



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 13, 2026
TIME: 9:30 a.m. (or as soon thereafter as the Lake Area Planning Council Meeting Adjourns)
PLACE: City of Lakeport - Council Chambers
225 Park Street
Lakeport, California

Audioconference

Dial-in number: 1 (669) 900-6833 / Meeting ID: 876 2816 6130# Passcode: 215750

***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 April 8, 2026 Meeting
Review and proposed approval

REGULAR CALENDAR

5. Resolution No. 2025-26-02 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: 2026 Zero Emission Bus Purchase
Review and proposed approval
6. Resolution No. 2025-26-03 Approving the Project List for FY 2026-27 for the California State of Good Repair Program
Review and proposed approval
7. Fiscal Year 2025/26 Budget Amendment No. 2
Review and proposed approval
8. Lake Transit Authority Title VI Program – 2026 Update
Review and proposed approval
9. Presentation of Draft 2026/27 LTA Budget – *To be sent under separate cover*
Review and discussion

REPORTS

10. LTA Program Manager's Report – *Verbal Report*
11. Transit Planning Update – *Verbal Report*
12. Transportation Concepts Update

13. Lake Links Update

14. 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 7, 2026



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LAKE TRANSIT AUTHORITY

MEETING MINUTES

Wednesday, April 8, 2026

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

Present

Bruno Sabatier, Supervisor, County of Lake
Brad Rasmussen, County of Lake
Russ Cremer, City Council, City of Clearlake
Dirk Slooten, City Council, City of Clearlake
Stacey Mattina, City Council Member, City of Lakeport
Kenny Parlet, City Council Member, City of Lakeport
Danny Wind, Member-at-Large

Also Present

Lisa Davey-Bates, Executive Director – Lake Transit Authority
James Sookne, Program Manager – Lake Transit Authority
Alexis Pedrotti, Project Manager – Lake Transit Authority
Charlene Parker, Admin. Staff – Lake Transit Authority
David Mueller – Transportation Concepts
Brett Baum – Transportation Concepts
Samuel Gaytan – Transportation Concepts

Attending via Zoom

Hector Ortega, Project Analyst – Lake Transit Authority
Laurie Fisher – Lake Links
Brian Connell – Transportation Concepts

1. Call Meeting to Order

Chair Mattina called the meeting to order at 10:37 a.m.

2. Roll Call

Charlene Parker called roll. Members present: Sabatier, Rasmussen, Cremer, Slooten, Mattina, Wind, 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

None

CONSENT CALENDAR

4. Approval of Minutes of February 11, 2026 Meeting

Director Sabatier made a motion to approve the Consent Calendar. The motion was seconded by Director Cremer. Roll call: Ayes – Sabatier, Rasmussen, Cremer, Slooten, Mattina, Wind, Parlet; Abstain – ; Absent –

REGULAR CALENDAR

5. Operations and Maintenance – Amendment No. 1 to the Agreement with Transportation Concepts

Lisa Davey-Bates stated that the Executive Committee met in February to discuss the coverage limits for the property insurance, ultimately recommending decreasing it from \$7M to \$2.6M. At the February meeting, the Board took action to reduce the coverage limits but wanted Transportation Concepts (TC) to return with answers to questions regarding business interruption coverage. Although not required, TC went back to their insurance broker and acquired business interruption coverage, increasing the coverage limits from \$2.6M to \$4.271M. If the Board approves Amendment No. 1, staff will send it to Caltrans for their approval prior to execution.

David Mueller, President of Transportation Concepts, gave his appreciation to LTA for their willingness to work with TC on this issue. He said that even though it wasn't required, he felt that adding the business interruption coverage was the right thing to do.

Director Slooten noted his appreciation to TC for acquiring the additional coverage and had no further concerns.

Director Cremer made a motion to approve Amendment No. 1 to the Agreement for Lake Transit System Management, Operations and Maintenance Services. The motion was seconded by Director Wind. Roll call: Ayes – Sabatier, Rasmussen, Cremer, Wilson, Mattina, Wind, Slooten; Nays –; Abstain – ; Absent –

6. Discussion on the 2025/26 Low Carbon Transit Operations Program (LCTOP) Projects

James stated that this year's current Low Carbon Transit Operations Program (LCTOP) allocation is just under \$119,000. He explained that this year's allocation is different from prior years since it is being distributed it two cycles, with the current allocation being Cycle A, with Cycle B, estimated to be \$66,000, expected later this year.

In the past, these funds have been used to procure bus stop signs, bus shelters, free fares, and zero emission paratransit vehicles. This year, staff is proposing to combine both cycles of LCTOP funds with Carbon Reduction Program (CRP) funds, which are federal, to purchase

two battery electric buses and a Level 3 charger. The two vehicles that would be purchased are currently proposed to be used on Route 8 in Lakeport. Since the Allocation Requests are due to Caltrans by April 28, a resolution for this project will be brought back to the Board in May for approval.

Director Sabatier asked if LTA could utilize a program through PG&E to get rebates for the batteries. James stated that PG&E has a program that may be able to help with the chargers, but he wasn't aware of any to assist with the batteries. James also mentioned that LTA could get \$60,000 per bus HVIP incentives through the California Air Resources Board.

Director Wind asked about the possibility of using these funds for designated free fare days. Lisa mentioned that LTA has used these funds for that purpose in the past. James suggested if LTA is going to use LCTOP funds for free fares for specific days, additional planning should be done since the application requires a certain level of detail. James stated that if LTA was successful in getting the HVIP incentives, that would potentially free up some of these LCTOP funds in the future, which could then be redirected to free fares.

The Board directed James to proceed with an allocation request for two battery electric buses and a Level 3 charger.

7. 2025/26 First Half Operating Statistics and Financial Status Report

James reported that quarter over quarter, ridership decreased approximately 5.3% and revenue hours and passengers per hour both decreased roughly 4%. This isn't unusual as the ridership tends to decline heading into the winter months and then usually rebounds in the spring. Year over year, the system saw decreases in ridership, revenue hours, and passengers per hour of approximately 3.4%, 2%, and 1.3% respectively. Through the first half, operating costs increased approximately 2.6%. Although the cost of fuel decreased in the first half, James expects fuel to increase through the third quarter.

REPORTS

8. LTA Program Manager's Report

James stated that he submitted a purchase order for four bus shelters for locations in Clearlake. He's expecting the four new buses to be in Sacramento later this month. Rather than having them delivered, TC staff is going to pick them up. This will allow them to thoroughly inspect them before they leave the dealership.

Lisa mentioned that staff is looking into the cost of resurfacing the pavement at the operations and maintenance facility since it's starting to show wear and tear. As part of this overall process, older buses are currently being auctioned off.

9. Transit Planning Update

None.

10. Transportation Concepts Update

Samuel Gaytan, Project Manager, stated that they're working to recruit two additional part-time drivers. These spots are hard to fill because many applicants would prefer full-time positions. Sam provided an update on a complaint that was received last month. The passenger claimed that the bus drove past them even though they saw them. TC staff reviewed the footage from the incident and it turns out that the passenger waved the driver on.

11. Lake Links Update

There is a report from Laurie in the Board packet.

12. Announcements

Lisa informed the Board that she's been working with Lars Ewing at the County to recruit docents. This will enable LTA to resume trips to the top of Mt. Konocti. The trips will take place on Saturday mornings, weather permitting.

Director Sabatier asked if these are considered chartered trips. Lisa stated it isn't since each passenger pays for their ticket, rather than a negotiated group rate. Director Sabatier asked if additional types of trips, such as a county history tour, could be made. Lisa said she liked the idea but additional planning would be needed.

ADJOURN

Chair Mattina adjourned the Lake Transit Authority meeting at 11:21 AM.

Respectfully Submitted,

DRAFT

James Sookne,
Program Manager



LAKE TRANSIT AUTHORITY STAFF REPORT

TITLE: Low Carbon Transit Operations Program (LCTOP)
for the 2026 Zero Emission Bus Purchase

DATE PREPARED: April 30, 2026
MEETING DATE: May 13, 2026

SUBMITTED BY: James Sookne, Program Manager

BACKGROUND:

The Low Carbon Transit Operations Program (LCTOP) provides funding for up to five years for new transit projects that will decrease greenhouse gas emissions. The funds are derived from the California's Global Warming Solutions Act of 2006 (AB 32). The amount of available funding varies each year depending on proceeds from carbon credit auctions. The 2025/26 amount available to Lake County is \$118,906, a 35% decrease from the 24/25 allocation. Previous projects that have been funded using LCTOP funds include new bus stop signs, new bus shelters, free fares for college students, the solar canopy project, two zero-emission paratransit vehicles, and a battery storage system.

At the April Board meeting, staff was given direction to prepare the allocation request for the purchase of two batter electric buses and a Level 3 charger. An allocation request, attached for reference, was prepared and submitted by the April 28, 2026, deadline. Per the LCTOP guidelines, staff was able to submit the request with a draft resolution. The formal resolution is attached.

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

ACTION REQUIRED: Approve Resolution #2025-26-02 which provides Authorization for the Execution of the Certifications and Assurances and Authorized Agent Forms for the Low Carbon Transit Operations Program (LCTOP) for the Following Project: 2026 Zero Emission Bus Purchase

ALTERNATIVES: None.

RECOMMENDATION: Approve Resolution #2025-26-02 which provides Authorization for the Execution of the Certifications and Assurances and Authorized Agent Forms for the Low Carbon Transit Operations Program (LCTOP) for the Following Project: 2026 Zero Emission Bus Purchase

**LAKE TRANSIT AUTHORITY
RESOLUTION #2025-26-02**

**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:
2026 ZERO EMISSION BUS PURCHASE**

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

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

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

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

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

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

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

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

NOW THEREFORE, BE IT FURTHER RESOLVED by the Board of Directors of the Lake Transit Authority that it hereby authorizes the submittal of the following project nomination and allocation request to the Department in FY 2025-26 LCTOP funds:

Project Name: 2026 Zero Emission Bus Purchase

Amount of LCTOP funds requested: \$118,906

Short description of project: This project will provide for the purchase of two zero emission cutaway buses and the necessary charging equipment.

Benefit to Priority Populations: Project provides increased access to clean and/or shared transportation options.

Amount to benefit Priority Populations: \$118,906

Contributing Sponsor: Lake County/City Area Planning Council

Adoption of this Resolution was moved by Director _____, seconded by Director _____, and carried on this 13th day of May 2026 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: State of Good Repair FY 26/27 Project List

DATE PREPARED: May 5, 2026

MEETING DATE: May 13, 2026

SUBMITTED BY: James Sookne, Program Manager

BACKGROUND:

The State of Good Repair (SGR) program is a product of The Road Repair and Accountability Act of 2017, also known as Senate Bill (SB) 1. This funding source is derived from a transportation improvement fee on vehicle registrations. To date, LTA has allocated these funds for items such as the purchase of vehicles, vehicle lifts, the construction of a bus pullout, and as additional funding for the transit center.

With the operations and maintenance facility having been built in 2005, larger ticket items are starting to need to be replaced or rehabilitated, such as the HVAC system and the pavement around the building and the bus yard. Since these types of projects are eligible expenditures under the SGR program, staff would like to reallocate the remaining FY 22/23 SGR funds from the transit center to the operations and maintenance yard. The transit center project will remain open with a \$0 balance, allowing future funds to be allocated to it if needed. Any FY 22/23 funds remaining following completion of needed maintenance could be reallocated to a new or existing project. The table below shows the change in funds.

Current SGR Funding						
Title	FY	99313	99314	SGRFunds	SGRFunds Spent	SGRFunds Available
Lake County Interregional Transit Center	22/23	\$ 103,738	\$ 5,302	\$ 109,040	\$ 9,120	\$ 99,920
Proposed SGR Funding						
Title	FY	99313	99314	SGRFunds	SGRFunds Spent	SGRFunds Available
Lake County Interregional Transit Center	22/23	\$ 9,120	-	\$ 9,120	\$ 9,120	-
Repair and Rehabilitation of the Operations & Maintenance Facility	22/23	\$ 94,618	\$ 5,302	\$ 99,920	-	\$ 99,920

Since this would be a new project, it must be included in a project list and formally approved by the Board prior to the re-allocation of SGR funds to this project. Staff has added this project to the FY 26/27 SGR project list which is attached for reference. Upon approval of the attached project list and resolution, they will be sent to Caltrans to finalize the re-allocation of funds.

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

ACTION REQUIRED: Approval of the State of Good Repair Project List for FY 2026/27

ALTERNATIVES: None identified.

RECOMMENDATION: Approve the proposed State of Good Repair Project List for FY 2026/27 and Resolution 25-26-3.



Regional Entity Information

Funding Fiscal Year: 2026-27

Regional Entity :

Lake County City Council of Governments

***State of Good Repair Funding**

99313 Estimated Allocation for the Region	\$	94,618
99314 Estimated Allocation for the Region	\$	5,302
Total	\$	99,920

Contact Name:

James Sookne

Contact Phone Number:

707-234-3314

Contact Email:

jsookne@dbcteam.net

The 2026-27 Allocation Estimates can be found on the California State Controller's website:

https://www.sco.ca.gov/ard_payments_transit_2027.html

At the time of preparing this form the January 2026 allocation estimates were available. Note, we will update your allocation amounts once the SCO publishes the August allocation estimates.

**LAKE TRANSIT AUTHORITY
RESOLUTION #2025-26-03**

**APPROVING THE PROJECT LIST FOR FY 2026-27
FOR THE CALIFORNIA STATE OF GOOD REPAIR PROGRAM**

WHEREAS, Senate Bill 1 (SB 1), the Road Repair and Accountability Act of 2017, establishing the State of Good Repair (SGR) program to fund eligible transit maintenance, rehabilitation and capital project activities that maintain the public transit system in a state of good repair; and

WHEREAS, SGR funds are allocated by the Lake County City Area Planning Council; and

WHEREAS, these funds will be used for projects on the attached list; and

WHEREAS, in order to qualify for these funds, the Lake Transit Authority is required to submit a proposed project list to the Lake County/City Area Planning Council on an annual basis; and

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Lake Transit Authority hereby approves the SB1 State of Good Repair Project List for FY 2026-27; and

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

NOW THEREFORE, BE IT FURTHER RESOLVED that the Executive Director or Program Manager is hereby authorized to submit a request for Scheduled Allocation of the SB1 State of Good Repair Funds and to execute the related grant applications, forms and agreements.

Adoption of this Resolution was moved by Director _____, seconded by Director _____, and carried on this 13th day of May 2026 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: FY 2025/26 (Proposed) Budget Amendment No. 2

DATE PREPARED: May 7, 2026

MEETING DATE: May 13, 2026

SUBMITTED BY: James Sookne, Program Manager

BACKGROUND:

Following the approval of the Final Budget each June, it is quite common for amendments to be made to the LTA Budget in the months that follow. This typically involves incorporating outstanding claims that have yet to be processed, along with other adjustments that were not included prior to the fiscal year's end and may also involve the addition of new funding. The Board approved Amendment No. 1 in September 2025, which increased net revenues by \$2,662 and re-allocated some expenditures.

The proposed second amendment increases net revenues by \$124,631 through the addition of interest from old Public Transportation Modernization, Improvement, and Service Enhancement Account (PTMISEA) funds. This program began in 2006 and ended in 2023. Although all PTMISEA funds were spent, this interest sat dormant in an inactive account. In preparing the draft FY 2026/27 budget, staff realized that these funds had been excluded from the FY 25/26 budget.

These funds have been allocated to the Facility Maintenance line item for future operations and maintenance facility and repair and rehabilitation projects, which aligns with the intended use of the PTMISEA program.

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

ACTION REQUIRED: Approve FY 25/26 Budget Amendment No. 2

ALTERNATIVES: Do not approve FY 25/26 Budget Amendment No. 2 and provide an alternative

RECOMMENDATION: Approve FY 25/26 Budget Amendment No. 2



LAKE TRANSIT AUTHORITY
FY 2025/26
Amendment No. 2

REVENUES		Budget					COMMENTS:
2024/25 Actuals	Adopted: 6/11/25	Amend: #1 9/10/25	Amend: #2 5/13/26			Estimated Actual	
LOCAL:							
Transportation Development Act (TDA)							
Local Transportation Funds (LTF)							
- 2025/26 Local Transportation Fund (LTF) Estimate	\$ 1,021,686	\$ 1,177,378	\$ -	\$ -	\$ -	\$ 1,177,378	Estimate provided by the Lake APC; allocated by Lake APC Resolution 25-26-04
Non-TDA Local Funds							
- Passenger Fares	\$ 119,544	\$ 127,520	\$ -	\$ -	\$ -	\$ 127,520	Projected fare revenue based on FY 24/25 data
- Intercity Passenger Fares	\$ 141,638	\$ 154,182	\$ -	\$ -	\$ -	\$ 154,182	Projected fare revenue based on FY 24/25 data
- Special Transit Fares	\$ 6,872	\$ 10,500	\$ -	\$ -	\$ -	\$ 10,500	Projected fare revenue based on FY 24/25 data - includes Medi-links fares
- Auxilliary Transportation Revenues	\$ 99,907	\$ 76,650	\$ -	\$ -	\$ -	\$ 76,650	Based on projected FY 24/25 ad revenues
- Route Guarantee - Route 3	\$ 26,400	\$ 26,400	\$ -	\$ -	\$ -	\$ 26,400	Per agreement between LTA & Adventist Health St. Helena
- 5310 Fare Revenues	\$ 4,070	\$ -	\$ 4,000	\$ -	\$ -	\$ 4,000	
Total LOCAL Revenues:	\$ 1,420,117	\$ 1,572,630	\$ 4,000	\$ -	\$ -	\$ 1,576,630	
STATE:							
Transportation Development Act (TDA)							
State Transit Assistance (STA) Funds							
- 2025/26 NEW Allocation (PUC) section 99313 & 99314	\$ 715,867	\$ (3,679)	\$ -	\$ -	\$ -	\$ 712,188	Per SCO January 2025 Estimate; allocated by Lake APC Resolution 25-26-06
Total STA Funds:	\$ 643,338	\$ 715,867	\$ (3,679)	\$ -	\$ -	\$ 712,188	
State of Good Repair (SGR) Program Funds							
- 2025/26 NEW Allocation (PUC) section 99313 & 99314	\$ 124,152	\$ (638)	\$ -	\$ -	\$ -	\$ 123,514	Per SCO January 2025 Estimate; allocated by Lake APC Resolution 25-26-08
- SGR Carryover	\$ 337,979	\$ 2,979	\$ -	\$ -	\$ -	\$ 340,958	
Total SGR Funds:	\$ 122,394	\$ 462,131	\$ 2,341	\$ -	\$ -	\$ 464,472	
Low Carbon Transit Operations Program (LCTOP)							
- 2024/25 - 2025 Bus Stop Enhancement Project	\$ 182,036	\$ -	\$ -	\$ -	\$ -	\$ 182,036	Per LTA Resolution 2024-25-04
- 2023/24 - Battery Storage System	\$ 185,971	\$ -	\$ -	\$ -	\$ -	\$ 185,971	Per LTA Resolution 2023-24-02
- 2022/23 - Two Paratransit ZEVs	\$ 173,882	\$ -	\$ -	\$ -	\$ -	\$ 173,882	Per LTA Resolution 2022-23-11
- 2021/22 - Free Fares for the Summer Cruisin' Program	\$ 12,620	\$ -	\$ -	\$ -	\$ -	\$ 12,620	Per LTA Resolution 2024-25-05
- 2018/19 - 2021/22 - Electric Vehicle Chargers - Phase 1	\$ 451,368	\$ -	\$ -	\$ -	\$ -	\$ 451,368	Per LTA Resolution 2024-25-05
Total LCTOP Funds:	\$ 185,971	\$ 1,005,877	\$ -	\$ -	\$ -	\$ 1,005,877	
PTMISEA							
- PTMISEA Carryover	\$ -	\$ -	\$ 124,631	\$ -	\$ -	\$ 124,631	Public Transportation Modernization, Improvement, and Service Enhancement Account
Total PTMISEA Funds:	\$ -	\$ -	\$ 124,631	\$ -	\$ -	\$ 124,631	
SB 125 - Transit and Intercity Rail Capital Program (TIRCP)							
- Transit Center	\$ 2,492,944	\$ 6,208,056	\$ -	\$ -	\$ -	\$ 6,208,056	Per Lake APC Resolutions 23-24-12 & 24-25-14
- Hydrogen fuel-cell buses and fueling infrastructure	\$ 1,129,407	\$ 1,129,407	\$ -	\$ -	\$ -	\$ 1,129,407	Per Lake APC Resolution 23-24-12
Total SB 125 TIRCP Funds:	\$ 3,622,351	\$ 7,337,463	\$ -	\$ -	\$ -	\$ 7,337,463	
SB 125 - Zero-Emission Transit Capital Program (ZETCP)							
- Hydrogen fuel-cell buses and fueling infrastructure	\$ 370,593	\$ -	\$ -	\$ -	\$ -	\$ 370,593	Per Lake APC Resolution 23-24-12
- Operations	\$ 623,682	\$ -	\$ -	\$ -	\$ -	\$ 623,682	Per Lake APC Resolution 24-25-14
Total SB 125 ZETCP Funds:	\$ 370,593	\$ 994,275	\$ -	\$ -	\$ -	\$ 994,275	
Transit and Intercity Rail Capital Program (TIRCP)							
- Transit Center	\$ 629,000	\$ -	\$ -	\$ -	\$ -	\$ 629,000	
Total TIRCP Funds:	\$ -	\$ 629,000	\$ -	\$ -	\$ -	\$ 629,000	
Total STATE Revenues:	\$ 4,944,647	\$ 11,144,613	\$ (1,338)	\$ -	\$ -	\$ 11,267,906	
FEDERAL:							
FTA 5310 Grant Funds							
- 2023 Grant Award - SA 64AA23-02346	\$ 114,356	\$ 260,602	\$ -	\$ -	\$ -	\$ 260,602	
FTA 5311 Apportionment Funds							
- 2025/26 Apportionment - No SA # yet	\$ 538,964	\$ 572,205	\$ -	\$ -	\$ -	\$ 572,205	FFY 2025 - Regional Apportionment to LTA
FTA 5311(f) Funds							
- 2025/26 Grant Award - No SA # yet	\$ 507,219	\$ 558,397	\$ -	\$ -	\$ -	\$ 558,397	Based on amount requested in grant to Caltrans
FTA 5339 Funds							
- 2022 Grant Award - SA 64GC22-02188	\$ 910,089	\$ 731,024	\$ -	\$ -	\$ -	\$ 731,024	
Total FEDERAL Revenues:	\$ 2,070,628	\$ 2,122,228	\$ -	\$ -	\$ -	\$ 2,122,228	
GRAND TOTAL REVENUES	\$ 14,839,470	\$ 2,662	\$ -	\$ -	\$ -	\$ 14,966,763	



LAKE TRANSIT AUTHORITY
FY 2025/26
Amendment No. 2

EXPENDITURES	Funding Source														COMMENTS	
	LOCAL			STATE						FEDERAL						
2024/25 Actuals	Local Transportation Funds	Other Local Funds	LTF Reserve	STA	SGR	LCTOP	PTMISEA	SB 125 TIRCP	SB 125 ZETCP	TIRCP	FTA 5310	FTA 5311	FTA 5311(f)	FTA 5339	Total	
OPERATING EXPENSE																
- Accounting Services	\$ -	\$ 12,000													\$ 12,000	Added \$6,000 that was carried over from FY 24/25
- Legal Services	\$ 11,316	\$ 15,000													\$ 15,000	
- 2025 Operations & Maintenance Contract Procurement	\$ 25,881	\$ 26,119													\$ 26,119	
- Operations Contract	\$ 1,943,457	\$ 958,456	\$ 127,520	\$ 183,046					\$ 222,551			\$ 572,205			\$ 2,063,778	Based on new contract with Transportation Concepts
- Operations Contract - 5311(f) - Route 30	\$ 795,666	\$ 110,804	\$ 112,617	\$ 112,617					\$ 132,906				\$ 300,000		\$ 656,326	Based on new contract with Transportation Concepts
- Operations Contract - 5311(f) - Route 40	\$ 491,490	\$ 43,378	\$ 66,382	\$ 66,382					\$ 92,805				\$ 258,397		\$ 460,962	Based on new contract with Transportation Concepts
- 5310 Grant																
- Operations Contract - Medi-links	\$ 110,297										\$ 116,011				\$ 116,011	
- Lake Links - PYP & VDP	\$ 33,937										\$ 50,000				\$ 50,000	
- Printing	\$ 1,974	\$ 10,000													\$ 10,000	
- Promotional Materials	\$ -	\$ 2,400													\$ 2,400	
- Advertising/Web Site Expenses	\$ -	\$ 5,000													\$ 5,000	
- Promotional Campaigns/Translation	\$ 85	\$ 2,000													\$ 2,000	
- Fuel	\$ 221,905	\$ 103,953		\$ 124,432											\$ 228,385	Based on FY 24/25 data + 5%
- Fuel - 5311(f) - Route 30	\$ 129,359			\$ 132,906											\$ 132,906	Based on FY 24/25 data + 5%
- Fuel - 5311(f) - Route 40	\$ 86,650			\$ 92,805											\$ 92,805	Based on FY 24/25 data + 5%
- Fuel - 5310 - Medi-links	\$ 19,247										\$ 20,898				\$ 20,898	Based on FY 24/25 data + 5%
- Facility Maintenance	\$ 23,251	\$ 40,000					\$ 124,631								\$ 164,631	
- Rents & Leases - Repeater Sites	\$ 6,767	\$ 10,000													\$ 10,000	
- Utilities	\$ 5,726	\$ 10,000													\$ 10,000	
- Fleet Maintenance	\$ (28,094)	\$ 16,403	\$ 13,597												\$ 30,000	
- Operating Fund Reserve	\$ -	\$ -							\$ 175,420		\$ 73,693				\$ 249,113	Reserve FTA 5310 & SB 125 Funds to be used in FY 26/.
Total OPERATING Expenses:	\$ 3,878,918	\$ 1,107,378	\$ 399,252	\$ 712,188	\$ -	\$ -	\$ 124,631	\$ -	\$ 623,682	\$ -	\$ 260,602	\$ 572,205	\$ 558,397	\$ -	\$ 4,358,335	
CAPITAL EXPENSE																
Lake Transit Authority (Capital)																
Software	\$ 9,283	\$ 20,000													\$ 20,000	
Equipment	\$ 13,973	\$ 20,000													\$ 20,000	
Reserve (Capital Projects)	\$ 5,040	\$ 30,000													\$ 30,000	
Total Expenditures:	\$ 28,296	\$ 70,000													\$ 70,000	
Low Carbon Transit Operations Program (LCTOP)																
- 2024/25 - 2025 Bus Stop Enhancement Project	\$ -					\$ 182,036									\$ 182,036	
- 2023/24 - Battery Storage System	\$ -					\$ 185,971									\$ 185,971	
- 2022/23 - Two Paratransit ZEVs	\$ -					\$ 173,882									\$ 173,882	
- 2021/22 - Free Fares for the Summer Cruisin' Program	\$ -					\$ 12,620									\$ 12,620	
- 2018/19 - 2021/22 - Electric Vehicle Chargers - Phase 1	\$ -					\$ 451,368									\$ 451,368	
Total LCTOP Expenditures:	\$ -					\$ 1,005,877									\$ 1,005,877	
State of Good Repair (SGR)																
- 25/26 Project - Vehicle Replacement	\$ -				\$ 123,514										\$ 123,514	Adds supplemental funds to FY 23/24 & 24/25 SGR pro
- 24/25 Project - Vehicle Replacement	\$ -				\$ 124,152										\$ 124,152	
- 23/24 Project - Vehicle Replacement	\$ -				\$ 113,247										\$ 113,247	
- 22/23 Project - Operations & Maintenance Center	\$ 9,121				\$ 103,559										\$ 103,559	
Total SGR Expenditures:	\$ 9,121				\$ 464,472										\$ 464,472	
SB 125 - Transit and Intercity Rail Capital Program (TIRCP)																
- Transit Center	\$ -							\$ 6,208,056							\$ 6,208,056	
- Hydrogen fuel-cell buses and fueling infrastructure	\$ -							\$ 1,129,407							\$ 1,129,407	
Total SB 125 TIRCP Expenditures:	\$ -							\$ 7,337,463							\$ 7,337,463	
SB 125 - Zero-Emission Transit Capital Program (ZETCP)																
- Hydrogen fuel-cell buses and fueling infrastructure	\$ -							\$ 370,593							\$ 370,593	
Total SB 125 ZETCP Expenditures:	\$ -							\$ 370,593							\$ 370,593	
Transit and Intercity Rail Capital Program (TIRCP)																
- Transit Center	\$ 34,987									\$ 629,000					\$ 629,000	
Total TIRCP Expenditures:	\$ 34,987									\$ 629,000					\$ 629,000	
FTA 5339 Funds																
- 2019 Bus Replacement	\$ 910,089													\$ -	\$ -	
- 2022 Bus Replacement	\$ -													\$ 731,024	\$ 731,024	
Total 5339 Expenditures:	\$ 910,089													\$ 731,024	\$ 731,024	
Total CAPITAL Allocations:	\$ 982,492	\$ 70,000	\$ -	\$ -	\$ 464,472	\$ 1,005,877	\$ -	\$ 7,337,463	\$ 370,593	\$ 629,000	\$ -	\$ -	\$ -	\$ 731,024	\$ 10,608,429	
GRAND TOTAL ALLOCATIONS	\$ 4,861,410	\$ 1,177,378	\$ 399,252	\$ 712,188	\$ 464,472	\$ 1,005,877	\$ -	\$ 7,337,463	\$ 994,275	\$ 629,000	\$ 260,602	\$ 572,205	\$ 558,397	\$ 731,024	\$ 14,966,763	



LAKE TRANSIT AUTHORITY STAFF REPORT

TITLE: Title VI Program Update

DATE PREPARED: May 1, 2026

MEETING DATE: May 13, 2026

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, June 2020, and May 2023. The program stipulates that it be updated every 3 years. Staff has reviewed and incorporated the most current Census data into the attached updated 2026 Lake Transit Authority Title VI Program. The difference in data between the 2023 and 2026 Programs is trivial and doesn’t require LTA to change any practices or policies. Since this is a living document, it can be updated again if conditions change or new data becomes available.

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

ACTION REQUIRED: Approval of the updated Title VI Plan and Resolution 25-26-3

ALTERNATIVES: None identified.

RECOMMENDATION: Approve the updated Title VI Plan and Resolution 25-26-3.

Lake Transit Authority's Title VI Program

Update: May 2026
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, 2023, and again in 2026. 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 Authority

Title VI Notice to the Public

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/title-vi/
- 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

Notificación al Público Sobre los Derechos en Virtud del Título VI

Lake Transit Authority

Lake Transit Authority está comprometida a garantizar que ninguna persona será excluida de la distribución equitativa de sus servicios, programas y recursos por motivos de raza, color u origen nacional, de conformidad con el Título VI del Acta de Derechos Civiles de 1964.

- Lake Transit Authority ofrece servicios y opera programas sin distinción de raza, color y origen nacional en plena conformidad con el Título VI.
- Cualquier persona que crea o que ha sido perjudicada/o por una práctica discriminatoria ilegal en virtud del Título VI durante el uso de los servicios de tránsito de Lake Transit, puede presentar una queja ante el Lake Transit. Todas las quejas serán investigadas de manera justa y objetiva.
- Para presentar una queja, puede ponerse en contacto con Lake Transit al (707) 994-3334 or (707) 263-3334 (626) 580-2016 o visite Lake Transit en 9240 Highway 53, Lower Lake, CA.
- Para obtener más información sobre el programa del Título VI y del procedimiento de quejas de Lake Transit, contacte a (707) 994-3334 or (707) 263-3334 o visite el sitio web: www.laketransit.org/who-we-are
- Un demandante puede presentar una queja directamente con la Administración Federal de Tránsito mediante la presentación de una queja ante el Coordinador del Programa del Título VI de la Oficina de Derechos Civiles del TLC: Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor - TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590.
- 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/>

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

Procedimientos de Quejas del Título VI

Cualquier persona que cree o que ha sido objeto de discriminación por motivos de raza, color u origen nacional por Lake Transit Authority puede presentar una queja del Título VI, completando el Formulario de Queja del Título VI de Lake Transit. Lake Transit investigara las quejas recibidas no más de 180 días después del supuesto incidente. Lake Transit sólo procesará las denuncias que sean completas. Los siguientes procedimientos serán seguidos para investigar las quejas formales del Título VI:

- Dentro de los 10 días hábiles de haber recibido la queja, el administrador de Title VI de Lake Transit la revisará para determinar si nuestra oficina tiene jurisdicción. El autor recibirá un acuse de recibo informando a él / ella si la queja será investigada por nuestra oficina.
- Se llevó a cabo la investigación y se terminó dentro de los 30 días siguientes a la recepción de la queja formal.
- Si se necesita más información para resolver el caso, Lake Transit puede ponerse en contacto con el demandante. El demandante tiene 10 días hábiles desde la fecha de la carta para enviar la información solicitada al administrador de Title VI. Si el investigador no está en contacto con el reclamante o no recibe la información adicional dentro de los 10 días hábiles, Lake Transit administrativamente puede cerrar el caso.
- El denunciante será notificado por escrito de la causa a cualquier ampliación prevista de la norma de los 30 días.
- Un caso puede ser cerrado administrativamente también si el autor ya no desea seguir su caso. Tras la investigación, el administrador de Title VI emitirá una de las dos cartas a la demandante: 1) una carta de cierre o 2) una carta de encontrar. En una carta de cierre se resume las alegaciones y afirma que no había una violación del Título VI, y que el caso se cerrará. En carta de encontrar resume los hechos denunciados y de las entrevistas sobre el supuesto incidente, y explica si alguna acción disciplinaria, se producirá la formación adicional del miembro del personal, u otra acción.
- Si el demandante no está satisfecho con la decisión, él / ella tiene 30 días después de la fecha de la carta de cierre de Lake Transit o carta de encontrar para apelar a la junta directiva de Lake Transit o el personal autorizado. El demandante tiene derecho a revisar la negación, para presentar información y argumentos adicionales, y para la separación de funciones (es decir, una decisión de una persona no involucrada con la decisión inicial de negar la elegibilidad). El demandante tiene derecho a recibir una notificación por escrito de la decisión de la apelación y las razones para ello.
- El demandante también puede presentar una queja directamente con la Administración Federal de Tránsito , de la siguiente manera : Coordinador del Título VI del Programa , FTA Oficina de Derechos Civiles, Edificio Este , 5 º piso - TCR , 1200 New Jersey Ave, SE, Washington, DC 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? <input type="checkbox"/> YES* <input type="checkbox"/> NO If yes, check all that apply: <input type="checkbox"/> Federal Agency _____ <input type="checkbox"/> State Agency _____ <input type="checkbox"/> Federal Court _____ <input type="checkbox"/> Local Agency _____ <input type="checkbox"/> 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

Título VI Formulario de Queja de Lake Transit Authority

Sección 1:		
1. Nombre:		
2. Dirección:		
3. Teléfono (casa):	3.a. Teléfono (móvil o trabajo):	
4. Correo Electrónico:		
5. ¿Usted requiere formatos accesibles? ¿Cuáles?		
Sección 2 -		
6. Cuenta con la persona que sufrió la discriminación (si es diferente a la persona que presenta la denuncia):		
7. Nombre y dirección:		
8. Su relación:		
9. Explique la razón por la que presenta la queja como tercera persona:		
10. Confirme que cuenta, con el permiso de la parte agravada para presentar esta queja como tercera persona:	SI	NO
Sección 3:		
11. ¿Cuáles de las siguientes razones describe mejor el motivo de su queja? Fue por su: <input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen nacional		
12. ¿Cuándo ocurrió la supuesta discriminación?		
13. En sus propias palabras, describa la supuesta discriminación. Explique lo que pasó y quién considera usted que fue responsable. Por favor utilice el reverso de este formulario si necesita espacio adicional.		

Título VI Formulario de Queja de Lake Transit Authority, Página 2

Sección 4:			
14. ¿Cuenta con alguna queja previa sobre discriminación según el Título VI con Lake Transit Authority?	Si, por este incidente	Si, por otro incidente	No
Sección 5:			
15. ¿Ha llevado esta queja a alguna otra agencia o a una corte? <input type="checkbox"/> SI* <input type="checkbox"/> NO *En caso afirmativo, marque cada casilla que corresponda: <input type="checkbox"/> Agencia Federal _____ <input type="checkbox"/> Agencia Estatal _____ <input type="checkbox"/> Corte Federal _____ <input type="checkbox"/> Agencia Local _____ <input type="checkbox"/> Corte Estatal _____			
16. Por favor proporcione información sobre una persona de contacto en la agencia o corte donde se presentó la denuncia:			
Nombre:			
Dirección:			
Agencia :			
Teléfono			
Correo Electrónico:			

Usted puede adjuntar cualquier material escrito o cualquier otra información que considere relevante para su denuncia.

Por favor firme a continuación para dar fe que es cierto la información que está proporcionando.

Firma del denunciante _____ Fecha _____

Complete y envíe este formulario a:

Mark Wall, Title VI Program Administrator
 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, & May 2026



**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 provides 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

- 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: Big 5 Sporting Goods, Clearlake; Third and Main, Lakeport.
- Intercept surveying at key community locations: Safeway and Walmart in Clearlake.

Lake Transit Authority's Language Assistance Plan

Developed: March 2014

Updated: May 2017, June 2020, May 2023, and May 2026



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/title-vi/>

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 Monday through Saturday a week, excluding Federal holidays.

Lake Transit operates six regional and intercity fixed-routes (Routes 1, 2, 3, 4, 4A and 7), two fixed-routes that service Clearlake and Lower Lake (Routes 10 and 11), 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 identify LEP populations within Lake County. Table 4-1 identifies 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)
 2020-2024 American Community Survey 5-Year Estimates

	Lake County, California	
	Estimate	Percentage of Population
Total:	64,401	100.00%
Speak only English:	51,733	80.33%
Speak Spanish:	11,137	
Speak English less than "very well":	3,336	5.18%
Speak other Indo-European languages:	1,037	
Speak English less than "very well":	326	0.51%
Speak Asian and Pacific Island languages:	357	
Speak English less than "very well":	135	0.21%
Speak other languages:	137	
Speak English less than "very well":	10	0.02%

Source: U.S. Census Bureau, 2020-2024 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 below 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.

Safe Harbor Provision:

The Federal Transit Authority Circular 4702.1B states: *DOT has adopted DOJ’s Safe Harbor Provision, which outlines circumstances that can provide a “safe harbor” for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient’s written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost. These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factor Analysis, that even though*

a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures. For example, a recipient may determine that a large number of persons in that language group may have low literacy skills in their native language and therefore require oral interpretation. In such cases, background documentation regarding the determination shall be provided to FTA in the Title VI Program.

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

According to the 2020-2024 American Community Survey 5-Year Estimates, the largest geographic concentration of LEP individuals in Lake County is Spanish speaking. This population is approximately 17.29% of the population over 5 years of age, or an estimated population of 11,137. Those that speak English less than “very well” are 5.18% of the population or an estimated 3,336 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 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 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 minimal 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

-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

-Senior Center
-Lakeview Market

Middletown

-International Charter School
-Hardesters 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>					
Title VI Notice to the Public	\$80-\$100	Language Line	\$3.95 per minute as utilized	Availability of language assistance poster development and printing	To be determined on a case by case basis
Complaint Form	\$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 Procedures	\$80-\$100			Adverts in Spanish-language publications (optional)	To be determined on a case by case basis
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 shall utilize Language Line to provide oral interpretation as needed for LEP callers or visitors.
2. Lake Transit has publicized information about language assistance in 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 the 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
- 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/title-vi/

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 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 has 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

Lake Transit Authority has begun development of 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

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: 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: Minimum Standard: Service frequency of 60 minutes or better.

Intra Lake County Routes 1, 2, 4, 4A, 8: Minimum Standard: Two 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 Amtrak 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. 54,530 individuals or 80% of the service area population (per the 2020 US census) are within $\frac{3}{4}$ miles of Lake Transit routes.

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 monthly 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



P.O. Box 698
Lower Lake, CA 95457
707-994-3334

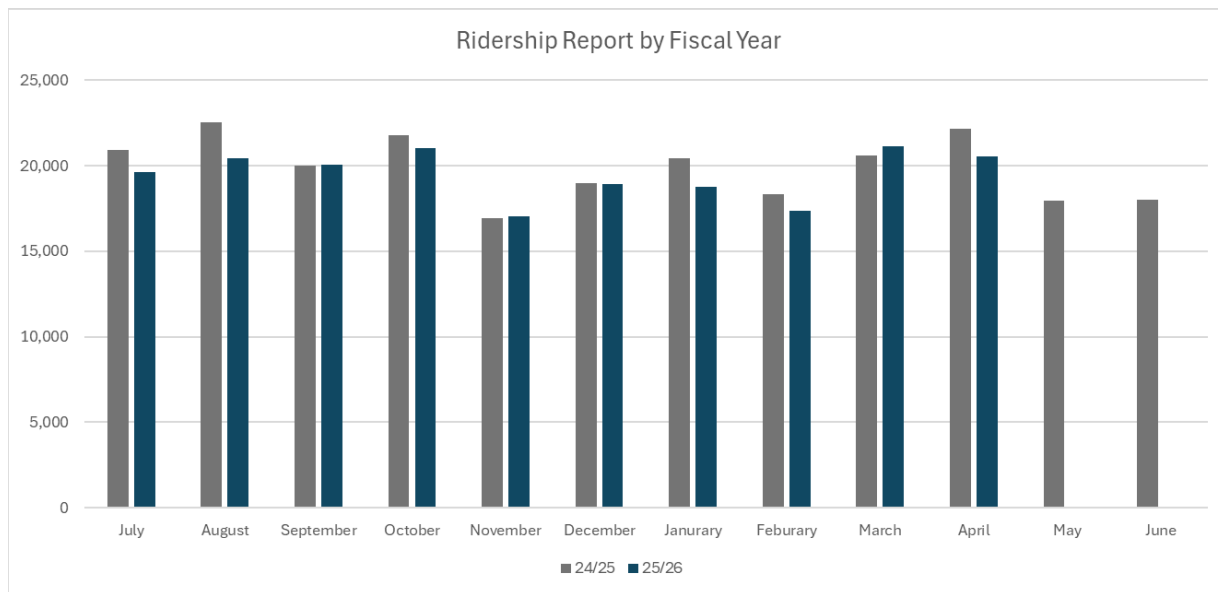
TO: Lake Transit Authority Board of Directors
FROM: Samuel Gaytan, Project Manager
DATE: May 1st, 2026
RE: Service Report April 2026

Rider ship

Comparison

April-2025 = 22,138

April-2026 = 20,543



Employee Excellence: Training and Recruitment:

We are pleased to welcome Julia to the team as she begins her onboarding process. Julia joins us as a fully credentialed professional with many years of industry experience, exceptional customer service skills, and all required licensing and endorsements. We are currently finalizing her classroom training and look forward to having her out on active routes soon to share her expertise with our passengers.

In addition to this new hire, we remain very active in our ongoing recruitment process. We feel very confident that our current outreach efforts will continue to attract high-quality candidates who are strictly aligned with our agency’s mission and values.

Vehicle Maintenance Status:

In Service vehicles:

- 7- Medium Cutaway vans
- 18-Large Cutaway Buses
- The 22 in service vehicles have allowed us to place into the spare fleet 3 buses.

Out service:

- Currently we have 5 out service that in rotation to be repaired.

Rider Incidents and Police Involvement Concerns

None to report.

Compliments, Complaints and Comments

We continue to focus on the concerns of the riding public that call in to discuss service needs.

	TOTAL		UNFOUNDED/INVESTIGATED		FOUNDED/RESOLVED
Compliments	2				2
Complaints on Drivers	2				2

Complaint Investigation: Unfounded Pass-By:

Incident Overview

- **Driver Conduct:** Passenger reported a verbal altercation initiated by the operator regarding an open beverage container.
- **Fare Interaction:** Passenger experienced a "Tap & Pay" technical failure; operator reportedly denied a request for time to resolve the error.
- **Service Impact:** The vessel departed the stop before the passenger could successfully board, resulting in a "pass-up" complaint.

Current Action Plan



- Internal review of onboard video and audio is underway to confirm protocol adherence.
- The operator has been flagged for a standard performance coaching session regarding conflict de-escalation.
- Equipment maintenance is verifying the functionality of the specific Tap & Pay in question.

Customer Compliments:

- **Kufawn:** Recognized for technical skill and safety. A passenger noted his ride was the most comfortable they have experienced, citing his 15 years of professional expertise.
- **Chalene:** Commended by a recurring NEMT (Non-Emergency Medical Transport) passenger for outstanding interpersonal skills. The passenger requested Chalene for future trips, noting she felt like a "friend" rather than just a driver.

Performance Impact:

- High marks for "ride quality" contribute to our goals for passenger comfort and vehicle longevity.
- Strong rapport built during NEMT trips increases passenger retention and trust in our specialized services.
- Both operators will receive formal recognition in their personnel files.

 **Recognizing Excellence: Our Q1 2026 Employee of the Quarter** 

We are thrilled to announce **John Adams** as our Q1 2026 Employee of the Quarter! Since the start of the year, John's contributions have been exceptional. While his daily role is vital, he consistently goes above and beyond to support the entire team.

Why John was selected:

- **Professional Growth:** He has shown incredible initiative by assisting our mechanics and mastering new technical skills.
- **Unmatched Reliability:** John is here every single day, on time, and ready to hit the ground running.
- **Dedication:** Whether it's a sudden rush or a complex project, John is always the first to volunteer to stay late to ensure the job is done right.

To show our appreciation, John will receive a \$100 gift card and exclusive use of the designated parking spot for the next three months. Congratulations, John!



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

Mobility Report 5/05/2026

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

- Update
17 new riders enrolled in the program since last report dated 3/26/2026.

PAY-YOUR-PAL UTILIZATION (Last 4 months)

<u>PERIOD</u>	<u># RIDERS</u>	<u># ONE-WAY TRIPS</u>	<u>TOTAL MILEAGE</u>	<u>TOTAL REIMBURSEMENT</u>
December 2025	98	1621	22,658 (Medical Miles: 10,407 Non-Medical Miles: 12,251)	\$9,063.20 (Medical Trips: \$4,162.80 Non-Medical Trips: \$4,900.40)
January 2026	99	1314	17,899 (Medical Miles: 12,722 Non-Medical Miles: 5,177)	\$7,159.60 (Medical Trips: \$5,088.80 Non-Medical Trips: \$2,070.80)
February 2026	85	1,058	12,817 (Medical Miles: 8,430 Non-Medical Trips: 4,387)	\$5,126.80 (Medical Trips: \$3,372.00 Non-Medical Trips: \$1,754.80)
March 2026 (No data for April available yet)	88	1,303	14,646 (Medical Miles: 9,651 Non-Medical Trips: 4,995)	\$5,858.40 (Medical Trips: \$3,860.40 Non-Medical Trips: \$1,998.00)

2). Ride Links - Volunteer Driver Program

- Currently, we have 9 volunteer drivers on board that can accept ride assignments and 1 new driver that has completed the training but still has a few requirements to meet.
- Currently, we have 36 riders enrolled that can now request rides. (Down 1 from last report)
- Currently, 4 volunteer drivers are willing to take clients to medical appointments outside of the County on occasion.

- **Ride Links Ridership for the last 6 months:**
 - **November 2025:** 3 Rides scheduled (1 completed, 1 cancelled by rider & 1 cancelled due to no driver available/ or volunteers unwilling to serve that client)
 - **December 2025:** 5 Rides scheduled (2 completed & 1 cancelled by rider, & 2 cancelled due to no drivers available.)
 - **January 2026:** 9 Rides scheduled (All 9 were completed. 4 of those trips were to medical appointments out of the county.)
 - **February 2026:** 8 Rides scheduled (6 completed & 2 cancelled by riders)
 - **March 2026:** 10 Rides scheduled (8 completed & 2 cancelled by riders)
 - **April 2026:** 11 Rides scheduled (9 completed & 3 cancelled by riders)
- Pre-screening continues to be done by phone with potential riders to see if they qualify to apply for the program once we have more volunteer drivers. Those that live within an area where we have a volunteer driver available to take ride assignments are being enrolled in the program.
- Others that reside in areas where we don't have volunteers serving yet get put on a waiting list. 24 people are currently on the waiting list, most of which can't be contacted. Once we have 12 volunteer drivers we're going to consider getting rid of the waiting list. We're getting closer!