (Jan, Feb, Mar)</td>
<td>94</td>
<td>77</td>
<td>12</td>
</tr>
<tr>
<td>Q4 2021 (Apr, May, June)</td>
<td>140</td>
<td>109</td>
<td>31*</td>
</tr>
</tbody>
</table>

*Cancelled trips due to one rider for medical reasons*