



# Transportation Disadvantaged Coordinating Board Agenda

Date | Time: March 4, 2024, | 10 AM

## Lake County TDCB Committee Meeting – March 2024

Mar 4, 2024, 10:00 AM – 12:00 PM (America/New\_York)

Please join my meeting from your computer, tablet or smartphone.

<https://meet.goto.com/228773133>

You can also dial in using your phone.

Access Code: 228-773-133

United States (Toll Free): 1 877 309 2073

United States: +1 (646) 749-3129

Direct phone connection with no access code required: 352-901-1278

This is an audio-only call-in number. If requested, this phone number can be texted to your cell phone for easy access.

Get the app now and be ready when your first meeting starts:

<https://meet.goto.com/install>

The Transportation Disadvantaged Coordinating Board (TDCB) serves to identify local service needs and provide information, advice, and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the TD program. The TDCB focuses on compliance with state requirements for TD planning and ensuring that public transportation is accessible to everyone, including the transportation disadvantaged. TDCB membership is composed of several representatives such as health and human services agencies, the elderly and disabled, citizens, and the private transportation industry and is established pursuant to Rule 41- 2.012(3), Florida Administrative Code (FAC).

---

## CALL REGULAR MEETING TO ORDER

**Invocation / Pledge of Allegiance**

**Proper Noticing**

**Roll Call**

**Determination of Quorum**

**Chair Announcements** Lake County TDCB Chair, Commissioner Leslie Campione

---

## I. AGENDA UPDATE

A. Proposed revisions to today's agenda (if any)

# Transportation Disadvantaged Coordinating Board Agenda

Date | Time: March 4, 2024, | 10 AM

---

## II. OPPORTUNITY FOR PUBLIC COMMENT (ON AGENDA ITEMS OR GENERAL COMMENTS)

At this point in the meeting, the Board will hear citizens' questions, comments, and concerns. If the issue raised is not on today's Agenda, the Board will not take action at this meeting. Questions may be answered by staff or referred for appropriate staff action. If further action is necessary, the item may be placed on a future Board agenda. Public comment shall be limited to three minutes per person.

---

## III. CONSENT ITEMS

### A. Approval of December 4, 2023, Quarterly Meeting Minutes

*Attachment A: December 4, 2023, Lake County TDCB Quarterly Meeting Minutes*

---

## IV. ACTION ITEMS

There are no action items for this meeting.

---

## V. DISCUSSION ITEMS

Recommendation for approval is requested for Discussion Items.

### A. Review and discussion of the Commission for the Transportation Disadvantaged (CTD) Ombudsman Report

The Lake County TDCB is required to review the CTD Ombudsman's Report quarterly. The CTD received no calls for Lake County this quarter.

### B. Follow Up Items

This will be a recurring agenda item that provides a status update on items discussed at previous quarterly meetings.

- Opportunities to expand partnership with Division of Vocational Rehabilitation
- Lake County Transit website and TD eligibility application accessibility
- On-Demand Pilot Program

### C. Legislative Update

The Florida Legislature is considering bills CS/SB 1380 and CS/HB 1673, which would amend the Transportation Disadvantaged program in the Florida Statutes. The bills are proposing the following amendments:

- Increase Commission membership and amend the requirements and qualifications of members.

# Transportation Disadvantaged Coordinating Board Agenda

Date | Time: March 4, 2024, | 10 AM

- Amend the duties of the Commission.
- Establish requirements for transportation services providers who offer paratransit services to persons with disabilities.

If passed, the bills would go into effect on July 1, 2024.

## **D. CTC Evaluation Update**

The Transportation Disadvantaged Coordinating Board is tasked with annually reviewing the Community Transportation Coordinator (CTC) and evaluating the CTC's operations and performance. MPO staff is tasked with providing support to the CTC Evaluation Subcommittee in conducting the evaluation. The evaluation includes an assessment of compliance with Chapter 427 F.S., Rule 41-2 F.A.C., Commission and local standards, and the Americans with Disabilities Act (ADA), as well as onsite observations and rider surveys. The current evaluation will conclude in May 2024, and the CTC Evaluation Subcommittee will present recommendations for review and approval at the June 10, 2024, quarterly meeting.

The Lake~Sumter MPO is requesting volunteers to assist with the CTC Evaluation by conducting observational rides and onboard surveys.

## **E. Draft FY 2024 Transportation Disadvantaged Service Plan Annual Update**

The Lake~Sumter MPO and CTC are required to develop a Transportation Disadvantaged Service Plan (TDSP) every five years and update the plan annually, with review and approval from the TDCB. The current TDSP was updated in FY 2023 and is therefore due for an annual update in FY 2024. The FY 2024 annual update includes the following key changes:

- Updated TDCB membership
- Update on status of Innovative Service Development (ISD) grant
- Addition of Lake County customer survey results
- Updated Annual Operating Report (AOR)
- Updated Implementation Schedule
- Updated Paratransit Vehicle Inventory

The final draft of the FY 2024 TDSP Annual Update will be presented to the TDCB for approval at the June 10, 2024, quarterly meeting.

[\*Attachment B: Draft Transportation Disadvantaged Service Plan FY 2024 Annual Update\*](#)

## **F. Board Membership Updates**

The MPO Board approved Joanne Seagle to serve on the Lake County TDCB representing the Elderly.

# Transportation Disadvantaged Coordinating Board Agenda

Date | Time: March 4, 2024, | 10 AM

## G. Upcoming Conferences/Meetings/Events

- CTD Business Meeting – March 20, 2024, Auburndale/Virtual
- Florida Triple Crown Roadeo – April 19-20, 2024, Jacksonville
- FPTA/FDOT/CUTR Professional Development Workshop & Safety Summit – June 2-5, 2024, Tampa
- CTD Business Meeting – June 5, 2024, Tampa
- CTAA Expo – June 9-12, 2024, West Palm Beach
- FPTA/CTD Annual Conference and EXPO – September 23-25, 2024, West Palm Beach

---

## VI. REPORTS

- A. FDOT – Jamie Ledgerwood
- B. Lake County CTC – Amy Bradford, [Lake County Transit Report \(Attachment C\)](#)
- C. RATP Dev – Anthony Heyward
- D. Lake-Sumter MPO Quarterly Progress Report – Michael Woods, [MPO Quarterly Progress Report \(Attachment D\)](#)

---

## VII. OPPORTUNITY FOR PUBLIC COMMENT (ON AGENDA ITEMS OR GENERAL COMMENTS)

At this point in the meeting, the Board will hear citizens' questions, comments, and concerns. If the issue raised is not on today's Agenda, the Board will not take action at this meeting. Questions may be answered by staff or referred for appropriate staff action. If further action is necessary, the item may be placed on a future Board agenda. Public comment shall be limited to three minutes per person.

---

## VIII. BOARD MEMBER COMMENTS

## IX. ADJOURNMENT

## X. NEXT MEETING: June 10, 2024

Pursuant to the provisions of Chapter 286, Florida Statutes, Section 286.0105, if any person decides to appeal any decision made by the above named board with respect to any matter considered at the meeting, he or she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based. All interested citizens are welcome to attend. Persons with disabilities needing assistance to participate in any of the proceedings should contact (352) 315- 0170, 48 hours in advance of the meeting.



**Lake County Transportation Disadvantaged Coordinating Board**  
**Minutes December 4, 2023**  
**Lake~Sumter MPO**  
**1300 Citizens Blvd., Suite 175 Leesburg, FL 34748**

---

**Members Present**

Leslie Campione, Chair  
Jamie Kersey Ledgerwood  
Kimberly Mummey  
Scott Pfender  
Jim Lowe  
Timothy Bridges  
Rebecca Matthews  
Cyndi North  
Lesha Buchbinder, Vice Chair  
Steve Homan  
Emilio Santiago  
Gustavo Henriquez

**Representing**

Lake~Sumter MPO  
FDOT  
Department of Children & Families  
Public Education/Lake County Schools  
FL Association CAA/Economically Disadvantaged  
FL Association CAA/Economically Disadvantaged  
Person with a Disability representing Disabled  
Citizens Advocate/User of System  
Children at Risk  
FL Department of Elder Affairs  
Florida Agency for Healthcare Administration  
Regional Workforce Development Board

**Members Absent**

Jennilyn Green  
Kirk Armstrong  
Linda Diaz  
Chantel Buck

**Representing**

Vocational Rehabilitation/Dept. of Education  
Veterans Service Office Representing Veterans  
Persons over 60, representing elderly  
Citizens Advocate

**Staff Present**

Michael Woods  
Doris LeMay

**Representing**

Lake~Sumter MPO  
Lake~Sumter MPO

**I. CALL TO ORDER**

The meeting of the Lake County Transportation Disadvantaged Coordinating Board (TDCB) was called to order at 10:15 a.m. by Vice Chair Lesha Buchbinder. A moment of silence followed by the Pledge of Allegiance. Staff announced that the meeting was properly noticed, and a quorum was present. (5 Voting members present – 6 online). Commissioner Campione arrived at this time. (6 voting members present – 6 online).

**II. AGENDA UPDATE - None**

**III. OPPORTUNITY FOR PUBLIC COMMENT** (on agenda items or general comments) – Delmonico asked about availability of weekend usage. Possibility of using Uber/Lift.

**IV. CONSENT AGENDA**

A. Approval of September 18, 2023, Quarterly Meeting Minutes

*Lesha Buchbinder made a motion to approve item A, seconded by Jim Lowe and carried unanimously by an 6-0 vote, the Board approved Item A of the Consent Agenda as presented.*

**V. ACTION ITEMS:**

A. Selection of Lake County TDCB Vice-Chair

*On a motion by Jim Lowe to nominate Lesha Buchbinder as Vice -Chair, seconded by Scott Pfender and carried unanimously by an 6-0 vote, the Board approved Lesha Buchbinder as Vice -Chair.*

B. Review and Approval of the Lake County CTC Annual Operating Report (AOR)  
Amy Bradford and Bill Hearndon presented the CTC Annual Operating Report.

*On a motion by Lesha Buchbinder to nominate Lesha Buchbinder to approve the CTC Annual Operating Report (AOR), seconded by Scott Pfender and carried unanimously by an 6-0 vote, the Board approved the CTC Annual Operating Report (AOR).*

**VI. DISCUSSION ITEMS:**

- A. Review and discussion of the Commission for the Transportation Disadvantaged (CTD) Ombudsman Report – Kelsey Peterson, WSP
- B. Follow Up Items – Kelsey Peterson, WSP and Bill Hearndon Lake County Transit
- C. Section 5310/5311 Grant Applications – Amy Bradford, Lake County Transit
- D. Annual Review of CTC Coordination Contracts – Amy Bradford, Lake County Transit
- E. Upcoming Agenda Items – Kelsey Peterson, WSP
- F. Board Membership Updates – None
- G. “Why It Matters To Me” – Michael Woods
- H. Upcoming Conferences/Meetings/Events

**VII. REPORTS**

- A. FDOT -Jamie Kersey Ledgerwood
- B. Lake County CTC – Amy Bradford
- C. RATP Dev – Lake County Connection – Anthony Heyward
- D. Lake Sumter MPO Quarterly Progress Report – Michael Woods

**VIII. BOARD MEMBER COMMENTS**

None

**IX. ADJOURNMENT**

**X. NEXT MEETING: March 4, 2024 @ 10AM**

There being no further business to discuss, the meeting adjourned at 11:45.

---

Chairman Campione

---

Date

# Lake County Transit Report

March 4, 2024

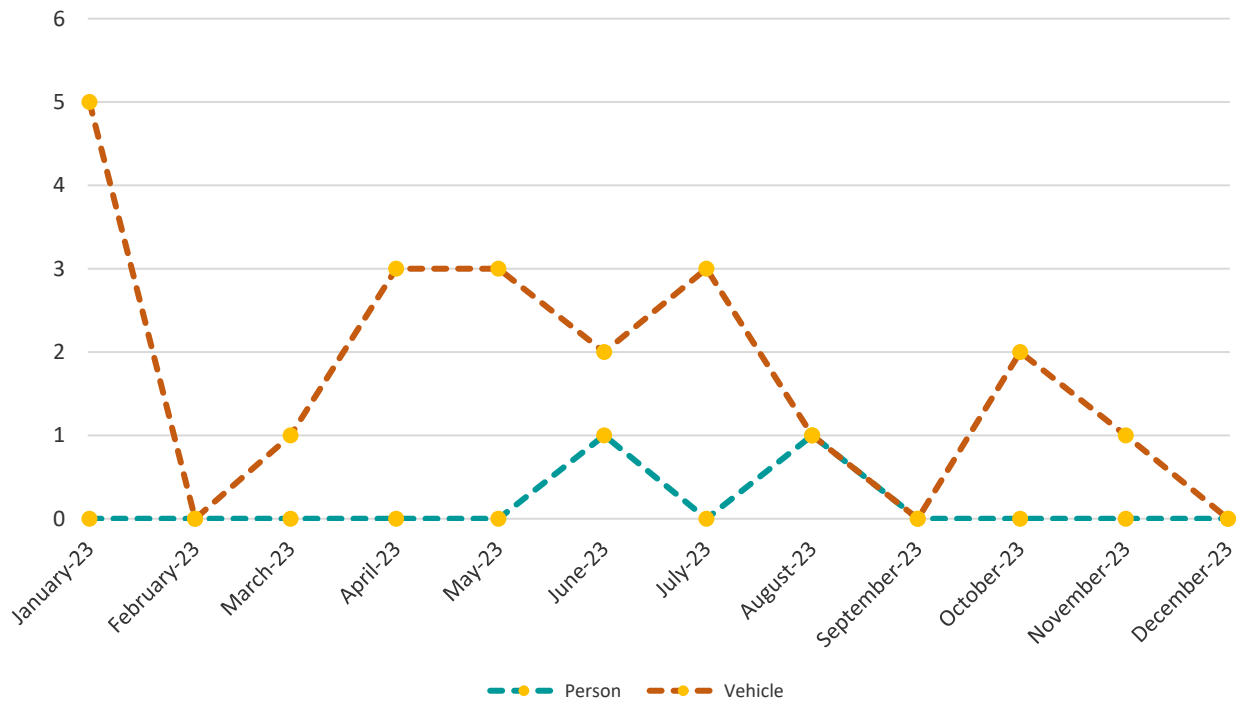
The data contained herein has been provided by Lake County Transit.



**Table 1: Lake County Connection Preventable Accidents**

|                | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | Jun-23 | Jul-23 | Aug-23 | Sep-23 | Oct-23 | Nov-23 | Dec-23 | Total     |
|----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------|
| <b>Person</b>  | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 1      | 0      | 0      | 0      | 0      | <b>2</b>  |
| <b>Vehicle</b> | 5      | 0      | 1      | 3      | 3      | 2      | 3      | 1      | 0      | 2      | 1      | 0      | <b>21</b> |

**Figure 1: Lake County Connection Preventable Accidents**

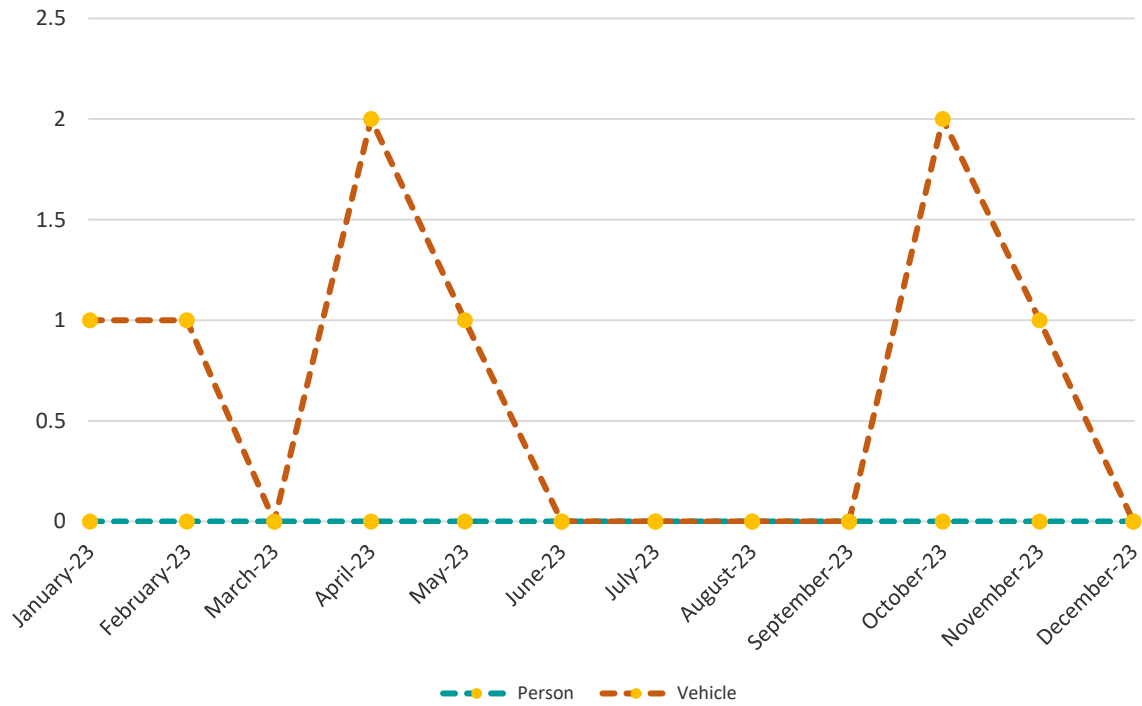


Source: 01 Accident Report 03-04-2024.xlsx

**Table 2: Lake County Connection Non-Preventable Accidents**

|                | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | Jun-23 | Jul-23 | Aug-23 | Sep-23 | Oct-23 | Nov-23 | Dec-23 | Total    |
|----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------|
| <b>Person</b>  | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | <b>0</b> |
| <b>Vehicle</b> | 1      | 1      | 0      | 2      | 1      | 0      | 0      | 0      | 0      | 2      | 1      | 0      | <b>8</b> |

**Figure 2: Lake County Connection Non-Preventable Accidents**

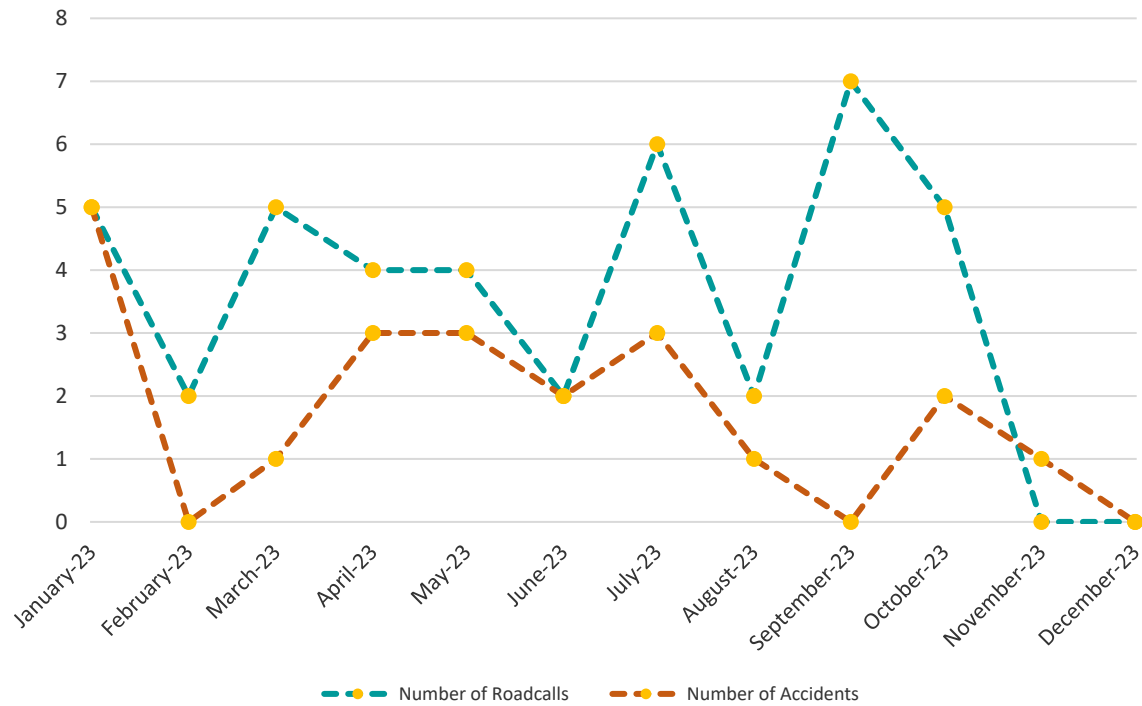


Source: 01 Accident Report 03-04-2024.xlsx

**Table 3: Accidents and Roadcalls**

|                            | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | Jun-23 | Jul-23 | Aug-23 | Sep-23 | Oct-23 | Nov-23 | Dec-23 | Total |
|----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| <b>Number of Roadcalls</b> | 5      | 2      | 5      | 4      | 4      | 2      | 6      | 2      | 7      | 5      | 0      | 0      | 42    |
| <b>Number of Accidents</b> | 5      | 0      | 1      | 3      | 3      | 2      | 3      | 1      | 0      | 2      | 1      | 0      | 21    |

**Figure 3: Accidents and Roadcalls**

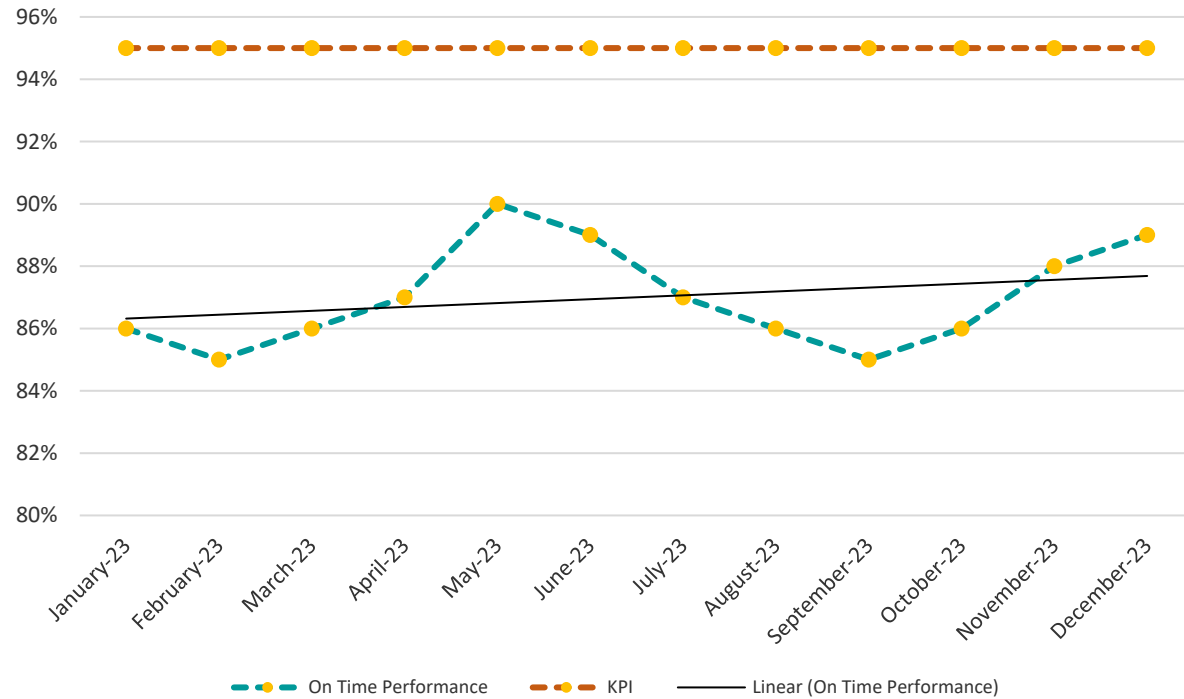


Source: 02 CTC AOR Monthly Report 03-04-2024.xlsx

**Table 4: Lake County Connection On Time Performance (OTP)**

|                                 | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | Jun-23 | Jul-23 | Aug-23 | Sep-23 | Oct-23 | Nov-23 | Dec-23 |
|---------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>On Time Performance</b>      | 86%    | 85%    | 86%    | 87%    | 90%    | 89%    | 87%    | 86%    | 85%    | 86%    | 88%    | 89%    |
| <b>On Time Performance Goal</b> | 95%    | 95%    | 95%    | 95%    | 95%    | 95%    | 95%    | 95%    | 95%    | 95%    | 95%    | 95%    |

**Figure 4: Lake County Connection On Time Performance**



Source: 05 LCC OTP Report 03-04-2024.xlsx

**Table 5: Lake County Transit Trips**

|                                | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | Jun-23 | Jul-23 | Aug-23 | Sep-23 | Oct-23 | Nov-23 | Dec-23 | Total  |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>Total Reservations</b>      | 5,538  | 5,252  | 6,106  | 5,571  | 6,151  | 6,088  | 6,001  | 6,632  | 6,688  | 6,784  | 6,638  | 6,178  | 73,627 |
| <b>Passenger Cancellations</b> | 447    | 351    | 392    | 317    | 313    | 370    | 716    | 778    | 809    | 760    | 945    | 884    | 7,082  |
| <b>Passenger No Shows</b>      | 137    | 110    | 181    | 126    | 119    | 194    | 180    | 238    | 219    | 199    | 142    | 155    | 2,000  |

**Figure 5: Lake County Transit Trips**

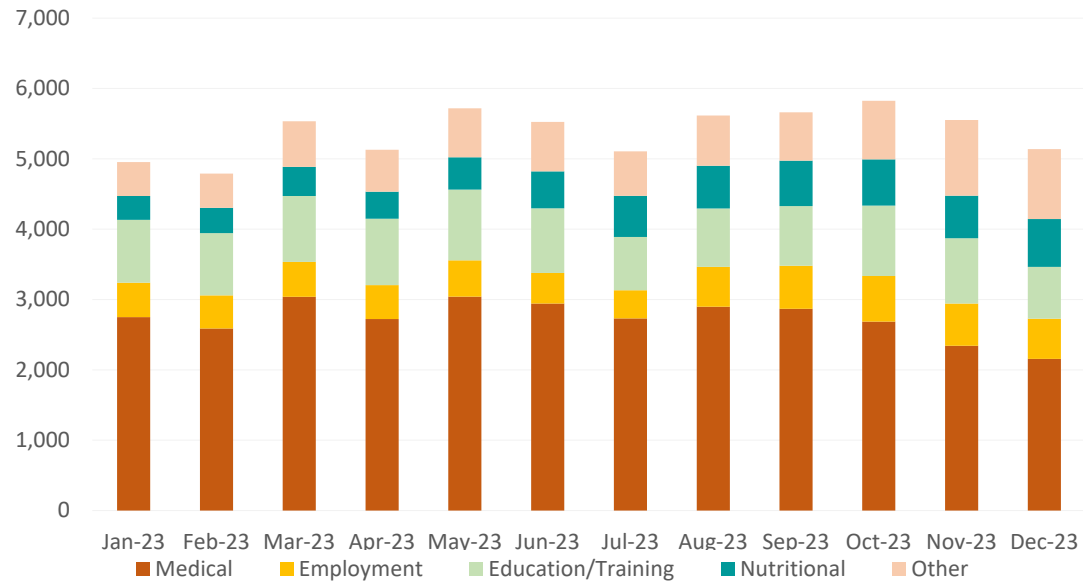


Source: 02 CTC AOR Monthly Report 03-04-2024.xlsx

**Table 6: Trip Purpose**

| Trip Purpose          | Jan-23       | Feb-23       | Mar-23       | Apr-23       | May-23       | Jun-23       | Jul-23       | Aug-23       | Sep-23       | Oct-23       | Nov-23       | Dec-23       | Total         |
|-----------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| Medical               | 2,749        | 2,589        | 3,038        | 2,722        | 3,042        | 2,943        | 2,732        | 2,898        | 2,868        | 2,686        | 2,343        | 2,157        | 32,767        |
| COVID-19 Vaccinations | -            | -            | -            | -            | -            | -            | -            | -            | -            | -            | -            | -            | -             |
| Employment            | 489          | 470          | 496          | 482          | 516          | 434          | 401          | 566          | 612          | 648          | 600          | 571          | 6,285         |
| Education/Training    | 895          | 884          | 938          | 945          | 1004         | 920          | 757          | 831          | 848          | 1000         | 928          | 737          | 10,687        |
| Nutritional           | 339          | 360          | 414          | 383          | 460          | 525          | 583          | 606          | 646          | 659          | 606          | 679          | 6,260         |
| Other                 | 482          | 488          | 647          | 596          | 697          | 702          | 632          | 715          | 686          | 832          | 1074         | 995          | 8,546         |
| <b>Total</b>          | <b>4,954</b> | <b>4,791</b> | <b>5,533</b> | <b>5,128</b> | <b>5,719</b> | <b>5,524</b> | <b>5,105</b> | <b>5,616</b> | <b>5,660</b> | <b>5,825</b> | <b>5,551</b> | <b>5,139</b> | <b>64,545</b> |

**Figure 6: Trip Purpose**

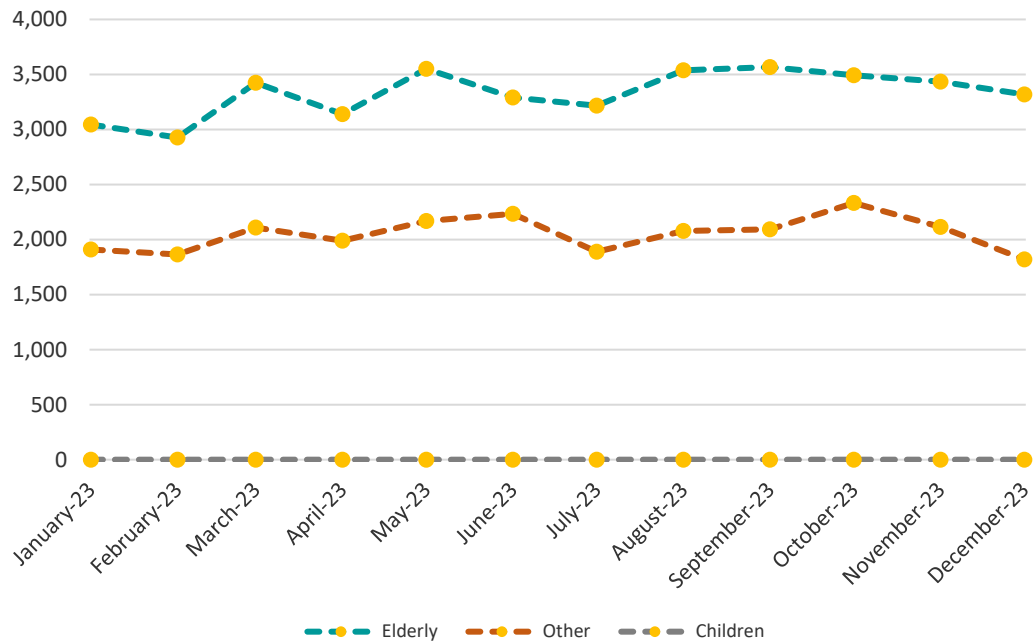


Source: 02 CTC AOR Monthly Report 03-04-2024.xlsx

**Table 7: Passenger Types**

| Passenger Type | Jan-23       | Feb-23       | Mar-23       | Apr-23       | May-23       | Jun-23       | Jul-23       | Aug-23       | Sep-23       | Oct-23       | Nov-23       | Dec-23       | Total         |
|----------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| Elderly        | 3,045        | 2,927        | 3,424        | 3,139        | 3,551        | 3,291        | 3,216        | 3,538        | 3,567        | 3,493        | 3,434        | 3,318        | 39,943        |
| Other          | 1,909        | 1,864        | 2,109        | 1,989        | 2,168        | 2,233        | 1,889        | 2,078        | 2,093        | 2,332        | 2,115        | 1,819        | 24,598        |
| Children       | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 2            | 2            | 4             |
| <b>Total</b>   | <b>4,954</b> | <b>4,791</b> | <b>5,533</b> | <b>5,128</b> | <b>5,719</b> | <b>5,524</b> | <b>5,105</b> | <b>5,616</b> | <b>5,660</b> | <b>5,825</b> | <b>5,551</b> | <b>5,139</b> | <b>64,545</b> |

**Figure 7: Passenger Types**

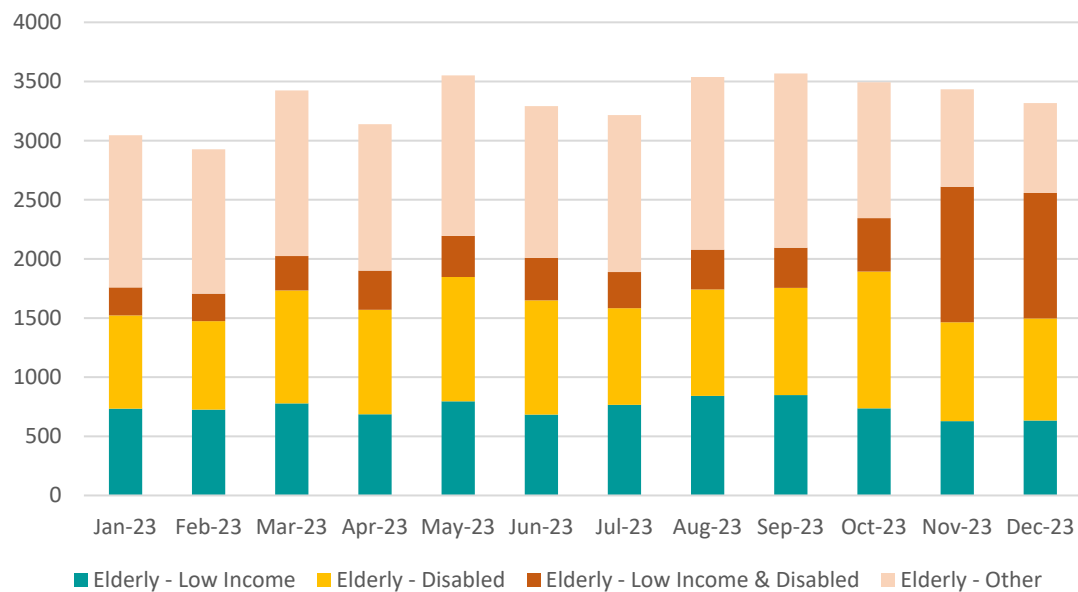


Source: 02 CTC AOR Monthly Report 03-04-2024.xlsx

**Table 8: Lake County Connection Passenger Types – Elderly**

| Passenger Type                  | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | Jun-23 | Jul-23 | Aug-23 | Sep-23 | Oct-23 | Nov-23 | Dec-23 | Total  |
|---------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Elderly - Low Income            | 734    | 725    | 778    | 686    | 796    | 684    | 766    | 842    | 849    | 737    | 628    | 634    | 8,859  |
| Elderly - Disabled              | 788    | 748    | 955    | 884    | 1051   | 965    | 817    | 899    | 906    | 1156   | 836    | 863    | 10,868 |
| Elderly - Low Income & Disabled | 237    | 233    | 291    | 331    | 347    | 359    | 306    | 337    | 340    | 452    | 1146   | 1060   | 5,439  |
| Elderly - Other                 | 1,286  | 1,221  | 1,400  | 1,238  | 1,357  | 1,283  | 1,327  | 1,460  | 1,472  | 1,148  | 824    | 761    | 14,777 |

**Figure 8: Lake County Connection Passenger Types - Elderly**



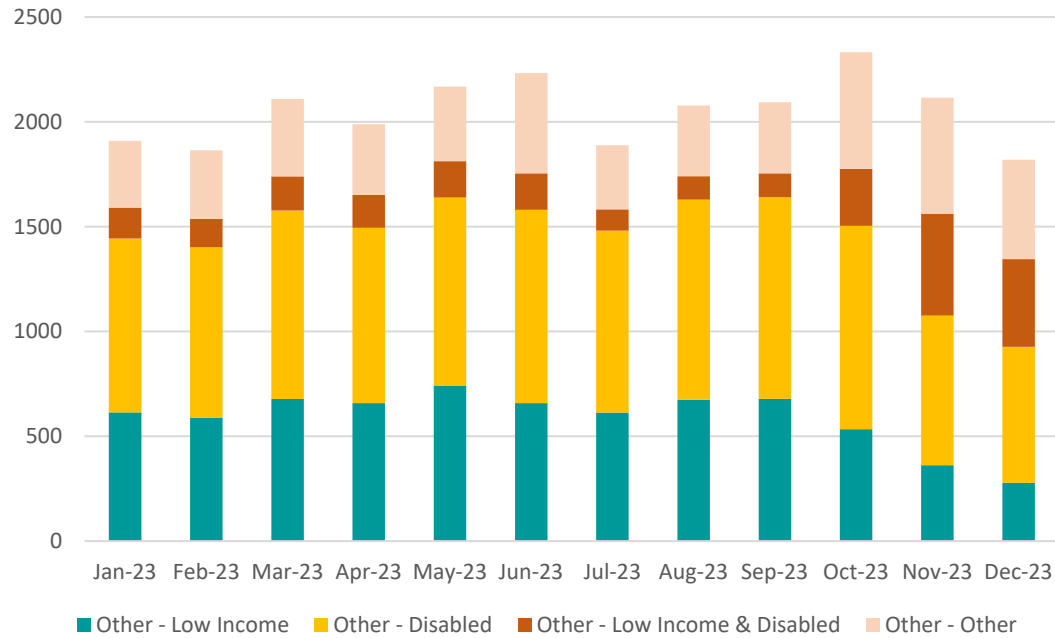
Source: 02 CTC AOR Monthly Report 03-04-2024.xlsx



**Table 9: Lake County Connection Passenger Types – Other**

| Passenger Type                | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | Jun-23 | Jul-23 | Aug-23 | Sep-23 | Oct-23 | Nov-23 | Dec-23 | Total  |
|-------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Other - Low Income            | 614    | 589    | 678    | 658    | 740    | 658    | 613    | 674    | 679    | 534    | 362    | 278    | 7,077  |
| Other - Disabled              | 830    | 813    | 899    | 837    | 899    | 922    | 868    | 955    | 962    | 970    | 714    | 649    | 10,318 |
| Other - Low Income & Disabled | 147    | 135    | 163    | 156    | 173    | 174    | 102    | 112    | 113    | 272    | 486    | 418    | 2,451  |
| Other - Other                 | 318    | 327    | 369    | 338    | 356    | 479    | 306    | 337    | 339    | 556    | 553    | 474    | 4,752  |

**Figure 9: Lake County Connection Passenger Types - Other**

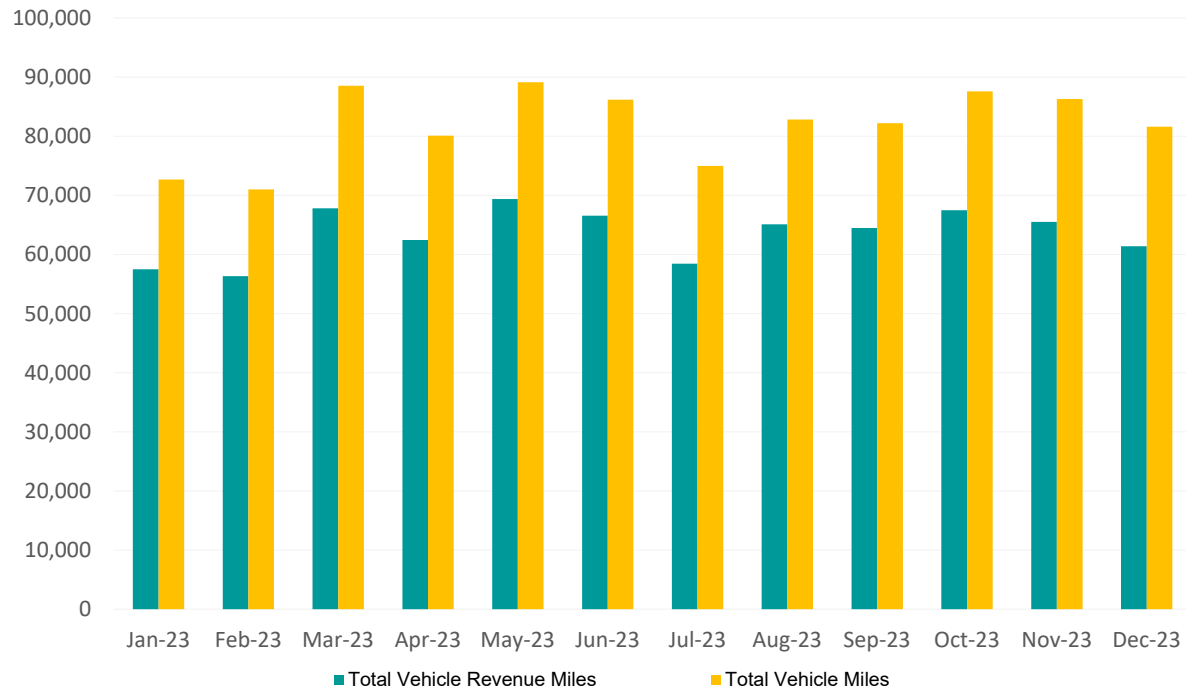


Source: 02 CTC AOR Monthly Report 03-04-2024.xlsx

**Table 10: Vehicle Miles**

|                                    | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | Jun-23 | Jul-23 | Aug-23 | Sep-23 | Oct-23 | Nov-23 | Dec-23 | Total   |
|------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
| <b>Total Vehicle Revenue Miles</b> | 57,504 | 56,344 | 67,818 | 62,442 | 69,383 | 66,565 | 58,436 | 65,114 | 64,479 | 67,490 | 65,510 | 61,402 | 762,487 |
| <b>Total Vehicle Miles</b>         | 72,677 | 71,018 | 88,542 | 80,087 | 89,135 | 86,190 | 74,996 | 82,844 | 82,199 | 87,593 | 86,303 | 81,604 | 983,188 |

**Figure 10: Vehicle Miles**

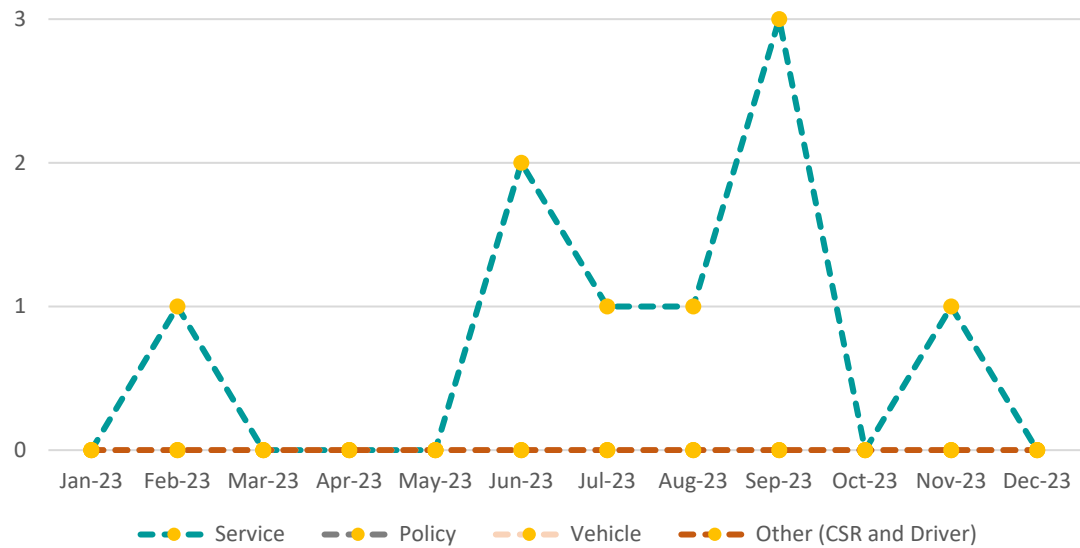


Source: 02 CTC AOR Monthly Report 03-04-2024.xlsx

**Table 11: Valid Complaints**

| Complaint Type                | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | Jun-23 | Jul-23 | Aug-23 | Sep-23 | Oct-23 | Nov-23 | Dec-23 | Total |
|-------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Service                       | 0      | 1      | 0      | 0      | 0      | 2      | 1      | 1      | 3      | 0      | 1      | 0      | 9     |
| Policy                        | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0     |
| Vehicle                       | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0     |
| Other (CSR and Driver)        | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0     |
| <b>Total Valid Complaints</b> | 0      | 1      | 0      | 0      | 0      | 2      | 1      | 1      | 3      | 0      | 1      | 0      | 9     |

**Figure 11: Valid Complaints**



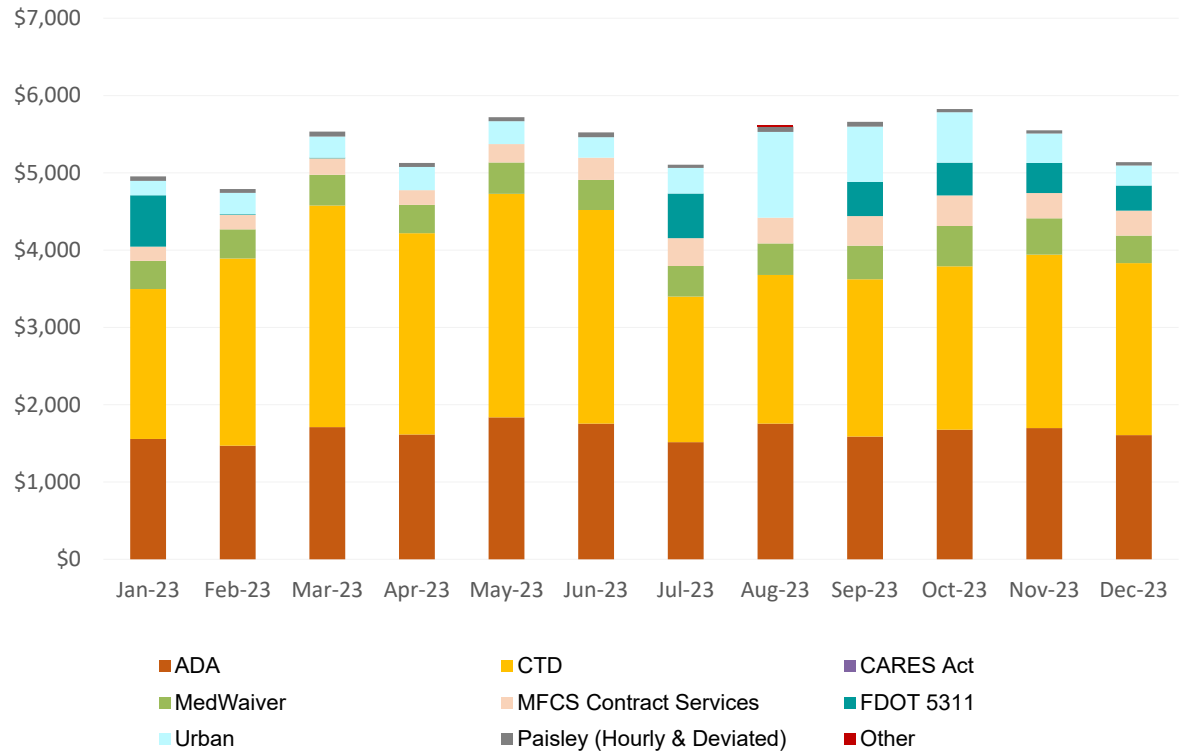
Source: 04 Complaint Report 03-04-2024.xlsx

**Table 12: Lake County Connection Funding Source**

| <b>Funding Source</b>                  | <b>Jan-23</b> | <b>Feb-23</b> | <b>Mar-23</b> | <b>Apr-23</b> | <b>May-23</b> | <b>Jun-23</b> | <b>Jul-23</b> | <b>Aug-23</b> | <b>Sep-23</b> | <b>Oct-23</b> | <b>Nov-23</b> | <b>Dec-23</b> | <b>Total</b> |
|----------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|
| <b>ADA</b>                             | 1,558         | 1,470         | 1,710         | 1,615         | 1,836         | 1,757         | 1,516         | 1,757         | 1,589         | 1,677         | 1,698         | 1,607         | 19,790       |
| <b>CTD</b>                             | 1,938         | 2,423         | 2,867         | 2,605         | 2,892         | 2,762         | 1,883         | 1,921         | 2,034         | 2,113         | 2,243         | 2,226         | 27,907       |
| <b>CARES Act</b>                       | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 0            |
| <b>MedWaiver</b>                       | 365           | 375           | 397           | 365           | 406           | 390           | 395           | 409           | 434           | 522           | 470           | 355           | 4,883        |
| <b>MFCS Contract Services</b>          | 185           | 189           | 213           | 190           | 238           | 288           | 361           | 333           | 384           | 396           | 328           | 323           | 3,428        |
| <b>FDOT 5311</b>                       | 664           | 9             | 9             | 0             | 0             | 0             | 578           | 0             | 443           | 423           | 388           | 324           | 2,838        |
| <b>Urban</b>                           | 186           | 274           | 273           | 301           | 297           | 265           | 330           | 1109          | 714           | 653           | 382           | 260           | 5,044        |
| <b>Paisley (Hourly &amp; Deviated)</b> | 58            | 51            | 64            | 52            | 50            | 62            | 42            | 70            | 62            | 41            | 42            | 44            | 638          |
| <b>Other</b>                           | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 17            | 0             | 0             | 0             | 0             | 17           |
| <b>Total Actual County Trips</b>       | 4,954         | 4,791         | 5,533         | 5,128         | 5,719         | 5,524         | 5,105         | 5,616         | 5,660         | 5,825         | 5,551         | 5,139         | 64,545       |

Source: 02 CTC AOR Monthly Report 03-04-2024.xlsx

**Figure 12: Lake County Connection Funding Source**

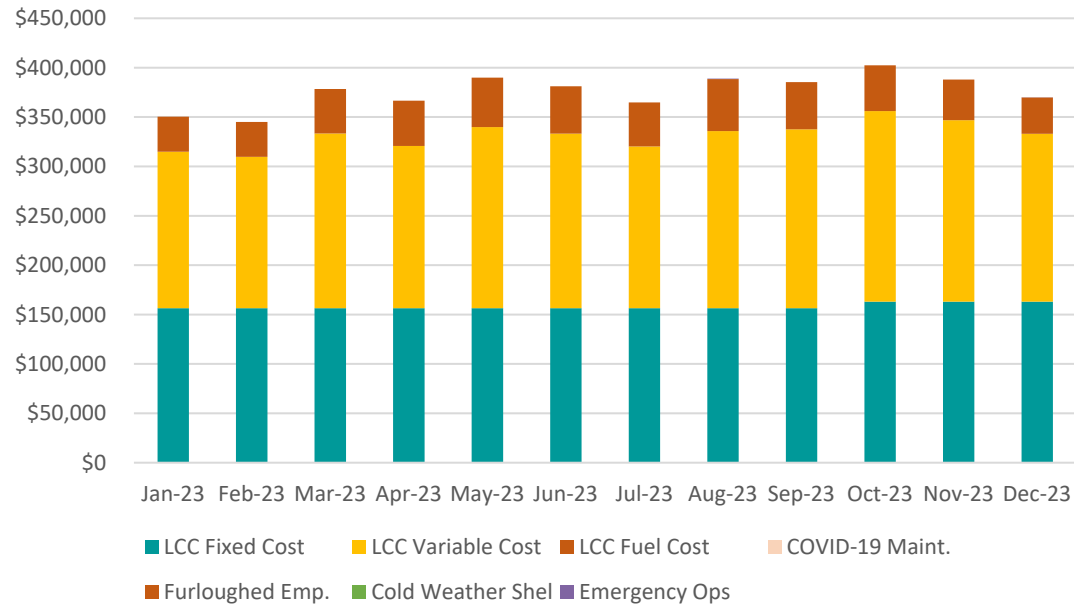


Source: 02 CTC AOR Monthly Report 03-04-2024.xlsx

**Table 13: Lake County Connection Contract Amount**

|                          | Jan-23    | Feb-23    | Mar-23    | Apr-23    | May-23    | Jun-23    | Jul-23    | Aug-23    | Sep-23    | Oct-23    | Nov-23    | Dec-23    | Total       |
|--------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-------------|
| <b>LCC Fixed Cost</b>    | \$156,403 | \$156,403 | \$156,403 | \$156,403 | \$156,403 | \$156,403 | \$156,403 | \$156,403 | \$156,403 | \$163,048 | \$163,048 | \$163,048 | \$1,896,772 |
| <b>LCC Variable Cost</b> | \$158,435 | \$153,386 | \$176,977 | \$164,259 | \$183,449 | \$176,750 | \$163,839 | \$179,469 | \$181,151 | \$193,012 | \$183,835 | \$170,020 | \$2,084,582 |
| <b>LCC Fuel Cost</b>     | \$35,497  | \$35,303  | \$45,051  | \$45,941  | \$50,085  | \$47,949  | \$44,502  | \$52,558  | \$47,892  | \$46,298  | \$41,145  | \$36,716  | \$528,937   |
| <b>COVID-19 Maint.</b>   | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0         |
| <b>Furloughed Emp.</b>   | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0         |
| <b>Cold Weather Shel</b> | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0         |
| <b>Emergency Ops</b>     | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$565     | \$0       | \$0       | \$0       | \$192     | \$757       |
| <b>Total Expense</b>     | \$350,334 | \$345,093 | \$378,431 | \$366,603 | \$389,937 | \$381,102 | \$364,744 | \$388,995 | \$385,447 | \$402,358 | \$388,029 | \$369,976 | \$4,511,048 |

**Figure 13: Lake County Connection Contract Amount**

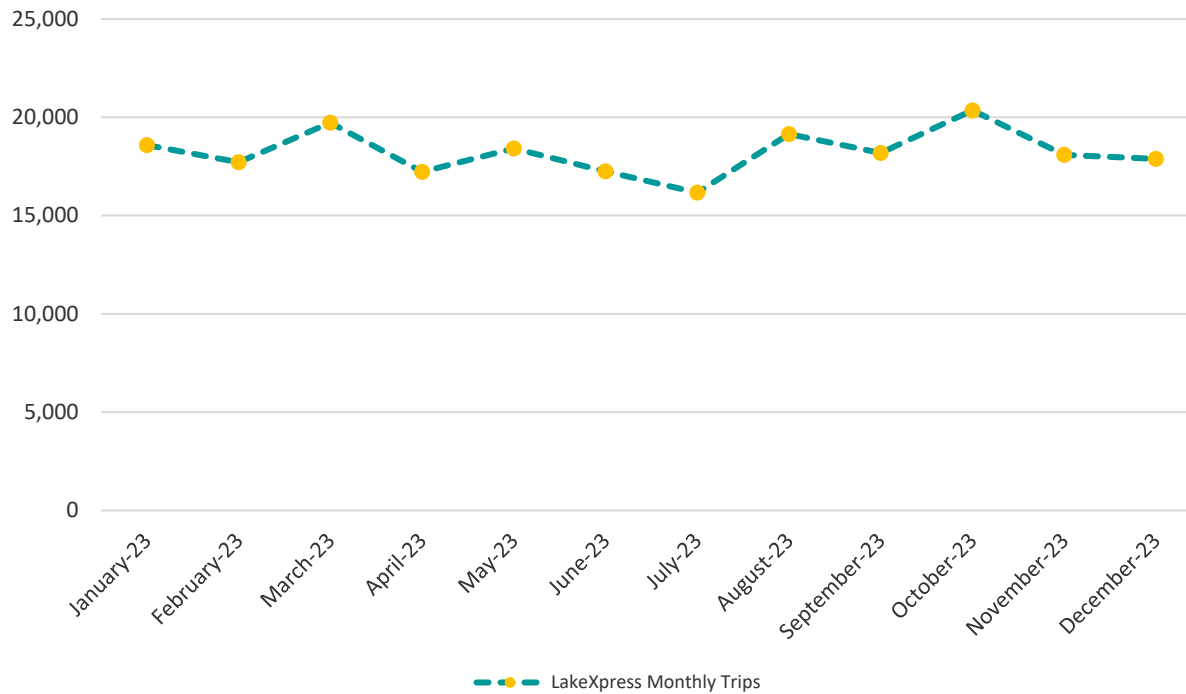


Source: 07 Performance Measures Report 03-04-2024.xlsx

**Table 14: LakeXpress Monthly Trips**

|                                 | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | Jun-23 | Jul-23 | Aug-23 | Sep-23 | Oct-23 | Nov-23 | Dec-23 | Total   |
|---------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
| <b>LakeXpress Monthly Trips</b> | 18,583 | 17,711 | 19,717 | 17,227 | 18,409 | 17,246 | 16,165 | 19,146 | 18,187 | 20,351 | 18,082 | 17,882 | 218,706 |

**Figure 14: LakeXpress Monthly Trips**

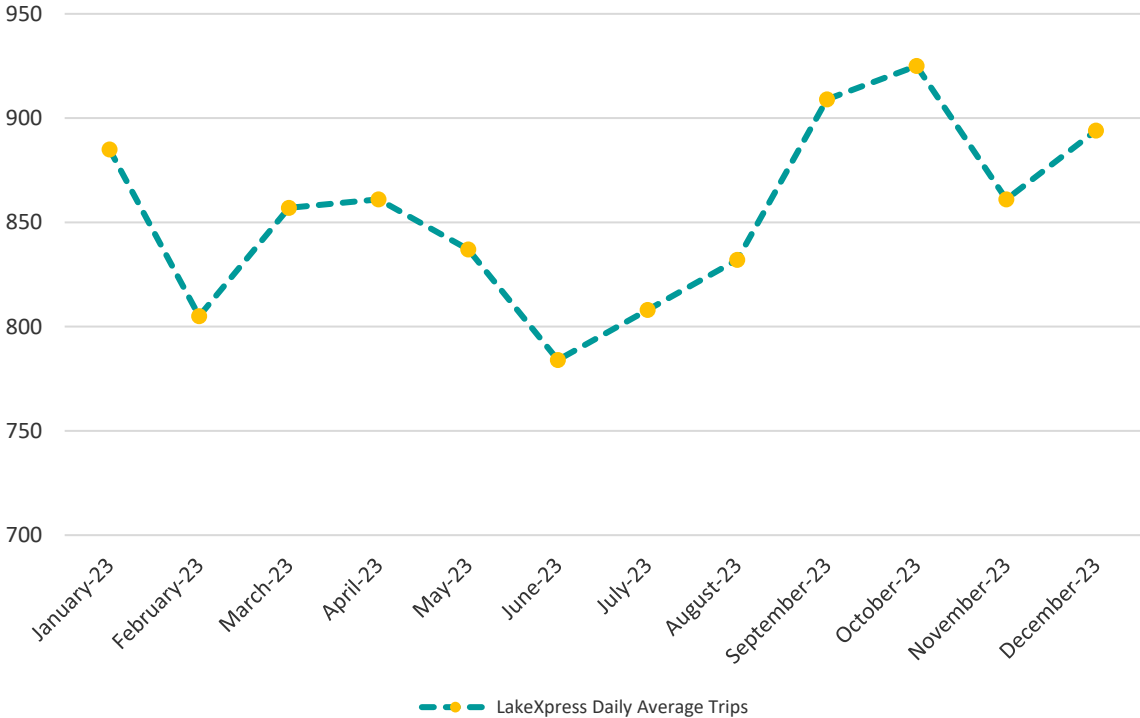


Source: 06 LX Monthly Trip Report 03-04-2024.xlsx

**Table 15: LakeXpress Daily Average Trips**

|                                       | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | Jun-23 | Jul-23 | Aug-23 | Sep-23 | Oct-23 | Nov-23 | Dec-23 |
|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>LakeXpress Daily Average Trips</b> | 885    | 805    | 857    | 861    | 837    | 784    | 808    | 832    | 909    | 925    | 861    | 894    |

**Figure 15: LakeXpress Daily Average Trips**



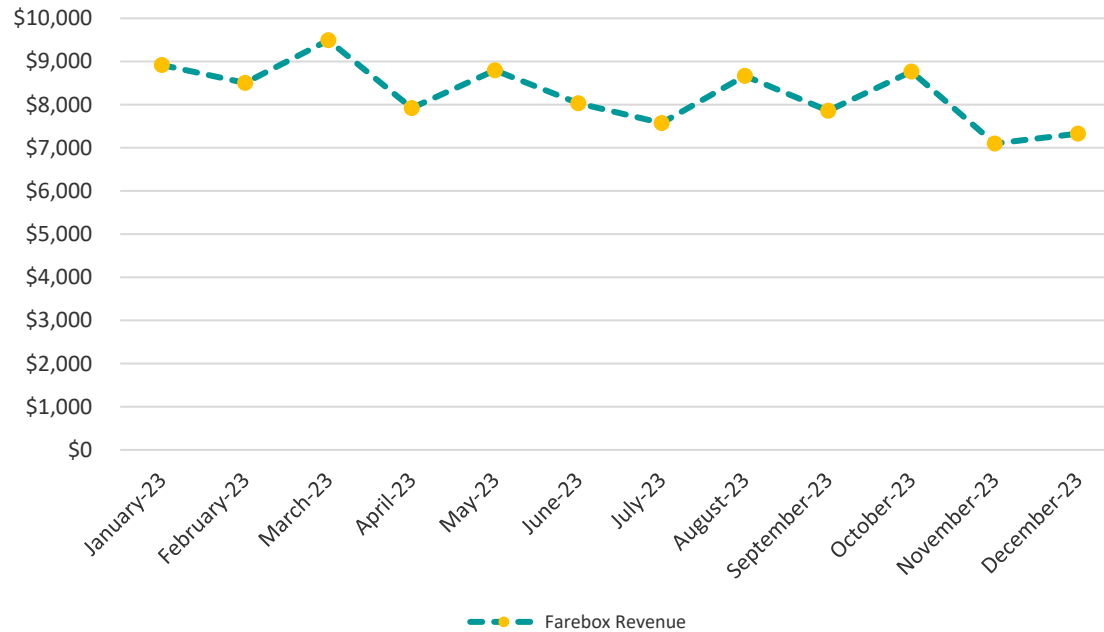
Source: 06 LX Monthly Trip Report 03-04-2024.xlsx



**Table 16: LakeXpress Farebox Revenue**

|                        | Jan-23  | Feb-23  | Mar-23  | Apr-23  | May-23  | Jun-23  | Jul-23  | Aug-23  | Sep-23  | Oct-23  | Nov-23  | Dec-23  | Total    |
|------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------|
| <b>Farebox Revenue</b> | \$8,920 | \$8,502 | \$9,492 | \$7,920 | \$8,797 | \$8,034 | \$7,573 | \$8,667 | \$7,858 | \$8,767 | \$7,099 | \$7,327 | \$98,956 |

**Figure 16: LakeXpress Farebox Revenue**

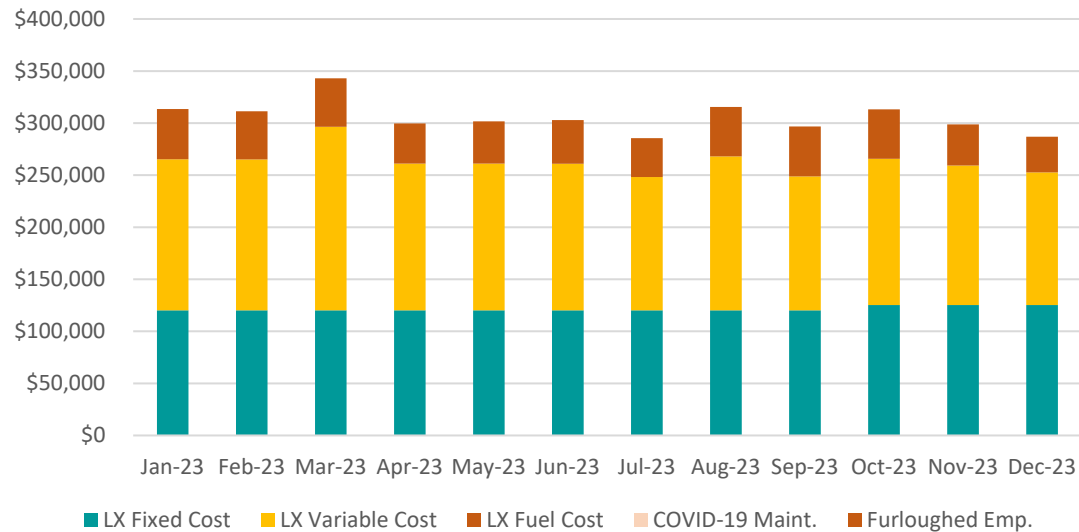


Source: 06 LX Monthly Trip Report 03-04-2024.xlsx

**Table 17: LakeXpress Contract Amount**

|                         | Jan-23    | Feb-23    | Mar-23    | Apr-23    | May-23    | Jun-23    | Jul-23    | Aug-23    | Sep-23    | Oct-23    | Nov-23    | Dec-23    | Total       |
|-------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-------------|
| <b>LX Fixed Cost</b>    | \$120,230 | \$120,230 | \$120,230 | \$120,230 | \$120,230 | \$120,230 | \$120,230 | \$120,230 | \$120,230 | \$125,338 | \$125,338 | \$125,338 | \$1,458,081 |
| <b>LX Variable Cost</b> | \$145,037 | \$144,940 | \$176,204 | \$140,867 | \$140,893 | \$140,725 | \$127,912 | \$147,774 | \$128,620 | \$140,391 | \$133,963 | \$127,298 | \$1,694,625 |
| <b>LX Fuel Cost</b>     | \$48,314  | \$46,235  | \$46,559  | \$38,616  | \$40,545  | \$41,938  | \$37,342  | \$47,499  | \$47,892  | \$47,523  | \$39,414  | \$34,229  | \$516,106   |
| <b>COVID-19 Maint.</b>  | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0         |
| <b>Furloughed Emp.</b>  | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0         |
| <b>Total Expense</b>    | \$313,581 | \$311,405 | \$342,993 | \$299,713 | \$301,668 | \$302,892 | \$285,484 | \$315,502 | \$296,742 | \$313,252 | \$298,715 | \$286,866 | \$3,668,812 |

**Figure 17: LakeXpress Contract Amount**



Source: 07 Performance Measures Report 03-04-2024.xlsx

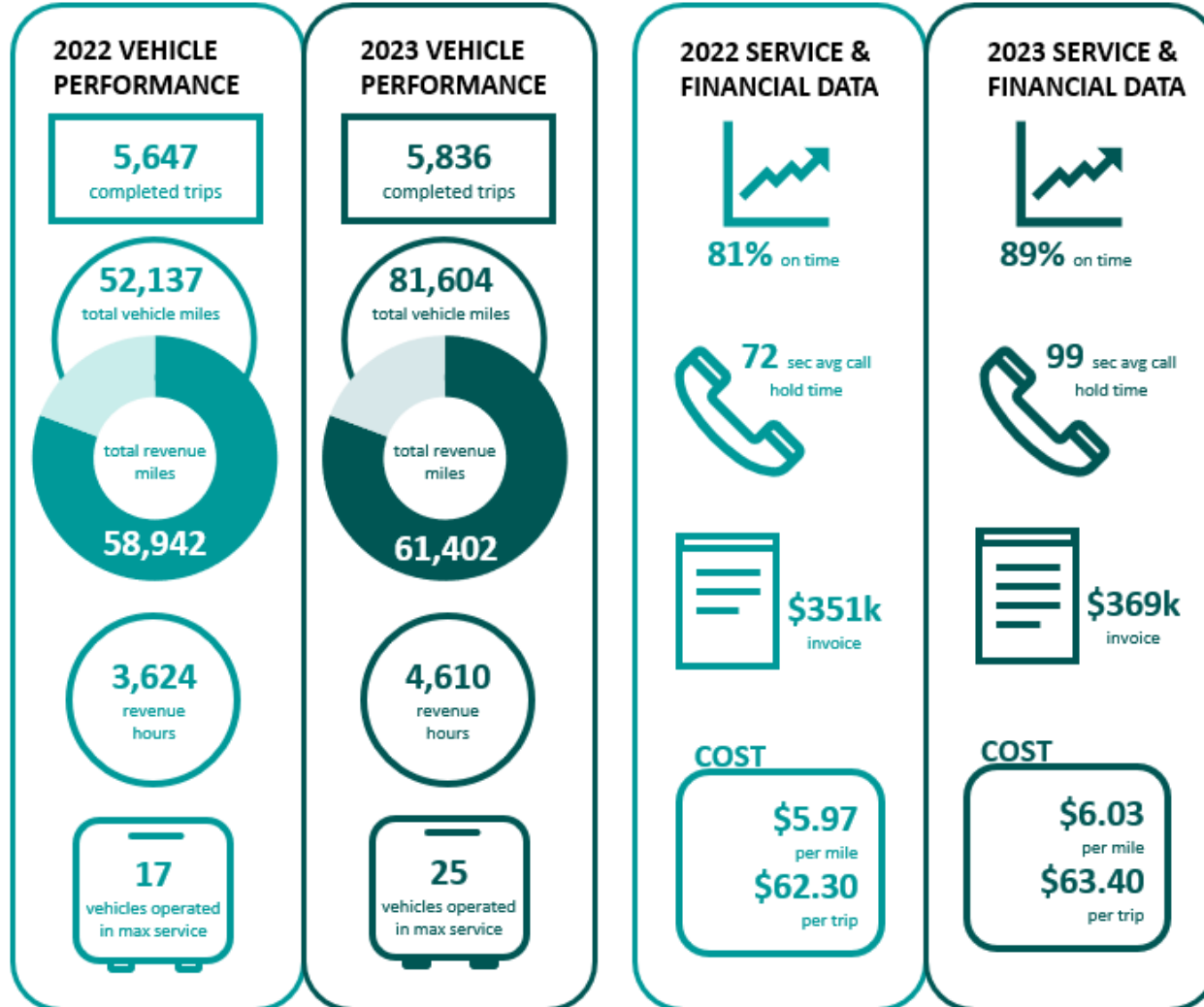
**Table 18: Lake County Transit Annual Comparison Summary**

| <b>Description</b>                           | <b>December 2022</b> | <b>December 2023</b> | <b>Change</b> |
|----------------------------------------------|----------------------|----------------------|---------------|
| <b>Completed Trips</b>                       | 5,647                | 5,836                | 3.3%          |
| <b>Total Vehicle Miles</b>                   | 52,137               | 81,604               | 56.5%         |
| <b>Total Revenue Vehicle Miles</b>           | 58,942               | 61,402               | 4.2%          |
| <b>Total Revenue Hours</b>                   | 3,624                | 4,610                | 27.2%         |
| <b>Vehicles Operated in Maximum Service</b>  | 17                   | 25                   | 47.1%         |
| <b>Accidents/Incidents (Preventable)</b>     | 1                    | 0                    | -100.0%       |
| <b>Accidents/Incidents (Non-Preventable)</b> | 0                    | 0                    | 0.0%          |
| <b>On Time Performance - Standard 90%</b>    | 81%                  | 89%                  | 9.9%          |
| <b>Call Hold Times (Seconds)</b>             | 72                   | 99                   | 37.5%         |
| <b>Invoice Amount</b>                        | \$351,783.75         | \$369,975.56         | 5.2%          |
| <b>Cost per mile</b>                         | \$5.97               | \$6.03               | 1.0%          |
| <b>Cost per trip</b>                         | \$62.30              | \$63.40              | 1.8%          |
| <b>Compliments</b>                           | 0                    | 0                    | 0.0%          |
| <b>Complaints (Valid)</b>                    | 1                    | 0                    | -100.0%       |

Source: 07 Performance Measures Report 03-04-2024.xlsx

Figure 18: Lake County Transit Annual Comparison Summary

**Selected Lake County Transit Metrics  
December 2022 and December 2023 Comparison**





SERVICE AREA/COUNTIES:

<<LAKE>>

INVOICE NUMBER: G2196 Q2

INVOICE DATE: February 22, 2024

QUARTER SERVICE DATES: October 1 - December 31, 2023

AGENCY

Lake~Sumter Metropolitan Planning Organization

| I PROGRAM MANAGEMENT                                                                                                                                                                                                                                                                                                                                                                                                                           | PROGRESS                                                                                                                                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A. When necessary and in cooperation with the LCB, <b>solicit and recommend a CTC</b>. 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)</p>                                                      | <p>The Lake TDCB recommended Lake County BOCC remain the CTC for the next five years at the March 13, 2023 TDCB meeting.</p>                                       |
| <p>B. Develop and maintain a process for the <b>appointment and reappointment of voting and non-voting members</b> to the local coordinating board. (41-2.012, FAC)</p>                                                                                                                                                                                                                                                                        | <p>The MPO maintains records for all appointments to the Lake TDCB.</p>                                                                                            |
| <p>C. Prepare <b>agendas</b> for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i>. (Task 3)</p>                                                                                                                                                                                                                                                                  | <p>The MPO supports all aspects of the quarterly TDCB meetings and adheres to LCB guidelines.</p>                                                                  |
| <p>D. Prepare official <b>minutes</b> 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)</p>                                              | <p>The MPO prepares and posts the TDCB meeting minutes on the MPO website for public review.</p>                                                                   |
| <p>E. Provide at least one <b>public workshop</b> 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)</p> | <p>The last public hearing was held on March 13, 2023 in conjunction with the March 2023 TDCB meeting. The next public hearing is scheduled for March 4, 2024.</p> |
| <p>F. Provide staff support for <b>committees</b> of the local coordinating board. (Task 3)</p>                                                                                                                                                                                                                                                                                                                                                | <p>The MPO supports and coordinated the TDCB committees as needed. Committees include Bylaws, Grievance, Ridership, and CTC evaluation.</p>                        |
| <p>G. Develop and update annually <b>by-laws</b> for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)</p>                                                                                                                                                                                                                                                                                    | <p>The TDCB Bylaws are reviewed and approved at the fourth quarter TDCB meeting annually.</p>                                                                      |
| <p>H. Develop, annually update, and implement local coordinating board <b>grievance procedures</b> 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)</p>                                       | <p>The TDCB Grievance procedures are reviewed and approved at the fourth quarter TDCB meeting annually.</p>                                                        |
| <p>I. Provide the Commission with a current <b>membership roster and mailing list</b> 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)</p>                                                                                                                                                                                     | <p>The current TDCB membership roster is included in this invoice packet submittal.</p>                                                                            |
| <p>J. Provide <b>public notice</b> of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i>. (Task 3)</p>                                                                                                                                                                                                                                     | <p>The newspaper public notice is included in this invoice packet.</p>                                                                                             |

|                                                                                                                                                                                                           |                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| K. Review and comment on the <b>Annual Operating Report</b> for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7) | The AOR was approved at the second quarter TDCB meeting.                                                                |
| L. Report the <b>actual expenditures</b> (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 reported to the CTD prior to September 15, 2023 and reviewed by the TDCB at the September 18, 2023 meeting. |

| II. SERVICE DEVELOPMENT                                                                                                                                                                                                                                                                                                                          | PROGRESS                                                                                                                                                                                                           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A. Jointly, with the community transportation coordinator and the local coordinating board, develop the <b>Transportation Disadvantaged Service Plan (TDSP)</b> following CTD guidelines. (Task 1)                                                                                                                                               | The major update to the TDSP was approved at the June 2023 TDCB meeting.                                                                                                                                           |
| B. Encourage integration of “transportation disadvantaged” issues into <b>local and regional comprehensive plans</b> . 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) | The TDCB is included in the Transportation Planning efforts of the MPO representing the disadvantaged populations of Lake County. The Lake County TDP was presented to the TDCB at the September 18, 2023 meeting. |
| C. Encourage the local community transportation coordinator to work cooperatively with <b>regional workforce boards</b> 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)                                     | The Regional Workforce Board is represented on the Lake TDCB.                                                                                                                                                      |

| III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION                                                                                                                                                                                                                   | PROGRESS                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| A. Provide the LCB with <b>quarterly reports</b> of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)                                                           | The MPO TD quarterly report is included in the TDCB agenda packet.               |
| B. Attend at least one <b>Commission-sponsored training</b> , including but not limited to, the CTD’s regional meetings, the CTD’s annual training workshop, or other sponsored training. (Task 10)                                                                   | MPO staff attends the CTD annual workshop                                        |
| C. Attend at least one <b>CTD meeting</b> each year within budget/staff/schedule availability.                                                                                                                                                                        | . MPO staff attend most of the CTD meetings either in person or virtually.,      |
| D. Notify CTD staff of local <b>TD concerns</b> that may require special investigations.                                                                                                                                                                              | as needed                                                                        |
| E. Provide <b>training</b> for newly-appointed LCB members. (Task 3)                                                                                                                                                                                                  | The MPO provides training for new Board members with our TD 101 training module. |
| F. Provide <b>assistance</b> 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. | as needed                                                                        |
| G. To the extent feasible, collect and review <b>proposed funding applications</b> 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)                                              | The TDCB reviews all TD grant applications                                       |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| <p>H. Ensure the local coordinating board conducts, as a minimum, <b>an annual evaluation</b> 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 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)</p> | <p>The MPO oversees the annual CTC evaluation with the TDCB CTC evaluation committee.</p> |
| <p>I. Assist the CTD in <b>joint reviews</b> of the CTC.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p>as needed</p>                                                                          |
| <p>J. Ensure the LCB annually reviews <b>coordination contracts</b> 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.</p>                                                                                                                                                                                                                                                                                                                         | <p>The TDCB reviews all Coordination contracts at the second quarter meeting.</p>         |
| <p>K. Implement recommendations identified in the CTD's <b>QAPE</b> reviews.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p>as needed</p>                                                                          |

**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.**



\_\_\_\_\_  
**Representative**  
**Date:** 2/22/2024

Revised: 06/30/2021