DATE: August 10, 2022
TIME: 9:30 a.m. (or as soon thereafter as the Lake Area Planning Council Meeting Adjourns)
PLACE: City Council Chambers
225 Park Street
Lakeport, California

Audioconference
Dial-in number: 1 (669) 900-6833 / Meeting ID: 822 9583 5909# Passcode: 689856

*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. Resolution #2022-23-03 to Implement Teleconferencing Requirements During a Proclaimed State of Emergency Pursuant to Assembly Bill 361
   Review and proposed approval
5. Approval of Minutes of the July 13, 2022 Meeting
   Review and proposed approval

REGULAR CALENDAR
6. Resolution No. 2022-23-04 Approving the Project List for FY 2022/23 California State of Good Repair Program
   Review and proposed approval
7. Fiscal Year 2022/23 Budget Amendment No. 1
   Review and proposed approval

REPORTS
8. LTA Program Manager’s Report
9. Paratransit Services’ Report
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: August 4, 2022
LAKE TRANSIT AUTHORITY
RESOLUTION #2022-23-03

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 AB 361 remains in effect through January 1, 2024;

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 September 14, 2022, 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 August 2022 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
Lisa Davey-Bates, Executive Director

LAKE TRANSIT AUTHORITY
(DRAFT) MEETING MINUTES
Wednesday, July 13, 2022

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
Russ Cremer, Council Member, City of Clearlake
Chuck Leonard, Member at Large
Tim Warnement, Member at Large

Absent
Kenneth Parlet, Council Member, City of Lakeport
Russell Perdock, City of Clearlake

Also Present
Lisa Davey-Bates, Executive Director – Lake Transit Authority
James Sookne, Program Manager – Lake Transit Authority
Alexis Pedrotti, Admin. Staff – Lake Transit Authority
Charlene Parker, Admin. Staff – Lake Transit Authority
Jesus Rodriguez, Admin. Staff – Lake Transit Authority
Jeff Pimentel, Caltrans Project Manager
Mike Khammash, Caltrans Project Manager

1. Call Meeting to Order
   Chair Mattina called the meeting to order at 9:03 am.

2. Roll Call

PUBLIC EXPRESSION

3. Public input on any unmet transit needs 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.

Director Sabatier thanked Lisa and staff for the outstanding Far North Lake Transit Symposium that he attended. He said that he appreciated all the work that went into it. Lisa replied that the Symposium was indeed a lot of work, but was well-attended, had several vendors, buses as the expo, and staff received a lot of positive comments.

**CONSENT CALENDAR**

4. Resolution #2022-23-01 to Implement Teleconferencing Requirements During a Proclaimed State of Emergency Pursuant to Assembly Bill 361
5. Approval of Minutes of the June 1, 2022, meeting (Draft)

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

*Roll Call Vote: Ayes (5) – Directors Sabatier, Simon, Cremer, Mattina, and Warnement; Noes (0); Abstain (0); Absent (3) Directors Perdock, Parlet, and Leonard*

**REGULAR CALENDAR**

6. Resolution #2022-23-2 Authorizing Executive Director to Execute Documents

*Lisa Davey-Bates reported that at the March meeting the Board of Directors directed Lake Transit Authority staff to proceed with the procurement of the Payment Acceptance Devices to implement a contactless fare collection system. Lisa explained to manage electronic fare payments, it was necessary to establish a bank account. In order create the bank account, the Board is required to adopt a resolution authorizing LTA’s Executive Director to create, maintain and manage the bank account.*

Chair Mattina announced that Chuck Leonard joined the meeting.

Director Sabatier noted that the resolution was general in nature, authorizing LTA’s Executive Director manage bank accounts and questioned if it should be specific to the contactless fare collection system. Lisa agreed that the resolution was intentionally vague. Lisa noted that by doing so, if the need to establish another bank account ever occurred, this resolution will provide us with the capability. Lisa stated that if the Board wants to have the language specific to allowing one account for the purposes of the contactless payments, the resolution could be amended.

Director Cremer agreed that the language of the resolution provided flexibility and stated that he did not have a problem with it.

Chair Mattina requested any comments regarding Resolution #2022-23-2. No comments were presented.

*Director Cremer made a motion to approve Resolution #2022-23-2 Authorizing LTA’s Executive Director to create, maintain and manage bank accounts, as presented. The motion was seconded by Director Simon and carried unanimously.*
7. **Covid Bonus Agreement with Paratransit Services – Amendment No. 6**

Lisa Davey-Bates reported that at the June meeting the LTA Board approved Amendment No. 5, which allowed for a one-year extension for Operations and Maintenance Services with Paratransit Services. At that time, the Board also took action to provide a $1.50 per hour COVID bonus to drivers, mechanics, and dispatch for a period of one year, however that was not part of the language in Amendment No. 5. Lisa noted that newly hired drivers would start at $18.00 per hour and full-time employees would receive $250 per month with the bonus. Lisa noted that Amendment No. 6 was to formally approve the $1.50 per hour COVID bonus.

Director Sabatier asked if there was any feedback from the employees. Lisa replied that she has not heard directly from the employees however, Paratransit Services management staff was incredibly grateful. Lisa noted that she recently met with Gary McFarland and Johnnie Lindsey and they were pleased to report that Paratransit was fully staffed and would resume full service in the next few months. Gary and Johnnie felt that was due to increased wages and improved working environment helped bring in and retain new employees.

Chair Mattina stated that it was absolutely a sign of good management, and they are doing an excellent job.

Chair Mattina requested any comments regarding the Covid Bonus Agreement with Paratransit Services – Amendment No. 6. No comments were presented.

Director Cremer made a motion to approve Amendment No. 6 Agreement between Lake Transit Authority and Paratransit Services for a $1.50 Covid bonus for a period of one year, with a maximum pay of $250 per month to drivers, mechanics and dispatch, as presented. The motion was seconded by Director Leonard and carried unanimously.

Lisa Davey-Bates informed the Board that the title on Amendment No. 6 was incorrect and needed to be corrected to read Paratransit Services to provide the $1.50/hr. COVID bonus for a period of July 1, 2022, through June 30, 2023.

Chair Mattina asked for a motion to rescind and amend the document with the correct title.

Director Sabatier made a motion to rescind the vote to Amendment No. 6 Agreement between Lake Transit Authority and Paratransit Services for Management, Operations, and Maintenance Service. The motion was seconded by Director Simon and carried unanimously.

Roll Call Vote: Ayes (6) – Directors Sabatier, Simon, Cremer, Mattina, Leonard, and Warnement; Noes (0); Abstain (0); Absent (2) Directors Perdock, and Parlet

Director Cremer made a motion to approve Amendment No. 6 as corrected between Lake Transit Authority and Paratransit Services to provide a $1.50/hr. COVID bonus to drivers, dispatch, and mechanics up to $250 per month for a period of July 1, 2022, through June 30, 2023, as corrected.
The motion was seconded by Director Simon and carried unanimously.

Roll Call Vote: Ayes (6) – Directors Sabatier, Simon, Cremer, Mattina, Leonard, and Warnement; Noes (0); Abstain (0); Absent (2) Directors Perdock, and Parlet

REPORTS

8. Announcements
Director Cremer announced that Lake Links interview panel was deciding between two people for the Mobility Manager position and will make the final decision after the second interview today.

Jeff Pimentel announced that the Lake 29 Expressway project is being rebranded and renamed the Konocti Corridor to align with the overall goals of the State. He was pleased to announce that Segment 2B right-of-way was nominated for the SB 1 cycle through the Trade Corridor Enhancement Program (TCEP). Jeff noted that the application was for $39 million for right-of-way support and capital support on Segment 2B. Funding for right-of-way is a critical path to move forward with construction on the project. The application is due in November and staff will be working to provide more concrete materials for air quality and emission reductions for the project.

The group agreed that was excellent news and excited to hear that the project was being considered for TCEP funding.

Lisa noted that APC staff has circulated a Request for Proposal (RFP) for a Konocti Corridor Vehicle Miles Traveled Study (VMT) in Lake County. Unfortunately, this study will be behind a few months of the TCEP application, but should be very informative for the overall goals of the project.

Jeff questioned when the team would be under contract for the VMT project, and would like to coordinate with the well-versed experts to help strengthen the language in the application. Lisa replied staff would initiate the project within a month and noted that social equity and inclusion on the Northshore was part of the project.

ADJOURN

Chair Mattina adjourned the Lake Transit Authority meeting at 9:29 AM.

Respectfully Submitted,

DRAFT

Charlene Parker, Secretary
TITLE: State of Good Repair FY 22/23 Project List  

DATE PREPARED: August 2, 2022  
MEETING DATE: August 10, 2022

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 $109,382. 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 22/23 SGR Project List is September 1, 2022. 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 22/23 is described in the attached project list. Staff is recommending that the FY 22/23 funds be allocated towards the Lake County Interregional Transit Center.

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 2022/23

ALTERNATIVES: None identified.

RECOMMENDATION: Approve the State of Good Repair Project List for FY 2022/23 and Resolution 22-23-4.
APPROVING THE PROJECT LIST FOR FY 2022-23
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 2022-23; 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 10th day of August 2022 by the following roll call vote:

AYES:
NOES:
ABSENT:

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

______________________________  ________________________________
ATTEST: Charlene Parker         Stacy Mattina
Secretary                      Chair


BACKGROUND:

Attached to this staff report you will find the first revision to the 2022/2023 Lake Transit Authority Budget. This revision identifies year end totals for revenues and expenditures as well as an increases of $239,310 and $6,057 in State Transit Assistance (STA) and State of Good Repair (SGR) funds, respectively. The STA and SGR funds identified in the budget adopted at the June meeting were based on the January estimate from the State Controller’s Office (SCO). The SCO release an updated estimate on August 1 that identified the increases found in this revised budget.

I would be happy to answer any questions regarding this revision to the budget at the Board Meeting on August 10, 2022.

ACTION REQUIRED: Approval of the first revision to the FY 22/23 Lake Transit Authority Budget

ALTERNATIVES: None.

RECOMMENDATION: Approval of the first revision to the FY 2022/23 Lake Transit Authority Budget to allow for the continued operation of LTA.
## Lake Transit Authority

### 2022/23 Budget

**Rev. 1 - 8/4/2022**

<table>
<thead>
<tr>
<th>Revenue Category</th>
<th>2021/22 Budget</th>
<th>2021/22 Estimated Actual</th>
<th>2022/23 Budget</th>
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## Lake Transit Authority
### 2022/23 Budget

**Rev. 1 - 8/4/2022**

### OPERATING EXPENSE

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<th>Code</th>
<th>Description</th>
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<td>Oper. Exp. Rents &amp; Leases - Repeater Sites</td>
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<td>Oper. Exp. Utilities</td>
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<td>Oper. Exp. Fleet Maintenance</td>
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<td>Oper. Exp. Operating Funds Reserve</td>
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**Total Operating Expense**

$5,067,589 $3,064,084.15 $5,453,894

### CAPITAL EXPENSE

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<tr>
<th>Code</th>
<th>Description</th>
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<th>2021/22 Estimated</th>
<th>2022/23 Budget</th>
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<td>PTMISEA Bus Purchases</td>
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</table>

**Total Capital Expense/Reserve**

$1,974,933.00 $640,703.94 $1,758,246.60

**TOTAL EXPENDITURES**

$7,042,522.00 $3,704,788.09 $7,212,140.59
NOTES
1. Projected
2. Includes FYs 17/18 & 19/20 LCTOP funds for Free College Fare and Summer Cruisin' Programs
3. Based on current revenue (FY 21/22) from Helen Foraker Advertising
4. Estimate provided by Lake APC
5. Based on SCO Estimate dated 1/31/2022
6. PTMISEA funds are for vehicle replacements.
7. Project to install a solar canopy over the bus yard at the operations facility. Includes earned interest.
8. The 5310 grant funds the NEMT program managed by Lake Links
9. Administration Services for LTA are covered under Lake APC contract extension with DBC.
10. Based on proposed FY 22/23 consulting contract with Mark Wall
11. Based on current schedules and maximum increase allowed under the current Paratransit Services contract.
12. 22/23 projects based on July-March/April FY 21/22 data plus 5%
13. The operating funds reserve is based on remaining balance of funds that are not restricted to capital use.
14. PTMISEA should first be used to provide matching funds for SGR and FTA 5339 projects.
15. This is for the hardware and software for the contactless payment system in conjunction with the Cal-ITP project.
TIRCP UPDATE:
The consultant completed all the studies required for the CEQA document in June and have developed a draft Initial Study and Mitigated Negative Declaration (IS/MND). The draft IS/MND was made available to the public and stakeholders for comment on August 8. Per CEQA guidelines, the comment period will remain open for 30 days, closing on September 8. The draft IS/MND will then be presented to the Board for review and adoption at a public hearing on September 14.

SERVICE UPDATE:
On Monday, August 1, LTA resumed full Monday-Friday service, except for the 6:35AM N/B Route 2 run. Initial figures show a slight uptick in ridership. In an effort to promote the resumption in service, LTA partnered with Bicoastal Media to run ads on local radio stations. LTA anticipates resuming full Monday-Saturday service on September 6.

BUS UPDATE:
Staff was hoping to replace 1400 series of buses in our fleet, since they have reached/exceeded their useful life and four of the five buses are out of commission due to engine issues. Unfortunately, due to supply chain issues and subsequent cost increases, CalACT has put a hold on purchasing buses through their Cooperative Agreement, which is how we purchase our buses. Staff received quotes to repair the buses, but the cost to repair each engine varied between $30K-$40K. Since staff was unable to purchase new buses and didn't want to sink a lot of money into the older buses, we reached out to neighboring agencies to see if they had any buses that they could part with that would fit into our fleet. Humbolt Transit Authority has kindly given us two buses, with a third on the way in near future. The buses vary in age, with the oldest being a 2010 model; however, the mileage on each bus is extremely low for the age of the vehicle. These buses will help bridge the gap until we are able to purchase new vehicles through CalACT.

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: August 2, 2022
RE: May/Jun/Jul 2022

<table>
<thead>
<tr>
<th>Rider ship</th>
<th>Comparison</th>
</tr>
</thead>
<tbody>
<tr>
<td>MAY 2022 – 12,325</td>
<td>MAY 2021 – 9,153 / +3,172</td>
</tr>
<tr>
<td>JUN 2022 – 12,723</td>
<td>JUN 2021 – 12,148 / +575</td>
</tr>
<tr>
<td>JUL 2022 – 11,458</td>
<td>JUL 2021 – 12,321 / - 863</td>
</tr>
</tbody>
</table>

- We had been seeing steady numbers in the 12,000 which has been nice; I look forward to the numbers sharply increasing over the next few months as we transition back into full service.

- **Employee Training and Recruitment:**
  I have actually been cutting back on recruitment as for the first time in years we are pretty much at full staffing. I am still doing some recruiting for on-call positions so I can have a pool to use to further expand Saturday service or pull from when openings arise, so I have trained drivers ready to step in, without a delay for hiring and training.

  Last quarter our site, got full compliance rating from our training department, and met the extremely high standards for all training and assessments at our site. We are very proud of that accomplishment. The last few months have been a team effort with all four of us stepping up to do what needed to get done. We have been continually training the last few months, striving to get them trained and on the road. Our company created some tools to help assist new employees with the written test, and pre trip, which has caused delays in the past. Since implementing this training tool, the last five drivers have passed all written tests and DMV drive tests on their first attempt, in addition we have had ALL training completed and have had them on route in 5 weeks

**Exceptions:**

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

During the months of May/Jun/Jul we had 2 incidents that involved law enforcement. On 06/01/2022 driver came across a small child unattended at the Power mart stop in Lucerne, driver got out made contact with the child, checked around could not find a parent. Contacted Law Enforcement and waited for them until child was safe.

Same driver from June 1 incident, On 06/21/22 driver was in Clear lake and a passenger (grown man) had what appeared to be a medical issue, the passenger attempted to physically attack a smaller high school student on the bus. The driver who was very familiar with the passenger intervened to protect the student. The passenger physically attacked our driver punching him numerous times, and tried to tackle him. The entire time the driver kept his composure, and was holding the passenger and kept telling him it was ok, who he was and to calm down. He also instructed the student to get on the radio and get him help. 4 Clear Lake PD units and Johnnie and I responded. At the point the medical issue was over, the passenger was calm, Johnnie took the student to his destination. Ian did not press charges and made arrangements to transport the passenger to where he was going.

Compliments, Complaints and Comments

We had a total of 17 complaints and 1 formal compliment over the past three months. A third of the complaints revolved around one driver, who is no longer employed with us. A majority of the complaints were either unverifiable or were unfounded.

One of our complaints was an ADA passenger who was out of our DAR service area, and was having trouble accessing the routes when needed. After several calls, our Lead Dispatcher did an excellent job resolving the situation and came up with a service plan that was good for all involved,

Lake Links Update

Paratransit Services continues to support this project and has been working actively with the staff at Lake Links.

<table>
<thead>
<tr>
<th>MAY 2022</th>
<th>MAY 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>33</td>
<td>68</td>
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<tr>
<td>JUN  2022</td>
<td>JUN  2021</td>
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<tr>
<td>25</td>
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<tr>
<td>JUL  2022</td>
<td>JUL  2021</td>
</tr>
<tr>
<td>37</td>
<td>52</td>
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</table>

- I attribute the decline in ridership to the loss of a passenger who last year took up a majority of our rides. With that said ridership appointments are definitely on the increase, but in a way I feel is more in line with the design of the program.

Other Updates

Just following up on what Lisa said at the last meeting with regards to the expo, it was a huge success. We made some contacts and received information with regards to Hydrogen Bus Maintenance that will benefit us in the future. I also looked at some green vehicles that might be a good alternative in our DAR routes.

We resumed FULL service M-F on August 1st. We are looking to incorporate a Saturday abbreviated service in September. The Saturday will incorporate only in county only routes to start within an 8-5 window, expanding to out of county in the near future. We have worked hard towards this goal since I came here, and we are excited to move forward into normal operations.