DATE: November 10, 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: 820 6437 9162# Passcode: 753670

*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
3. Resolution to Implement Teleconferencing Requirements During a Proclaimed State of Emergency Pursuant to Assembly Bill 361
   Review and proposed approval

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 September 8, 2021, meeting
   Review and proposed approval

REGULAR CALENDAR
   Review and proposed approval
7. Contactless Payments and Regional Fare Integration – to be sent out under separate cover
   Review and discussion

REPORTS
8. LTA Program Manager’s Report
9. Paratransit Services’ Report – to be sent out under separate cover
10. Lake Links Update
11. 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: November 4, 2021
LAKE TRANSIT AUTHORITY
RESOLUTION #2021-22-02

RESOLUTION TO IMPLEMENT TELECONFERENCING REQUIREMENTS DURING A PROCLAIMED STATE OF EMERGENCY PURSUANT TO ASSEMBLY BILL 361

WHEREAS, Lake Transit Authority (LTA) is committed to preserving the Ralph M. Brown Act requirements that all meetings of a legislative body of a local agency be open and public and that any person may attend and participate in such meetings;

WHEREAS, A state of emergency was proclaimed by Governor’s Executive Order N-33-20 on March 4, 2020, addressing the threat of the COVID-19 pandemic, and remains in effect;

WHEREAS, the Brown Act allows for legislative bodies to hold meetings by teleconference, but imposes specific requirements for doing so;

WHEREAS, on March 17, 2020, in order to address the need for public meetings during the present public health emergency, Governor Newsom issued Executive Order No. N-29-20, suspending the Act’s teleconferencing requirements; and

WHEREAS, on June 11, 2021, Governor Newsom issued Executive Order No. N-8-21, continuing the suspension of the Brown Act’s teleconferencing requirements through September 30, 2021; and

WHEREAS, these Executive Orders allowed legislative bodies to meet virtually as long as certain notice and accessibility requirements were met; and

WHEREAS, the State Legislature amended the Brown Act through Assembly Bill No. 361 (AB 361) on September 16, 2021; and

WHEREAS, AB 361 amended the Brown Act so that a local agency may use teleconferencing without complying with the regular teleconferencing requirements of the Act, where the legislative body holds a meeting during a proclaimed state of emergency and makes certain findings; and

WHEREAS, COVID-19 and variants thereof remain a current threat to the health and safety of the general public, LTA Staff, and members of this Board; and

WHEREAS, the LTA has an important governmental interest in protecting the health, safety, and welfare of those who participate in meetings of the LTA legislative and advisory bodies subject to the Brown Act; and

WHEREAS, in response to the current threat to the public of the COVID-19 virus and its existing and potential variants, there is a desire to implement teleconference meetings pursuant to the requirements of the Brown Act so long as this State of and Emergency continues to exist.
NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Lake Transit Authority hereby finds, determines, declares, orders, and resolves as follows:

1. That the foregoing recitals are true and correct and incorporates them by this reference;

2. The Board of Directors finds, by a majority vote, that there exists a proclaimed state of emergency; and

3. As a result of the emergency, meeting in person would present imminent risks to the health or safety of attendees.

In accordance with AB 361, based on the findings and determinations herein, meetings of LTA’s legislative will be held remotely by virtual means, suspending Brown Act teleconferencing rules while providing for all feasible means of public participation.

This resolution shall be effective upon adoption and remain in effect until LTA’s next regular board meeting on December 1, 2021, when LTA shall consider renewing its findings by subsequent resolution, in accordance with AB 361.

Adoption of this Resolution was moved by Director _________, seconded by Director_______, and carried on this 10th day of November 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
LAKE TRANSIT AUTHORITY
(DRAFT) MEETING MINUTES
Wednesday, September 8, 2021

Location: Audioconference (in response to “Shelter-in-Place” directive)

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

Absent
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
Clarissa Kincy, Mobility Programs Manager – Lake Links

1. Call Meeting to Order
Chair Mattina called the meeting to order at 10:20 am.

2. Roll Call
Secretary Charlene Parker called roll. Members present: Sabatier, Simon, Perdock, Cremer Mattina, Parlet 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 September 8, 2021, meeting (Draft)
   Director Perdock made a motion to approve the Minutes of September 8, 2021, as presented. The motion was seconded by Director Sabatier and carried unanimously.
   
   Roll Call Vote: Ayes (5) – Directors Sabatier, Simon, Perdock, Mattina, and Parlet Leonard; Noes (0); Abstain (1); Director Cremer Absent (1) – Vacant Member-at-Large.

REGULAR CALENDAR

5. Annual Report
   James referenced the Annual Report in the agenda packet. He stated that the overall system ridership for the year was down, and the weekly average was approximately 50% to 77% compared to last year. James explained that this was a considerable decrease but expected due to the COVID-19 pandemic. James reported that revenue has declined about 32.6%. Passengers per hour has also declined by 34.2%. James noted that the cost per hour was up about 25% and passenger fares were down approximately 90%. The declines in ridership, revenue hours, and passengers per hour can be attributed to the ongoing COVID-19 pandemic. James reported that for most of the year, to ensure compliance with the existing shelter-in-place order by the County Public Health Officer, service continued to run at the reduced levels implemented in April 2020. Currently, staff has resumed service on Routes 2 and 4A. James noted that LTA expanded Route 8 in and around the City of Lakeport, increasing the frequency and extending the route. James also discussed the fact that Lake Transit purchased three new buses, worked with Clearlake to construct a bus pullout at Austin Park, and purchased the property for the new transit hub. Additionally, LTA assisted the Lakeport Senior Center, having delivered over 7,900 meals to those in need. Lastly, the year’s passenger fares came in at 17% below estimates, of which 31% was covered by LCTOP and CARES Act funds.

   James stated the former advertising contractor asked staff to add a separate line item for each contract on the LTA budget because it makes the current contractor’s revenues look inflated. James explained that the line item was for advertisement and other miscellaneous revenues, so there was not a need to separate the advertisement funds unless the Board desired each item to be separated.

   The group discussed the report and said that staff knows what we need for reporting purposes and there was not a need for a separate line item for each contractor.

   Director Sabatier thanked the bus drivers for following all the protocols and wanted to know if we could do a more public appreciation, so the drivers know they are appreciated.

   Chair Mattina requested any comments regarding the Annual Report.

   Director Cremer made a motion to approve the FY 2020/21 Annual Report, as presented. The motion was seconded by Director Parlet and carried unanimously.
   
   Roll Call Vote: Ayes (7) – Directors Sabatier, Simon, Perdock, Cremer, Mattina, Parlet, and Leonard; Noes (0); Abstain (0); Absent (1) – Directors Leonard, Cremer, Vacant Member-at-Large.
REPORTS

1. Transit Coordinator’s Report
   a) TIRCP Update:
      James reported that staff was waiting for signatures for the contract with the top ranked proposer for environmental services for the Lake County Interregional Transit Center. James stated that once the contract was executed he would announce who the consultant was for the public record.
   
   b) Miscellaneous
      None

2. Paratransit Services Report
   Gary McFarland thanked Director Sabatier for his comments and stated that he would relay them to the bus drivers. Gary reported that he conducted six interviews, hired one dispatcher who started training, one failed the drug screening, and others declined due to the need for benefits or did not pass the screening process. Staff is still actively recruiting for drivers, and that there was a driver who had already passed the DMV test and was currently on route training. Gary noted that staff was excited to start the expanded service hour starting September 13, 2021. Additionally, the Road Supervisors have done an excellent job completing Driver Skills Assessments, and staff has worked together to update the “training tracker”. Gary reported that there had been three complaints, two involving drivers and one was for the dispatchers. The items of concern were addressed with the employees. Gary stated that as expected, the FDA has extended the face mask requirements for all transportation networks through January 18, 2022. Staff has continued to stay diligent with COVID-19 safety protocols. Gray stated that he was working with James on Plexiglass shields from the floor to ceiling to provide safety and COVID projection for the drivers. Gray talked about the recent fire explaining that it was right up to the fence line of the LTA maintenance facility, and staff had about five minutes to evacuate. Overall, staff worked well together and after the incident we discussed what we learned from the evacuation and how we can improve for the future. One issue was that LTA was called out by California Governor’s Office of Emergency Services (OES) to assist in the evacuation and the Law enforcement would not let them where they needed to be. Gary sent a letter to OES explaining the issues in hopes of finding a solution for the situation. Gary asked the Board members for their input on what he can be done to help the communication before an emergency.

   The group discussed the Disaster Council Committee and agreed that it would be a good place to address how to get the buses cleared through Law Enforcement for any emergency evacuation. They acknowledged that it was good to look into Plexiglas to protect the drivers.

   Lisa announced how thankful she was that staff went above and beyond to setup the mobile dispatch and organize help in the middle of being evacuated themselves.
3. **Lake Links Update**
   a. **Mobility Manager’s Report**
   Clarissa gave a brief update on the Pay-Your-Pal and Medi-Links program, stating that staff was continuing to explore further funding through new partnerships.

   Director Sabatier stated that he would be in touch with Clarissa regarding the Out-of-County Medical Transportation for Medical and behavioral health. Clarissa stated that she looked forward to having the conversation.

   b. **Miscellaneous**
   None

4. **Announcements**

   **ADJOURN**

   Chair Mattina adjourned the Lake Transit Authority meeting at 10:50 AM.

   Respectfully Submitted,

   **DRAFT**

   Charlene Parker, Secretary
LAKE TRANSIT AUTHORITY
DBE COMPLAINT PROCEDURES

A. Within 10 business days of being informed by Lake Transit Authority (LTA) that it is not responsive because it has not provided sufficient U/DBE documentation, a bidder/offeror may request administrative reconsideration. For DBE-related complaints arising during the administration of a contract or outside of the procurement process, the complaint must be filed within 30 days of the date of the alleged LTA discretionary action forming the basis of the complaint. Complainants should make this request in writing to the following person using the attached complaint form:

Disadvantaged Business Enterprise Liaison Officer (DBELO)
Lake Transit Authority
525 S. Main St., Ste. G
Ukiah, CA 95482

B. The DBELO will not have played any role in the alleged discretionary action that is the basis for the complaint. The DBELO will review the administrative record concerning the reconsideration request and determine if it requires resolution by a committee or may be resolved by an appointed reconsideration person as the committee.

C. As part of this reconsideration, the complainant will have the opportunity to provide written documentation or argument concerning the issues. The complainant may also have the opportunity to meet in person with the DBELO or official to discuss the issues.

D. The reconsideration committee and/or official will review the reconsideration request in a timely manner and may hold an informal hearing if deemed necessary in order to complete its investigation. The reconsideration committee or official will prepare a recommendation regarding the complainant’s reconsideration request, in writing, to LTA’s Executive Director within 30 (thirty) calendar days of the date of receipt of the request. All materials included with the reconsideration request at time of submittal will be considered. The Executive Director will either sustain or reject the reconsideration document in writing based upon the recommendation of the administrative committee or official and the best interests of LTA. This decision will be communicated in writing to the complainant.

E. The result of the LTA reconsideration process is not administratively appealable to the Department of Transportation, however, the complainant may contact one or more
of the following agencies that oversee various aspects of LTA DBE Programs to file a complaint directly with those agencies:

Director  
Office of Civil Rights  
Federal Transit Administration  
1200 New Jersey Ave, SE  
Washington, DC 20590

California Department of Transportation  
Office of Civil Rights  
Attention: Compliance Branch Manager  
1823 14th Street, MS 79  
Sacramento, CA 95811  
DBE.compliance@dot.ca.gov  
(916) 324-1700
1. INTRODUCTION

These processes are intended to guide LTA in managing DBE-related complaints arising out of or related to a contract between a consultant/contractor, LTA and/or any DBE prime consultants/contractors/subcontractors/subconsultant. It is important to note that DBE dispute/complaint references provided herein are examples and are not intended to be inclusive of all issues that can arise from DBE requirements. These processes are intended to serve as the framework for receiving, tracking, and resolving complaints, thereby creating an efficient method for handling these issues.

The types of DBE complaints intended to be covered by these procedures, include, but are not limited to:

- Disputes related to whether a proposer/bidder has provided sufficient DBE documentation
- Disputes related to project participation by DBEs
- Termination of DBE contractor/subcontractor
- Nonpayment of a DBE firm
- Failure to provide a DBE the work to which the prime committed

The complaint resolution process will focus on gathering pertinent information, determining the responsibilities of the affected parties, and achieving a thorough understanding of the issue(s) in dispute. LTA is committed to providing a timely response and resolution and evaluating complaints in accordance with the terms of the contract documents and applicable laws.

A. Governing Regulations and Statutes

All complaint resolution actions will be governed by any or all of the following non-exhaustive list of applicable laws, regulations, and documents:

- 49 CFR Part 26
- State of California Department of Industrial Relations Prevailing Wage Determinations
- California Labor Code
- LTA solicitation documents
- LTA contract documents
2. RECEIVING A COMPLAINT

Complaints addressed in these processes will typically originate from a compliance related issue/discrepancy discovered by LTA or its authorized representative, as part of the standard DBE compliance monitoring review.

A. Evaluating a Complaint

Any contractor/consultant/subcontractor/subconsultant that believes that it has been subjected to a violation under DBE-related laws, regulations, or contractual requirements as a result of a LTA discretionary action, may file a complaint with LTA. A complaint is a written or electronic statement concerning an allegation of noncompliance that contains a request for LTA to take some type of remedial action. Complaints must be in writing and may be filed by mail, e-mail, or in-person. Immediately upon receipt, the LTA DBE Liaison Officer (DBELO) will determine whether the correspondence constitutes a DBE-related complaint.

The following are examples of items that should not be considered a complaint:

(a) Anonymous correspondence;
(b) Inquiries seeking advice or information;
(c) Courtesy copies of correspondence or complaints filed with other agencies; and
(d) Oral allegations (exceptions should be made for people with disabilities or who require translation assistance on request).

Correspondence that is not a complaint but nevertheless potentially involves a DBE-related compliance deficiency will be recorded by the LTA DBELO as an inquiry if they believe an issue might eventually evolve into a complaint.

B. Record and Track Complaint

A complaint (or potential complaint) will be date stamped immediately upon receipt. This step is important because the date that LTA receives the complaint may affect a complainant’s ability to seek redress. Once correspondence has been deemed a complaint, the LTA DBELO will document the appropriate information, assign a case number, and create an investigative case file to hold all documents and information pertaining to the complaint.

When recording a complaint, the following guidelines will be applied:

(a) Each complaint should be assigned a separate number;
(b) Complaints filed by more than one person that raise substantially identical allegations against the same recipient may be treated as one complaint and assigned one case number;
(c) Complaints filed by more than one person against the same entity should be assigned separate case numbers if they contain different allegations;
(d) New allegations filed by the same complainant against the same entity after the
The investigative process has begun should be reviewed on a case-by-case basis to determine whether the allegations should be added to the existing complaint or treated as a new complaint; and

(e) Complaints filed by entities, such as advocacy groups, where there are multiple complainants, but one entity handling all complaints should receive one case number.

C. Initial Considerations After Receipt of Complaint

Once LTA concludes that correspondence is a complaint, the DBELO will determine whether the complaint is “complete” in order to proceed with complaint processing and resolution. For a complaint to be complete it should include the following information if applicable:

(a) A written explanation of the violation(s) of DBE-related laws, regulations or contractual requirements complainant believes has occurred and that involve LTA

(b) Information necessary to contact the complainant (if the complaint is filed by e-mail, LTA should request the sender’s actual name and address, if not provided)

(c) Identification of the person(s) or group(s) injured by the alleged violation

(d) Identification of the person(s) or organization(s) alleged to have committed the violation

(e) Sufficient information to understand the facts that led the complainant to a violation of DBE-related laws, regulations or contractual requirements occurred and when the violation took place

LTA may contact the complainant by telephone or e-mail to obtain missing information. In instances in which further information is needed in writing, especially when the complainant cannot be reached by telephone, staff may wish to send the individual a complaint form. However, staff should always advise the complainant that he or she is not required to use the complaint form to submit the complaint or additional information, but rather may choose to provide the information it asks for in some other format.

Regardless of the method of contact or at what stage in the investigation information is requested, the complainant should be informed that LTA will close the case if the information is not provided within 30 days. LTA may extend the deadline depending on the extent of the information request or other special circumstances. The complainant should be notified in writing of closure of the investigation.

If the complaint contains sufficient information for at least one allegation, but lacks sufficient information for other allegations, staff should attempt to obtain the missing information, as described above. Complainant should be notified in writing that allegations lacking sufficient information that is not supplied within the 30-day timeframe will be closed.

LTA will work with each complainant to ensure receipt of sufficient information to evaluate the complaint. People with disabilities and limited English proficiency may need assistance preparing complaint materials.

If the complaint is submitted on behalf of a complainant by an attorney, LTA will contact the attorney for additional information or to request permission to contact the complainant directly. In addition, if it appears the complainant may be represented by an attorney (especially if the
complaint states that the matter raised has been or will be filed in court), LTA will ask the complainant whether he or she is represented by an attorney concerning the complaint. If so, LTA will contact the attorney for permission before further contacting the complainant directly.

D. Determining Whether the Complaint is Timely

LTA DBE Complaint Procedures state that complaints that arise due to a proposer/bidder being found non-responsive due to failure to provide sufficient U/DBE documentation must be filed within 10 business days, and other types of DBE-related complaints must be filed within 30 days of the last date of the alleged discrimination. The filing date of the complaint is the earlier of: (1) the postmark of the complaint or (2) the date the complaint is received by LTA's main office.

If a complaint is not filed within these timeframes, LTA may grant an extension under any of the following circumstances:

(a) The complainant could not reasonably be expected to know the act was a violation within the 30-day period, and the complaint was filed within 30 days after the complainant became aware of the alleged violation;

(b) The complainant was unable to file a complaint because of incapacitating illness or other incapacitating circumstances during the 30-day period, and the complaint was filed within 30 days after the period of incapacitation ended;

(c) The complainant filed a complaint alleging the same discriminatory conduct within the 30-day period with another Federal, state, or local civil rights enforcement agency, and filed a complaint with LTA within 30 days after the other agency had completed its investigation or notified the complainant that it would take no further action;

(e) The violation is of a continuing nature.

E. Closing an Investigation

The LTA DBELO may decide to send a letter to the complainant informing them that LTA will not proceed further with investigation or reconsideration, if one or more of the following conditions exist:

(a) The complaint is untimely filed;

(b) The complaint is so weak, insubstantial, or lacking in detail that it is without merit, or so replete with incoherent or unreadable statements that it, as a whole, cannot be considered to be grounded in fact;

(c) The complainant fails to respond to repeated requests for additional information needed to process the complaint;

(d) The complainant cannot be located after reasonable attempts;

(e) There is no statutory or alleged basis for the complaint, or the complainant does not allege any harm with regard to current programs or statutes;

(f) The complaint is a continuation of a pattern of previously filed complaints.
involving the same or similar allegations against the same recipient or other recipients that have been found factually or legally insubstantial;

(g) The same allegations and issues of the complaint have been addressed in a recently resolved complaint or compliance review;

(h) The complainant decides to withdraw his or her complaint. If the complaint included class allegations, the office may close out the entire complaint, pursue resolution of the class allegations, or use the information to target future compliance review activity;

(i) Litigation has been filed raising the same allegations with the same basis(es) and issue(s) involved in the complaint;

(j) The death of the complainant or injured party makes it impossible to investigate the allegations fully, or when the death of the complainant or injured party forecloses the possibility of relief because the complaint involved potential relief solely for the complainant or injured party;

3. INVESTIGATION OF COMPLAINT

Upon receiving the complaint statement, and after acknowledging receipt of complaint statement, the LTA DBELO will review the complaint statement and all supporting documentation provided.

The investigation should be confined to the issues and facts relevant to the allegations in the complaint, unless evidence shows the need to extend the issues.

The investigation will take the following steps (at a minimum) to arrive at a prompt resolution. The specific steps include:

- Identify the appropriate contacts and names of all persons affected by the dispute.

- Identify and review all relevant documents, practices, and procedures to determine appropriate resolution, including but not limited to relevant DBE regulations, DBE program documents, solicitation, contract, etc.

- If the complaint involves a discrepancy in payment, look for supporting documentation provided by the Contractor/Subcontractor, such as invoices that conflict with LTA records.

After deciding to proceed with investigation of the complaint, the LTA DBELO will notify the complainant and other parties alleged to have violated a DBE requirement that the complaint has been accepted for investigation. The notification letter will contain the following:

(a) LTA understanding of the basis for the complaint;

(b) Brief statement of the allegations;

(c) Indication of when the parties will be contacted by LTA;

(d) Cautionary statement that recipients or other persons shall not intimidate, threaten, coerce, or discriminate against the complainant because he or she has made a
complaint, testified, assisted, or participated in any manner in an investigation proceeding or hearing under Title VI or any other laws or regulations related to nondiscrimination;

(e) LTA contact information.

If during the course of the investigation/analysis, the complainant or another involved party wishes to submit additional information concerning the dispute, LTA will accept such information, so long as it is pertinent to resolving the pending issue.

4. DOCUMENTATION GUIDELINES

The following guidelines should be followed for keeping records and providing information when responding to Contractor/Subcontractor disputes, questions, and all other potential claims:

- Make sure that reports and documents (such as those submitted to LTA, counsel, and the USDOT) are factual and accurate.
- The communication between LTA and Contractor/Subcontractor concerning issue in dispute should be in writing.
- Record the full name and contact information of all Contractor/Subcontractor personnel (who work for the company raising the challenge).

5. RESPONSE

After the DBELO comes to a decision, the recommendation(s) should be put in writing and provided to the Executive Director. The Executive Director should document whether they sustain or reject the recommendation(s). The LTA response to the complainant should include the following information:

- Information considered during the LTA investigation
- Other parties with whom LTA consulted
- Supporting documentation (USDOT or Caltrans decisions, regulations, laws, etc.)
- Final decision and recommendations for subsequent action by involved parties
**Section I - Complainant Information**

<table>
<thead>
<tr>
<th>Name:</th>
<th>E-mail:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Phone Number (Include Area Code):</th>
<th>Work Phone Number (Include Area Code):</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Address:</th>
<th>City, State, Zip:</th>
</tr>
</thead>
</table>

Are you filing this complaint on your own behalf?  [ ] Yes (Go to Section II)  [ ] No

If not, please supply the name and relationship of the person for whom you are complaining:

**Briefly and clearly explain why you have filed for a third party.**

---

**Section II - Disadvantaged Business Enterprise (DBE)**

<table>
<thead>
<tr>
<th>Reason for Complaint:</th>
<th>Commercially Useful Function Violation</th>
<th>Fraud</th>
<th>Joint Check Violation</th>
<th>Prompt Payment Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td></td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td></td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td></td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name of DBE:</th>
<th>DBE Certification Number:</th>
<th>Location Including City, State, Zip:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Name of Prime Contractor:</th>
<th>Project Number:</th>
<th>Project Location:</th>
</tr>
</thead>
</table>

**Explain as briefly and clearly as possible what happened, and how you learned about the issue include date of alleged fraud/misuse (Month, Day, Year). Indicate all persons who were involved. Be sure to describe how the fraud is taking place. Attach any written material pertaining to your case.**
Have you filed, or intend to file, a complaint with another agency?  
☐ Yes  ☐ No  If yes, please list agency(s).

If you have already filed a complaint, please provide information about a contact person at the agency/court where the complaint was filed.

Name:  Title:  
Agency/Court:  Address:  
Telephone Number (Including Area Code):  
Date Filed:  
Case Number:  
Date of Trial/Hearing:  
Provide any additional information, including witness that you believe would assist in the investigation.

Signature of Complainant:  Date:  

FOR OFFICE USE ONLY

Location:  District/Division:  Case:  
Date Complaint Received:  Date Referred:  
Processed by:  
Referred to:  ☐ USDOT  ☐ FHWA  ☐ FTA  ☐ Other  

ADA Notice  For individuals with sensory disabilities, this document is available in alternate formats. For alternate format information, contact the Forms Management Unit at (916) 445-1233, TTY 711, or write to Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.
INSTRUCTIONS

Section I

Complainant Information - All complaints must be in writing and signed by the Complainant. Complaints must include the Complainant's name, address, and phone number. In case where the complainant is incapable of providing a written statement such as limited English proficient or having a disability, the complainant may be assisted in converting the verbal into a written complaint.

Section II

DBE - Any fraud or misuse of the DBE program, including but not limited to: commercially useful function, pass through, lack of control or other as defined by 49 Code of Federal Regulations Part 26.

Filing Options and Time Limits - The use of the complaint form is not mandatory. You may submit your complaint in any form that includes your signature. DBE complaints may be filed with Caltrans, the Federal Highway Administration, the Federal Transit Administration or other agencies that provide federal financial assistance to Caltrans.

Complaints must be filed no later than 180 days after the date of the alleged act of fraud unless the time for filling is extended. Failure to supply all information may be grounds for rejecting your complaint.

Submit Complaints - The original-signed complaint form or letter is mailed to:

California Department of Transportation
Office of Civil Rights
Attention: Compliance Branch Manager
1823 14th Street, MS 79
Sacramento, CA 95811

Information - Email: DBE.compliance@dot.ca.gov
Phone: (916) 324-1700
Website: www.dot.ca.gov/programs/civil-rights
Fare Modernization & Integration Project

The Fare Modernization & Integration Project is a **regional effort to modernize fare collection and to align and simplify fares** with four other “Far North Group” transit providers:

- Humboldt Transit Authority
- Mendocino Transit Authority
- Redwood Coast Transit Authority
- Trinity Transit
Project Objective and Scope

The Project is primarily focused on **improving the customer experience** of riding transit by offering riders:

1. Reliable and accurate bus arrival information in real time (by publishing GTFS schedule and real time data)
2. Ability to pay their fare using a card or mobile wallet with a contactless fare payment system on all fixed route vehicles
3. Simplified fare structure across all agencies in the region with fare capping to ensure customers always get the best fare when they use the contactless fare payment system
Benefits of Contactless Fare Collection

Allowing riders to tap a contactless bank card or mobile device also benefits transit providers through:

- Increased system ridership and rider satisfaction
- Decreased vehicle dwell times, reducing both greenhouse gas emissions and travel time
- Lower fare collection costs associated with processing cash
- Greater accessibility to low-income riders through fare capping
- Create more robust ridership information from riders’ tap-on/tap-off payment behavior
A Regional Fare Approach

- The MOU between LTA and other Far North Group transit providers established alignment on a **distance-based fare** structure.

- Through further conversations, the group analyzed several options for an overall fare structure that would be acceptable to all, with the primary focus of ease of use for riders, including:
  1. Base rate and dollar per mile
  2. Zone-based
  3. Tiered distance-based fares

- The group selected option #3 as best aligned with the project objective and as the easiest to create consensus across the group.
Contactless Fare Implementation Plan

- Promotional **$1 contactless fare for all routes for six months.** Encourages riders to try using contactless payment methods and for transit agencies to gather information on ridership.

- Following the promotional period, LTA and other Far North Group providers have agreed on the example distance-based fare table (see right) to serve as a baseline for implementation, to be refined using data from the 6-month promotional period.

- Payment data collected throughout the 6-month promotional period will also be used to refine the weekly fare cap amount (e.g. $20) and/or monthly fare cap amount (e.g. $40) applied across region.

<table>
<thead>
<tr>
<th>Distance (mi)</th>
<th>Full Fare</th>
<th>Discount Fare</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-12</td>
<td>$1.50</td>
<td>$0.75</td>
</tr>
<tr>
<td>13 - 20</td>
<td>$2.50</td>
<td>$1.25</td>
</tr>
<tr>
<td>21 - 30</td>
<td>$3.00</td>
<td>$1.50</td>
</tr>
<tr>
<td>31 - 40</td>
<td>$4.00</td>
<td>$2.00</td>
</tr>
<tr>
<td>41 - 60</td>
<td>$5.50</td>
<td>$2.75</td>
</tr>
<tr>
<td>61 - 90</td>
<td>$7.00</td>
<td>$3.50</td>
</tr>
<tr>
<td>91 - 100</td>
<td>$10.00</td>
<td>$5.00</td>
</tr>
<tr>
<td>100+</td>
<td>$20.00</td>
<td>$10.00</td>
</tr>
</tbody>
</table>

*Example Distance-Based Fare Table*
Contactless Fare Collection Procurement

LTA and other providers will procure contactless fare collection hardware and back-end services from statewide contracts, with technical support from Cal-ITP.

A new home for modern and equitable transportation innovations

Welcome to the California Mobility Marketplace—a one-stop resource to help California’s transit providers upgrade their fare collection systems to accept contactless payment methods like credit/debit cards and smartphones.

Explore this site to find procurement support, secure pre-negotiated rates, and learn how contactless fare collection can help you and your riders.
Indicative Project Timeline

<table>
<thead>
<tr>
<th>Activity</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
</tr>
</thead>
<tbody>
<tr>
<td>Board Approvals – FNG Providers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Statewide Contracts Expected Available</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preparation for Procurement</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Procure and Implement Contactless</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Launch Promotional Fares</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Launch Tiered Distance-Based Fares</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
LAKE TRANSIT AUTHORITY
STAFF REPORT

TITLE: Program Manager’s Report
DATE PREPARED: November 4, 2021
MEETING DATE: November 10, 2021

SUBMITTED BY: James Sookne, Program Manager

TIRCP UPDATE:
A contract for environmental services for the Lake County Interregional Transit Center. Proposals was awarded to GHD, Inc. in September and we had our kick-off meeting with them in the end of September. We are currently working with them to determine the best location for the hydrogen fueling infrastructure and they anticipate beginning field studies in the coming weeks.

SERVICE UPDATE:
LTA is currently running a reduced service, with Route 12 still suspended and the rest of the routes operating between 7:00AM and 7:00PM. We are hoping to resume full service by the new year; however, like many other transit agencies across the country, we need drivers. The expanded Route 8 in and around the City of Lakeport has been a success and we did add a couple extra runs to it in September. LTA also resumed fare collections on November 1, 2021.

TDP GRANT UPDATE:
Earlier this year, the Lake Area Planning Council (APC), in conjunction with LTA, applied for a planning grant to update LTA’s Transit Development Plan (TDP). The APC was successful and staff is currently working on the RFP and intends to be under contract by early 2022.

ACTION REQUIRED: None. Informational only.

ALTERNATIVES: None identified.

RECOMMENDATION: None. Informational only.
TO: Lake Transit Authority Board of Directors
FROM: Gary McFarland, Project Manager
DATE: November 08, 2021
RE: Service Report April

Rider ship Comparison

<table>
<thead>
<tr>
<th></th>
<th>SEPT 2021 – 13,475</th>
<th>SEPT 2020 – 9,294 / +4,181</th>
</tr>
</thead>
<tbody>
<tr>
<td>OCT</td>
<td>13,752</td>
<td>OCT 2020 – 9,386 / +4,366</td>
</tr>
</tbody>
</table>

- Nice increase from Sept- Oct of 277 riders, looking forward to seeing the numbers in November with the expanded service

Employee Training and Recruitment:

We recently hired 6 new staff, 1 – FT mechanic to replace our mechanic Jim Weidner who recently left. Jim will surely be missed, but we hired a person who Jim personally recommended which meant a lot to us, based off of the type of employee Jim was. 1 - PT bus detailer and 4 drivers, 1 came to us credentialed and is already on route. Two of the three have passed there permit test and are scheduled to test for their license at the end of November, the last driver is scheduled to take his permit test this week. We had hired one other driver, but he did not pass the background portion of employment.

We are also starting a new class next week with two new drivers, one already has his permit. We are continuing to see an increase in applications, as two people picked them up today. We are hoping to possibly start another class after this next one, which would take us into late December for licensing.

Sadly we did lose one of our drivers due to medical issues.

Our Road Supervisors continue to do an excellent in the training of new hires, while still maintain the training standard for existing employees. They have done all this while along with our Operations Supervisor driving numerous routes for drivers who have called out or been on vacation. I am very proud of my leadership team here, the communication, team work and professionalism displayed is second to none.

Exceptions:

<table>
<thead>
<tr>
<th></th>
<th>Clearlake</th>
<th>Lakeport</th>
</tr>
</thead>
<tbody>
<tr>
<td>SEPT</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>OCT</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Rider Incidents and Police Involvement Concerns

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

We had a total of 5 complaints for the months of Sept & October, all involving drivers. The items of concern were investigated by pulling video coverage with the employees involved. 4 were unfounded, one was due to passengers verbally harassing another passenger, and due to the fact the bus was at capacity the driver was unaware of the issue. We did have a compliment for one of our dispatchers, who had called regarding a driver, the dispatcher explained the situation, the passenger was very grateful for the way the dispatcher handled the situation. We continue to focus on the concerns of the riding public that call in to discuss service needs.

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>
<tr>
<th></th>
<th>SEPT 2021</th>
<th>SEPT 2020</th>
<th>OCT 2021</th>
<th>OCT 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>14</td>
<td>4</td>
<td>51</td>
<td>14</td>
</tr>
</tbody>
</table>

Other Updates

TSA has extended the face mask requirement for all transportation networks, including public transportation, through January 18, 2022. Information I learned at the Cal-Act Conference, this mandate will continue for the extended future. Based off of conversations, I would not be surprised to see it continue through 2022.

We have continued to stay diligent with COVID 19 safety protocols as we continue cleaning and sanitizing high touch areas on the busses and fogging busses once a week. Drivers have continued to enforce the mask mandates with very minimal push back from riders, although we do get some. We continue to watch the numbers as the Delta Variant and how it affects the county. It was interesting to learn at the Conference, that agencies across the United States are operating at about 60% of pre COVID numbers.

As addressed in a previous meeting regarding issues we have had in emergency evacuations, Johnnie and I had an excellent meeting with Gavin Wells with the Lake County Sheriff’s Department earlier today. We have a plan moving forward as he provided some excellent feedback, and solutions that I believe will benefit Lake County as a whole when we are called out. I also spoke with Sgt Dye from the California Highway Patrol earlier this month. I am very encouraged moving forward that we have not only resolved the existing issues, but established a great working relationship with OES.

Following up on the Plexiglas shields for the busses, we have two on site, and will be installing them soon, as I now have someone who can install them once he is shown how from a AZ bus sales rep, who will be up here soon to instruct him.
Memo

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

Mobility Report Agenda
November 2021

1) Pay-Your-Pal Ride Assistance Program
   - **Utilization Update**
     - We are seeing a decrease in mileage and payout due to the change in categories available for reimbursement. This update was implemented to ensure reimbursements are occurring for necessity trips. One of the biggest category changes was removing the social and recreational trip category as many riders were only submitting this category.

<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>September 2021</td>
<td>41</td>
<td>249</td>
<td>8,576.25</td>
<td>$3,430.50</td>
</tr>
<tr>
<td>August 2021</td>
<td>58</td>
<td>287</td>
<td>10,797.70</td>
<td>$4,319.08</td>
</tr>
<tr>
<td>July 2021</td>
<td>58</td>
<td>358</td>
<td>10,711.50</td>
<td>$4,282.60</td>
</tr>
<tr>
<td>June 2021</td>
<td>52</td>
<td>391</td>
<td>10,688.00</td>
<td>$4,219.60</td>
</tr>
</tbody>
</table>

14420 LAKESHORE DR, CLEARLAKE, CA 95422
T: 707-900-8225  E: CLARISSA.KINCY@LAKELINKS.ORG
Medi-Links: Out of County Medical Transportation

- **Utilization Update**
  - We are beginning to see an increase in rescheduled appointments by doctors’ offices, resulting in cancellations. We are also working to revamp our program to be able to accommodate more riders due to COVID restrictions in transportation by working with additional partners.

<table>
<thead>
<tr>
<th>PERIOD</th>
<th># SCHEDULED TRIPS</th>
<th># COMPLETED TRIPS</th>
<th># CANCELLED TRIPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>October</td>
<td>38</td>
<td>29</td>
<td>9</td>
</tr>
<tr>
<td>September 2021</td>
<td>41</td>
<td>32</td>
<td>9</td>
</tr>
<tr>
<td>August 2021</td>
<td>42</td>
<td>40</td>
<td>2</td>
</tr>
<tr>
<td>July 2021</td>
<td>32</td>
<td>27</td>
<td>5</td>
</tr>
</tbody>
</table>