

ATTACHMENT A:
LAKE COUNTY TDCB MEETING MINUTES
AUGUST 30, 2021



**Lake County Transportation Disadvantaged Coordinating Board
Minutes August 30, 2021
Lake~Sumter MPO
1300 Citizens Blvd., Suite 175 Leesburg, FL 34748**

Members Present

Leslie Campione, Chairman
Jo Santiago
Sheri Peterson
Scott Pfender
Timothy Bridges
Lesha Buchbinder
Ivonne Perez
Gustavo Henriquez
Chantel Buck

Representing

Lake~Sumter MPO
FDOT
Department of Children & Families
Public Education/Lake County Schools
FL Association CAA/Economically Disadvantaged
Children at Risk
Florida Agency for Healthcare Administration
Regional Workforce Development Board
Citizens Advocate

Members Absent

Jesse Riddle
Anthony Padilla
Linda Diaz
Steve Homan
David Taylor

Representing

Vocational Rehabilitation/Dept. of Education
Veterans Service Office Representing Veterans
Persons over 60, representing elderly
FL Department of Elder Affairs
Medical Community

Staff Present

Michael Woods
Doris LeMay

Representing

Lake~Sumter MPO
Lake~Sumter MPO

CALL TO ORDER

The meeting of the Lake County Transportation Disadvantaged Coordinating Board (TDCB) was called to order at 10:10 a.m. by Commissioner Leslie Campione. Staff announced that the meeting was properly noticed, and a quorum was present. (8 Voting members).

I. AGENDA UPDATE

None

II. OPPORTUNITY FOR PUBLIC COMMENT (on agenda items or general comments) –

None

III. CONSENT AGENDA

- A. Approval of June 7, 2021, Meeting Minutes
- B. Approval of June 7, 2021, Annual Public Hearing Meeting Minutes
- C. Review and Approval of the MPO's Lake County Transportation Disadvantaged Planning Grant.

On a motion by E. Scott Pfender, seconded by Lesha Buchbinder and carried unanimously by an 8-0 vote, the Board approved the Consent Agenda as presented.

IV. ACTION ITEMS:

- A. Review and Approval of the Lake County CTC Annual Operating Report (AOR)
Amy Bradford presented a brief overview of the CTC Annual Operating Report.

On a motion by Jo Santiago, seconded by E. Scott Pfender and carried unanimously by an 8-0 vote, the Board approved the Lake County Transit AOR for FY 2020/21.

- B. Approval of Lake County Annual Actual Budget Expenditures.
Amy Bradford presented the Lake County Annual Actual Budget Expenditures. Discussion continued.

On a motion by E. Scott Pfender, seconded by Jo Santiago and carried unanimously by an 8-0 vote, the Board approved the Lake County Actual Budget Expenditures Report.

- C. CTC Evaluation for FY 20/21
Laura Minns, WSP, presented the CTC's Evaluation for FY 20/21

On a motion by E. Scott Pfender, seconded by Lesha Buchbinder and carried unanimously by an 8-0 vote, the Board approved the CTC Evaluation for FY 20/21 as presented.

- D. Subcommittee Annual Appointment
Michael Woods presented the list of subcommittee members. Colleen Kollmann No longer serves on the Transportation Disadvantaged Board and therefore Needed to be replaced on the Grievance Subcommittee. E. Scott Pfender Volunteered to serve on the Grievance Subcommittee.

On a motion by Lesha Buchbinder, seconded by E. Scott Pfender and carried unanimously by an 8-0 vote, the Board approved the members of the Grievance Subcommittee as: Leslie Campione, Jo Santiago, Lesha Buchbinder, Steve Homan, and E. Scott Pfender. The Bylaws Subcommittee as: Leslie Campione, Lesha Buchbinder, and Chantel Buck. The CTC Evaluation Subcommittee as: Leslie Campione, Jo Santiago, and Lesha Buchbinder. The Ridership Subcommittee as: Leslie Campione, Jim Lowe, and Chantel Buck.

- E. Appointment to Health and Human Services Grant Advisory Committee
Niki Booth provided a brief overview of the appointment to the Health and Human Services Grant Advisory Committee. E. Scott Pfender volunteered To serve on the committee.

On a motion by Lesha Buchbinder, seconded by Jo Santiago and carried unanimously by an 8-0 vote, the Board approved E. Scott Pfender as the Transportation Disadvantaged Coordinating Board Member to serve on the Health and Human Services Grant Advisory Committee.

V. DISCUSSION ITEMS:

- A. Review and discussion of the Commission for the Transportation Disadvantaged (CTD) Ombudsman Report. – Michael Woods
- B. Change Approval Date of Annual TDCB Meeting Calendar
- C. Upcoming Conferences/Meetings

VI. REPORTS

- A. FDOT -Jo Santiago
- B. Lake County CTC – Amy Bradford
- C. RATP Dev – Lake County Connection – Ricky Mack
- D. Lake-Sumter MPO Quarterly Progress Report

VII. BOARD MEMBER COMMENTS

Chantel Buck inquired about the application process requiring notary. Lake County Transit will look into the process.

VIII. ADJOURNMENT

IX. NEXT MEETING: August 30, 2021 @ 10AM

There being no further business to discuss, the meeting adjourned at 10:55

Chairman Campione

Date

ATTACHMENT B:
GRIEVANCE PROCEDURES

GRIEVANCE PROCEDURES OF THE LAKE COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

ARTICLE I: PREAMBLE

The following sets forth the grievance procedures of the Lake County Transportation Disadvantaged Coordinating Board (TDCB), serving to assist the Lake-Sumter Metropolitan Planning Organization (MPO). The intent is to provide policies and procedures pursuant to Chapter 427, Florida Statutes, and Rule 41-2.012, Florida Administrative Code, for the resolution of formal grievances concerning paratransit services from agencies, users, potential users, sub-contractors, and other interested parties.

ARTICLE II: GRIEVANCE SUBCOMMITTEE NAME, PURPOSE, AND MEMBERSHIP

Section 1: Name: The name of the subcommittee to process, investigate, hear and decide grievances or complaints for the Lake County TDCB shall be the Grievance Subcommittee.

Section 2: Purpose: The primary purpose of the Grievance Subcommittee is to process, investigate, hear and decide grievances or complaints from agencies, users, transportation operators, potential users of the system and the Community Transportation Coordinator (CTC), to review and make recommendations, as necessary, for amendments to paratransit eligibility guidelines, and to make recommendations to the TDCB for improvement of services. The Grievance Subcommittee shall meet as often as necessary to process grievances and complaints in a timely manner.

Section 3: Membership: The Grievance Subcommittee shall consist of five (5) voting members chosen from the TDCB. The TDCB shall approve the Grievance Subcommittee appointees by a two-thirds (2/3) vote of a quorum of the members present and voting. The members of the Grievance Subcommittee shall be appointed at the first quarterly meeting and shall serve for a period of one year.

ARTICLE III: DEFINITIONS

Section: 1: Definitions: For the purpose of the TDCB and the Grievance Subcommittee, the following definitions shall apply:

1. *Community Transportation Coordinator (CTC)*: The Lake County Board of County Commissioners serves as the CTC for Lake County.
2. *Formal Grievance*: A formal grievance is a **written complaint** to document any concerns or an unresolved service complaint regarding the operation or administration of Transportation Disadvantaged Program and/or ADA services by the Transportation Operator, CTC, MPO or the TDCB. The grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible. Formal Grievances may include, but are not limited to:
 - a. Chronic or recurring or unresolved Service Complaints.

- b. Violations of specific laws governing the provision of Transportation Disadvantaged services (i.e., Chapter 427 of the Florida Statutes, Chapter 41-2 of the Florida Administrative Code and accompanying documents, Sunshine Law and/or ADA violations).
 - c. Contract disputes (Agencies/Operators).
 - d. Bidding disputes.
 - e. Agency compliance.
 - f. Conflicts of interest.
 - g. Supplanting of funds.
 - h. Billing and/or accounting procedure violation.
 - i. Denials of applications for paratransit services.
3. *Service Complaints:* Service complaints are routine incidents that occur on a daily basis that are reported to the CTC, Operator, drivers or dispatchers, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. Service standards are established by the CTC and the TDCB. Service complaints may include, but are not limited to:
- a. Late trips (late pickup, late drop off, and/or late returns).
 - b. No-show by Transportation Operator.
 - c. No-show by client.
 - d. Client Behavior.
 - e. Driver Behavior.
 - f. Passenger discomfort.
 - g. Refusal of service to client for any reason.

ARTICLE IV: GRIEVANCE AND COMPLAINT PROCEDURES

Section 1: General: The following procedures are established to provide regular opportunities for grievances and appeals to be brought before the Grievance Subcommittee and the TDCB.

Section 2: Filing a Grievance: Should a grievant wish to file a formal grievance, the grievant shall provide a written statement of their grievance, containing the name, address, telephone number and any other contact information for the grievant, a clear and concise statement of the grounds for the grievance, supporting documentation, if any, and an explanation of the improvements needed to address the complaint by the grievant. Assistance in filing a formal grievance shall be provided by the Lake-Sumter MPO staff, if requested by the grievant.

The grievance shall be sent to the Transit Division Manager for the CTC, who shall render a decision in writing within fifteen (15) days of receipt of the grievance, giving the grievant an explanation of the facts that lead to the CTC's decision, providing any suggestions for resolution and providing information as to the appeals process. If the grievant is not satisfied with the decision or proposed resolution of the CTC Transit Division Manager, the grievant may appeal by sending the written formal grievance, the CTC response and any information or documentation the grievant wishes to add for scheduling of a hearing before the Grievance Subcommittee for the TDCB, at the following address:

Lake-Sumter Metropolitan Planning Organization
 Attn: Transportation Disadvantaged Coordinating Board, Grievance Subcommittee
 1300 Citizens Boulevard, Suite 175, Leesburg, FL 34748

Within seven (7) working days following the date of receipt of the formal grievance, the MPO shall schedule a meeting of the Grievance Subcommittee, unless there is a TDCB meeting that is scheduled within thirty (30) days of the date of the MPO's receipt of the formal grievance, in which case the MPO may schedule the formal grievance to be heard directly by the TDCB at that upcoming meeting. The process outlined in Section 3 of these procedures shall be utilized in such an instance.

If there is no TDCB meeting that is scheduled within thirty (30) days of the date of the MPO's receipt of the formal grievance, then the MPO shall ensure that the meeting of the Grievance Subcommittee to hear the grievance within thirty (30) days of receipt of the formal grievance to address it and any other appeal from any other party received by the MPO at least fourteen (14) days prior to the meeting of the Subcommittee.

The Grievance Subcommittee shall send a notice of the scheduled meeting in writing to the grievant. The notices shall clearly state:

- a. The date, time, and location of the meeting; and
- b. The purpose of the discussion and a statement of issues involved.

The Grievance Subcommittee shall have the power to hear and decide formal grievances. Within fifteen (15) days of the meeting of the Subcommittee, the Subcommittee shall render a decision in writing to the grievant. Written decisions shall include the following information:

- a. A statement that a meeting was held in which the involved parties, their representatives, and witnesses were given an opportunity to present their position; and
- b. A statement that clearly defines the issues discussed; and
- c. The decision of the Grievance Subcommittee based on the information presented.

The Grievance Subcommittee shall submit a report to the TDCB for the TDCB's information and review at the next regularly scheduled TDCB meeting, containing a brief summary of each grievance and the Subcommittee's decision. All documents pertaining to the grievance process will be made available, upon request of the grievant, in a format accessible to persons with disabilities.

Section 3: Grievances Before and Appeals to the TDCB: The TDCB may hear grievances scheduled before it by MPO staff pursuant to Section 2 of these procedures. In addition, the grievant may appeal the written decision of the Grievance Subcommittee to the TDCB, if the grievant is not satisfied with the decision or proposed resolution of the Grievance Subcommittee, by notifying the MPO, in writing, that the grievant wishes to appeal the decision of the Grievance Subcommittee.

Assistance in filing a grievance or an appeal shall be provided by staff to the MPO, if requested. The grievance or appeal shall be heard at the next regularly scheduled TDCB meeting, and the grievant shall be notified in writing of the date, time, and place of the TDCB meeting where the grievance or appeal shall be heard. This written notice shall be mailed at least ten (10) days in

advance of the meeting. The TDCB shall render its written decision as to the grievance or appeal within fifteen (15) days of the regularly scheduled TDCB meeting when the grievance or appeal was heard. A copy of the written decision made by the TDCB shall be mailed to the grievant.

Section 4: Notices: All written correspondence between the Grievance Subcommittee, MPO and the TDCB to the grievant/appellant shall be sent via email or USPS Return Receipt service. All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

Section 5: Commission for Transportation Disadvantaged: If the grievant is dissatisfied with the decision of the TDCB, he/she may continue the process with the Florida Commission for the Transportation Disadvantaged Ombudsman Program. The customer may begin this process by contacting the Commission Ombudsman through the TD Helpline at (800) 983-2435 or e-mail: CTDOmbudsman@dot.state.fl.us or via mail at: Florida Commission for the Transportation Disadvantaged, 605 Suwannee St., MS-49, Tallahassee, FL 32399-0450 or online at www.fdot.gov/ctd.

ARTICLE V: SCHEDULED MEETINGS

When a meeting of the Grievance Subcommittee is necessary, staff to the MPO shall schedule a meeting for the Grievance Subcommittee.

ARTICLE VI: RECORDS RETENTION

Records retention shall be in accordance with the retention schedules prescribed by the Secretary of State of the State of Florida.

ARTICLE VII: AMENDMENTS

The TDCB Grievance Procedures may be amended by a two-thirds (2/3) vote of a quorum of the members of the TDCB present and voting, provided the proposed change(s) is/are made available for review to all members at least seven (7) days in advance of the meeting.

ARTICLE VIII: CERTIFICATION

The undersigned hereby certifies that he/she is the Chair of the TDCB and that the foregoing is a full, true and correct copy of the Grievance procedures of this TDCB as adopted by the TDCB on the 11th day of March 2019.

Leslie Campione, Chair
Lake County
Transportation Disadvantaged Coordinating Board



LAKE COUNTY GRIEVANCE FORM

Name: _____ Today's Date: _____

Physical Address: _____

Mailing Address (if different): _____

Home Telephone: _____ Other Telephone: _____

Email Address: _____

Date of Grievance: _____ Approximate Time: _____

Are you filing this grievance on your own behalf? _____

If not, please supply the name and relationship of the person for whom you are registering this grievance:

Grievance Statement: _____

Signature: _____ Date: _____

Below to be Filled out by Lake County Transit:

Report Received By: _____ Date: _____

Action/Results: _____

ATTACHMENT C:
LAKE COUNTY TDSP AMENDMENT INFORMATION



OFFICE OF TRANSIT SERVICES

A white Lake County Connection bus is shown from a side-front perspective. The bus has the company logo on the front and side, and the phone number 352-742-2612 on the top. The background is a dark, blurred outdoor setting.

OUT-OF-SERVICE AREA TRIP SCHEDULE

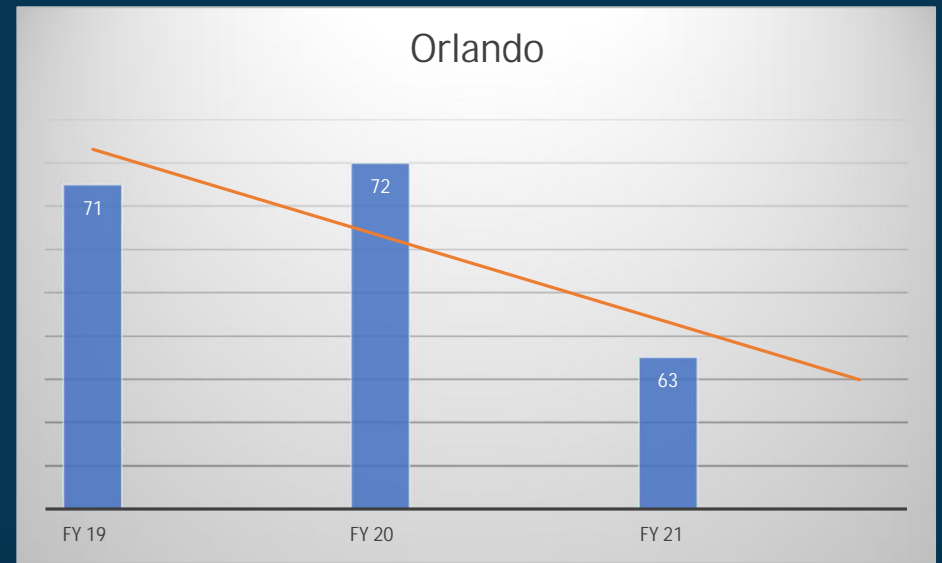
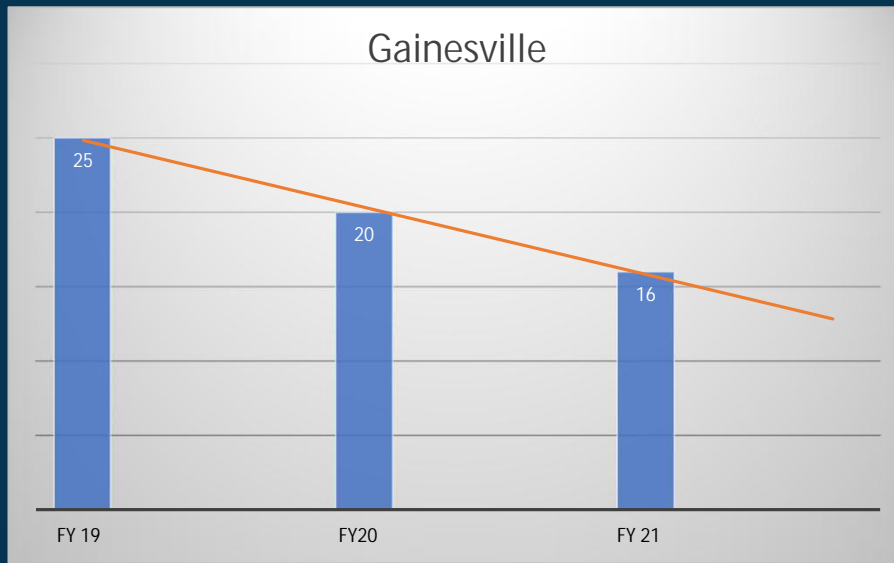
- Gainesville-Monday, Wednesday , Friday
- Orlando- Tuesday and Thursday

TDSP, Amended June 2021

Current CTC Standard: The service area is all of Lake County. Trips are made to **Gainesville on Mondays, Wednesdays and Fridays** and to **Orlando including the Veterans Hospital on Tuesdays and Thursdays**. Transportation Disadvantaged services will be provided into Sumter County as stated under Inter County Services. Other request for out of service area trips shall be provided when approved by the sponsoring agency or CTC.



OUT-OF-SERVICE AREA TRIPS BY YEAR

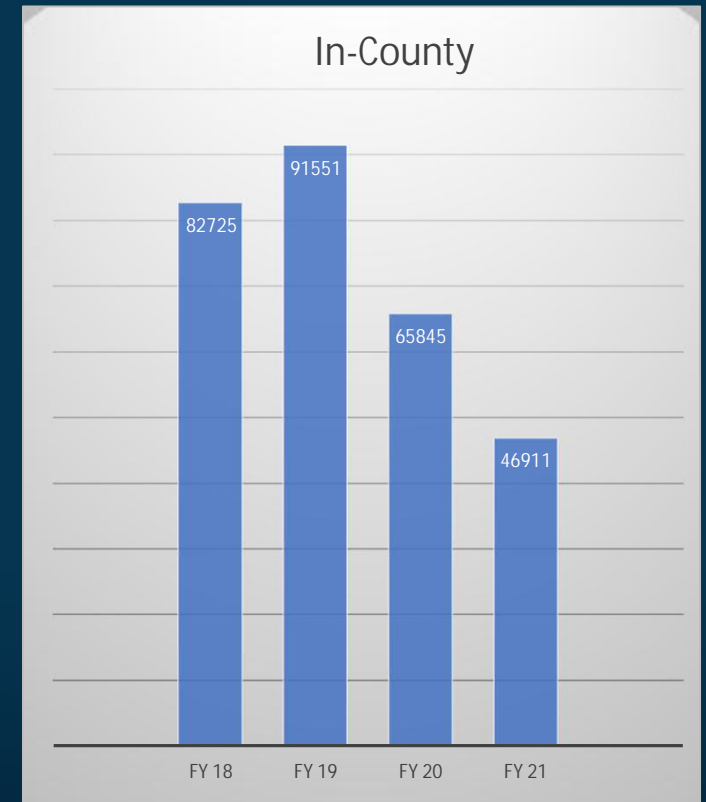


Demand for out-of-service area trips have steadily declined.



IN-COUNTY SERVICE TRIPS

- Prior to COVID-19, the demand for in-county transportation experienced a steady incline. However, demand decreased in early 2020, largely due to agencies that primarily served senior citizens suspended their services. However, demand is on the rise again as meal-sites and other destinations have recently reopened.





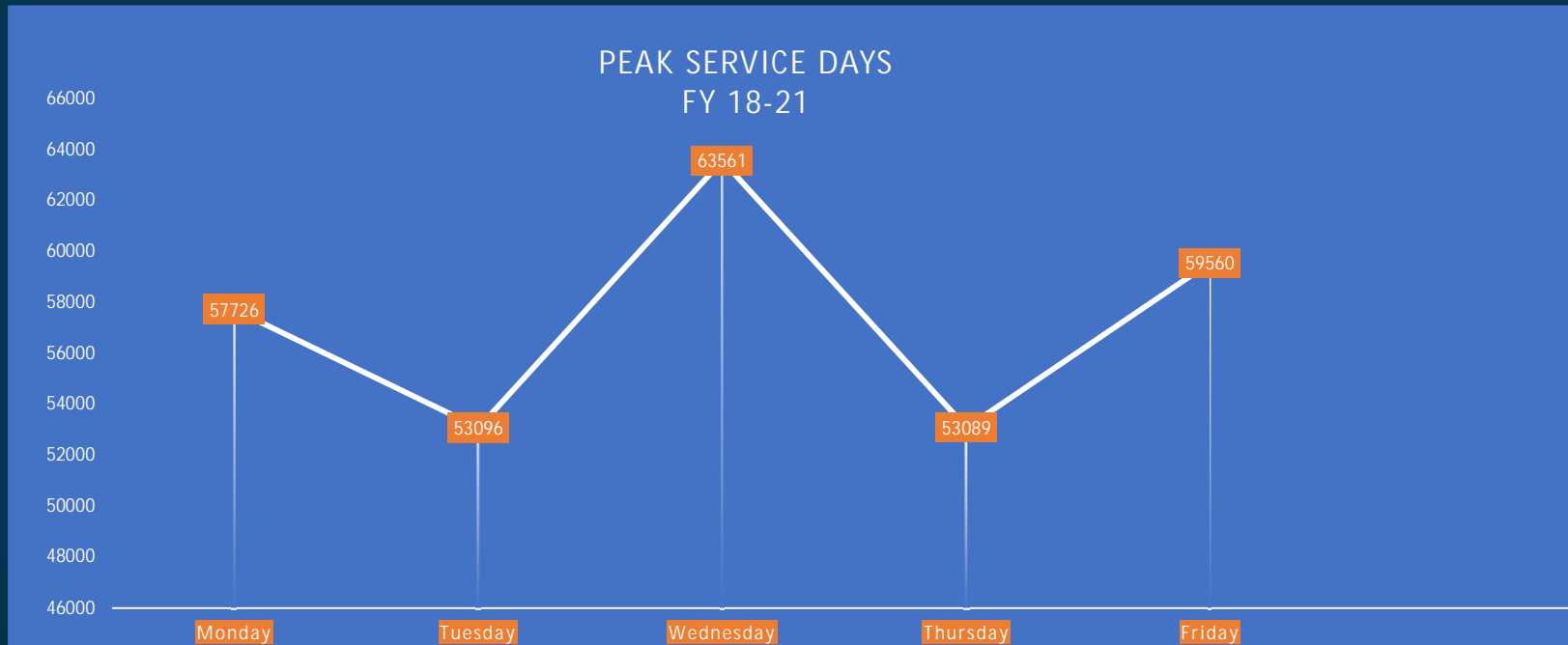
OUT-OF-SERVICE AREA TRIPS

Proposal

- Reallocate available transit resources.
 - Reduce Gainesville weekly trips from three to two.
 - Provide trips to Gainesville and Orlando on Tuesday and Thursday.



TRIP VOLUME BY DAY OF WEEK



By providing out-of-service area trips on Tuesday and Thursday, Lake County Connection resources will better be positioned to accommodate peak utilization while continuing to provide necessary resources for clients who receive medical care out of the service area.



OUT-OF-SERVICE AREA TRIPS

Proposal

TDSP, Amended June 2021

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Service Area

- Rule 41-2.006 (4) (g) Out-of-service area trips shall be provided when determined locally and approved by the TDCB, except in instances where local ordinances prohibit such trips.
- Current CTC Standard: The service area is all of Lake County. Trips are made to Gainesville on Mondays, Wednesdays and Fridays and to Orlando including the Veterans Hospital on Tuesdays and Thursdays. Transportation Disadvantaged services will be provided into Sumter County as stated under Inter County Services. Other request for out of service area trips shall be provided when approved by the sponsoring agency or CTC.
- **Proposed CTC Standard: The service area is all of Lake County. Out-of-service area trips are regularly provided to both Gainesville and Orlando, including the Veterans Hospital. Trips to Orlando and Gainesville are scheduled twice a week, currently Tuesday and Thursday. The operational frequency of these trips is based upon demand.** Transportation Disadvantaged services will be provided into Sumter County as outlined under Inter County Services. Other requests for out of service area trips shall be provided when approved by the sponsoring agency or CTC.



QUESTIONS?



LAKE COUNTY
TRANSPORTATION DISADVANTAGED SERVICE PLAN

MAJOR UPDATE
FY 2018/19 – FY 2022/23

ADOPTED December 3, 2018
AMENDED June 10, 2019
AMENDED June 8, 2020
AMENDED June 11, 2021

Prepared for:

Lake-Sumter Metropolitan Planning Organization

In Coordination with:

Lake County Transportation Disadvantaged Coordinating Board

&

Lake County Public Transit Division



Prepared by:

The University of South Florida Center for Urban Transportation Research




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Local Coordinating Board Membership Certification

Name: Lake-Sumter Metropolitan Planning Organization

Address: 225 W. Guava Street, Suite 211, Lady Lake, FL 32159

The Metropolitan Planning Organization/Designated Official Planning Agency named above hereby certifies to the following:

1. The Membership of the Local Coordinating Board, established pursuant to Rule 41-2012(3), FAC, does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

Signature: _____ Date: _____

REPRESENTATION	MEMBER	ALTERNATE	TERM
Chairperson, Lake ~ Sumter MPO	Comm. Leslie Campione	N/A	Appointed 12/8/10
Vice-Chair, Citizen Advocate	Bebe Chudeusz	N/A	Re-appointed 8/23/17
Children at Risk	Lesha Buchbinder		Appointed 11/1/16
		Tameka Mays	Appointed 1/25/13
Elderly	Unda Diaz	N/A	Appointed 8/23/17
Person with a Disability	Colleen Kollman	N/A	Re-appointed 6/2017
Public Education, Lake County Schools	E. Scott Pfender	N/A	Re-appointed 6/2/17
		Lori Mattox	Appointed 6/2/17
Dept. of Transportation	Jo Santiago		Appointed 12/2009
		Carlos Colon	Appointed 8/22/16
Dept. of Children and Families	Sheri Peterson		Appointed 8/22/16
		Marisol Martinez	Appointed 3/6/16
Dept. of Elder Affairs	Steve Homan		Appointed 9/27/17
		Kayla Jones	Appointed 9/27/17
Dept. of Health Care Adm.	Milagros Chervone		Appointed 2/14/17
		Tamyika Young	Appointed 9/5/17
Regional Workforce Board	Gustavo Henriquez		Appointed 8/23/17
		Donna Andrews	Appointed 8/23/17
Veteran Services	Mark Godinez		Appointed 8/22/16
		Allison Thall	Appointed 10/22/14
Local Medical Community	David Taylor		Appointed 6/26/13
		Darren Armstrong	Appointed 11/17/14
Private for Profit Transportation Industry	Vacant		
Vocational Rehabilitation/Dept. of Education	Jesse Riddle		Appointed 8/27/14
		Candice Stoutamire	Appointed 1/20/15
FL Association CAA/Economically Disadvantag	Jim Lowe		Appointed 7/7/98
		Timothy Bridges	Appointed 5/7/12
Citizen Advocate, System User	Marsha Bukala	N/A	Appointed 8/2018

Roll Call Vote

Approval of Lake County's

Transportation Disadvantaged Service Plan Major Update

MEMBER	REPRESENTING	YES	NO	ABSENT
Leslie Campione	Lake-Sumter MPO			
Bebe Chudeusz	Citizen Advocate			
Lesha Buchbinder	Children at Risk			
Linda Diaz	Elderly			
Colleen Kollman	Person with a Disability			
Scott Pfender	Public Education, Lake County Schools			
Jo Santiago	Dept. of Transportation			
Sheri Peterson	Dept. of Children and Families			
Steve Homan	Dept. of Elder Affairs			
Milagros Chervone	Dept. of Health Care Adm.			
Gustavo Henriquez	Regional Workforce Board			
Mark Godinez	Veteran Services			
David Taylor	Local Medical Community			
Jim Lowe	FL Association CAA/Economically Disadvantaged			
Jesse Riddle	Vocational Rehabilitation/Dept. of Education			
Marsha Bukala	Citizen Advocate, System User			

The Transportation Disadvantaged Coordinating Board hereby certifies that an annual evaluation of the Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and that all recommendations of that CTC Evaluation have been addressed or incorporated in this Service Plan.

We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by the Board at an official meeting held on December 3, 2018.

Date

Commissioner Leslie Campione, TDCB Chair

Approved by the Commission for the Transportation Disadvantaged

Date

Steven Holmes, Executive Director CTD

Development Plan

Introduction to the Service Area

Background of the TD Program

Florida's Transportation Disadvantaged (TD) program was created in 1979 and re-enacted in 1989. The 1989 act created the Florida Transportation Disadvantaged Commission (currently the Florida Commission for the Transportation Disadvantaged) to enhance local participation in the planning and delivery of coordinated transportation services through the creation of local coordinating boards (LCBs) and Community Transportation Coordinators (CTCs). Local planning organizations assist the Commission and Local Coordinating Boards (LCBs) implement the TD program in designated service areas.

CTCs are business units or local public transportation providers that are responsible for providing or arranging the delivery of transportation services to the TD population. TD are "those persons who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation and are, therefore, dependent on others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities or children who are handicapped or high-risk or at-risk as defined in s. 411.202, Florida Statutes." (Chapter 427, Florida Statutes).

The designated CTC may provide all trips as a sole source, or the CTC may provide some trips and subcontract some (partial brokerage). The CTC may also function as a complete brokerage subcontracting all trips to approved operators.

The Commission provides financial support to the CTCs utilizing the Transportation Disadvantaged Trust Fund. Funds are for the purpose of reimbursing the CTC for a portion of the cost of each passenger trip provided to eligible non-sponsored transportation disadvantaged individuals, or for equipment to be utilized in the designated service area.

The Trust Fund is appropriated by the Legislature on an annual basis. The Commission then allocates a portion of the funds to each Florida's CTC utilizing a formula that considers the following:

- Performance – passenger trips and passenger miles
- Need – present of population that are seniors, persons with disabilities or low income
- Equity – equal share to each county

CTC Designation and History

On June 7, 1983, Lake Sumter Mental Health Center and Hospital was designated as the TD provider for Lake County by the TD Advisory Committee of the Lake County Board of County Commissioners and the East Central Florida Regional Planning Council. In November 1990, Lake Sumter Mental Health Center and Hospital was recommended by the Lake County Board of County Commissioners, which was the Designated Official Planning Agency (DOPA) to serve as the CTC for Lake County. In September 1992, Lake Sumter Mental Health Center and Hospital changed its name to LifeStream Behavioral Center.

Beginning in 2001, the Lake County Board of County Commissioners became the CTC and contracted with LifeStream for the management and operations of TD service in Lake County which LifeStream operated as Lake County Transit.

In May 2005, the CTC entered into an agreement with MV Transportation to be the County's transportation provider and in July 2013, the CTC entered into a five-year agreement with Ride-Right for transportation services.

The Lake~Sumter MPO began serving as the Planning Agency for Lake County on April 25, 2005. In its role as the Designated Official Planning Agency (DOPA), the Lake~Sumter Metropolitan Planning Organization (MPO) has responsibility for recommending a CTC for Lake County, which it first did in 2001, and for subsequent five-year terms. At its March 14, 2017 meeting, the CTC approved the MPO's recommendation to designate the Lake County Board of County Commissioners as the CTC June 30, 2023.

A new transportation contractor was also selected by the CTC this year. Effective March 6, 2018, McDonald transit began management of and operations for LakeXpress fixed route and Lake County Connection paratransit services.

Organizational Chart

Figure 1 below displays the organizational structure of entities involved in the delivery of TD services in Lake County.

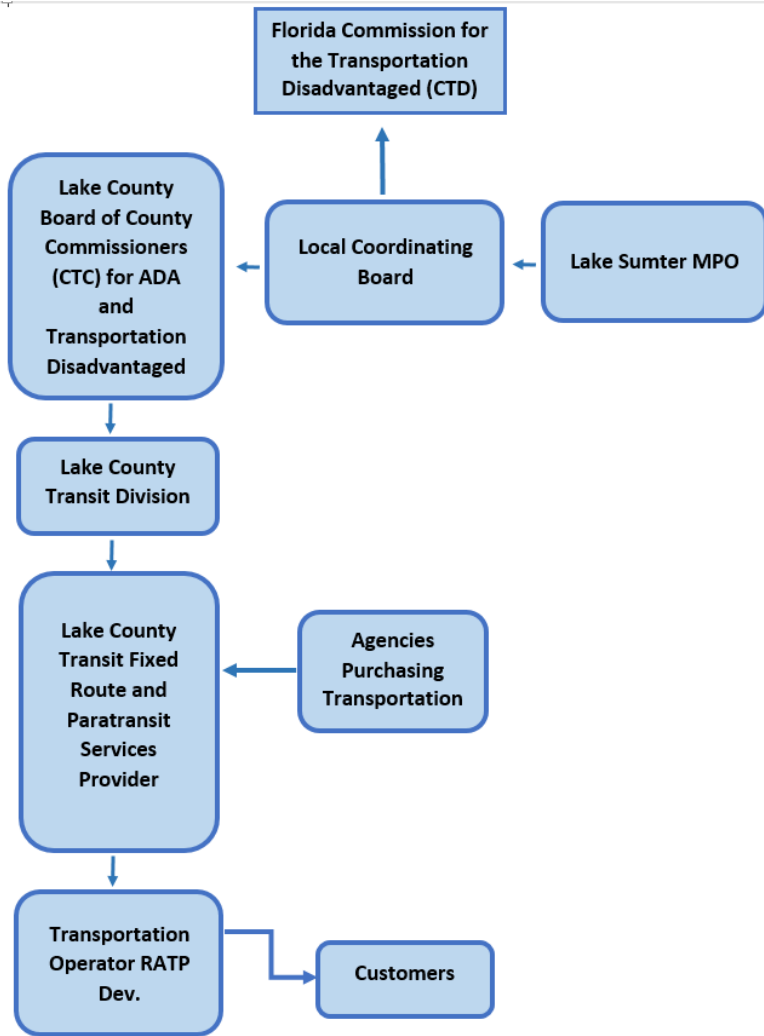


Figure 1. Organization Chart for TD Service Delivery

Consistency Review of Other Plans

Plans reviewed during the preparation of this TDSP are listed below along with some examples of language included in the plans that are supportive of TDSP initiatives.

Lake County 2030 Comprehensive Plan

Objective I-7.2 Protection of Neighborhoods

Policy I-7.2.7: The County shall encourage higher density (Urban Future Land Use Series) and age restricted housing near commercial centers, bus transit routes, and community facilities.

Policy I-7.6.2: Require development along transit corridors and routes to accommodate mass transit and provide for park-n-ride areas, sheltered bus/rail stops, and bus turnouts, as appropriate.

Policy 1-8.3.1: Primary Roadway Network System-wide transportation capacity within the WWUSA area shall be achieved through the design and development of an interconnected, multi-modal roadway network with appropriately spaced and properly sized roadway, pedestrian, bicycle, transit and alternative vehicular components.

Policy 1-8.3.5: Transit job hubs located on arterial and collector roads offer the future opportunity for the Regional Transit Authority to consider providing transit service to and between Job Hubs and other regional destinations.

Objective II-1.1 Provide Public Facilities

Public facilities shall be provided for the purpose of correcting existing deficiencies, accommodating future growth, and replacing deteriorated or obsolete facilities pursuant to applicable level of service standards adopted within the Comprehensive Plan for all land use categories and overlay districts designated on the Future Land Use Map.

Policy II-1.1.1: Define Public Facilities. For the purpose of this Comprehensive Plan, public facilities shall be construed to include the following capital improvements: Mass transit.

Policy III-1.1.4: In order to reduce vehicular emissions, the County shall encourage programs that improve automotive traffic flow and shall encourage the use/development of private/public mass transit, multiple ridership in automobiles, telecommuting and the development and safe use of bikeways.

Policy VI-1.7.14: Lake County in coordination with the LSMPO and the municipalities shall identify, analyze and help create Transit Supportive Areas to implement the Lake County Transit Development Plan (Wilbur Smith Associates, 2008) and its successor documents. Lake County shall promote fixed route service along routes established as priorities in the Lake County Transit Development Plan (Wilbur Smith Associates, 2008) and its successor documents, or as

determined by the Community Transportation Coordinator (CTC) and the LSMPO, and shall seek to coordinate that service with other providers in the region.

Goal VIII-1 Transportation

To facilitate a balanced multi-modal transportation system that encourages increased mobility options, and provides for efficient transportation alternatives while minimizing and reducing greenhouse gas emissions and other environmental impacts.

Objective VIII-1.3 Transportation System and Demand Management

Lake County shall develop, maintain and implement a transportation system utilizing Transportation Systems Management strategies to provide a safe, convenient, and energy efficient multimodal transportation system.

Policy VIII-1.3.1: Lake County shall develop a series of Transportation System Management (TSM) strategies to preserve and increase traffic flow in a cost effective way, and as an alternative to traditional capacity projects. TSM strategies can include, but are not limited to: access management, intelligent transportation systems, intersection improvements, signalization improvements, ramp metering, freeway bottleneck removal, special event management, parking management, transit improvements, and incident management.

Policy VIII-1.3.2: Lake County shall promote demand management strategies, including but not limited to, mixed-use development, vanpooling, guaranteed ride-home, carpooling, employer-based public transit subsidies, park and ride, and telecommuting programs to reduce peak hour demand and reduce vehicle miles traveled.

Policy VIII-1.5.2: Lake County shall strive to provide connections between and within neighboring land uses in order to increase pedestrian mobility and transit accessibility where opportunities and resources permit. The County shall adopt Land Development Regulations providing for interconnections in new development.

Policy VIII-1.9.6: Lake County shall consider public transit, para-transit and transportation demand management activities as a means of supporting the County's goals, objectives and policies to conserve natural resources, reduce greenhouse gas emissions from the transportation sector, maintain the quality of the environment, improve the aesthetic and sensory quality of the urban community and to maintain a clear delineation between urban and rural land uses.

Policy VIII-1.9.7: Within 12 months of the effective date of the Comprehensive Plan, the County will adopt Land Development Regulations to provide standards to identify and regulate significant traffic-generating development and develop strategies to reduce greenhouse gas emissions from the transportation sector. These strategies may include, but are not limited to: requiring air quality impact analyses be performed on all significant traffic generating development proposals such that, projects predicted to violate air quality standards are

required to pursue the implementation of traffic mitigation techniques (or down-scaling of the proposal to achieve compliance standards), requiring efficient land use patterns which decrease Vehicle Miles Traveled, using access management standards to reduce VMT, allowing innovative site designs and roadway configurations to minimize the number of lane miles needed while maximizing access, requiring roads, access, and parking areas be designed to minimize turning movements, stopping, and other conflict points, increasing the number of roadway interconnections and intersections, where appropriate, limiting gated communities which prevent existing or future roadway interconnections, requiring development along transit corridors and routes to accommodate mass transit and provide for park-n-ride areas, sheltered bus/rail stops, and bus turnouts, as appropriate.

Goal VIII-2 Transportation System Management

To create a safe, accessible, convenient, and efficient transportation system for residents, employees and visitors, in coordination with the needs of land use activities, population densities, and housing and employment patterns.

Objective VIII-2.1 Coordination of transportation planning with future land use

Lake County shall develop a transportation system that provides the infrastructure associated with future land use designations in a manner consistent with the goals of the Comprehensive Plan.

Policy VIII-2.1.1: To promote conservation of the County's natural and cultural resources, promote economic development, and promote compact growth and development patterns that establish a clear delineation between urban and rural land uses, the County shall support a balanced transportation system that provides for: a network of roads that support areas designated for economic development, the use of transit and other multi-model systems both within Lake County and from Lake County to major regional attractors, the identification and preservation of Scenic Roadways, walkable communities and alternative corridors.

Policy VIII-2.1.2: Lake County shall coordinate with the Lake-Sumter Metropolitan Planning Organization, Expressway Authority, and the Florida Department of Transportation to ensure consistency between the Transportation Construction Program and their respective adopted work programs.

Objective VIII-2.2 Public Transit Services

Lake County shall strive to address the need for a public transit system that serves major trip generators and attractors, and transit-dependent populations and land uses to provide a viable alternative to single occupant vehicle travel in the urbanized areas of Lake County and within the region. The County shall cooperate with the LSMPO and the municipalities to implement the Lake County Transit Development Plan (Wilbur Smith Associates, 2008) and its successor documents.

Policy VIII-2.2.1: In coordination with the Lake~Sumter Metropolitan Planning Organization and the municipalities, shall identify, analyze and help create Transit Supportive Areas to implement the Lake County Transit Development Plan (Wilbur Smith Associates, 2008) and its successor documents.

Policy VIII-2.2.2: Lake County shall promote fixed route service along routes established as priorities in the Lake County Transit Development Plan (Wilbur Smith Associates, 2008) and its successor documents, or as determined by the Community Transportation Coordinator and the LSMPO, and shall seek to coordinate that service with other providers in the region.

Policy VIII-2.2.3: The level of service for transit shall be the FDOT "Transit quality level of service."

Policy VIII-2.2.4: Lake County shall promote the use of existing and future private sector transit, both fixed route and demand response, through the local media.

Policy VIII-2.2.5: Lake County will work with the Lake~Sumter Metropolitan Planning Organization, CTC, and Transit Service Provider to determine and help eliminate the inefficiencies in public paratransit service provided for the transportation disadvantaged population and implement recommendations from the Transportation Disadvantaged Service Plan that maximizes the efficient provision of access to facilities required for a healthy lifestyle.

Policy VIII-2.2.6: Lake County and the LSMPO shall evaluate retirement communities', medical and other private sector transit providers that form part of the coordinated transportation system in order to determine the need to expand and increase the productivity of paratransit service, and lessen the adverse environmental and traffic impacts from inadequate service delivery, such as duplication of service.

Policy VIII-2.2.7: To ensure the accessibility of the transit system, Lake County will strive to provide to its residents and business community the ability to move from one mode of travel to another with ease using parking strategies such as having available parking at transfer stations and major stops; park and ride; parking garages to reduce on-street parking; and locating bus stops at existing, major parking facilities (i.e. malls, shopping centers, and parking garages.). The County will establish, in the Land Development Regulations, land use, site, and building guidelines and requirements for development in public transit corridors to assure accessibility of new development to public transit consistent with the Lake County Transit Development Plan (Wilbur Smith Associates, 2008) and its successor documents.

Policy VIII-2.2.8: Lake County shall ensure that available public transit will be utilized in the event of a mandatory evacuation due to local, state or federal State of Emergency.

Objective VIII-2.3 Funding Future Mass Transit

Lake County and the Lake~Sumter Metropolitan Planning Organization shall establish a method for funding a safe and economically viable form of public transportation, at the local level, in the event that both state and federal funding assistance decrease or are found to be inadequate.

Policy VIII-3.3.8: Lake County shall review and, as deemed necessary, revise its currently adopted Land Development Regulations to ensure the accessibility to public transit for new development within exclusive public transit corridors. Where such corridors are within, or are adjacent to municipalities the County shall coordinate with the municipality to ensure accessibility to public transit through Interlocal Service Boundary Agreements or similar agreements.

Policy VIII-3.3.9: Lake County shall evaluate the feasibility of the designation of future enhanced high capacity mass transit corridors.

Policy VIII-3.3.10: Lake County shall evaluate deed reservations, rail rights-of-way, major utility corridors and undeveloped platted road rights-of- way for potential use as future multi-use corridors and make a determination of consistency of these corridors with other elements of the Plan.

Lake County 2040 Long Range Transportation Plan

Goal 1 - Investing in Transportation to Support a Prosperous Competitive Regional Economy

Objective - Provide an efficient, interconnected transportation system to advance and support the economic well-being and quality of life of the region

Objective - Enhance access to jobs

Goal 2 - Provide a Safe and Secure Transportation System for All Users

Objective - Minimize crashes and fatalities for all modes of transportation

Objective - Improve safety for pedestrians and cyclists

Goal 3 - Proactively Manage the Operation of the Regionally Significant Transportation Facilities in the MPO Planning Area for All Users

Objective - Improve transportation options available to residents, business patrons and visitors

Objective - Balance regional capacity needs with human scale accessibility needs (Complete Streets)

Goal 4 - Improve Mobility Options and Connectivity for People and Goods

Objective - Increase modal opportunities and modal enhancements within communities

Goal 5 - Make Transportation Decisions that Support Communities' Visions and Promote Responsible Social, Economic and Environmental Decisions

Objective - Coordinate regional transportation planning efforts and local comprehensive planning efforts

Objective - Ensure Environmental Justice (EJ) is considered in all aspects of MPO planning

City of Leesburg Growth Management Plan

Goal 1: To develop a safe, convenient, efficient and coordinated system of motorized and non-motorized transportation facilities which ensures adequate movement of people and goods through and within the City.

Policy 1.1.4: All major roadways shall be designed as complete transportation corridors, incorporating bicycle, pedestrian and transit features to achieve a true multi-modal system.

Objective 1.3: Multi-Modal System.

The City shall promote alternative modes of transportation to provide a safe and efficient multi-modal system.

Policy 1.3.1: By 2004, the City shall develop standards in the Land Development Code for access to public transit, bicycle and pedestrian systems. Such standards shall apply to new developments, substantial improvements of existing developments, and to road improvements.

Policy 1.3.2: By 2005, the City shall review the Land Development Code to address provision of bus stops, bike parking and circulation, pedestrian walkways, and handicap accessible facilities within new developments and existing developments undergoing substantial improvements. Site plan reviews will ensure that intermodal transfers are efficiently implemented. Policy 1.3.3: The City shall encourage increased land use densities and mixed uses, consistent with the Future Land Use Element to enhance the feasibility of transit and promote alternative transportation modes.

Objective 1.5: Public Transit. The City shall work with Lake County and the Lake County Transit Authority to provide a safe and efficient public transit system.

Policy 1.5.1: The City shall encourage land uses and site developments that promote public transit within designated public transportation corridors, with priority given to those projects that will bring the greatest increase in transit ridership.

Policy 1.5.2: Residential development greater than 200 units or commercial developments over 50,000 square feet shall incorporate space for bus stops. Transit ridership to and from such developments shall be encouraged and further improved by including elements, such as the following: transit stops meeting ADA requirements, parking lots and intersections designed with

minimum corner turning radii for buses, clearly delineated walkways from the building to the transit stop, commercial and multi-family buildings and transit stops placed closer to the street.

Policy 1.5.3: The City shall ensure that all roads serviced by public transit routes function at a level of service sufficient to support the bus service.

Policy 1.5.4: The City shall notify the Lake County Transit Authority of any proposed traffic generators/attractors submitted to the City for review.

Policy 1.5.5: The City shall work with the Lake County Transit Authority to improve existing bus stops, and to design new ones to include benches, signage, lights, and protection from the elements. Bus stops shall also be convenient for the handicapped.

City of Eustis 2035 Comprehensive Plan

Goal 1: Implement a land use and development framework that will: promote diversified economic development, protect and enhance residential neighborhoods, ensure services and facilities for new and existing development, discourage urban sprawl, recognize the value of natural resources and respect private property rights.

Objective 1.1: To create a planning framework and implementation strategy that will enhance the livability of the City of Eustis; promote its natural, cultural, and physical resources; minimize any negative effects of urban development on the natural resources of the City; maintain overall air quality; and discourage urban sprawl.

Policy 1.1.1: The following principles shall guide the creation of land use policy and development regulations within the City of Eustis: creating a range of housing opportunities and choices, creating walkable neighborhoods, encouraging community and stakeholder collaboration, fostering distinctive, attractive communities with a strong sense of place, making development decisions predictable, fair and cost effective, allowing for a mix of land uses, providing for open space, natural beauty and protection of critical environmental areas, providing a variety of transportation choices, and encouraging compact building design.

Policy 1.1.2: The City shall take the following actions as part of an overall strategy to improve energy efficiency and sustainability in the City of Eustis: a. Continue to support alternative modes of travel as called for in the Transportation Element.

Encourage the cooperation of public agencies and private owners in the provision of a multi-modal transportation system connecting all land uses along arterial and collector roads within recreational, commercial and multi-family residential areas, cooperate with existing and future land owners in to locate of solar sheds, bus stops, shelters, and other passenger and system accommodations for a transportation system to service current and future needs.

City of Clermont Comprehensive Plan

Objective 1.11: New development in the City shall comply with “Smart Growth” principles that minimize the emission of greenhouse gases and reduce vehicle miles of travel as opposed to conventional development standards that encourage urban sprawl. The following policies shall be incorporated into the City’s land development regulations prior to the next required Evaluation and Appraisal Report.

Policy 1.11.1: Development in the Downtown Mixed-Use land use category, and where appropriate in the Residential/Office and Master Planned Development categories, shall provide pedestrian-friendly street design (buildings close to street; porches, windows and doors; tree-lined streets; hidden parking lots; garages in rear; narrow, slow-speed streets).

Policy 1.11.2: New development, as well as infill development where feasible, shall provide interconnected street grid networks to disperse traffic and encourage walkability. Developments may include a hierarchy of narrow streets, boulevards and alleys; high-quality pedestrian networks; designs that encourage a greater use of bicycles, rollerblades, scooters and walking as daily transportation; connectivity to public transit; and a land use mix that demonstrates reduced external trips by encouraging internal trips.

Policy 1.16.10: Development regulations shall require street, pedestrian and transit layouts that discourage non-residential through-traffic in residential neighborhoods, but that encourage energy and time-efficient access points and interconnections between residential areas.

Downtown Tavares Redevelopment Master Plan

Objective 6-1: Establish a safe, efficient traffic circulation and pedestrian mobility system that provides sufficient access, by diverse modes of transportation, to activity centers both within the Downtown CRA district and surrounding communities.

Strategy 6.36: Develop Transit Station Area Master Plan and conduct an infrastructure study to assess future needs related to the provision of commuter rail transit service.

Strategy 6.46: Evaluate the feasibility of purchasing a trolley and starting a shuttle service during special events between designated parking areas, major employers and the Downtown.

Strategy 6.47: Continue to work with Lake–Sumter MPO to increase the number of routes and frequency of bus transit service required to ensure connectivity to the Downtown from the other sections of the City and Lake County.

LakeXpress Transit Development Plan

Goal 1: Provide local and regional transit accessibility and mobility for the greatest number of County residents and businesses.

Objective 1.1: Increase neighborhood and activity center connectivity.

Objective 1.2: Improves access to local and regional centers.

Objective 1.3: Provide accessible facilities to support mobility options for all.

Goal 2: Encourage regional and local community and economic development goals that support transit.

Objective 2.1: Promote transit-supportive land use, zoning and development.

Objective 2.3: Achieve regional, local and community support for transit initiatives.

Goal 3: Enhanced system performance for fixed-route and paratransit services.

Objective 3.1: Improve service reliability, on-time performance and customer service.

Objective 3.2: Increase ridership.

Objective 3.3: Maintain cost efficiencies and financial stability.

Transit 2060: Florida's Strategic Plan for Public Transportation

Goal: Make transportation decisions to support and enhance livable communities.

Goal: Provide a safe and secure transportation system for all users.

Goal: Maintain and operate Florida's transportation system proactively.

Goal: Improve mobility and connectivity for people and freight.

Public Participation

The powers and duties of Local Coordinating Boards (Chapter 427.0157 F.S) include the development of local service needs and the provision of information, advice, and direction to the CTC on the coordination of services to be provided to the transportation disadvantaged. The members of each board are appointed by the MPO or designated official planning agency. Each board is required to meet at least quarterly and shall:

1. Review and approve the coordinated community transportation disadvantaged service plan, including the memorandum of agreement, prior to submittal to the commission;
2. Evaluate services provided in meeting the approved plan;
3. In cooperation with the community transportation coordinator, review and provide recommendations to the commission on funding applications affecting the transportation disadvantaged;
4. Assist the community transportation coordinator in establishing eligibility guidelines and priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund moneys;

-
5. Review the coordination strategies of service provision to the transportation disadvantaged in the designated service area;
 6. Evaluate multicounty or regional transportation opportunities; and
 7. Work cooperatively with local workforce development boards established in Chapter 445 to provide assistance in the development of innovative transportation services for participants in the welfare transition program.

Membership of the LCB is defined as follows:

- Chairperson who is an elected official from a county served by the LCB;
- Vice-Chairperson elected by the LCB;
- Local representative of the Florida Department of Transportation;
- Local representative of the Florida Department of Children and Family Services;
- Local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;
- Local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- Person recommended by the local Veterans Service Office representing the veterans of the county;
- Person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
- Person over sixty representing the elderly in the county;
- Person with a disability representing the disabled in the county;
- Two citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- Local representative for children at risk;
- Chairperson or designee of the local mass transit or public transit system's board, except in cases where they are also the Community Transportation Coordinator;
- Local representative of the Florida Department of Elderly Affairs;
- Experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator;
- Local representative of the Florida Agency for Health Care Administration;
- Local representative of the Agency for Persons with Disabilities;
- Representative of the Regional Workforce Development Board established in chapter 445, F.S.; and,
- Representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.

The Local Coordinating Board meets on a quarterly basis at the Lake-Sumter MPO administrative office located in Lady Lake, FL that is an accessible location open to the public. In addition to the membership, other transportation partners including transportation disadvantaged passengers and human service and community-based organizations are notified of the meetings.

Throughout the year, the MPO provides a variety of opportunities to share information and gain input from the public regarding its projects and initiatives. In accordance with the Lake-Sumter MPO's Public Involvement Plan, on September 10, 2018 a publicly noticed TDCB meeting was held and a workshop format was utilized to solicit input from members and the general public about issues and opportunities to be considered during the development of the TDSP.

Service Area Profile/Demographics

Land Use

As shown in Figure 2 below, widely dispersed rural land uses (green shaded areas) are predominant in Lake County. Urban low and medium designations (orange) are in the Clermont area generally located along U.S. 27 and east on S.R. 50 to the Orange County border. Moving north on U.S. 27 there are small parcels of urban land uses, with the largest concentration in the Okahumpka area. Urban land use designations are also generally concentrated along U.S. 441 in and around Leesburg, Silver Lake and Tavares and north along S.R. 19 in the Umatilla area.

Population Composition

Total Population Estimates, Density, Age, Employment, Disability and Travel Characteristics

Table 1 below shows population estimates, growth and density in Lake County as compared to the State of Florida. Between 2010 and 2016, Lake County's population growth was estimated at 6.9 percent, which was approximately one percent higher than the population growth rate for Florida as a whole. Although a less reliable U.S. Census number due to the smaller sample size, based on the 2017 estimates the County's population growth between 2010 and 2017 was estimated to be 16.48 percent which was approximately five percent higher as compared to Florida.

Table 1. Population and Population Density

	Population (2010)	Population (2016 ACS 5-year estimate)	Population (2017 estimate)	Population Growth (2010 - 2016 ACS 5-year estimates) in percent	Population Growth (2010 - 2017 estimate)	Land Area (sq. miles)	Density
Lake County	297,052	317,586	346,017	6.91	16.48	938.38	316.6
Florida	18,801,310	19,934,451	20,984,400	5.68	11.61	53,624.76	350.6

Sources: U.S. Census Bureau, 2010 Population Data
 U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates
 U.S. Census Bureau, QuickFacts 2017 Population Estimates
 U.S. Census Bureau, Census of Population and Housing. Land area is based on current information in the TIGER® data base, calculated for use with Census 2010.

The population age distribution in Lake County is somewhat similar to the State of Florida with a major difference in the population ages 65 years and older. Lake County had approximately seven percent more in that age category as shown in Table 2 below.

Table 2. Population Age Distribution, 2016

Area	Percentages of Age Cohorts (in Years)				
	0-19	20-34	35-54	55-64	65+
Lake County	22.0%	15.1%	23.9%	13.2%	26.0%
Florida	22.8%	19.2%	26.0%	13.0%	19.1%

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

As shown in Figure 3 below, the Census block groups with the highest concentration of Lake County residents ages 65 years and older (those individuals most likely to need TD services) are located in Leesburg and Clermont with other block groups of older residents concentrated along the U.S. 441 corridor.

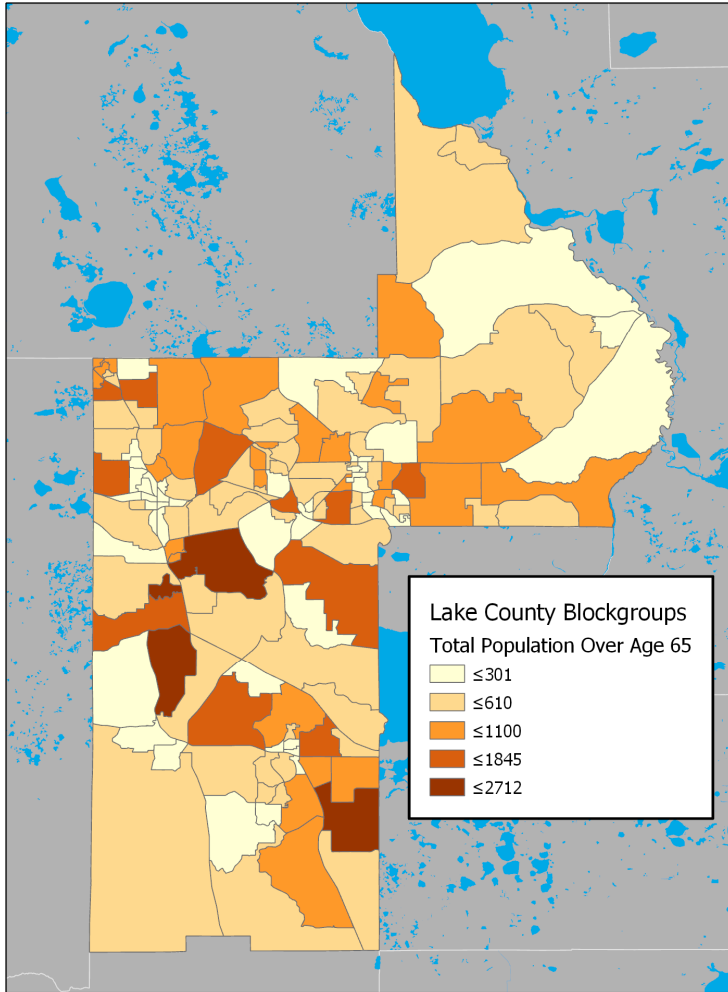


Figure 3. Population 65+ Years of Age

Table 3 displays the annual household income distribution in Lake County as compared to Florida in 2016. The income of Lake County residents generally mirrors the income of residents across the State.

Table 3. Annual Household Income Distribution, 2016

Annual Household Income						
	\$0-\$9,999	\$10,000-\$24,999	\$25,000-\$34,999	\$35,000-\$49,999	\$50,000-\$74,999	\$75,000+
Lake County						
Population	7,566	21,844	14,156	20,624	23,065	34,658
Percent	6.2%	17.9%	11.6%	16.9%	18.9%	28.4%
Florida						
Population	556,637	1,267,914	838,036	1,102,789	1,350,797	2,277,089
Percent	7.5%	17.1%	11.3%	14.9%	18.3%	30.8%

*Population included in 16 years or older.

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Figure 4 below displays the population of individuals living below the poverty level in Lake County. The highest concentration of individuals living below the poverty level is in the Four Corners area located east of U.S. 27 in South Lake County. Other low-income areas include Groveland and Mascotte and in communities dispersed throughout northern Lake County.

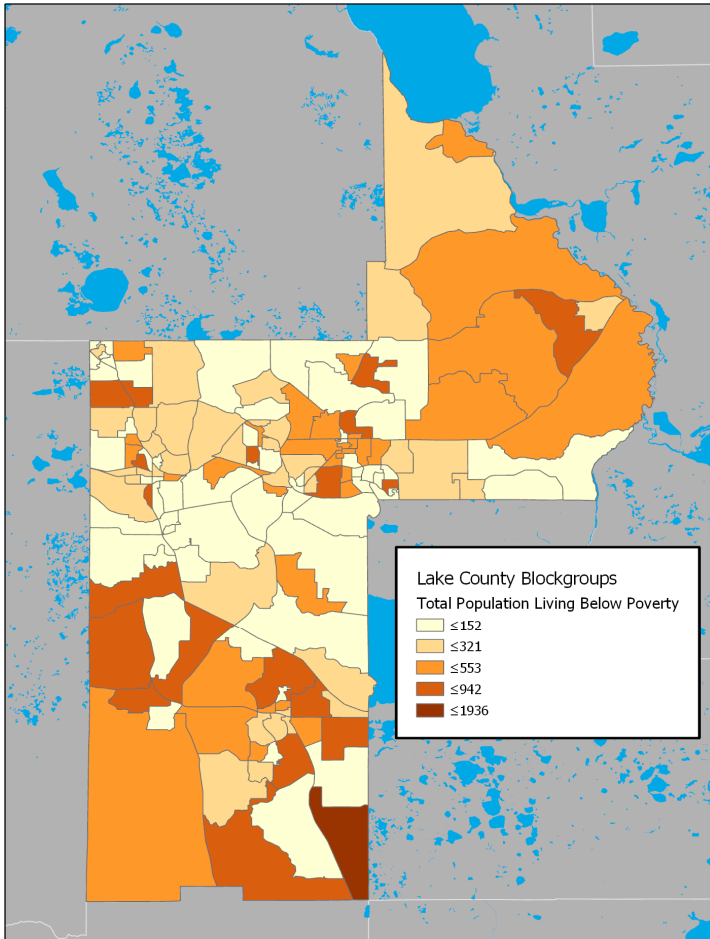


Figure 4. Population Below Poverty Level

Disability Characteristics

Figure 5 displays the density of residents with a disability residing in each of Lake County's U.S. Census block groups. The distribution generally corresponds with density patterns for residents ages 65 years and older. As shown in Figure 5, Leesburg, Clermont and Eustis have a large population of persons with disabilities as well as several small block groups located along the S.R. 441 corridor.

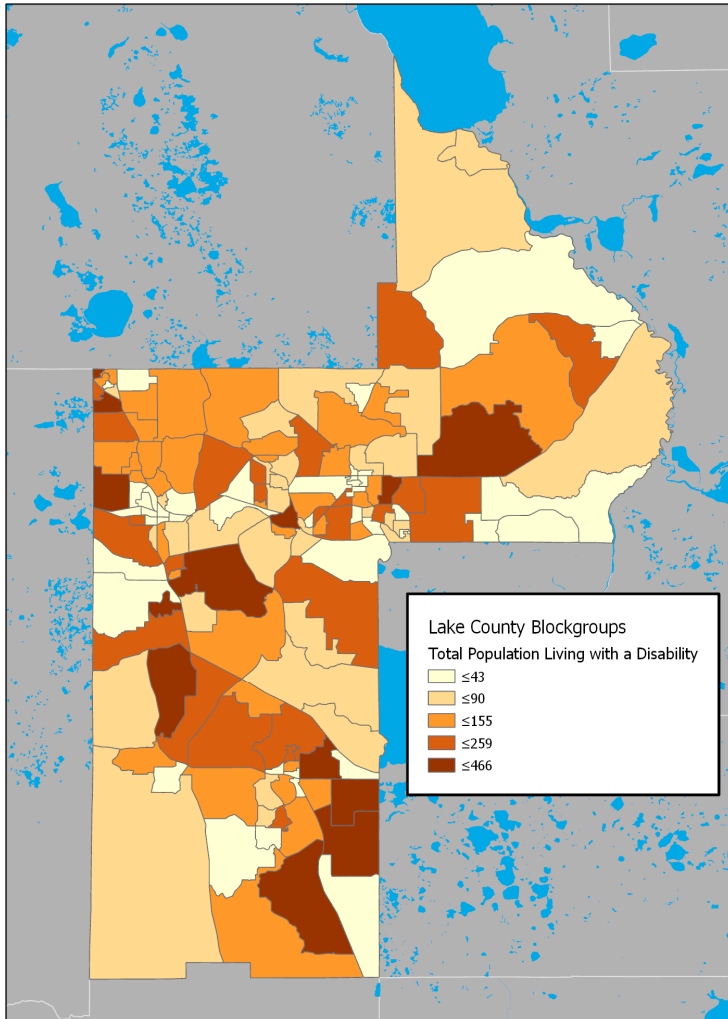


Figure 5. Population with a Disability

Employment Characteristics

At 3.3 percent, the 2018 unemployment rate in Lake County is comparable to the unemployment rate across the State of Florida (3.4%). See Table 4 below.

Table 4. Employment Characteristics for Lake County, April 2018

Area	Percentage of Labor Force Employed	Percentage of Labor Force Unemployed
Lake County	96.7%	3.3%
Florida	96.6%	3.4%

Source: Local Area Unemployment Statistics Map, Bureau of Labor Statistics, U.S. Department of Labor, Employment Figures Released April 2018

Largest Employers

Table 5 displays Lake County's largest employers. The largest, Florida Hospital Waterman, employs 1,500 individuals followed by Leesburg Regional Medical Center with 1,272 employees.

Table 5. Lake County's Largest Employers

Employer	Business Type	Total
Florida Hospital Waterman	Healthcare	1500
Leesburg Regional Medical Center	Healthcare	1272
Mission Inn Resort & Club	Hospitality	1100
South Lake Hospital	Healthcare	999
Walmart Supercenter	Retail/Grocery	813
Compassus/Hospice of Lake & Sumter	Healthcare	600
Lake County Sheriff's Office	Government	525
Bridgewater Assisted Living	Retirement Community	500
LifeStream Behavioral Center	Healthcare	500
Lake County Commissioners	Government	450
Lake Corrections Institution	Government	420
Edgewater at Waterman Village	Retirement Community	400
Lake Port Square Assisted Living	Healthcare/Retirement Community	400
Summer Bay Resort	Hospitality	400
Alliance Physician Referral	Healthcare	300
Lady Lake Specialty Care	Healthcare	300
Lake Port Square	Retirement Community	300
Target	Retail/Grocery	300
Cherry Lake Tree Farms	Agriculture	260
City of Eustis	Government	250
Lake County Clerk of Courts	Government	250

Source: ReferenceUSA, 2018

Figure 6 below displays the employment characteristics of Lake County's workforce as it relates to industry sectors. At 22 percent, the trade/transportation/utilities sector is the largest, followed by education and health services (19%). Government and the leisure hospitality/hospitality industry follow at 14 percent each.

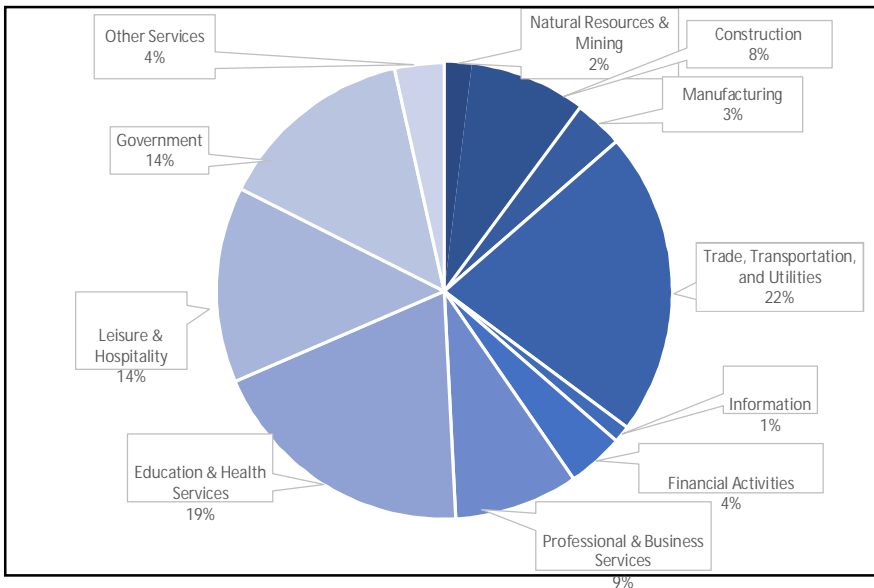


Figure 6. Lake County Employment by Sector, 2016 Preliminary

Source Florida Legislature, Office of Economic and Demographic Research, May 2018

Link: <http://edr.state.fl.us/Content/area-profiles/county/lake.pdf>

Field Code Changed

As shown in Table 6, average wages in Lake County fall behind average wages in Florida with only one exception. Wages in the natural resources and mining category were 12.1 percent higher than the State average.

Table 6. Average Wages by Major Industry, 2016 Preliminary

Industry Type	Lake County	Florida
Natural Resources & Mining	\$35,837	\$31,501
Construction	\$43,863	\$47,342
Manufacturing	\$44,653	\$57,824
Trade, Transportation, & Utilities	\$31,901	\$41,939
Information	\$46,107	\$77,256
Financial Activities	\$45,027	\$69,701
Professional & Business Services	\$37,144	\$56,930
Education & Health Services	\$43,705	\$48,616
Leisure & Hospitality	\$16,981	\$24,399
Government	\$41,898	\$52,022
Other Services	\$26,925	\$33,996

Source: Florida Legislature, Office of Economic and Demographic Research, May 2018
 Link: <http://edr.state.fl.us/Content/area-profiles/county/lake.pdf>

Field Code Changed

Housing Classification and Patterns

As previously described, Lake County's population has grown at a rate approximately 1 percent higher than the statewide growth rate. As shown in Figure 7 below, however, there are several cities in Lake County that were among the fastest growing in Florida between 2010 and 2016 including Groveland, Clermont and Minneola. Table 7 below displays single-family home sales information between September 2017 and September 2018. Although no source for similar data could be identified at the city level, it is likely a significant portion of the home sales growth for the period (19.9% closed sales and 36.2% new pending sales) occurred in Lake County's fast growing cities resulting in additional demand for transportation services.

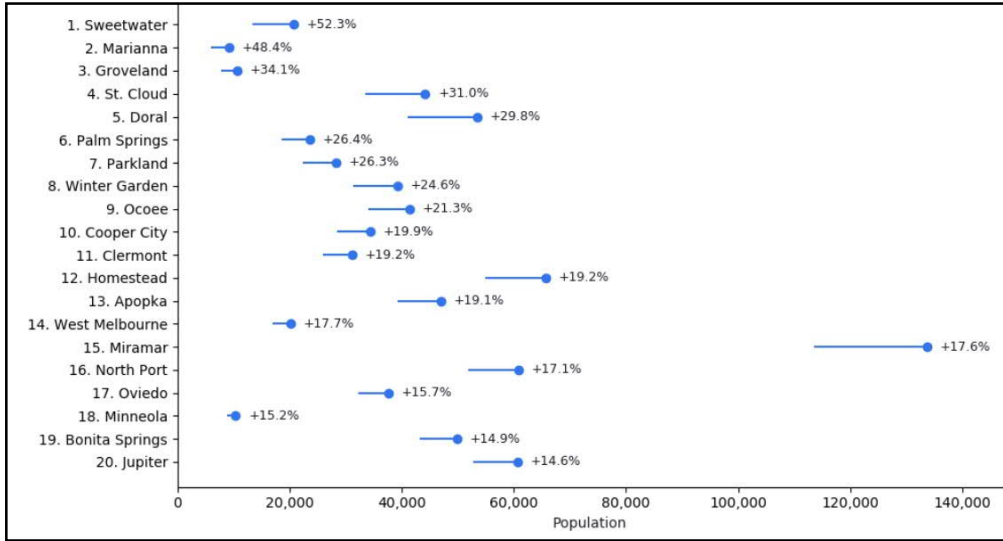



Figure 7. Largest Percentage Population Growth in Florida 2010-2016

Source: HomeSnacks December 17, 2017

Table 7. Single Family Home Sales 2016 - 2017



Summary Statistics	September 2018	September 2017	Percent Change Year-over-Year
Closed Sales	531	443	19.9%
Paid in Cash	132	107	23.4%
Median Sale Price	\$232,000	\$211,000	10.0%
Average Sale Price	\$257,276	\$231,266	11.2%
Dollar Volume	\$136.6 Million	\$102.5 Million	33.3%
Median Percent of Original List Price Received	97.5%	96.7%	0.8%
Median Time to Contract	32 Days	33 Days	-3.0%
Median Time to Sale	78 Days	86 Days	-9.3%
New Pending Sales	534	392	36.2%
New Listings	622	454	37.0%
Pending Inventory	708	722	-1.9%
Inventory (Active Listings)	1,760	1,692	4.0%
Months Supply of Inventory	3.2	3.3	-3.0%

Source: Florida Association of Realtors October 2018

Educational Profile

Lake County is served by one public college (Lake Sumter State College) which has campuses located in Leesburg and Clermont along with two smaller technical colleges as shown in Table 8 below.

Table 8. Names and Locations of Local Colleges and Universities

Institution	Location
Lake-Sumter State College	Leesburg/Clermont
Beacon College	Leesburg
Southern Technical College	Orlando

Table 9 below displays the educational attainment of Lake County residents. Lake County is similar to the State as a whole in several categories, but there are approximately 6 percent fewer residents with undergraduate or graduate degrees.

Table 9. Percentages of Educational Attainment

	Lake County	Florida
Less than 9 th Grade	4.1%	5.2%
Some High School, No Diploma	8.1%	7.6%
High School or Equivalent	33.5%	29.2%
Some College, No Degree	22.9%	20.6%
Associate's Degree	9.8%	9.6%
Bachelor's Degree	14.1%	17.8%
Graduate or Professional Degree	7.6%	10.0%

*Population of 25 years or older
 Source: U.S. Census Bureau, 2012-2016
 American Community Survey 5-Year Estimates

Automobile Ownership and Travel Characteristics

According to the Census Bureau's 5-year estimates, 6,713 households in Lake County do not own a vehicle while 94.6 percent have one or more vehicles available in the household. This is slightly higher than the statewide average household vehicle ownership of 94.5 percent as shown in Table 10 below.

Table 10. Vehicle Availability Distribution, 2016

Area	Household Vehicle Availability			
	None	Percent of Total	One or More	Percent of Total
Lake County	6,713	5.5%	115,323	94.5%
Florida	511,316	6.9%	6,881,946	93.1%

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

The commute time for Lake County residents is similar to the commute time for workers across the State, with the most significant time difference (3.5 % higher) for Lake County residents traveling 45-59 minutes.

Table 11. Travel to Work – Commute Times, 2012-2016 5-year Estimates

Area	<10 min	10-19 min	20-29 min	30-44 min	45-59 min	60+ min
Lake County	11.2%	25.8%	20.0%	21.8%	12.1%	9.0%
Florida	9.3%	27.8%	23.0%	23.9%	8.6%	7.5%

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Travel Mode

Table 12 displays the travel mode utilized by Lake County commuters. As compared to the State of Florida, fewer residents utilize public transportation for work trips at .3 percent versus 2.1 percent respectively.

Table 12. Mode of Travel to Work Distribution, 2012-2016 5-year Estimates

Area	Drive Alone	Carpool/Vanpool	Public Transportation	Walk	Other Means	Work at Home
Lake County						
Population	99,595	13,258	369	1,071	1,663	6,779
Percent	81.1%	10.8%	0.3%	0.9%	1.4%	5.5%
Florida						
Population	6,874,620	806,897	182,328	127,822	191,437	466,696
Percent	79.5%	9.3%	2.1%	1.5%	2.2%	5.4%

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Inter-County Commuter Flows

As shown in Table 13 below, for the period 2009-2013 the highest number of inter-county commute trips occurred between Lake County and Orange County, which was an increase of 2.4 percent from the previous four-year period (2006-2010).

Table 13. Inter-County Commuter Flows

Commuter Flow 2006-2010			Commuter Flow 2009-2013			3 Year % Change
From	To	Total	From	To	Total	
Lake County	Lake County	69,585	Lake County	Lake County	67,311	-3.4%
Lake County	Sumter County	3,780	Lake County	Sumter County	4,224	10.5%
Lake County	Orange County	28,877	Lake County	Orange County	29,583	2.4%
Lake County	Marion County	1,518	Lake County	Marion County	1,195	-27.0%
Lake County	Polk County	1,343	Lake County	Polk County	1,058	-26.9%
Lake County	Osceola County	2,457	Lake County	Osceola County	3,228	23.9%
Lake County	Volusia County	1,763	Lake County	Volusia County	1,683	-4.8%
Lake County	Seminole County	3,485	Lake County	Seminole County	3,581	2.7%
From	To	Total	From	To	Total	
Lake County	Lake County	69,585	Lake County	Lake County	67,311	-3.4%
Sumter County	Lake County	4,273	Sumter County	Lake County	3,880	-10.1%
Orange County	Lake County	4,844	Orange County	Lake County	4,955	2.2%
Marion County	Lake County	5,254	Marion County	Lake County	5,896	10.9%
Polk County	Lake County	1,329	Polk County	Lake County	1,576	15.7%
Osceola County	Lake County	857	Osceola County	Lake County	951	9.9%
Volusia County	Lake County	1,066	Volusia County	Lake County	957	-11.4%
Seminole County	Lake County	1,148	Seminole County	Lake County	905	-26.9%

Major Trip Generators/Attractors

In addition to the popular employment and educational trip generators previously described, an analysis of Lake County Connection origin and destination data was completed using 12 months of ridership information. Figure 8 below displays the results of the analysis. The data revealed that popular trip origins (defined as home to destination or destination to home) are generally concentrated in Leesburg, Eustis and Clermont. The highest number of trips were to or from:

- Davita Dialysis, Mount Dora
- Sunrise ARC, Leesburg
- DaVita At Home Dialysis, Leesburg
- Fresenius Kidney Care East, Clermont
- Clermont Dialysis Center, Clermont
- Southside Community Center, Umatilla

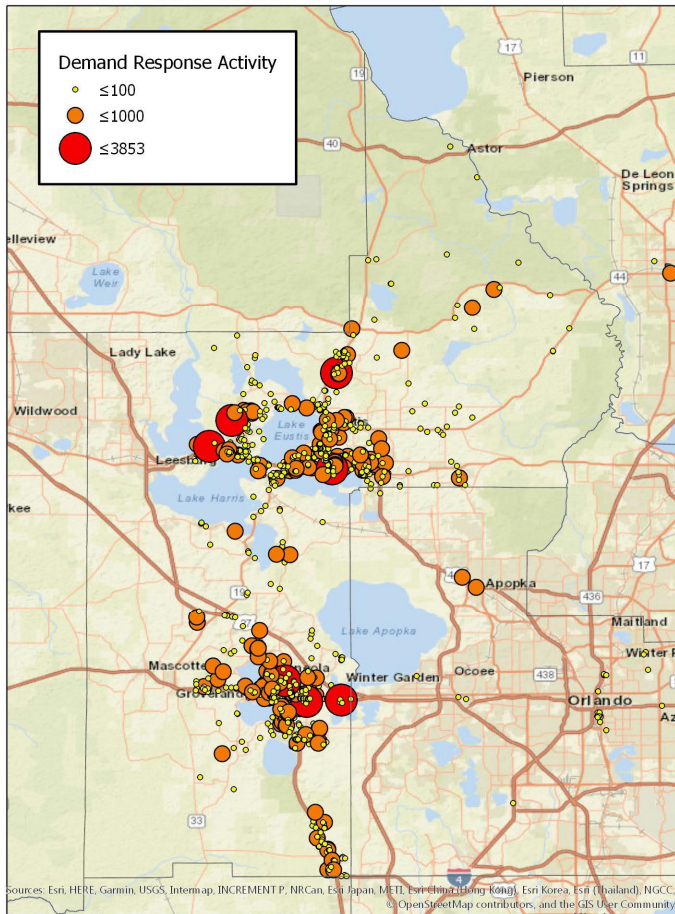


Figure 8. Paratransit Origins and Destinations

Historical Tradition

Lake County was formed on July 27, 1887 from parts of Orange and Sumter Counties. The County's name was chosen because of the 1,400 lakes within its boundaries. Tavares became the County seat. Taken in 1890, the County's first census reported 8,304 residents.

Traditionally, the County's economy was focused on agriculture. Until the early 1980s, Lake County was the second highest producer of citrus in the state with approximately 122,777 acres of citrus groves. By 2016, that number had declined to 8,766 acres. As a result of the historic freezes of 1983, 1985 and 1989, once productive citrus groves began selling at a rapid pace ushering in a new era of development in the County.

While many Lake County communities like Mount Dora have maintained their quaint small town charm, today's economy continues to diversify. The Lake County Economic Action Plan is focused on attracting and recruiting new businesses such as light industry and manufacturing opportunities. Other initiatives capitalize on the County's natural resources such as the Tavares Sea Plane Base and The Great Floridian Triathlon. The National Training Center, affiliated with the South Lake Hospital, is a premier sports and fitness destination that provides comprehensive wellness programs and training services focused on health and performance excellence.

Government and Institutional Descriptions

Lake County is served by a Board of County Commissioners representing five districts in the County. Elected by the County at large, each serves a four-year term, in which the terms are staggered.

As shown in Table 14 below, there are 10 cities in Lake County. The City of Clermont is the most populated (9.81% of the County's total population) followed by Leesburg at 6.79 percent and Eustis at 6.19 percent. The unincorporated areas of Lake County comprise 57.4% of the total County population. Figure 9 below displays Lake County's city boundaries and the unincorporated areas of the County.

Table 14. Lake County Population by Jurisdiction, 2016

Jurisdiction	Population	Percent
City of Clermont	31,171	9.81%
City of Eustis	19,661	6.19%
City of Fruitland Park	4,686	1.46%
City of Groveland	10,643	3.35%
City of Leesburg	21,570	6.79%
City of Mascotte	5,350	1.68%
City of Minneola	10,371	3.27%
City of Mount Dora	13,204	4.16%
City of Tavares	14,965	4.71%
City of Umatilla	3,639	1.15%
Lake County	182,308	57.4%
TOTAL	317,586	100%*

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

*Difference due to rounding, actual is 99.9

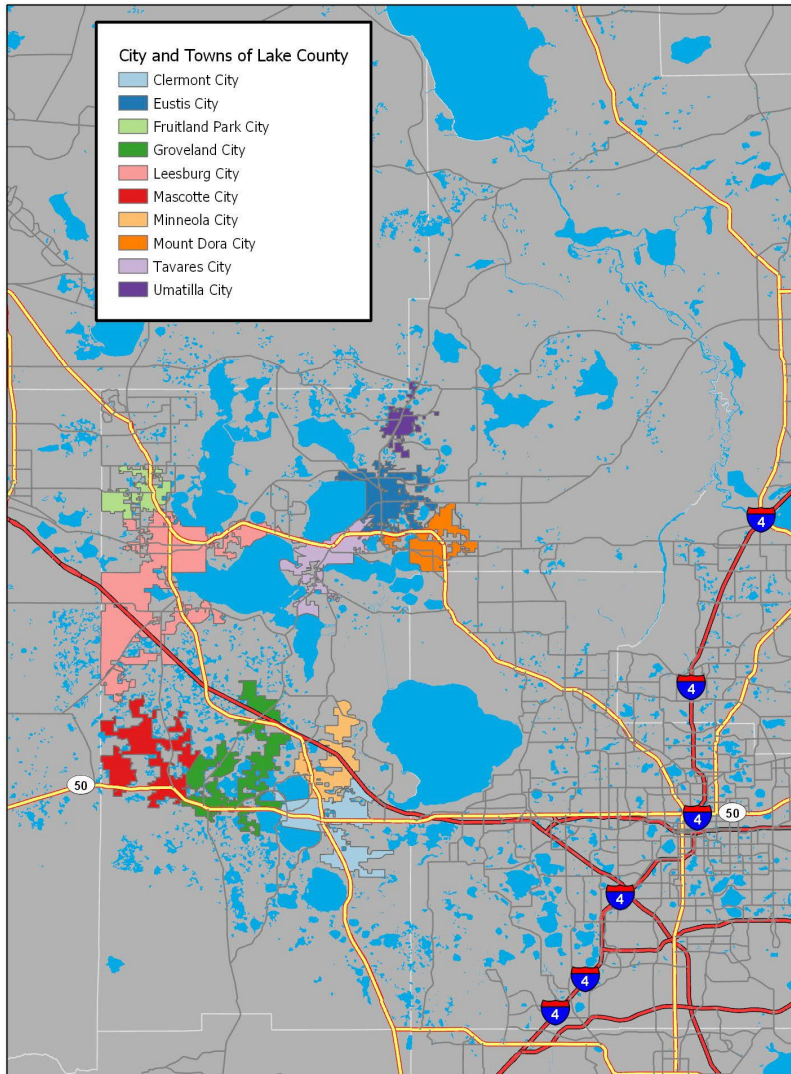


Figure 9. Lake County City Boundaries

Inventory of Available Services

The seven regular fixed routes operated by LakeXpress are shown in Figure 10 - Figure 16 below.

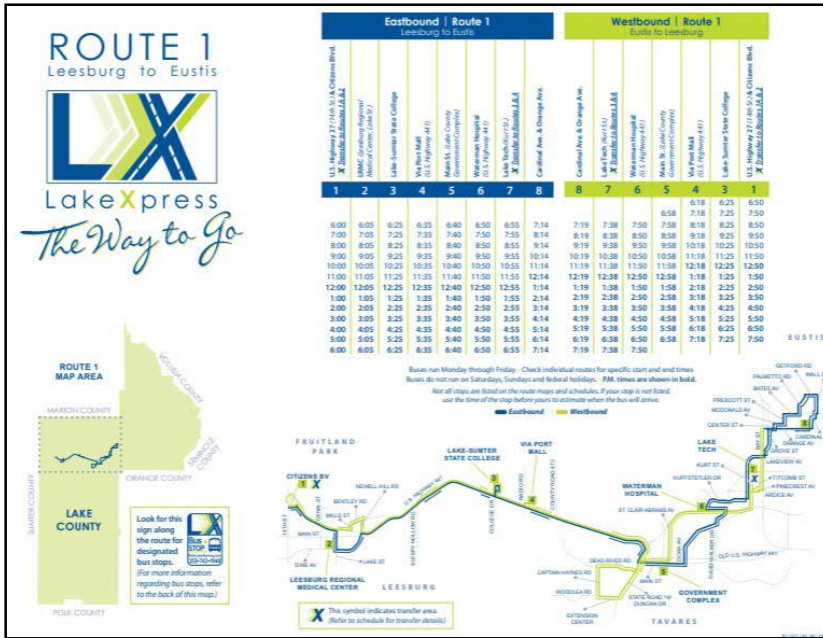


Figure 10. Route 1

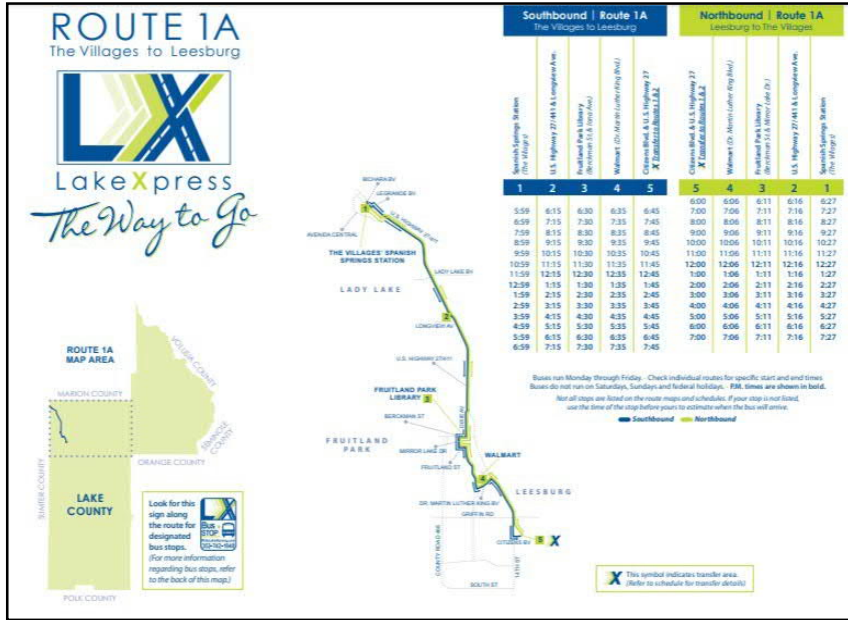


Figure 11. Route 1A

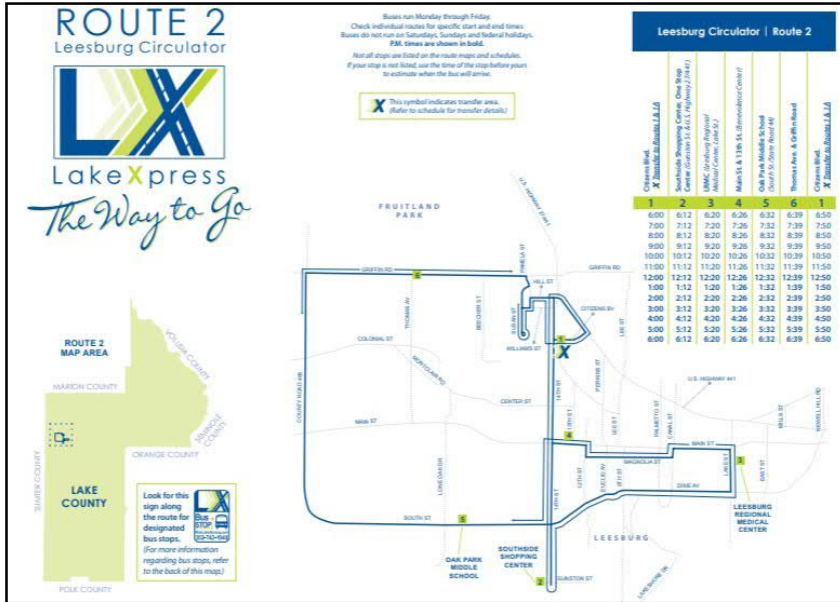


Figure 12. Route 2

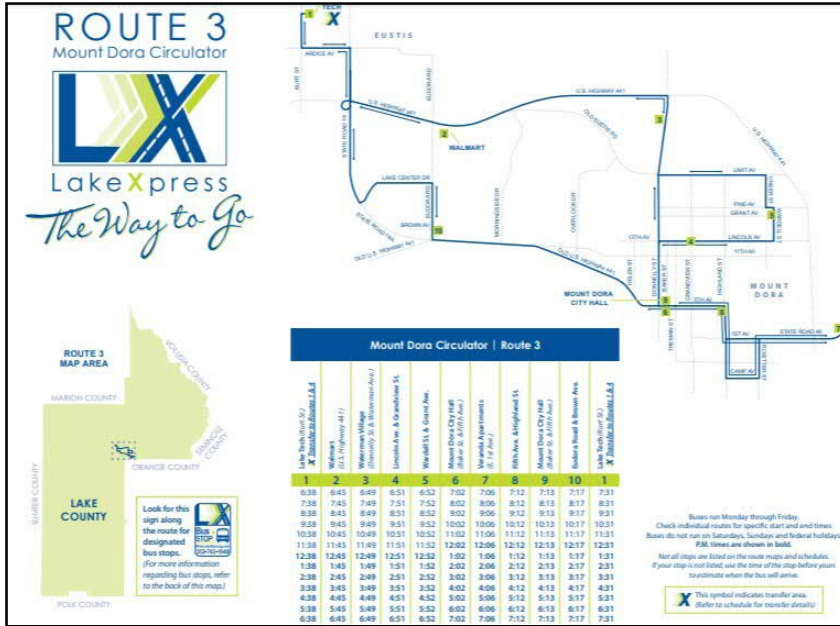


Figure 13. Route 3

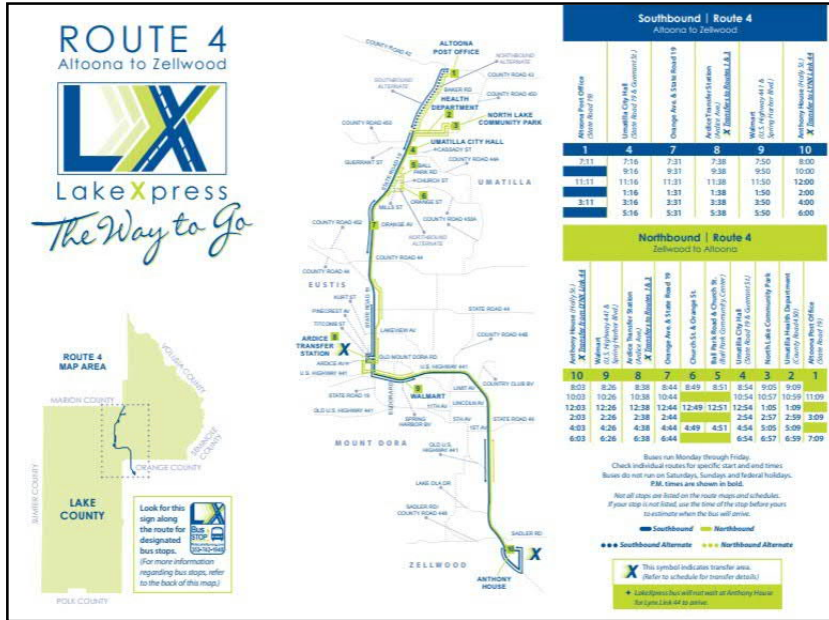


Figure 14. Route 4

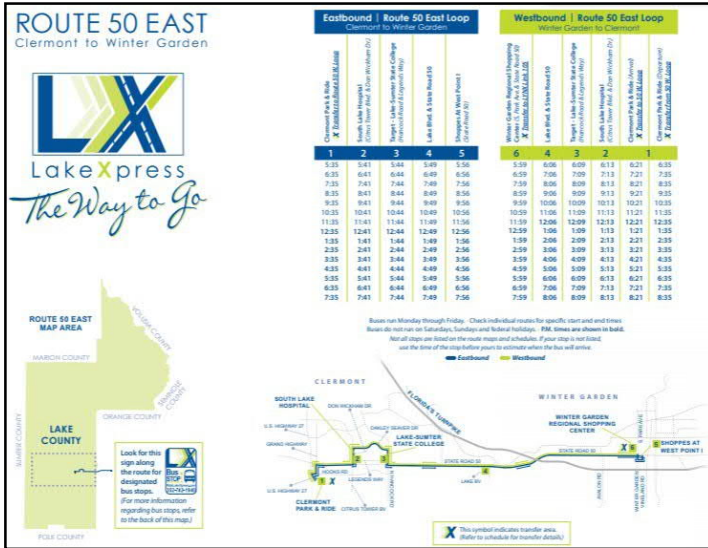


Figure 15. Route 50 East

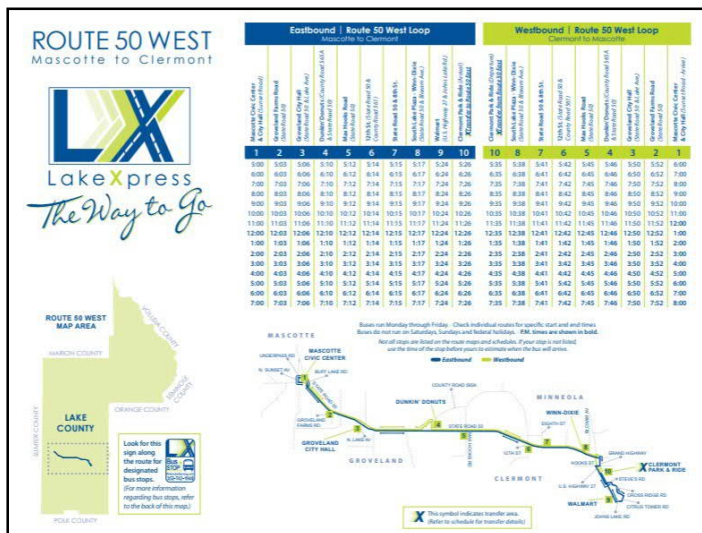


Figure 16. Route 50 West

In addition to the fixed route service, paratransit and Transportation Disadvantaged (TD) services operated by Lake County Connection (as described later in the Service Plan section of this report), there are a number of private transportation operators that serve the general public. See Appendix A.

Service Analysis

CTD Trend Analysis

A trend analysis was completed to compare the performance of Lake County Connection over a five-year period. The trend comparison analyzed data for Fiscal Years 2013 through 2017. Table 15 shows the performance indicators and measures for each of the five fiscal years. This trend analysis represents a combined set of statistics for all Transportation Disadvantaged (TD) transportation services coordinated through the CTC, including TD, paratransit, and subscription service. The source for each of these data sets are the Annual Operating Reports (AOR) released by the Commission for Transportation Disadvantaged. The Annual Operating Reports are based upon locally reported data. Appendix B contains the most recent AOR (2017).

Table 15. Lake County CTC Trend Analysis

Measure	2013	2014	2015	2016	2017
Total Passenger Trips	221,995	205,688	195,804	192,494	163,516
Total Vehicles	101	94	82	90	70
Total Vehicle Miles	1,794,833	1,907,581	1,812,650	1,670,726	1,525,982
Total Revenue Miles	1,524,756	1,587,367	1,451,195	1,429,234	1,213,065
Vehicle Miles Per Trip	8.08	9.27	9.26	8.68	9.33
Cost Per Paratransit Trip	\$20.41	\$23.71	\$23.15	\$23.46	\$21.98
Cost Per Total Mile	\$2.52	\$2.56	\$2.50	\$2.70	\$2.36
Accidents Per 100,000 Veh. Miles	0.84	0.63	1.05	1.68	2.03
Vehicle Miles Between Roadcalls	28,044	34,683	50,351	41,768	169,555

Source: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2013 – 2017

Lake County experienced a downward trend from 2013 to 2017 in total passenger trips, total vehicles, total vehicle miles, and total revenue miles. However, efficiency measures per trip remained relatively stable over the five-year period. Accidents per 100,000 vehicle miles inched upward from about 1 per 100,000 vehicle miles to 2 per 100,000 vehicle miles. Vehicle miles between roadcalls improved dramatically over the five-year trend period, especially in 2017 when the system had 169,555 vehicle miles between roadcalls. Figures 17 through 25 display Lake County's five-year trend for each of the performance measures shown in Table 15.

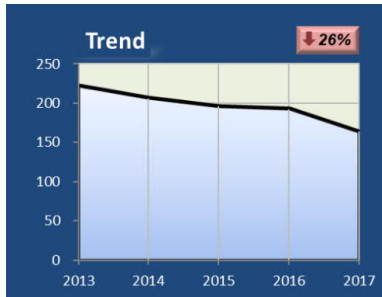


Figure 17. Passenger Trips (000's)



Figure 18. Total Vehicles



Figure 19. Total Vehicle Miles (000's)

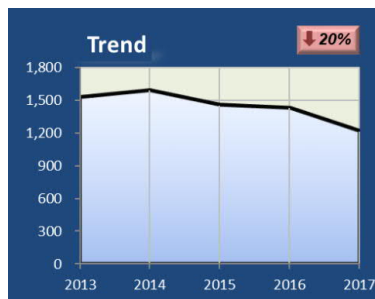


Figure 20. Total Revenue Miles (000's)



Figure 21. Vehicle Miles per Trip



Figure 22. Cost per Passenger Trip



Figure 23. Cost per Total Mile



Figure 24. Accidents per 100,000 Veh Miles



Figure 25. Vehicle Miles Between Roadcalls

CTC Peer Review Analysis

In this section, demographic characteristics of Lake County were compared to those of peer Community Transportation Coordinators in Florida. In addition to a comparison of demographic characteristics, the review compared performance measures for the Transportation Disadvantaged program. The Lake County CTC was compared to its CTC peers, which were selected based on its similarity with peers in the following four categories:

- System size (measured in terms of annual TD ridership and number of TD passengers served)
- Operating environment (rural service area designation)
- Organization type (county government or private non-profit)
- Network type (partial brokerage, complete brokerage, or sole source)

The five counties that were selected for the Lake County CTC peer review include Citrus, Clay, Flagler, Marion, and Sumter Counties. Although these CTCs are not identical to Lake County, they generally share similar demographic and system characteristics, as shown in Table 16. All five CTCs operate in rural service areas.

Table 16. Peer CTC Characteristics

Characteristics	Lake	Citrus	Clay	Flagler	Marion	Sumter
Total Trips	163,516	220,434	143,424	110,453	110,494	77,457
No. of TD Passengers Served	1,713	10,533	3,155	8,437	3,323	1,678
Service Area Designation	Rural	Rural	Rural	Rural	Rural	Rural
Organization Type	County	County	Private Non-Profit	County	Private Non-Profit	County
Network Type	Complete Brokerage	Partial Brokerage	Sole Source	Sole Source	Partial Brokerage	Complete Brokerage

Source: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2013 –2017

Peer Comparison: Demographics

Table 17 contains information on total population, potential transportation disadvantaged population, population density, median age, percentage of individuals below the poverty level, median household income, and percentage of households with no access to a vehicle for each of the five peer counties.

Table 18 shows that Lake County is above the peer group mean in total population, potential TD population, median age, and median household income. Lake County is below the average in individuals below the poverty level and percent of households with no vehicle. When reviewing the data below and comparing Lake County's performance relative to its peers, it is important to consider that population

density is less than half that of the average for the group. This could potentially affect the relative efficiency of the system due to trips of greater distances for fewer individuals.

Table 17. Demographic Comparison of Peer CTCs

Measure	Citrus	Sumter	Flagler	Clay	Marion
Total County Population	140,453	113,589	102,917	200,346	340,341
Potential TD Population	105,278	28,656	33,259	69,471	181,858
Population Density (pop/sq. mile)	241.33	207.66	212.2	331.7	214.7
Median Age	55.7	66	50.1	39.4	48.5
Individuals Below Poverty Level	17.7%	9.9%	13.2%	10.2%	18.2%
Median Household Income	\$39,054	\$52,594	\$48,898	\$59,179	\$40,295

Sources: U.S. Census Bureau, 2012-2016 American Community Survey 5-year Estimates
 Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2013 – 2017

Table 18. Performance Comparison Between Lake County and Peer CTCs (2017)

Measure	Lake	Peer Average	% Difference
Total County Population	317,586	179,529	77%
Potential TD Population	142,145	83,704	70%
Population Density (pop/sq. mile)	338.58	241.5	40%
Median Age	46.7	51.9	-10%
Individuals Below Poverty Level	13.5%	13.8%	-2%
Median Household Income	\$47,141	\$48,004	-2%
% of Households with no Access to a Vehicle	5.5%	4.3%	27%

Sources: U.S. Census Bureau, 2012-2016 American Community Survey 5-year Estimates
 Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2013 – 2017

Peer Comparison: Performance Measures

Performance measures for FY 2017 were calculated for Lake County and each of its peer CTCs as shown in Table 19. Table 20 shows that Lake County is substantially above the peer mean for almost all of the measures. The only measure in which Lake County was below the peer mean was cost per total mile at 6 percent less (\$2.36 versus \$2.52). At the other end of the spectrum, the rate of accidents per 100,000 miles was much higher than the peer mean at 272 percent greater (2.03 versus 0.55 accidents per 100,000 miles).

Table 19. Performance Measures for Peer CTCs (2017)

Measure	Citrus	Sumter	Flagler	Clay	Marion
Total Passenger Trips	220,434	77,457	110,453	143,424	110,494
Total Vehicles	71	32	40	45	57
Total Vehicle Miles	739,927	532,769	709,122	1,184,198	1,126,786
Total Revenue Miles	419,838	437,345	636,795	987,234	981,948
Vehicle Miles Per Trip	3.36	6.88	6.42	8.26	10.20
Cost Per Paratransit Trip	\$9.13	\$17.51	\$13.74	\$17.87	\$30.77
Cost Per Total Mile	\$2.72	\$2.55	\$2.14	\$2.16	\$3.02
Accidents Per 100,000 Veh. Miles	1.49	0.19	0.28	0.42	0.35
Vehicle Miles Between Roadcalls	33,633	88,795	177,281	148,025	31,300

Source: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2013 – 2017

Table 20. Performance Comparison Between Lake County and Peer CTCs (2017)

Measure	Lake	Peer Average	% Difference
Total Passenger Trips	163,516	132,452	23%
Total Vehicles	70	49	43%
Total Vehicle Miles	1,525,982	858,560	78%
Total Revenue Miles	1,213,065	692,632	75%
Vehicle Miles Per Trip	9.33	7.02	33%
Cost Per Paratransit Trip	\$21.98	\$17.80	23%
Cost Per Total Mile	\$2.36	\$2.52	-6%
Accidents Per 100,000 Veh. Miles	2.03	0.55	272%
Vehicle Miles Between Roadcalls	169,555	95,807	77%

Source: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2013 – 2017

Figures 26 through 34 show a graphical comparison of Lake County with its peer counties and the peer mean. These comparisons offer helpful insight into how well Lake County appears to be performing statistically. However, since many factors affect performance, they should not be used as the sole measures to make inferences about the quality of Lake County's system.

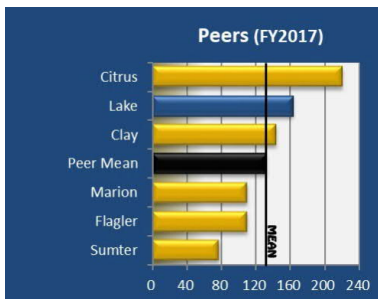


Figure 27. Passenger Trips (000's)

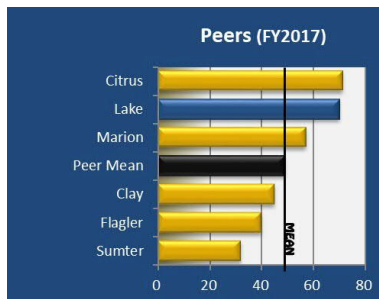


Figure 26. Total Vehicles

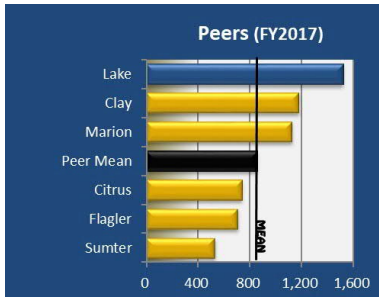


Figure 28. Total Vehicle Miles (000's)

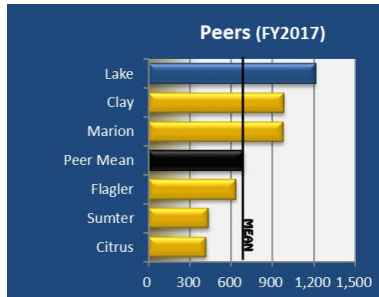


Figure 29. Total Revenue Miles (000's)

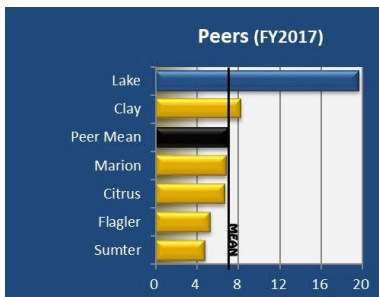


Figure 30. Vehicles Miles per Trip

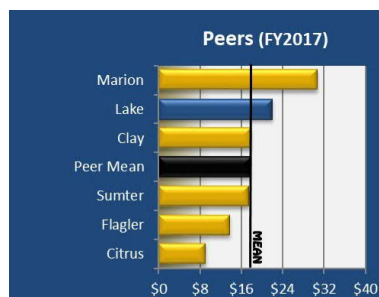


Figure 31. Cost per Paratransit Trip

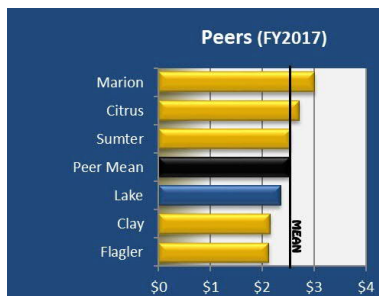


Figure 32. Cost per Total Mile

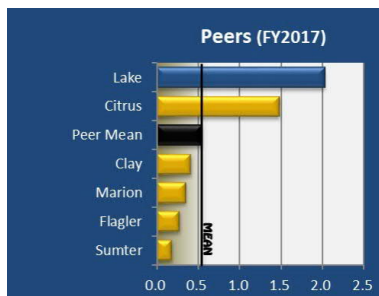


Figure 33. Accidents per 100,000 Veh Miles

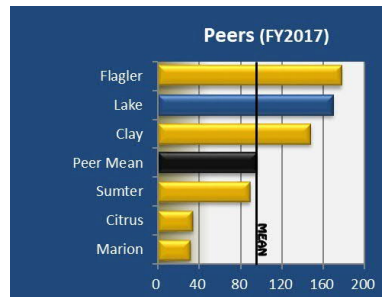


Figure 34. Vehicle Miles Between Roadcalls (000's)

Needs Assessment

According to the Bureau of Economic and Business Research, the population of Lake County will increase by more than 18 percent between 2017 and 2025 from an estimated population of 331,724 to a projected population of 392,894. As compared to the average of other Florida counties, Lake County also has approximately 7 percent more residents ages 65 years and older (with an associated increase in disability rates due to age). With the population increases and the demographic characteristics of the current population, the potential annual demand for transportation disadvantaged services are estimated to increase by approximately 390,000 annual trips over the next five years (from 3,228,293 in 2018 to 3,518,753 in 2023) as described in the TD Population Forecasting methodology below.

Forecasts of the Transportation Disadvantaged Population

Forecasts of the TD population are required by the CTD for major TDSP updates. The CTD recommends a tool developed for the CTD in 2015 that utilizes data from a variety of the most currently available sources to predict demand into the future. Data from the U.S. Census Bureau's American Community Survey (ACS) and the Survey of Income and Program Participation (SIPP), The Bureau of Economic and Business Research County Population Projections, and the National Household Travel Survey and fixed route bus coverage are examples of the data utilized. These sources are helpful in capturing economic trends, population growth, and the changing demographic composition of the population such as aging baby boomers and the associated increases in disabilities.

It is important to note the tool only quantifies potential TD demand in the geography analyzed and trends in potential utilization over time. Other factors such as the quality of available transportation services or other unique community characteristics may impact actual service utilization. Persons with disabilities or seniors who strive to maintain their independence by accessing public transportation may find it is preferable or necessary to rely on family or friends for their transportation needs if the publicly available services are of poor quality. Senior citizens who qualify for TD services based on their age may be able to afford other transportation alternatives such as taxis or ride hailing services such as Uber or Lyft.

Following is a summary of several of the key factors and data analysis steps used to arrive at the TD demand estimates for Lake County.

Utilizing 2012-2016 U.S. Census American Community Survey information (the most current data available) the population estimates for the TD population are shown below in Table 21. As defined by the CTD, the Category I TD population consists of all disabled, elderly, low income and children who are high risk or at risk.

Table 21. TD Population Estimates

County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	16,707	5.0%	2,838	0.9%	0	0.0%	0	0.00%
5-17	48,335	14.6%	9,092	2.7%	1,705	0.5%	505	0.15%
18-34	57,408	17.3%	6,666	2.0%	5,949	1.8%	540	0.16%
35-64	121,221	36.5%	13,857	4.2%	17,101	5.2%	3,438	1.04%
Total Non Elderly	243,671	73.5%	32,453	9.8%	24,755	7.5%	4,483	1.35%
65-74	49,619	15.0%	4,191	1.3%	13,728	4.1%	2,001	0.60%
75+	38,457	11.6%	1,667	0.5%	16,909	5.1%	806	0.24%
Total Elderly	88,076	26.5%	5,858	1.8%	30,637	9.2%	2,807	0.85%
Total	331,747	100%	38,311	11.5%	55,392	16.7%	7,290	2.20%

To ensure individuals who fall into two or more categories (e.g. low income and disabled) are not counted twice, the overlapping population must be eliminated as shown in as shown in Figure 35 below.



Figure 35. Category 1 TD Population

Ideally, comparisons of disability estimates should be made using the same survey information, geographic parameters and disability definitions. Because the severity of an individual's disability is not clearly captured in the ACS data, particularly as it relates to the need for specialized transportation, the 2010 U.S. Census Bureau's Survey of Income and Program Participation (SIPP) is used for the next step in the demand estimates. The rates for those who report a severe disability, or those who have a "critical

need" for transportation based on their disability status, are applied to the disability rates reported in the ACS as shown below.

Table 22. Critical Need Population

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age	% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
< 5 Years of Age	0	4.20%	-	-		
5-17	1,705	4.20%	72	0.15%		
18-34	5,949	6.30%	375	0.65%		
35-64	17,101	13.84%	2,367	1.95%		
Total Non Elderly	24,755		2,813	1.15%	28.60%	805
65-74	13,728	27.12%	3,723	7.50%		
75+	16,909	46.55%	7,871	20.47%		
Total Elderly	30,637		11,594	13.16%	11.70%	1,357
Total	55,392		14,407	4.34%		2,161

Data from the Federal Highway Administration sponsored National Households Survey (NHTS) is used for the next step of the demand methodology. The NHTS collects in-depth information at the individual and household levels about travel patterns including, but not limited to, trip purpose, mode, vehicle availability and travel time. After applying the NHTS trip rates to the TD population in Lake County, there is an estimated potential demand of 12,243 trips per day for the critical need population as shown in Table 23.

Table 23. Critical Need Trip Rates

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	2,009	805	2,813
Elderly	10,238	1,357	11,594
TOTAL	12,246	2,161	14,407

TRIP RATES USED	
Low Income Non Disabled Trip Rate	
Total	2.400
Less	
Transit	0.389
School Bus	0.063
Special Transit	0.049
	1.899
Severely Disabled Trip Rate	
Special Transit	0.049

Low Income & Not Disabled = C + F			
<u>Assumes</u>			
27.2%	xx % without auto access	31,021	
		8,438	
72.0%	xx % without transit access	6,075	

CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION			
		Calculation of Daily Trips	
Total Actual Critical TD Population	Daily Trip Rates Per Person	Total Daily Trips	
Severely Disabled	14,407	0.049	706
Low Income ND	6,075	1.899	11,537
Totals	20,483		12,243

By using population forecasts prepared by the Bureau of Economic and Business Research and applying the changes to the TD population and trip rate estimates previously described, Table 24 displays the future potential demand for critical need transportation in Lake County through 2026.

Table 24. Critical Need Trip Demand

Critical Need TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Total Critical TD Population											
Disabled	14,407	14,783	15,168	15,564	15,970	16,386	16,813	17,251	17,701	18,163	18,636
Low Income Not Disabled No Auto/Transit	6,075	6,234	6,396	6,563	6,734	6,909	7,090	7,274	7,464	7,659	7,858
Total Critical Need TD Population	20,483	21,016	21,564	22,127	22,703	23,295	23,903	24,526	25,165	25,821	26,494
Daily Trips - Critical Need TD Population											
Severely Disabled	706	724	743	763	783	803	824	845	867	890	913
Low Income - Not Disabled - No Access	11,537	11,837	12,146	12,463	12,788	13,121	13,463	13,814	14,174	14,544	14,923
Total Daily Trips Critical Need TD Population	12,243	12,450	12,660	12,874	13,091	13,323	13,559	13,799	14,043	14,292	14,516
Annual Trips	3,121,882	3,174,642	3,228,293	3,282,852	3,338,332	3,397,420	3,457,555	3,518,753	3,581,035	3,644,419	3,701,637

Barriers to Coordination

In order to attempt to meet the demand for transit service for the TD population, there is recognition that a more coordinated approach to transportation service provides an opportunity to improve service delivery. To successfully provide cost efficient transportation for the disadvantaged population it is imperative that the barriers to coordination be identified. A number of barriers currently exist that present challenges to coordination:

- a) Lack of information
 - The general public and public service agencies need to be aware (or made more aware) of the TD program. Following are a number of community information resources and strategies that can be utilized to promote the TD program:
 - Elected Officials
 - Public Hearings
 - County Departments including: Human Services, Community Action and Veterans Affairs
 - Community Based Organizations including: The Salvation Army, Local Charities, and Veterans Affairs
 - Transit Handbooks and Maps
 - Riders Guide
 - CTC and MPO Websites
 - Travel Training
 - Community Events

b) Lack of Cooperation within Agencies

Administrative barriers may inhibit cooperative arrangements between human services agencies and transportation agencies. Reporting requirements for public transportation providers are far more stringent than those imposed on human services agencies that fund transportation as an ancillary service. Transportation providers allocate costs on a per-trip basis, while human services providers often do not. One of the major benefits of a coordination-working group is that bringing a diverse group together gives participants an opportunity to learn how each agency operates and to develop trust so barriers can be removed.

Another major barrier to coordination among different state agencies is turf. Participants may mistakenly believe that they are being pushed into this effort because another participant wants to assume their responsibilities or dictate program outcomes.

c) Lack of Sufficient Funding

While there is on-going support for state legislators to approve an increase in funding for the Transportation Disadvantaged Trust Fund, there is not enough funding to assist everyone in need. Funding for transportation services has remained relatively constant over the past several years, but has not kept up with the increasing travel demands, resulting in CTCs struggling to maintain their existing service levels. The population is growing older and the demand for public transportation services is expected to continue to increase.

The lack of adequate pedestrian access to and from the bus stops limits the ability of TD passengers to safely access the fixed route transit services.

Transportation coordination holds great potential for addressing multiple needs and goals with limited resources. As basic as it may seem, several dynamics are critical to success, including leadership, participation, and continuity. By establishing and supporting formal transportation coordinating mechanisms, the Lake County CTC can leverage state, federal, local, and private resources to provide more effective transportation solutions that can lead to reduced congestion, better access to jobs, and more efficient provision of transportation services in the region.

Goals, Objectives and Strategies

GOAL 1 Provide an efficient, effective, and fully coordinated transportation system to meet the mobility needs of the transportation disadvantaged in Lake County.		
Objective 1.1 Provide the needed vehicle capacity to meet the demand for transportation disadvantaged services.		
Strategies	Responsible Agency	Date
1.1.1. Annually develop and update transit capital acquisition/replacement plan, Transit Capital Plan (TCP).	CTC	Annual
1.1.2. Annually monitor demand versus available vehicle capacity as part of performance monitoring.	CTC	Annual
Objective 1.2 Ensure both fixed route and paratransit systems continue to remain responsive to the needs of the transportation disadvantaged population and the community.		
Strategies	Responsible Agency	Date
1.2.1. Maintain adequate, experienced and trained staff needed to operate, maintain and administer all coordinated system functions.	CTC	Ongoing
1.2.2. Provide connectivity throughout the County with a focus on major attractors and other transportation options or modes.	CTC	Ongoing
1.2.3. Annually review ADA, agency and TD trips to determine major system attractors and the availability of multi-modal options within those areas.	CTC/MPO	Annual
Objective 1.3 Maximize coordination with public and private agencies and other transportation operators serving Lake County.		
Strategies	Responsible Agency	Date
1.3.1. Pursue all available funding opportunities at the federal, state and local levels, and from private sources. Annually track and report potential new funding sources as part of the TDSP update.	CTC/MPO	Annual
1.3.2. Maximize existing coordination contracts and execute new ones where feasible, needed and cost effective	CTC	Ongoing
Objective 1.4 Reduce the duplication of transportation disadvantaged services provided within and outside the County.		
Strategies	Responsible Agency	Date
1.4.1. Pursue coordination with transportation providers within Lake County and in other Counties (e.g. Marion, Sumter and Orange).	CTC/Operator	Annual

Objective 1.5 Bring all social service organizations that provide transportation into the coordinated system through purchase of service contracts, coordination contracts, and/or joint use agreements.		
Strategies	Responsible Agency	Date
1.5.1. Ensure cooperation between all social service transit providers including private sector providers and the CTC.	CTC/MPO	Ongoing
Objective 1.6 Identify and address actual or perceived barriers regarding coordination of transportation services in Lake County.		
Strategies	Responsible Agency	Date
1.6.1. Research and discuss potential barriers to coordination with social service transit providers and users.	CTC/MPO	Ongoing
Objective 1.7 Evaluate and educate transportation disadvantaged customers who are capable of using the existing fixed route services.		
Strategies	Responsible Agency	Date
1.7.1. Provide mobility management training for transportation disadvantaged customers that want to make use of other transportation services within the region.	CTC/Operator	Ongoing
1.7.2. Develop strategies to migrate three percent of clients from TD trips to the fixed route service.	CTC/MPO	Ongoing

Goal 2 Provide for the most cost-effective provision of transportation disadvantaged services.		
Objective 2.1 Maximize the multi-loading of vehicle trips to reduce the cost per trip to maximize efficiency.		
Strategies	Responsible Agency	Date
2.1.1. Track and monitor all trips quarterly using transportation scheduling software. Map and publish major origin and destination maps to encourage coordination with the other providers and/or transportation options.	CTC/MPO	Quarterly
2.1.2. Monitor and report number of passenger trips per hour. Include annual report in TDSP.	CTC	Annual
Objective 2.2 Reduce the duplication of transportation disadvantaged services provided within the County.		
Strategies	Responsible Agency	Date
2.2.1. Continue to explore multi-loading opportunities such subscription services and/or group trips to major attractors. (i.e. Coordinate with dialysis centers to identify potential multi-loading options to enhance customer convenience and operational efficiencies).	CTC/Operator	Ongoing
2.2.2. Continue to use Intelligent Transportation Systems (ITS), Global Positioning Systems (GPS), Mobile Data Terminals (MDTs), Computer Aided Dispatch (CAD), and Automatic Vehicle Location (AVL) to all new buses to assist with coordination of services and reduce duplications for a more coordinated process.	CTC/Operator	Annual

Objective 2.3 Determine the most cost effective types of public/private transportation services to meet the projected demand within specified service areas.		
Strategies	Responsible Agency	Date
2.3.1. Conduct quarterly brainstorming sessions with the MPO, County, and municipal staff to identify cost saving initiatives.	CTC/MPO	Quarterly
2.3.2. Encourage Section 5310 grant recipients to participate in the coordination of transportation disadvantaged services and maximize the use of their vehicles.	CTC	Annual
2.3.3. Continue to monitor and report cost per trip and work to operate as efficiently as possible.	CTC	Quarterly
2.3.4. Annually review trip rates to ensure program sustainability.	CTC	Annual
2.3.5. Ensure all paratransit clients are subject to recertification every two years.	CTC	Ongoing
2.3.6. Promote the new fixed route bus pass program to reduce paratransit trips and increase client mobility options.	CTC/MPO	Ongoing
Objective 2.4 Improve cost-effectiveness through a reduction in energy demand as feasible.		
Strategies	Responsible Agency	Date
2.4.1. Continue to evaluate the purchase of alternative fuel vehicles as needed.	CTC	Annual

Goal 3 For all transportation services that are operated, ensure a high level of service is provided, maintained, and improved as necessary.		
Objective 3.1 Increase on-time performance to 95 percent.		
Strategies	Responsible Agency	Date
3.1.1. Maintain a minimum number of drivers to prevent negative consequences when drivers are absent. Have relief drivers available.	CTC/Operator	Ongoing
3.1.2. Ensure that scheduling is done in a manner that allows the most efficient use of all vehicles.	CTC/Operator	Ongoing
Objective 3.2 Ensure all performance criteria are maintained.		
Strategies	Responsible Agency	Date
3.2.1. Continue to monitor and report performance indicators on a monthly basis. These include: on-time performance, unduplicated passengers, cost per passenger trip and cost per vehicle mile.	CTC/MPO	Ongoing
3.2.2. Continue to conduct weekly staff/customer service meetings to fully review complaints. Report findings to affected parties and take corrective action as necessary.	CTC/MPO	Ongoing

Objective 3.3 Maximize customer comfort and safety.		
Strategies	Responsible Agency	Date
3.3.1. Randomly select a preset number of riders bi-monthly to conduct a post-trip rider phone survey and/or online survey tool.	CTC/MPO	Ongoing
3.3.2. Regularly inspect operator and coordination contract vehicles, monitor drivers and adhere to the drug and alcohol program.	CTC	Annual
3.3.3. Monitor and track safety related comments and complaints and seek ways to minimize.	CTC/Operator	Ongoing
3.3.4. Utilize "mystery riders" and cameras to ensure accountability of staff to riders.	CTC	Ongoing
3.3.5. Maintain and analyze accident records to determine future actions deemed necessary to improve the overall safety record.	CTC/Operator/MPO	Annual
3.3.6. Maintain the quality of vehicles by replacing older high mileage vehicles.	CTC	Annual
3.3.7. Ensure that services are provided in a safe and secure manner in accordance with CTD and FDOT standards and recommendations.	CTC/Operator	Ongoing
Objective 3.4 Increase avenues for customers to access information on the coordinated transportation system.		
Strategies	Responsible Agency	Date
3.4.1. Distribute schedules and system information in public places throughout the County for residents and visitors (e.g. shopping centers, chamber of commerce, clubs and community associations, etc.)	CTC/Operator/MPO	Ongoing
3.4.2. Develop an on-going public involvement process through surveys, discussion groups, interviews, public workshops, marketing efforts and other promotional activities.	CTC/MPO	Annual
3.4.3. Pursue marketing opportunities through community associations and organizations, (e.g. newsletters, radio, television, print media, internet and social marketing).	CTC/Operator/MPO	Ongoing
3.4.4. Encourage marketing assistance from the TDCB and the CTD and obtain resources to expand marketing efforts.	CTC/MPO	Ongoing
3.4.5. Ensure that all websites and other electronic media are compliant with Section 508 of the Rehabilitation Act as amended in 1998.	CTC/MPO	Annual
3.4.6. Update the Rider's Guide annually to reflect changes in policies and procedures.	CTC/Operator	Annual
3.4.7. Conduct informational and travel training workshops and training to organizations that serve persons with disabilities.	CTC/Operator/MPO	Annual

3.4.8. Distribute information to human service agencies in accessible formats.	CTC	Ongoing
3.4.9. Promote new and existing services in Lake County through participation in community events such as FDOT's annual Mobility Week campaign.	CTC/MPO	Ongoing
3.4.10. Expand marketing and implementation of the Lake County vanpool program.	CTC/MPO/Rethink	Annual
3.4.11. Promote and assist with ReThink for commuter assistance programs to target major employers and commuter options.	CTC/MPO/Rethink	Ongoing
Objective 3.5 Investigate and pursue all available funding opportunities at the federal, state and local levels, and from private sources for programs or projects that serve the transportation disadvantaged.		
Strategies	Responsible Agency	Date
3.5.1. Coordinate with the Lake-Sumter MPO in the utilization of its transit planning funds to support/improve transit planning in Lake County.	CTC	Ongoing
3.5.2. Work with local agencies to continue to ensure sufficient funding is available to provide agency trips.	CTC	Annual
3.5.3. Educate the general public and local decision makers on the importance of public transportation and the need for local financial support.	CTC/MPO	Ongoing

Goal 4 Encourage land use patterns that support and promote transit patronage through the clustering of mixed uses and other transit-oriented designs in medium and large scale planned developments.		
Objective 4.1 Improve local knowledge of the benefits of transit supportive areas and land uses.		
Strategies	Responsible Agency	Date
4.1.1. Encourage the expansion of the development review process to include the consideration of impacts on the multi-modal transportation system and infrastructure.	CTC/MPO	Ongoing
4.1.2. Promote model land use regulations that encourage transit patronage through transit supportive areas and Transit Oriented Development (TOD).	CTC/MPO	Ongoing
4.1.3. Coordinate with both state and local governments to ensure transit supportive facility and infrastructure design (e.g. staging areas) and amenities particularly at health care facilities	CTC/MPO	Ongoing
Objective 4.2 Improve public transportation connections to other modes of transportation.		
Strategies	Responsible Agency	Date
4.2.1. Improve transit infrastructure along existing and future public transportation corridors.	CTC/MPO	Ongoing
4.2.2. Ensure connectivity of infrastructure to current and future public transportation.	CTC/MPO	Ongoing

Objective 4.3 Provide opportunities for ADA and TD passengers to safely access multi-modal corridors.		
Strategies	Responsible Agency	Date
4.3.1. Maximize effective mitigation of individuals to public transportation through the use of functional assessments, travel training and other efforts to make routes accessible to more people.	CTC	Ongoing
4.3.2. Continue to utilize a 100% accessible fleet.	CTC	Ongoing
4.3.3. Review and update inventory of potential bus stops and shelters including ADA accessibility improvements along fixed routes.	CTC	Annual
4.3.4. Ensure all new bus stops and shelter are accessible to persons with disabilities and meet ADA Accessibility Guidelines (ADAAG) compliance requirements.	CTC	Ongoing

Goal 5 Ensure the safety of the passengers, drivers, the general public and property in the delivery of all transportation services.		
Objective 5.1 Promote and educate the general public about the importance of transit safety.		
Strategies	Responsible Agency	Date
5.1.1. Establish a culture of safety with Bus Operators that permeates throughout the organization.	CTC	Ongoing
5.1.2. Promote educational campaigns about transit, pedestrian and bicycle safety.	CTC/MPO	Ongoing
5.1.3. Maintain a transit accident and incident database to effectively evaluate all events in order to establish corrective actions.	CTC/MPO	Ongoing

Implementation Schedule

Following input received from public, private, and general public stakeholders, projects that would directly benefit the transportation disadvantaged have been identified as priorities as listed below.

1. Replace paratransit vehicles that have met useful life requirements
2. Enhance bus stop safety and accessibility infrastructure (benches, shelters, etc.)
3. Extend weekday service to 9:00 p.m. on routes 1, 1A, 2 and 3
4. Implement Saturday service on routes 1, 1A, 2 and 3
5. Reduce headways on select routes 1, 1A, 2, 3, and 4

Based on anticipated funding levels in FY 2019 through FY 2028 (Section 5307, 5310, TD, State Block Grant etc.), the only known sources of funding available for these priorities will be for vehicle replacement and bus stop enhancements.

The CTC will continue to evaluate and pursue potential new funding sources such as Service Development, Urban Corridor, and Mobility Enhancement Grants, to fund other potential service improvements appropriate to the relevant grant program.

Service Plan

Operations

Types, Hours and Days of Service

Lake County's Public Transportation services are offered not only to passengers whose rides are paid by a sponsoring agency, but also to the general public. The general public who does not qualify for services under the Transportation Disadvantaged Program may pay the full trip cost and receive services. All requests for transportation are accepted; however, applicants must meet the requirements of the sponsoring agency. There is no differentiation between age, race, creed, national origin, or disability as long as the person qualifies for the service. There is a distinct possibility that trip reasons may be prioritized due to funding reductions experienced by most sponsoring agencies. The prioritization format has been approved by the Ridership Sub-committee of the TDCB. It should be noted that FDOT Section 5311 funded trips may not be prioritized.

Table 25 below shows the CTC's unmet trip demand, which declined dramatically between 2015 and 2019.

Table 25. Unmet Trip Demand

Unmet Trip Requests	
Year	Number
2015	488
2016	549
2017	572
2018	0
2019	0

The CTC operates its paratransit services under the name of Lake County Connection and has contracted with McDonald Transit (RATP Dev USA) effective March 6, 2017 to serve as the County's provider. Services are provided from 5:00 a.m. until 8:00 p.m., Monday through Friday, with the exception of dialysis being provided on Saturdays. The office hours are 8:00 a.m. until 5:00 p.m., Monday through Friday, excluding selected holidays. The current CTC vehicle inventory consist of 77 vehicles. Lake County Connection, through its contracted provider operates 41 vehicles and the CTCs coordination contractors operate 36 vehicles.

Approximately ninety-seven (97) percent of trip origins and destinations are within the County. Out of service area trips are regularly provided to both Gainesville and Orlando. ~~The trips to Gainesville are provided on Monday, Wednesday, and Friday; the trips to Orlando are on provided Tuesday and Thursday. The operational frequency of these trips is based upon demand. Trips to Orlando and Gainesville are currently scheduled twice a week, or each Tuesday and Thursday.~~ Return trips from both destinations leave when all passengers are finished with their appointments, but must leave no later than 2:00 p.m. Passengers must find their own transportation for the return trip if their appointment lasts beyond 2:00 p.m. However, accommodations for late return trips with advanced notification to the reservation system will be provided. All passengers are advised of this stipulation and are strongly encouraged to make out of county appointments before 10:00 a.m. When calling to schedule a trip, the customer service representatives will provide the caller with two (2) estimated pick-up times for all round trips. The first estimated pick-up time will be from the passenger's home to their destination. The second estimated pick-up time will be the return time from the passenger's destination back to their home. Each pick-up time is the start of a one-hour window. A passenger should expect the driver to arrive within the one-hour window. Passengers need to be ready to travel at any time within the one-hour window. Schedules are developed to allow multi-loading and for passengers to get to their destinations on time when they are picked up within the pick-up window. Under certain circumstances pick-up times may be negotiated with riders to allow more efficient scheduling. Pick-up window adjustments of up to one hour may be required depending on the travel distance and the number of passengers being transported.

Examples of travel times:

- 9 miles or less – up to 60-minute travel time
- 9 miles to 18 miles – up to a 75- minute travel time
- 18 miles or longer – up to a ~~120-minute~~120-minute travel time

The driver can arrive up to the one hour past the scheduled pick-up time and still be considered "on time" as long as the passenger arrives at their destination on time. The pick-up time is developed with consideration of factors such as the time the passenger needs to reach their destination, traffic delays, inclement weather conditions and multi-loading of other passengers. The one-hour return window applies to TD and ADA passengers. Lake County Transit will pick up all passengers within sixty (60) minutes of their scheduled return pick-up time. Should a driver arrive early for a pick-up time, passengers cannot be forced to be ready earlier or leave earlier than their scheduled pick-up time. Early arrival of a driver for a pick-up when a passenger is not ready does not constitute a "no show" for the passenger.

Accessing Services

There is a two-day (48-hour) advance reservation requirement for Transportation Disadvantaged trips, although same-day urgent care service will be accepted if vehicles and drivers are available. Other service will be considered depending on the nature of the request and the availability of a vehicle and driver. Transportation services are available only for residents of Lake County, unless an agreement exists between another Community Transportation Coordinator (CTC).

Customer Service Representatives (CSR) have been instructed to listen to every request, discuss with the passenger the circumstances, and make a decision to accept or deny the reservation. If the reservation time is unavailable, an alternate day or time is offered. The CTC may authorize a trip outside these parameters when extraordinary situations arise.

Phone reservations can be made by contacting (352) 326-2278, TTY (800) 955-8771 or Florida Relay (800) 955-5770.

Eligibility

Medicaid Beneficiaries must contact their Medicaid Representative to request the information for their Medicaid Broker transportation provider.

Lake County provides transportation services to several different funding sources and transportation services are available to anyone who meets the qualifications for the respective sponsoring agency.

Transportation Disadvantaged services are based upon Chapter 427. Applicants must first have no other means of transportation available to them and meet the following criteria:

- Applicant is age 60 or older; or
- Have a recognized disability verified by an acceptable medical professional; or
- Applicant does not live within $\frac{3}{4}$ of a mile from the LX fixed route bus service; or
- Applicant's annual gross household income does not exceed 200% of the Department of Health and Human Services poverty guidelines (<https://aspe.hhs.gov/poverty-guidelines>); unless the client qualifies for the Mary Bennett Rule.

The Mary Bennet Rule allows persons receiving dialysis treatment, as well as those with long-term medical condition such as cancer treatments, heart conditions, diabetes, neuropathy, etc. that require on-going treatment to qualify for services regardless of their income.

This program is intended for those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in s. 411.202.

The Transportation Disadvantaged Program is a funding source of last resort. If a client is receiving funding from another agency such as Agency for Persons with Disabilities (APD) Medicaid Waiver Program or on a waiting list, then the client would have to utilize the Medicaid Waiver Program funding

for transportation services. However, if a developmentally disabled client is not on any other program, they may request utilization of Transportation Disadvantaged Program funding through the eligibility application process.

All persons will be required to complete an Eligibility Application bi-annually and must provide all of the required information, including the household verification of income. If a person provides false or misleading information, they will be denied services.

The acceptable proof of income household is SSI, SSDI, Pension or Bank Statement(s) paycheck stubs (latest month worth), etc.

Public-pay passengers pay the same fares as the sponsoring agencies. Applicants who are able to use LakeXpress or have other means of transportation service will not be approved to use Lake County Connections unless they meet an exception on the eligibility application.

Prioritization

The Transportation Disadvantaged Coordinating Board through a subcommittee sets prioritization guidelines when needed. The following guidelines are currently in effect.

1. Medical
 - a) Kidney Dialysis
 - b) Cancer Treatment
 - c) Doctor Appointments
 - d) Therapy
 - e) Prescriptions
 - f) Children at Risk
2. Nutritional
 - a) Food/Grocery Shopping/ Meal Site/Food Stamps
3. Employment (In-County Only)
4. Training/Education
5. Life- Sustaining/Other
 - a) Non-food Shopping
 - b) Banking/Social Security
 - c) Visits to Hospitals/Nursing Homes
 - d) Recreational

FDOT trips cannot be prioritized.

The following definitions are used by the Commission for Transportation Disadvantaged:

Medical: Anyone transported for medical reasons. Medical reasons include trips to the doctor, dentist, chiropractor, hospital or to purchase prescriptions.

Employment: Anyone transported to or from a current job, a job related duty, or a job interview, that is related to receiving payment for employment, including sheltered workshops where the riders receive minimal payment.

Education/Training/Day Care: Anyone transported to or from school, college, Vo-tech, or any other facility whose purpose it is to train, teach, or educate people, including day care for children or WAGES/Regional Workforce Boards. Sheltered workshops where payment for employment is not provided would be in this category.

Nutritional: Anyone transported for reasons of receiving a meal, nutritional benefits or grocery shopping. Meals on wheels should not be included in this report.

Life-Sustaining/Other: Anyone transported for the purpose of conducting personal business (e.g. banks, social service offices, visiting spouse/parent in nursing home); and shopping, excluding grocery shopping, or anyone transported for reasons other than the above. This could include after school programs, transporting persons against their will (e.g. Baker Act, juvenile detention), social, or recreational reasons. Volunteer workers and support groups would also be included in this category.

Other Accessibility Policies/Procedures Door-to-Door:

Door-to-Door: Service is from the door of the trip origination to the door of the destination. Due to safety issues there may be times when a driver will not be able to assist a passenger to the door.

Passenger Assistance: The driver will provide a passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle.

The assistance may include opening the vehicle door, fastening safety belts or wheel chair securement devices, storage of mobility assistive devices, and closing the vehicle door.

If necessary and the safety of other passengers will not be endangered, drivers will open and close building doors for passengers. Assistance will be provided in a dignified manner.

Upon request, the driver will assist passengers to the door unless doing so would endanger other passengers by leaving the vehicle unattended.

Drivers will not assist a wheelchair passenger up or down more than one-step and, in many cases; will not push a wheelchair through sand or mud.

Drivers are required to ring the bell or knock on the door of each client's home if the client is not waiting outside.

Drivers shall not blow the horn of the vehicle unless there is a dangerous dog, an unsafe condition or the fence is locked or other barriers prevent them from accessing the home. If the passenger does not respond, the Lake County Connection office staff will call the passenger utilizing the telephone number on file.

Road Way Access: Being a partially rural county, there are some roads and driveways that a bus cannot navigate due to overhanging tree branches, loose sandy roads, or other obstacles. In these cases, the passenger will be required to meet the bus at a predetermined pick-up point. Drivers will need to report such conditions to the County so appropriate actions may be taken to remedy the problems.

ADA: According to the Americans with Disabilities Act of 1990 (ADA), one personal care attendant is allowed to travel at no charge with each disabled passenger.

Additional Riders: There has been abuse of the system in the past with adults bringing too many children on the buses with them. This has caused problems with seat availability. As a result, only two children under the age of six may travel with each adult with prior approval. Due to the nature of door-to-door transportation, other exceptions will be considered with prior approval.

Transportation Operators and Coordination Contractors

RATP Dev USA is the private-for-profit operator under contract with Lake County that operates Lake County Connection paratransit services, and eleven coordination contractors as shown in Table 26 below.

Table 26. CTC Coordination Contractors

Coordination Contractors	Services	Contact	Clients
Attain	Demand Response	Chris Edmonston	Physically/Developmental Disabled
Beacon College	Demand Response	Eric Johnston	Physically/Developmental Disabled
Joan Brower	Demand Response	Joan Brower	Developmentally Disabled
Building Blocks Ministries	Demand Response	Paula Whetro	Developmentally Disabled
Central Florida Group Homes	Demand Response	Marilou Arlandson	Developmentally Disabled
Kinsman Transportation	Demand Response	Kenneth Watkins	Elderly/Physically Disabled
Life Care Services	Demand Response	Cheryl Williams	Developmentally Disabled
LifeStream Behavioral Services	Demand Response	B.E. Thompson	Behavioral Disability
Sunrise Arc	Demand Response	Bob Stanford	Developmentally Disabled

Public Transit Utilization

Lake County currently offers fixed route as well as TD and ADA paratransit services. The CTC initiated fixed route service on May 21, 2007, under the name of LakeXpress. LakeXpress currently operates five routes in the northern portion of the County serving: The Villages, Lady Lake, Fruitland Park, Leesburg, Tavares, Eustis, Mount Dora, Umatilla and Zellwood. LakeXpress also operates two routes in South Lake County on S.R. 50 serving Mascotte, Groveland, Clermont and Winter Garden. This route connects to LYNX Link 105 in Winter Garden. Lake County also funds LYNX Link 55 which serves the four corners area of South Lake County. LakeXpress Route 4 also connects with LYNX Link 44 in Zellwood. These routes afford passengers a regional connection to travel to Orange, Osceola and Seminole Counties via LYNX.

Fixed route ridership trends seen across the country and within the State of Florida show declining ridership of approximately 11 percent and 21 percent respectively between 2014 and 2017. In urbanized areas with populations under 200,000, the declines were higher. As shown in Table 27, although LakeXpress ridership declined in FY 2015, ridership levels increased over the last five years from 312,591 in FY 13 to 332,558 in FY 17.

Table 27. LakeXpress Annual Ridership

Fixed Route Ridership FY 2015 - 2019	
FY 15	307,566
FY 16	315,541
FY 17	332,558
FY 18	344,840
FY 19	359,528

School Bus Utilization

Lake County does not provide school board trips.

Vehicle Inventory

There are a total of 75 paratransit vehicles operating in the Lake County coordinated system. Coordination contractors operate 26 ambulatory and 10 wheelchair accessible vehicles and the Lake County Connection program currently operates 39 wheelchair accessible vehicles.

The Connection vehicle inventory is included in Appendix C.

In prior TDSPs, a vehicle replacement schedule was included based on the useful life as measured in years. A 2017 FDOT policy change now stipulates that vehicles are eligible for replacement based on both the useful life in years and the useful life in miles unless there is a compelling reason to replace the vehicle earlier due to excessive maintenance costs or other special circumstances. It is possible that some vehicles will need to remain in service slightly longer than in prior years and defining replacement needs and eligibility will be somewhat more complex. Appendix C also includes an estimated replacement schedule based on model year and projected mileage. As Connection plans for its future replacement needs, future mileage projections, anticipated vehicle delivery dates and funding availability will need to be carefully estimated to determine when vehicles will be eligible for replacement based on the revised replacement policy.

System Safety Program Plan Certification

A copy of Lake County's CTC System Safety Program Plan and Certification is included in Appendix D.

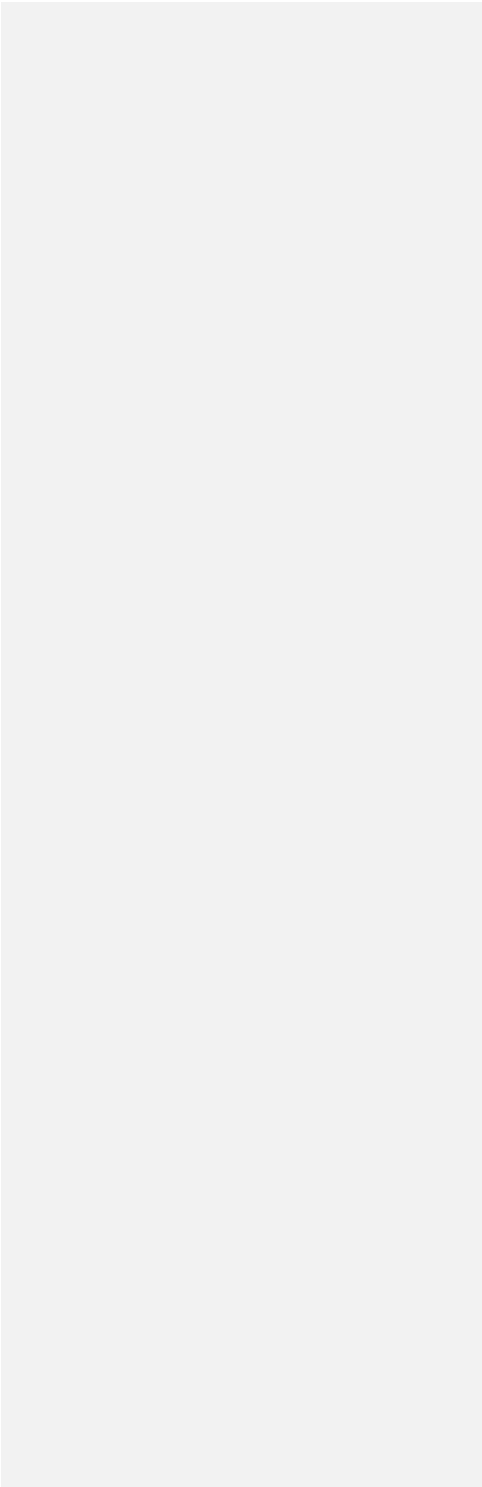
Inter-County Services

The Lake County CTC provides passengers with scheduled medical trips to both Gainesville (Alachua County) and Orlando (Orange County), including the Veterans Hospital. The operational frequency of these trips is based upon demand. Trips to Orlando and Gainesville are scheduled twice a week, currently Tuesday and Thursday. Gainesville (Alachua County) on Monday, Wednesday, and Friday, based on demand. On Tuesday and Thursday, passengers are transported to Orlando (Orange County) including the new Veterans Hospital in Orlando.

In addition, Transportation Disadvantaged Program services are provided to The Villages in

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Summerfield, Lake-Sumter Landing, into Sumter County on CR 466 east of Buenos Aries, Langley Medical Center, Davenport Dialysis and DeLand Dialysis. Requests for transportation services to Ocala must first be given a variance by the CTC staff before being scheduled.



If a doctor is not available on the normal out-of-county days the passenger may request to be transported the day the doctor can see the patient. The Customer Service Representative will request the doctor's telephone number from the passenger and will verify the appointment prior to reservations being made.

Natural Disaster/Emergency Preparedness

The CTC is the primary agency responsible for transporting special need clients during a natural disaster or other emergency. The CTC is part of the County Emergency Management Plan and is part of the Logistic Team as ESF 1.

In the event of an emergency, Lake County Transit is responsible for:

- Providing supplemental transportation for minor ambulatory injured and patients being transferred between hospitals.
- Providing transportation for medical personnel, supplies and equipment to locations as needed.
- Providing radio equipped transit for emergency communication capability to these facilities, as directed.
- Coordinating and providing transportation of county residents to mass prophylaxis locations as directed.
- Providing transportation for special needs clients to and from designated shelters.
- Participating in agency and county drills and exercises.

Marketing

The CTC is continuously attempting to find new and innovative ways to reach the majority of the population in Lake County and to educate them about the public transportation system. When LakeXpress began, there were newspaper articles in both of the major newspapers that serves the area. Whenever there is a change in schedules or routes, there are coinciding articles in the newspapers, stories on the local news and articles posted on the internet. The CTC has used television as well as radio to market transit in Lake County. Promotional events were held to celebrate LakeXpress 10th Anniversary on May 22, 2017.

There are many speaking engagements made by the CTC staff. Local governments, home health care committees, faith based organizations, health care professional organizations, homeowner's organizations, mobile home parks and associations, and civic organizations have all been groups to which staff has spoken. A request for a CTC speaker has never been denied.

The Lake County Transit Division has implemented the Easter Seals Project Action Travel Training Certification program and has been providing Travel Training services to Lake County Connection clients and local schools to support students with special needs. Amy Bradford, Transit Program Specialist, received her certification as a Travel Trainer in July 2018. This program supports and encourages those who are utilizing the door-to-door service to use the fixed route service by providing training to guide them through the process of riding fixed route transit.

The CTC conducts satisfaction surveys of its clients. The surveys request customer feedback regarding all aspects of the transportation services provided by the CTC. This marketing/diagnostic tool will continue to be utilized on a regular basis, with the results being documented for improvement of all transportation services. Survey results will be posted regularly on the www.ridelakexpress.com and the www.lakesumtermpo.com websites.

Field Code Changed
Field Code Changed

Acceptable Alternatives

Any agency that purchases or provides transportation for persons who are transportation disadvantaged utilizing TD funds are to do so through a contractual arrangement with the CTC. Exempt from this requirement are privately-owned vehicles of an agency volunteer or employee; state-owned vehicles; privately-owned vehicles of a family member or custodian; common carriers, such as commercial airlines or bus; emergency medical vehicles; and in instances where the CTC determines that it is unable to provide or arrange the required service.

The Board of County Commissioners, as the CTC, coordinates and provides services through a contracted provider for all passengers sponsored by Transportation Disadvantaged funds.

Service Standards

Service standards have been jointly developed by the TDCB, the Lake–Sumter MPO and the Community Transportation Coordinator, which are consistent with those of the Commission. The standards are integral to the development and implementation of a quality transportation program.

This section includes the standards currently in place for providers in Lake County. Service is door-to-door. Door-to-door services are offered to individuals who are transportation disadvantaged according to Florida Statutes Chapter 427 and who cannot navigate the fixed route.

The driver will assist the customer within multi-floor medical buildings to the door of the suite. In such cases, the driver will transport the client to his/her destination in the building.

At the customer’s residence, the customer is expected to be waiting on the first floor. The driver will not enter the residence.

For the safety of the drivers and passengers, drivers will not assist wheelchair customers up or down more than one-step, nor will they attempt to push a wheelchair through grass, sand or mud.

Drug and Alcohol

Rule 41-2.006 (4) (a) Drug and alcohol testing for safety-sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable 26 suspicion as required by the Federal Highway Administration and the Federal Transit Administration.

CTC Standard: The Provider shall implement and maintain a drug and alcohol testing program for safety sensitive job positions within the coordinated system regarding pre-employment,

randomization, post-accident, reasonable suspicion, return to duty and direct observation as required by the Federal Highway Administration and the Federal Transit Administration.

Transport of Escorts and Dependent Children

Rule 41-2.006 (4) (b) An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Service Plan.

CTC Standard: One escort, companion or dependent children will be permitted to be transported at no additional fare. Escorts must be at least 16 years of age. The CTC may allow additional family members to travel with a client under unique circumstances if space is available.

Child Restraint Devices

Rule 41-2.006 (4) (c) Use of child restraint devices shall be determined locally as to their responsibility and cost of such device in the local Service Plan.

CTC Standard: Child restraint devices must be used in accordance with Florida Law. Parents will be responsible for providing the child restraint device. The driver will insure that the child restraint device is properly installed.

Passenger Property

Rule 41-2.006 (4) (d) Passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.

CTC Standard: Personal belongings are the sole responsibility of the passenger. Passengers are responsible for loading and unloading their belongings. Under limited circumstances passengers may request the driver to assist with their belongings. However, there is a five (5) bag limit that do not exceed 20 pounds each. Passenger's personal belongings do not include wheelchairs, child seats, stretchers, secured oxygen, personal assistance devices, or intravenous devices.

Vehicle Transfer Points

Rule 41-2.006 (4) (e) Provide Shelter, security, and safety of passengers at vehicle transfer points.

CTC Standard: To the best possible extent, the Provider shall provide shelter, security, and safety to its passengers at all transfer points.

Local Toll Free Number and TD Helpline

Rule 41-2.006 (4) (f) Local toll free phone number for complaints or grievances shall be posted inside the vehicle. The TD Helpline phone number (1-800-983-2435) shall also be posted inside the vehicle. The local complaint process shall be outline as a section in the local 27 Transportation Disadvantaged Service Plan

including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the Local Coordinating Board. All rider information/materials (brochures, user's guides, etc.) will include the TD Helpline phone number.

CTC Standard Complaints/Compliments: The CTC number and the TD Ombudsman toll free phone number for compliments, complaints, comments or grievances shall be posted inside all vehicles. The CTC goal is to have no more than one (1) per 1,000 complaints of total rides annually. Complaints are handled on an individual basis. Every complaint received through the CTC or Operator Office shall be recorded on a standardized complaint form. It is then investigated and findings are annotated on the complaint form. The person filing the complaint will receive a written reply of the complaint, findings, and resolution.

Service Area

Rule 41-2.006 (4) (g) Out-of-service area trips shall be provided when determined locally and approved by the TDCB, except in instances where local ordinances prohibit such trips.

CTC Standard: ~~The service area is all of Lake County. Trips are made to Gainesville on Mondays, Wednesdays and Fridays and to Orlando including the Veterans Hospital on Tuesdays and Thursdays. Transportation Disadvantaged services will be provided into Sumter County as stated under Inter County Services. Other request for out of service area trips shall be provided when approved by the sponsoring agency or CTC. The service area is all of Lake County. Out of service area trips are regularly provided to both Gainesville and Orlando, including the Veterans Hospital. The frequency of these trips is based upon demand. Trips to Orlando and Gainesville are scheduled twice a week, currently Tuesday and Thursday. Transportation Disadvantaged services will be provided into Sumter County as outlined under Inter County Services. Other requests for out of service area trips shall be provided when approved by the sponsoring agency or CTC.~~

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Vehicle Cleanliness

Rule 41-2.006 (4) (h) The interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.

CTC Standard:

Billing Requirements

Rule 41-2.006 (4) (i) Billing requirements of the CTC to subcontractors shall be determined locally by the TDCB and provided in the local Service Plan. All bills shall be paid within seven (7) calendar days to subcontractors, after receipt of said payment by the CTC, except in instances where the CTC is a non-governmental entity.

CTC Standard: All bills shall be paid in accordance with the Prompt Payment Act.

Passenger/Trip Data Base

Rule 41-2.006 (4) (j) Passenger/trip data must be maintained by or accessible to the CTC on each rider being transported within the coordinated system.

CTC Standard: A Passenger/trip database must be maintained and be accessible to the CTC on each rider being transported within the system. A separate data base shall be maintained for special need clients who are enrolled with Lake County Emergency Management.

Adequate Seating

Rule 41-2.006 (4) (k) Adequate seating for paratransit services shall be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.

CTC Standard: Adequate seating for paratransit services shall be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating and standing capacity shall be scheduled or transported in a vehicle at any time.

Driver Identification

Rule 41-2.006 (4) (l) Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.

CTC Standard: Drivers for the providers of paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to effective communication with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis.

Each driver must have photo identification which is legible that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.

Passenger Assistance

Rule 41-2.006 (4) (m) The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In the door-through-door paratransit service category, the driver shall be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle.

Assisted access must be in a dignified manner. Drivers may not assist a wheelchair up or down more than one 29 step, unless it can be performed safely as determined by the passenger, guardian, and driver.

CTC Standard: The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The assistance shall include opening the vehicle door, fastening safety belts or wheel chair securement devices, storage of mobility assistive devices, and closing the vehicle door. Assistance shall also include allowing for the use of the lift when requested by a passenger. If necessary and as long as the safety of other passengers in the vehicle is not endangered, the driver may open and close building doors for passengers. Passenger assistance must be provided in a dignified manner. Drivers may not assist wheelchair up or down more than one step.

Smoking, Eating and Drinking on Vehicles

Rule 41-2.006 (4) (n) Smoking is prohibited in any vehicle. Requirements for drinking and eating on board the vehicle will be addressed in the local Service Plan.

CTC Standard: Drivers and Passengers are prohibited from eating, drinking, or smoking on the vehicle. Exceptions to these vehicle operation policies would be made in accordance with guidance from ADA for persons who, for a medically necessary reason, must eat or drink on a strict time frame or nutritional regimen. Exceptions may be made for individuals on extended trips or medical needs.

Passenger No-Shows

Rule 41-2.006 (4) (o) The CTC and TDCB shall jointly develop a policy on passenger no-shows. Assessing fines to passengers for no-shows is acceptable but such policy and process shall be identified in the local Service Plan.

CTC Standard: Because Lake County Connection is a shared ride system, it is important each customer is ready to board the vehicle when the vehicle arrives to their destination, unless the bus arrives earlier than the scheduled pick-up time.

It is the County's policy that the drivers wait only five minutes for a passenger to board the vehicle unless there are extenuating circumstances with the client that have been documented in the clients eligibility application. Passengers must remember that there are other customers either on board or waiting for their scheduled ride.

For nursing homes passengers as well as for dialysis patients, the wait time may be adjusted to take in consideration the population that is being served.

If a vehicle arrives to pick up a customer and he or she is not there or does not board the vehicle by the scheduled time, the customer will be considered a "NoShow".

If a customer places a child or other property on a vehicle and returns to their house and causes the bus to wait longer than five minutes, then the customer's 30 transportation services may be suspended for ten (10) days.

Drivers must exit their vehicle and ring the doorbell or knock on the door before leaving or declaring the client a no-show. If the driver does not physically go to the client's door and ring the bell or knock on the door the passenger cannot be considered a no-show.

However, if there is a dangerous dog, an unsafe condition, the fence is locked or there are other barriers that prevent the driver from accessing the home, the driver will notify dispatch and the office staff will call the passenger utilizing the telephone number on file. In such cases, the driver may also blow the horn to alert the client.

Multiple "No-Show"s will result in a suspension of service. The steps leading up to a suspension of service are:

- a) First "No-Show" recorded in passenger file and a door hanger left on the resident's door.
- b) Second "No-Show" within ninety (90) days of the first "No-Show" will result in a letter to the passenger stating that the next "No-Show" will result in a thirty (30) day suspension.
- c) Third "No-Show" within ninety (90) days of the first will result in a thirty (30) day suspension.
- d) Fourth "No-Show" within ninety (90) days of the first will result in a sixty (60) day suspension.

Customers may appeal this process if they have information that can be proven to be inaccurate.

However, if the passenger's outgoing trip is a "No-Show" the return trip will not be cancelled. Every attempt will be made to contact the passenger to confirm the return trip.

The driver will be given the same information the passenger provides to reservation staff. A client should not leave their designated pick up area. If a client leaves their pick-up to call to check on the status of their transportation the dispatcher needs to communicate that information to the driver and request that the client return to their scheduled pick-up location.

If a driver is not able to find a customer within five minutes of arriving at the designated pick-up, or if the customer did not cancel at least two hours before the scheduled pick-up time, the customer will be considered a "no-show".

If the driver is late arriving at the designated pick-up location the client cannot be considered a no-show.

Repeat "No-Show" offenders may be assessed a "No-Show" fee.

Two-Way Communication

Rule 41-2.006 (4) (p) All vehicles ordered or put into service after adoption of this section of 31 the rule, and providing service within the coordinated system, shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base.

CTC Standard: All vehicles within the coordinated system shall be equipped with two-way communication devices that provide audible communications between the driver and base at all times. All Lake County Connection vehicles are equipped with two-way radios. Cell phones may be used when traveling outside the county.

Vehicle Air Conditioning/Heating

Rule 41-2.006 (4) (q) All vehicles ordered or put into service after adoption of this section of the rule, and providing service within the coordinated system, shall have working air conditioners and heaters. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

CTC Standard: All vehicles used within the coordinated system shall have working air conditioners and heaters. If an air conditioner or heater fails, the vehicle will be scheduled for repair or replacement as soon as possible. In extreme weather condition the vehicle shall be removed from service until the problem is remedied.

First Aid

Rule 41-2.006 (4) (r) First Aid policy shall be determined locally and provided in the local Service Plan.

CTC Standard: Each vehicle must have a First Aid Kit on board when passengers are being transported.

CPR

Rule 41-2.006 (4) (s) Cardiopulmonary Resuscitation policy shall be determined locally and provided in the local Service Plan.

CTC Standard: The Transportation Disadvantaged Coordinating Board (TDCB) has elected not to require CPR/First Aid training for drivers at this time.

Background Checks

Rule 41-2.006 (4) (t) Driver criminal background screening should be determined locally, dependent upon purchasing agencies' requirements, and addressed in the local Service Plan.

CTC Standard: The CTC requires that criminal history background check be completed on all paratransit drivers. The background check shall include an FBI Background Check as well as an FDLE Background check to meet the requirements of the Jessica Lunsford Act for school board service as well as the Agency for Persons with Disabilities, Florida Department of Elder Affairs and a local criminal history check.

Public Transit Ridership

Rule 41-2.006 (4) (u) In areas where fixed route transportation is available, the Community Transportation Coordinator should jointly establish with the Local Coordinating Board (LCB) a percentage of total trips that will be placed on the fixed route system.

CTC Standard: The CTC has established that if a client is denied ADA transportation service the fixed route service is available to them.

On-Time Performance

Rule 41-2.006 (4) (w) The CTC and LCB should jointly establish a percentage of trips that will be on-time. This performance measure should be communicated to contracted operators, drivers, purchasing agencies, and passengers. This measure should also be included as a part of the CTC's evaluation of its contracted operators and the LCB's evaluation of the CTC.

CTC Standard: The CTC and TDCB jointly establish a percentage of trips that will be on-time. This performance measure is communicated to contracted operators, drivers, purchasing agencies, and passengers. This measure is also included as a part of the CTC's evaluation of its contracted operators and the TDCB's evaluation of the CTC. The CTC has established a standard of 95% on-time performance for all completed trips on Lake County Connection and for LakeXpress.

Advance Reservation Requirements

Rule 41-2.006 (4) (x) The CTC should establish a minimum 24-hour advance notification time to obtain services. This policy should be addressed in the local Service Plan and communicated to contracted operators, purchasing agencies, and passengers.

CTC Standard: The CTC has established a two-day (48-hour) advance reservation requirement, although same urgent care service will be accepted pursuant to Medicaid guidelines if vehicles and driver are available. The CTC will meet the standards of each of its funding partners in providing service to their respective client.

Accidents

Rule 41-2.006 (4) (y) The CTC and the TDCB should jointly establish and address a performance measure to evaluate the safety of the coordinated system, in the local Service Plan. This measure should be used in the CTC's evaluation of the contracted operators and the TDCB's evaluation of the CTC.

CTC Standard: The CTC has established a standard of no more than one preventable accident per 100,000 miles traveled.

Reliability of Vehicles/Roadcalls

Rule 41-2.006 (4) (z) The CTC and TDCB should jointly establish and address a performance measure to evaluate the reliability of the vehicles utilized in the coordinated system, in the local Service Plan. This measure should be used in the CTC's evaluation of the contracted operators and the TDCB's evaluation of the CTC.

CTC Standard: The CTC has established a standard of no more than one (1) road call per 15,100 miles.

Phones

Rule 41-2.006 (4) (aa) This performance measure can be used to address the accessibility of the service. The CTC and TDCB should jointly determine if a standard for call hold time is needed within the coordinated system. If determined necessary, the standard should be jointly established by the CTC and TDCB. The standard should be included as a part of the TDCB's evaluation of the CTC.

CTC Standard: The CTC requires that all calls be answered within three rings and the average hold per call will not be more than three (3 minutes). Music or announcements must also be played in the background while clients are on hold.

Quality of Service

Rule 41-2.006 (4) (bb) The Community Transportation Coordinator and the LCB should jointly establish and address in the local service plan a performance measure to evaluate the quality of service provided within the coordinated system. The measure should be used in the Community Transportation

Coordinator's evaluation of the contracted operators, and the LCB's evaluation of the Community Transportation Coordinator.

CTC Standard: The CTC has adopted the same standards as addressed in the CTC evaluation process. In addition, the CTC contract with the operator has specific performance measures which are utilized to evaluate the operator. Notes: The TDSP requirements were taken from the Commission for the Transportation Disadvantaged Commission Standards Training Manual (Adopted June 1996, and updated as appropriate) and Rule 41-2, Florida Administrative Code.

Additional CTC Standards

Safety Equipment

CTC Standard: Each vehicle must be equipped with safety reflectors and have an un-expired workable fire extinguisher.

Trip Cancellation

CTC Standard: Individuals, their guardian or agency must cancel trips at least two (2) hours in advance of their scheduled trip. If the trip is not cancelled at least two hours in advance, the trip will be considered a "late cancellation".

Agencies, group homes or guardians must inform the CTC of any restrictions of their clients being able to cancel trips. Late cancellations will adhere to the same suspension guidelines as the no show policy.

If the passenger cancels when the driver arrives then the passenger will be considered "no show" and is subject to the "no show" suspension policy.

Suspensions will not be imposed for circumstances that are beyond the passenger's normal control. Examples of situations not within the passenger's control are:

- A sudden verified personal emergency
- Sudden or worsening illness
- Late arrival of the vehicle
- Disruptive behavior caused by a disability
- A sudden death in the immediate family or household

Excessive Timely Cancellations

CTC Standard: Any scheduled trip that is cancelled at least two hours before the schedule pick-up time will not be considered a late cancellation or a No Show. However, if a client cancels their trips regularly this will be considered Excessive Timely Cancellation and may be subject to the following suspension.

- Ten late cancellations in a calendar month – written warning via letter
- Eleven late cancellations in a calendar month – 14 day suspension
- Twelve late cancellations in a calendar month – 30 day suspension

Lake County Connection is a multi-loading service and the consideration and cooperation of all its riders is imperative for the system to work efficiently and be cost effectively.

No-Shows

CTC Standard: No-shows or late cancellations are not counted when there are situations beyond the rider's control that prevent the rider from notifying us that the trip cannot be taken, such as:

- Medical emergency/hospitalization;
- Family emergency;
- Sudden illness or change in condition; or
- Appointment that runs unexpectedly late without sufficient notice

No-shows or late cancellations are not counted when the missed trip is due to LCC error, such as:

- Drivers arriving and departing before the pickup window begins
- Drivers arriving late (after the end of the pickup window)
- Drivers arriving within the pickup window, but departing without waiting the required five minutes.

Repeated, intentional or regular no-shows will result in a suspension of the passenger's transportation service.

The third no-show within a 30-day period will trigger a review of the rider's record to allow for a more detailed look before a suspension is proposed. Frequency of trips along with the number of missed trips will be used to determine a no-show percentage rate.

For the number of no-shows to be considered excessive, it must be at least two (2) times the current year's average no-show percentage. For example, if the transit system average no-show rate is currently 5%, an excessive amount would be considered at 10% or greater.

At the end of the month, those passengers who have been recorded as having 3 (three) or more no-shows will be reviewed to identify the passenger's trip and no-show history as well as their frequency of travel. Each no-show will be verified to determine circumstances of the missed trip.

Initially, a warning letter will be issued to try to modify the behavior. If the problem continues, a progressive suspension length will be as follows:

- First Suspension will be for five days;
- Second Suspension, within 1 year, will be for 10 days;
- Third Suspension, within 1 year, will be for 15 days; and
- Four and any subsequent Suspensions, within 1 year, will be for 30 days.

Policy for Disputing Specific No Shows or Late Cancellations

Passengers wishing to dispute specific No-Shows or late cancellations must do so within 30 days of receiving the initial warning letter. Passengers should contact the LCC Office Manager to explain the circumstance, and request the removal of the No-Show or late cancellation.

Policy for Appealing Proposed Suspensions

Passengers wishing to appeal suspensions under this policy have the right to file an appeal request, which must be in writing by letter or via email. Passengers must submit written appeal requests within 60 days of receiving suspension letters. Passengers who miss the appeal request deadline will be suspended from LCC on the date listed on the suspension notice. All suspension appeals follow LCC's appeal policy.

How to Avoid No Show/Late Cancellation Situations

- Review times and dates with the LCC reservationist or dispatcher to be sure you understand the 60 minute pickup window and when to expect the bus.
- When you no longer need the ride, call LCC, 352-742-2612, immediately to let them know the ride is no longer needed.
- Remember to cancel all trips scheduled for that day. If all trips are not cancelled, you will be charged a No-Show for the remaining trips on the schedule.
- Be prepared to board within 5 minutes of the arrival of the vehicle.

Minimum Age

CTC Standard: A person must be at least 16 years of age to ride without an escort.

Will Calls

CTC Standard: If the customer is not ready at the requested return time the CTC will make every effort to return for the customer within ninety (90) minutes of the customer notifying the provider. If the client is a dialysis patient or taking chemotherapy treatment, efforts will be made to pick them up as soon as possible.

If the customer cannot be found at the scheduled destination then they will be considered a "no-show". If the customer requests a return trip after the "no-show" has been issued then the return will be scheduled with no set timeframe.

If a client arrives to their destination late because of an issue with the operator then steps must be made to adjust the pick-up time for that client. It is the CTC's objective that the client does not end up falling under a will call status as a result of a problem caused by the operator.

In cases where the operator causes a dialysis client or any other client going to a medical appointment to arrive late, the driver must notify dispatch so that the return driver will not arrive at the pre-scheduled pick up time. Under no circumstance shall such client be placed on will call. For instance, if a dialysis patient normal chair time is at 10:00 a.m. but the transit operator causes him/her to arrive at 11:00 a.m. and the normal return time is 3:00 p.m. the driver should not arrive at 3:00 p.m. expecting the client to be ready early and then be placed on will call. The operator will make every effort to pick up that client as soon as possible.

Mobility Devices

CTC Standard: CTC vehicles are designed to accommodate wheelchairs and other mobility devices. As long as the passenger is able to safely navigate the manual or motorized mobility aid on and off of the ramp or lift without exceeding the manufacturer's maximum weight limit, Lake County Connection can transport the device. If the wheelchair or mobility device exceeds the size that can be accommodated on a wheelchair lift or ramp or cannot fit within the securement area in the vehicle, transportation service may be denied until the passenger obtains a mobility device that meets these criteria.

Bariatric Transportation

CTC Standard: CTC vehicles are designed to meet the Americans with Disabilities requirements. When a person and their equipment exceed the lift weight requirements this places them and the driver at risk. Passengers that are able to, may board separately than their device in instances where the weight limit may be exceeded. Attempts may be made to get Lake Emergency Medical Services to provide such services when a client exceeds the limitation of the lift or ramp equipment and the CTC is unable to safely transport the client.

Personal Hygiene

CTC Standard: Passengers are requested to respect fellow passengers and maintain good standards of personal cleanliness and hygiene as well as to practice common health courtesies when traveling while suffering from ailments such as the common cold. Passengers are expected to maintain cleanliness and health standards that do not jeopardize the health of drivers, themselves, or other passengers.

Passengers are requested not to wear strongly scented personal care products while on board. This will help insure that vans are accessible for passengers with multiple chemical sensitivity or environmental illness.

Shirts and shoes or other footwear must be worn when being transported. Exceptions may be made for certain medical conditions.

When using the bus, passengers who have health-related open sores and wounds need to ensure that all sores and wounds are properly covered. Passengers who have open sores and wounds shall be transported unless their medical condition presents a direct threat to other passengers or the driver.

Any passenger, including passengers with disabilities, may be refused access to public transportation if visible body fluid leakage or dripping is occurring while at the bus stop. The passenger may also be requested to exit the bus if leakage or dripping occurs after they have boarded. Such leakage or dripping can create a biohazard to other passengers on the bus.

The existence of wounds and sores may limit securement on some securement points. The operator shall secure as many points as possible and transport the passenger.

Designated Vehicles

CTC Standard: Lake County Connection uses a variety of vehicles. You must ride in the vehicle that is sent to transport you. Special requests for specific vehicles and drivers cannot be honored unless there are extenuating circumstances to transport you safely and the CTC has the resources to accommodate such a request. Passengers should understand they may also be scheduled to ride with service animals of other clients.

During natural disaster, riders need to be aware that they may travel with clients traveling with pets going to pet friendly shelters. In such cases, all animals are properly secured in cages.

Transporting Service Animals

CTC Standard: Under Federal law, persons with disabilities may travel with a trained service animal. Service animals shall always be permitted to accompany their users in any system vehicle. The driver may ask if an animal is a service animal or ask what tasks the animal has been trained to perform, but cannot require special ID cards for the animal or ask about the person's disability.

Passengers are asked to please inform the customer service representative when booking a trip that they will be traveling with a service animal.

Day Care Trips

CTC Standard: Day care trips shall only be provided when the parent is gainfully employed, going to school, or the child has been court ordered to attend a day care program. No minor child can be transported without an adult escort.

Rider Being Met

CTC Standard: Some riders, due to their disabilities, need to be met when they are dropped off. If the person meeting the rider is not at the site when the driver arrives, the rider will be transported to the local police department or other safe place. The CTC will notify the rider's guardian or caregiver and require that the rider be picked up at the local police department or other safe location.

Delays

CTC Standard: Everyone has occasional circumstances outside their control that can cause delays at scheduled medical appointments. If your appointment is running later than you expected, and there is a chance you will not be ready for your scheduled return trip, please contact Lake County Connection by phone as soon as possible to inform them of your status.

Reporting an Incident

CTC Standard: To allow staff to follow-up on incidents, please be specific and provide staff with the following information:

- a) Your name, address, and phone number
- b) The date, time, and location of the incident
- c) The vehicle number and driver's name
- d) If it is concerning office staff, please provide the name of the employee and the date and time of your contact with that person
- e) A detailed explanation of the incident or suggestion

Replacement Bus

CTC Standard: In case of a bus breakdown, Lake County Connection will send a replacement vehicle as soon as possible to transport you to your destination.

Suspension from Service

CTC Standard: Clients may be suspended from service for violating the following conditions and any other condition that may be detrimental to the welfare of the program, other passengers, staff, or the general public:

- a) Verbal abuse: Verbal abuse is defined as any oral presentation that is offensive to a passenger, driver, operator or CTC staff.

-
- b) Disruptive Behavior: Disruptive behavior is defined as a passenger who engages in violent, seriously disruptive, or illegal conduct directed at other riders, transit employees or CTC staff.
 - c) Such conduct includes, but is not limited to; threats or fear of physical or verbal abuse, unlawful harassment, including unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations, unauthorized use of equipment on the vehicle, voluntarily and repeatedly violating vehicle-riding rules, including smoking in the vehicle, eating or drinking without medical indication, vandalism or defacing equipment.
 - d) Failure to exit a vehicle is also described as disruptive behavior and will result in the suspension of services.
 - e) Dangerous Behavior: Dangerous behavior is defined as any threat or action that could cause direct or indirect physical harm to the driver, vehicle, other passengers, or to the person.
 - f) Physical Abuse: Is defined as any action that may cause direct or indirect physical harm to a passenger, driver, or other staff such as possessing a weapon or firearm, throwing objects out of the vehicle windows, or placing feet on the seats, seat backs or walls can result in disqualification of services.

The driver may refuse transportation to an individual or group of individuals who disobey these rules, is disruptive, behave offensively or could imperil the safety or comfort of other passengers.

- a) Providing False Information: Providing false information on the application for service or regarding the nature of a trip can result in the disqualification of services.
- b) Service Animals: Interfering or harming a service animal includes touching or petting a service animal without the owner's permission can result in the disqualification of services.
- c) Other actions: Other actions not specified but that are determined by the CTC to be an interruption to services.
- d) Failing to submit an application: Clients may be suspended for not recertifying or providing additional information to determine if the client qualifies for services.

Illness

CTC Standard: If you become ill, or notice another passenger who appears ill, please immediately inform the driver.

Surveys

CTC Standard: Customers are required to assist in completing surveys as a condition of participating in the transportation disadvantaged program.

Hardship Waivers

CTC Standard: Hardship waivers may be granted to riders who cannot afford their co-pay such as those who are on prolonged medical treatment programs such as dialysis. Detailed personal information has to be submitted for consideration of a hardship waiver.

Closest Facility

CTC Standard: All passengers of the transportation-disadvantaged program will be required to be transported to the closest facility provided the client's insurance is accepted at the location and the facility has seats available. This includes all clients under all programs. Clients may be transported over County lines when the facility is closer than the nearest facility in the County and when it is deemed to be the most cost effective means.

Non-Stranded Procedure

CTC Standard: Under no circumstance will the CTC leave a client stranded at a location. If a client does not return home by the normal time, please immediately contact Lake County Connection at 352.741-2612.

Scheduling and Cancelling Trips

CTC Standard: If a client is in the care of a guardian and does not have the mental capabilities to schedule or cancel their trips then their guardian shall apprise the Operator of those concerns when the clients signs up for service.

Local Complaint and Grievance Procedure Process

Definition of Complaint: Any customer concern involving timeliness, vehicle condition, quality of service, personal behavior, and other operational policies should be considered a complaint and should be addressed by the appropriate personnel.

Any complaint, verbal or written, should be researched to determine the validity. The resolution to complaints will vary depending on each situation. Some complaints can be resolved while speaking with the customer and others will require research in order to be resolved.

For any complaint received directly by the CTC, the complaint follow-up shall be handled in the following manner:

1. Complaint forms shall be completed.
2. The CTC staff shall notify the Operator of the said complaint either by phone, scheduling software, e-mail or fax to initiate an investigation into the complaint. When a complaint is made by phone, a written report shall also be sent.
3. On any written complaint or voice mail complaint received, a verbal acknowledgment will be made within twenty-four (24) hours to the customer to inform the person that their complaint is being investigated.
4. Further, a written record of the complaint will describe and explain the remedial action taken within three (3) days of the date that the complaint was received and mailed to the customer. 40 e. Within five (5) working days of receiving a complaint, a follow-up letter will be sent to the individual filing the complaint to determine if the problem has been resolved to the person's satisfaction.

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5. At the discretion of the CTC and depending on the severity of the complaint, a verbal response may replace the written response, but the complaint will still be documented in the Monthly Report.
 6. Complaints that are considered "HOT" shall be responded to within 24 hours. Hot complaints are addressed in the contract with the operator.
 7. For any complaint received directly by the Operator, the Operator shall log the call into the system under the customer's file and resolve the complaint as soon as possible or no longer than five days of receipt of the complaint.

It is important to note that in addition to a timely follow up and resolution to complaint. It is also imperative that the problem that caused the complaint is eliminated.

The Operator shall provide the CTC with a list of all such complaints on a monthly basis, along with resolution of the complaint.

Monitoring Procedures of CTC and Coordination Contractors

CTC Monitoring

The evaluation of the Lake County CTC is conducted annually by the TDCB with the guidance of the Lake ~Sumter MPO planning staff. The purpose of the annual review is to evaluate the CTC's performance. The evaluation ensures high quality services are provided in the most cost effective, efficient, and unduplicated manner.

The evaluation is conducted utilizing the Commission for the Transportation Disadvantaged CTC Evaluation Workbook. The Workbook outlines a formal process for evaluating the CTC and its operators.

At a minimum, the TDCB reviews the following areas:

- Chapter 427, Rules 41-2 and 14.90, CTC standards and local standards;
- Follow-up on the status report from the prior year and any calls from the Ombudsmen Program;
- Monitoring of contractors; and

The coordinator is also evaluated against the established standards for service that ensure quality transportation for the transportation disadvantaged community.

The CTC Evaluation Sub-committee performs the evaluation and presents the CTC evaluation report in its entirety at the 4th quarterly meeting and provides a list of recommendations at that time. If there are any deficiencies noted, the TDCB will recommend a timeline for corrective action. A follow-up report addressing how the CTC is addressing the recommendations is presented at the next quarterly meeting.

Coordination Contractor Monitoring

Each coordination contractor is evaluated on an annual basis. At a minimum, the review consists of the following items:

-
- A quarterly year-to-date operating report (from the Annual Operating Report) detailing demographic, operational and financial data regarding coordination activities in the designated service area. The report includes the following information:
 - Number of unduplicated passengers;
 - Number of vehicle miles while operating under the coordinated system;
 - Number of revenue miles;
 - Types of passengers transported (i.e. wheelchair, elderly, low income);
 - Trip reasons (i.e. medical, nutritional, employment and educational);
 - Total dollars billed while operating under the coordinated system; and
 - Total accidents and road calls; and
 - Driver records.
 - Compliance with Section 341.061, Florida Statutes and Rule 14.90, F.A.C. concerning system safety
 - Compliance with local, state, and federal laws, and Commission policies relating to drug testing.
 - Compliance with the System Safety Program Plan (SSPP).
 - Compliance with the insurance requirements of maintaining minimum liability coverage in the amount of \$100,000 for any one person and \$300,000 per occurrence.
 - Compliance with all standards and performance requirements of the CTC and the TDCB approved TDSP.

Planning Agency Evaluation Process

The Commission for the Transportation Disadvantaged began biennial evaluations of planning agencies in July 1998. The Commission's Quality Assurance and Program Evaluation team conducts the evaluations. In Lake County the Designated Official Planning Agency is the Lake~Sumter Metropolitan Planning Organization (MPO). The MPO board appoints the TDCB members. While the TDCB does not review the performance of the planning agency, their input, suggestions, and requests are transmitted directly to the MPO for discussion and action.

Cost/Revenue Allocation and Rate Structure Justification

In June 2020, the CTC approved the FY 2021/22 Rate Calculation Model for TD Trust Fund Trips. Rates charged to individuals agencies that either subsidize or purchase transportation for their clients are based on the cost of providing service to the agencies' clients. Each contract is negotiated separately, and in some cases, authorized rates are less than the fully allocated trip costs, which require public support to cover the remaining costs for any services provided. Table 28 below displays the CTC's current rate structure. The detailed Rate Model Worksheets are included in Appendix E.

Table 28. CTC Rate Structure 2021-2022

Transportation Disadvantaged Trust Fund Rate Structure Summary		
Type		Rate
Non - Sponsored	Ambulatory	\$27.26
	Wheelchair	\$46.72
	Stretcher	\$0.00
Non - Sponsored with No Subsidy	Ambulatory	\$56.19
	Wheelchair	\$96.33
	Stretcher	\$0.00
Agency for Persons with Disabilities	Short Trip	\$8.15
	Medium Trip	\$10.19
	Long Trip	\$15.28
CTC Rate	Flat Fee	\$29.15
	Hourly	\$43.46

Lake County Fare Policy

The current fare policy for the LakeXpress fixed route service and Connection paratransit services are shown in Table 29 and Table 30 below.

The Lake County Connection fare structure applies for all paratransit trips, except agency purchased trips through APD or DOEA. In effort to ensure consistent and fair transportation services to all of our passengers, everyone is expected to pay the applicable fare upon boarding the Lake County Connection service. Passengers will be notified of the expected fare when booking their trips. If the passenger does not have the fare and does not have a hardship waiver of file, the trip will not be provided.

All eligible Transportation Disadvantaged and ADA passengers can use their paratransit ID cards to ride the LakeXpress service for free. The paratransit ID cards must be active, no expired ID cards will be accepted.

The new TD Bus Pass Program offers Lake County residents who have no other form of transportation available and income at or below 200% of the Federal poverty level a free 30 day, 10 non-consecutive days or one-day bus pass. Details of this new program can be found in Appendix F.

Table 29. LakeXpress Fare Structure

LakeXpress Fare Structure		
Category	Base Fare	Reduced Rate*
One Way Fare	\$1.00	\$0.50
Daily Pass	\$3.00	\$1.50
10 Ride Pass	\$8.00	\$4.00
30 Day Pass	\$30.00	\$15.00
Transfer Pass**	\$0.00	\$0.00
Ride Free***	\$0.00	\$0.00
TD Bus Pass****	\$0.00	\$0.00

* Seniors 60yrs+ with valid ID, Medicare cardholders, recipients of Supplemental Security Income (SSI) or Social Security Disability (SSD) benefits, veterans with valid DD214 card, and individuals with a disability
 **One per trip
 *** Students with valid school ID or proof of enrollment, and children under 5 years of age with fare paying chaperone
 **** Qualified low income individuals are eligible to receive a free 30 day, 10 non-~~consecutive~~consecutive day, or all bus pass

Table 30. Lake County Connection Structure

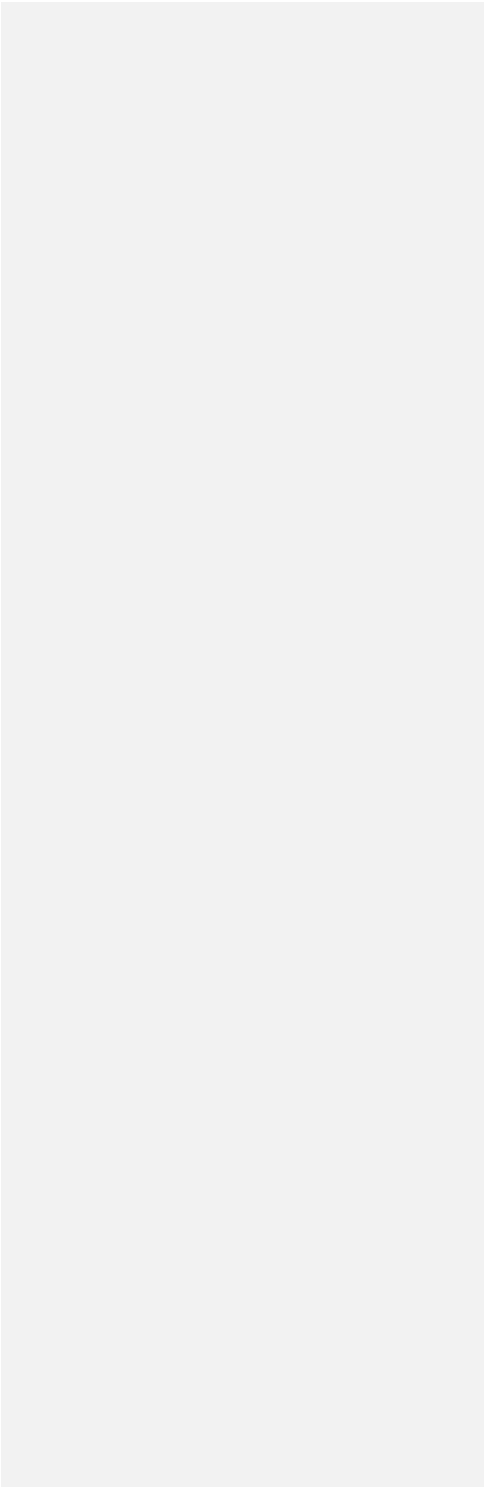
Lake County Connection Fares	
Category	Fare
Lake County-One Way	\$2.00
Orlando-One Way*	\$5.00
Gainesville-One Way* ±	\$10.00
TD Bus Pass LakeXpress***	Free

* Medical appointments only
~~Tuesday and Thursday~~
 ** Medical appointments only
~~Monday, Wednesday, Friday~~
 *** Qualified low income individuals are eligible to receive a free ~~30 day~~30-day, 10 non-consecutive day, or ~~all day~~all-day bus pass

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Appendices



Appendix A: Private Provider Inventory

Alternate Transportation Services in Lake County

Non-Emergency Medical / Stretcher & Wheelchair Services

Eagle Transport

P.O. Box 192, Summerfield, FL 34492
352-427-7723

Central Medical Transportation & Svcs.

1508 W. Main Street, Leesburg
352-801-7480

Florida Hospital Waterman

2250 Huffstetler Drive, Tavares 32778
352-253-3882

Independence Transport

809 Deer Glen Ct., Fruitland Park
352-630-5263

Kinsman Transportation, Inc.

Minneola / Clermont Area
407-296-5083 or 407-592-6750

Leopard Transport

1848 NE Jacksonville Rd, Ocala 34470
352-812-1670

Life Alliance

Orlando
407-694-7373

Rite Way Transportation

11245 Tuscarora Ln, Minneola 34715
352-516-8229

Taxi Cabs

#1 Cab

12513 Citrus Grove Rd,
Montverde/Clerm
352-394-1222

A-1 Transport

4216 Williams St, Fruitland Park
352-728-1411

All City Cab

Eustis
352-602-5810

Angie's Taxi

1411 E. Main St., Leesburg
352-431-3580

Central Taxi

Leesburg
352-728-8294

Central Taxi

Mount Dora
352-383-7433

Clermont Yellow Cab

Clermont
352-577-8294

Eutco or Eustis Taxi

252 Ardice Ave, Eustis
352-357-3671

For a Ride Taxi Service

2987 Palmetto Road, Mount Dora
352-321-2853

Imagine That Mobile Service

Eustis
352-434-9156

Karen's Taxi & Shuttle Service

Leesburg
352-553-5220

Lucky's Taxi

703 Clark St., Lady Lake
352-617-2008

MES Taxi

Tavares
352-947-0404

Mr. Taxi

911 Sutherland Ct., Leesburg
352-365-2676 or 352-396-7337

Rocket Taxi

Golden Triangle area
352-602-0582

Triangle Cab

Eustis, Mount Dora, and Tavares
352-589-4222

Lady Lake Taxi

Lady Lake
352-751-2345

Mark's Taxi & Shuttle Service

Leesburg
352-396-7337

No Limit Taxi

Leesburg
352-321-9333

Taxi Cab

Clermont
407-800-4944

Yellow Cab

The Villages
352-241-2000

Limousine and Airport Shuttles**Airport Direct**

Tavares
352-702-5081

Elite Taxi

Eustis
352-357-3671

Lake Limo, Inc (Airport & WC)

321 Southridge Industrial Drive, Tavares
352-742-2808 www.lakelimo.net

Transcour Limo Service

Tavares
407-595-6355

Village Airport Van

Spanish Springs, Lady Lake
352-241-2000

The Villages Transportation

Lady Lake and The Villages
352-847-0108

Field Code Changed

Appendix B: Annual Operating Report (2020)

County: Lake
 CTC: Lake County Board of County Commissioners
 Contact: Jill Brown
 PO Box 7800
 Tavares, FL 327787800
 352-323-5733
 Email: jmbrown@lakecountyfl.gov

Demographics	Number
Total County Population	345,867
Unduplicated Head Count	1,934



Trips By Type of Service	2018	2019	2020	Vehicle Data	2018	2019	2020
Fixed Route (FR)	0	0	0	Vehicle Miles	1,520,198	1,698,369	2,021,637
Deviated FR	522	479	517	Roadcalls	41	51	44
Complementary ADA	0	17,495	24,866	Accidents	7	11	23
Paratransit	152,695	174,163	183,436	Vehicles	75	85	107
TNC	0	0	0	Drivers	183	200	180
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	153,217	192,137	208,819				
Passenger Trips By Trip Purpose				Financial and General Data			
Medical	50,625	60,621	79,973	Expenses	\$4,992,834	\$5,439,174	\$4,652,213
Employment	9,462	9,831	7,733	Revenues	\$5,767,299	\$5,576,668	\$5,121,949
Ed/Train/DayCare	46,421	63,199	60,123	Commendations	16	44	19
Nutritional	18,743	18,170	14,573	Complaints	21	14	13
Life-Sustaining/Other	27,966	40,316	46,417	Passenger No-Shows	2,612	2,890	3,140
TOTAL TRIPS	153,217	192,137	208,819	Unmet Trip Requests	0	0	0
Passenger Trips By Revenue Source				Performance Measures			
CTD	28,364	29,864	25,069	Accidents per 100,000 Miles	0.46	0.65	1.14
AHCA	1,213	30,880	74,645	Miles between Roadcalls	37,078	33,301	45,946
APD	54,319	47,000	33,203	Avg. Trips per Passenger	85.12	168.54	107.97
DOEA	11,570	13,081	8,122	Cost per Trip	\$32.59	\$28.31	\$22.28
DOE	0	0	0	Cost per Paratransit Trip	\$32.59	\$28.31	\$22.28
Other	57,751	71,312	67,780	Cost per Total Mile	\$3.28	\$3.20	\$2.30
TOTAL TRIPS	153,217	192,137	208,819	Cost per Paratransit Mile	\$3.28	\$3.20	\$2.30
Trips by Provider Type							
CTC	0	0	0				
Transportation Operator	84,938	97,601	83,153				
Coordination Contractor	68,279	94,536	125,666				
TOTAL TRIPS	153,217	192,137	208,819				

Appendix C: Connection Vehicle Inventory

PARATRANSIT VEHICLE INVENTORY 04/30/21							
Unit #	Year	Make	Model	Lift/Ramp	Mileage 04/30/20	Funding Source	Owner
28628	2015	Ford	Glaval	Braun	166,045	FDOT	LCBCC
28629	2015	Ford	Glaval	Braun	201,740	FDOT	LCBCC
28630	2015	Ford	Glaval	Braun	183,976	FDOT	LCBCC
28631	2015	Ford	Glaval	Braun	179,740	FDOT	LCBCC
28632	2015	Ford	Glaval	Braun	169,760	FDOT	LCBCC
28633	2015	Ford	Glaval	Braun	153,475	FDOT	LCBCC
28634	2015	Ford	Glaval	Braun	166,199	FDOT	LCBCC
28646	2015	Ford	Glaval	Braun	190,219	FDOT	LCBCC
28647	2015	Ford	Glaval	Braun	173,949	FDOT	LCBCC
28649	2015	Ford	Glaval	Braun	183,631	FDOT	LCBCC
28650	2015	Ford	Glaval	Braun	191,659	FDOT	LCBCC
28651	2015	Ford	Glaval	Braun	191,721	FDOT	LCBCC
28652	2015	Ford	Glaval	Braun	96,623	FDOT	LCBCC
28654	2015	Ford	Glaval	Braun	146,418	FDOT	LCBCC
29228	2017	Ford	Turtle Top	Braun	111,198	FDOT	LCBCC
29467	2017	Ford	Turtle Top	Braun	94,827	FDOT	LCBCC
29468	2017	Ford	Turtle Top	Braun	138,700	FDOT	LCBCC
29501	2017	Ford	Turtle Top	Braun	96,588	FDOT	LCBCC
29502	2017	Ford	Turtle Top	Braun	121,696	FDOT	LCBCC
29651	2018	Ford	Turtle Top	Braun	84,551	FDOT	LCBCC
29652	2018	Ford	Turtle Top	Braun	129,335	FDOT	LCBCC
29654	2018	Ford	Turtle Top	Braun	97,046	FDOT	LCBCC
29834	2018	Ford	Turtle Top	Braun	85,160	FDOT	LCBCC
30393	2019	Ford	Turtle Top	Braun	68,064	FTA	LCBCC
30394	2019	Ford	Turtle Top	Braun	63,862	FTA	LCBCC
30395	2019	Ford	Turtle Top	Braun	53,435	FTA	LCBCC
30396	2019	Ford	Turtle Top	Braun	74,236	FTA	LCBCC
30503	2019	Ford	Turtle Top	Braun	19,886	FDOT	LCBCC
30504	2019	Ford	Turtle Top	Braun	22,089	FDOT	LCBCC
30507	2019	Ford	Turtle Top	Braun	19,862	FDOT	LCBCC
30719	2020	Ford	Turtle Top	Braun	2,736	FDOT	LCBCC
30720	2020	Ford	Turtle Top	Braun	1,198	FDOT	LCBCC
30759	2020	Ford	Turtle Top	Braun	1,689	FDOT	LCBCC
28087	2013	Ford	Stretcher	N/A	111,925	FDOT	LCBCC
28088	2013	Ford	Stretcher	N/A	114,705	FDOT	LCBCC

PARATRANSIT VEHICLE INVENTORY 04/30/21							
Unit #	Year	Make	Model	Lift/Ramp	Mileage 04/30/20	Funding Source	Owner
29204	2017	Ford	Nations U4X	Braun	121,345	CTD	LCBCC
29205	2017	Ford	Nations U4X	Braun	73,269	CTD	LCBCC
29235	2017	Dodge	ADA Cara	Ramp	33,253	FTA	LCBCC
29236	2017	Dodge	ADA Cara	Ramp	77,688	FTA	LCBCC
29237	2017	Dodge	ADA Cara	Ramp	10,021	FTA	LCBCC
29238	2017	Dodge	ADA Cara	Ramp	26,575	FTA	LCBCC
29636	2018	Dodge	ADA Cara	Ramp	25,793	FDOT	LCBCC
30488	2019	Dodge	ADA Cara	Ramp	15,343	FDOT	LCBCC
30489	2019	Dodge	ADA Cara	Ramp	4,103	FDOT	LCBCC
30490	2019	Dodge	ADA Cara	Ramp	7,084	FDOT	LCBCC
30914	2021	Ford	Explorer	N/A	132	FDOT	LCBCC
30915	2021	Ford	Explorer	N/A	132	FDOT	LCBCC
30916	2021	Ford	Explorer	N/A	132	FDOT	LCBCC

PARATRANSIT REPLACEMENT	
Year	No. of Vehicles
2018	2
2020	14
2021	6
2022	8
2023	4
2024	10
2025	3
2026	3

Appendix D: System Safety Program Plan Annual Certification

BUS TRANSIT SYSTEM ANNUAL SAFETY CERTIFICATION

DATE: February 5, 2021
BUS TRANSIT SYSTEM: Lake County Board of County Commissioners
ADDRESS: 315 West Main Street, P.O. Box 7800
Tavares, FL 32778-7800

IN ACCORDANCE WITH FLORIDA STATUTE 341.061 THE BUS TRANSIT SYSTEM NAMED ABOVE HEREBY CERTIFIES TO THE FOLLOWING:

1. The adoption of a System Safety Program Plan (SSPP) and the Security Program Plan (SPP) pursuant to Florida Department of Transportation safety standards set for in Rule Chapter 14-90, Florida Administrative Code (F.A.C.).
Current date of Adopted SSPP: December 2020
Current date of Adopted SPP: December 2020
2. Compliance with adopted safety standards in the SSPP and the SPP.
3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009, F.A.C. (This should be signed by the Officer responsible for management of the bus transit system to certify compliance.)


Signature

Jill M. Brown
Name (Printed or Typed):

Director, Lake County Office of Transit Services
Title

4. Name and address of entity(ies) which has (have) performed safety inspections:
Shawn Held, Fleet Manager, RATP Dev North America, Lake County Transit Management
Name
560 E. Burleigh Blvd.
Address (Street Number)
Tavares, FL 32778
Address (City, State, Zip Code)
Mechanics perform a safety inspection when a vehicle goes in for the preventative maintenance checks, which is every 5,000 miles or when an Operator reports a concern.
Date(s) of Inspection

5. Names and contact information for all **contract** bus transit systems subject to the provisions of Rule 14-90, F.A.C.

Rickey Maek, General Manager, RATP Dev North America, Lake County Transit Management
Name

560 E. Burleigh Boulevard
Address (Street Number)

Tavares, FL 32778
Address (City, State, Zip Code)

352-742-2612 extension 105
Phone Number

(If additional space is needed, please continue on the back of this page.)

Appendix E: Rate Model Worksheets

Worksheet for Multiple Service Rates

CTC: Lake County Board
 County: Lake County

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
		Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
 How many of the total projected Passenger Miles relate to the contracted service?
 How many of the total projected passenger trips relate to the contracted service?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank		

Effective Rate for Contracted Services:
 per Passenger Mile =
 per Passenger Trip =

Ambulatory	Wheelchair	Stretcher	Group
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above) =
 Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
Leave Blank and Go to Section II for Ambulatory Service	Leave Blank and Go to Section II for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: Lake County Boi Version 1.4
 County: Lake County

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....
 Yes
 No
Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
 Pass Trip Leave Blank
 Pass Mile
3. If you answered Yes to #1 and completed #2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?
 Leave Blank
4. How much will you charge each escort?.....
 Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank).....
 Loading Rate 0.99 to 1.00
- And what is the projected total number of Group Vehicle Revenue Miles?

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
 * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
 * Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2021 - 2022			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	671,490	593,971	77,519	Leave Blank	Leave Blank
Rate per Passenger Mile =		\$2.72	\$4.66	\$0.00	\$0.00
				per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	60,314	43,320	16,994	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$27.26	\$46.72	\$0.00	\$0.00
				per passenger	per group
2. If you answered #1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...		Combination Trip and Mile Rate			
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =				Leave Blank	Leave Blank
Rate per Passenger Mile for Balance =		\$2.72	\$4.66	\$0.00	\$0.00
				per passenger	per group

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$5.60	\$9.60	\$0.00	\$0.00
				per passenger	per group
Rate per Passenger Trip =		\$56.49	\$96.33	\$0.00	\$0.00
				per passenger	per group

Program These Rates Into Your Medicaid Encounter Data

Worksheet for Program-wide Rates

CTC: Lake County Board Version 1.4
County: Lake County

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (GREEN cells) below

- Do **NOT** include trips or miles related to Coordination Contractors!
- Do **NOT** include School Board trips or miles UNLESS.....
- INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
- Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
- Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES	
Total Projected Passenger Miles =	671,490
Rate Per Passenger Mile = \$	2.94
Total Projected Passenger Trips =	60,314
Rate Per Passenger Trip = \$	32.74

Fiscal Year
2021 - 2022

Avg. Passenger Trip Length =	11.1 Miles
------------------------------	------------

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$	6.06
Rate Per Passenger Trip = \$	67.50

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

- Deadhead
- Operator training, and
- Vehicle maintenance testing, as well as
- School bus and charter services.

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Appendix F: TD Bus Pass Program



LAKE COUNTY TRANSPORTATION DISADVANTAGED (TD) BUS PASS PROGRAM

What is the Bus Pass Program?

A fixed-route bus pass is provided at no cost to qualifying individuals who are financially prohibited from using the fixed-route system. Eligible recipients receive bus passes via U.S. Mail only. TD bus passes cannot be picked up at County facilities.

How do I qualify for a TD bus pass?

To qualify for the TD Bus Pass Program, you must live in Lake County, have no means of transportation, including family and friends, and an income no greater than 200% of the federal poverty level.

How do I get a pass?

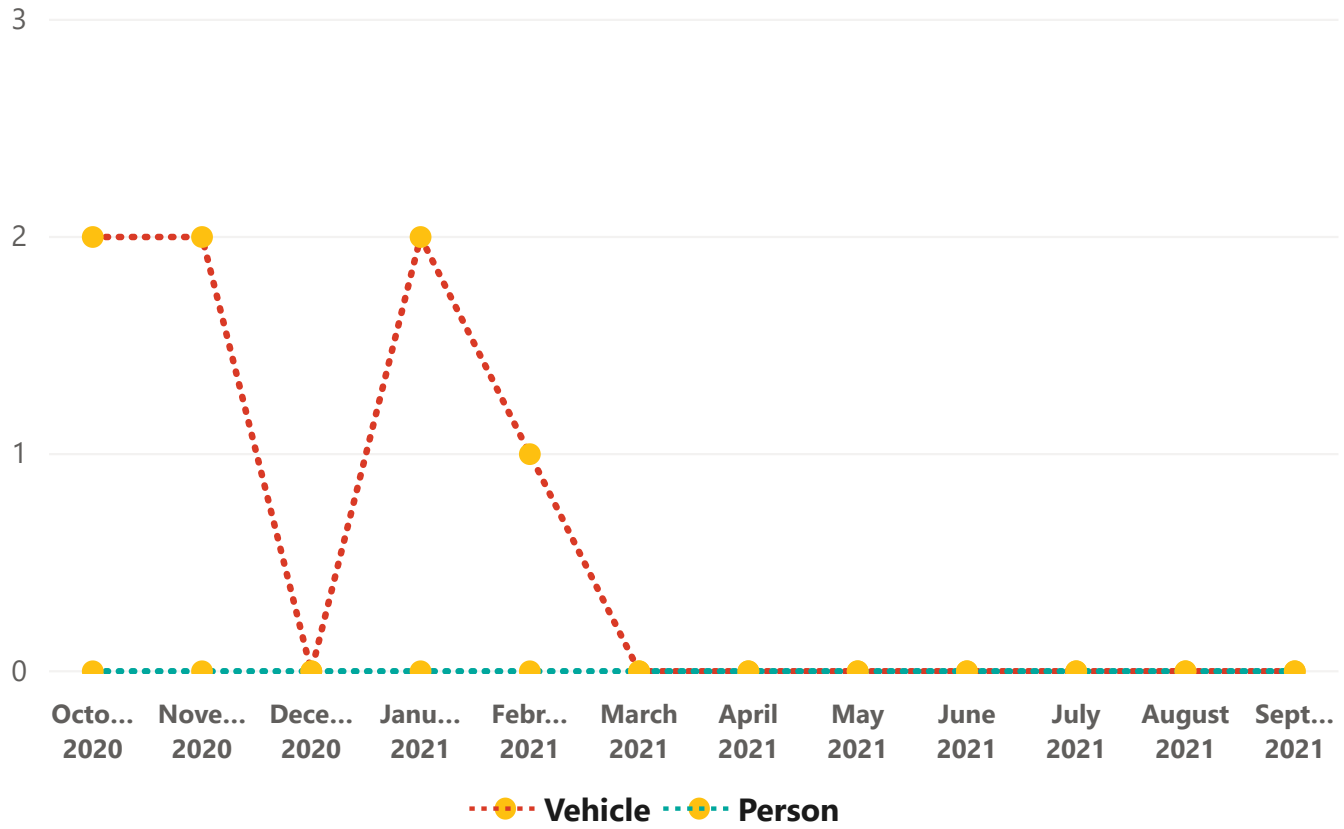
1. If you are not currently eligible for TD service, you may request a TD Program Application by calling 352-742-1940 or download an application at www.ridelakeexpress.com
2. Complete and mail the application, along with the required Proof of Income to the address shown on the application.
3. To check the status of your application call 352-742-1940 three weeks (21 days) after the submission of your paperwork.
4. Current TD eligible passengers may skip steps 1-3 above and simply call the Customer Service Center to obtain a TD bus pass.

How much does the pass cost?

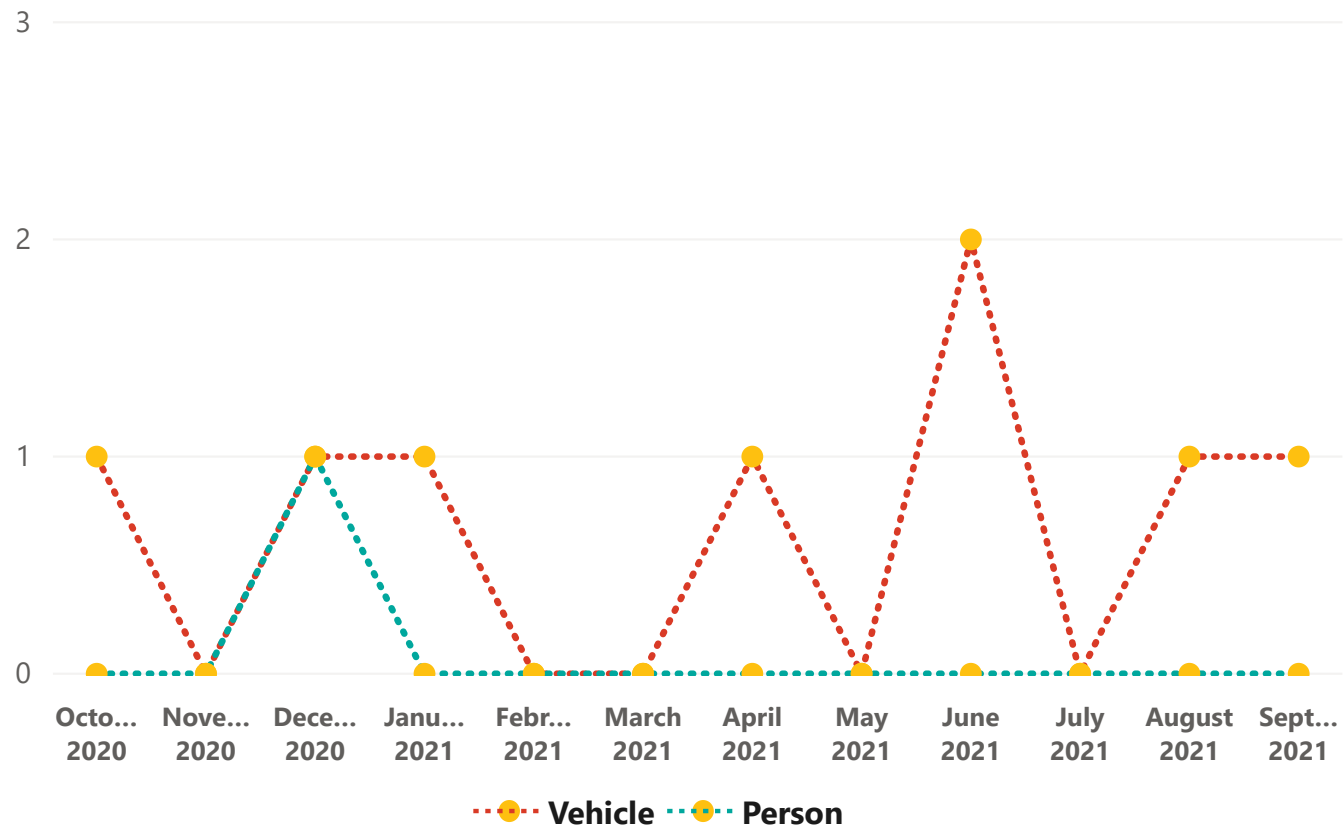
Eligible TD customers may receive a 30-day bus pass, a 10 non-consecutive day bus pass, or an all-day bus pass at no cost to the passenger.

ATTACHMENT D:
LAKE COUNTY TRANSIT REPORT

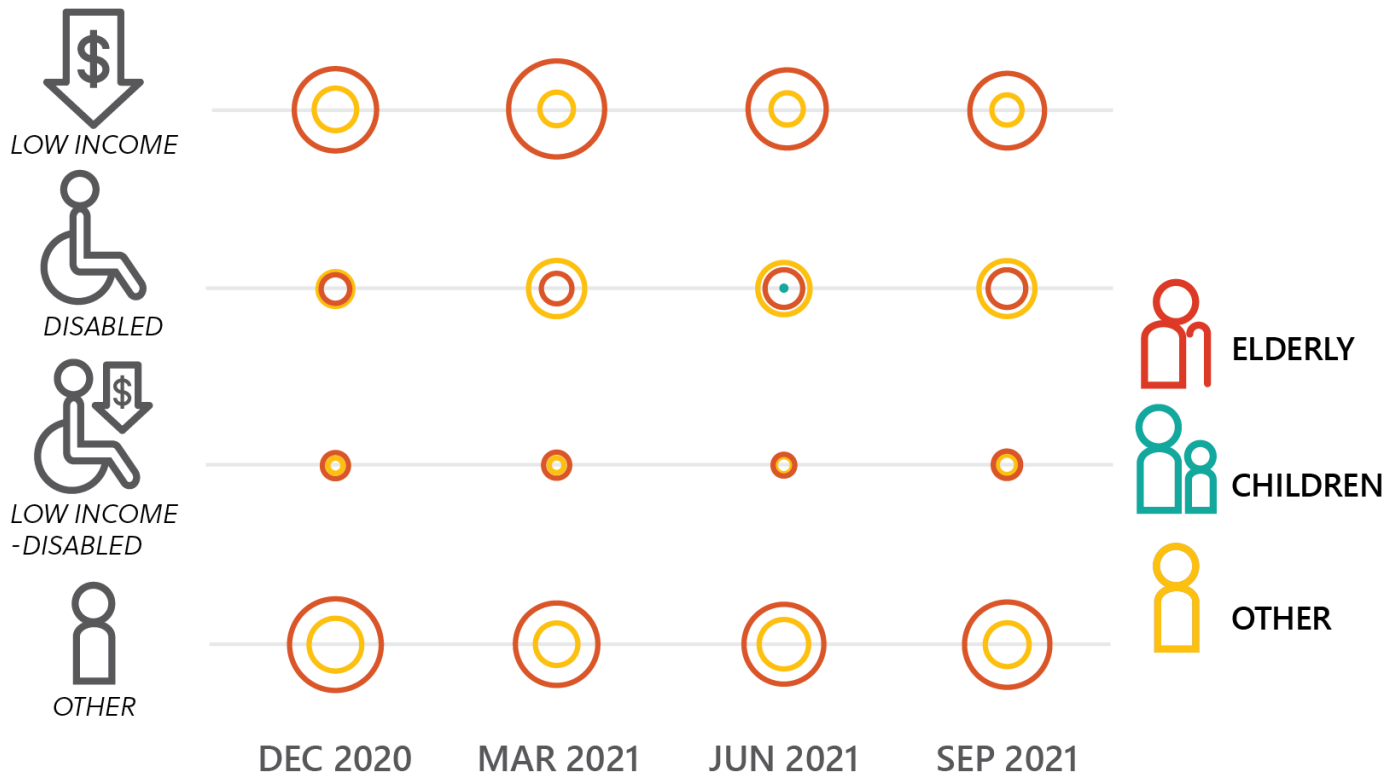
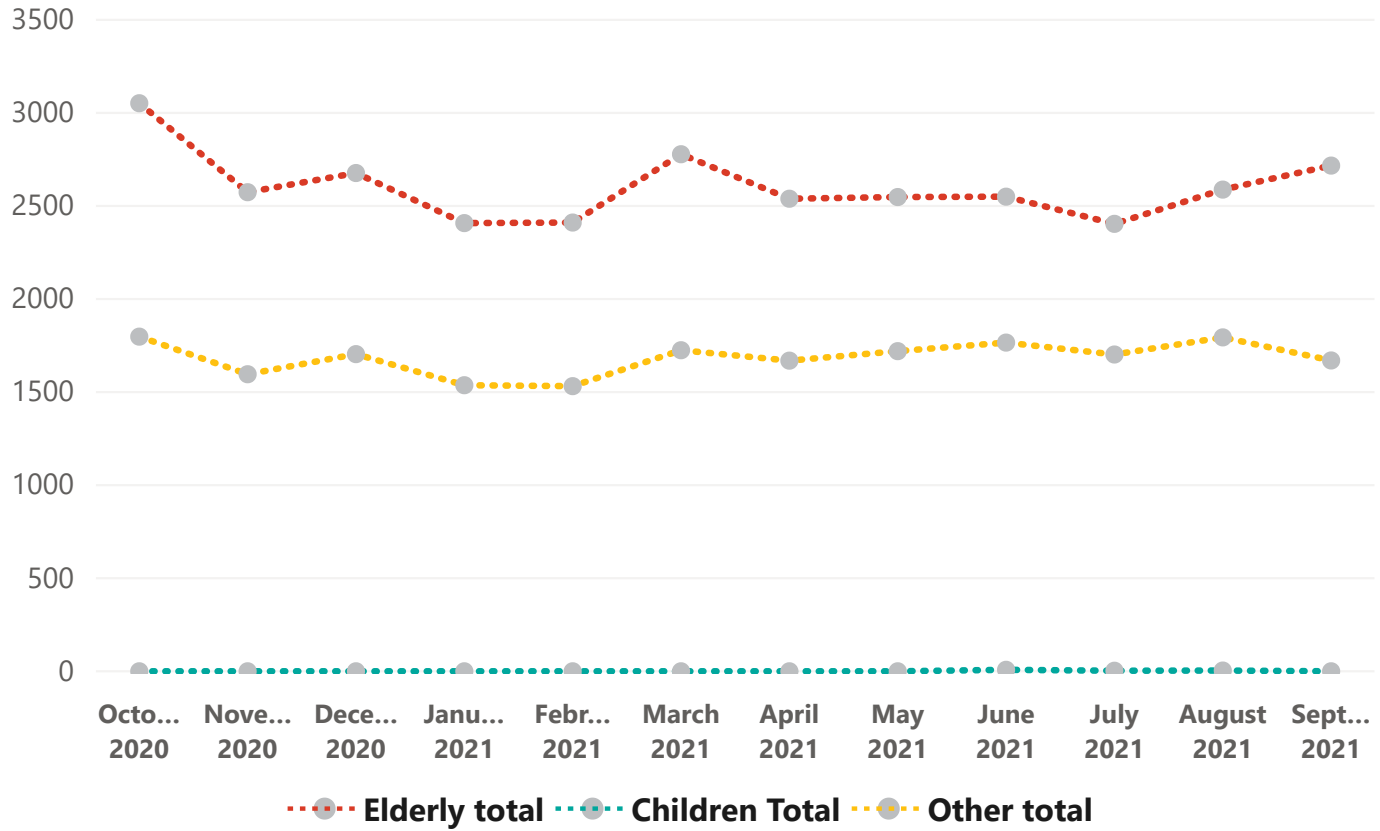
Lake County Connection Preventable Accidents



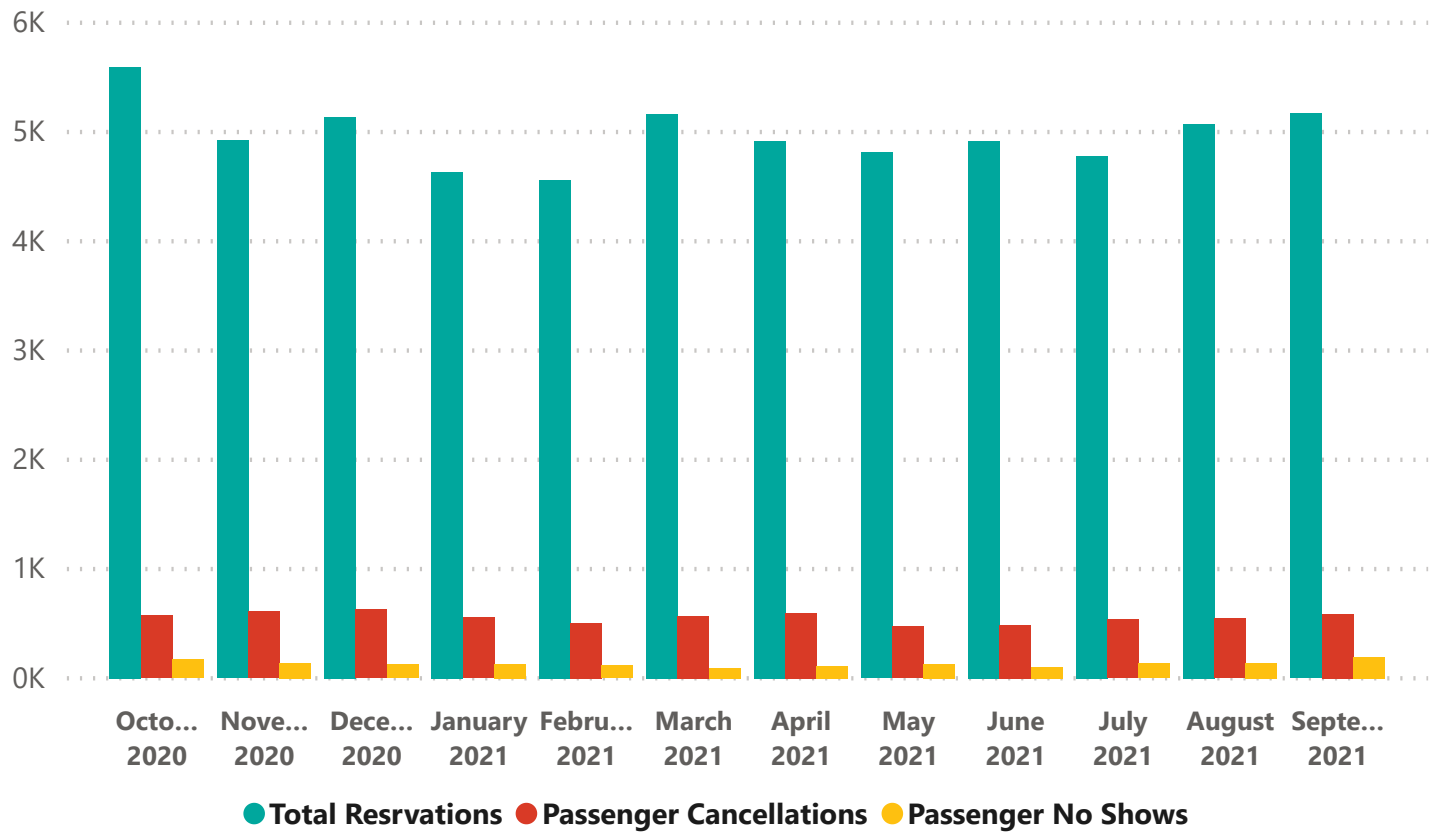
Lake County Connection Non-Preventable Accidents



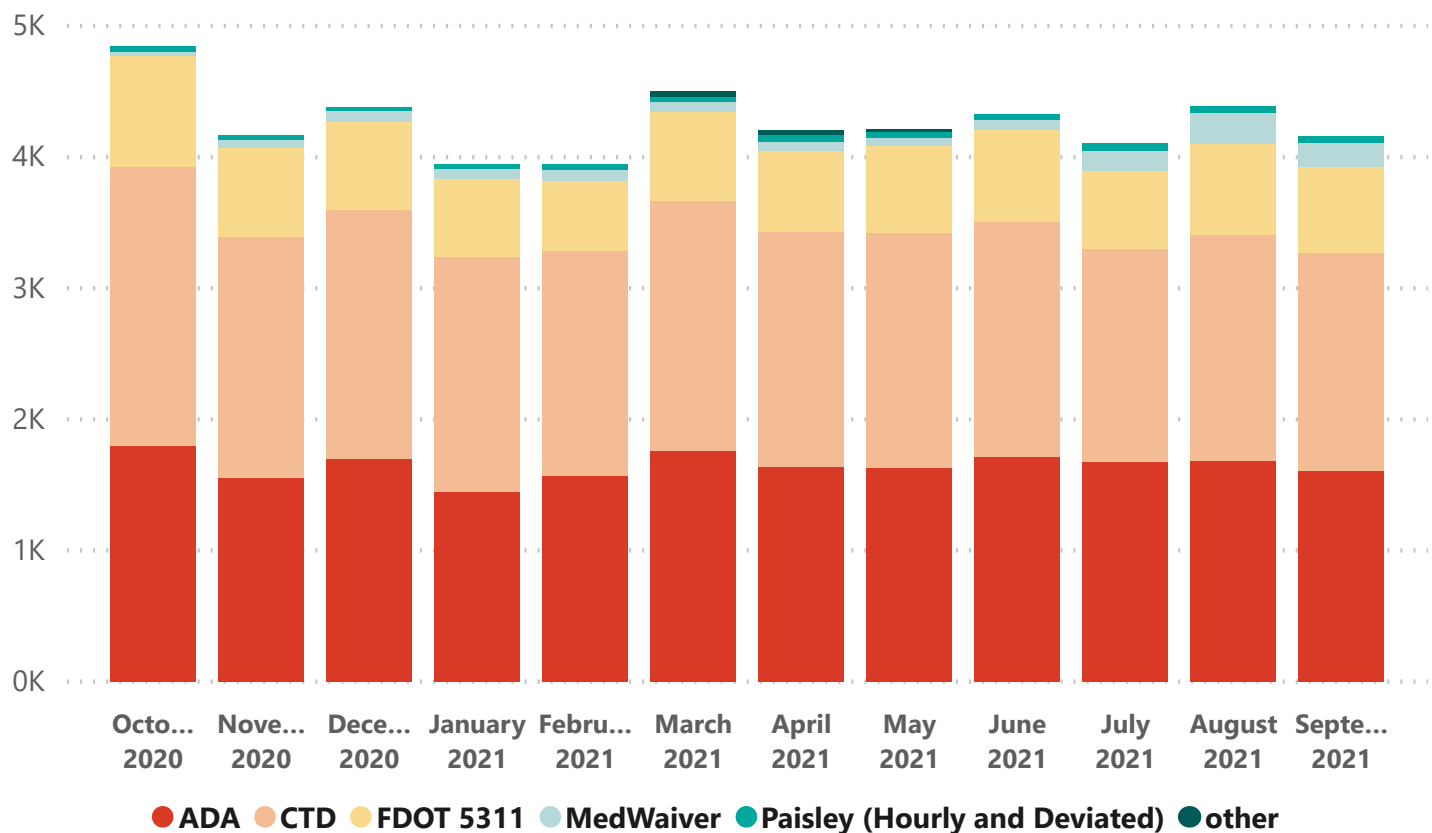
Passenger Types FY 20-21



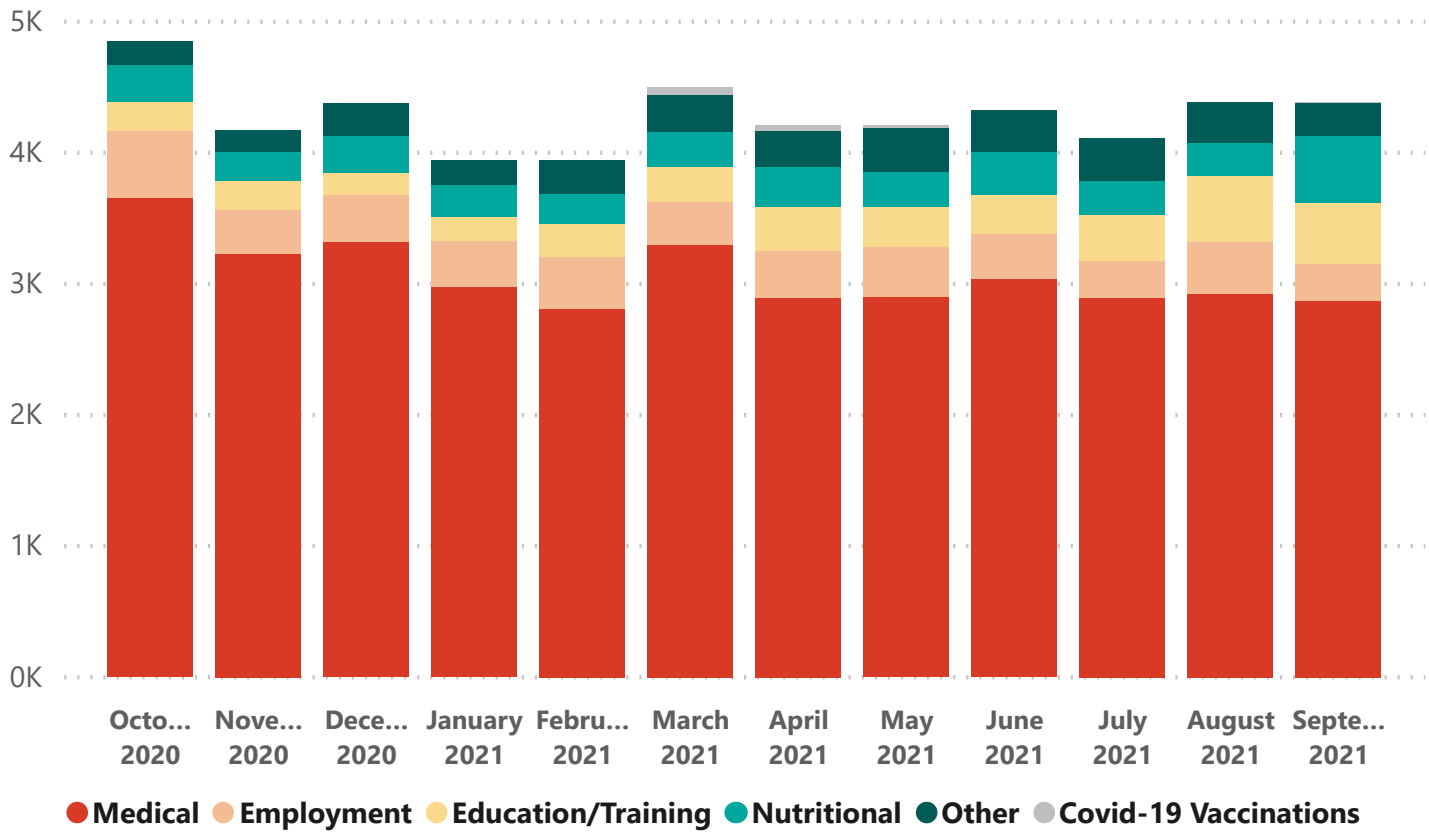
Lake County Transit Trips FY 20-21



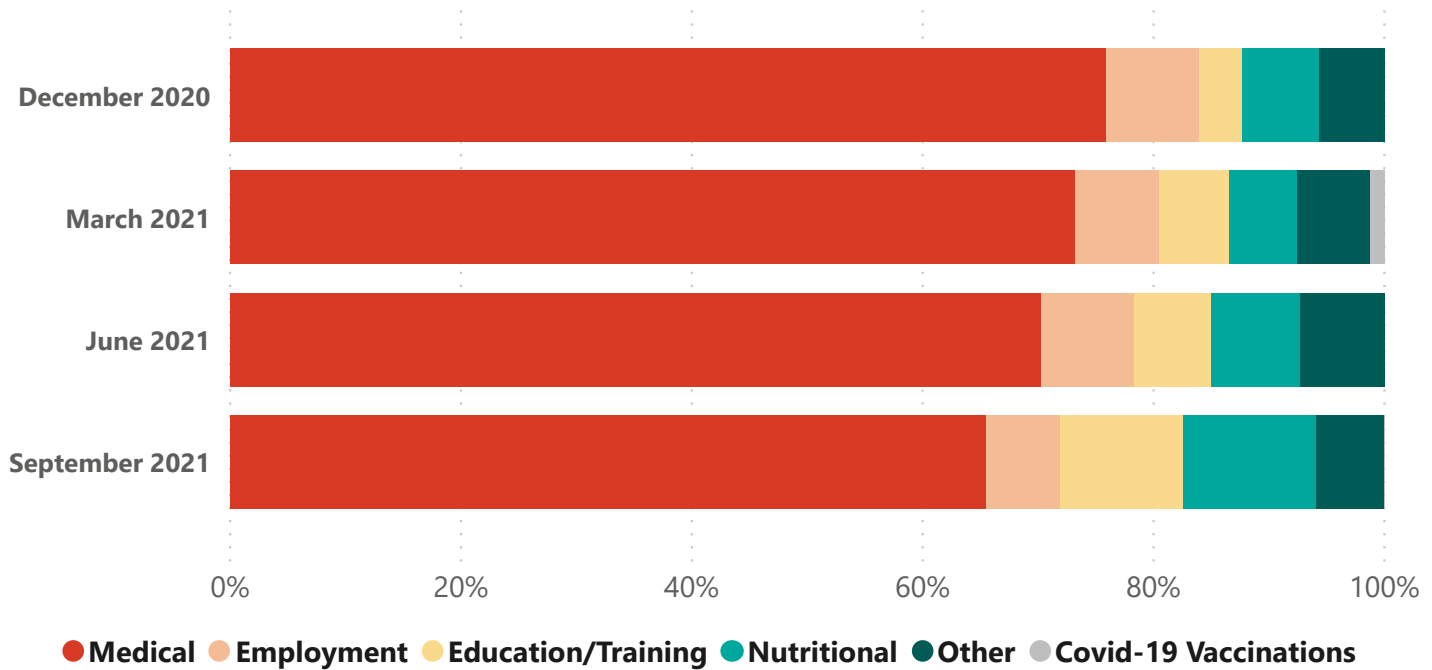
Lake County Transit Trip Funding Sources FY 20-21



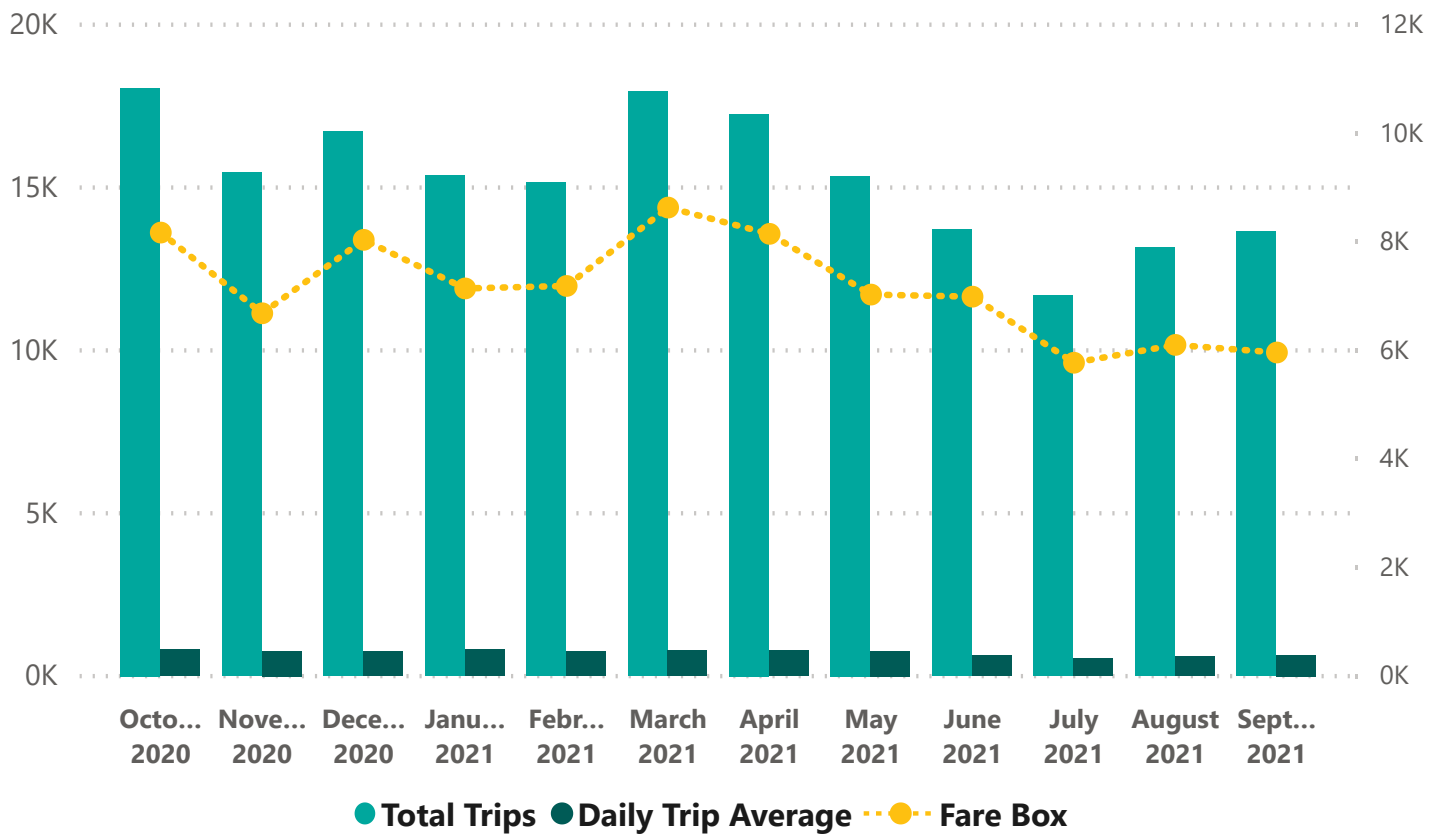
Trip Purpose FY 20-21



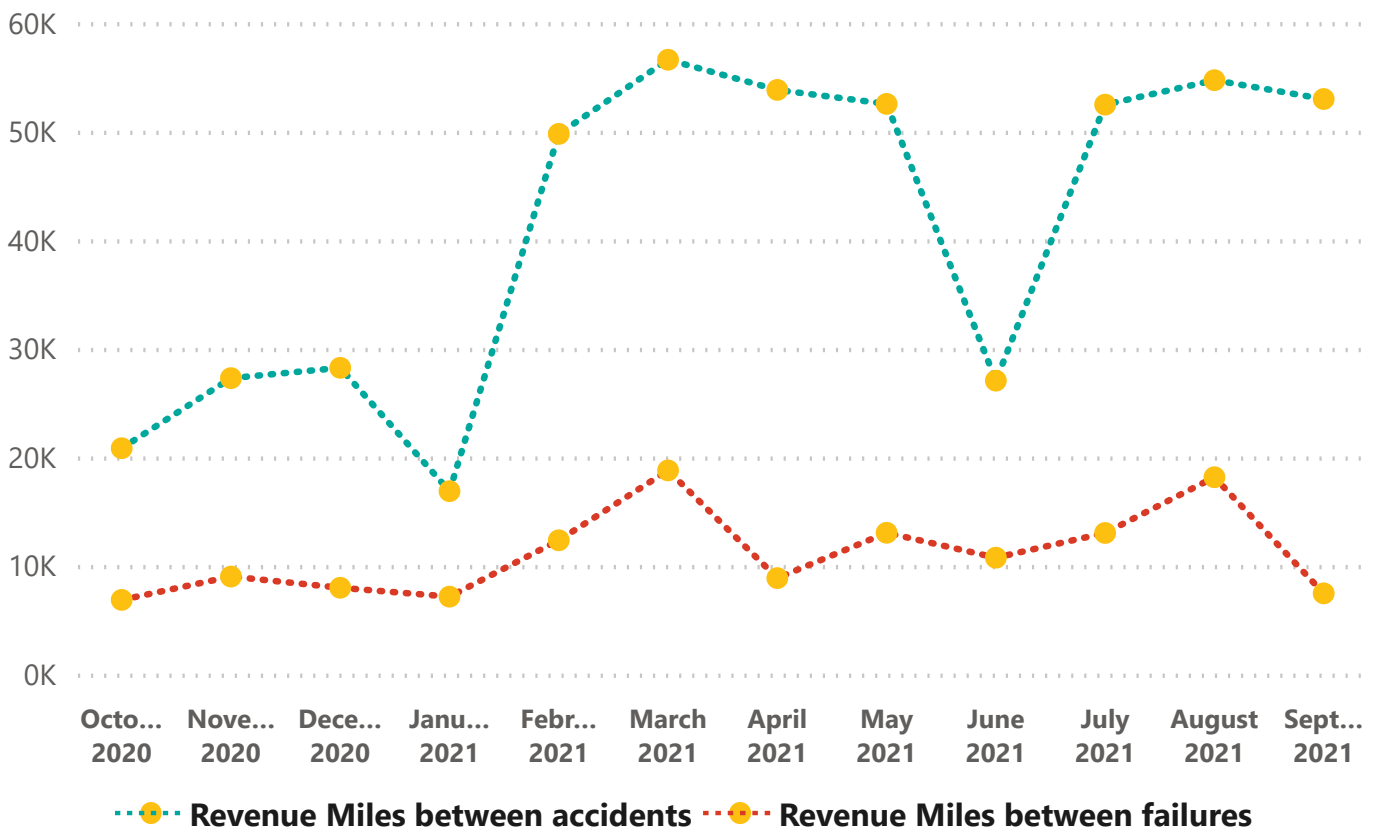
Trip Purpose FY 20-21 Percentage



LakeXpress Daily Averages FY 20-21



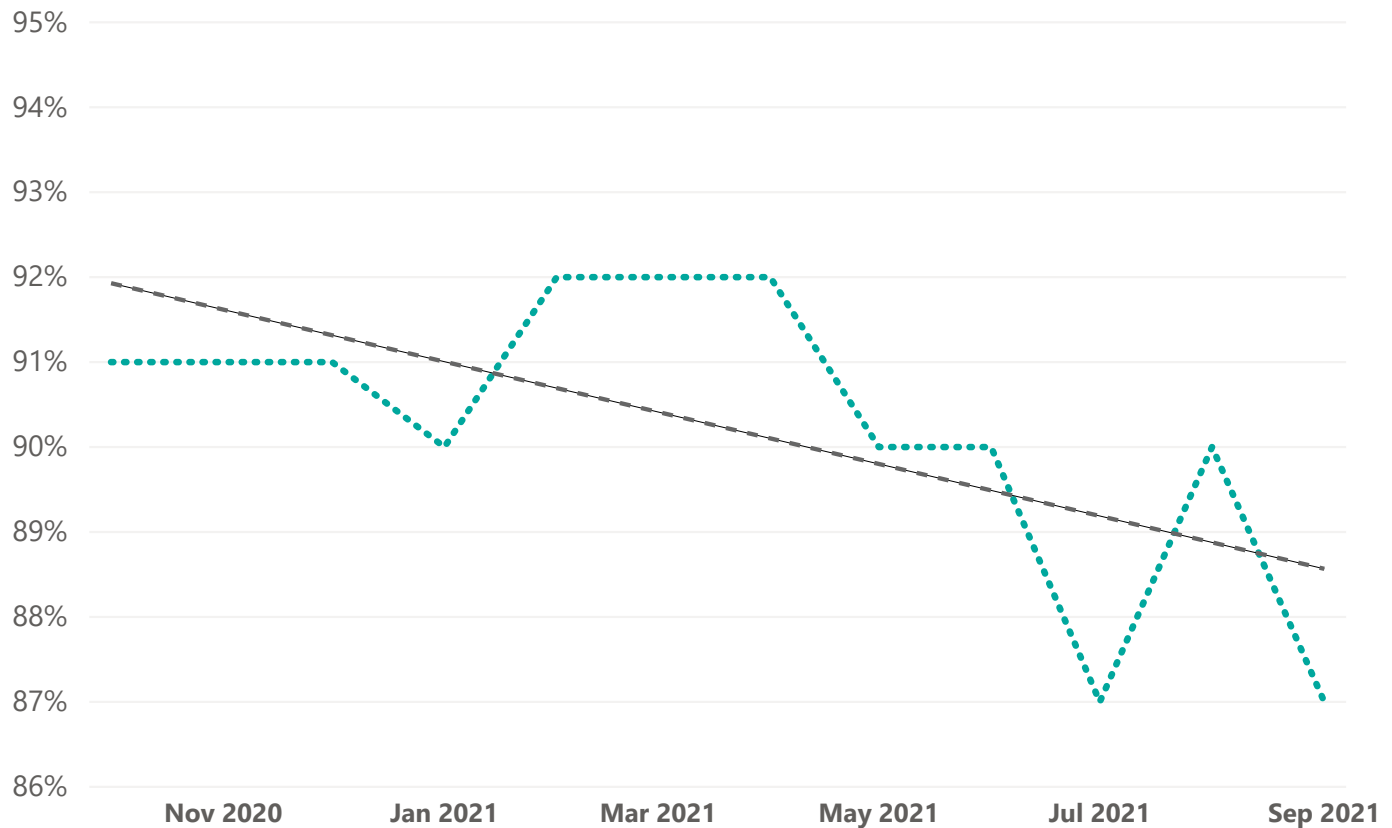
Performance: Accidents & Road calls FY 20-21



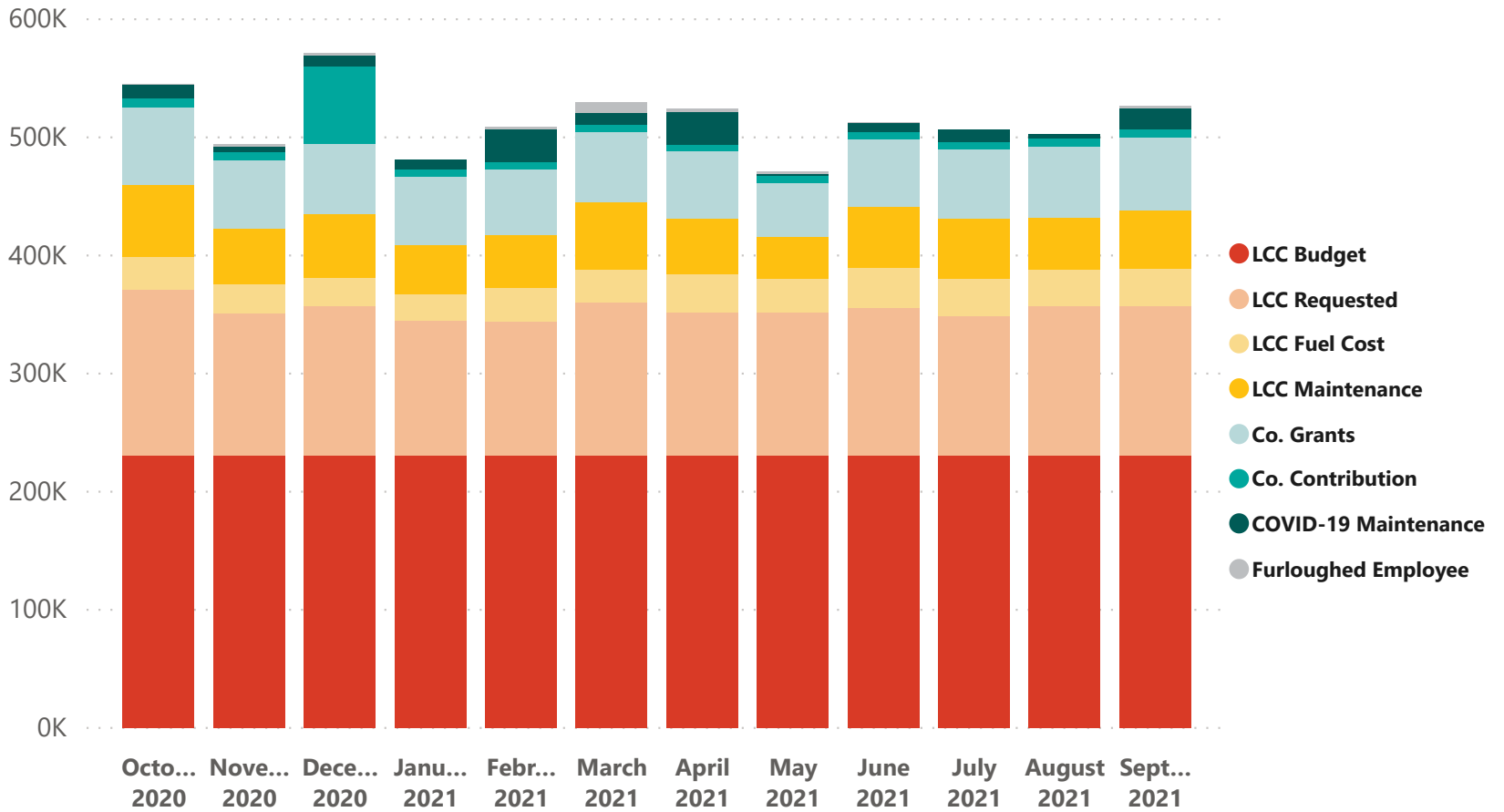
Lake County Connection Customer Complaints FY 20-21



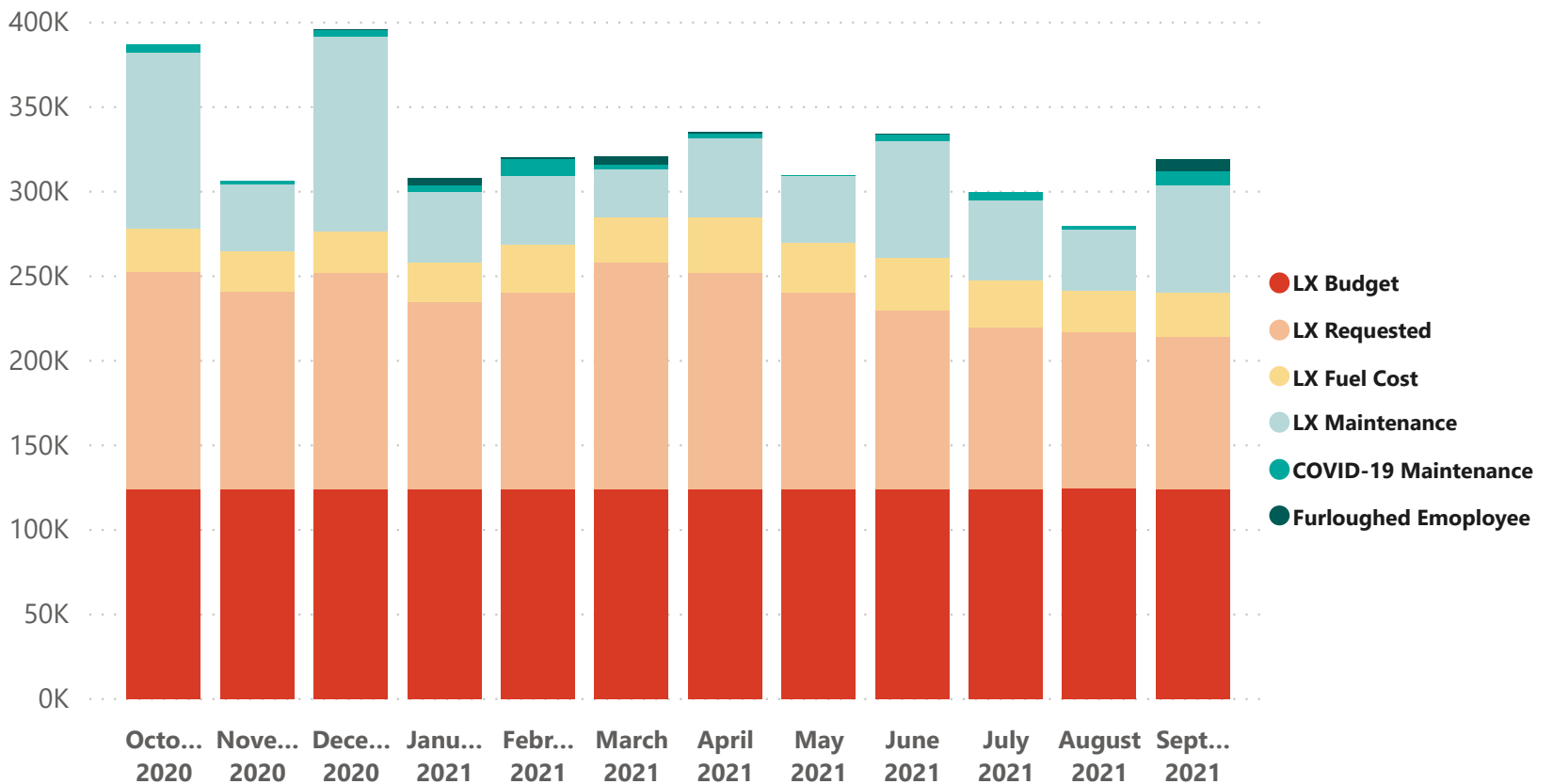
Lake County Connection On Time Performance FY 20-21



Lake County Connections Contract Amount FY 20-21



LakeXpress Contract Amount FY 20-21



Selected Lake County Transit Metrics 2020 Sep v. 2021 Sep Comparison

2020 VEHICLE PERFORMANCE

4346 completed trips

78,848 total vehicle miles

Total Revenue Miles
57,483 miles

4,202 revenue hrs

26 max vehicles on service

2021 VEHICLE PERFORMANCE

4387 completed trips

63,905 total vehicle miles

Total Revenue Miles
53,117 miles

3,327 revenue hrs

19 max vehicles on service

2020 SERVICE & FINANCIAL DATA

83% on time

avg 38s hold time

\$124k invoice

COST
\$1.57 per mile
\$28.54 per trip

2021 SERVICE & FINANCIAL DATA

87% on time

avg 49s hold time

\$127k invoice

COST
\$2.38 per mile
\$28.84 per trip

ATTACHMENT E:
MPO QUARTERLY REPORT

**Planning Grant Agreement Tasks
Quarterly Progress Report**



Planning Agency	Lake~Sumter MPO	County	Lake
		Invoice #	G1Y45 Q1
Reporting Period	July 1, 2020 - September 30, 2021	Grant #	G1Y45

I	PROGRAM MANAGEMENT	PROGRESS
A.	When necessary and in cooperation with the LCB, solicit and recommend a CTC . The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	NA
B.	Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board. (41-2.012, FAC)	The MPO activitely seeks to fill vacant Board positions, Citizens Advocate REpresentative was approved for Lake County TDCB at the October 27, 2021 MPO Board meeting.
C.	Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	MPO staff prepared the August 30, 2021 agenda and supporting material, advertised and hosted the meeting.
D.	Prepare official minutes of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3)	Minutes for the June 7, 2021 TDCB meeting were approved at the Auguust 30, 2021 TDCB meeting and DRAFT minutes for the August 30, 2021 are included in this invoice packet.
E.	Provide at least one public workshop annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4)	NA
F.	Provide staff support for committees of the local coordinating board. (Task 3)	The MPO staff and MPO consultants support the TDCB and TDCB meetings.
G.	Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	Bylaws are reviewed and apporved on an annual basis.
H.	Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	The TDCB and the Grievance Committee review and provide comments on the Grievance procedures annually.
I.	Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)	TDCB Membership list is included in this invoice package.

J.	Provide public notice of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	The August 30, 2021 meeting notice is included in this invoice package.
K.	Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	The AOR was reviewed and approved at the August 30, 2021 TDCB meeting. The signed AOR is included in this invoice package.
L.	Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	The AER was reviewed and approved at the August 30, 2021 TDCB meeting and included in this invoice package.


II.	SERVICE DEVELOPMENT	PROGRESS
A.	Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) following CTD guidelines. (Task 1)	The MPO and the CTC support the TDCB in their oversight role of the serviced provided in Lake County.
B.	Encourage integration of “transportation disadvantaged” issues into local and regional comprehensive plans . Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS)	NA.
C.	Encourage the local community transportation coordinator to work cooperatively with regional workforce boards established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS)	ongoing

III.	TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	PROGRESS
A.	Provide the LCB with quarterly reports of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)	Quarterly Progress Reports are included in the TDCB agenda packets.
B.	Attend at least one Commission-sponsored training , including but not limited to, the CTD’s regional meetings, the CTD’s annual training workshop, or other sponsored training. (Task 10)	NA
C.	Attend at least one CTD meeting each year within budget/staff/schedule availability.	NA.
D.	Notify CTD staff of local TD concerns that may require special investigations.	NA
E.	Provide training for newly-appointed LCB members. (Task 3)	NA
F.	Provide assistance to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	Ongoing
G.	To the extent feasible, collect and review proposed funding applications involving “TD” funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	Ongoing
H.	Ensure the local coordinating board conducts, as a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission’s <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules	The next CTC evaluation will occur during the fourth quarter.

	concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)	
I.	Assist the CTD in joint reviews of the CTC.	As needed
J.	Ensure the LCB annually reviews coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.	The TDCB reviews the Coordination contract annually.
K.	Implement recommendations identified in the CTD's QAPE reviews.	AS needed

Other Items of Development and Update in accordance with Laws, Rules, and Commission policy:

By submission of this Quarterly Report, the information provided is accurate and accountable and corresponds with the activities for this quarter.

Michael Woods 
 Representative _____

11/1/2021
 Date _____