



Lake Transit Authority

Lisa Davey-Bates, Executive Director

Administration
525 South Main Street, Ste. G
Ukiah, CA 95482
(707) 263-7868

Operations
P.O. Box 698
Lower Lake, CA 95457
(707) 994-3384

DATE: April 5, 2023
TIME: 9:30 a.m. (or as soon thereafter as the Lake Area Planning Council Meeting Adjourns)
PLACE: Lake Transit Authority
9240 Highway 53
Lower Lake, California

Audioconference

Dial-in number: 1 (669) 900-6833 / Meeting ID: 867 8511 5969# Passcode: 297442

***Zoom link provided to the public by request.**

1. Call Meeting to Order
2. Roll Call

PUBLIC EXPRESSION

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

CONSENT CALENDAR

4. Approval of Minutes of the February 8, 2023 Meeting
Review and proposed approval

REGULAR CALENDAR

5. Extension of Advertising Service Agreement with Helen & Company Advertising, Inc.
Review and proposed approval
6. Resolution No. 2022-23-11 Authorization for the Execution of the Certifications and Assurances and Authorized Agent Forms for the Low Carbon Transit Operations Program (LCTOP) for the Following Project: Purchase of two buses
Review and proposed approval

REPORTS

7. LTA Program Manager's Report
8. Paratransit Services' Report
9. Lake Links Update
10. Announcements

ADJOURN

PUBLIC EXPRESSION

Any member of the public may speak on any agenda item when recognized by the Chair for a time period, not to exceed 3 minutes per person and not more than 10 minutes per subject, prior to the Public Agency taking action on that agenda item.

AMERICANS WITH DISABILITIES ACT (ADA) REQUESTS

To request disability-related modifications or accommodations for accessible locations or meeting materials in alternative formats (as allowed under Section 12132 of the ADA) please contact the Lake Transit Authority Administrative office at (707) 263-7868, at least 72 hours before the meeting.

ADDITIONS TO AGENDA

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

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

CLOSED SESSION

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

POSTED: March 30, 2023



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LAKE TRANSIT AUTHORITY

(DRAFT) MEETING MINUTES

Wednesday, February 8, 2023

Location: City of Lakeport & Zoom (in response to “Shelter-in-Place” directive)

Present

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

Absent

Tim Warnement, 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
Jesus Rodriguez, Admin. Staff – Lake Transit Authority
Gary McFarland, Project Manager – Paratransit Services
Johnnie Lindsey, Operations Supervisor – Paratransit Service
Laurie Fisher, Mobility Programs Manager – Lake Links
Julie Laomeepol – Paratransit Services
Nicky Smith – Paratransit Services
Jesse Boyd – Paratransit Services
Steve Boatright – Paratransit Services

Attending via Zoom

Kenneth Parlet, Council Member, City of Lakeport

1. **Call Meeting to Order**

Vice-Chair Simon called the meeting to order at 10:29 am.

2. Roll Call

Charlene Parker called roll. Members present: Sabatier, Simon, Perdock, Cremer, Mattina, Parlet and Leonard

3. Election of Officers – Chair and Vice-Chair

Lisa Davey-Bates reported that the officers were elected annually for the Chair and Vice-Chair positions on the Lake Transit Authority Board. Lisa noted that typically the Board Members nominated the same officers as the Lake APC.

*Director Cremer nominated Director Stacey Mattina for the Lake Transit Authority **Chair** position and Moke Simon for the **Vice-Chair** for the 2023 calendar year. Director Stacey Mattina and Director Moke Simon both accepted. The motion was seconded by Director Sabatier and carried unanimously.*

Roll Call Vote: Ayes (7) – Directors Sabatier, Simon, Perdock, Cremer, Mattina, Parlet, and Leonard; Noes (0); Abstain (0); Absent (1) Director Warnement

PUBLIC EXPRESSION

4. 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.

Gary McFarland introduced Jesse Boyd and Steve Boatright to the Board to establish name recognition in association with the contactless fare payment report. Following this, Gary introduced dispatcher Julie Laomeepol and senior dispatcher Nicky Smith.

CONSENT CALENDAR

5. **Resolution #2022-23-10 to Implement Teleconferencing Requirements During a Proclaimed State of Emergency Pursuant to Assembly Bill 361**
6. **Approval of Meeting Procedures Following Expiration of COVID-19 State of Emergency**
7. **Approval of Minutes of the December 14, 2022, meeting (Draft)**

Director Sabatier suggested that the Board amend the meeting procedures to include both the traditional Brown Act meeting requirements and to follow AB 2449 procedures for emergency or just cause circumstances. This would allow for a quorum to attend from multiple posted locations in traditional meetings and would also cover the necessary procedures for emergency situations.

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

Roll Call Vote: Ayes (7) – Directors Sabatier, Simon, Perdock, Cremer, Mattina, Parlet, and Leonard; Noes (0); Abstain (0); Absent (1) Director Warnement

REGULAR CALENDAR

8. **2022/23 First Half Operating Statistics and Financial Status Report**

James Sookne reported on the progress made in the first half of fiscal year 22/23 regarding the recovery from the COVID-19 pandemic. System-wide, ridership was up by approximately 7.7 % between the first and second quarters of 22/23, and the total number of passengers had increased by approximately 17.7 % to 88,953.

James stated that he believed the increased ridership was the new normal and presented the passengers per hour graph, showing a 6.9% productivity increase compared to last year at 4.94 passengers per hour. The graph also shows an hourly passenger increase rate.

James noted that the system cost per vehicle revenue hour decreased from \$98.49 in 2021/22 to \$94.71 in 2022/23, attributed to the increase in revenue hours outpacing operating costs. Fuel prices remain high, with diesel and gasoline increasing by about 5.4% and 25.5%, respectively. This, along with increased revenue hours, caused a 19.1% increase in operation contract costs.

James also addressed Director Parlet's earlier question about subsidies from the Lake APC meeting. Total subsidies were \$1,572,950.69, and the subsidy per passenger was about \$17.68. Although decreased from last year, it has not reached pre-pandemic levels.

Director Sabatier noted that there was a 17.7 % increase in ridership from the last half, and wondered whether people believed that the bus transit system was something that didn't shut down unless it was an absolute emergency.

James also mentioned an increase in fare revenue by 109% compared to the previous year when essentially no fares were collected. However, advertising revenue was slightly lower than last year as expected. James also noted that Routes 2 and 4a had ridership higher than pre-pandemic levels and expected it to continue rising, although not to pre-pandemic levels. Therefore, Route 2 should still be maintained, and a distance-based or time-based fare could be implemented with the contactless fare system.

Gary McFarland suggested that the route to Cobb was an isolated area and encouraged riders to use it more frequently to justify keeping the route in place. Despite low ridership, Director Simon recommended keeping Route 2.

Chair Mattina inquired about taking action on the route when data was more stable.

Director Sabatier made a motion to approve the 2022/23 First Half Statistics and Financial Status Report, as presented. The motion was seconded by Director Simon and carried unanimously.

Roll Call Vote: Ayes (7) – Directors Sabatier, Simon, Perdock, Cremer, Mattina, Parlet, and Leonard; Noes (0); Abstain (0); Absent (1) Director Warnement

REPORTS

9. Transit Coordinator's Report

Contactless Payment System:

James reported that the Board of Directors directed staff to proceed with the Contactless Payment System project in March of 2022. The validators are now installed on most of the buses. James thanked Jesse and Patrick for helping with the installation of the validators. Currently, the vendors are working on the back end, and planning to go live soon after testing. After testing, there can be a consideration of what the actual fare will cost.

Lisa mentioned that the Contactless Payment System has been integrated into the Transit Development Plan along with trends in routes. Lisa then listed other Transit Development Plan projects such as micro-transit, removing underutilized routes, and an update to the rider's guide.

Director Simon mentioned that he has seen micro-transit being rolled out at other transit agencies, and thought it was a good idea in some instances.

Director Sabatier asked if the lower ridership numbers have any impact on the bus depot, considering that ridership brings in revenue. James responded that ridership doesn't contribute significantly to revenue, and will not impact the transit hub.

Service Update:

James reported that the out-of-county Saturday service has been resumed. The service will comprise of two round trips on Route 7 to Ukiah and two round trips on Route 3 to Calistoga.

TDP Update:

James reported that this item was previously covered by Michael Villa at the Lake APC Board meeting.

Innovative Clean Transit:

James reported that the Innovative Clean Transit regulation requires all public transit agencies to gradually transition their bus fleets to zero-emission vehicles and a percentage of new bus purchases must be zero-emission buses (ZEBs), with the percentage increasing over time. For LTA, the regulation goes into effect in 2026. It was emphasized that each transit agency must submit a Zero-Emission Bus Rollout Plan (Plan) before the ZEB purchase requirements take effect. James informed the attendees that staff was in the final stages of drafting the Plan, which will be submitted to CARB for review. Once feedback has been incorporated, the Plan will be presented before the Board for review and adoption.

Pass Sale Information

James reported that during the December LTA meeting, Director Sabatier made an inquiry regarding the distribution of bus passes purchased by agencies as opposed to those purchased by riders. James responded by presenting data encompassing pass sales from July through December for both 2019 and 2022 in order to ascertain whether the pandemic had a significant impact on the distribution. Charts were presented displaying the average monthly distribution of weekly and monthly passes between agencies and riders. James noted that the mere purchase of a pass by an agency does not necessarily indicate that it has been utilized.

Director Sabatier acknowledged the significance of non-profits and other agencies in contributing to overall fares. Director Simon suggested that the Tribal Nations may have the ability to create a transit program partnership with the Lake Transit Authority and Lake Area Planning Council, utilizing unallocated State and Federal grant funds for transit. Director Simon stated that bringing in as much funding as possible into the community to benefit everyone was favorable.

Lisa recommended that the consultant for the Transit Development Plan further research new partnership opportunities. A discussion about Board composition ensued. Director Simon noted that the same funding offered to the Lake Transit Authority was available to the Tribal governments, and a partnership may be a feasible means of achieving projects.

10. Paratransit Services Report

Gary McFarland reported that Saturday ridership has been consistent over the last two months with 902 in December 2022, then dropped to 777 in January, and staff expects to see an increase. Gary

explained that when implementing Saturday service staff took into consideration operating in areas that needed to be serviced and the timeframe where ridership was most present.

Gary noted that Dial-A-Ride usage continues to be low, and that extending the boundaries of the service may be beneficial. LTA and PS staff are working together to try to find solutions to the problem, such as expanding the DAR service and possibly micro-transit opportunities.

The drivers have received a lot of positive reviews. Additionally, one employee driver was injured, and another employee driver retired. Currently, one driver was in training and two were pending the background check.

Compliments consist of good customer service, but there were also minor complaints, some that were false statements that were verified by the camera systems. Complaints that were genuine consisted of miscommunication and missing bus stops. Someone broke into the bus yard and stole three catalytic converters, and the yard cameras were not recording at the time. Director Cremer mentioned that other catalytic converters in the area have been stolen. Director Perdock asked if law enforcement have been contacted, and Gary confirmed.

Gary stated that the contactless fare payment system did not go without its challenges, but communication was great. Patrick and Jesse took the lead installing the systems into the buses. Roy Peters retired, and Gary mentioned his gratitude to Peters.

Director Perdock expressed his appreciation to Gary for his assistance at the Rotary club.

11. Lake Links Update

Mobility Manager's Report

Laurie Fisher reported on the progress of the Pay Your Pal program, which was doing very well. However, there was no data for January yet. Laurie also mentioned that there were five new riders in December and six new riders at the beginning of January. Moreover, November had a payout of over 11,000 miles, and December had a payout of over 14,000 miles.

Out-of-County Medi-Links was back up in January. There were 28 trips and 6 cancellations due to the weather. Surveys were sent out to clients, and there were many compliments for the drivers. Ride-Links, which is still trying to get started, has been authorized by the Department of Justice to complete background checks. However, Lake Links is still trying to get an insurance provider for the volunteer drivers. There was a lot of research into insurance, which has been challenging. The board discussed the possibility of insuring a car that Lake Links does not own. Chair Mattina used the example of companies that have moving trucks, such as U-Haul, and the insurance on that leased vehicle would allow anyone to drive it. Director Perdock asked if the same could be possible for Lake Links. Chair Mattina used another example of hardware store trucks that are used by customers and suggested that more research should be done.

Laurie reported that ADA applications are being processed at Lake-Links, and an application has recently been appealed. The policy at Lake Transit mentions the Appeals Committee shall consist of the chair of LTA (or a designee), SSTAC, and the Project Manager that operates the Lake Transit system. Lisa responded that the Committee would meet to make a decision.

Laurie mentioned that there might be a need for Request for Proposals to update the website.

Gary asked if Pay-your-Pal can go out of county or if it is strictly within the county. Laurie responded that both are applicable.

Director Simon suggested coordinating meal delivery to the senior center once or twice a year to promote the Lake Links programs.

Miscellaneous

None

12. Announcements

Lisa reported that there has been communication with Henry Ornstein from Anderson Marsh regarding a grant program they received to seek assistance in bringing seniors to the Marsh. Lisa suggested that fixed route service could be utilized with a deviation to the Marsh to assist with transportation, but LTA could not provide service only to the Marsh because that would be viewed as a charter service, which is not allowed under Federal Transit Administration regulation. Lisa also noted that there didn't appear to be a stated need for transportation at this time. Lisa mentioned that talks were underway with the County to resume Mount Konocti trips later in the spring on Saturdays.

Lisa also shared that she recently went to a two-day conference, which included a tour of a facility and many beneficial conversations with experts in hydrogen fleets. Lisa met a consultant who had worked on hydrogen refueling stations and could prepare a bridging document providing a path forward for design and construction management of the Transit Hub. Lisa suggested that the grant process could potentially be fast-tracked by combining design and construction. She also noted that due to supply and demand issues that staff would be moving forward with the purchase of the four hydrogen buses.

Additionally, Gary brought up a potential transportation issue for dialysis patients because they will now need to travel to Lakeport due to the closure of a clinic in Clearlake. He discussed the short timeline and the logistics of Dial-A-Ride for that issue. Director Sabatier asked if staff was working with the Lake County Air Management District to see if they had any funding for the zero-emission buses. Director Sabatier also mentioned that the schools had received funds for their school buses.

Director Perdock asked if the hydrogen buses would end up the same as the push for methane-fueled vehicles. Director Sabatier responded that the feasibility of capturing methane is not economical despite the hype around it at the time, then asked if schools were also going to hydrogen buses. Lisa responded that they would have to transition to zero-emission buses according to the existing Executive Order that is now in place.

Finally, Lisa mentioned that a long-term goal could be to expand the hydrogen fueling station to recover some of the costs and expand services to others.

ADJOURN

Chair Mattina adjourned the Lake Transit Authority meeting at 11:36 AM.

Respectfully Submitted,

DRAFT

Jesus Rodriguez-Garcia, Administrative Assistant



LAKE TRANSIT AUTHORITY STAFF REPORT

TITLE: Extension No. 1 to the Advertising Service Agreement with Helen & Company Advertising, Inc.

DATE PREPARED: March 28, 2023

MEETING DATE: April 5, 2023

SUBMITTED BY: James Sookne, Program Manager

BACKGROUND: At the December 2018 Lake Transit Authority (LTA) Board meeting, the Board directed staff to release a Request for Proposal (RFP) for Exterior Advertising Services on the buses. The RFP was released for circulation on January 23, 2019, and proposals were due on February 15, 2019. Staff received one proposal in response to the RFP from Helen Foraker Advertising (HFA). An agreement was executed between LTA and HFA on March 11, 2019, and expires on June 30, 2023. On October 2, 2019, an amendment was executed changed the name of the contractor from Helen Foraker Advertising to Helen & Company Advertising, Inc. All other terms of the original agreement remained the same. Section 10.3 of the original agreement allows LTA to extend the services provided by the contractor for up to three option periods of two-year duration.

The following shows the annual advertising revenues for Lake Transit Authority since the contract was executed.

	Fiscal Year				
	18/19	19/20	20/21	21/22	22/23
Ad Revenues	\$2,650.00	\$60,986.00	\$59,196.00	\$99,557.50	\$64,802.29

There are a few things to note when looking at this table. The revenues for FY 18/19 are only for the month of June. Although the revenues for FYs 19/20 and 20/21 are significantly lower than the projected income identified in the original proposal (\$103,410), this is due in part to the pandemic and the availability of the fleet. The original amount of \$103,410 was assuming that every spot was filled on each bus and every bus was in service. The revenues for FY 22/23 are currently on pace to exceed \$100,000.

To date, the relationship between Helen & Company Advertising, Inc. and LTA staff has been great. The contractor is very responsive, and payments have always been made in a timely manner. Contract oversight is very minimal, and this contract provides a very flexible source of revenues for LTA. Staff wishes to exercise the first option term of the agreement and the contractor has expressed the same desire. Staff hopes the Board will approve Extension No. 1 to the agreement with Helen & Company Advertising, Inc. and authorize the Executive Director to execute the two-year extension, which has been attached for reference. Staff will be available at the Board Meeting to answer any questions.

ACTION REQUIRED: Approve Extension No. 1 to the Advertising Service Agreement with Helen & Company Advertising, Inc. and authorize the Executive Director to execute the extension.

ALTERNATIVES: Rather than approving the extension, the Board may choose to distribute a new RFP or discontinue the exterior advertising program.

RECOMMENDATION: Approve Extension No. 1 to the Advertising Service Agreement with Helen & Company Advertising, Inc. and authorize the Executive Director to execute the extension.

**EXTENSION NO. 1 TO THE AGREEMENT FOR
EXTERIOR BUS ADVERTISING SERVICES**

This extension of the Agreement for Exterior Bus Advertising Services between Lake Transit Authority, hereinafter referred to as "LTA" and Helen & Company Advertising, Inc., hereinafter referred to as "CONTRACTOR", is entered into on July 1, 2023, by and between LTA and CONTRACTOR.

Whereas, the current Agreement will expire on June 30, 2023; and

Whereas, Section 10.3 Option Term of the original Agreement between Lake Transit Authority and Helen & Company Advertising, Inc., allows for up to three options periods of two-year durations.

LTA and CONTRACTOR agree to the following extension provisions:

1. The term of this Agreement shall be extended from July 1, 2023, through June 30, 2025.

ALL OTHER CONDITIONS of the original agreement shall remain in full force and effect unless amended in writing by both LTA and CONTRACTOR.

IN WITNESS WHEREOF, the parties hereto have caused their duly authorized officers to execute this Professional Services Agreement Extension in duplicate.

LAKE TRANSIT AUTHORITY

HELEN & COMPANY ADVERTISING, INC.

By _____
Lisa Davey-Bates, Executive Director

By _____
Helen Foraker, Owner
Federal Tax I.D. # 615-50-8238



LAKE TRANSIT AUTHORITY STAFF REPORT

TITLE: Low Carbon Transit Operations Program (LCTOP)
for Two Zero-Emission Paratransit Vehicles

DATE PREPARED: March 29, 2023

MEETING DATE: April 5, 2023

SUBMITTED BY: James Sookne, Program Manager

BACKGROUND:

The Low Carbon Transit Operations Program (LCTOP) provides funding for up to five years for new transit projects that will decrease greenhouse gas emissions. The funds are derived from the California's Global Warming Solutions Act of 2006 (AB 32). The amount of available funding varies each year depending on proceeds from carbon credit auctions. The 2022/23 amount available to Lake County is \$173,882, a 5.9% increase from the 21/22 allocation. Previous projects that have been funded using LCTOP funds include new bus stop signs, new bus shelters, free fares for college students, and the solar canopy project. Allocation requests for 2022/23 LCTOP funds are due to Caltrans by May 1, 2023.

LTA's most recent project, the solar canopy over the bus lot at the LTA operations facility, was originally approved by the Board in 2019 as a rollover project and has \$463,988 of LCTOP funds allocated to it. In an attempt not to recreate the wheel, staff is currently reaching out to other agencies who have completed similar projects for examples of scopes of work and bid documents. Staff hopes to have these documents ready later this year.

After considering the agency's needs as well as the goals and policies of the State, staff is recommending that the FY 22/23 LCTOP funds be allocated towards the purchase of two zero-emission paratransit vehicles. These vehicles would replace the internal combustion engine (ICE) vehicles that are currently used to provide paratransit service. The ICE vehicles could then be rotated into the fixed-route fleet to be used on some of the lower-ridership routes. The cost of the two new vehicles is estimated to be between \$210,000 and \$220,000, and what is not covered by LCTOP funds will be paid for with either State of Good Repair or TDA funds.

Upon execution of the authorized agent form, the certifications and assurances form, and the resolution, they will be sent to Caltrans as part of the allocation request for review.

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

ACTION REQUIRED: Approve Resolution #2022-23-11 which provides Authorization for the Execution of the Certifications and Assurances and Authorized Agent Forms for the Low Carbon Transit Operations Program (LCTOP) for the Following Project: Two Zero-Emission Paratransit Vehicles

ALTERNATIVES: The Board may direct staff to allocate the funds to a different project and approve that project at the May Board meeting.

RECOMMENDATION: Approve Resolution #2022-23-11 which provides Authorization for the Execution of the Certifications and Assurances and Authorized Agent Forms for the Low Carbon Transit Operations Program (LCTOP) for the Following Project: Two Zero-Emission Paratransit Vehicles

**LAKE TRANSIT AUTHORITY
RESOLUTION #2022-23-11**

**AUTHORIZATION FOR THE EXECUTION OF THE CERTIFICATIONS AND
ASSURANCES AND AUTHORIZED AGENT FORMS FOR THE LOW CARBON
TRANSIT OPERATIONS PROGRAM (LCTOP) FOR THE FOLLOWING PROJECT:
TWO ZERO-EMISSION PARATRANSIT VEHICLES**

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

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

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

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

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

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

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

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

NOW THEREFORE, BE IT FURTHER RESOLVED by the Board of Directors of the Lake Transit Authority that it hereby authorizes the submittal of the following project nomination and allocation request to the Department in FY 2022-23 LCTOP funds:

Project Name: Two Zero-Emission Paratransit Vehicles

Amount of LCTOP funds requested: \$173,882

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

Benefit to Priority Populations: Project reduces criteria air pollutant or toxic air contaminant emissions

Amount to benefit Priority Populations: \$173,882

Contributing Sponsor: Lake County/City Area Planning Council

Adoption of this Resolution was moved by Director _____, seconded by Director _____, and carried on this 5th day of April 2023 by the following roll call vote:

AYES:

NOES:

ABSENT:

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

ATTEST: Charlene Parker
Secretary

Stacy Mattina
Chair



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

TO: Lake Transit Authority Board of Directors
FROM: Gary McFarland, Project Manager
DATE: 03/30/2023
RE: February 2023

<u>Rider ship</u>	<u>Comparison</u>
FEB 2023 – 13,585	FEB 2022 – 11,033 / + 2,552

Feb 2023 – Saturday ridership – 769
FEB 2022 – Saturday ridership – No Service

- I expected lower numbers due to service cancellations from the storms and a holiday
2/20/23 – Presidents Day
2/23 - Cancelled all runs at 1700
2/24 - No service
2/25 - Service 12-5 Clearlake and Lakeport Locals only
2/27 - Attempted service but all service cancelled at 0830
2/28 - Only cancelled the morning 2

- Employee Training and Recruitment:

We are in a time of transition, as I have lost several drivers and are losing more at the end of the month. The losses are do due to lifestyle changes, relocation, family needs, etc. March was rough, April will be also. But so far we have been able to cover everything except for 1 route 12 so far. With that said I have one FT driver coming back from surgery, one employee returning in April which will help. I also have one more employees returning for on-call in work in May who do not require route training. I recently had one driver pass her license and I just hired another driver from another site that is starting today who will only require minimal training. I have one in class now and interviews set up over the next few days. I am still hopeful to have a new group ready to go by May.

We continue to meet all the companies' high training and driver assessments standards, and are once again on point to meet those goals for this quarter, thanks especially to the hard work of Sam Gaytan and Patrick Teahan.

Exceptions:

	Clearlake	Lakeport
SEPT	0	0
OCT	0	0
NOV	0	0

Rider Incidents and Police Involvement Concerns

No issues that involved the police department, which is nice

Compliments, Complaints and Comments

We had a total of 8 complaints and 1 compliment in December and February

My one compliment, was for driver Kelly Noble the caller stated he is very professional, and kind. They stated he is always on time like clockwork which he and other passengers appreciate.

Of my 8 complaints 2 were investigated and were proven false, 2 were unfounded. Of the remaining 4 they were related to either missing passenger's stops or customer interactions. All of the drivers involved have been counseled.

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

FEB 2023 –35

FEB 2022 - 38

(Would have been higher but had cancellations dues to storms)

Other Updates

We have completed the new contactless fare payment system in the busses and they are operational, running at reduced fares during this soft opening. The passengers and drivers are slowly getting accustomed to it.

I have been asked to speak on April 27th at the Glen Haven Business Association Meeting with regards to Transit in Lake County, which I'm looking forward to doing.



From: Laurie Fisher, CEO/Program Manager, Lake Links

Mobility Report 3/29/23

1). Pay-Your-Pal Ride Assistance Program

- Update
10 new riders since last report.

PAY-YOUR-PAL UTILIZATION

<u>PERIOD</u>	<u># RIDERS</u>	<u># ONE-WAY TRIPS</u>	<u>TOTAL MILEAGE</u>	<u>TOTAL REIMBURSEMENT</u>
December 2022	63	867	14,570.80	\$5,828.32
January 2023	63	784	13,905.90	\$5,562.36
February 2023 Mar. data not avail yet.)	69	815	14,471.70	\$5,945.32

2). Medi-Links: Out of County Medical Transportation

MEDI-LINKS UTILIZATION

<u>PERIOD</u>	<u># SCHEDULED TRIPS</u>	<u># COMPLETED TRIPS</u>	<u># CANCELLED TRIPS</u>
January 2023	28	22	6
February 2023	29	19	10 (mostly due to weather)
March 2023	36	29	7

3). End-of-Year (2022) Client Survey Results are in for Pay-Your-Pal & Medi-Links programs.

4). Proposed New Volunteer Driver Program

- Update
 - Still seeking an insurance carrier willing to insure our volunteer driver program, so that we can launch the program. (We now have a quote that we're considering.)
 - Exploring other program models that insurance carriers are more willing to insure.

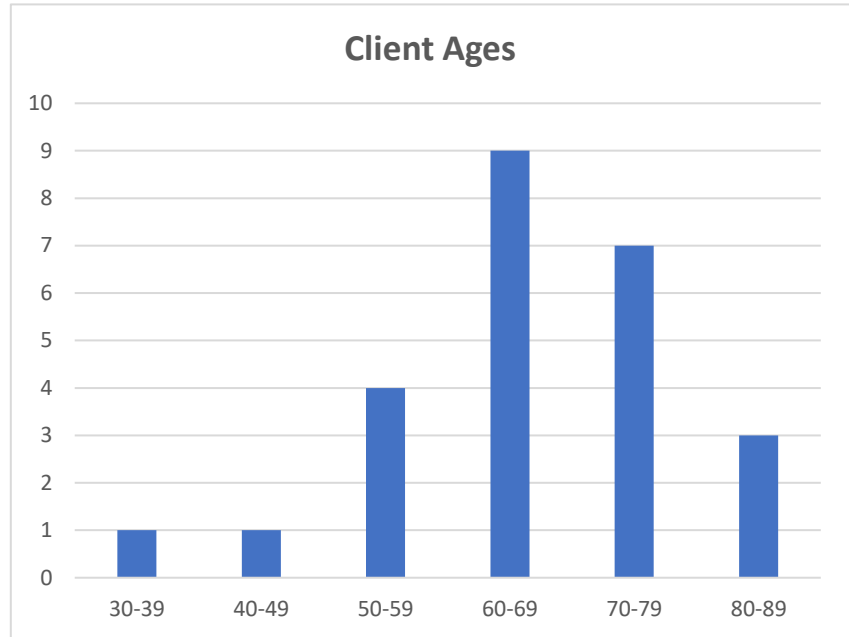


Pay-Your-Pal Client End of Year Survey Results (2022)

(27 Surveys returned out of the 55 mailed out)

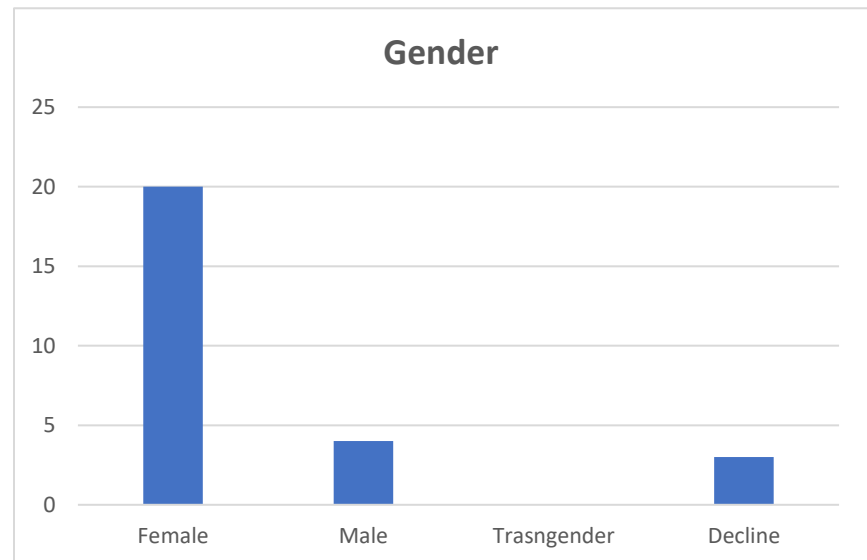
Client Ages

30 – 39	1
40 – 49	1
50 – 59	4
60 – 69	9
70 – 79	7
80 – 89	3
90 +	0
Declined to Answer	2



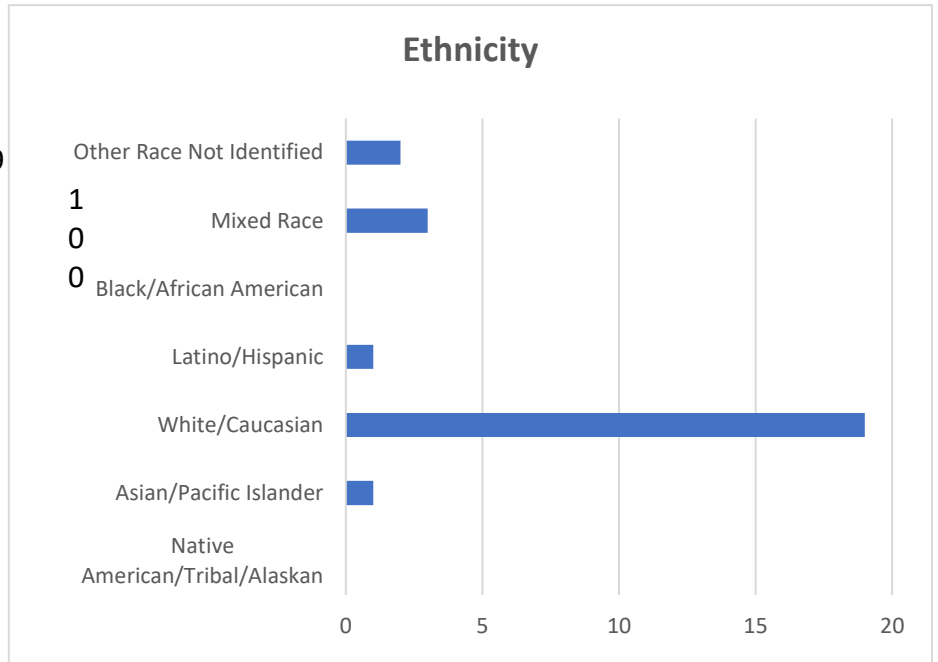
Gender

Female	20
Male	4
Transgender/Other	0
Declined to Answer	3



Race/Ethnicity

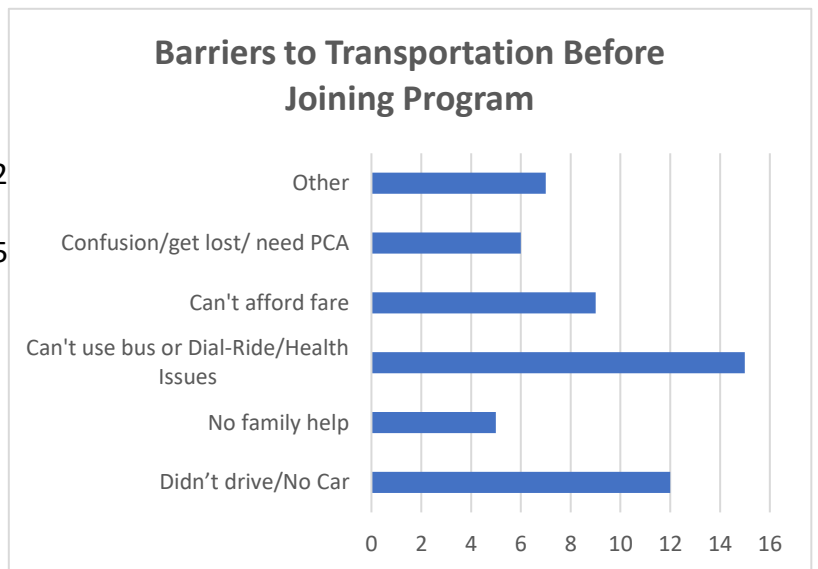
White/Caucasian	19
Latino/Hispanic	1
Black/African American	0
Tribal/Native American	0
Asian Pacific Islander	0
Mixed Race	3
Other Race Not Identified	2
Declined to Answer	2



Veteran – Yes: 0 No: 24 Declined to Answer: 3

Barriers to Transportation Before Joining Program

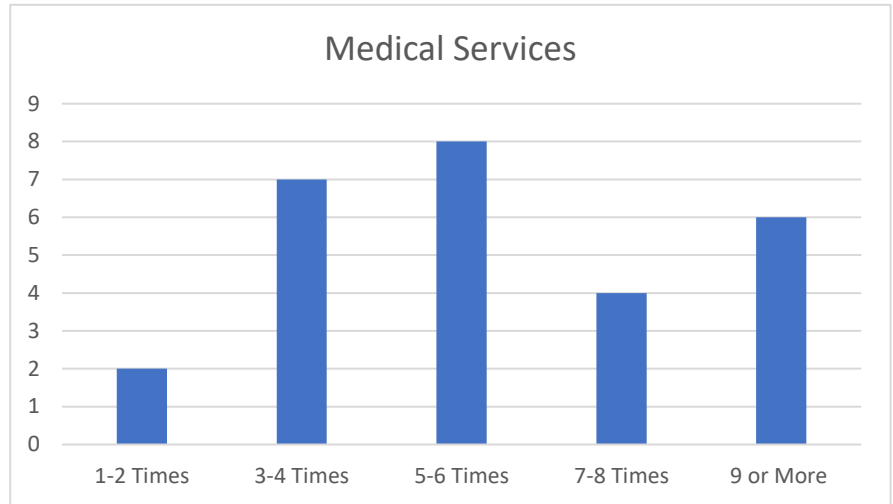
Didn't drive/No Car	12
No family help	5
Can't use bus or Dial-Ride/Health Issues	15
Can't afford fare	9
Confusion/get lost/ need caregiver	6
Other	7



Is transportation available through health provider? Yes: 1 No: 20 Unknown: 2 Declined to Answer: 4

Number of times traveled to receive health or medical services in the last month?

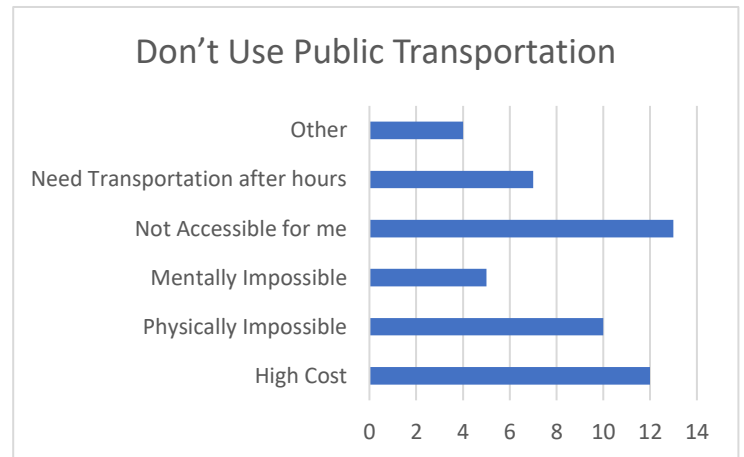
1 – 2	2
3 – 4	7
5 – 6	8
7 – 8	4
9 or more	6



Has the Pay-Your-Pay program made it possible for you to meet transportation needs you weren't able to meet before? Yes: 27 No: 0

Reasons you don't use Public Transportation

High cost:	12
Physically Impossible	10
Mentally Impossible	5
Not Accessible for me	13
Need transportation after hours	7
Other:	4



Are you a recipient of In-Home Support Services? Yes: 13 No: 10 Declined to answer: 4

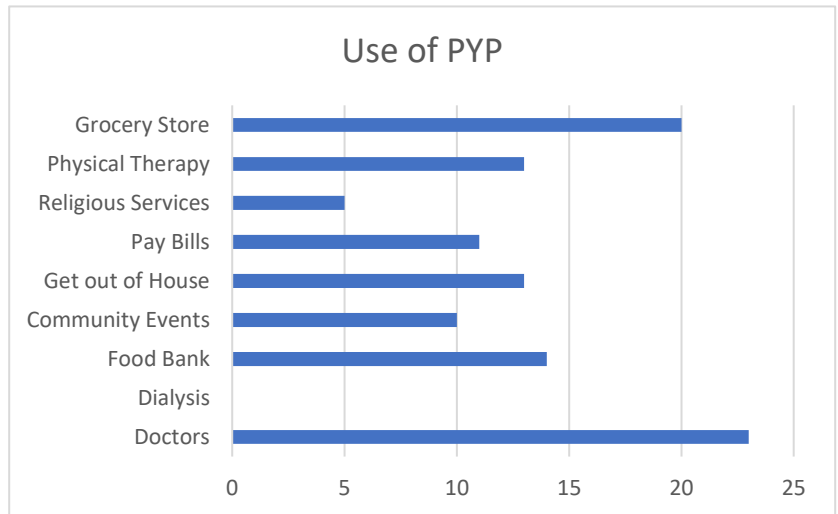
Used to assist mobility:

Cane:	10
Walker:	10
Wheelchair:	8
Scooter:	0
None:	7
Other:	1

What do you use Pay-Your-Pal for?

To get to:

Doctor appointments:	23
Dialysis:	0
Food bank:	14
Community events:	10
Get out of the house:	13
Pay bills:	11
Religious/spiritual services:	5
Physical Therapy:	13
Grocery store:	20



Suggested changes to improve the Pay-Your-Pal program or our customer service:

- “Have a website, more people available for out of town appointments, Sonoma Co., Bay Area.”
- “Can't think of anything off-hand. Maybe allow more miles because on occasion it is necessary.”
- “It would be good if all mileage was covered, even if over 300 miles, especially when it is strictly medical appointments. But I am very grateful for the program -extremely grateful.”
- “Since Covid Impossible to reach anyone by phone or get a phone call returned. Keep up the Good Work. Thank you.”
- “Raise mileage amount paid to provider.”
- “Wish I didn't get check but my driver did.”
- “All cool.”
- “Please give a standard due-date a little later in the month, so I can mail the paperwork. Delivery times are extended due to Covid.”
- “No complaints you guys are the best.”
- “More miles”
- “A pre-paid visa would be helpful.”
- “Pay-Your-Pal works great for me. I have no suggestions on way to improve the program.”
- “No changes – You guys are great.”
- “None”
- “Overall the program has been an incredible benefit.”
- “Answer the phone.”
- “Lake County is a poor place. Everything is far away and gasoline is a big expense. The ladies at Lake Links do a great job. I'm so blessed to be a part of PYP.”

How has the Pay-Your-Pal program helped you?

- “To get to places I need to go, where I was unable to go before.”
- “Now I can pay a driver for my much needed out of town visits.”
- “I am able to get to all my appointments/shopping.”
- “Given me my freedom to maintain my independence, and allows me to give \$\$ to my driver that I can't afford without you.”
- “Driving me to places and with help to get into stores and carry items.”
- “I’ve been able to go to San Francisco for my surgery and doctor.”
- “So I can get to appointments. shopping, religious services.”
- “It has helped me improve the quality of my life by helping me get my needs met both physically & emotionally, as well as not so relatively isolated, and can receive bodywork for my spine.”
- “Miraculously. I have no family and am a cancer patient. A lot of appointments in and out of Lake County.”
- “This program helped me pay for gas to get to my appts in San Francisco. It helped get me to my breast cancer treatments.”
- “Pay mileage to my driver, make it convenience and effective payment on time.”
- “It allows me to meet appointments for medical needs and do my own grocery shopping.”
- “Able to pay for gas.”
- “Has made it possible to do thigs I couldn’t do before and covers the cost of fuel.”
- “The program has helped with gas prices and helps me to be able to get to the doctors.”
- “The cost of gas and living is so high. It is difficult on a fixed income. Thank you.”
- “It easy for me Not to get sick with all my medical needs.”
- “Helps me tremendously allowing me to get to all my appts, pick up groceries, Dr. appts and pharmacy.”
- “Able to reimburse for fuel costs to drivers. Take Dial-a-ride for local Dr. appts. Presently have a wound on my left leg and go to Ukiah would clinic weekly, taken by y son.”
- “I would be homebound, having the gas money makes it possible to get out. I like to do my own grocery shopping. Before I stayed home a lot.”
- “Helps extremely low income folks get to medical appointments despite unbelievable high gas prices.”
- “I was having a really hard time paying for gas for the people who were willing to drive me. I am on fixed income. I was unable to load into a bus. I was afraid of becoming confused, etc., without someone with me.”
- “It makes it easier and more affordable for my worker to come to me and drive me to my appointments.”

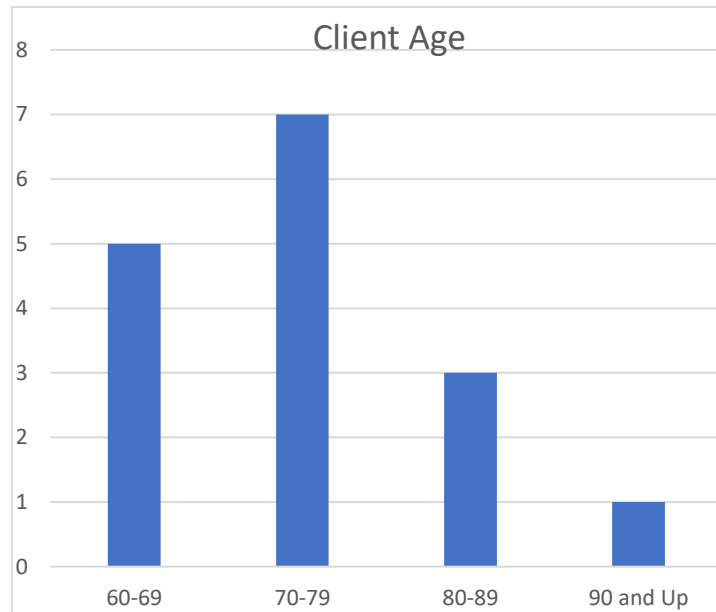


Medi-Links Client End of Year Survey Results (2022)

(16 Surveys returned out of the 52 mailed out)

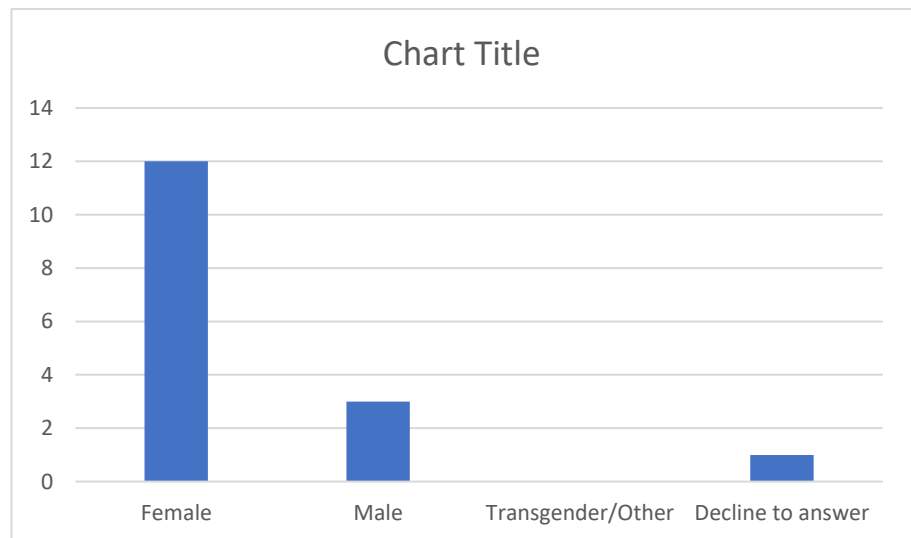
Client Ages

60-69	5
70-79	7
80-89	3
90 and Up	1



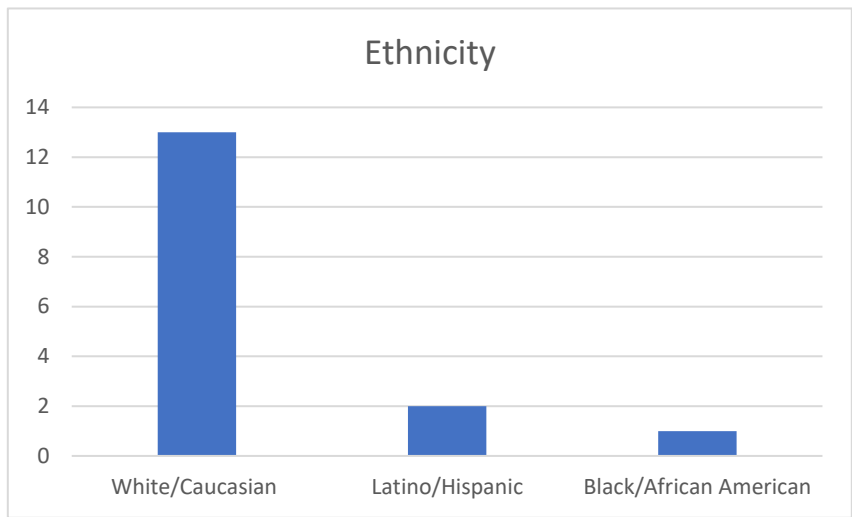
Gender

Female	12
Male	3
Transgender/Other	0
Decline to answer	1



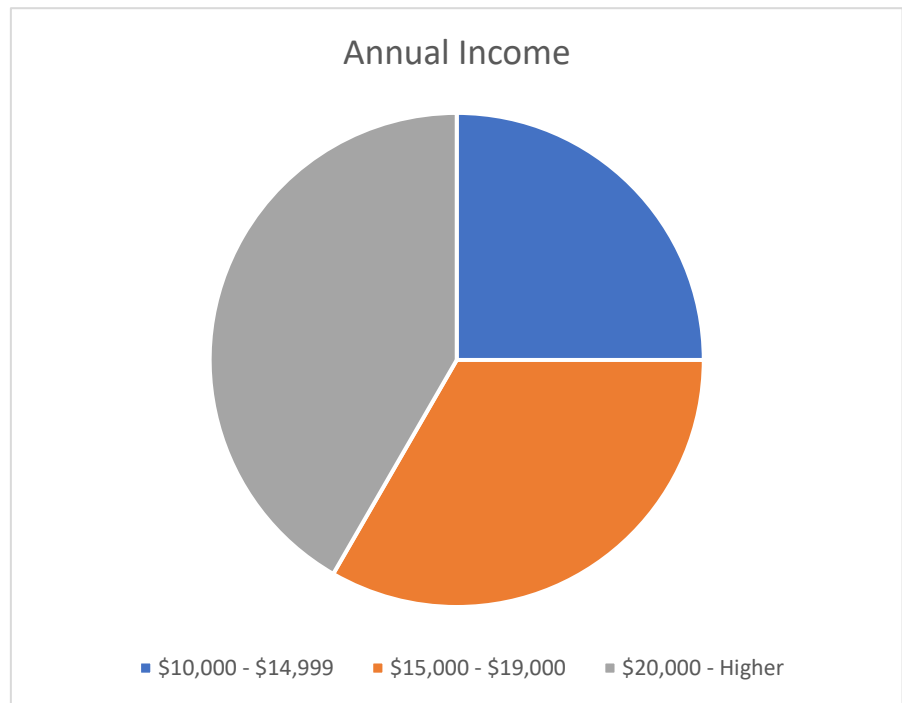
Race/Ethnicity

White/Caucasian	13
Latino/Hispanic	2
Black/African American	1
Tribal/Native American	0
Asian Pacific Islander	0
Mixed Race	0
Other Race Not Identified	0
Declined to Answer	0



Annual Income

\$10,000 - \$14,999	3
\$15,000 - \$19,000	4
\$20,000 – Higher	5
Declined to Answer	4



Veteran – Yes: 1 No: 15

Is transportation available through health provider? Yes: 2 No: 10 Unknown: 2 Declined to Answer: 2

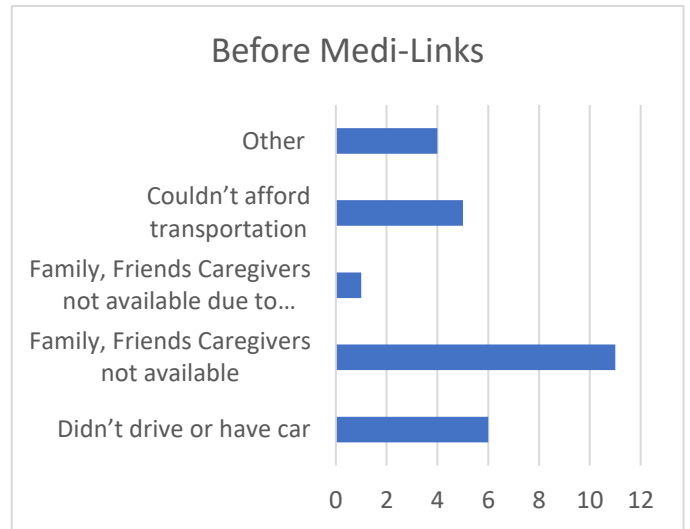
Has our Medi-Links program made it possible to meet transportation needs you weren't able to before? Yes: 10 No: 2 n/a: 1 Declined to Answer: 3

Are you a recipient of In-Home Support Services “IHSS”? Yes: 3 No: 8 Pending Application: 1
 Declined to Answer: 4

Before Medi-Links, what affected your ability to get to out-of-county medical appointments?

Didn't drive or have a car.
 Family, friends, or caregivers were not available to take me.
 Family, friends, or caregivers unable to transport me due to my special mobility needs.
 Couldn't afford other transportation options.
 Other:

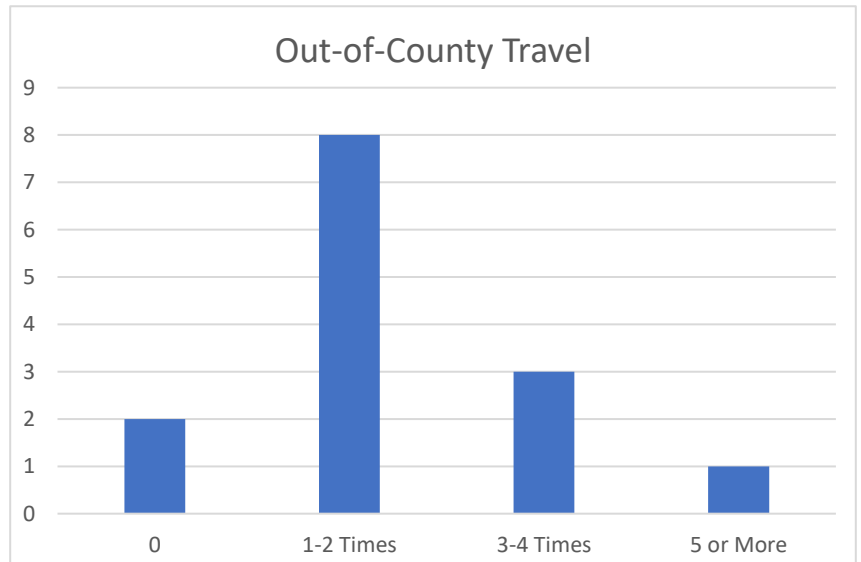
6
 11
 1
 5
 4



Times traveled out of county in last month for medical services

None 2
 1-2 8
 3-4 3
 5 or more 1

How many of these trips were provided by Medi-Links? 11



Used to assist with mobility

Cane 4
 Walker 0
 Wheelchair 1
 Scooter 0
 None 7
 Declined to Answer 4

Has our Medi-Links program made it possible for you to meet transportation needs you weren't able to meet before? Yes: 10 No: 2 n/a: 1 Declined to Answer : 3

Suggested changes to improve Medi-Links program or our customer service.

- “Can’t think of anything. I have ridden during Covid and it was not crowded – just me. Best I can ask for. Thank you for this service.”
- “The only thing I would like is a receipt for the twenty dollars. The whole program is super.”
- “If only one rider, maybe a smaller bus.”
- “Please reinstate five days/week transport. It is difficult to schedule just Tuesday and Thursday appointments and medical care can be delayed or compromised.”
- “I wanted to go to Ukiah for hearing test at Costco. The bus only went to Airport. Wouldn’t Costco get many more patrons?”
- “None”
- “More training going over mountain.”
- “It seems to be working pretty well. Thanks.”

How has the Medi-Links program helped you?

- “It's been a God sent. You can't believe how safe I feel. That I don't have to worry about finding the doctor's office, or hitting someone with my truck. And after the doctor visit, I am so tired, I know I would have to rest for awhile, before driving home.”
- “It’s been a tremendous help to me and provides peace of mind. I’m very grateful for medi-link services.”
- “Positively impacted my ability to travel to a doctor out of county. I could not get there, not even by bus. Plus too difficult. I have a head injury and I don't want to do it by bus.”
- “It was a good series of treatments I took. 10 of them I would never have been able to take.”
- “The program has been a lifesaver! Drivers are so courteous and understanding (especially on way home often I fall asleep) Great conversations. Always on time. Do not have to worry that there will not be a ride. Very grateful to have this service in Lake County.”
- “Helped to get cancer treatments.”
- “Get to appointments out of town.”
- “You transported me to my Dr. appointment, and I thank you so much.”
- “It was becoming harder to drive over St. Helena Rd. to Santa Rosa. Our son when he could would come over from Sacramento to take us, but he couldn’t always.”