



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: November 8, 2023
TIME: 9:30 a.m. (or once the Lake Area Planning Council Meeting Adjourns)
PLACE: Lake Transit Authority
9240 Highway 53
Lakeport, California

Audioconference

Dial-in number: 1 (669) 900-6833 / Meeting ID: 872 7595 4902# Passcode: 234363

***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 September 13, 2023 Meeting
Review and proposed approval

REGULAR CALENDAR

5. 2023/24 First Quarter Statistics and Financial Status Report *(to be distributed under separate cover)*
Review and proposed approval

REPORTS

6. LTA Program Manager's Report
7. Paratransit Services' Report
8. Lake Links Update
9. 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: November 3, 2023



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LAKE TRANSIT AUTHORITY

(DRAFT) MEETING MINUTES

Wednesday, September 13, 2023

Location: Clearlake Senior Center - (Auxiliary Room)
3245 Bowers Road
Clearlake, 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
Chuck Leonard, Member at Large

Absent

Kenneth Parlet, Council Member, City of Lakeport

Also Present

Lisa Davey-Bates, Executive Director – Lake Transit Authority
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
Nephele Barrett, Planning Staff – Lake APC
John Speka, Senior Transportation Planner – Lake APC
Michael Villa, Planning Staff – Lake APC
Johnnie Lindsey, Project Manager – Paratransit Services
Laurie Fisher, Mobility Programs Manager – Lake Links
Phil Dow – Public
Renata Appel – Lake County Record-Bee

Attending via Zoom

Christie Scheffer - Paratransit Services

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, Leonard

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.

A member of the public, Renata Appel, introduced herself, as a journalist, to cover the meeting. She addressed a personal concern regarding public transportation in Clearlake. She emphasized the lack of reliable ride-sharing services like Uber or Lyft in the area, explaining that this makes public transportation crucial for her and others. Renata raised a specific issue related to the inconsistency between the bus schedules displayed on Google Maps and the actual timings, causing her to miss buses on multiple occasions. She compared her experiences in Clearlake to those in larger cities like Los Angeles and São Paulo, where public transportation information was more reliable.

James Sookne responded by explaining the technical aspects of how transit information is uploaded to Google Maps. He clarified that while the information is generally accurate, it may not reflect real-time changes due to a delay in data export. Therefore, he advised against solely relying on Google Maps for real-time updates. He recommended calling the dispatch office for the most current bus locations and schedule information.

CONSENT CALENDAR

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

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

REPORTS

5. LTA Program Manager's Report

James reported on a planning meeting held with Paratransit Services staff that one of the key issues was the current driver shortage affecting operations. Paratransit Services staff indicated that there were prospective drivers awaiting training, but the management team was constrained as they were covering routes. To address this, temporary service reductions were implemented. This allowed management time to focus on training new drivers. Since the implementation of these reductions, several drivers have made significant progress in their training programs, with some nearing completion and others scheduled for potential interviews.

While these changes have been generally effective in resolving the staffing issue, LTA staff has received a few complaints, primarily concerning the short notice given for these service changes. The team acknowledged the short notice but deemed it necessary to prevent further delays among drivers waiting for training.

Caltrans submitted a Clean California Transit Project Proposal to enhance various bus stops on SR 20. The proposed improvements include art installations, decorative facilities, and native landscaping. Among the project's proposed additions were bike racks and shelters, with award announcements expected soon, and project completion by September 2024.

Lastly, the staff had submitted a 5310 grant application for continued funding of the Non-Emergency Medical Transportation (NEMT) program. This program includes NEMT trips provided by LTA and by volunteer drivers through the Pay-Your-Pal and Ride Links programs administered by Lake Links. The grant application included a provision for micro-transit software to offer more flexible transportation options in the cities of Clearlake and Lakeport. The total grant amount applied for is \$588,430, with a decision expected by the end of the year.

6. Paratransit Services' Report

Christy Scheffer presented an update on the current training and recruitment efforts. She emphasized the dire situation the company had been facing, noting that service reduction was always a last resort. The challenges had reached a point where all supervisors were driving and servicing routes, hindering progress in recruiting and training new drivers. Currently, two individuals were set to test for their CDL in the next five days, with three more in training expected to test by the end of the month. Interviews were being conducted daily, and a new training class of at least five individuals was set to begin the following Monday. Regional resources were also being brought in to support training efforts.

Johnnie Lindsey added to the report by discussing ridership trends and incidents involving law enforcement. Ridership had been increasing compared to the previous year, particularly on Saturdays. July had been a busy month in terms of incidents, with a few calls involving law enforcement and ambulance services, mostly due to heat-related issues. A few complaints had been received, and actions were being taken to address them, including driver counseling. She also mentioned that Paratransit had taken over the processes for scheduling rides, while Lake Links continued to handle the eligibility process. She mentioned that they were on track with maintenance and repairs, expected to be in good shape by October.

Director Sabatier brought up the idea of coordinating with the City of Clearlake to provide bus access to a summer concert series. Johnnie noted that this could be a way to boost ridership, especially since numbers had not returned to pre-COVID levels.

7. Lake Links Update

Laurie Fisher reported an update on Pay-Your-Pal and mentioned data for July showed a slight decline in ridership, with 69 riders compared to 75 in June. The total reimbursement paid out also dropped to \$5,253 from around \$6,500 the previous month. Laurie speculated that the decline could be due to renewed COVID-19 concerns or some isolated incidents where program rules were not followed. She acknowledged that they hadn't compared these numbers with last year's data but noted that the program's popularity seemed to be waning recently.

Laurie explained that the Ride Links program was in the recruitment phase, with six new drivers already signed up. Last week, five new riders enrolled, and planned to roll out the program slowly to avoid overwhelming the volunteer drivers. Lake Links is hosting a no-cost training session for volunteer drivers on September 15th.

On the operational side, Laurie shared that Lake Links recently switched from the TripTrack software to a new program called Assisted Rides. The transition has already resulted in significant time savings, cutting a week's worth of staff time from the reimbursement processing task. The saved time will be redirected toward growing the programs.

Lake Links also applied for 5310 grants for the years 2025-2027. Laurie happily reported that their applications were accepted and have moved on to the next stage. Lastly, she announced that Lake Links' new brochures were available, and their new website was up and running.

8. Announcements

Director Sabatier raised the question about who should be contacted for various issues related to bus services or infrastructure problems. He wondered if reaching out directly to James was the correct course of action, or if they should be routing these issues through Lisa and other channels. It was clarified that contacting James was indeed appropriate, as he was accustomed to handling most matters that deal with Lake Transit Authority.

ADJOURN

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

Respectfully Submitted,

DRAFT

Jesus Rodriguez-Garcia, Administrative Assistant



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: 10/11/2023
RE: September & October 2023

<u>Rider ship</u>	<u>Comparison</u>
SEPT 2023 – 19,194	SEPT 2022 – 15,262 / + 3,932
OCT 2023 – 19,458	OCT 2022 – 16,229 / + 3,229
SEPT 2023 – Saturday ridership – 1, 636	AUG 2023 – Saturday ridership – 1, 356
OCT 2023 – Saturday ridership – 1, 321	JULY 2023 – Saturday ridership – 1, 554

- Employee Training and Recruitment:

All reduced services have been restored with the exception of route 12. We expect the 12 to be restored with the completion of training of our current training class in 2 weeks.

Of the 7 drivers we had in training last month 3 have completed all training and are driving route. 2 are currently in cone training and sadly 2 did not meet our driver standards during training.

We are one month into our final quarter of the year. As always we continue to meet the high standards of continued driver training and quality assurance through driver’s assessments and recurrent training.

I want to take a moment and recognize the management team here at Lake. They have put in some long hours and worked extra days to get training done, cover routes, as well as do their personal job. They have worked their tails off to get us back on track. The Lake team rocks!

Exceptions:

	Clearlake	Lakeport
SEPT	0	0
OCT	0	0

Rider Incidents and Police Involvement Concerns

We had 2 incidents where we had to call law enforcement and medical aid. He had to call CLP for a male exposing himself and harassing passengers at Burns Valley Mall. A medical Aid call was made for a passed-out passenger at the Power Market in Lucerne. It was determined to be intoxication.

Compliments, Complaints and Comments

We had 1 compliment for our trainee Nikolas Stahl who did an NEMT trip. The passenger said he was a wonderful driver, very polite and professional. We had 4 complaints about drivers being rude. 2 were unfounded, 1 was true and driver was counseled and 1 is being investigated.

Other Updates.

Road Supervisor Jacquie Loustalot attended Paratransit Services Train the Trainer course. It is Paratransit Services training class for new supervisors. It is designed to give them the tools they need to teach new trainees in accordance with our training policies and procedures as well as getting to know the training staff from our other sites. It is a weeklong training event and Jacquie made Lake very proud.

We continue to take calls, schedule rides and complete rides for all of the NEMT passengers.

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

Mobility Report 10/31/23

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

- **Update**
15 new riders since last report dated 9/01/23. (10 in September and 5 in October)

PAY-YOUR-PAL UTILIZATION

<u>PERIOD</u>	<u># RIDERS</u>	<u># ONE-WAY TRIPS</u>	<u>TOTAL MILEAGE</u>	<u>TOTAL REIMBURSEMENT</u>
July 2023	69	790	13,133.00 (Medical Miles: 8342 Non-Medical Miles: 4791)	\$5,253.20 (Medical: \$3,336.80 Non-Medical: \$1,916.40)
Aug 2023	70	870	15,735.00 (Medical Miles: 9859 Non-Medical Miles: 5876)	\$6,294.00 (Medical: \$3,942.80 Non-Medical: \$2,351.20)
Sept 2023 (Oct. data not available yet)	67	731	13,889 (Medical Miles: 8,645 Non-Medical Miles: 5,244)	\$5,555.60 (Medical Miles: \$3,458 Non-Medical Miles: \$2,097.60)

2). Ride Links - Volunteer Driver Program

- Started the program with enrollment limits as we recruit volunteer drivers.
- Currently have 6 volunteer drivers on-boarded that can accept ride assignments.
- Currently have 11 riders enrolled that can now request rides.

- **Ride Links Ridership:**

- **September:** 3 Rides were scheduled in September. 2 of those rides were cancelled, so we had 1 successful ride completed for September.
- **October:** 5 Rides were scheduled in October. 1 Cancelled/4 Successfully completed.
- Pre-screenings continue to be done by phone with potential riders to see if they qualify to apply for the program once we have more volunteers.
- Others that reside in areas where we don't have volunteers serving yet get put on a waiting list. We currently have 13 people on our waiting list interested in enrolling in the program.