



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: May 10, 2023
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: 895 9001 4158# Passcode: 804565

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

Public comments will be accepted in person and through teleconference during the meeting on any agenda item 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 agenda

CONSENT CALENDAR

4. Approval of Minutes of the April 5, 2023 Meeting
Review and proposed approval

REGULAR CALENDAR

5. Presentation of Draft 2023/24 LTA Budget
Review and discussion
6. Memorandum of Understanding for the Free College Fare Program - Mendocino and Woodland Colleges
Review and proposed approval
7. Implementation of Recommendations from the Transit Department Plan for Dial-A-Ride and Route 12 in the City of Clearlake
Review and proposed approval
8. Lake Transit Authority Zero-Emission Bus Rollout Plan
Review and proposed approval
9. Lake Transit Authority Title VI Program – 2023 Update
Review and proposed approval

REPORTS

10. LTA Program Manager's Report
11. Paratransit Services' Report
12. Lake Links Update
13. 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: May 5, 2023



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LAKE TRANSIT AUTHORITY

(DRAFT) MEETING MINUTES

Wednesday, April 5, 2023

Location: Lake Transit Authority
9240 Highway 53, Lower Lake, California

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
Bruno Sabatier, Supervisor, County of Lake
Kenneth Parlet, Council Member, City of Lakeport

Absent

Tim Warnement, Member at Large
Chuck Leonard, 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
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

Attending via Zoom

Charlene Parker, Admin. Staff – Lake Transit Authority

1. Call Meeting to Order

Chair Mattina called the meeting to order at 11:51 am.

2. Roll Call

Jesus Rodriguez called roll. Members present: Sabatier, Simon, Perdock, Cremer, Mattina, Parlet

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 agenda**

Chair Mattina requested Public Comments but there were none.

CONSENT CALENDAR

- 4. Approval of Minutes of the February 8, 2022, meeting (Draft)**

Director Sabatier made a motion to approve the Consent Calendar. The motion was seconded by Director Parlet and carried unanimously.

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

REGULAR CALENDAR

- 5. Extension of Advertising Service Agreement with Helen & Company Advertising Inc.**

James reported that in 2019, Helen & Company Advertising submitted the sole proposal in response to the Request for Proposals (RFP) for the outside bus advertising service. This contract had a span from March 11, 2019, through June 30th of 2023 with the option for up to three two-year extensions. The original proposal estimated revenue of \$103,000 assuming full-capacity advertising on all buses. Actual revenue varied year by year. 2020-2021 was impacted by COVID, and 2021-2022 revenue was almost \$100,000. The relationship with Helen & Company Advertising has been in good standing, and minimal oversight was required. James proposed Extension No.1 to the Advertising Service Agreement with Helen & Company Advertising.

Director Cremer made a motion to approve Extension No.1 to the Advertising Service Agreement with Helen & Company Advertising. The motion was seconded by Director Simon and carried unanimously.

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

- 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**

James reported that the State had allocated approximately \$173,882 in Low Carbon Transit Operations (LCTOP) providing funding for transit projects that reduce greenhouse gas emissions. Previous funds were tied up in a solar canopy project and bus stop signs. James proposed using the funds to purchase two zero-emission para-transit vehicles for around \$210,000. The shortfall could be covered by State of Good Repair funds. James mentioned that the vehicles were Ford Transit Electric vans and could have maintenance done at Ford dealerships and come with their own chargers.

The motion was made and seconded to approve the extension and purchase of vehicles.

Director Sabatier made a motion to approve 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. The motion was seconded by Director Simon and carried unanimously.

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

REPORTS

7. Program Manager's Report

TIRCP:

James stated that there is no additional update since the last LTA meeting.

Contactless Payment System:

Lisa mentioned that the contactless payment system had a soft opening and was operating. Advertising will begin when there was a higher level of comfort.

8. Paratransit Services Report

Gary McFarland announced that the contactless fare payment system was officially up and running, with a successful soft opening. The program managers were planning to start promoting the project on Facebook and to the public soon.

Gary reported that ridership numbers have been holding steady, with some lower numbers in February due to storms. However, on a single Saturday, 300 riders were served for the first time, with 340 served the following weekend. Storms caused significant disruptions to service, resulting in cancellations for over a month.

Recruitment and training have been challenging due to staff leaving for various reasons, but the transition of the new hires was starting in May. Sickness has also affected staff and service, with some routes being temporarily suspended.

Quarterly assessment and training standards have been consistently met for four quarters.

The police received eight complaints and one compliment, with the compliment directed towards a professional and punctual driver. Of the eight complaints, two were investigated and proven false, two were unfounded, and the remaining four were related to missing passenger stops or customer interactions and were addressed with training. New drivers have been utilized to pick up the workload, and everything seems to be going well with the program.

The soft opening with \$1 fares has been successful, with the exception of Route 7, which staff were looking into.

Lisa mentioned that there was a meeting with Gordon to discuss options for expanding the Dial-a-Ride service, but Gordon did not recommend it. Will bring concrete recommendation to the next meeting in May.

9. Lake Links Update

Mobility Manager's Report

Laurie Fisher reported that scheduling has been difficult due to inconsistency in ridership and application issues. There were routes that had a consistent number of riders, while others were unpredictable. The Pay Your Pal program has seen an increase in users. There were 63 people in December and 69 people in February. New brochures, signs, and a website will be created to promote the program. Most of the advertising so far has been from word of mouth. Medi-Links had 36 scheduled trips with only 29 completed trips due to the weather.

Ride-Links program, the voluntary driver program, has been delayed due to insurance issues but it seems like there is now an insurance provider. One cause for concern is that the insurance is very

expensive. Lake Links has considered other volunteer programs that include transportation and other components such as social support and companionship.

Director Parlet asked if Lake-Links had enough drivers to keep up with demand. Laurie mentioned that demand fluctuates.

Lake-Links received positive feedback on the Pay Your Pal program through surveys. Users have commented on the program's ability to provide them with more independence and social opportunities.

Miscellaneous

None

10. Announcements

Lisa reported that a dog was saved by a bus driver recently and commended everyone involved.

ADJOURN

Chair Mattina adjourned the Lake Transit Authority meeting at 12:31 PM.

Respectfully Submitted,

DRAFT

Jesus Rodriguez-Garcia, Administrative Assistant



LAKE TRANSIT AUTHORITY STAFF REPORT

TITLE: Draft 2023/24 LTA Budget

DATE PREPARED: May 4, 2023

MEETING DATE: May 10, 2023

SUBMITTED BY: James Sookne, Program Manager

BACKGROUND:

Attached to this staff report you will find the draft 2023/2024 Lake Transit Authority Budget. Based on current and projected ridership trends and the current economic situation, staff has developed the following draft budget for review. This draft provides you the opportunity to see projected revenues and expenditures for the upcoming Fiscal Year. The draft budget typically includes some amounts of estimated carryover, but final amounts will not be available until early July, at which time the budget will be amended to reflect the actual carryover, including any interest.

I would like to point out a few items of interest:

- 1.) Similar to last year, the Administration Contractor, Davey-Bates Consulting (DBC), has been providing services since October 1, 2014. The current one-year contract extension is set to expire September 30, 2023. The board approved the fifth one-year extension at the last board meeting on April 5, 2023, continuing Administration Services for LTA through September 30, 2024. Administration Staff for LTA has been included in the DBC Contract Extension and included in the Lake APC overall administration amount.
- 2.) The \$3,031,111.56 projected for the operations contract with Paratransit Services is based on the maximum increase allowed by the contract and includes the COVID bonus of \$1.50 per hour worked. LTA is currently negotiating a one-year contract extension with Paratransit Services and a final amount has yet to be agreed upon. Once an extension is approved, the budget will be amended (if necessary) to reflect the correct amount.
- 3.) The amounts shown for the CARES, CRRSAA, and ARPA funds are what is currently available for reimbursement through Caltrans and not what actually remains unobligated. Prior to development of the first amendment to the budget budget, staff will go through FY 22/23 expenses and determine the best way to utilize these funds. It's important to note that the 5311(f) COVID funds can only be used on our LTA's intercity routes, which restricts the ways in which these funds can be claimed.

As noted, this is the Draft Budget that is available for discussion, but no action is needed. The Final Budget will be brought back in June for adoption.

ACTION REQUIRED: None. This is an informational item only.

ALTERNATIVES: None.

RECOMMENDATION: Information only, no action is required.

Lake Transit Authority

2023/24 Draft Budget

REVENUE		2022/23 Budget	2022/23 Estimated Actual	2023/24 Budget	Notes
7401	Passenger Fares	\$109,372.00	\$97,173.52	\$129,565.00	1
	Intercity Passenger Fares	\$107,728.00	\$89,693.41	\$119,591.00	1
7402	Special Transit Fares	\$23,351.00	\$9,282.90	\$10,973.80	1,2
7406	Auxilliary Transportation Revenues	\$84,210.00	\$66,628.29	\$88,838.00	3
7407	Non-Transportation Revenue				
	APC Planning Work Program Reimbursement				
	Miscellaneous Revenue		\$17,600.00	\$26,400.00	
7409	Local Cash Grants & Reimbursements				
	Local Transportation Fund	\$849,540.00		\$994,174.00	4
	LTF Carryover (unearned revenue)				
7411	State Cash Grants & Reimbursements				
	State Transit Assistance	\$866,635.00		\$881,256.00	5
	State of Good Repair	\$109,382.00		\$113,545.00	5
	State of Good Repair Carryover	\$116,771.00		\$116,771.00	
	Proposition 1B - PTMISEA Carryover	\$149,913.00		\$0.00	6
	Low Carbon Trans.Oper. Program (LCTOP) 18-19	\$127,647.00		\$127,647.00	
	Low Carbon Trans.Oper. Program (LCTOP) 19-20	\$102,736.00		\$102,736.00	7
	Low Carbon Trans.Oper. Program (LCTOP) 20-21	\$69,466.00		\$69,466.00	7
	Low Carbon Trans.Oper. Program (LCTOP) 21-22	\$164,139.00	\$164,139.00	\$164,139.00	7
	Low Carbon Trans.Oper. Program (LCTOP) 22-23	\$0.00		\$173,882.00	7
	Transit & Intercity Rail Capital Program (TIRCP)	\$231,125.15	\$86,758.07	\$144,367.08	
7413	Federal Cash Grants & Reimbursements				
	Section 5310 - 2022	\$386,459.00		\$375,000.00	8
	Section 5311 Annual Apportionment	\$528,396.00		\$538,964.00	
	Section 5311(f) Operating Assistance	\$500,421.44	\$629,898.64	\$507,149.00	
	Section 5311(f) CARES Act Phase 1	\$90,767.00	\$90,767.07	\$0.00	
	Section 5311 CARES Act Phase 2	\$277,496.00	\$277,495.63	\$0.00	
	Section 5311(f) CARES Act Phase 2	\$495,482.00	\$432,144.26	\$63,338.00	
	Section 5311 CRRSAA	\$1,074,575.00		\$1,074,575.00	
	Section 5311 ARPA	\$0.00		\$640,000.00	
	Section 5311(f) ARPA	\$0.00		\$208,681.00	
	FTA 5339 Capital - Bus Replacement (2019)	\$768,578.00		\$768,578.00	
TOTAL REVENUE		\$7,234,189.59	\$1,961,580.79	\$7,439,635.88	

Lake Transit Authority

2023/24 Draft Budget

			2022/23	2022/23	2023/24	Notes
OPERATING EXPENSE			Budget	Estimated Actual	Budget	
50.01	Oper. Exp.	Accounting Services	\$6,000.00	\$6,000.00	\$6,000.00	
50.03	Oper. Exp.	Legal Services	\$5,000.00	\$3,584.65	\$5,000.00	
50.04	Oper. Exp.	Management Contract -DBC	\$0.00		\$0.00	9
50.04	Oper. Exp.	Management Consulting Contract - MWA	\$8,314.00		\$8,314.00	10
50.05	Oper. Exp.	Operations Contract	\$1,976,753.14	\$1,191,504.20	\$2,166,102.61	11
50.05	Oper. Exp.	Operations Contract - 5311(f) - Route 30	\$431,879.96	\$486,670.41	\$459,268.35	11
50.05	Oper. Exp.	Operations Contract - 5311(f) - Route 40	\$381,544.79	\$317,695.02	\$405,740.60	11
51.05	Oper. Exp.	Operations Contract - 5310 - 2022	\$386,459.00	\$73,599.54	\$375,000.00	
50.10	Oper. Exp.	Printing	\$12,000.00	\$3,102.08	\$12,000.00	
50.11	Oper. Exp.	Promotional Materials	\$2,400.00	\$19.80	\$2,400.00	
50.20	Oper. Exp.	Advertising/Web Site Expenses	\$5,000.00	\$1,196.00	\$5,000.00	
50.21	Oper. Exp.	Promotional Campaigns/Translation	\$2,000.00		\$2,000.00	
50.22	Oper. Exp.	Fuel	\$223,658.00	\$196,932.18	\$223,658.00	12
50.22	Oper. Exp.	Fuel - 5311(f) - Route 30	\$117,836.08	\$106,507.16	\$117,836.08	12
50.22	Oper. Exp.	Fuel - 5311(f) - Route 40	\$76,234.03	\$77,602.24	\$57,605.02	12
50.22	Oper. Exp.	Fuel - 5310	\$0.00	\$15,768.95	\$0.00	
50.25	Oper. Exp.	Facility Maintenance	\$20,000.00	\$18,529.95	\$20,000.00	
	Oper. Exp.	Rents & Leases - Repeater Sites	\$8,000.00	\$7,514.57	\$8,000.00	
	Oper. Exp.	Utilities	\$7,000.00	\$5,261.13	\$7,000.00	
	Oper. Exp.	Fleet Maintenance	\$10,000.00	\$3,524.50	\$10,000.00	
	Oper. Exp.	Operating Funds Reserve	\$1,795,864.00	\$14,539.44	\$1,608,791.15	13
		Total Operating Expense	\$ 5,475,943	\$2,529,551.82	\$ 5,499,716	
CAPITAL EXPENSE						
	Capital Exp	PTMISEA Bus Purchases	\$149,912.60		\$0.00	14
	Capital Exp	SGR - O & M Facility Equipment	\$17,064.00		\$17,064.00	
	Capital Exp	SGR - 21/22 Project(s) - Bus Replacement	\$99,707.00		\$99,707.00	
	Capital Exp	SGR - 22/23 Project(s) - TBD	\$109,382.00		\$113,545.00	
	Capital Exp	FTA 5339 Bus Replacement (2019)	\$768,578.00		\$768,578.00	
	Capital Exp	LCTOP Solar Canopy Project 18-19	\$127,647.00		\$127,647.00	
	Capital Exp	LCTOP Solar Canopy Project 19-20	\$102,736.00		\$102,736.00	
	Capital Exp	LCTOP Solar Canopy Project 20-21	\$69,466.00		\$69,466.00	
	Capital Exp	LCTOP Solar Canopy Project 21-22	\$164,139.00		\$164,139.00	
	Capital Exp	LCTOP Solar Canopy Project 22-23	\$0.00		\$173,882.00	
	Capital Exp	Transit & Intercity Rail Capital Program (TIRCP)	\$231,125.15	\$86,758.07	\$144,367.08	
	Capital Exp	Software	\$35,000.00	\$24,500.34	\$40,000.00	
	Capital Exp	Equipment	\$64,615.00	\$41,693.17	\$64,615.00	
	Capital Exp	Reserve (for Capital projects)	\$50,000.00	\$77,329.13	\$54,174.00	
		Total Capital Expense/Reserve	\$1,989,371.75	\$230,280.71	\$1,939,920.08	
		TOTAL EXPENDITURES	\$7,465,314.75	\$2,759,832.53	\$7,439,635.88	15

Lake Transit Authority

2023/24 Draft Budget

NOTES

- 1 Projected fare revenue is based on FY 22-23 July-March data
- 2 Includes FY 19/20 LCTOP funds for Free College Fare and Summer Cruisin' Programs
- 3 Based on current revenue (FY 22/23) from Helen Foraker Advertising
- 4 Estimate provided by Lake APC
- 5 Based on SCO Estimate dated 2/9/2023
- 6 Project to install a solar canopy over the bus yard at the operations facility. Includes earned interest.
- 7 The 5310 grant funds the NEMT program
- 8 Administration Services for LTA are covered under Lake APC contract extension with DBC.
- 9 Based on proposed FY 22/23 consulting contract with Mark Wall
- 10 Based on current schedules and maximum increase allowed under the current Paratransit Services contract.
- 11 23/24 projections based on July-March FY 22/23 data plus 5%
- 12 This is for the hardware and software for the contactless payment system in conjunction with the Cal-ITP project
- 13 The operating funds reserve is based on remaining balance of funds that are not restricted to capital use. These funds include \$24,223 in ad revenue, \$96,577.90 in ARPA(f) funds, \$640,000 in ARPA funds, and \$847,990.25 in CRRSAA funds.



LAKE TRANSIT AUTHORITY STAFF REPORT

TITLE: Approval of Fifth Extensions for the Memorandums of Understanding for the Free College Fare Program

DATE PREPARED: May 2, 2023

MEETING DATE: May 10, 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). A majority of the FY 2017/18 LCTOP funds were allocated to the Free College Fare Program that was implemented in August 2018. This program provides free rides to any student attending Mendocino or Woodland Colleges if they have a valid student identification card. Additional funds were added to the program as part of the FY 19/20 LCTOP Allocation.

As part of the program implementation, Lake Transit Authority (LTA) executed a Memorandum of Understanding (MoU) with both colleges in August 2018. The initial MoU's expired on June 30, 2019 but provided for yearly extensions. One-year extensions were approved on June 12, 2019, May 6, 2020, May 5, 2021, and May 11, 2022. Staff has contacted both colleges and, given the program's success, all parties are in favor of extending the MoU for another year. The MoU's are attached for your review and consideration.

During the COVID-19 pandemic, all of the FY 17/18 funds for this program were expended and there are approximately \$10,973 of FY 19/20 funds remaining for this program. Based on current ridership data, staff expects these funds to cover the program for most of the 2023-24 fiscal year, with funds being fully expended in May 2024. Staff will be available at the Board Meeting to answer any questions.

ACTION REQUIRED: Approve the Extensions for the Memorandums of Understanding for the Free College Fare Program and Authorize the Executive Director to Execute the Extensions.

ALTERNATIVES: None identified.

RECOMMENDATION: Approve the Extensions for the Memorandums of Understanding for the Free College Fare Program and Authorize the Executive Director to Execute the Extensions.

MEMORANDUM OF UNDERSTANDING

This extension of the Memorandum of Understanding (MOU) between the Lake Transit Authority, herein after referred to as “**LTA**” and the Yuba Community College District’s Lake County Campus, hereinafter referred to as “**District**”, is entered into on July 1, 2023, by and between **LTA** and **District**.

Whereas, the current Memorandum of Understanding will expire on June 30, 2023; and

Whereas, Section 1. Duration of Agreement, of the existing MOU states, “***The MOU may be extended on the anniversary date for the term of one year unless either party gives written notice of termination to both parties within sixty (60) days of the termination/anniversary date:***”

LTA and **DISTRICT** agree to the following extension provisions:

1. The term of this Agreement shall be extended from July 1, 2023 through June 30, 2024.

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

In WITNESS WHEREOF, the parties hereto have caused their duly authorized officers to execute this Memorandum of Understanding Extension in duplicate.

Lisa Davey-Bates, Executive Director
Lake Transit Authority

Ingrid Larsen, Dean
Woodland Community College

Date: _____

Date: _____

Approved as to form:

Stacey Mattina, LTA Chair

MEMORANDUM OF UNDERSTANDING

This extension of the Memorandum of Understanding (MOU) between the Lake Transit Authority, herein after referred to as “**LTA**” and the Mendocino-Lake Community College District, hereinafter referred to as “**District**”, is entered into on July 1, 2023, by and between **LTA** and **District**.

Whereas, the current Memorandum of Understanding will expire on June 30, 2023; and

Whereas, Section 1. Duration of Agreement, of the existing MOU states, “***The MOU may be extended on the anniversary date for the term of one year unless either party gives written notice of termination to both parties within sixty (60) days of the termination/anniversary date:***”

LTA and **DISTRICT** agree to the following extension provisions:

1. The term of this Agreement shall be extended from July 1, 2023 through June 30, 2024.

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

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

Lisa Davey-Bates, Executive Director
Lake Transit Authority

Ulises Velasco, VP of Student Services
Mendocino-Lake Community College District

Date: _____

Date: _____

Approved as to form:

Stacey Mattina, LTA Chair



LAKE TRANSIT AUTHORITY STAFF REPORT

TITLE: Implementation of Recommendations from the Transit Development Plan for Dial-A-Ride and Route 12 in the City of Clearlake

DATE PREPARED: May 5, 2023

MEETING DATE: May 10, 2023

SUBMITTED BY: James Sookne, Program Manager

BACKGROUND:

In 2021, the Lake Area Planning Council (APC) was awarded a Sustainable Transportation Planning Grant for a Transit Development Plan (TDP) Update. The Intent of the project is to update the 2015 TDP, which Lake Transit Authority has relied on as its short-range (approximately 5-year) development plan for identifying mobility improvements for its riders. In March 2022, the APC entered into a contract with LSC Transportation to prepare an update to the TDP. Aside from traditional fixed-route service improvements, the project also looks at less traditional options such as the potential for micro-transit and on-demand services, particularly for transit dependent users struggling with the regular fixed-route options.

The Plan proposes several changes to the current system such as implementing micro-transit service in Lakeport and the Clear Lake Riviera, reducing service on poorly performing routes, timing changes to Route 12 in Clearlake, and changes to the Dial-A-Ride (DAR) service in Clearlake.

The timing adjustment to Route 12 would shift the current schedule by approximately 30 minutes. The consultant believes this will improve route productivity, have no financial impact on operating costs, and potentially increase ridership by approximately 1,080 trips per year.

The changes to the DAR service in Clearlake that are being recommended involve starting a pilot program that would offer same day service, if space is available, to seniors and ADA eligible riders between 9:00AM and 5:00PM, Monday through Friday. This would be in addition to the existing service that requires a reservation to be made at least 24 hours in advance. This would provide more flexibility for riders and allow LTA to share drivers between the DAR and Non-Emergency Medical Transportation (NEMT) services as demand and availability dictates. Staff doesn't currently have the financial impact of this change but will be able to provide it at the Board meeting. Anticipated cost increases will, at least in part, be funded with remaining COVID funding. The pilot project is expected to continue through the end of the calendar year, at which time further analysis of the pilot program will occur.

At this time, staff is seeking direction from the Board to implement the changes to Route 12 and the Dial-A-Ride service in Clearlake. We believe these changes will improve the efficiency of the system, provide more flexibility for the riders, and have a minimal financial impact on LTA's operating costs.

ACTION REQUIRED: Provide direction to staff regarding the proposed recommendations from the TDP to Route 12 and Dial-A-Ride service in Clearlake.

ALTERNATIVES: None.

RECOMMENDATION: Provide direction to staff to implement the proposed recommendations from the TDP to Route 12 and Dial-A-Ride service in Clearlake.



LAKE TRANSIT AUTHORITY STAFF REPORT

TITLE: Lake Transit Authority Zero-Emission Bus Rollout Plan

DATE PREPARED: May 3, 2023

MEETING DATE: May 10, 2023

SUBMITTED BY: James Sookne, Program Manager

BACKGROUND:

The Innovate Clean Transit (ICT) regulation, adopted by the California Air Resources Board (CARB) in December 2018, became effective October 1, 2019, and requires all public transit agencies to gradually transition their bus fleets to zero-emission technologies. The ICT regulation requires a percentage of bus purchases to be zero-emission buses (ZEBs). The percentage increases gradually over time and, for Lake Transit Authority (LTA), goes into effect in 2026. In 2026, twenty five percent of LTA's new bus purchases must be zero-emission, and by 2029, one hundred percent of new bus purchases must be zero-emission.

The ICT regulation requires each transit agency to submit a Zero-Emission Bus Rollout Plan (Plan) prior to the ZEB purchase requirements going into effect. This is a living document and is meant to guide the implementation of ZEB fleets. These must be adopted by the agency's authoritative body and submitted to CARB by June 30, 2023. Staff has developed a draft Plan and submitted it to CARB for review. CARB had one minor correction, which has been incorporated into the attached draft Plan for the Board's review and potential approval.

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

ACTION REQUIRED: Approve Resolution #2022-23-12 which approves the Lake Transit Authority Zero-Emission Bus Rollout Plan and direct staff to submit the approved document to the California Air Resources Board.

ALTERNATIVES: The Board may choose to delay approval and continue the item to the June Board meeting.

RECOMMENDATION: Approve Resolution #2022-23-12 which approves the Lake Transit Authority Zero-Emission Bus Rollout Plan and direct staff to submit the approved document to the California Air Resources Board.

Zero-Emission Bus Rollout Plan



Prepared For:



January 2023

Section A. Transit Agency Information

Lake Transit Authority

Administration:

525 S. Main Street, Ste. G
Ukiah, CA 95482

Operations:

9240 Highway 53
Lower Lake, CA 95457

Air District: Lake County

Total Number of Buses in Annual Maximum Service: 26

Contact Information:

James Sookne
Program Manager
707-263-7868
jsookne@dbcteam.net

Joint Group: Lake Transit Authority is not part of a Joint Group.

Section B. Rollout Plan General Information

Lake Transit Authority (LTA) has a goal to fully transition to zero-emission buses ahead of the 2040 deadline that will avoid early retirement of conventional transit buses. In accordance with the LTA Transit Asset Management Plan, LTA plans to fully transition to 100% zero-emission bus (ZEB) purchases by the 2029 deadline set forth in the ICT regulation.

This plan was prepared by Lake Transit Authority staff and was approved on May 10, 2023. A copy of the board approved resolution is attached in Appendix A.

For any additional information regarding the Rollout Plan, please contact:

James Sookne
Program Manager, Lake Transit Authority
jsookne@dbcteam.net
707-263-7868

Section C. Technology Portfolio

Lake Transit Authority plans to deploy a combination of battery electric and fuel cell electric buses. The exact composition of the fleet will be determined by an infrastructure and bus analysis to be performed in FY 2023/24.

Section D. Current Bus Fleet Composition and Future Purchase

Existing Bus Fleet

Lake Transit Authority (LTA) operates the following service:

- Local fixed-route service
 - Route 8 in the City of Lakeport
 - Route 10, 11, and 12 in the City of Clearlake
- Dial-A-Ride within the cities of Clearlake and Lakeport; this is a complimentary paratransit service that is available to elderly and disabled passengers and operates in accordance with ADA standards for paratransit service
- Regional fixed-route service
 - Route 1 along the North Shore of Clear Lake between Clearlake and Lakeport
 - Route 2 in the Cobb Mountain Area
 - Route 4 between Clearlake and Lakeport along State Route 29
 - Route 4A along Soda Bay Road on the South Shore of Clear Lake between Kit's Corner and Lakeport
- Interregional Routes
 - Route 3 between the cities of Clearlake and Calistoga in Napa County
 - Route 7 between Lakeport and Ukiah, in Mendocino County

All services operate Monday through Saturday, except for Routes 2, 4A, and 12, which operate Monday through Friday.

Lake Transit Authority currently has a total of twenty-seven (27) cutaways and three (3) vans. The vans are not required for inclusion in the rollout plan but are described for context. Ten of the cutaways are fueled by gasoline and seventeen are fueled by diesel. The model years for the cutaways range from 2010 to 2020 as seen in Table 1: Individual Bus Information of Current Bus Fleet.

Table 1: Individual Bus Information of Current Bus Fleet

Number of Buses	Engine Model Year	Bus Model Year	Fuel Type	Bus Type
1	2010	2010	Gasoline	Cutaway
1	2013	2013	Diesel	Cutaway
1	2013	2013	Gasoline	Cutaway
5	2014	2014	Diesel	Cutaway
2	2015	2015	Diesel	Cutaway
5	2017	2017	Diesel	Cutaway
8	2017	2017	Gasoline	Cutaway
1	2017	2019	Diesel	Cutaway
3	2020	2020	Diesel	Cutaway

Lake Transit Authority will not be converting any conventional buses to zero-emission buses as shown in **Table 3: Schedule of Converting Buses to Zero-Emission Buses.**

Table 2: Future Bus Purchases (by Delivery Date)

Timeline	Total Number of Buses to Purchase	Number of ZEB Purchases	Percentage of Annual ZEB Purchase	ZEB Bus Type	ZEB Fuel Type	Charging Technology	Number of Conventional Bus Purchase	Percentage of Annual Conventional Bus Purchases	Type(s) of Conventional Buses	Fuel Type(s) of Conventional Buses
2023	5	0	0	N/A	N/A	N/A	5	100	Cutaway	Diesel/Gasoline
2024	4	4	100	Standard	FCEB	N/A	0	0	N/A	N/A
2025	5	0	0	N/A	N/A	N/A	5	100	Cutaway	Diesel/Gasoline
2026	4	1	25	Cutaway	BEB	Plug-in Charging	3	75	Cutaway	Diesel/Gasoline
2027	5	2	40	Cutaway	BEB	Plug-in Charging	3	60	Cutaway	Diesel/Gasoline
2028	4	2	50	Cutaway	BEB	Plug-in Charging	2	50	Cutaway	Diesel/Gasoline
2029	2	2	100	Cutaway	FCEB	N/A	0	0	N/A	N/A
2030	5	5	100	Cutaway	FCEB	N/A	0	0	N/A	N/A
2031	2	2	100	Cutaway	BEB	Plug-in Charging	0	0	N/A	N/A
2032	5	5	100	Cutaway	FCEB	N/A	0	0	N/A	N/A
2033	3	3	100	Cutaway	FCEB	N/A	0	0	N/A	N/A
2034	5	5	100	Cutaway	FCEB/ BEB	Plug-in Charging	0	0	N/A	N/A
2035	4	4	100	Cutaway	FCEB/ BEB	Plug-in Charging	0	0	N/A	N/A

2036	6	6	100	Cutaway	FCEB	N/A	0	0	N/A	N/A
2037	5	5	100	Cutaway	FCEB	N/A	0	0	N/A	N/A
2038	2	2	100	Cutaway	BEB	Plug-in Charging	0	0	N/A	N/A
2039	5	5	100	Cutaway	FCEB	N/A	0	0	N/A	N/A
2040	3	3	100	Cutaway	FCEB	N/A	0	0	N/A	N/A

This table is completed based on the assumption that FCEB Cutaway vehicles will be available for purchase and deployment by 2029. Currently these vehicles are not available so the only FCEB vehicle is a standard full-size bus.

Table 3: Schedule of Converting Conventional Buses to Zero-Emission Buses

Timeline	Number of Buses	Bus Type	Removed Propulsion System	New Propulsion System
N/A	N/A	N/A	N/A	N/A

Section E. Facilities and Infrastructure Modifications

Lake Transit Authority currently has an Operations and Maintenance Facility which houses LTA's entire fleet (26 buses and 3 vans). The current facility is located at 9240 Hwy 53 in Lower Lake. LTA is also in the process of constructing a new Transit Center to be located on the southwest corner of the intersection of South Center Drive and Dam Road Extension in Clearlake.

The Conceptual Plan for the new Transit Center (**Figure 1**) shows where seven chargers are to be installed, three for transit buses and four for the public. The three for use by transit buses will be used for midday layover charging.

Figure 1: Conceptual Plan for the Transit Center

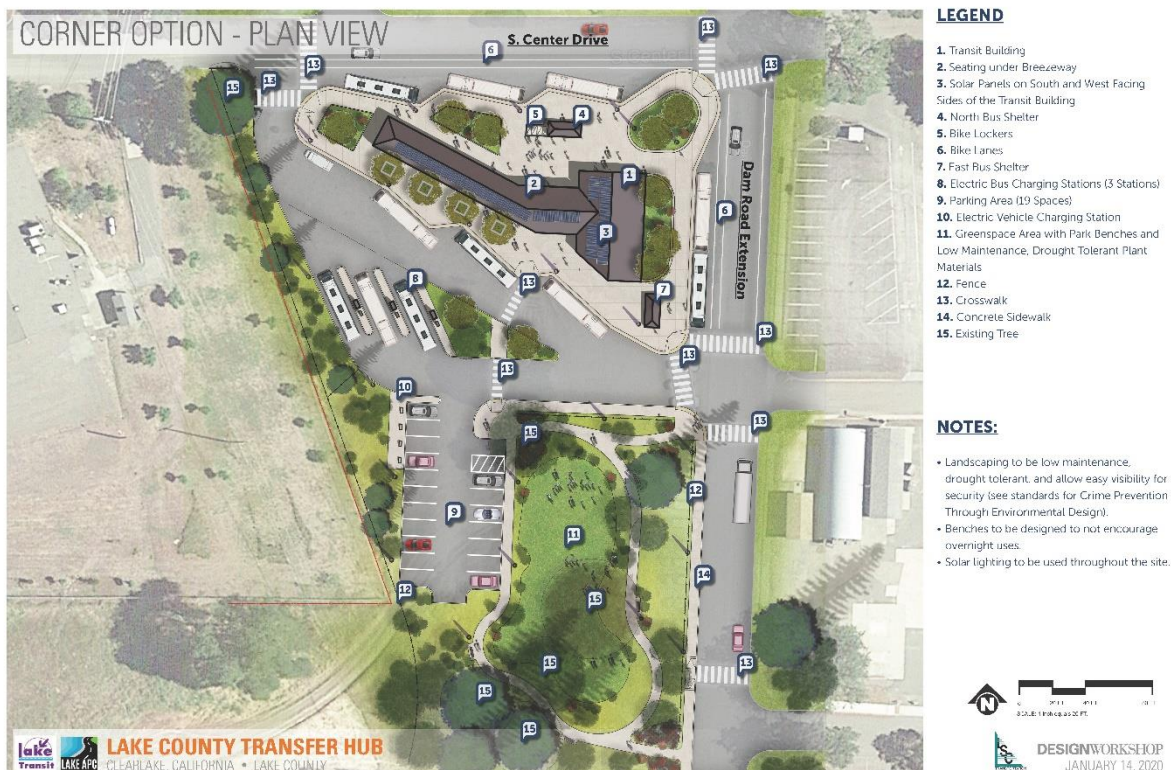


Table 4: Facilities Information and Construction Timeline

Facility Name	Address	Main Function	Types of Infrastructure	Service Capacity	Needs Upgrade (Y/N)	Estimated Construction Timeline
Operations and Maintenance Facility	9240 Hwy 53 Lower Lake, CA 95457	Storage and maintenance of fleet; center of operations	Hydrogen fueling infrastructure and fast chargers will be installed	26 buses and 3 vans	Yes	FY 24/25 and beyond
Transit Center	Intersection of Dam Road and South Center Drive	Transfer center for 6 routes	Fast chargers	11 buses	Yes	FY 24/25

Section F. Service in Disadvantaged Communities

Lake Transit Authority does not serve any disadvantaged communities, as listed in the latest version of CalEnviroScreen.

Section G. Workforce Training

As new FCEBs and BEBs join the fleet, Lake Transit Authority and their operations contractor plan to take advantage of training from the bus manufacturers on operating and maintenance procedures specific to the vehicles. Similarly, training will be provided by equipment suppliers providing hydrogen fueling and battery charging infrastructure. Depending on the specific equipment, training may occur in a “train-the-trainer” format where key staff are training thoroughly on equipment who can pass on basic knowledge to other personnel, or batch training where all or most of the related staff receive instruction from the equipment manufacturer. **I think it would also be prudent to mention TIRCP funding in grant to offer workforce development & training that will be beneficial to our agency.**

Section H. Potential Funding Sources

Pacific Gas and Electric (PG&E) EV Fleet Program

The EV Fleet is a comprehensive program that encompasses incentives and rebates, site design and permitting, construction and activation, and maintenance and upgrades.

California Hybrid and Zero-Emission Truck and Bus Voucher Incentive Project (HVIP)

The Hybrid and Zero-Emission Truck and Bus Voucher Incentive Project (HVIP) supports deployment of zero-emission and near-zero-emission technologies by facilitating point-of-purchase price reductions. The program is administered by CALSTART on behalf of the California Air Resources Board (CARB).

Low Carbon Fuel Standard (LCFS)

The LCFS program is administered by CARB to help mitigate greenhouse gas emissions. The program focuses on reducing GHG emissions and other toxic air pollutants by improving vehicle technology and supports reducing fuel consumptions while promoting transportation mobility options.

Low or No Emission (Low-No) Grant Program

The Low or No Emission competitive Federal Transit Authority (FTA) grant program supports funding to state and local governments for the purchase or lease of zero-emission and low-emission transit buses. Eligible projects include: (1) purchasing or leasing low- or no-emission buses; (2) acquiring low- or no-emission buses with a leased power source; (3) constructing or leasing facilities and related equipment (including intelligent technology and software) for low- or no-emission buses; (4) constructing new public transportation facilities to accommodate low- or no-emission buses, and/or (5) rehabilitating or improving existing public transportation facilities to accommodate low- or no-emission buses.⁴

In June 2021, the FTA allocated approximately \$192 million in funding for the next program year. In 2020 the program funded 41 projects with a total of approximately \$129 million. Of the 41 projects, the average funding amount was approximately \$3.1 million. The lowest amount awarded was approximately \$300,00 and the largest amount awarded was approximately \$7 million.

Grants for Buses and Bus Facilities Program

The Grants for Buses and Bus Facilities Program is administered by the FTA to replace, rehabilitate, and purchase buses and related equipment to construct bus facilities.

Energy Efficiency and Conservation Block Grant (EECBG)

The EECBG program is administered by the US Department of Energy (DOE) to support and manage projects that improve energy efficiency and decrease energy use and fossil fuel emissions. This program received one-time funding under the American Recovery and Reinvestment Act (ARRA) of 2009. The EECBG program will receive \$550 million through the Infrastructure Investment and Jobs Act for a new round of grants to state and local governments for clean energy investment projects, loan programs, and energy saving performance contracting programs (i.e., budget-neutral approaches to make improvements that reduce energy use and pay for them through future energy savings usage).^{5 6} In the 2009 round of funding, the City of Boston received approximately \$6.5 million toward reducing fossil fuel emissions, reducing total energy use, and improving energy efficiency in the building sector.

The Infrastructure Investment and Jobs Act – Carbon Reduction Program

The newly passed federal Infrastructure Investment and Jobs Act has over \$1 trillion in federal infrastructure investment. The legislation establishes guaranteed funding levels between Fiscal Years 2022/23 and 2026/27 and is not a one-time stimulus. Its focus is to provide a foundation for a long-term surface transportation reauthorization bill. The legislation also includes investments in aviation, EV charging infrastructure, resiliency, and more.

Within the legislation is a Carbon Reduction Program that will distribute approximately \$6.4 billion over five years to states for investment in projects that will help reduce transportation emissions. Eligible projects include transportation electrification, EV charging, public transportation, infrastructure for bicycling and walking, infrastructure that would support congestion pricing, diesel engine retrofits, port electrification and intelligent transportation systems (ITS) improvements. Approximately 65% of this funding would be allocated by population to projects in local communities.⁸

The Infrastructure Investment and Jobs Act – Grants for Charging and Fueling Infrastructure

This grant was established behalf of the Infrastructure Investment and Jobs Act. Approximately \$2.5 billion over five-years start in 2022 to support the deployment of publicly accessible alternative fuel charging infrastructure. This includes EV charging infrastructure, hydrogen fueling, propane fueling, and natural gas fueling infrastructure through 2026.

California Energy Commission Clean Transportation Program

Formerly known as the Alternative and Renewable Fuel and Vehicle Technology Program, this program invests up to \$100 million annually in projects that support adoption of cleaner transportation powered by alternative and renewable fuels. Funding areas include electric vehicles and charging infrastructure, including for public transit buses.

Transit and Intercity Rail Capital Program (TIRCP)

The Transit and Intercity Rail Capital Program (TIRCP) was created to provide grants from the Greenhouse Gas Reduction Fund (GGRF) to help fund capital improvements to modernize California's

intercity rail, bus, ferry, and rail transit systems. The program is focused on the following policy objectives: (1) reduce emissions of greenhouse gases, (2) expand and improve transit service to increased ridership, (3) integrate the rail service of the state's various rail operations, including integration with the high-speed rail system, and (4) improve transit safety.

Clean Mobility Options Voucher Pilot Program

The Clean Mobility Options Voucher Pilot Program (CMO) awards voucher-based funding for zero-emission mobility programs that provide service in California's historically underserved communities. CMO is funded by California Climate Investments and is administered by a collaboration between CALSTART, the Shared Use Mobility Center, GRID Alternatives, and Local Government Commission. CMO has made a concerted effort to center equity in its awardee process.

Low Carbon Transit Program (LCTOP)

The LCTOP was created to support operating and capital assistance for transit agencies to reduce greenhouse gas emissions and enhance mobility. This program gives priority to serving disadvantaged communities. Eligible projects selected by LCTOP will support new or expanded bus or rail services, expand intermodal transit facilities, and may include equipment acquisition, fueling, maintenance and other costs to operate those services or facilities, with each project reducing greenhouse gas emissions.⁹

Appendix A
Resolution Approving
Zero Emission Bus Rollout Plan

**LAKE TRANSIT AUTHORITY
RESOLUTION #2022-23-12**

**APPROVING THE LAKE TRANSIT AUTHORITY
ZERO-EMISSION BUS ROLLOUT PLAN**

WHEREAS, California Code of Regulations Title 13, Division 3, Chapter 1, Article 4.3, Part 2023.1(d), Zero Emissions Bus Rollout Plan Requirements, requires that a transit agency Zero-Emission Bus Rollout Plan be approved by its governing Board; and

WHEREAS, the Zero-Emission Bus Rollout Plan sets forth Lake Transit Authority's plan which meets the following requirements:

- A goal of full transition to zero-emission buses by 2040 with careful planning that avoids early retirement of conventional internal combustion engine buses;
- Identification of the types of zero-emission bus technologies that Lake Transit Authority is planning to deploy;
- A schedule for zero-emission and conventional internal combustion engine bus purchases;
- A schedule for conversion of conventional internal combustion engine buses to zero-emission technologies;
- A schedule for construction of facilities and infrastructure modifications or upgrades, including charging, fueling, and maintenance facilities, to deploy and maintain zero-emission buses;
- Explanation of how Lake Transit Authority plans to deploy zero-emission buses in Disadvantaged Communities;
- A training plan and schedule for zero-emission bus operators and maintenance and repair staff; and
- Identification of potential funding sources.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Lake Transit Authority approves Lake Transit Authority's Zero-Emission Rollout Plan.

Adoption of this Resolution was moved by Director _____, seconded by Director _____, and carried on this 10th day of May 2023 by the following roll call vote:

AYES:

NOES:

ABSENT:

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

ATTEST: Charlene Parker
Secretary

Stacey Mattina
Chair



LAKE TRANSIT AUTHORITY STAFF REPORT

TITLE: Title VI Program Update

DATE PREPARED: May 3, 2023

MEETING DATE: May 10, 2023

SUBMITTED BY: James Sookne, Program Manager

BACKGROUND:

All programs receiving financial assistance from the Federal Transit Administration (FTA) are subject to Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and the Department of Transportation's (DOT) implementing regulations. Title VI prohibits discrimination by recipients of Federal financial assistance on the basis of race, color, and national origin, including the denial of meaningful access for limited English proficient (LEP) persons. Section 601 of Title VI of the Civil Rights Acts on 1964 states the following:

“No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

The term “program or activity” means all of the operations of a department, agency, special purpose district, or government; or the entity of such State or local government that distributes such assistance and each such department or agency to which the assistance is extended, in the case of assistance to a State or local government.

Since Lake Transit Authority receives FTA funds, LTA is required to comply with Title VI and DOT's regulations. FTA requires that all direct and primary recipients document their compliance with DOT's Title VI regulations by submitting a Title VI Program to their FTA regional civil rights officer once every three years or as otherwise directed by FTA. For all recipients (including sub-recipients), the Title VI Program must be approved by the recipient's board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA. Sub-recipients (LTA) shall submit Title VI Programs to the primary recipient (Caltrans) from whom they receive funding in order to assist the primary recipient in its compliance efforts.

The original LTA Title VI Program was developed in 2014 and adopted by the Board on May 14, 2014 and subsequently updated in May 2017 and June 2020. The program stipulates that it be updated every 3 years. Staff has reviewed and incorporated the most current Census data into the attached updated 2023 Lake Transit Authority Title VI Program. The difference in data between the 2020 and 2023 Programs is trivial and doesn't require LTA to change any practices or policies. One other change between the 2020 and 2023 plans is the deletion of old survey data of staff and riders from the original 2014 plan. Staff plans to update the survey but wants to wait until later in the year when the chance of reaching the target demographic is greater. Since this is a living document, it can be updated again once the new data is available.

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

ACTION REQUIRED: Approval of the updated Title VI Plan and Resolution 22-23-13

ALTERNATIVES: None identified.

RECOMMENDATION: Approve the updated Title VI Plan and Resolution 22-23-13.

Lake Transit Authority's TITLE VI PROGRAM

Update: May 2023

Approved by the LTA Board of Directors:



**Lake Transit Authority
9240 Highway 53
Lower Lake, CA**

This document was originally prepared in 2014 by AMMA Transit Planning through funding provided by the Lake County/City Area Planning Council on behalf of Lake Transit Authority. It was updated by Lake Transit Authority staff in 2017, 2020, and again in 2023. It is approved by the Lake Transit Authority Board of Directors to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients."

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Lake Transit's Title VI Notice to the Public

Title VI Notice to the Public Lake Transit Authority

Lake Transit Authority is committed to ensuring that no person shall be excluded from the equal distribution of its transit services, programs, and resources because of race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

- Lake Transit provides transit services and operates transit programs without regard to race, color, and national origin in full compliance with Title VI.
- Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI while using Lake Transit services may file a complaint with Lake Transit Authority. All complaints will be fairly and objectively investigated.
- To file a complaint, you may contact Lake Transit by phone: (707) 994-3334 or (707) 263-3334 or visit Lake Transit at: 9240 Highway 53, Lower Lake, CA.
- For more information about Lake Transit's Title VI Program and complaint procedure, please contact (707) 994-3334 or (707) 263-3334; or visit the website: www.laketransit.org/who-we-are
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590
- If information is needed in another language, contact (707) 994-3334
- Si necesita información en otro idioma, contacte al (707) 994-3334

List of Locations Where Title VI Notice Is Posted

Lake Transit's Title VI notice to the public is posted at the following locations:

Location Name	Address	City
Lake Transit Authority	9240 Highway 53	Lower Lake, CA
Lake Transit buses		
Clearlake Transfer Stop	15930 Dam Road	Clearlake, CA
Lakeport Transfer Stop	Main at 3rd Street	Lakeport, CA

The Title VI notice and program information is also provided on Lake Transit's website at:

<http://www.laketransit.org/who-we-are>

Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color or national origin by Lake Transit may file a Title VI complaint by completing and submitting Lake Transit's Title VI Complaint Form. Lake Transit investigates complaints received no more than 180 days after the alleged incident. Lake Transit will only process complaints that are complete. The following procedures will be followed to investigate formal Title VI complaints:

- Within 10 business days of receiving the complaint Lake Transit's Title VI Program Administrator, will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether our office will investigate the complaint.
- The investigation will be conducted and completed within 30 days of the receipt of the formal complaint.
- If more information is needed to resolve the case, Lake Transit may contact the complainant. The complainant has 10 business days from the date of the letter to send the requested information to the Title VI Administrator and investigator. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, Lake Transit can administratively close the case.
- The complainant will be notified in writing of the cause to any planned extension to the 30-day rule.
- A case can be administratively closed also if the complainant no longer wishes to pursue their case. Following the investigation, the Title VI Administrator will issue one of two letters to the complainant: 1) a closure letter or 2) a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.
- If the complainant is unsatisfied with the decision, he/she has 30 days after the date of Lake Transit's closure letter or the LOF to appeal to Lake Transit Board of Directors or its designee. The complainant is entitled to review the denial, to present additional information and arguments, and to separation of functions (i.e. a decision by a person not involved with the initial decision to deny eligibility). The complainant is entitled to receive written notification of the decision of the appeal and the reasons for it.
- The complainant may also file a complaint directly with the Federal Transit Administration, as follows: Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor - TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590

Lake Transit's Title VI Complaint Form

Section I: Please write legibly		
1. Name:		
2. Address:		
3. Telephone:	3.a. Secondary Phone (Optional):	
4. Email Address:		
5. Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
6. Are you filing this complaint on your own behalf?	YES*	NO
*If you answered "yes" to #6, go to Section III.		
7. If you answered "no" to #6, what is the name of the person for whom you are filing this complaint? Name:		
8. What is your relationship with this individual:		
9. Please explain why you have filed for a third party:		
10. Please confirm that you have obtained permission of the aggrieved party to file on their behalf.	YES	NO
Section III:		
11. I believe the discrimination I experienced was based on (check all that apply): <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin		
12. Date of alleged discrimination: (mm/dd/yyyy)		
13. Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known), as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		

Lake Transit's Title VI Complaint Form, Page 2

Section IV:		
14. Have you previously filed a Title VI complaint with Lake Transit?	YES	NO
Section V:		
15. Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? [] YES* [] NO If yes, check all that apply: [] Federal Agency _____ [] State Agency _____ [] Federal Court _____ [] Local Agency _____ [] State Court _____		
16. If you answered "yes" to #15, provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		Email:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date are required below to complete form:

Signature _____ Date _____

Please submit this form in person or mail this form to the address below:

Lake Transit Authority
Title VI Program Administrator
9240 Highway 53
Lower Lake, CA

List of Transit-Related Title VI Investigations, Complaints, and Lawsuits

This requirement is not applicable as Lake Transit Authority has not been involved in any transit-related Title VI investigations, complaints, or lawsuits.

Lake Transit Authority's Public Participation Plan

**Developed: February 2014
Updated: May 2017, June 2020, & May 2023**



**Lake Transit Authority
9240 Highway 53
Lower Lake, CA**

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1. Introduction

Purposes of This Plan

As part of its Title VI Program, Lake Transit has bolstered its public participation process. This includes enhancing strategies for engaging minority and Limited English Proficient individuals. This plan provides guidelines for involving the public in Lake Transit's transit-related planning efforts to ensure that all groups are represented, and their needs considered.

Lake Transit is committed to ensuring it serves Lake County, consistently and in the most cost-efficient and appropriate manner within available resources. Through conversation and collaboration with riders, prospective riders, and the larger surrounding community, Lake Transit will be able to assess the quality of its service, measure potential impacts to the community from Lake Transit's transit-related initiatives or proposed initiatives, and ensure that it is providing a valuable and accessible service.

2. Public Participation Process

Approach to Public Participation

The public participation process should be considered at the earliest stages of any transit project that may impact the surrounding community, its riders, and potential riders. As projects vary in time and size, the public participation process may vary for each, as well as the extent of public participation. The following outlines tools and strategies to ensure that public input is invited and all foreseeable impacts to the community are considered.

At the beginning of any project, staff will identify which strategies will be appropriate and effective for that given task and develop an approach. For larger projects, those conducted by contractors, part of the RFP requirements and criteria for scoring proposals will include development of that project's public participation process.

Outreach Requirements and Activities

The following activities are intended to serve as guidelines for minimum levels of outreach to ensure that all riders and potential riders in Lake Transit have equal access and opportunity to participate in transportation planning and decision-making. These also provide strategies for soliciting input and engaging various communities.

Minimum Outreach Requirements

- Notice for public events may include posters, email blasts to agency-level stakeholders, media releases to local papers, messages on social media, or radio announcements if funding allows.
- Any notices will be posted at least two weeks prior to the public event.
- Notices may be posted at Lake Transit headquarters, on buses, at bus shelters as appropriate, at key community centers, and transfer locations.
- Information about public participation opportunities will also be posted on Lake Transit's website and social media pages at least two weeks prior to the event.
- Comments will be accepted at public outreach events, via email, by mail, and by phone to ensure that all populations have the opportunity to participate.

Outreach Methods to Engage Minority and Limited English Proficient Populations

- Notices in Spanish will be developed and posted along with English notices.
- Notices in Spanish and other LEP languages may be posted on vehicles that have been identified as key routes used by LEP populations, if such information exists.
- Event information on Lake Transit's website and social media pages will be posted in English and Spanish.
- Lake Transit will distribute event information to community groups and agencies that work with LEP populations, if such contacts exist.
- Lake Transit contracts with Language Line, a translation service to provide interpretation for LEP riders that call or visit and need language assistance.
- Lake Transit will ensure that non-English language interpretation will be available at any public meeting or workshop as is appropriate and necessary.
- Lake Transit will continue cultivating relationships with community agencies that serve LEP populations.
- Event notices will be sent to local LEP language publications and/or radio stations if such are identified and within project budgets.

- Public outreach events may include attending already existing community meetings and gatherings, such as school meetings, farmers markets, faith-based events, and other community activities in order to invite participation from LEP populations who may not attend Lake Transit hosted public events.

As of this writing, Spanish is the only LEP language that meets the Safe Harbor threshold. Lake Transit will continue assessing the language needs of citizens in its service area through its Language Assistance Plan. At the time that another group with limited English proficiency reaches significant mass, Lake Transit will review this plan and its strategies for engaging with non-English speaking populations.

Summary of Outreach Efforts

Recurring Outreach Efforts

- Lake Transit provides notice of public hearings by placing posters at the event location, on buses, placing notices in the local newspaper, as well as a notice on its website.
- Lake Transit staff consults with Tribal governments and staff of social service agencies as needed.
- Lake Transit staff regularly provides transit schedules and printed information to the Lake County Tribal Health Clinic in Lakeport.
- Brochures are distributed to the following agencies throughout Lake County:

Clearlake

-Clearlake Senior Center
 -Konocti Unified School District
 -People Services, Inc.
 -Clearlake Chamber of Commerce
 -City of Clearlake
 -Redbud Library
 -Veterans Clinic
 -Adventist Health Clear Lake
 -Live Well Clinic
 -IGA Grocers
 -Woodland Community College

Cobb

-Hardesters Market

Clearlake Oaks

-Live Oak Senior Center

Hidden Valley

-Hardesters Market

Kelseyville

-Kit's Corner Store

Lakeport

-City of Lakeport
 -County Jail
 -Workforce Lake Co.
 -Lake County Museum
 -County of Lake
 -Mendocino College

-Sutter Lakeside Hospital

Lower Lake

-Social Services
 -Job Zone

Lucerne

-Alpine Senior Center
 -Lakeview Market

Middletown

- International Charter School
 - Hardesters Market
 -Senior Center

Nice

-Sentry Market

Recent Project-Related Outreach

- 2011 Non-Emergency Medical Transportation Plan for Lake County. Outreach, which focused on Lake Transit usage, availability, and accessibility included:
 - County-wide survey mailed to 33,500 households
 - Outreach to vulnerable populations, such as Native Americans, low-income individuals, and Spanish speaking individuals. Outreach efforts included an intercept survey at the Tribal Health in Lakeport, two community workshops, and community leader interviews.
- 2014 Transit Development Plan and Marketing Plan. Outreach involved an Intensive 4-day outreach and data collection effort, including:
 - On-board survey of 363 Lake Transit riders.
 - Stakeholder interviews representing at least 22 different organizations or agencies throughout Lake County.
 - Focus groups with transit users and potential users including: Woodland Community College students, Mendocino College students, Welfare to Work participants, People Services Independent Living clients
- 2014-15 Lake County Coordinated Public Transit - Human Services Transportation Plan
 - Stakeholder interviews were undertaken with 48 key agency personnel who understood target groups' mobility concerns.
 - Consumer focus groups provided opportunity for input from older adults, community college youth, and persons with disabilities. The agency interviews and focus group discussions involved about 90 persons.
 - Selected responses from rider on-board survey are also reported, reaching 363 persons and bringing rider perspectives in the Coordinated Plan update process.
 - An intercept survey of persons of Limited English Proficiency reached 25 individuals.
 - In order to better understand non-emergency medical transportation needs, a health care agency e-survey performed in conjunction with Lake County Public Health brought back health care agency referral pattern information, netting responses from 25 agencies.
- 2017 Transit Hub Location Plan
 - 62 stakeholders invited from various community organizations, local government, tribal entities, and others to participate in a design charette.
 - Public workshop notice was widely distributed including website, news media, and flyers on bus stop shelters and buses.
 - Security workshop and tour with neighborhood representatives.

- 2019 Lake Transit Authority Bus Passenger Facility Plan
 - System-wide survey was distributed on the buses, at the community workshops at other community events (County fair, Pear Festival, National Night Out, etc.), and advertised on-line. The survey received 169 responses.
 - Community workshop notices were widely distributed including website, news media, and flyers on bus stop shelters and buses.
- 2022 Transit Development Plan – outreach involved a week-long outreach and data collection effort, including:
 - On-board survey of 232 Lake Transit riders.
 - Stakeholder interviews representing at least 6 different organizations or agencies throughout Lake County.

Title VI Related Outreach

- Intercept survey at Woodland Community College’s Clearlake campus during a student conference for high school students of the Konocti and Middletown School Districts. Parents also attended. Most participants were Hispanic, and many primarily Spanish-speaking.
- Intercept surveying at transfer locations: Ray’s Food Place, Clearlake; Third and Main, Lakeport.
- Intercept surveying at key community locations: Safeway and Walmart in Clearlake.

Lake Transit's Language Assistance Plan

Developed: March 2014

Updated: May 2017, June 2022, and May 2023



**Lake Transit Authority
9240 Highway 53
Lower Lake, CA**

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1. Introduction

This Language Assistance Plan was developed during the process of developing the Title VI Program for Lake Transit. The Title VI Program complies with federal requirements and ensures that Lake Transit services are provided without discrimination on the basis of race, color, or national origin. Through this Language Assistance Plan, the Title VI program also ensures that Lake Transit's services are accessible to limited English Proficient (LEP) individuals.

Title VI of the 1964 Civil Right Act is one of two federal mandates that guarantee the provision of meaningful access to federally-funded services for LEP individuals:

- Title VI of the 1964 Civil Right Act prohibits federally-funded agencies from discriminating against individuals based on race, color and national origin and includes meaningful access to LEP customers.
- President's Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (August 11, 2000): Instructs federal agencies to improve access to services by mandating that any federally conducted or assisted programs of activities (e.g. recipients of federal funding) must provide meaningful access to LEP customers.

Lake Transit' Title VI Program was prepared in early 2014 in accordance with FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, October 1, 2012.

More information about Lake Transit's Title VI Program is available at:

<http://www.laketransit.org/who-we-are>

2. Overview of Lake Transit's Service Area and Services

Lake Transit Authority is a joint powers authority between Lake County and the two cities, Clear Lake and Lakeport, with a Board of Directors comprised of the same members as Lake County/ City Area Planning Council. Lake Transit operates service six days a week, although not on Sundays and Federal holidays.

Lake Transit operates six regional and intercity fixed-routes (Routes 1, 2, 3, 4, 4A and 7), three fixed-routes that service Clearlake and Lower Lake (Routes 10, 11, and 12), and Route 8, another local fixed-route service in Lakeport.

Lake Transit connects to Ukiah in Mendocino County via Route 7 and to Calistoga, St. Helena, and Deer Park in Napa County via Route 3.

Demand responsive service is available to ADA certified individuals, those persons who, because of their disability cannot use fixed-route service. Demand responsive service, reserved at least a day in advance, will pick-up riders within one mile of the fixed-route service within the cities of Clearlake and Lakeport.

3. Language Assistance Goals

Lake Transit is committed to making its services and programs available to LEP persons as part of its compliance to Title VI of the Civil Rights Act of 1964.

Lake Transit's goal is to provide meaningful access for LEP customers to Lake Transit's services, information and materials by developing a Language Assistance Plan and by regular evaluation of the developed methods and strategies.

4. Results of the Four Factor Analysis

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.

Census Data

Lake Transit used available census data to determine the identify LEP populations within Lake County. Table 4-1 demonstrates the various populations residing in Lake County that speak English "less than very well."

Table 4-1

**B16004: AGE BY LANGUAGE SPOKEN AT HOME BY ABILITY SPEAK ENGLISH
FOR THE POPULATION 5 YEARS AND OVER (Abridged version)
2017-2021 American Community Survey 5-Year Estimates**

	Lake County, California	
	Estimate	Percentage of Population
Total:	63,867	100.00%
Speak only English:	52,729	82.56%
Speak Spanish:	9,677	
Speak English less than "very well":	3,322	5.20%
Speak other Indo-European languages:	1,053	
Speak English less than "very well":	267	0.42%
Speak Asian and Pacific Island languages:	351	
Speak English less than "very well":	188	0.29%
Speak other languages:	57	
Speak English less than "very well":	0	0.00%

Source: U.S. Census Bureau, 2017-2021 American Community Survey

As demonstrated in Table 4-1, Spanish speakers represent the only LEP population that meets the Safe Harbor Threshold. The other populations represent smaller populations within Lake Transit’s service area, falling inside the Safe Harbor Provision. While Lake Transit will not translate its vital materials into languages other than Spanish, it will continue to monitor the proportions of LEP individuals and corresponding languages as detailed in Section 6 in the following pages.

Factor 2: The frequency with which LEP persons come into contact with the program.

According to the 2017-2021 American Community Survey 5-Year Estimates, the largest geographic concentration of LEP individuals in Lake County is Spanish speaking. This population is approximately 15.2% of the population over 5 years of age, or an estimated population of 9,677. Those that speak English less than “very well” are 5.2% of the population or an estimated 3,322 people. Lake Transit Authority (LTA) regularly assesses the frequency at which staff has or could possibly have contact with LEP persons. This includes documenting phone inquiries and verbally surveying staff. LTA staff has infrequent interactions with Spanish speakers.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives

Lake Transit understands that its services are used for life-sustaining activities, such as transportation to work, grocery shopping, non-emergency medical appointments, as well as life-enriching activities, such as school, and social events. For transit-dependent individuals, Lake Transit services are gravely important. For this reason, Lake Transit is committed to translating vital documents relating to its service. Vital documents are those that demonstrate where and how to use Lake Transit, how to access services and additional pertinent information. The implementation for translating these vital documents is detailed below in Section 5.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

The geographic area Lake Transit serves presents limitations to service since the area is vast, rural, and surrounds California's largest natural lake. Due to these conditions, outreach will need to be varied and, at times, event specific. Lake Transit's Public Participation Plan lays out the types of outreach activities that will be undertaken for the various types of projects and public events.

A large proportion of outreach will be possible through continuing to cultivate relationships with key contacts within the LEP populations. As identified in the Public Participation Plan, keeping these contacts informed of Lake Transit's activities, services, and events, and working with them to connect with the LEP populations will be an important outreach activity with little or no associated costs.

Outreach Resources include:

- Lake Transit's Website and social media
- Lake Transit's Language Line
- Title VI notes posted on LTA buses and transfer locations
- Several shelters that allow for posting of transit information
- Partnerships with Lake County Tribal Health Clinic in Lakeport and Clearlake, Tribal governments, area hospitals, People Services, and senior centers.
- Partnerships with the following key community agencies, that includes distributing transit information and dialogue as needed:

Clearlake

- Highlands Senior Service Center
- Konocti Unified School District
- People Services, Inc.
- Clearlake Chamber of Commerce
- City of Clearlake
- Redbud Library
- Veterans Clinic
- Adventist Health Clear Lake
- Live Well Clinic
- IGA Grocers
- Woodland Community College

Cobb

- Hardesters Market

Clearlake Oaks

- Live Oak Senior Center

Hidden Valley

- Hardester's Market

Kelseyville

- Kit's Corner Store

Lakeport

- City of Lakeport
- County Jail
- Workforce Lake Co.
- Lake County Museum
- County of Lake
- Mendocino College
- Sutter Lakeside Hospital

Lower Lake

- Social Services
- Job Zone

Lucerne

- Senior Center
- Lakeview Market

Middletown

- International Charter School
- Hardester's Market
- Senior Center

Nice

- Sentry Market

Table 4-2, on the next page, identifies several potential outreach strategies that may be utilized as is appropriate and their associated costs.

Some of these strategies, such as Spanish language advertisements on radio stations and in magazines, will be utilized if such outlets are identified and as funding is available.

Table 4-2
Factor 4 Cost Analysis

Translation of Written Documents		Interpretation & Translation Services		Advertisements & Outreach	
Specific elements	Unit Costs (range)	Specific elements	Unit Costs	Specific elements	Unit Costs
<i>Vital Documents:</i>		Language Line	\$0.45 per minute as utilized	Availability of language assistance poster development and printing	To be determined on a case by case basis
Title VI Notice to the Public	\$80-\$100	Simultaneous interpreter when required for public events	To be determined on a case by case basis	Spanish-language radio spots (optional)	To be determined on a case by case basis
Complaint Form	\$80-\$100			Adverts in Spanish-language publications (optional)	To be determined on a case by case basis
Complaint Procedures	\$80-\$100				
Rider Guide	\$80-\$100				
ADA Application	\$80-\$100				
Signage advertising Lake Transit's language assistance program	\$80-\$100				
System Map	\$80-\$100				
Individual route schedules where practical	\$80-\$100				
<i>Ad-hoc Documents:</i>					
Fliers/advertisements for public events	\$80-\$100				

5. Implementation Plan

Timeline/ Major Milestones

Responsibility for Implementing the Language Assistance Plan

This Plan, as well as other elements of the Title VI Program, will be implemented by the Title VI Program Administrator.

Language Service Provision

Interpretation Services

1. Lake Transit has a contract with Language Line to provide oral interpretation as needed for LEP callers or visitors.
2. Lake Transit has publicized information about language assistance on its posted Title VI Notice. Public events will also be publicized in English and Spanish with information about requesting interpretation.
3. Simultaneous interpretation at public events will be determined on a case-by-case basis by examining several factors, such as:
 - The type and size of event;
 - The availability of a staff member of a host organization to interpret, etc.;
 - Requests received 72 hours before an event.

Translation of Vital Documents

1. Title VI documents have been translated into LEP languages identified during the four-factor analysis.

Vital Documents

- 1) Title VI Program
 - Title VI Notice to the Public
 - Complaint Form
 - Complaint Procedures
- 2) Rider and ADA Information

- 3) Signage advertising the Lake Transit's Language Assistance Program, particularly the Language Line number
- 4) Individual route schedules, where practical

2. The extent of Lake Transit's ability and obligation to continue translating written documents will be determined on a case-by-case basis, by looking at elements presented in the Four Factor Analysis.

Lake Transit's Website

Title VI information in English and Spanish is available on Lake Transit's website at:

www.laketransit.org/who-we-are

As additional materials are translated into LEP languages, they will be provided on the website.

Outreach

1. To ensure that LEP individuals are aware of language assistance measures, Lake Transit has included information about language assistance in its Title VI Notice to the Public.
2. Title VI information is available on the website in English and Spanish.
3. As possible and appropriate, Lake Transit will develop simple signage advertising its Language Assistance Program and Language Line program and post these at popular community locations.
5. As appropriate, staff will inform residents about Language Assistance Program during their outreach and transit-orientation activities.
6. Staff will continue developing relationships with organizations that serve LEP individuals and developing strategies to spread awareness of Lake Transit's Language Assistance Program and transit services.

6. Monitoring, Evaluating, and Updating the LAP

1. A thorough review of this Language Assistance Plan (LAP) will be undertaken every three years concurrent with updating and submitting the Title VI Program. At that time, the LEP population will be reassessed to ensure all significant LEP languages are included in Lake Transit's language assistance efforts. The following reoccurring reporting and evaluation measures will be used to update the Language Assistance Plan:

2. Lake Transit will regularly assess the effectiveness of how Lake Transit and contracted staff members communicate with LEP individuals by:

- Including questions about language assistance and information needs on any transit surveys
- Conversations with community agencies that work with LEPs
- Rider surveys or other input opportunities will be available in LEP languages (currently Spanish)

3. Staff will track its language assistance efforts, including:

- Reporting front-line staff's interactions with LEP
- Reports and updates from Language Line

7. Staff Training

Lake Transit had a program for regular staff training and is including language assistance training as part of this program. Training includes:

- How to respond to LEP callers
- How to respond to correspondence from LEPs
- How to respond to LEPs in person
- How to document LEP needs

Lake Transit is also considering various strategies for assisting vehicle operators in communicating with LEPs while in the field.

Table Depicting the Membership of Non-Elected Committees and Councils

This requirement is not applicable as Lake Transit does not have any non-elected committees or councils.

Description of Subrecipient Monitoring and Schedule of Subrecipient Title VI Program Submissions

This requirement is not applicable as Lake Transit does not have any subrecipients at this time and does not anticipate expanding to include subrecipients. In the case that Lake Transit Authority does work with subrecipients, Lake Transit will revisit this issue to ensure compliance.

Title VI Equity Analysis

Since its last Title VI Certifications and Assurances, Lake Transit Authority has sited a location for a new transit center which is not considered a “facility” under Title VI because it was evaluated during the project development and environmental process and therefore did not need to undertake a Title VI Equity Analysis.

Additional Information for Transit Providers that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000: System-Wide Policies and Service Standards

Effective Practices to Fulfill the Service Standard Requirement

Vehicle Load Standards

The average of all loads during the peak operating period should not exceed the following load factors for that type of service:

Local Routes 10, 11, 12: Minimum Standard: Loads not to exceed 1.25 passengers/seat 95% of the time. Target Standard: Loads not to exceed 1.1 passengers/seat 99% of the time.

Regional Routes 1, 2, 4, 4A, 8: Minimum Standard: Loads not to exceed 1.10 passengers/seat 95% of the time. Target Standard: Loads not to exceed 1.0 passengers/seat 99% of time.

County-to-County Routes 3 and 7: Minimum Standard: Loads not to exceed 1.0 passenger/seat 95% of the time. Target Standard: Loads not to exceed 1.0 passenger/seat 100% of time.

Vehicle Headway Standards

City-based Routes 10, 11, 12: Minimum Standard: Service frequency of 60 minutes or better.

Intra Lake County Routes 1, 2, 4, 4A, 8: Minimum Standard: Three round trips daily. Target Standard: Service frequency based on ridership demand, distance of trip, and transfer opportunities.

Intercity Route 3 and 7: Target Standard: Service frequency based on ridership demand, distance of trip, and transfer opportunities. Connections with Greyhound and external transit systems should receive priority consideration.

On-Time Performance Standards

All Fixed Routes: Minimum Standard: 90% of all runs are on time (defined as from one minute early to 5 minutes late). Target Standard: 95% of all runs on time.

Demand Response: Minimum Standard: Ninety percent (90%) of reservation trips will be served within a 30 minute window (plus or minus 15 minutes from the recorded reservation time) Target Standard: Ninety Five percent (95%) of reservation will be served within a 30 minute window (plus or minus 15 minutes from the recorded reservation time)

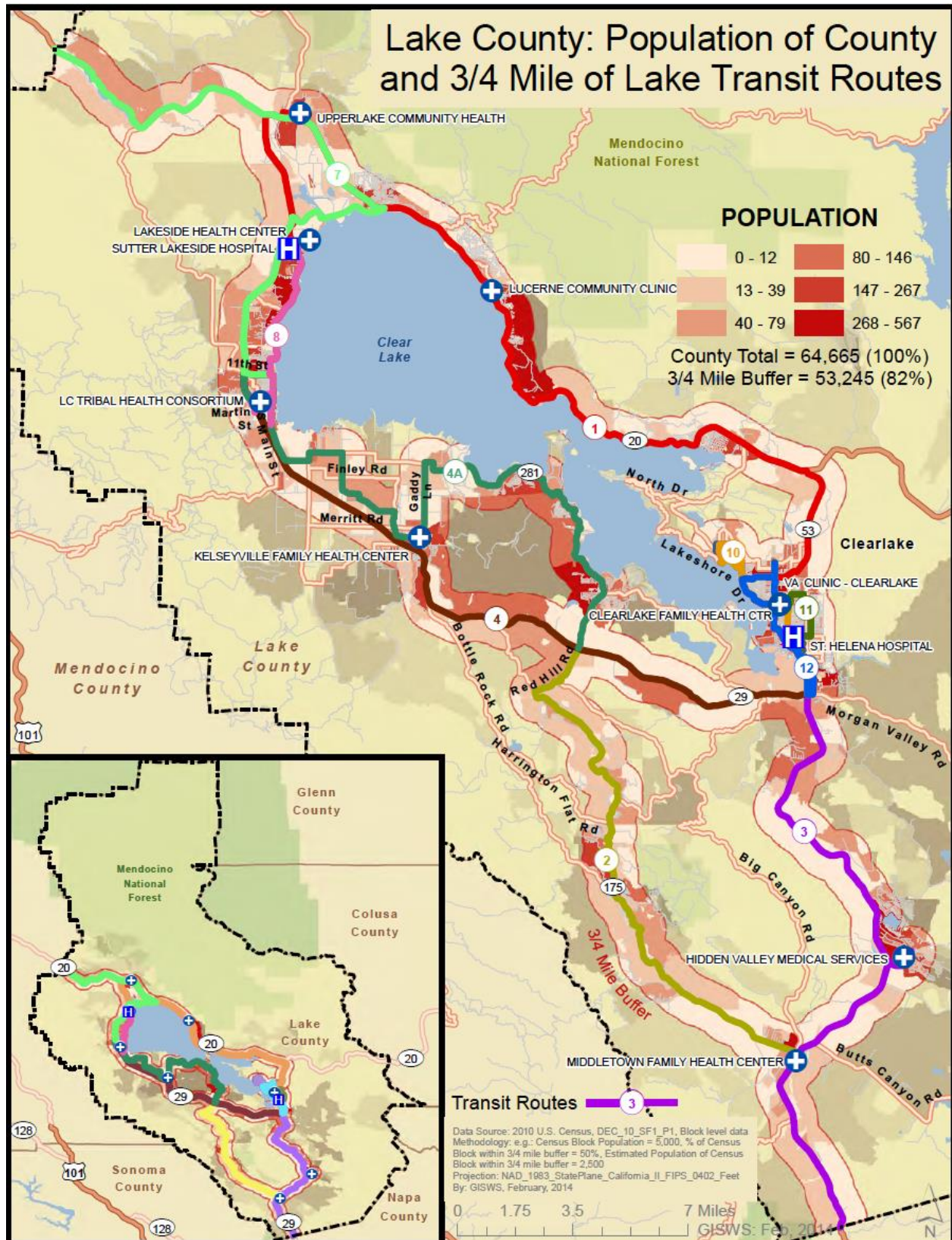
Service Availability Standards

All Fixed Routes: Minimum Standard: Throughout the County, 80 percent of the population should be within one mile of a bus stop. Target Standard: Throughout the County, 80 percent of the population should be within $\frac{3}{4}$ of a bus stop.

Demand Response: Target Standard: Paratransit service for ADA eligible and certified individuals shall be provided within one hour of the requested pickup or drop-off time, as appropriate, in response to a request for service made the previous day or up to seven days in advance.

The map on the following page demonstrates Lake Transit's current service availability. 53,245 individuals or 82% of the service area population (per the 2010 US census) are within $\frac{3}{4}$ miles of Lake Transit routes.

Lake Transit Service Availability



Effective Practices to Fulfill the Service Policy Requirement

Vehicle Assignment Policy

All Fixed Routes: Bus assignments take into account the operating characteristics of the various buses within the Lake Transit fixed route fleet, which are matched to the operating characteristics of the route. Vehicle assignments are made on a three-tier priority basis based on the vehicle size and seating capacity needs for a particular route. Vehicle assignments are rotated to ensure equal usage of qualified vehicles for a particular route on a monthly basis based on the route need except for non-availability due to mechanical breakdown.

Transit Amenities Policy

Systemwide, bus stops should be provided at locations serving 5 or more passengers per day, and shelters should be provided at locations serving 10 or more passengers per day.

**Lake Transit Authority Board of Director's Approval of Lake Transit
Authority's Title VI Program**

**LAKE TRANSIT AUTHORITY
RESOLUTION #2022-23-13**

AUTHORIZING THE TITLE VI COMPLIANCE PLAN

WHEREAS, Lake Transit Authority (LTA) desires to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in the United States Department of Transportation Federal Transit Administration (FTA) Circular 4702.1B, “Title VI Requirements and Guidelines for Federal Transit Administration Recipients”; and

WHEREAS, LTA wishes to authorize approval of the Updated Compliance Plan to comply with necessary provisions of the Civil Rights Act.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Lake Transit Authority as follows:

1. The Executive Director, or their designated representative, is authorized to implement components of the plan in order to meet federal requirements.
2. The Executive Director, or their designated representative, is authorized to implement policies that may be necessary to comply with subsequent revisions or interpretations of the Civil Rights Act.

Adoption of this Resolution was moved by Director_____, seconded by Director_____, and carried on this 10th day of May 2023 by the following roll call vote:

AYES:

NOES:

ABSENT:

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

ATTEST: Jesus Rodriguez
Secretary

Stacey 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: 05/04/2023
RE: March and April 2023

<u>Rider ship</u>	<u>Comparison</u>
MAR 2023 – 16, 932	MAR 2022 – 14, 076 / + 2,856
APR 2023 – 16, 335	APR 2022 – 11,785 / + 4,550

MAR 2023 – Saturday ridership – 1, 008
APR 2023 – Saturday ridership – 1, 443

- Employee Training and Recruitment:

If you recall from the last meeting, I told you we would be in a time of transition as we were preparing for a total loss of 3 FT Drivers and 1 FT Dispatcher on April 30th. We are in that time. One of the FT drivers dropped to PT, which helped and 2 drivers that had been out came back as PT and On-Call. We were expecting one FT driver back on May 1st who has been out several months but that did not happen. Normally I would be a little stressed, but that is not the case. Johnnie did an amazing job of creative scheduling, and great team work by our supervisory staff and drivers, which resulted in the cancellation of only Route 12, which should only last 2-3 weeks.

To get us back to full staffing I had one driver pass her drive test, and is now learning routes, and another driver who passed his permit test and is currently BTW training with Patrick. We hope to schedule him for his drive test at the end of next week. I have two other drivers who should be done with their classroom training by the time of the meeting and begin BTW training soon. We also have currently 3 applicants for two PT positions available. So I am encouraged we will be back to full staffing soon. I am also excited about the quality of people we are getting in the door.

We continue to meet all the company's 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 15 complaints and 1 compliment in March and April

My one compliment, was for driver Jacob Patterson the caller stated he was very pleasant and she enjoyed every minute of the ride

Of my 15 complaints 4 were investigated and were proven false, 5 were unfounded. The rest were proven to be true. The drivers were counseled and in some cases sent back for re-training to address the specific incident.

Other Updates

On April 27th Johnnie and I spoke to the Glen Haven Business Association Meeting with regards to Transit in Lake County, I have to say it was a very successful presentation with over 30 in attendance. We got great feedback and have even been approached about speaking to other groups.

In reviewing the TDP recommendations we would like to look at implementing the changes to the 12 and the 7/4 on the next bid which is later this month.



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

Mobility Report 5/3/23

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>
January 2023	63	784	13,905.90	\$5,562.36
February 2023	69	815	14,471.70	\$5,945.32
March 2023 (April data not avail. yet)	76	949	15,868.1	\$6,347.16

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>
February 2023	29	19	10 (mostly due to weather)
March 2023	36	29	7
April 2023	29	25	4

- LTA/Paratransit Services to take over coordinating Medi-Link trips, with Lake Links doing the eligibility determination and referrals. (Date to be determined for change to be implemented.)

3). 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.

4). Our new Lake Links website is coming soon! New Community Resource page with contact information for all agencies providing transportation services in Lake County.