



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: September 13, 2023
TIME: 9:30 a.m. (or once the Lake Area Planning Council Meeting Adjourns)
PLACE: Clearlake Senior Center – (Auxiliary Room)
3245 Bowers Road
Clearlake, California

Audioconference

Dial-in number: 1 (669) 900-6833 / Meeting ID: 873 5185 6590# Passcode: 126917

***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 August 9, 2023 Meeting
Review and proposed approval

REPORTS

5. LTA Program Manager's Report
6. Paratransit Services' Report
7. Lake Links Update
8. 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: September 7, 2023



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LAKE TRANSIT AUTHORITY

(DRAFT) MEETING MINUTES

Wednesday, August 9, 2023

Location: City Council Chambers

255 Park Street

Lakeport, California & Zoom

Present

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

Absent

Chuck Leonard, Member at Large

Also Present

Alexis Pedrotti, Project Manager – Lake Transit Authority
James Sookne, Program Manager – Lake Transit Authority
Charlene Parker, Admin. Staff – Lake Transit Authority
Jesus Rodriguez, Admin. Staff – Lake Transit Authority
Michael Villa, Planning Staff – Lake APC
Johnnie Lindsey, Project Manager – Paratransit Services
Laurie Fisher, Mobility Programs Manager – Lake Links

Attending via Zoom

Laurie Fisher, Mobility Programs Manager – Lake Links
John Speka, Senior Transportation Planner – Lake APC
Michael Green – City of Clearlake Alternate

1. Call Meeting to Order

Chair Mattina called the meeting to order at 10:24 a.m.

2. Roll Call

Charlene Parker 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.

CONSENT CALENDAR

4. Approval of Minutes of the June 7, 2023, meeting (Draft)

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

REGULAR CALENDAR

5. Fiscal Year 2023/24 Budget Amendment No. 1

James presented that the differences between the first amendment and the final budget adopted in June were minimal. The August estimates from the California State Controller's Office (SCO) had shown a decline in State Transit Assistance (STA) funds of \$12,710 and State of Good Repair (SGR) funds declined by \$298. These adjustments were reflected in the new amendment. James explained that more of the actual costs had been filled in since the last budget was adopted. The two budgets compared show an additional SGR project under the capital expenses section. James elaborated that during the last update, the cost for this project had been updated, but the project itself had been inadvertently left out. Where the previous budget had a placeholder marked "TBD," the amended budget now included this SGR project. It was clarified that the new project was related to bus and vehicle replacement at the Transit Center.

Director Cremer made a motion to approve Amendment No.1 for the FY 23/24 Lake Transit Authority Budget. The motion was seconded by Director Sabatier and carried unanimously.

6. Resolution No. 2023-24-01 Approving the Project List for FY 2023/24 California State of Good Repair Program

James revealed that the sum of \$113,247 was being proposed as a local match towards a federal grant specifically for bus purchases. James was quick to point out that there was a typographical error in the fiscal year indicated on the project sheet and wanted to acknowledge it.

Director Sabatier made a motion to approve the State of Good Repair Project List for 2023/24 and Resolution 23-24-1. The motion was seconded by Director Parlet and carried unanimously.

7. Annual Report

James reported on an increase in system-wide ridership by almost 26% compared to the previous year. Route 2, leading up to Cobb, had seen a particularly notable increase of 164%. This was significant, as there had been discussions about possibly reducing the frequency of this route due to low usage. However, the ridership for this route was now 1.6% higher than it was in Fiscal Year 2018-2019.

James mentioned financial metrics, such as revenue hours increasing by 15.5% over the course of the year, while the passenger per hour rate was also up, indicating a rise in productivity. Moreover, the cost per revenue hour had decreased by almost 4% to just under \$90, and the cost per passenger was down by almost 12% to \$18.14. Capital improvements included the implementation of a contactless fare payment system, which was still in its early adoption stage among riders.

Director Sabatier raised concerns about increasing subsidies despite the rise in ridership. He noted that the subsidies had grown from \$1.7 million before the COVID-19 pandemic to \$2.3 million currently. James acknowledged the concerns but pointed out that while the total subsidy had increased, the subsidy per passenger had actually dropped by over \$2, signifying improved efficiency. However, James also admitted that reaching pre-pandemic ridership levels might be unrealistic, not just for their transit system but for transit systems in general. Director Sabatier asked whether students were aware of the benefits and whether they had the necessary identification to use the service. Johnnie Lindsey provided additional information on this, noting that they had been instructing students to use their current class schedule and personal identification as a workaround due to the lack of student IDs.

Director Cremer made a motion to Approve the 2022/23 Lake Transit Authority Annual Report. The motion was seconded by Director Sabatier and carried unanimously.

REPORTS

8. LTA Program Manager's Report

James reported on the implications of Senate Bill 125. This bill was described as a trailer bill to the budget, slated to provide approximately \$8.4 million in funding, mainly passed through the APC. The funds were primarily allocated through the TIRCP program, with a smaller portion allocated to a new zero-emission transit program. James highlighted that these funds could be used flexibly, including to cover any overages in existing projects. This was particularly useful given the concerns over the budget for the transit center, which had been developed before the COVID-19 pandemic and did not account for subsequent inflation rates.

James elaborated on fleet maintenance challenges, mentioning recent issues including delays in receiving parts and air conditioning units failing during a heatwave. As a result, Route 12 had to be temporarily suspended. Despite these setbacks, James Sookne expressed optimism, acknowledging the efforts of Paratransit staff in managing the situation efficiently.

Questions were then raised about the budgetary implications of these fleet maintenance issues. James Sookne assured the Council that the costs were covered within the existing budget. He also mentioned that seven new buses were expected to arrive by the end of the year or shortly thereafter. The new additions were expected to alleviate some of the maintenance cost pressures.

9. Paratransit Services' Report

Johnnie reported a decline in ridership in July, attributed to a heatwave. The issue of employee retention was highlighted as six drivers had left recently for various reasons. The aging fleet was noted as a significant challenge, with many buses nearing the 300,000-mile mark, compounded by supply chain issues affecting the delivery of new buses. Johnnie also mentioned the security challenges the service had been facing. Two incidents involving the police were discussed. The first incident raised questions about how to manage passengers with ADA certifications who pose security risks. James mentioned that consultations were underway to determine what actions could be taken under ADA law. The other incident included unwanted non-passengers at bus stops. The board discussed various solutions to these security issues, including the potential for surveillance cameras and more police presence at problem locations. Suggestions were made for a "three strikes, you're out" policy for problematic passengers and enhanced vetting forms for passengers with mental illnesses, as mentioned by Laurie Fisher.

Johnnie also covered customer complaints and compliments, with 23 complaints and two compliments in the last few months. Johnnie concluded by announcing internal promotions within Paratransit Services and acknowledging two employees for their 10-year service milestones.

Director Sabatier commended a bus driver for their excellent driving skills, particularly for avoiding a potential head-on collision with a reckless driver and keeping the riders safe. The Council expressed their appreciation for the hard work and dedication of the Paratransit staff despite the challenges they faced.

10. Lake Links Update

Laurie Fisher reported on the upward trend in the Pay-Your-Pal program. Since the last meeting, the program welcomed eight new riders. With about 75 riders turning in reports monthly for reimbursement. Laurie highlighted the administrative challenge this presents. In response, Lake Links has invested in a new software solution designed to streamline reimbursement processing and reduce customer service calls.

Laurie then provided an update on the Medi-Links out-of-county medical transportation program, noting a slight decline in ridership for June and July. Some of the cancellations were due to unforeseen health issues. To manage workload better, Lake Transit has assumed the role of scheduling, while Lake Links will focus on rider qualifications and referrals.

Laurie shared that the first trips had begun last month with the Volunteer Driver Program, yielding six new drivers. She indicated that the program would begin slowly, offering rides based on the geographical areas where these volunteer drivers reside. Additional volunteer driver training sessions have been planned for the next few months.

Laurie announced the launch of a new website and brochures, expressing excitement for a fresh new start for Lake Links.

11. Announcements

James mentioned the soon-to-be-open Lakeport's Lakefront Park. He added that everyone should look at the progress done so far.

ADJOURN

Chair Mattina adjourned the Lake Transit Authority meeting at 10:59 AM.

Respectfully Submitted,

DRAFT

Jesus Rodriguez-Garcia, Administrative Assistant



LAKE TRANSIT AUTHORITY STAFF REPORT

TITLE: Program Manager's Report

DATE PREPARED: September 7, 2023

MEETING DATE: September 13, 2023

SUBMITTED BY: James Sookne, Program Manager

SERVICE INTERRUPTIONS:

LTA and Paratransit Services (PS) staff had a planning meeting on August 30, 2023. One of the items discussed during the meeting was the current driver shortage. PS staff said that there were drivers that were in the queue for training but management staff was unable to train them because they were covering routes. PS proposed making the following temporary service reductions, beginning on 9/5, providing management the time they needed to get new drivers trained.

- The last eastbound Route 1 leaving Lakeport at 8:20PM
- The last Route 2 loop, leaving Kit's Corner at 2:55PM and returning at 4:23PM
- The westbound Route 4 leaving Clearlake at 4:00PM
- The last eastbound Route 4, leaving Lakeport at 8:30PM
- The last Route 4A loop, leaving Kit's Corner at 4:33PM and returning at 6:03PM
- The last Route 7 loop, leaving Lakeport at 5:00PM and returning at 8:28PM
- Reducing Route 8 from 2 buses to 1 beginning at 1:30PM

Since these reductions have been in place, PS staff has been diligently training new hires, preparing them to get their licenses. At the time of this report:

- 1 driver has completed all their behind-the-wheel (BTW) training and should be ready to take their test next week.
- 1 driver is within 8 hours of completing their BTW training and is expected to test next week as well.
- 1 driver will complete their classroom training this week and test for their permit on 9/8. Assuming they get their permit, they'll begin BTW training next week.
- 2 drivers are beginning their classroom training this week, 1 of whom already has their CDL which is a bonus
- There are 5 potential interviews next week

LTA staff has received a couple of complaints about the changes which have been addressed. One specifically addressed the short notice that was given for these changes. We made the changes knowing the amount of notice given was short but felt that further delays would only drag out the problem, with the potential to lose some of the drivers waiting to get trained.

CLEAN CALIFORNIA GRANT:

On August 30, 2023, Caltrans submitted a Clean California Transit Project Proposal for improvements at the following bus stops on SR 20:

- Hinman Park in Nice
- Nice Market
- 1st Street in Lucerne
- Keys Blvd in Clearlake Oaks

The improvements will enhance aesthetic appeal through art installations, decorative facilities, and native landscaping. Where practicable and available, the project will install shelters and other facilities with locally appropriate artwork or decorative elements installed directly on the facilities or in the immediate vicinity of the bus stops. The new facilities and landscaping will provide shade and protection from the elements. Bike racks will be installed to promote active transportation and development of a multimodal transportation network.

The Clean California program has a fast timeline from award to implementation. Award announcements will be made on September 11, 2023 and based on the schedule in the application, the project will be advertised for construction in February 2024 with completion anticipated in September 2024.

5310 GRANT:

On August 30, 2023, staff submitted a 5310 grant application for continued funding of the non-emergency medical transportation (NEMT) program. This program is a combination of NEMT trips provided by LTA and by volunteer drivers through the Pay Your Pal and Ride Links programs that are administered by Lake Links. Additionally, LTA also included funding for micro-transit software that will provide more flexibility for clients in the cities of Clearlake and Lakeport. The total amount of this grant is \$588,430 and should know if we were successful around the end of the year.

ACTION REQUIRED: None. Informational only.

ALTERNATIVES: None identified.

RECOMMENDATION: None. Informational only.



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

TO: Lake Transit Authority Board of Directors
FROM: Johnnie Lindsey, Project Manager
DATE: 09/13/2023
RE: July and August 2023

<u>Rider ship</u>	<u>Comparison</u>
JULY 2023 – 17,440	JULY 2022 – 11,458 / + 5,982
AUG 2023 – 21,480	AUG 2022 – 16,208 / + 5,272
JULY 2023 – Saturday ridership – 1, 554	JUNE 2023 – Saturday ridership – 1, 333
AUG 2023 – Saturday ridership – 1, 356	MAY 2023 – Saturday ridership – 1, 184

- Employee Training and Recruitment:

As you know, we have lost several drivers over the last 2 months. We have had to reduce some services in order to free up all of us supervisors who have been driving close to full time so that we can have time to train our new folks.

We have been actively hiring and currently have 6 drivers in training with 2 almost ready to take their driver test and begin learning the routes. I have 4 ready for their new class to start on 9/18/23. With these trainees and the new class ready to begin we should be able to resume service at the beginning of October.

We continue to meet all of the company's high training and driver assessment standards and are once again on point to meet those goals for this quarter. A special thanks to the hard work of Sam Gaytan, Patrick Teahan and Jacquie Loustalot.



Exceptions:

	Clearlake	Lakeport
JULY	0	0
AUG	0	0

Rider Incidents and Police Involvement Concerns

We had quite the month in July: 6 calls to Law Enforcement and First Responders. I have attached a separate page for a list of all of the calls. We had 1 call in August.

Compliments, Complaints and Comments

We had a total of 24 complaints for July and August: 6 were found to be true, 9 were found to be false, and 9 are still being investigated.

Of my 24 complaints, 13 were against the same driver. Of the 13, 2 were proven to be true and 5 false, with 2 where the supervisor was unable to get video, and 4 still being investigated. Although only a small fraction so far are correct, there are enough complaints against the same driver to warrant complete customer service retraining.

Other Updates.

On August 8th we took over the NEMT program from Lake Links. We now schedule and book all NEMT rides for Lake County.

Incidents and Law enforcement calls for July and August 2023

7/7/23 Police: Reported the missing juvenile at a bus stop.

7/11/23 Ambulance: One of our drivers got very dizzy and could not continue to drive. She was taken to the hospital.

7/14/23 Police: Welfare check for an elderly woman who appears very confused and disoriented.

7/17/23 Police: For a body lying in the street by Parkview Market in Clearlake Park.

7/20/23 Police: Welfare check for a person passed out at the bus stop

7/22/23 Ploice: Welfare check for a man down at Safeway in Clearlake

8/12/23 Police: For a male making sexual gestures at the female passengers at a Walmart bus stop



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

Mobility Report 9/1/23

1). Pay-Your-Pal Ride - Mileage Reimbursement Program

- **Update**
3 new riders since last report dated 8/2/23.

PAY-YOUR-PAL UTILIZATION

<u>PERIOD</u>	<u># RIDERS</u>	<u># ONE-WAY TRIPS</u>	<u>TOTAL MILEAGE</u>	<u>TOTAL REIMBURSEMENT</u>
May 2023	72	937	15,010.80	\$6,004.32
June 2023	75	1,056	16,420.60	\$6,568.24
July 2023 (Aug data not available yet)	69	790	13,133.00	\$5,253.20

2). Ride Links - Volunteer Driver Program is launching soon!

- **Now Recruiting Volunteer Drivers!**
- **Informational Orientations and No-Cost Volunteer Driver Trainings Scheduled:**
 - **Drop-In Informational Orientations:**
 - **Thursdays, Sept 14 or Oct 12, 2023, from 3:30-4:30 pm at our Lake Links office located at 14420 Lakeshore Dr, Ste C, Clearlake (This is a great time to drop in to learn more about volunteering for the Ride Links program.)**
 - **No-Cost Volunteer Driver Trainings:**
 - **Fridays, Sept 15 or Oct 13, 2023, from 9 am to Noon at our Lake Links**

office located at 14420 Lakeshore Dr, Ste C, Clearlake. (Attending only one training is required. Seating is limited so prior registration is recommended. To register call 707-995-3330 or email: info@lakelinks.org)

- We currently have 6 volunteer drivers that are ready to start giving rides.
- Pre-screenings have been done by phone with potential riders from our Waiting List and home assessment appointments are now being scheduled to determine eligibility and to start enrolling applicants to the Ride Links program.

3). Lake Links has recently transitioned to the Assisted Rides scheduling software program. This program has proved to be more efficient, shaving a whole week off processing time with last month's Pay-Your-Pal mileage reimbursements. We're hopeful that this new software program is going to be great for scheduling and collecting data for our new Ride Links program too.

4). Lake Links' new website is proving to be a great resource for staff, interested riders, volunteers and community partners. www.lakelinks.org Check it out!

5). Lake Links has submitted applications for the next round of Caltrans 5310 grants (for 2025-2027) and we're hopeful that we'll receive the funding needed to continue to grow our programs.

6). New Ride Links and Pay-Your-Pal brochures are in and ready to be distributed.