



# LAKE COUNTY/CITY AREA PLANNING COUNCIL

Lisa Davey-Bates, Executive Director  
(707) 263-7799 / Fax 463-2212

525 South Main Street, Suite G  
Ukiah, CA 95482

## SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC) AGENDA

**DATE:** Thursday, April 27, 2023

**TIME:** 1:30 pm

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

### Zoom Login

Dial-in number: **1-669-900-6833** / Meeting ID: **897 6930 1020** Passcode: **389966**

\*Zoom link provided to the public by request

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1. Call to Order and Introductions
  2. Public Input
  3. Approval of Draft January 23, 2023 SSTAC Meeting Minutes
  4. FY 2023/24 Unmet Transit Needs Process and Proposed Approval (*Sookne*)
  5. SSTAC Membership Roster Update and Proposed Approval (*Sookne*)
  6. Update on Lake Links
  7. Update on Lake Transit Projects and Grants
  8. Update on Lake Transit Authority (LTA) meetings
    - a. Next meeting date May 10, 2023
  9. Update on Human Services Transportation Programs
    - a. People Services (*Dakari*)
    - b. Other programs and plans
  10. Discussion of issues and/or concerns of the members of the SSTAC
  11. Discuss next meeting Date: TBD
  12. Announcements/Good of the Order
  13. Adjourn SSTAC meeting

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 APC office at (707) 234-3314, at least 72 hours before the meeting.

Date posted: 4/21/23

List of Attachments:

- Agenda Item #3: January 23, 2023 Draft meeting minutes*
- Agenda Item #4: Staff Report: 2023/24 Unmet Transit Needs Process  
Adopted Definitions  
23/24 Adopted Unmet Needs List & Findings*
- Agenda Item #5: SSTAC Roster*
- Agenda Item #6: Lake Links Program Performance  
Pay-Your-Pal Year End Survey  
Medi-Links Year End Survey*



# LAKE COUNTY/CITY AREA PLANNING COUNCIL

Lisa Davey-Bates, Executive Director  
[www.lakeapc.org](http://www.lakeapc.org)

525 South Main Street, Ukiah, CA 95482  
Administration: Suite G ~ 707-234-3314  
Planning: Suite B ~ 707-263-7799

## SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC) MEETING Draft Meeting Minutes

Monday, January 23, 2023  
1:30 p.m.

Zoom video/audio conference

**Present:** Paul Branson – Chair, Laurie Fisher; Karen Dakari, Melinda Lahr (1:59PM), Holly Goetz (2:06PM)

**Absent:** None

**Non-SSTAC Attendees:** Genevieve Evans (LSC), Claire Hutchinson (LSC), Blake Batten (Caltrans), Annie Barnes (Sunrise Special Services Foundation, 1:35PM)

**Staff Present:** Lisa Davey-Bates, James Sookne, Michael Villa, John Speka

### 1. Call to Order and Introductions

The meeting was called to order at 1:31 p.m. Introductions were made.

### 2. Public Input

Lisa mentioned that LTA staff had been contacted by Henry Bornstein from the Anderson Marsh Interpretive Association regarding possible transportation for seniors to and from Anderson Marsh State Park. Lisa stated that folks could use the fixed route service that goes by the park as a way to get there but dedicated service to and from the park would be considered charter service, which LTA doesn't provide. She was hoping that maybe folks could use Lake Links' volunteer driver program once it was up and running as another way to get there.

Annie Barnes wanted to let the SSTAC know that the Sunrise Special Services Foundation (SSSF) is going to be running the warming center at the old juvenile hall and was hoping to discuss potential transportation options to and from the center. James stated that he would work with her offline.

### 3. Approval of Draft November 17, 2022 SSTAC Meeting Minutes

Karen motioned, Laurie seconded, to approve the November 17, 2022, minutes as presented. Approved unanimously.

### 4. Lake County Transit Development Plan – 2022 Update

John introduced Gordon, Genevieve, and Claire from LSC, the consultants working on the 2022 Update to the Lake County Transit Development Plan (TDP).

Genevieve gave a quick on the project status. The TDP is essentially a 5-year business plan. LSC completed a memo analyzing potential changes and adjustments to LTA service to improve mobility for residents, adjust to a post-COVID world, and increase efficiency of the transit system. This memo has already been reviewed by LTA and APC staff and the recommendations that LSC feels should be included in the draft TDP update have been included in this presentation.

The recommendations are as follows:

- Adjust the Route 12 (Clearlake) schedule by 30 minutes – this change won't cost anything and may increase annual trips by over 1,000
- Reduce Route 2 (Cobb) service to 3 days per week – this change would improve cost efficiency, with annual savings of approximately \$28,500, and reduce annual ridership by approximately 600 trips
- Replace Route 8 (Lakeport) with Microtransit between 7:30AM – 6:30PM – this would replace the fixed-route service with an Uber-like service with an annual operating cost of approximately \$16,000, while slightly increasing ridership
  - Paul asked if this service could be done using the existing fleet. She stated that LTA would probably want to initiate a pilot project to start to see if it would work before purchasing new vehicles. Paul also asked if Uber or Lyft could provide this service. Genevieve stated that using these companies in rural areas doesn't work too well because it isn't very reliable. The area to be served by microtransit would be from Sutter Hospital to then north to Konocti Vista Casino to the south.
- Another microtransit recommendation is what is being called South Clear Lake Microtransit which incorporates most of the Kelseyville Rivas area, currently partially served by Route 4A. The goal is to get folks to Kit's Corner to transfer to Route 4. This service would only be 3 days a week between 8AM to 5PM. This would have a slight annual increase of approximately \$4,600 and provide an increase in ridership of about 1,110.
- Other alternatives that were analyzed but didn't quite meet performance standards include:
  - Increase service on Route 1
  - Add Konocti Vista Casino and Riviera Shopping Center to Route 4
  - Route 7 to Ukiah – replace last run with an earlier run
  - Lifeline service to Spring Valley
  - Sunday Service – fixed Routes 1, 4, 8, 10, & 11
  - Sunday Service in Clearlake – microtransit
  - Intercity service to Santa Rosa with either Route 7 or Route 3
  - Eliminate Route 2
  - Reduce Route 4A to 3 days per week

In summary, if all of the changes that are recommended in the TDP are incorporated, LTA could save approximately \$53,000 per year, increase annual ridership by approximately 1,880, bring new forms of public transit to Lake County, and increase efficiency.

The next step is to take all of the memorandums that have been written and present them to the public via workshops. Following public comment, the draft plan will be available in March with a presentation of the draft at the April Lake APC Board meeting with the final TDP to be adopted in May.

## 5. **FY 2023/24 Unmet Transit Needs Process**

James stated that the FY 22/23 list of Unmet Transit Needs was reviewed at the November 2022 SSTAC meeting. At that meeting, Annie Barnes mentioned the need for earlier service to Ukiah. Paul stated that it looks like nothing has changed from last year, which is good and not good at the same time. The SSTAC unanimously passed a motion to take the list as presented to the Lake APC Board at the March public hearing.

## 6. **Update on Lake Links**

Laurie stated that the Medi-Links and Pay-Your-Pal programs are doing well and are holding steady. She thought that ridership was going to drop a little in December due to driver issues, but it didn't.

Lake Links has been approved by the Department of Justice to send people to get Livescans. The final hurdle to getting Ride Links, the volunteer driver program, up and running is finding insurance. Lake Links has been discussing various options that may make them more successful in obtaining insurance so the program be implemented.

Lake Links sent out end-of-year surveys to all of the Medi-Links and Pay-Your-Pal programs to get feedback on these programs.

Paul stated that when he was working in the industry, he started a few of these types of programs and never had an issue getting insurance. He said that Lake Links has approached various public agencies to see if Lake Links could be brought in under their insurance policies but hasn't heard back from anyone yet.

## **7. Update on Lake Transit Projects and Grants**

James discussed the two different contactless payment projects that LTA has begun to implement. One is run off of tablets and is specific to the demand response services such as Dial-a-Ride. The other is specific to LTA's fixed route services and uses validators that have been installed in all of the buses. The validators need to still be hooked up to power and tested on the back end by the contractor.

Regarding the transit center, Lisa met a consultant when she was at a conference at Sun Line Transit who may be able to help LTA with implementing this project. LTA is trying to determine whether to put out a RFP for only the design phase or go the design-build route. This consultant would help us determine which route would be best for LTA and possibly help us through the construction phase.

James stated that he is trying to get funding for a feasibility study that will help determine the composition of LTA's zero-emission bus fleet; whether it will be all battery electric, fuel-cell battery electric, or a combination of both.

John mentioned that the Lake APC is submitting an planning grant for a feasibility study to see if a ferry system would be a viable transit option for Lake County. Paul asked if the APC would be proposing zero-emission ferries. John stated that those would most likely be looked at since there is a push to go zero-emission for all transit systems. Karen asked if these ferries would transport people and vehicles or just people. John said those options would be looked at, assuming the APC is successful with the grant.

## **8. Update on Lake Transit Authority (LTA) Meetings**

### **a. February 8, 2023 meeting**

James isn't sure what will be on the agenda that hasn't already been discussed.

## **9. Update on Human Services Transportation Programs**

### **a. People Services**

Nothing has changed at this point. People Services is also having some insurance issues. Hiring is still difficult, but they're hopeful it'll improve once the COVID mandates are lifted in February.

### **b. Other programs and plans**

## **10. Discussion of issues and/or concerns of the members of the SSTAC**

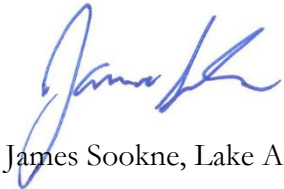
Karen mentioned that she had been to a Northshore Business Association meeting last week and they had mentioned that safer crossings were going to be installed in Lucerne. She wanted to know if there

was anything to this. Lisa mentioned that there had been a beautification plan done for the Northshore that included Lucerne. John mentioned that Caltrans is hoping to implement a Complete Streets project in Lucerne that will implement safety features. Blake stated that Caltrans is going to be applying for a RAISE grant for this project.

Paul mentioned how often he sees people using the center turn left-turn lane as a passing lane and hopes that this project will help fix that issue through Lucerne. Lisa mentioned that she has heard this feedback before but emergency services has an issue with changing the lane.

11. **Discuss next meeting Date:** James stated that the next meeting will probably be in late March or early April.
12. **Announcements/Good of the Order**  
None
13. **Adjourn SSTAC Meeting** - Meeting adjourned at 2:26 p.m.

Respectfully Submitted,

A handwritten signature in blue ink, appearing to read "James Sookne", is written over the typed name.

James Sookne, Lake APC Administration



## SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL STAFF REPORT

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**TITLE:** 2023/24 Unmet Transit Needs Process

**DATE PREPARED:** 4/13/23

**MEETING DATE:** 4/27/23

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**SUBMITTED BY:** James Sookne, Program Manager

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**BACKGROUND:** The Lake Area Planning Council (APC) has been conducting formal Unmet Transit Needs processes since 2014. Its purpose is to identify priority transit needs for transit dependent or transit disadvantaged populations within Lake County. It assists the APC and Lake Transit Authority (LTA) in determining how to best use the limited transit funding available to the region.

The process is a requirement of the Transit Development Act (TDA) prior to a region using any Local Transportation Funds (LTF) for streets and roads purposes. Although the APC does not allocate any LTF for streets and roads purposes, the process is still considered useful as a means of identifying potential transit needs in the region as well as analyzing opportunities for LTA to meet those needs if feasible. The Unmet Transit Needs Process also meets TDA requirements calling for annual public input opportunities for transit dependent or transit disadvantaged persons within the jurisdictions represented by the Social Services Transportation Advisory Council (SSTAC).

The current Unmet Transit Needs process began at the November 2022 meeting of the SSTAC, where the FY 22/23 list of potential unmet needs was reviewed. The process continued at the January 2023 SSTAC meeting where a list of potential unmet transit needs was developed. Following the development of a list of potential unmet needs, a public hearing was held by the APC on March 1, 2023, at which time a finding was made that the list contained needs that met the definition of Unmet Transit Needs and referred the list to the APC and LTA staff for further analysis.

LTA staff has analyzed the needs and provided a response for each (see attached). The attachment contains all the needs that were identified with a response and recommendation addressing them. At this point, the SSTAC is asked to make a recommendation to the APC Board in determining if any of the needs are “reasonable to meet” according to the adopted definition (see attached).

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**ACTION REQUIRED:** Make a recommendation to the APC determining if any of the potential unmet transit needs are considered “reasonable to meet”

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**ALTERNATIVES:** None

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**RECOMMENDATION:** The SSTAC recommends to the Lake APC Board that findings be made (per the analysis by LTA staff) that there are unmet transit needs which are reasonable to meet according to the adopted definitions. It is anticipated that the APC will take action at their May 10, 2023 meeting.

**Adopted Definitions for the  
Unmet Transit Needs Process  
Approved by the APC 12/10/14**

**Unmet Transit Need:** Whenever a need by a significant number of people to be transported by moderate or low cost transportation to specific destinations for necessary purposes is not being satisfied through existing public or private resources.

**Reasonable to Meet:** It is reasonable to meet a transit need if all of the following conditions prevail:

- Funds are available, or there is a reasonable expectation that funds will become available. This criterion alone will not be used to determine reasonableness.
- Benefits of services, in terms of number of passengers served and severity of need, justify costs
- With the added service, the transit system as a whole will be capable of meeting the Transportation Development Act fare revenue/operating cost requirements
- Transit services designed or intended to address an unmet transit need shall not duplicate transit services currently provided either publicly or privately
- The claimant that is expected to provide the service shall review, evaluate and indicate that the service is operationally feasible, and vehicles shall be currently available in the marketplace





# Lake Transit Authority

Lisa Davey-Bates, Executive Director

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525 S. Main Street, Ste. G  
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(707) 263-7868

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

April 19, 2023

Lisa Davey-Bates  
Executive Director  
Lake Area Planning Council  
525 S. Main Street, Suite G  
Ukiah, CA 95482

## **Lake Transit Authority Response to Potential Unmet Transit Needs & Recommended Findings for the APC FY 2023/24**

Dear SSTAC Members, Technical Advisory Committee Members, and APC:

Thank you for the opportunity to respond to the list of FY 2023/24 Potential Unmet Needs. Lake Transit Authority (LTA) takes these very seriously. It is unfortunate that all available TDA dollars are already expended making our response to new potential needs difficult. In most cases, responding to an unmet need will mean that LTA and/ or the APC must either find a new funding source, such as a federal or state grant, or weigh the importance of the unmet against cutting an existing service.

**1. Eastbound service to Spring Valley.** Currently, there is no service east of SR 53.

**Response:** Transit service for residents of Spring Valley is an unmet need. The Live Oak Transportation Project, an FTA Section 5317 funded program that was sponsored by the Area Agency on Aging and operated by Live Oak Senior Center, attempted to serve Spring Valley residents while that project was active for several years beginning in 2009; however, there was very little demand for service. The recommendation from the FY 22/23 Unmet Transit Needs Process was to further study this issue during the current update to the Transit Development Plan for Lake County. The Draft 2023 Transit Development Plan recommends operating a lifeline service from Clearlake/Lower Lake to Spring Valley two times a day, one day a week. This service would be by advance reservation only and would cost approximately \$11,000 per year.

**Recommended Finding:** At this time, service to Spring Valley is an unmet need that is unreasonable to meet due to a lack of resources.

**2. Eastbound service, allowing people to connect with service to the Sacramento area.** Currently, the closest connection is at the Cache Creek Casino.

**Response:** Intercity bus service connecting to Sacramento is an unmet need that may be reasonable to meet. Lake Transit Authority was included in a coordinated joint Transit and Intercity Rail Capital Program (TIRCP) grant application submitted by the Shasta Regional Transportation Agency (SRTA) that would provide capital funding for a zero-emission bus project for Phase II of the North State Express. Unfortunately, SRTA's TIRCP application that included this service was not successful. LTA is currently working with SRTA and other rural northern California transit agencies on interagency connectivity, which would include a connection from Lake County to I-5. At this time, these plans are purely conceptual and due to a lack of funding, it is unknown when implementation will occur. Therefore, this unmet need is not reasonable to meet.

**Recommended Finding:** The unmet need for service connecting to the Sacramento region is unreasonable to meet at this time due to a lack of funding.

**3. Non-Emergency Medical Transportation in outlying areas.** This would serve areas beyond one mile from fixed routes, and vehicles need to include wheelchair lifts.

**Response:** LTA applied for a 5310 grant in 2022 to modify and expand the existing out-of-county NEMT service. The new model would incorporate a pool of volunteer drivers that would use their own vehicles for all ambulatory clients. This will be in addition to the existing service provided by LTA and will allow Medi-Links to continue to grow into the future. Additionally, this grant will now cover all NEMT trips, whether in or out of county.

**Recommended Finding:** Under LTA's most recent 5310 grant, in-county NEMT service is now reasonable to meet.

**4. Non-Emergency Medical Transportation to out of county locations.** This is needed for both adults and children. There is a particular need for transport to Santa Rosa and San Francisco.

**Response:** LTA was awarded an FTA 5310 grant in 2017 to provide Out-of-County NEMT services and senior center transportation programs for three years. The grant application helped to address NEMT needs for trips to Ukiah and Santa Rosa. There is potential to modify the program to include trips to San Francisco, or to work together with Bay Area transportation providers to transfer passengers to SF at Santa Rosa. In partnership with Lake Links, Medi-Links was created in 2019 to provide NEMT services to out-of-county locations. To date, the program currently takes clients to Calistoga, Santa Rosa, and Ukiah; however, as the program expands, additional destinations will be included. LTA for another 5310 grant in 2022 to modify and expand the existing NEMT service. The new model would incorporate a pool of volunteer drivers that would use their own vehicles for all ambulatory clients. This will be in addition to the existing service provided by LTA and will allow Medi-Links to continue to grow into the future. Additionally, this grant will now cover all NEMT trips, whether in or out of county.

**Recommended Finding:** NEMT service to out-of-county locations is reasonable to meet and was implemented in 2019. The service currently provides trips to Calistoga, Santa Rosa, and Ukiah. As the program expands, trips will be available to additional destinations.

**5. Fixed route service on Sundays.** Another frequently noted need subject to funding availability.

**Response:** There is a need for service on Sundays throughout Lake County, as noted during the public survey process during the 2023 update to the Transit Development Plan (TDP). Based on transit industry statistical evidence, transit service attracts fewer riders on Saturday than weekdays, and even fewer on Sunday than on Saturday. LTA Saturday ridership supports the industry evidence as there are 35 to 40 percent fewer Lake Transit riders on Saturdays than on weekdays. Sundays would likely generate even fewer riders. A recommendation from the 2023 TDP is to do a pilot project within the City of Clearlake that would offer on-demand microtransit service on Sundays from 9:00AM to 3:00PM, for an approximate annual cost of \$31,300. This pilot project would gauge whether this type of service could be implemented in other major community centers throughout the County.

**Recommended Finding:** There is an unmet need for transit service on Sundays. The need is not reasonable to meet at this time due to a lack of funding.

**6. Expanded transit service and Mobility Training to accommodate job placement for developmentally disabled.** New enhanced requirements for competitive integrated job placement have been implemented, necessitating transportation to and from jobs, potentially outside of normal transit operating hours.

**Response:** To the extent that the need is within Lake Transit operating hours, this need will be accommodated by Lake Transit routes or paratransit services provided that the origin and destination are within one mile of fixed routes. If the need is outside of normal operating hours, Lake Transit is not required to provide service under the ADA. It is unknown at this time if there is an unmet need. If there is an unmet need, the Redwood Coast Regional Center is responsible to fund transportation needs of developmentally disabled persons. Existing service providers, including LTA are available to extend service programs if funding is available.

**Recommended Finding:** Expanded transit service and mobility training to accommodate job placement for developmentally disabled persons in Lake County is not an unmet need at this time.

**7. NEMT after normal business hours.** Instances in which a need for non-emergency transport arises outside of normal service hours.

**Response:** During LTA business hours, many NEMT needs are met by LTA transit and paratransit services. When LTA is closed, the only resources are typically taxi and emergency medical transportation provided by fire districts. Utilizing EMT services for NEMT needs is costly and problematic. One idea to address this situation is to extend LTA paratransit hours, or provide an alternative NEMT service through Lake Links, and work with the fire districts to dispatch the most appropriate and cost-effective service. If the patient is ambulatory, the Lake Links' Pay-Your-Pal or Volunteer Driver Program could be an option. The extent of the need for afterhours NEMT is not well documented, and the feasibility of providing afterhours NEMT is therefore unknown.

**Recommended Finding:** NEMT after Lake Transit operating hours is an unmet need. At this time, it is unknown if it is reasonable to meet. This requires additional study by LTA, Lake Links, and/or the APC.

**8. Individualized, flexible transportation to meet the transportation needs of seniors, persons with disabilities, or low-income persons who are unable to utilize the existing public transportation system.**

**Response:** Although most of the focus as of late has been on non-emergency medical transport (NEMT) services, there is also a need for other “on-demand” types of services for non-medical trips. A previous survey for the Pay-Your-Pal (PYP) program revealed that 90% of the respondents were in favor of this type of service. The recommendation from the FY 22/23 Unmet Transit Needs Process was to further study this issue during the current update to the Transit Development Plan (TDP) for Lake County. Based on current ridership data and survey results from the TDP, microtransit could be implemented in some parts of the county, specifically in Lakeport and the Rivas, which would provide a partial solution to this unmet need. However, without additional funding dedicated to this “on-demand” service, implementation of this service at this time could only be done by reducing existing fixed-route service. Another potential solution to help meet this need could be Lake Links’ Pay-Your-Pal or Volunteer Driver Program. While these programs aren’t necessarily “on-demand”, both could help to meet this need.

**Recommended Finding:** At this time, implementation of an “on-demand” type service to meet the transportation needs of seniors, persons with disabilities, or low-income persons who are unable to utilize the existing public transportation system is an unmet need that is unreasonable to meet due to a lack of funding.

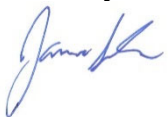
**9. Earlier service to Ukiah for medical appointments, criminal justice appointments, and courses at Mendocino College.** The existing fixed route service to Ukiah doesn’t allow riders to attend early morning medical or criminal justice appointments or early classes at Mendocino College.

**Response:** Over the years, LTA has received the occasional comment that there should be earlier service to Ukiah so riders could get to their early appointments; however, the exact demand for this service hasn’t been known. The recommendation from the FY 22/23 Unmet Transit Needs Process was to further study this issue during the current update to the Transit Development Plan for Lake County. The Draft 2023 Transit Development Plan recommends eliminating the last Route 7 run, which currently leaves Lakeport at 5:00PM and returns to Lakeport at 8:28PM, and adding an earlier run that would leave Lakeport at 6:30AM and arrive in Ukiah at 8:00AM. This would allow riders to attend their early morning medical or criminal justice appointments or early classes at Mendocino College.

**Recommended Finding:** With some planning and adjustments to the existing schedule, earlier service to Ukiah for medical appointments, criminal just appointments, and courses at Mendocino College is an unmet need that is reasonable to meet.

Again, thank you for the opportunity to respond to unmet needs testimony. The partnership between LTA and the Area Planning Council to identify unmet needs, and plan appropriate responses has continued to provide many useful and important transportation improvements.

Sincerely,



James Sookne  
Program Manager

**SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC)  
MEMBERSHIP ROSTER - 2022**

		<u>TERM</u>
1. Potential Transit User 60 Years or Older	Vacant	Nov. 2021 – Oct. 2024
2. Potential Transit User Disabled	Vacant	Nov. 2020 – Oct. 2023
3. Social Services Provider Seniors	Vacant	Nov. 2022 – Oct. 2025
4. Transportation Provider	<b>Holly Goetz, MSW, ASW</b> Sutter Lakeside Hospital 5176 Hill Rd. E. Lakeport, CA 95453 E-mail: <a href="mailto:GoetzHR@sutterhealth.org">GoetzHR@sutterhealth.org</a>	Nov. 2021 – Oct. 2024
5. Social Services Provider Disabled	Vacant	Nov. 2021 – Oct. 2024
6. Transportation Provider Disabled	<b>Karen Dakari</b> People Services 4195 Lakeshore Boulevard Lakeport, CA 95453 Phone: 263-3810 / E-mail: <a href="mailto:karendakari@yahoo.com">karendakari@yahoo.com</a>	Nov. 2022 – Oct. 2025
7. Social Services Provider Limited Means	<b>Melinda Lahr</b> Lake County Department of Social Services P.O. Box 9000 Lower Lake, CA 95457 Phone: 707-995-4395 / E-mail: <a href="mailto:melinda.lahr@lakecountyca.gov">melinda.lahr@lakecountyca.gov</a>	Nov. 2020 – Oct. 2023
8. Consolidated Transportation Services Agency	<b>Paul Branson</b> P.O. Box 1384 Clearlake Oaks, CA 95423 Phone: 925-286-5494 / E-mail: <a href="mailto:kayak707@gmail.com">kayak707@gmail.com</a>	Nov. 2020 – Oct. 2023
9. Consolidated Transportation Services Agency	<b>Laurie Fisher</b> Lake Links 14420 Lakeshore Drive Clearlake, CA 95422 Phone: 707-995-3330 / E-mail: <a href="mailto:laurie.fisher@lakelinks.org">laurie.fisher@lakelinks.org</a>	Nov. 2022 – Oct. 2025



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

## Mobility Report 3/29/23

### 1). Pay-Your-Pal Ride Assistance Program

- Update  
 10 new riders since last report.

#### PAY-YOUR-PAL UTILIZATION

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

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

#### MEDI-LINKS UTILIZATION

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

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

#### 4). Proposed New Volunteer Driver Program

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

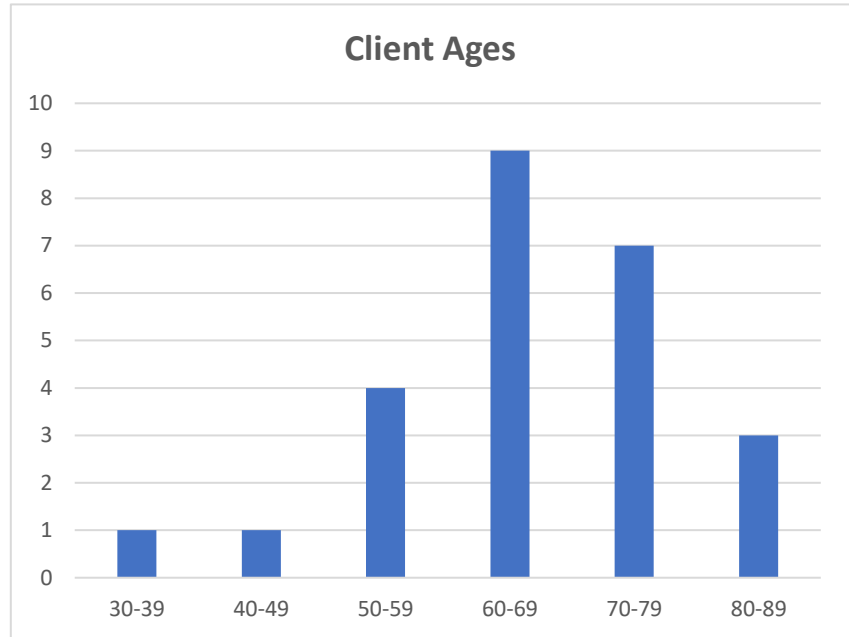


## Pay-Your-Pal Client End of Year Survey Results (2022)

(27 Surveys returned out of the 55 mailed out)

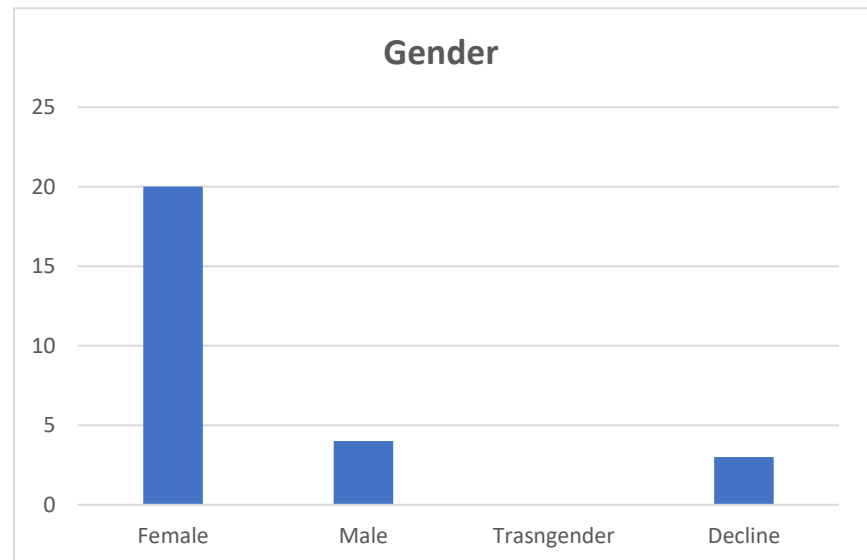
### Client Ages

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



### Gender

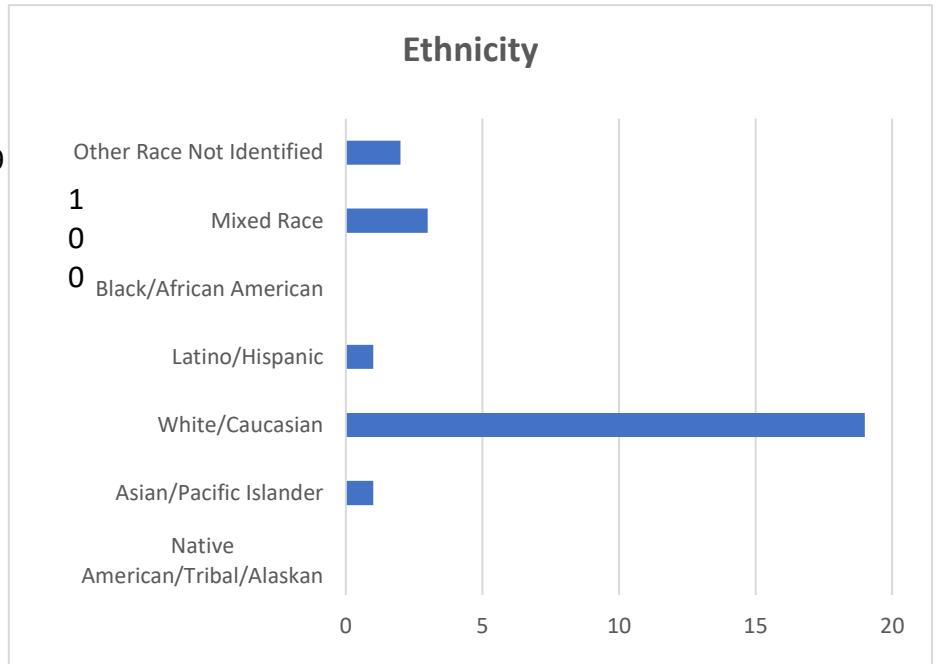
Female	20
Male	4
Transgender/Other	0
Declined to Answer	3





**Race/Ethnicity**

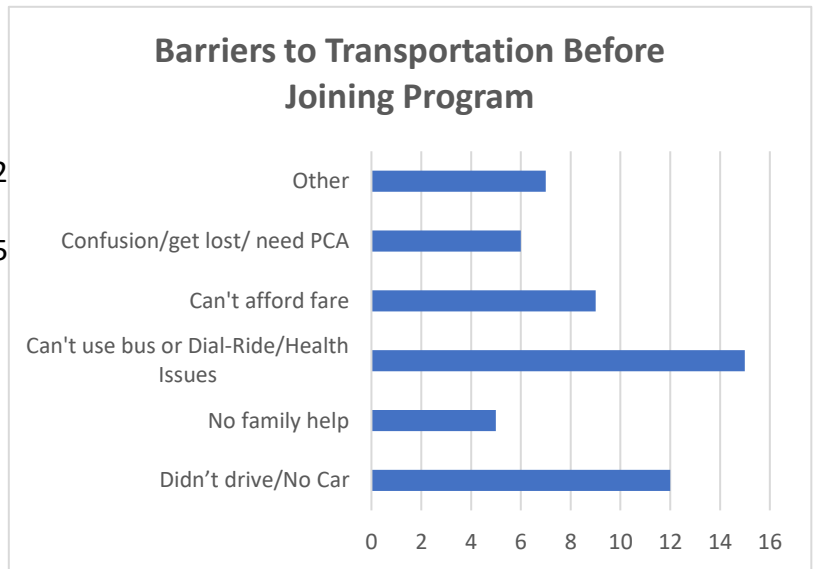
White/Caucasian	19
Latino/Hispanic	1
Black/African American	0
Tribal/Native American	0
Asian Pacific Islander	0
Mixed Race	3
Other Race Not Identified	2
Declined to Answer	2



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

**Barriers to Transportation Before Joining Program**

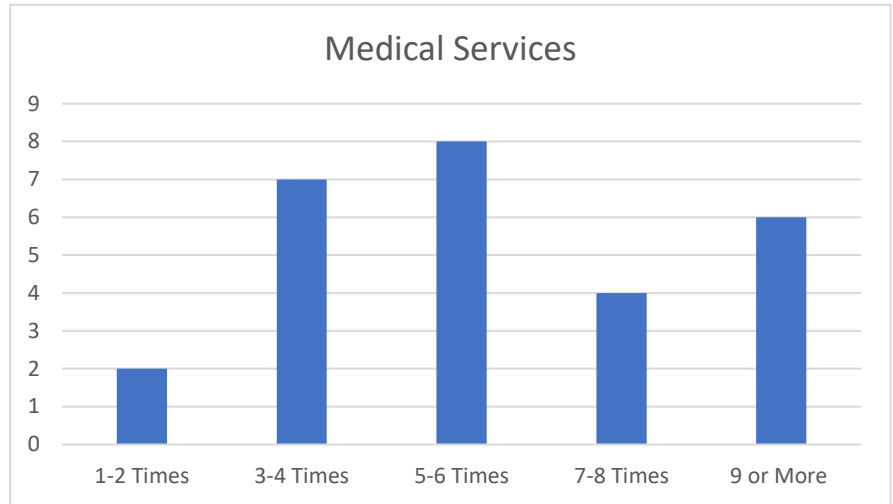
Didn't drive/No Car	12
No family help	5
Can't use bus or Dial-Ride/Health Issues	15
Can't afford fare	9
Confusion/get lost/ need caregiver	6
Other	7



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

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

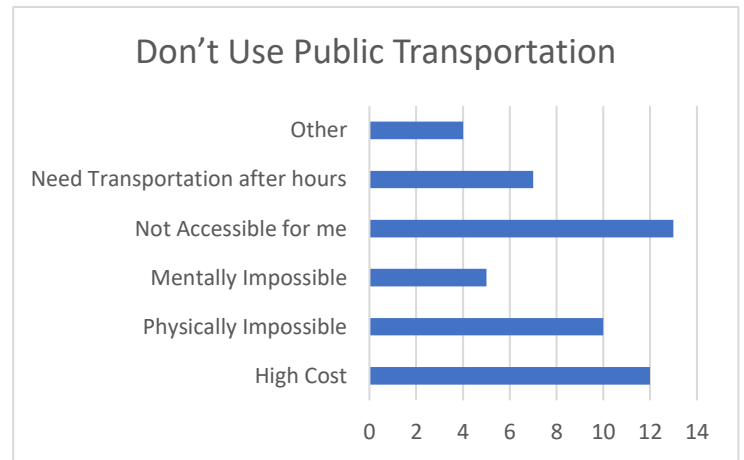
1 – 2	2
3 – 4	7
5 – 6	8
7 – 8	4
9 or more	6



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

**Reasons you don't use Public Transportation**

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



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

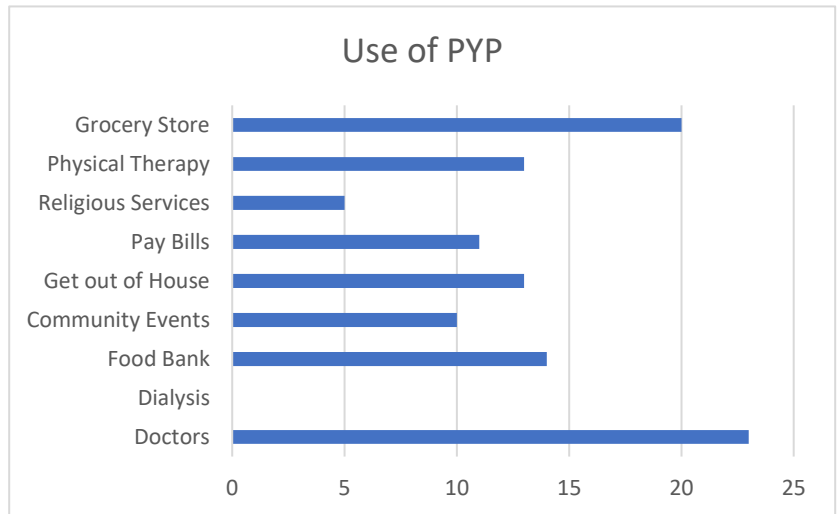
**Used to assist mobility:**

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

## What do you use Pay-Your-Pal for?

### To get to:

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



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

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

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

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

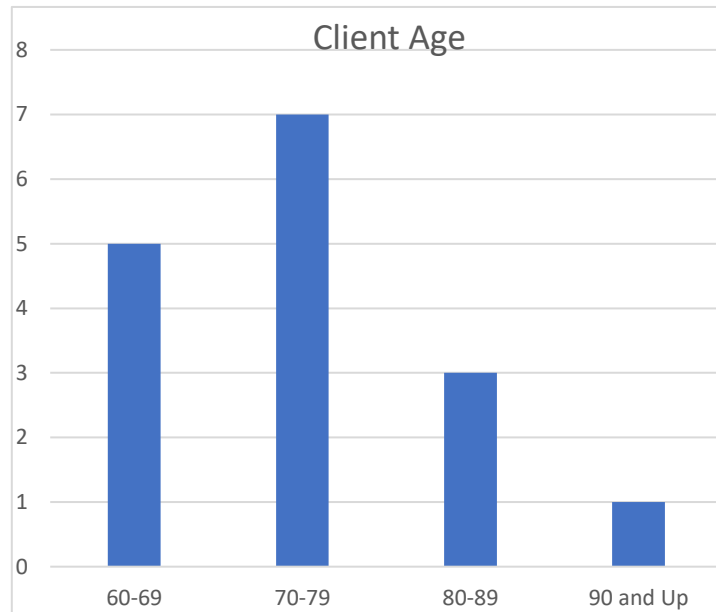


## Medi-Links Client End of Year Survey Results (2022)

(16 Surveys returned out of the 52 mailed out)

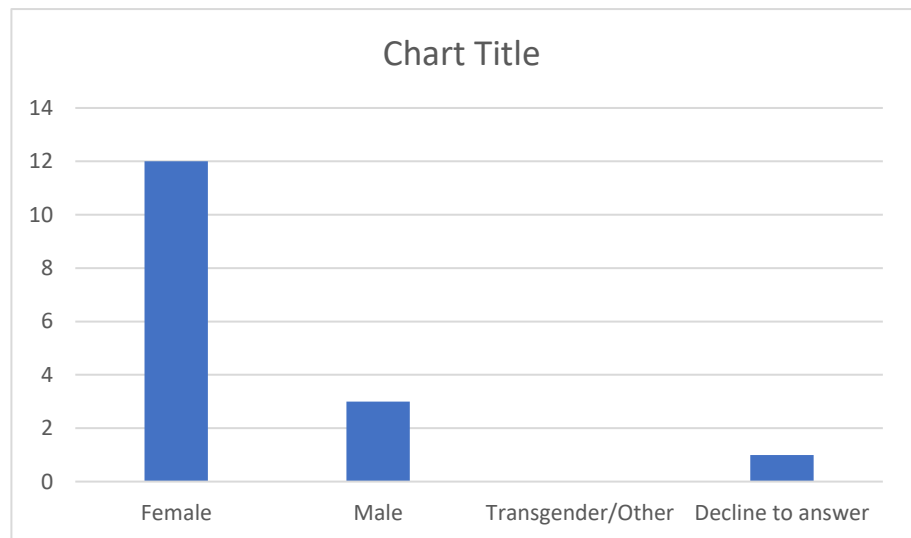
### Client Ages

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



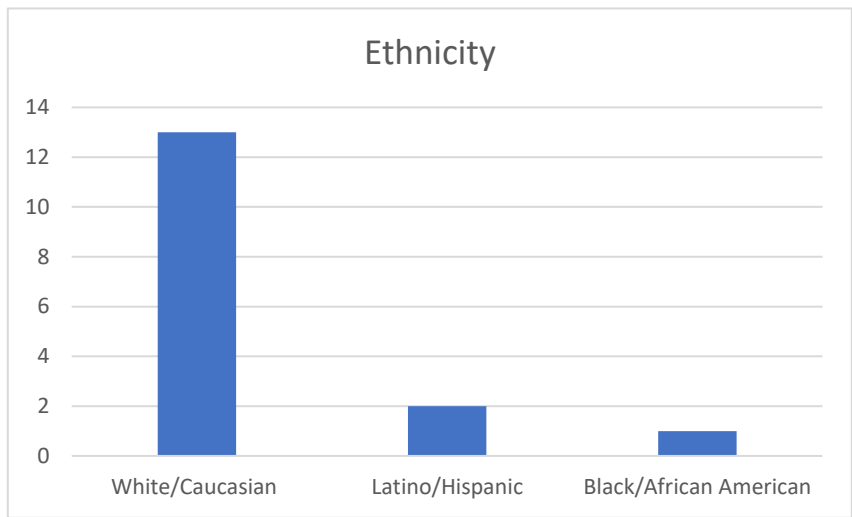
### Gender

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



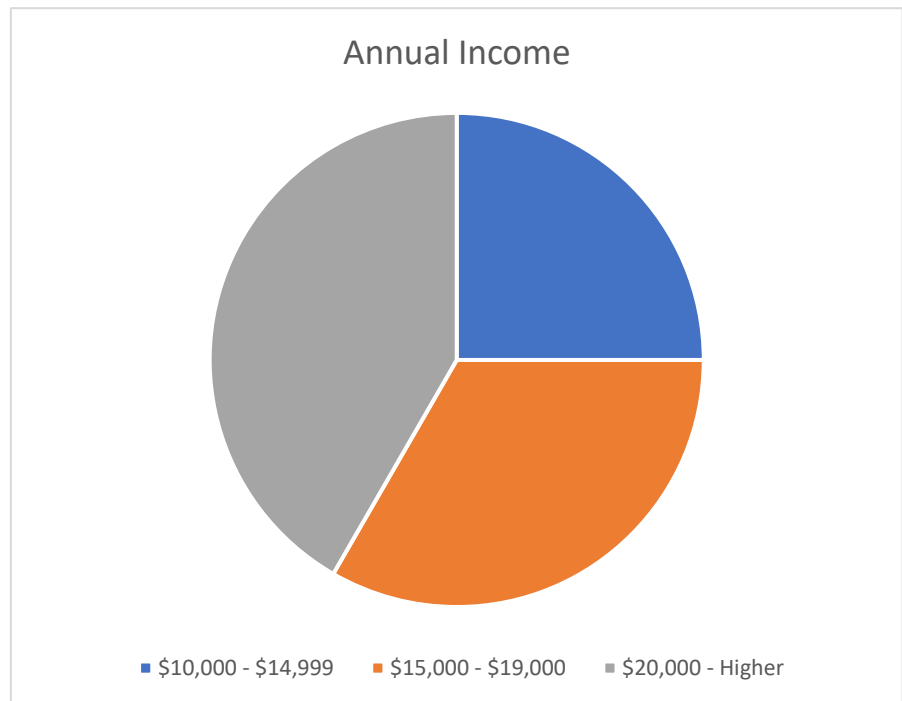
**Race/Ethnicity**

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



**Annual Income**

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



**Veteran** – Yes: 1 No: 15

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

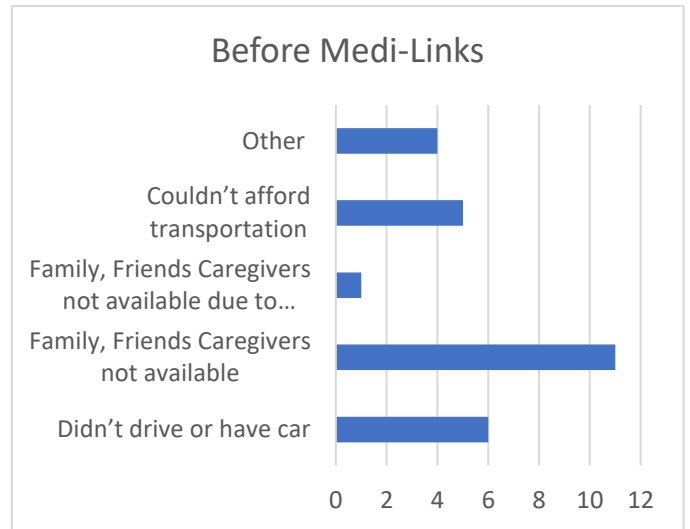
**Has our Medi-Links program made it possible to meet transportation needs you weren't able to before?** Yes: 10 No: 2 n/a: 1 Declined to Answer: 3

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

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

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

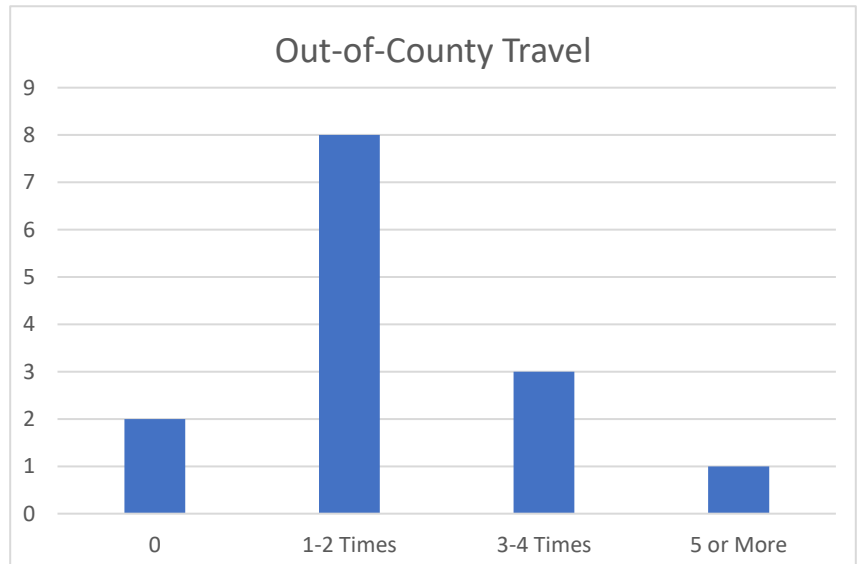
6  
 11  
 1  
 5  
 4



**Times traveled out of county in last month for medical services**

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

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



**Used to assist with mobility**

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

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

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

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

**How has the Medi-Links program helped you?**

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