

***CTC***  
***EVALUATION WORKBOOK***

Florida Commission for the



**Transportation  
Disadvantaged**

**CTC BEING REVIEWED:** \_\_\_\_\_

**COUNTY (IES):** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**CONTACT:** \_\_\_\_\_ **PHONE:** \_\_\_\_\_

**REVIEW PERIOD:** \_\_\_\_\_ **REVIEW DATES:** \_\_\_\_\_

**PERSON CONDUCTING THE REVIEW:** \_\_\_\_\_

**CONTACT INFORMATION:** \_\_\_\_\_

## **INTRODUCTION AND BRIEFING:**

The evaluation of the Lake County Community Transportation Coordinator (CTC) is conducted annually by the Transportation Disadvantaged Coordinating Board (TDCB) with the guidance of the Lake~Sumter Metropolitan Planning Organization (MPO) staff.

The Lake County County Board of County Commissioners is the designated CTC for Lake County. On March 14, 2017 the Florida Commission for the Transportation Disadvantaged extended Lake County's CTC designation effective July 1, 2018 through June 30, 2023. Lake County BOCC selected McDonald transit (now RATP Dev USA) as its transit provider for LakeXpress fixed route and Lake County Connection paratransit services. The current contract was originally entered into February 1, 2017 for three years with four (4) 1-year optional extensions. The contract initial term was completed in February 2020 and the County exercised its first 1-year option and amended the contract so that the final option year will expire in September 2024 in order to be consistent with the annual CTC budgets.

The purpose of the annual review is to evaluate the CTC's performance. The evaluation ensures quality of service is being obtained and that it is being provided in the most cost effective, efficient, and unduplicated manner. The evaluation also ensures that all requirements are met in providing provision of any services by operators and coordination contractors in the coordinated system.

The evaluation was conducted utilizing the Commission for the Transportation Disadvantaged CTC Evaluation Workbook. The workbook outlines the formal process for evaluation of the CTC. The evaluation addresses the following areas:

- Entrance Interview Questions
- **Chapter 427, Rules 41-2 and 14-90, CTD Standards and Local Standards**
- Ombudsman Program
- Monitoring of contractors
- Surveys: Riders, Contractors and Purchasing Agencies
- On site observation and bus rides
- Driver files and TD eligibility applications
- Recommendations/Commendations

Overall, the CTC is running a smooth operation. Riders seem generally satisfied with the service though some expressed interest in service on weekends as well as a need for out of county trips. The only findings were that the CTC is not meeting the standards for on-time performance and accidents. The accident rate remains low and the standard is likely not being met due to a decrease in vehicle miles because of the COVID-19 pandemic. The driver shortage is an industry-wide challenge, which the CTC has taken steps to address through increased compensation, incentives, and proactive hiring practices. The recommendation is to examine the potential to further increase driver compensation and to consider enhancing driver training to increase their comfort with transporting the TD population.

The evaluation report and recommendations to the CTC were presented by the CTC Evaluation Subcommittee at the June 6, 2022 TDCB meeting. The final workbook with the recommendations/commendations were transmitted to the Florida Commission for the Transportation Disadvantaged and the Sumter County CTC by MPO staff. The CTC will forward a status report to the TDCB within 30 working days.

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# REVIEW CHECKLIST & SCHEDULE

## **COLLECT FOR REVIEW:**

- APR Data Pages
- QA Section of TDSP
- Last Review (Date: \_\_\_\_\_)
- List of Omb. Calls
- QA Evaluation
- Status Report (from last review)
- AOR Submittal Date
- TD Clients to Verify
- TDTF Invoices
- Audit Report Submittal Date

## **ITEMS TO REVIEW ON-SITE:**

- SSPP
- Policy/Procedure Manual
- Complaint Procedure
- Drug & Alcohol Policy (see certification)
- Grievance Procedure
- Driver Training Records (see certification)
- Contracts
- Other Agency Review Reports
- Budget
- Performance Standards
- Medicaid Documents



## **ITEMS TO REQUEST:**

- REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY** (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)
- REQUEST INFORMATION FOR CONTRACTOR SURVEY** (Contractor Name, Phone Number, Address and Contact Name)
- REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY** (Purchasing Agency Name, Phone Number, Address and Contact Name)
- REQUEST ANNUAL QA SELF CERTIFICATION** (no longer applicable)
- MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED** (Only if purchased after 1992 and privately funded - not applicable).

## **INFORMATION OR MATERIAL TO TAKE WITH YOU:**

- Measuring Tape
- Stop Watch

# ENTRANCE INTERVIEW QUESTIONS

## INTRODUCTION AND BRIEFING:

- Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
- Following up on the Status Report from last year and calls received from the Ombudsman program.
- Monitoring of contractors.
- Surveying riders/beneficiaries, purchasers of service, and contractors
- The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
- Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
- Give an update of Commission level activities (last meeting update and next meeting date), if needed.

## USING THE APR, COMPILE THIS INFORMATION:

### 1. OPERATING ENVIRONMENT:

- RURAL       URBAN

### 2. ORGANIZATION TYPE:

- PRIVATE-FOR-PROFIT
- PRIVATE NON-PROFIT
- GOVERNMENT
- TRANSPORTATION AGENCY

3. NETWORK TYPE:

- SOLE PROVIDER
- PARTIAL BROKERAGE
- COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

<b>Coordination Contract Agencies</b>				
<b>Name of Agency</b>	<b>Address</b>	<b>City, State, Zip</b>	<b>Telephone Number</b>	<b>Contact</b>
Beacon College	105 E. Main St.	Leesburg, FL 34748	352-638-9784	Eric Johnston
Kinsman Transportation	6239 Edgewater Bldg, D, Unit 6	Orlando, FL 32810	407-296-5083	Kenneth Watkins
Building Blocks	548 S. Hwy. 27, Suite B & C	Minneola, FL 34715	352-536-9264	Paula Whetro
Central Florida Group Homes	1890 SR 436, Suite 300	Winter Park, FL 3279	321-280-7023	Tom Pommier or Marilou Arlandson
Crystal Lake/Attain	2710 Staten Ave.	Orlando, FL 32804	407-692-2101	Joe DeFalco
Life Care Services	306 Amanda Ln.	Leesburg, FL 34748	352-787-0307	Cheryl Williams
LifeStream Behavioral Services	P.O. Box 491000	Leesburg, FL 34749	352-315-7509	B.E. Thompson
Love Thy Neighbor	2106 Butler St.	Leesburg, FL 34748	352-787-4997	Lynn Dudley
Sunrise Arc, Inc.	35201 Radio Rd.	Leesburg, FL 34788	352-787-3079	Bob Stanford

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?  
(Recent APR information may be used)

<b>Name of Agency</b>	<b>% of Trips</b>	<b>Name of Contact</b>	<b>Telephone Number</b>
Agency for Persons with Disabilities	1%	Priscilla Weeks	352-330-2758
Commission for the Transportation Disadvantaged	43%	Kyle Mills	850-410-5713
Florida Department of Transportation	16%	Jo Santiago	321-319-8175
Local Government	39%	Jill Brown	352-323-5733

7. **REVIEW AND DISCUSS TD HELPLINE CALLS:**

No calls to ombudsman

	<b>Number of calls</b>	<b>Closed Cases</b>	<b>Unsolved Cases</b>
Cost			
Medicaid			
Quality of Service			
Service Availability			
Toll Permit			
Other			

## GENERAL QUESTIONS

**Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.**

1. DESIGNATION DATE OF CTC:

2. WHAT IS THE COMPLAINT PROCESS?

When the CTC receives a complaint, staff will complete a detailed complaint form, and depending upon the urgency of the complaint, staff will either call, e-mail or fax the complaint to the Contractor to initiate the investigation. When a complaint is made to the Contractor by phone, a written report will also be sent.

For any complaint the CTC receives by voice mail, or by e-mail, or by mail, a verbal acknowledgment will be made within 24 hours to the customer to inform the person that their complaint is being investigated.

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. Within five 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.

At the discretion of the CTC and depending on the severity of the complaint, a verbal response may replace a written response, but the complaint will still be documented in the monthly report. Complaints that are considered "HOT" shall be responded to within 24 hours. Hot complaints are addressed in the contract with the Contractor.

For any complaint received directly by the Contractor, the Contractor 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 from the receipt of the complaint. It is important to note that in addition to a timely follow up and resolution to complaints, it is also imperative that the problem that caused the complaint is eliminated. The Contractor shall provide the CTC with a list of all such complaints on a monthly basis, along with a resolution of the complaint.

IS THIS PROCESS IN WRITTEN FORM?  Yes  No  
(Make a copy and include in folder)

Is the process being used?  Yes  No

3. DOES THE CTC HAVE A COMPLAINT FORM?  Yes  No  
(Make a copy and include in folder)

4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTC'S UNIFORM SERVICE REPORTING GUIDEBOOK?

Yes  No

5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?  
 Yes  No

**Reviewed completed complaint forms. Resolution section is being filled out and follow-up is provided to the complainant.**

6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?  
 Yes  No

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?

Lake County Transit has never had to refer anyone to the TD Helpline. They have an extensive complaint and grievance process through the CTC and MPO to utilize before going to the CTD.

8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL COMPLAINT FILE/PROCESS?  
 Yes  No

If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?  
 Yes  No                      If yes, what type?

Rider's Guide.

10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?  
 Yes  No

11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?  
 Yes  No

12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

Hard copy form is filled out and submitted to Lake County Connection. Eligibility is based on verified income level, age and/or medical needs. Staff can provide assistance in filling out the forms via in person visits, coordination with doctor offices and/or providers, etc. to verify information. Forms are mailed in or dropped off in person.

*Please Verify These Passengers Have an Eligibility Application on File:*

<b>TD Eligibility Verification</b>			
<b>Name of Client</b>	<b>Address of client</b>	<b>Date of Ride</b>	<b>Application on File?</b>

13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?





## GENERAL QUESTIONS

Findings:

Recommendations:

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review the CTC contracts for compliance with 427.0155(1), F.S.**

***“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”***

ARE YOUR CONTRACTS UNIFORM?  Yes  No

IS THE CTD’S STANDARD CONTRACT UTILIZED?  Yes  No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?

Yes  No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)

Yes  No

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the CTC last AOR submittal for compliance with 427. 0155(2)  
“Collect Annual Operating Data for submittal to the Commission.”**

REPORTING TIMELINESS

Were the following items submitted on time?

a. Annual Operating Report  Yes  No

Any issues that need clarification?  Yes  No

Any problem areas on AOR that have been re-occurring?

List:

b. Memorandum of Agreement - N/A  Yes  No

c. Transportation Disadvantaged Service Plan  Yes  No

d. Grant Applications to TD Trust Fund  Yes  No

e. All other grant application (\_\_\_\_%)  Yes  No

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.**

***“Review all transportation operator contracts annually.”***

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued to the operator?  Yes  No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued?  Yes  No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

**Monitoring reports provided during site visit.**

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]**

***“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”***

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

**Rule 41-2.012(5)(b):** *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

N/A

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

Yes  No

If YES, what is the goal?

Is the CTC accomplishing the goal?  Yes  No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT?  Yes  No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5).**

***“Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.”***

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include all funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec.16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)

Yes     No

If Yes, describe the application review process.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)?     Yes     No

N/A

If no, is the planning agency currently reviewing applications for TD funds?  
 Yes     No    N/A

IS THE CTC IN COMPLIANCE WITH THIS SECTION?     Yes     No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review priorities listed in the TDSP, according to Chapter 427.0155(7).  
“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”**

REVIEW THE QA SECTION OF THE TDSP (ask CTC to explain):

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

HOW ARE THESE PRIORITIES CARRIED OUT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Ensure CTC compliance with the delivery of transportation services, 427.0155(8).**

*“Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).”*

Review the Operational section of the TDSP

1. Hours of Service:

2. Hours of Intake:

3. Provisions for After Hours Reservations/Cancellations?

4. What is the minimum required notice for reservations?

5. How far in advance can reservations be place (number of days)?

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

Comments:



**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the cooperative agreement with the local WAGES coalitions according to Chapter 427.0155(9).**

***“Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants.”***

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL WAGES COALITION?

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

Comments:

## CHAPTER 427

Findings:

Recommendations:

**COMPLIANCE WITH 41-2, F.A.C.**

**Compliance with 41-2.006(1), Minimum Insurance Compliance**  
*“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”*

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

Yes    No

If yes, was this approved by the Commission?    Yes    No

Not applicable

IS THE CTC IN COMPLIANCE WITH THIS SECTION?    Yes    No

Comments:

**COMPLIANCE WITH 41-2, F.A.C.**

**Compliance with 41-2.006(2), Safety Standards.**

*“...shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C.”*

Date of last SSPP Compliance Review \_\_\_\_\_, Obtain a copy of this review.

Review the last FDOT SSPP Compliance Review, if completed in over a year, check drivers’ records. If the CTC has not monitored the operators, check drivers’ files at the operator’s site.

N/A - completed within the year

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

Yes  No

**DRIVER REQUIREMENT CHART**

<b>Driver Last Name</b>	<b>Driver License</b>	<b>Last Physical</b>	<b>CPR/1st Aid</b>	<b>Def. Driving</b>	<b>ADA Training</b>	<b>Other-</b>

**Sample Size:** 1-20 Drivers – 50-100% 21-100 Drivers – 20-50% 100+ Drivers – 5-10%

Driver Last Name	Driver License	Last Physical	CPR/1st Aid	Def. Driving	ADA Training	Other-

Sample Size: 1-20 Drivers – 50-100%    21-100 Drivers – 20-50%    100+ Drivers – 5-10%

**COMPLIANCE WITH 41-2, F.A.C.**

**Compliance with 41-2.006(3), Drug and Alcohol Testing**

*“...shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing...”*

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- FTA (Receive Sect. 5307, 5309, or 5311 funding)
- FHWA (Drivers required to hold a CDL)
- Neither

**REQUEST A COPY OF THE DRUG & ALCOHOL POLICY AND LATEST COMPLIANCE REVIEW.**

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: \_\_\_\_\_

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

Comments:

**COMPLIANCE WITH 41-2, F.A.C.**

**Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.**

*“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”*

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Cost [CTC and Coordination Contractor (CC)]

	<b>CTC</b>	<b>CC #1</b>	<b>CC #2</b>	<b>CC #3</b>	<b>CC #4</b>
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES?  Yes  No  
 (Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

	<b>CTC</b>	<b>Alt. #1</b>	<b>Alt. #2</b>	<b>Alt. #3</b>	<b>Alt. #4</b>
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No



**RULE 41-2**

Findings:

Recommendations:

**COMPLIANCE WITH 41-2, F.A.C.**

**Compliance with Commission Standards**  
*“...shall adhere to Commission approved standards...”*

Review the TDSP for the Commission standards.

<b>Commission Standards</b>	<b>Comments</b>
Local toll free phone number must be posted in all vehicles.	
Vehicle Cleanliness	
Passenger/Trip Database	

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

## COMMISSION STANDARDS

Findings:

Recommendations:

**COMPLIANCE WITH 41-2, F.A.C.**

**Compliance with Local Standards**

*"...shall adhere to Commission approved standards..."*

Review the TDSP for the Local standards.

<b>Local Standards</b>	<b>Comments</b>
Transport of Escorts and dependent children policy	
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	
CPR/1st Aid	
Driver Criminal Background Screening	
Rider Personal Property	
Advance reservation requirements	
Pick-up Window	

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

## LOCAL STANDARDS

Findings:

Recommendations:



**COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT**

**REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.**

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE  
AVAILABLE UPON REQUEST?  Yes  No

ARE ACCESSIBLE FORMATS ON THE SHELF?  Yes  No

IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIAL  
PRODUCED IN A TIMELY FASHION UPON REQUEST?

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?  
 Yes  No

IS THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH  
THE OFFICE PHONE NUMBER?  Yes  No

Florida Relay System:  
Voice- 1-800-955-8770  
TTY- 1-800-955-8771

**EXAMINE OPERATOR MANUALS AND RIDER INFORMATION. DO CURRENT POLICIES COMPLY WITH ADA PROVISION OF SERVICE REQUIREMENTS REGARDING THE FOLLOWING:**

<b>Provision of Service</b>	<b>Training Provided</b>	<b>Written Policy</b>	<b>Neither</b>
Accommodating Mobility Aids			
Accommodating Life Support Systems (O <sub>2</sub> Tanks, IV's...)			
Passenger Restraint Policies			
Standee Policies (persons standing on the lift)			
Driver Assistance Requirements			
Personal Care Attendant Policies			
Service Animal Policies			
Transfer Policies (From mobility device to a seat)			
Equipment Operation (Lift and securement procedures)			
Passenger Sensitivity/Disability Awareness Training for Drivers			

RANDOMLY SELECT ONE OR TWO VEHICLES PER CONTRACTOR (DEPENDING ON SYSTEM SIZE) THAT ARE IDENTIFIED BY THE CTC AS BEING ADA ACCESSIBLE AND PURCHASED WITH PRIVATE FUNDING, AFTER 1992. CONDUCT AN INSPECTION USING THE ADA VEHICLE SPECIFICATION CHECKLIST.

N/A

INSPECT FACILITIES WHERE SERVICES ARE PROVIDED TO THE PUBLIC (ELIGIBILITY DETERMINATION, TICKET/COUPON SALES, ETC...).

IS A RAMP PROVIDED?                       Yes     No

ARE THE BATHROOMS ACCESSIBLE?     Yes     No

# Bus and Van Specification Checklist

**Name of Provider:**

**Vehicle Number (either VIN or provider fleet number):**

**Type of Vehicle:**     Minivan                       Van                       Bus (>22')  
                                  Minibus (<= 22')     Minibus (>22')

**Person Conducting Review:**

**Date:**

**Review the owner's manual, check the stickers, or ask the driver the following:**

- The lift must have a weight limit of at least 600 pounds.
- The lift must be equipped with an emergency back-up system (in case of loss of power to vehicle). Is the pole present?
- The lift must be "interlocked" with the brakes, transmission, or the door, so the lift will not move unless the interlock is engaged. Ensure the interlock is working correctly.

**Have the driver lower the lift to the ground:**

- Controls to operate the lift must require constant pressure.
- Controls must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.
- Sufficient lighting shall be provided in the step well or doorway next to the driver, and illuminate the street surface around the lift, the lighting should activate when the door/lift is in motion. Turn light switch on, to ensure lighting is working properly.

**Once the lift is on the ground, review the following:**

- Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- Side barriers must be at least 1 ½ inches high.
- The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- The platform must be slip-resistant.
- Gaps between the platform and any barrier must be no more than 5/8 of an inch.
- The lift must have two handrails.
- The handrails must be 30-38 inches above the platform surface.
- The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.

- If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long.
- Lifts may be marked to identify the preferred standing position (suggested, not required)

**Have the driver bring the lift up to the fully raised position (but not stowed):**

- When in the fully raised position, the platform surface must be horizontally within 5/8 inch of the floor of the vehicle.
- The platform must not deflect more than 3 degrees in any direction. To test this, stand on the edge of the platform and carefully jump up and down to see how far the lift sways.
- The lift must be designed to allow boarding in either direction.

**While inside the vehicle:**

- Each securement system must have a clear floor area of 30 inches wide by 48 inches long.
- The securement system must accommodate all common wheelchairs and mobility aids.
- The securement system must keep mobility aids from moving no more than 2 inches in any direction.
- A seat belt and shoulder harness must be provided for each securement position, and must be separate from the security system of the mobility aid.

**Vehicles under 22 feet must have:**

- One securement system that can be either forward or rear-facing.
- Overhead clearance must be at least 56 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

**Vehicles over 22 feet must have:**

- Must have 2 securement systems, and one must be forward-facing, the other can be either forward or rear-facing.
- Overhead clearance must be at least 68 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.
- Aisles, steps, and floor areas must be slip resistant.
- Steps or boarding edges of lift platforms must have a band of color which contrasts with the step/floor surface.

# COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

Table 1. ADA Compliance Review - Provider/Contractor Level of Service Chart

Name of Service Provider/ Contractor	Total # of Vehicles Available for CTC Service	# of ADA Accessible Vehicles	Areas/Sub areas Served by Provider/Contractor

BASED ON THE INFORMATION IN TABLE 1, DOES IT APPEAR THAT INDIVIDUALS REQUIRING THE USE OF ACCESSIBLE VEHICLES HAVE EQUAL SERVICE?

Yes     No

## **ADA COMPLIANCE**

Findings:

Recommendations:

**FY \_\_\_\_\_ / \_\_\_\_\_ GRANT QUESTIONS**

**The following questions relate to items specifically addressed in the FY \_  
/ \_\_\_\_\_ Trip and Equipment Grant.**

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS? (Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY \_\_\_\_\_)

Yes  No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE? (Section 14.80: Accidents, T/E Grant, and FY \_\_\_\_\_)

Yes  No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN \$1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT? (Section 14.80: Accidents, T/E Grant, and FY \_\_\_\_\_)

Yes  No

**STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)**

DATE OF LAST REVIEW: \_\_\_\_\_

STATUS REPORT DATED: \_\_\_\_\_

**CTD RECOMMENDATION:**

CTC Response:

Current Status:

**CTD RECOMMENDATION:**

CTC Response:

Current Status:

**CTD RECOMMENDATION:**

CTC Response:

Current Status:



**CTD RECOMMENDATION:**

CTC Response:

Current Status:

**CTD RECOMMENDATION:**

CTC Response:

Current Status:

**CTD RECOMMENDATION:**

CTC Response:

Current Status:



## CTC Expense Sources

County: Lake  
 Fiscal Year: 07/01/2020 - 06/30/2021

CTC Status: Submitted  
 CTD Status: Under Review

CTC Organization: Lake County Board of  
 County Commissioners

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 150,160	\$ 330,372	\$ 480,532	\$ 111,070	\$ 398,077	\$ 509,147
Fringe Benefits	\$ 48,802	\$ 26,155	\$ 74,957	\$ 41,881	\$ 37,411	\$ 79,292
Services	\$ 958,842	\$ 4,348	\$ 963,190	\$ 757,823	\$ 8,565	\$ 766,388
Materials & Supplies Consumed	\$ 343,654	\$ 158,707	\$ 502,361	\$ 401,161	\$ 223,572	\$ 624,733
Utilities	\$ 3,762	\$ 3,891	\$ 7,653	\$ 3,293	\$ 4,153	\$ 7,446
Casualty & Liability	\$ 7,943	\$ 187,737	\$ 195,680	\$ 7,943	\$ 140,565	\$ 148,508
Taxes	\$ 0	\$ 2,507	\$ 2,507	\$ 0	\$ 1,224	\$ 1,224
Miscellaneous	\$ 0	\$ 1,480	\$ 1,480	\$ 0	\$ 1,579	\$ 1,579
Interest	\$ 0	\$ 12,600	\$ 12,600	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 10,552	\$ 10,552
Capital Purchases	\$ 806,561	\$ 48,031	\$ 854,592	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 32,640	\$ 32,640	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Purchased Transportation Services</b>						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 1,919,835	N/A	\$ 1,919,835	\$ 2,503,344	N/A	\$ 2,503,344
<b>Total - Expense Sources</b>	<b>\$ 4,239,559</b>	<b>\$ 808,468</b>	<b>\$ 5,048,027</b>	<b>\$ 3,826,515</b>	<b>\$ 825,698</b>	<b>\$ 4,652,213</b>

# Level of Cost Worksheet 1

## Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit				
Private For-Profit				
Government				
Public Transit Agency				
<b>Total</b>				

2. How many of the operators are coordination contractors? \_\_\_\_\_

3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? \_\_\_\_\_

Does the CTC have the ability to expand? \_\_\_\_\_

4. Indicate the date the latest transportation operator was brought into the system. \_\_\_\_\_  
\_\_\_\_\_

5. Does the CTC have a competitive procurement process? \_\_\_\_\_

6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators?

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

	Capabilities of operator
	Age of company
	Previous experience
	Management
	Qualifications of staff
	Resources
	Economies of Scale
	Contract Monitoring
	Reporting Capabilities
	Financial Strength
	Performance Bond
	Responsiveness to Solicitation

	Scope of Work
	Safety Program
	Capacity
	Training Program
	Insurance
	Accident History
	Quality
	Community Knowledge
	Cost of the Contracting Process
	Price
	Distribution of Costs
	Other: (list)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? \_\_\_\_\_

How many responded? \_\_\_\_\_

The request for bids/proposals was distributed:

\_\_\_\_\_ Locally      \_\_\_\_\_ Statewide      \_\_\_\_\_ Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)? \_\_\_\_\_

**Level of Availability (Coordination)**  
**Worksheet 3**

**Planning** – What are the coordinated plans for transporting the TD population?

**Public Information** – How is public information distributed about transportation services in the community?

**Certification** – How are individual certifications and registrations coordinated for local TD transportation services?

**Eligibility Records** – What system is used to coordinate which individuals are eligible for special transportation services in the community?

**Call Intake** – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

**Reservations** – What is the reservation process? How is the duplication of a reservation prevented?

**Trip Allocation** – How is the allocation of trip requests to providers coordinated?

**Scheduling** – How is the trip assignment to vehicles coordinated?

**Transport** – How are the actual transportation services and modes of transportation coordinated?

**Dispatching** – How is the real time communication and direction of drivers coordinated?

**General Service Monitoring** – How is the overseeing of transportation operators coordinated?

**Daily Service Monitoring** – How are real-time resolutions to trip problems coordinated?

**Trip Reconciliation** – How is the confirmation of official trips coordinated?

**Billing** – How is the process for requesting and processing fares, payments, and reimbursements coordinated?

**Reporting** – How is operating information reported, compiled, and examined?

**Cost Resources** – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?



**Information Resources** – How is information shared with other organizations to ensure smooth service provision and increased service provision?

**Overall** – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

# APPENDIX

# **APPENDIX A: Surveys**

# Contractor Survey

## \_\_\_\_\_ County

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**Contractor name** (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

Yes     No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

Yes     No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

Yes     No

If yes, is the phone number posted the CTC's?

Yes     No

4. Are the invoices you send to the CTC paid in a timely manner?

Yes     No

5. Does the CTC give your facility adequate time to report statistics?

Yes     No

6. Have you experienced any problems with the CTC?

Yes     No

If yes, what type of problems?

**Comments:**

# PURCHASING AGENCY SURVEY

Staff making call: \_\_\_\_\_

Purchasing Agency name: \_\_\_\_\_

Representative of Purchasing Agency: \_\_\_\_\_

1) Do you purchase transportation from the coordinated system?

YES

NO If no, why?

2) Which transportation operator provides services to your clients?

3) What is the primary purpose of purchasing transportation for your clients?

Medical

Employment

Education/Training/Day Care

Nutritional

Life Sustaining/Other

4) On average, how often do your clients use the transportation system?

7 Days/Week

1-3 Times/Month

1-2 Times/Week

Less than 1 Time/Month

3-5 Times/Week

5) Have you had any unresolved problems with the coordinated transportation system?

- Yes
- No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

- Advance notice requirement [specify operator (s)]
- Cost [specify operator (s)]
- Service area limits [specify operator (s)]
- Pick up times not convenient [specify operator (s)]
- Vehicle condition [specify operator (s)]
- Lack of passenger assistance [specify operator (s)]
- Accessibility concerns [specify operator (s)]
- Complaints about drivers [specify operator (s)]
- Complaints about timeliness [specify operator (s)]
- Length of wait for reservations [specify operator (s)]
- Other [specify operator (s)] \_\_\_\_\_

7) Overall, are you satisfied with the transportation you have purchased for your clients?

- Yes
- No If no, why? \_\_\_\_\_

# RIDER/BENEFICIARY SURVEY

Staff making call: \_\_\_\_\_

County: \_\_\_\_\_

Date of Call: / /

Funding Source: \_\_\_\_\_

1) Did you receive transportation service on \_\_\_\_\_?  Yes or  No

2) Where you charged an amount in addition to the co-payment?  Yes or  No

If so, how much?

3) How often do you normally obtain transportation?

Daily 7 Days/Week  Other  1-2 Times/Week  3-5Times/Week

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

None  3-5 Times

1-2 Times  6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

Ineligible  Space not available

Lack of funds  Destination outside service area

Other \_\_\_\_\_

5) What do you normally use the service for?

Medical  Education/Training/Day Care

Employment  Life-Sustaining/Other

Nutritional

6) Did you have a problem with your trip on \_\_\_\_\_?

Yes. If yes, please state or choose problem from below

No. If no, skip to question # 6

What type of problem did you have with your trip?

Advance notice  Cost

Pick up times not convenient  Late pick up-specify time of wait

Assistance  Accessibility

Service Area Limits  Late return pick up - length of wait

Drivers - specify

Reservations - specify length of wait

Vehicle condition

Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

\_\_\_\_\_

8) What does transportation mean to you? (Permission granted by \_\_\_\_\_ for use in publications.)

**Additional Comments:**

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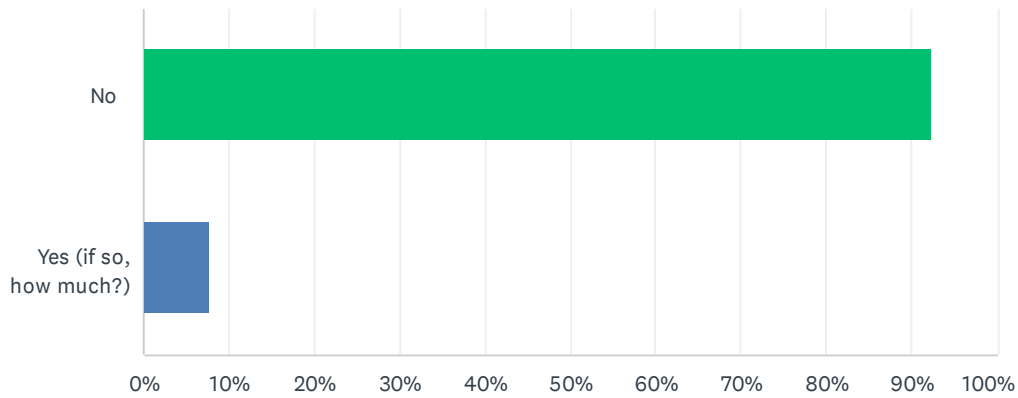
## Q1 When was the last time you received transportation service from Lake County Connection?

Answered: 13 Skipped: 0

#	RESPONSES	DATE
1	Tuesday, May 10, 2022	5/16/2022 11:20 AM
2	Feb 2022	5/9/2022 12:48 PM
3	4/6/22	5/2/2022 4:07 PM
4	4/14/22	4/21/2022 11:15 AM
5	April 12, 2022	4/20/2022 2:21 PM
6	4/8/22	4/20/2022 11:01 AM
7	4/14/22	4/19/2022 2:06 PM
8	4/14/22	4/19/2022 2:03 PM
9	4/14/22	4/19/2022 2:01 PM
10	4/5/22	4/6/2022 2:35 PM
11	April 1, 2022	4/6/2022 11:13 AM
12	March 22, 2022	4/5/2022 10:00 AM
13	04/04/22	4/4/2022 5:04 PM

## Q2 Were you charged an amount in addition to the co-payment?

Answered: 13 Skipped: 0

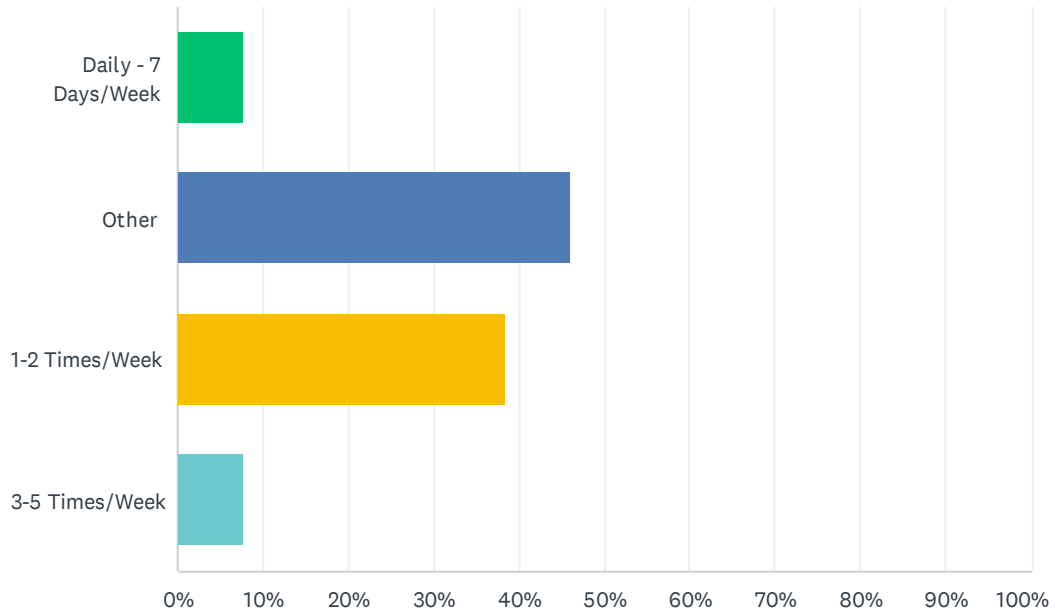


ANSWER CHOICES	RESPONSES
No	92.31% 12
Yes (if so, how much?)	7.69% 1
<b>TOTAL</b>	<b>13</b>

#	YES (IF SO, HOW MUCH?)	DATE
1	10	4/20/2022 2:21 PM

### Q3 How often do you normally obtain transportation?

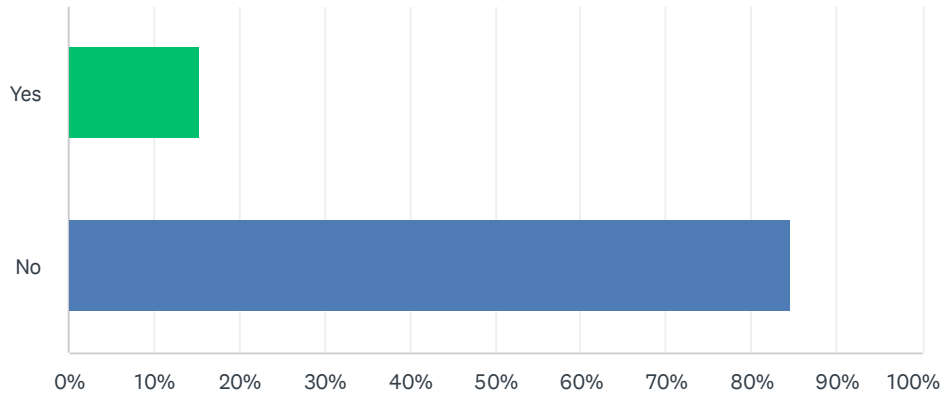
Answered: 13 Skipped: 0



ANSWER CHOICES	RESPONSES	
Daily - 7 Days/Week	7.69%	1
Other	46.15%	6
1-2 Times/Week	38.46%	5
3-5 Times/Week	7.69%	1
<b>TOTAL</b>		<b>13</b>

### Q4 Have you ever been denied transportation services?

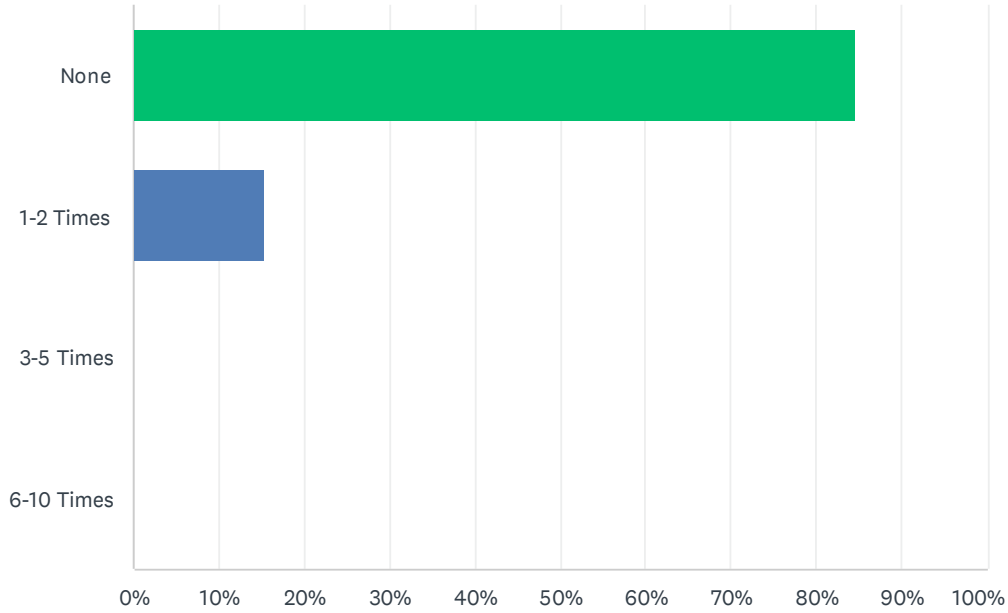
Answered: 13 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	15.38%	2
No	84.62%	11
<b>TOTAL</b>		<b>13</b>

### Q5 How many times in the last 6 months have you been refused transportation services?

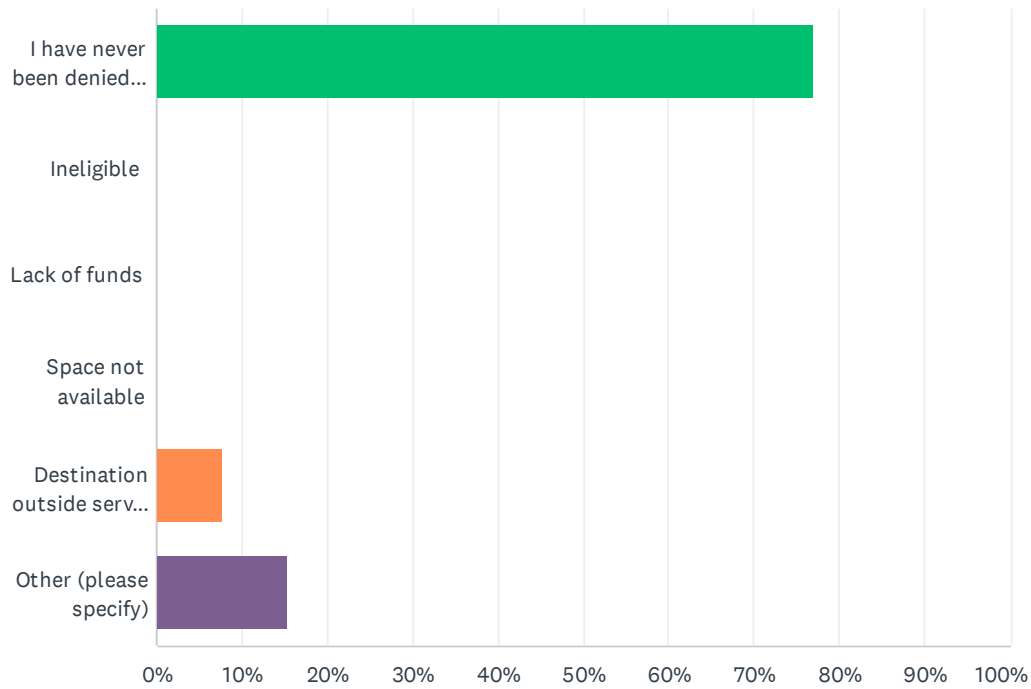
Answered: 13 Skipped: 0



ANSWER CHOICES	RESPONSES	
None	84.62%	11
1-2 Times	15.38%	2
3-5 Times	0.00%	0
6-10 Times	0.00%	0
<b>TOTAL</b>		<b>13</b>

### Q6 If you have ever been denied transportation services, what was the reason given for refusing you transportation services?

Answered: 13 Skipped: 0

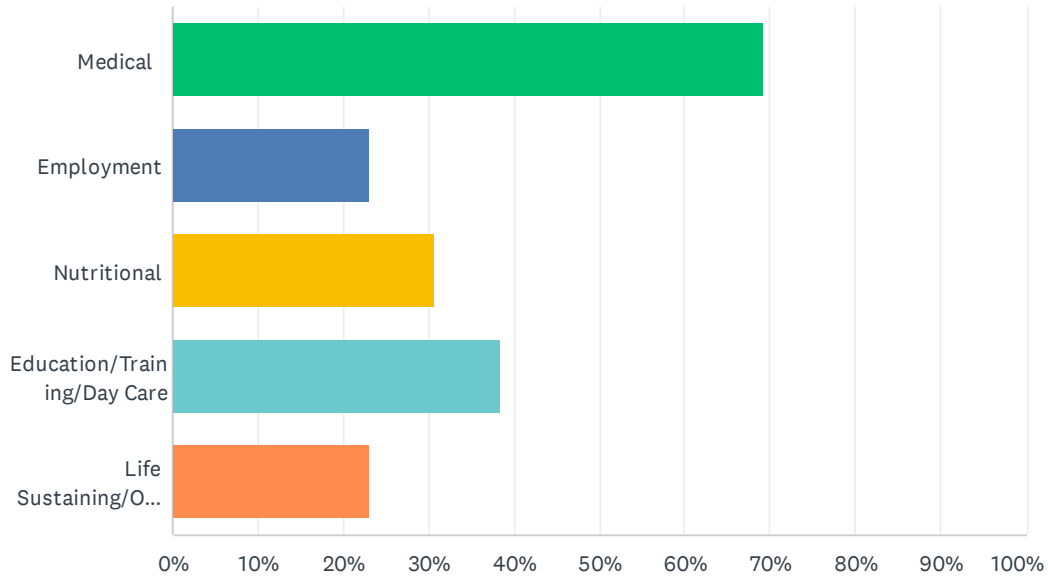


ANSWER CHOICES	RESPONSES	
I have never been denied transportation services	76.92%	10
Ineligible	0.00%	0
Lack of funds	0.00%	0
Space not available	0.00%	0
Destination outside service area	7.69%	1
Other (please specify)	15.38%	2
Total Respondents: 13		

#	OTHER (PLEASE SPECIFY)	DATE
1	Was denied transport to my hairdresser in Clermont.	5/16/2022 11:20 AM
2	Address was wrong in system	4/20/2022 11:01 AM

## Q7 What do you normally use the service for?

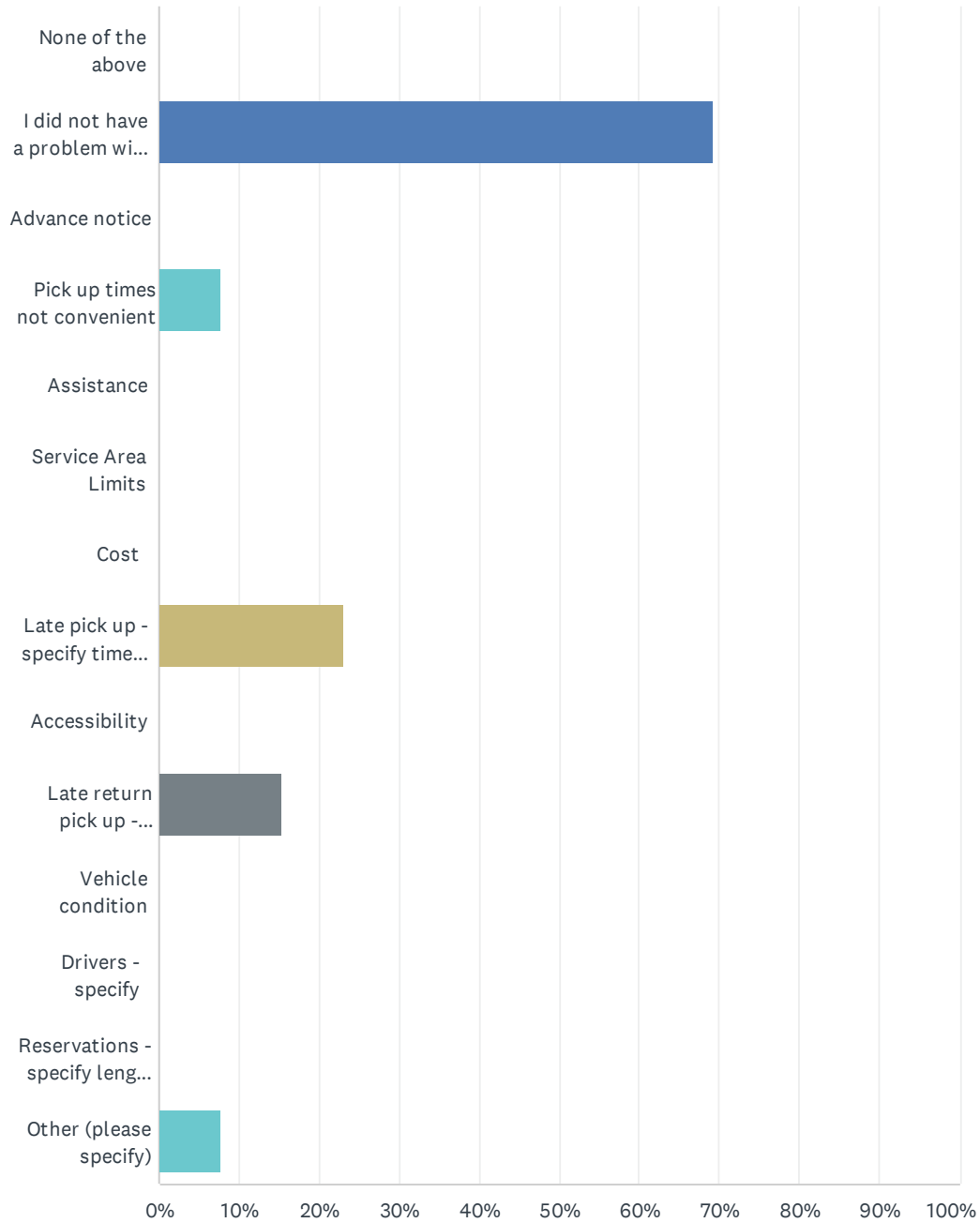
Answered: 13 Skipped: 0



ANSWER CHOICES	RESPONSES
Medical	69.23% 9
Employment	23.08% 3
Nutritional	30.77% 4
Education/Training/Day Care	38.46% 5
Life Sustaining/Other	23.08% 3
Total Respondents: 13	

# Q8 Did you have a problem with your last trip? If so, what type of problem was it?

Answered: 13 Skipped: 0





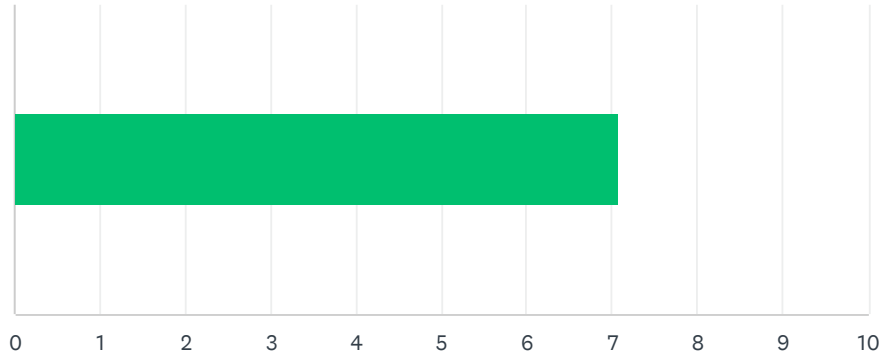
## Lake County Connection Rider Survey

ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
I did not have a problem with my last trip	69.23%	9
Advance notice	0.00%	0
Pick up times not convenient	7.69%	1
Assistance	0.00%	0
Service Area Limits	0.00%	0
Cost	0.00%	0
Late pick up - specify time of wait	23.08%	3
Accessibility	0.00%	0
Late return pick up - length of wait	15.38%	2
Vehicle condition	0.00%	0
Drivers - specify	0.00%	0
Reservations - specify length of wait	0.00%	0
Other (please specify)	7.69%	1
Total Respondents: 13		

#	OTHER (PLEASE SPECIFY)	DATE
1	Caused me to miss my doctor appointment. When I called LCC they said they have a two hour window for pick up. This has caused me to miss two doctor appointments.	5/2/2022 4:07 PM

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

Answered: 12 Skipped: 1



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	7	85	12
Total Respondents: 12			

#		DATE
1	5	5/16/2022 11:20 AM
2	6	5/9/2022 12:48 PM
3	5	5/2/2022 4:07 PM
4	6	4/21/2022 11:15 AM
5	10	4/20/2022 2:21 PM
6	9	4/20/2022 11:01 AM
7	10	4/19/2022 2:03 PM
8	9	4/19/2022 2:01 PM
9	7	4/6/2022 2:35 PM
10	8	4/6/2022 11:13 AM
11	6	4/5/2022 10:00 AM
12	4	4/4/2022 5:04 PM

**Q10 What does transportation mean to you? Please also indicate whether or not we may anonymously use your answer in publications.**

Answered: 12 Skipped: 1

#	RESPONSES	DATE
1	Transportation helps me keep some independence. Being legally blind and living outside of the city business area, it allows me some opportunity to do activities on my own.	5/16/2022 11:20 AM
2	Provides me with independence, flexibility and freedom	5/9/2022 12:48 PM
3	I'm blind and can not drive. I've lost my husband and it's my only source of transportation.	5/2/2022 4:07 PM
4	I'm Blind and it's my only form of transportation	4/21/2022 11:15 AM
5	I'm blind and have no other transportation. Yes	4/20/2022 11:01 AM
6	I don't drive, my son works so he can't take me anywhere.	4/19/2022 2:06 PM
7	Life saving. If it wasn't for this, I don't know what I'd do. I can't afford Uber.	4/19/2022 2:03 PM
8	It means I can get to my dialysis early and get home and do what I want to do.	4/19/2022 2:01 PM
9	It's very important if you have no other way of getting anywhere - it's the only means of getting from A to B.	4/6/2022 2:35 PM
10	That's the only way for client to get to doctor and other appointments. OK to use comments	4/6/2022 11:13 AM
11	The transportation allows me to be an independent person of the community. I use the transportation for work, medical appointments and training. Without the transportation I wouldn't be able to be independent. I would have to rely on a family member, neighbor or friend to drive me. Most times, people are not available to drive me during the time I need assistance. Limited transportation makes life difficult and sometimes impossible to arrange appointments. Yes, you can use my answers anonymously in your publications.	4/5/2022 10:00 AM
12	Paratransit allows me to live my life with independent safely and with dignity.	4/4/2022 5:04 PM

## Q11 Additional Comments

Answered: 12 Skipped: 1

#	RESPONSES	DATE
1	Offering service on Saturdays would allow us to participate in activities that are only offered on weekends such as farmers markets or other entertainment venues. Also, limited transportation to nearby areas of Sumter County or Orange County would be great. There is a low vision specialist (the only one in Central Florida) whose office is in the Villages but in Sumter so many of us are unable to use her services.	5/16/2022 11:20 AM
2	Saturday services need to be added. I'm missing out on a lot of like's opportunities due to lack of weekend transportation options. Extend schedule to 7 pm.	5/9/2022 12:48 PM
3	I would give you a satisfaction rate of 2 but the drivers are very nice the office staff could be nice but aren't. I've had to call neighbors to come pick me up from appointments because no one has showed and I've missed important doctor appointments because of not getting picked up on time.	5/2/2022 4:07 PM
4	I feel that Lake County Transportation doesn't follow ADA rules as to how long someone should stay on the bus. On my last trip I ordered a coupon book and the driver said they never got. I feel that the busses are very clean. I feel the drivers are very kind and go out of their way. I wish the busses would transfer and connect to other transportation in other counties.	4/21/2022 11:15 AM
5	You have me listed as needing a lift but I can use the stairs.	4/20/2022 11:01 AM
6	They're always late.	4/19/2022 2:06 PM
7	Nothing but praise. They're very, very good. They're very pleasant. Accommodating. I wish the service was available on weekends. I don't have any way to get to church.	4/19/2022 2:03 PM
8	You guys are usually right on time. Had a long, long ride home a few years ago. This system blows Orange away.	4/19/2022 2:01 PM
9	#1. Issue with coupons - took 5 different tries and over a week and half to obtain a coupon book. There was no coupon book upon my trip as expected and I didn't have cash to pay for my trip. Spoke with a receptionist and a supervisor and nothing. Improve the process for obtaining coupon books! #2. My bus came an hour earlier than expected and then it took really long for it to come back. Call if the driver is running very late. What if it's threatening to storm and I'm waiting? It's terribly discourteous. Be a little more transparent/courteous. Ok they're coming, but when? Our time is just as valuable. I think the previous management company was better. They've sent out supervisors before because there wasn't a bus to get me for my scheduled pick up, it was dark, the doctor's office had closed and I was alone in a parking lot. #3. Receptionist Danielle is exceptionally good and pleasant. I think they all try to do the best they can. Drivers are pleasant. #4. Group trips better. I need to drive 45 minutes to pick up someone when my appointment is 5 minutes away. Why are we zigzagging all over the county? #5. New drivers need better training on the area - more geographical orientation. I'm blind and was giving them directions! #6. Sometimes they never show up and I've had to cancel/reschedule medical appointments. And then take forever to come back and pick up. I think it makes the company look terrible. #7. I have an eye doctor appointment in The Villages but I can't get there because Lake County Connection won't cross county lines. We're right beside each other, Lake and Sumter, why can't there be communication/collaboration so people can get to a legit, critical doctor's appointment? Why can't it be easier? I know that they try but they can do a lot better!	4/6/2022 2:35 PM
10	It would really help if Lake County Transit would cross county lines. Many of my doctors have moved to the Villages which now become inaccessible to me - even though my doctor's offices are only 1 to 3 miles across the county line. If you transport to a location that is 3/4 of a mile across the line, you should consider expanding that slightly. Transit also goes to Shands once a week and many of the VA locations which are outside of the county lines. Many of Lake County residents have doctors in the Villages!	4/6/2022 11:13 AM
11	The problems I have had with Lake County Connection is; late pickups, late return trips and	4/5/2022 10:00 AM

## Lake County Connection Rider Survey

especially long rides. With the construction in Lake County on US Hwy. 441, there are many delays in the travel for the bus drivers in this area. I have been on the bus traveling from Lake-Sumter State College to Lady Lake for 2-3 hours. I understand it is a shared ride, but I feel the transportation company is not taking into a fact of the ongoing construction. By trying to service everyone in that area the rides have become longer. It may benefit the transportation company, drivers and riders if the company would increase the buses during this time. For example; on my return trip from Lake-Sumter State College to my home in Lady Lake, I have been picked up at 4:30 PM and not dropped off at my home in Lady Lake till 7:30 PM. This drive is normally about a 35 minute ride. I am exhausted after working all day to be on transportation for that long. I appreciate the availability of Lake County Connection, but there are definitely measures that can be taken to improve the service for all individuals. Thank you for this opportunity to express my concerns.

---

12	I would like the service to run on the weekends. I would like for the 8830 minute mandate to be put in place. Drivers need to be educated when they go through training on how to assist individuals who were blind or low vision in addition traveling with passengers with guide dogs. It is apparent the drivers do not get the needed training in order to be a good driver to those who they serve.	4/4/2022 5:04 PM
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## **APPENDIX B: Observational Ride**

**ON-SITE OBSERVATION OF THE SYSTEM**

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

*appt P/u d/o*  
*10 9 9:30*  
*9:30 9:45 10:27*  
*10:30 11:10*

Was the driver on time?  Yes  No - How many minutes late/early?

Did the driver provide any passenger assistance?  Yes  No

Was the driver wearing any identification?  Yes:  Uniform  Name Tag  
 ID Badge  No

Did the driver render an appropriate greeting?  
 Yes  No  Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?  
 passengers buckled in but driver didn't say  Yes  No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?  Yes  No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?  Yes  No

Does the vehicle have working heat and air conditioning?  Yes  No

Does the vehicle have two-way communications in good working order?  Yes  No

If used, was the lift in good working order?  
 loud squealing sound  Yes  No

Was there safe and appropriate seating for all passengers?  Yes  No  
 only the first row of seats were available, others

Did the driver properly use the lift and secure the passenger?  Yes  No

If No, please explain:

CTC: \_\_\_\_\_ County: \_\_\_\_\_

Date of Ride: \_\_\_\_\_

<b>Funding Source</b>	<b>No. of Trips</b>	<b>No. of Riders/Beneficiaries</b>	<b>No. of Calls to Make</b>	<b>No. of Calls Made</b>
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

<b>Number of Round Trips</b>	<b>Number of Riders/Beneficiaries to Survey</b>
0 – 200	30%
201 – 1200	10%
1201 +	5%



**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 Office of Transit Services**



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: 1300 Citizens Blvd, Suite 175, Leesburg, FL 34748

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
Chairperson, Lake~Sumter MPO	Comm. Leslie Campione	N/A
Vice Chair, Children at Risk Representative	Lesha Buchbinder	Timothy Layne
Florida Department of Transportation (FDOT)	Jo Santiago	Carlos Colon
Department of Children & Families	Sheri Peterson	Kimberly Mummey
Public Education Community	E. Scott Pfender	Lori Mattox
Vocational Rehabilitation/Florida Dept. of Education	Jesse Riddle	Roselle Paala
Veterans Service Office	Anthony Padilla	Stephanie Glass
Florida Association for Community Action / Economically Disadvantaged	Jim Lowe	Timothy Bridges
Persons over 60, representing Elderly	Linda Diaz	N/A
Person with a Disability representing Disabled	Rebecca Matthews	N/A
Citizens Advocate	Vacant	N/A
Citizens Advocate/User of System	Vacant	N/A
Florida Department of Elder Affairs (DOEA)	Steve Homan	Gary Heaps
Local For-Profit Transportation	Vacant	N/A
Florida Agency for Health Care Administration	Emilio Santiago	Victoria Anderson
Workforce Development	Gustavo Henriquez	Donna Andrews
Medical Community	Vacant	N/A
Technical Advisor	Chantel Buck	N/A

## Roll Call Vote

### Approval of Lake County's Transportation Disadvantaged Service Plan Major Update

MEMBER	REPRESENTING	YES	NO	ABSENT
Comm. Leslie Campione	Chairperson, Lake~Sumter MPO			
Lesha Buchbinder	Vice Chair, Children at Risk Representative			
Jo Santiago	Florida Department of Transportation (FDOT)			
Sheri Peterson	Department of Children & Families			
E. Scott Pfender	Public Education Community			
Jesse Riddle	Vocational Rehabilitation/Florida Dept. of Education			
Anthony Padilla	Veterans Service Office			
Jim Lowe	Florida Association for Community Action / Economically Disadvantaged			
Linda Diaz	Persons over 60, representing Elderly			
Rebecca Matthews	Person with a Disability representing Disabled			
Vacant	Citizens Advocate			
Vacant	Citizens Advocate/User of System			
Steve Homan	Florida Department of Elder Affairs			
Vacant	Local For-Profit Transportation			
Emilio Santiago	Florida Agency for Health Care Administration			
Gustavo Henriquez	Workforce Development			
Vacant	Medical Community			
Chantel Buck	Technical Advisor			

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~~ June 6, 2022.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Commissioner Leslie Campione, TDCB Chair

Approved by the Commission for the Transportation Disadvantaged

\_\_\_\_\_  
Date

\_\_\_\_\_  
David Darm, Executive Director CTD

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# 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 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.



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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 Metropolitan Planning Organization (LSMPO or 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 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 through June 30, 2023.

A new transportation contractor was also selected by the CTC in 2018. Effective March 6, 2018, McDonald transit, nka RATP Dev, 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.

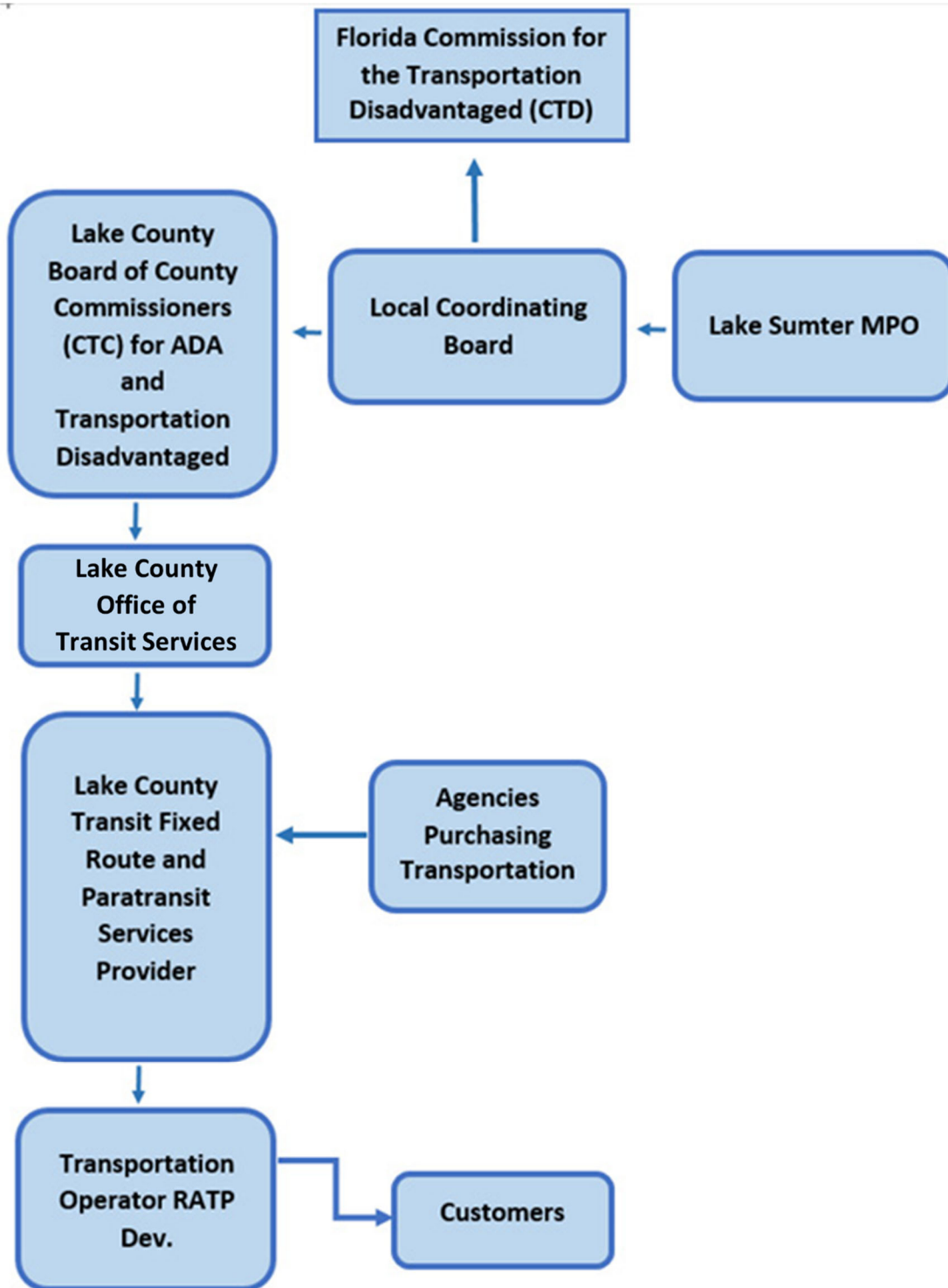


Figure 1. Organization Chart for TD Service Delivery

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## ***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

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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, paratransit 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

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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.

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### **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

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**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



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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 landowners 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.

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## 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:** Improve 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 aid 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.

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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 US 27 and east on SR 50 to the Orange County border. Moving north on US. 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 SR 19 in the Umatilla area.

**2030 ADOPTED FUTURE LAND USE  
PLANNING HORIZON 2030  
LAKE COUNTY FLORIDA**

**Amended Ordinances**

Ordinance #2011-40 (Clarke Green - RT to UL)  
 Ordinance #2011-41 (Pineapple Trail 188 Road Property - Text)  
 Ordinance #2011-42 (Pineapple-Orange Airport Road Property - Text)  
 Ordinance #2011-43 (Somerset Commerce Property - Text)  
 Ordinance #2011-44 (Risks Land Company Property - Amended to Clermont)  
 Ordinance #2011-45 (Loring & South Property - Text/Map Review from Protection Area)  
 Ordinance #2011-46 (SNO Long Family Farms - Remove South Lake Overlay)

Ordinance #2012-32 (Pine Lakes Rural Support Center)  
 Ordinance #2013-15 (Culliva Bay Area - RT to UL)  
 Ordinance #2013-34 (Barrington Estates A/R 751817 - RT to UL)  
 Ordinance #2013-36 (Coaster Touring Stone A/Rs 1176413, 2623705, 2623642, 1388121, 1176605 - RT to U)  
 Ordinance #2013-38 (Horseshoe Area 1327424, 3106103, 3106124, 1621366, 2071368, 3174849 - RT to RC)  
 Ordinance #2013-37 (Vista City East A/Rs 1847486, 3261212, 1224805, 1022361 - RT & U.L. to RC)  
 Ordinance #2013-39 (Cherowagne Area 1354645, 2661111, 1614627, 1124506, 1708849 - U.L. to RC)

Ordinance #2014-12 (US 27 Major Commercial Corridor Extension)  
 Ordinance #2014-11 (LTP #11 A/Rs 1248555, 1248554, 1248422 - C to PSPF)  
 Ordinance #2014-07 (Stoughton & Agri-Tourism - Text)  
 Ordinance #2014-05 (Fire Station #101 - C to PSPF)  
 Ordinance #2014-09 (Fire Station #102 - C to PSPF)  
 Ordinance #2014-06 (Fire Station #111 - C to PSPF)  
 Ordinance #2014-41 (Florida Rock - PSPF to U)  
 Ordinance #2014-42 (Risks Land Company)  
 Ordinance #2014-43 (M Plymouth Gated Community)  
 Ordinance #2014-44 (Somerset Commerce Property)  
 Ordinance #2014-45 (Wakiva Rural Support Center - Text)  
 Ordinance #2014-46 (Somerset Property - M Plymouth-Sorrento Neighborhood to M Plymouth-Sorrento Main Street)  
 Ordinance #2014-47 (Bella Collina P.U. Category - RT to Bella Collina)  
 Ordinance #2014-48 (Bella Collina P.U. - Phase 1 & 2 - LM to PUD for consistency with new Bella Collina P.U.C)  
 Ordinance #2014-49 (Sweetwater Small-Scale - PSPF to RC)  
 Ordinance #2014-62 (Copper A/R 1265624 - RC to UL)  
 Ordinance #2014-74 (L-Trail Small-Scale - RC to RC)

Ordinance #2015-18 (Sawtooth Irrigation - RD to RC)  
 Ordinance #2015-26 (Stone to UL)  
 Ordinance #2015-30 (Walker Family Tract A/R 2817872 - U to RC)

Ordinance #2016-01 (Wellness Way Area Plan - Create New F.U.I. Categories & Series)  
 Ordinance #2016-08 (Merriville Property A/R 1365010 - C to R)  
 Ordinance #2016-07 (Moore-Paine A/R 1267626 - C to R)  
 Ordinance #2016-05 (Hopper A/R 2662221 - RC to R)  
 Ordinance #2016-07 (Summer Bay - UM, UL, RC to Summer Bay)  
 Ordinance #2016-02 (Copper A/R 1265624 - RC to UL)  
 Ordinance #2016-03 (South Lake Regional Park A/R 1103231 - C to SLRP)

Ordinance #2017-01 (Cagan Crossings, East 242 Acres - Cagan Crossings to UM)  
 Ordinance #2017-02 (USA A/R 2454252 - C to R)  
 Ordinance #2017-07 (Green Swamp Interlachen A/R 1832659 - GS Rural to GS Interlachen)

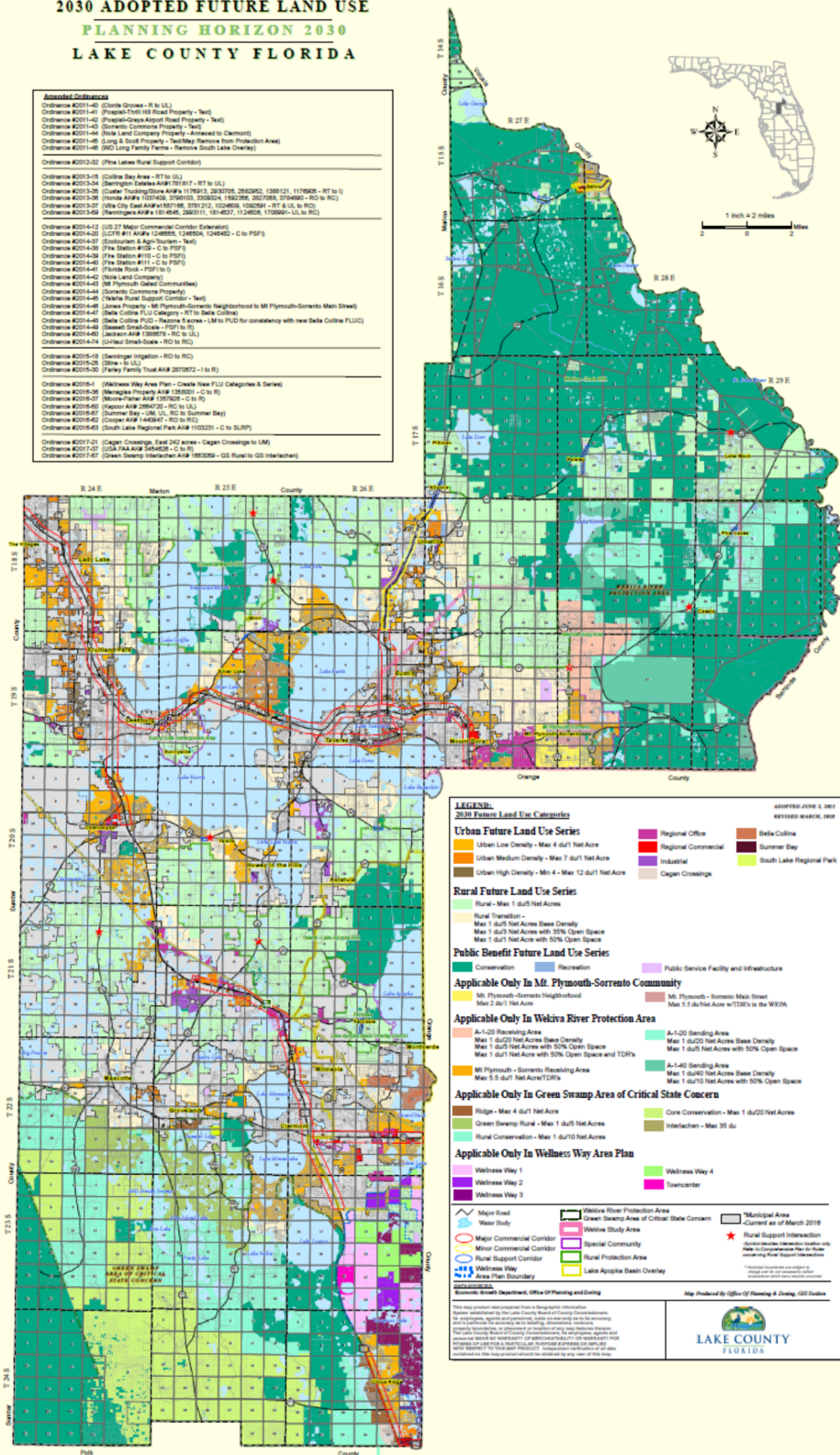


Figure 2. Lake County Land Use Map



## 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.

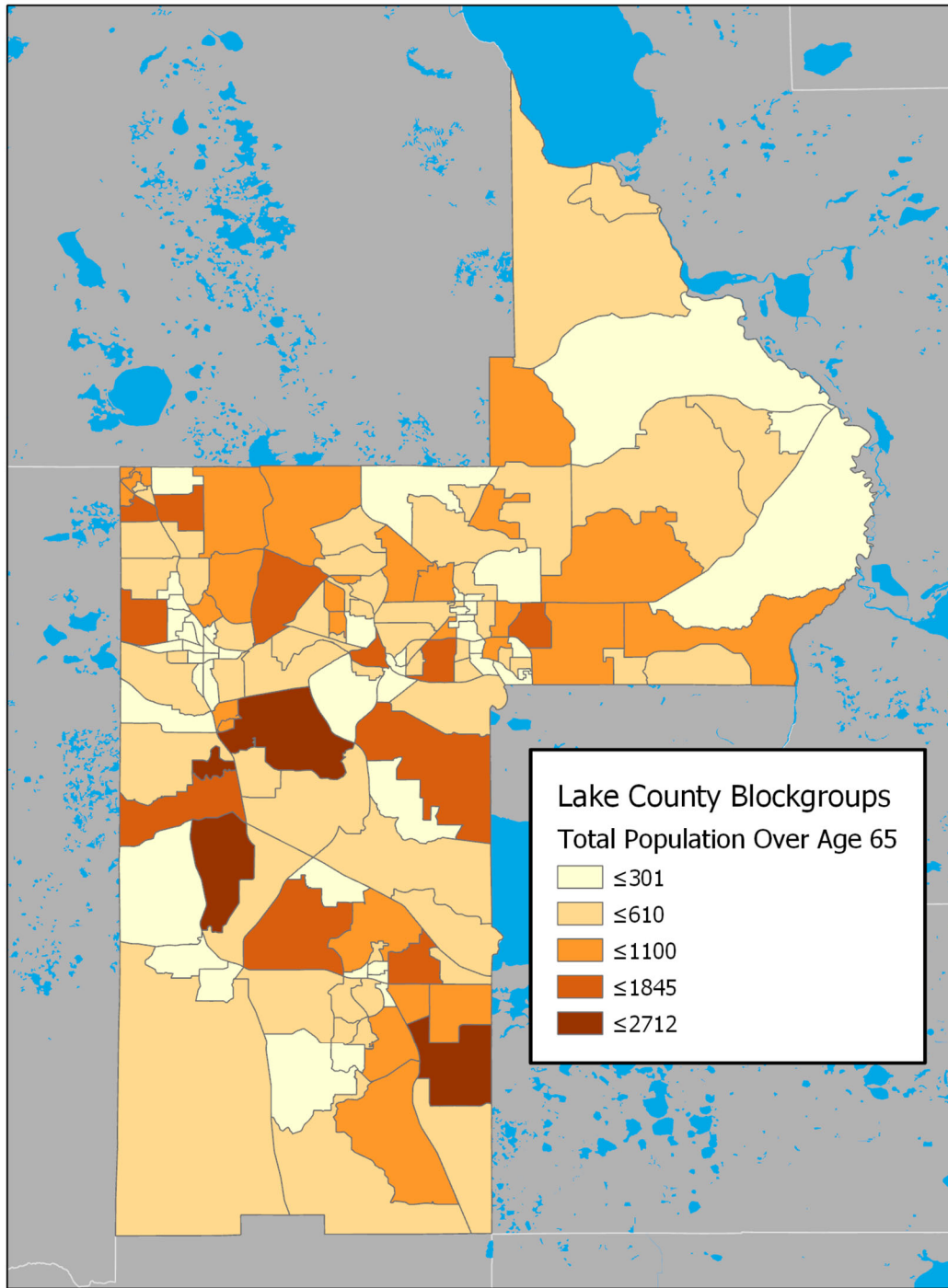
The population age distribution in Lake County is somewhat similar to the State of Florida with a major difference in the population ages 65 years and older. Lake County had approximately seven percent more in that age category as shown in Table 2 below.

**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						
Lake County	\$0-\$9,999	\$10,000-\$24,999	\$25,000-\$34,999	\$35,000-\$49,999	\$50,000-\$74,999	\$75,000+
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%
<b>Florida</b>						
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 is 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 US 27 in South Lake County. Other low-income areas include Groveland and Mascotte and in communities dispersed throughout northern Lake County.

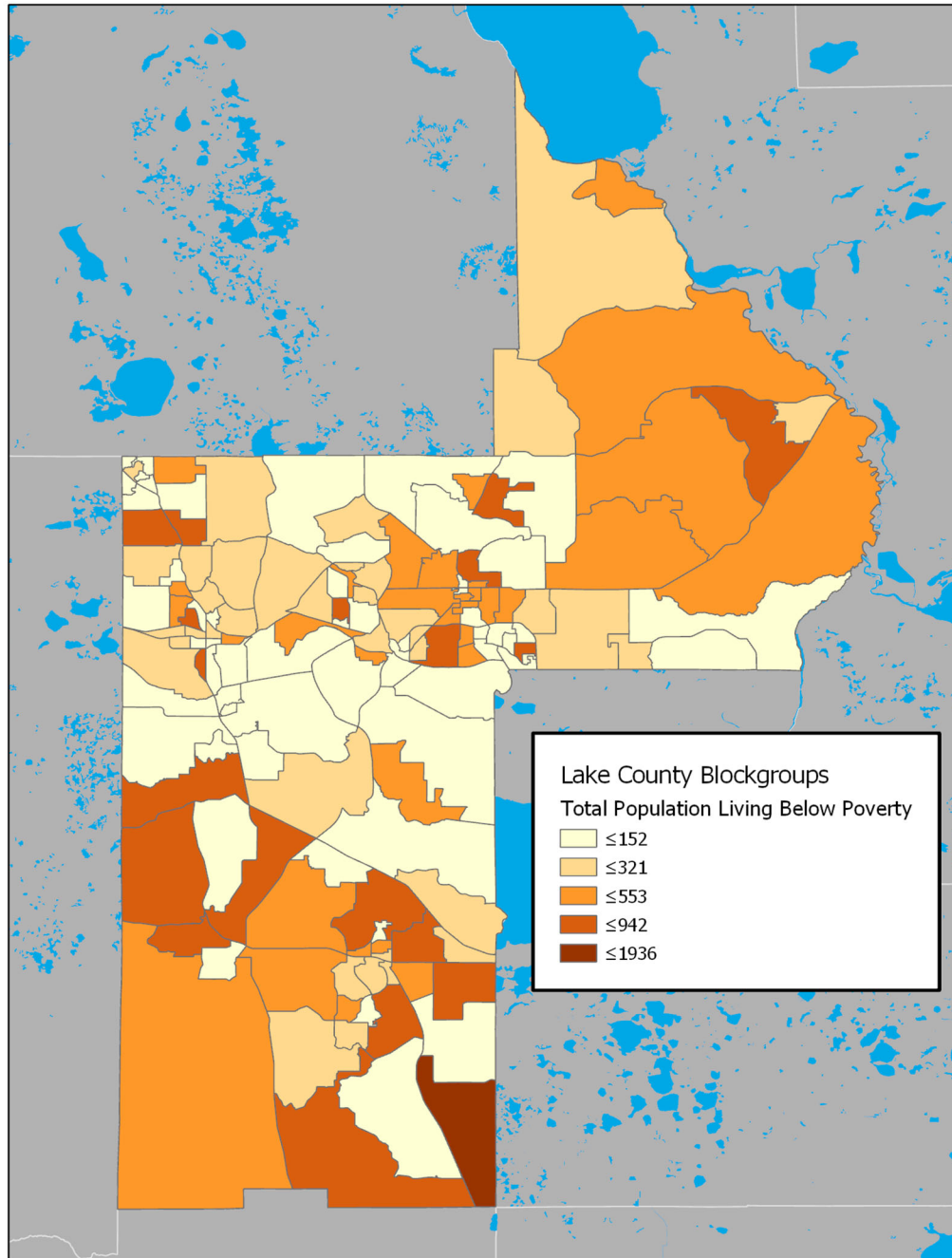


Figure 4. Population Below Poverty Level

***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 SR 441 corridor.

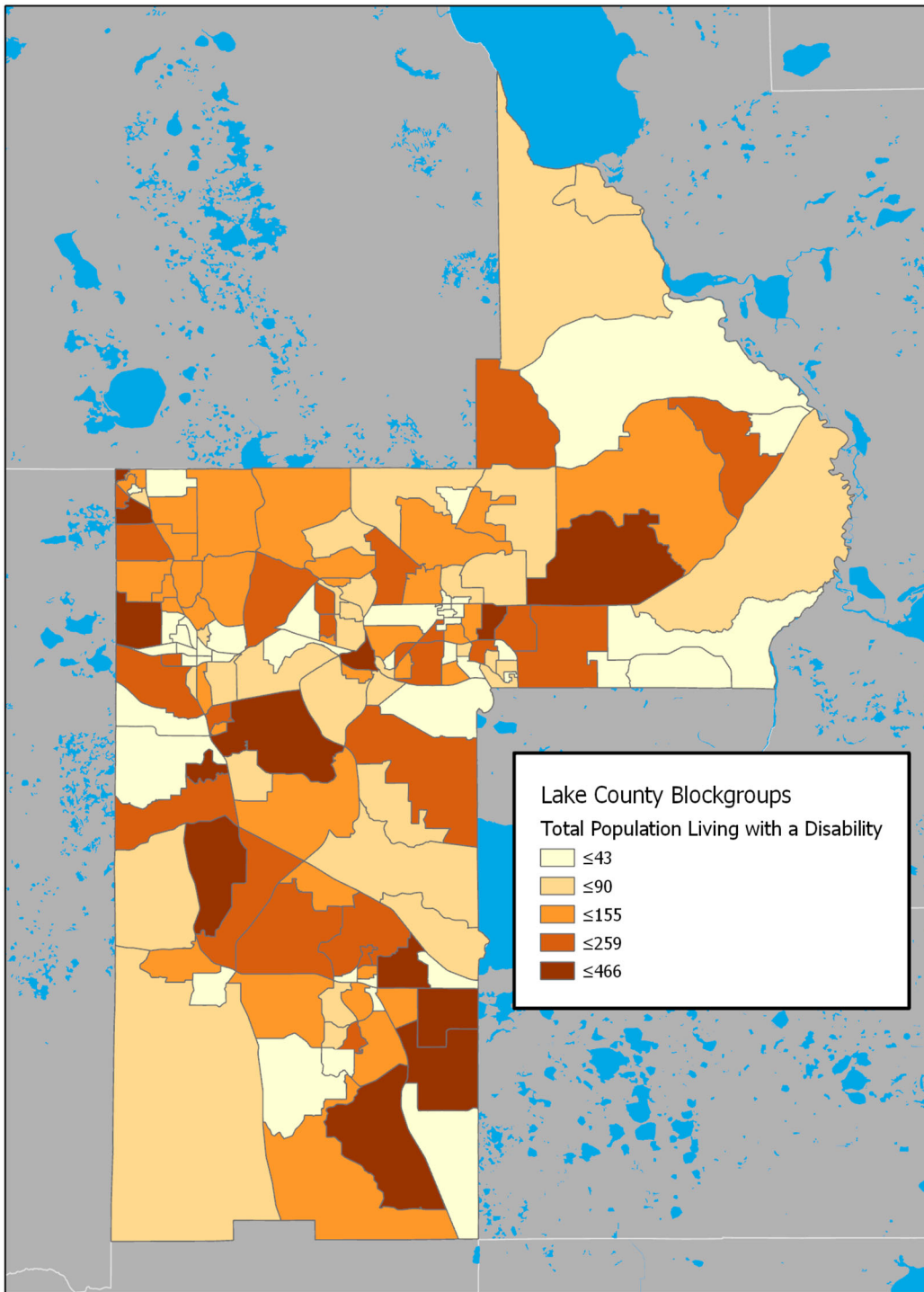


Figure 5. Population with a Disability

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### **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 percent). See Table 4 below.

**Table 4. Employment Characteristics for Lake County, April 2018**

<b>Area</b>	<b>Percentage of Labor Force Employed</b>	<b>Percentage of Labor Force Unemployed</b>
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**

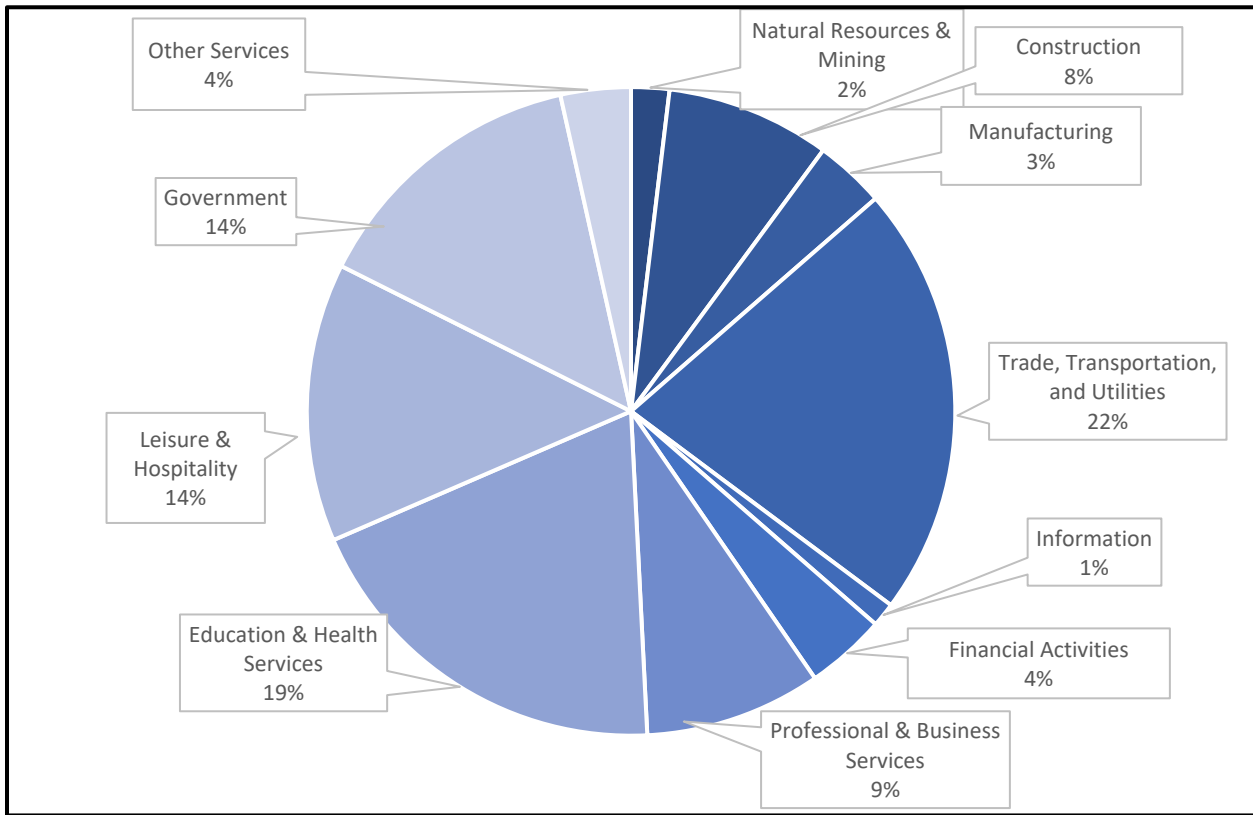
Table 5 displays Lake County’s largest employers. The largest, Florida Hospital Waterman, employs 1,500 individuals followed by Leesburg Regional Medical Center with 1,272 employees.

**Table 5. Lake County's Largest Employers**

<b>Employer</b>	<b>Business Type</b>	<b>Total</b>
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 percent). 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>

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**

<b>Industry Type</b>	<b>Lake County</b>	<b>Florida</b>
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>

### ***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 percent closed sales and 36.2 percent new pending sales) occurred in Lake County’s fast-growing cities resulting in additional demand for transportation services.

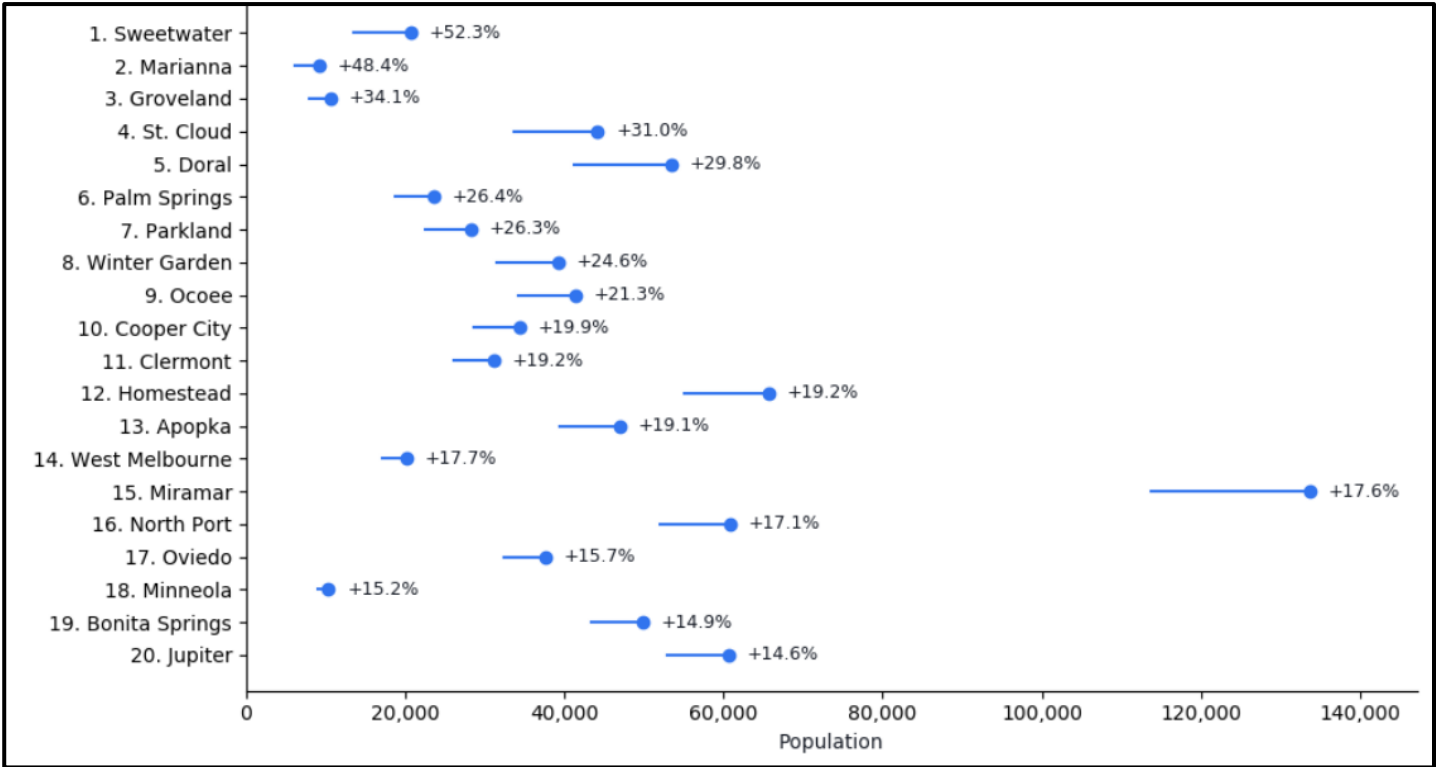



Figure 7. Largest Percentage Population Growth in Florida 2010-2016

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 <sup>th</sup> 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 Degree	9.8%	9.6%
Bachelor 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**

Household Vehicle Availability				
Area	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 percent 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 modes 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).

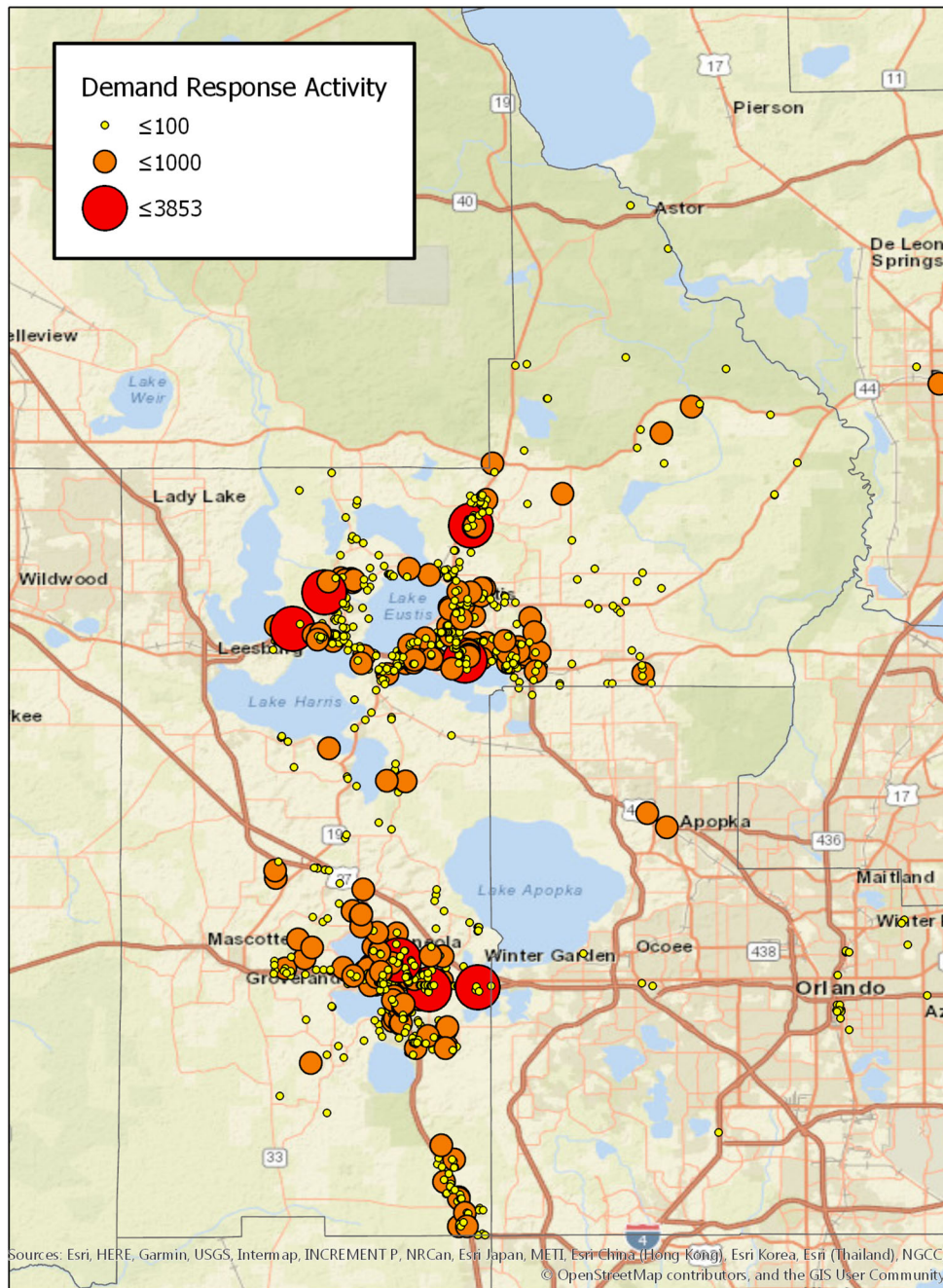
Table 13. Inter-County Commuter Flows

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 percent 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 percent 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%
<b>TOTAL</b>	<b>317,586</b>	<b>100%*</b>

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

\*Difference due to rounding, actual is 99.9



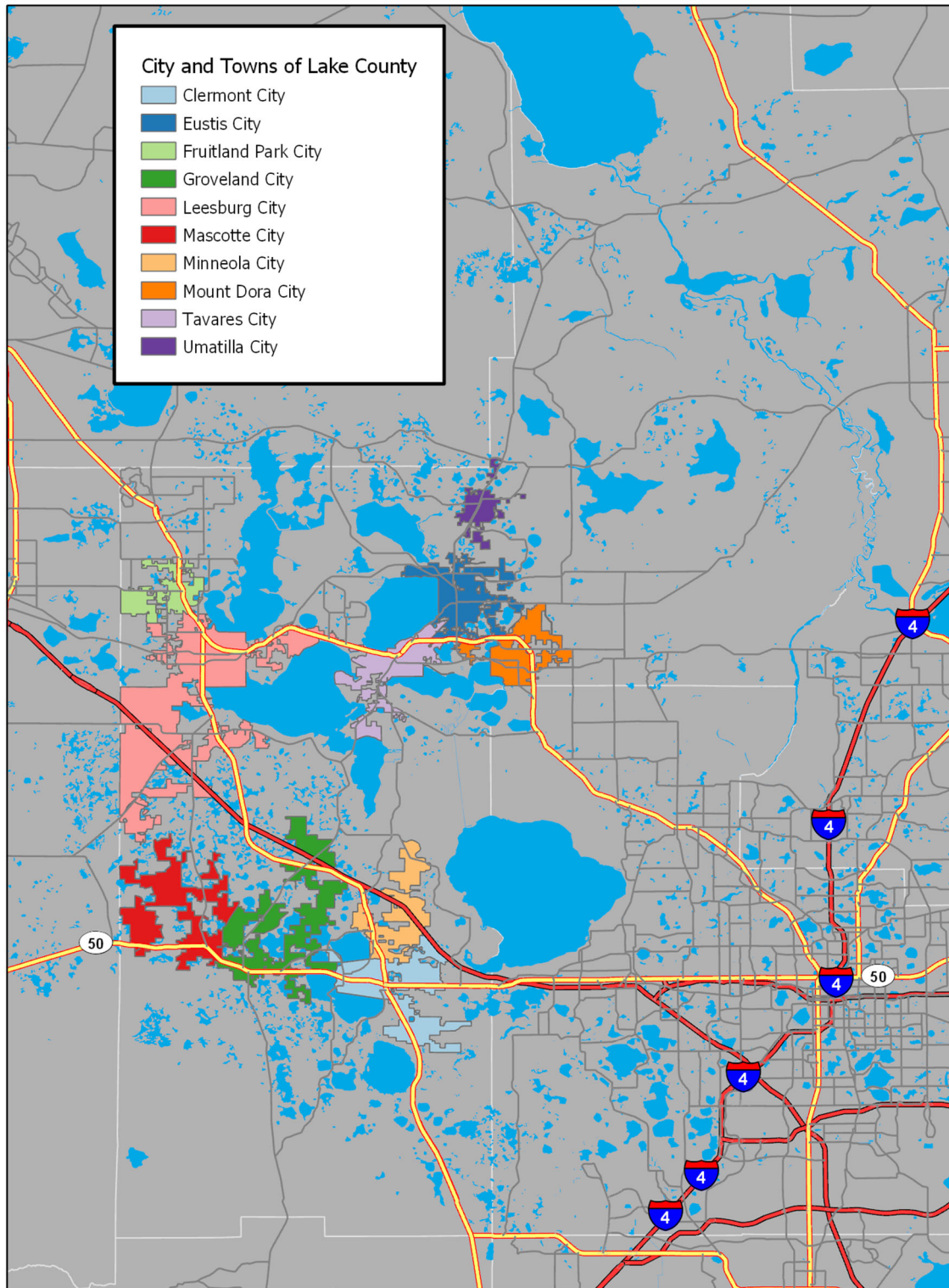


Figure 9. Lake County City Boundaries

# Inventory of Available Services

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

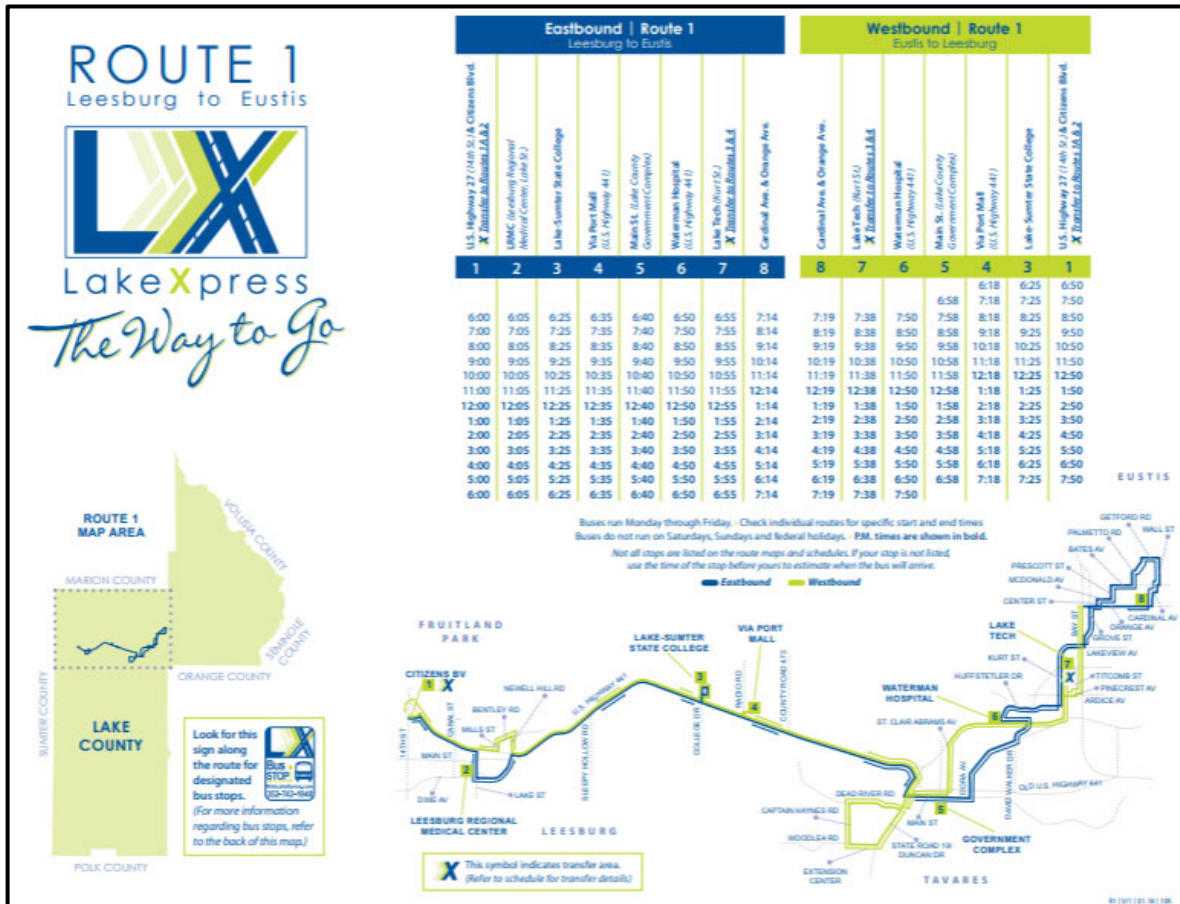


Figure 10. Route 1



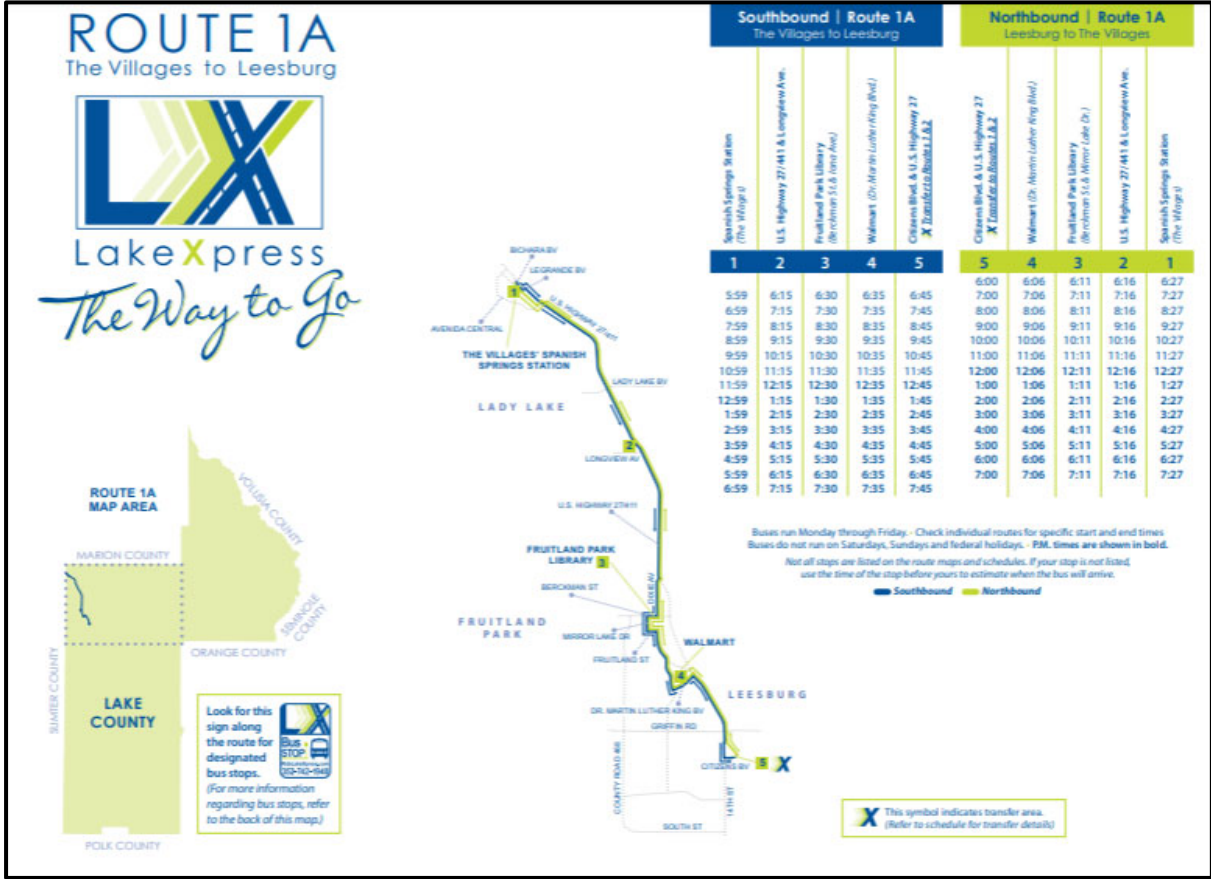


Figure 11. Route 1A

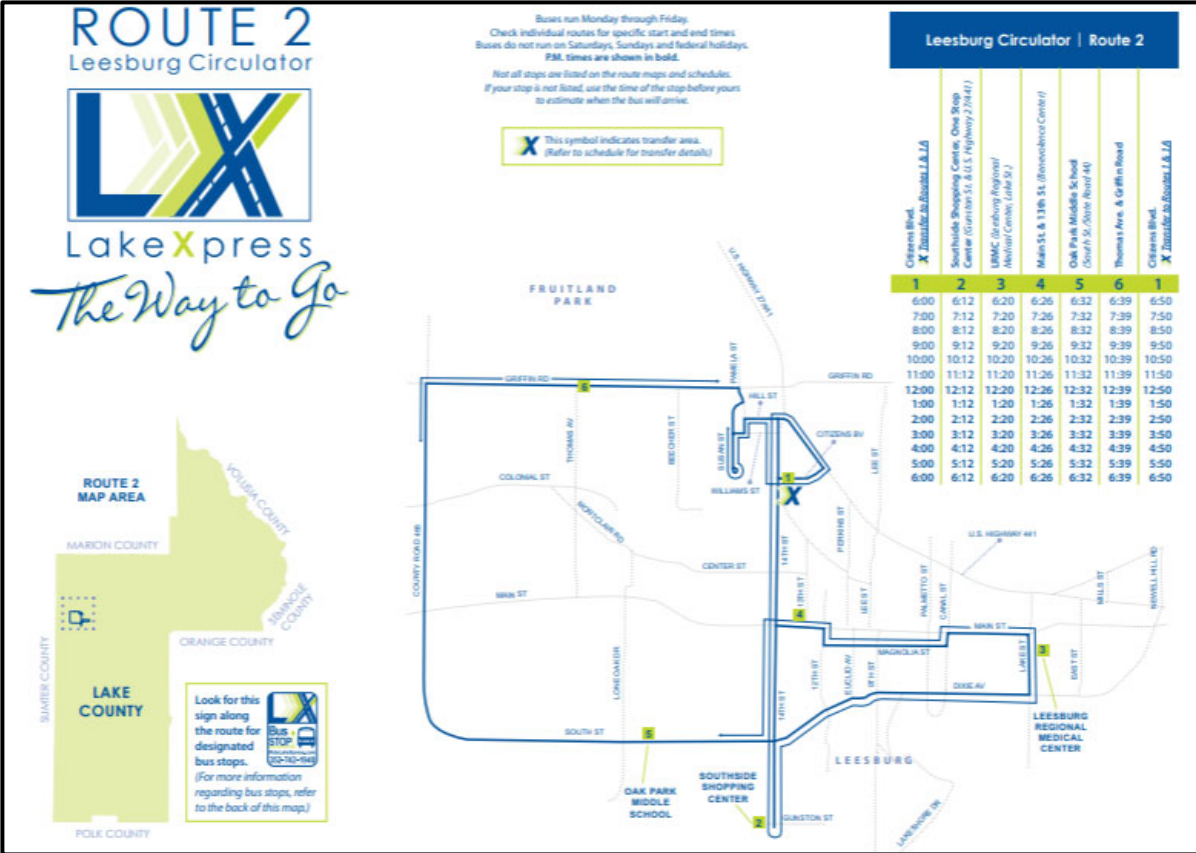


Figure 12. Route 2

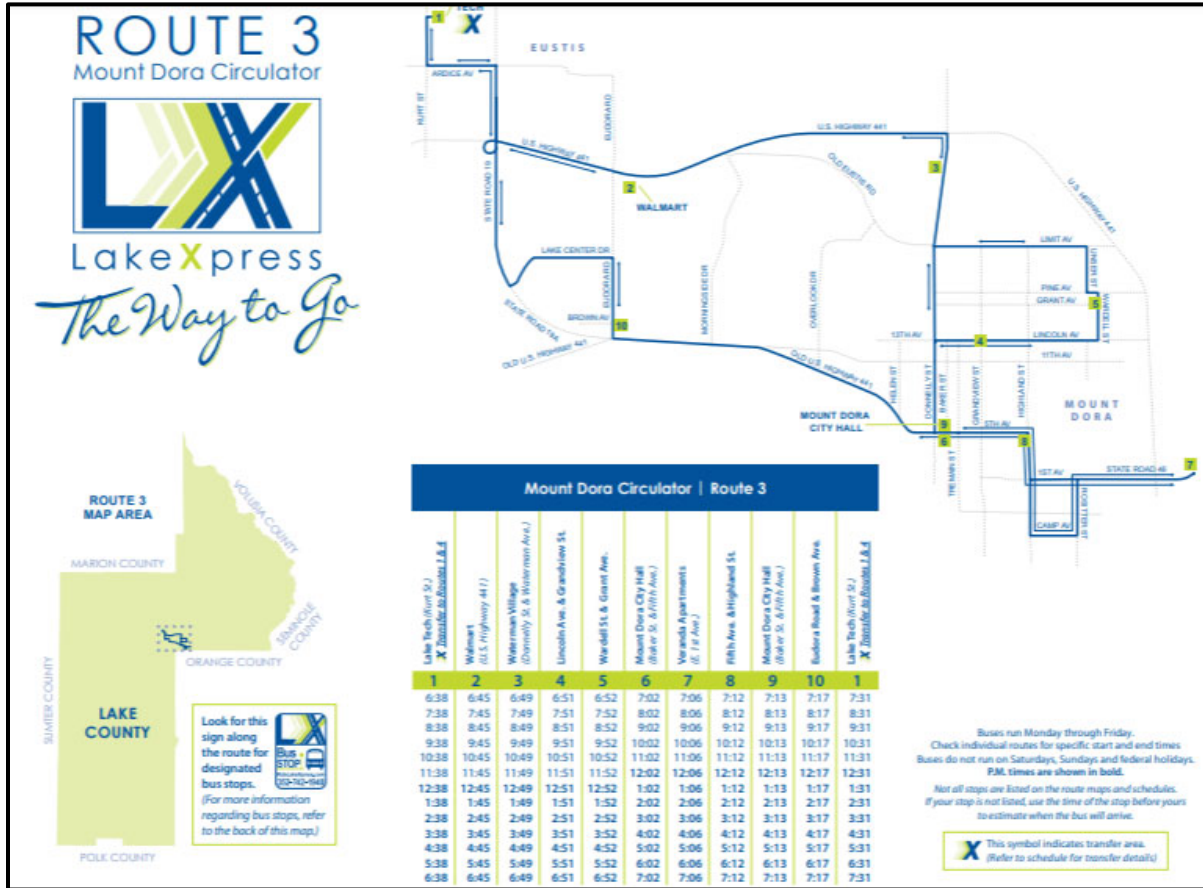


Figure 13. Route 3

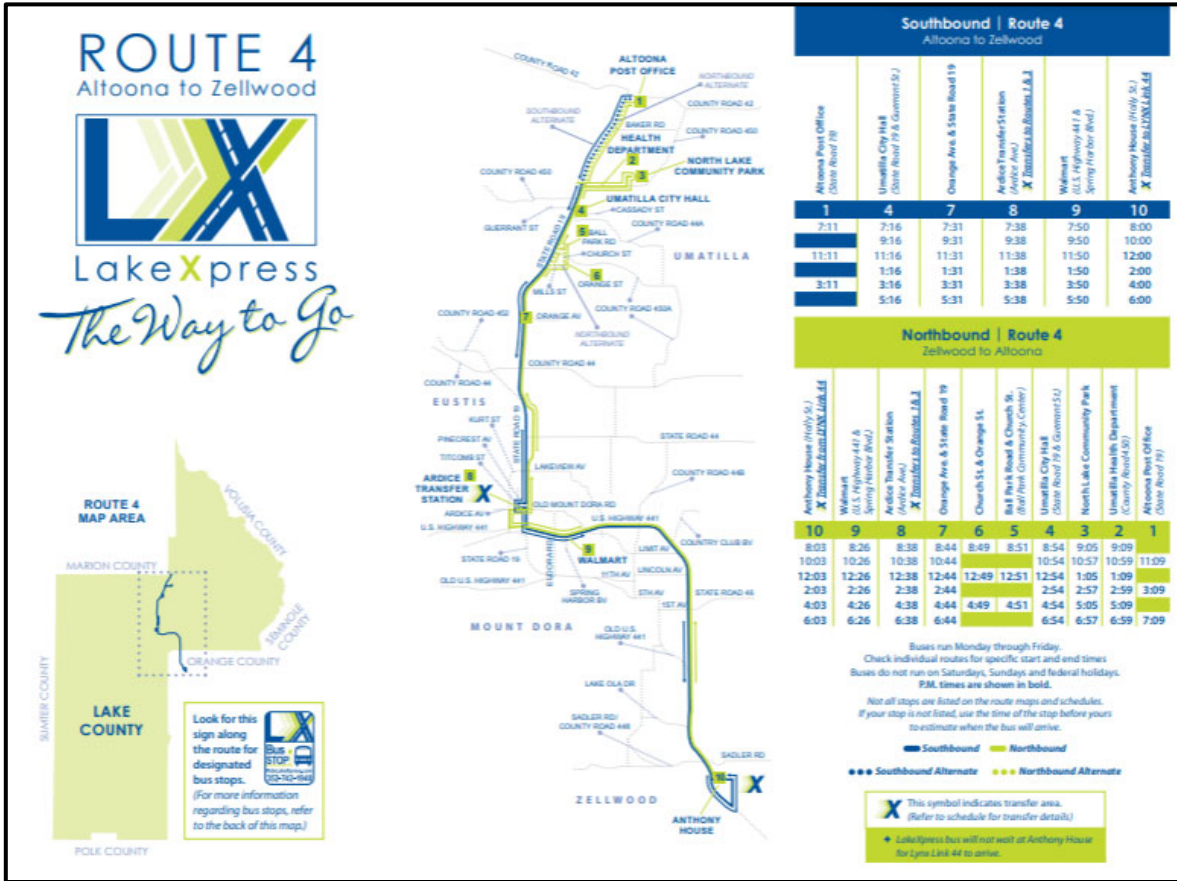


Figure 14. Route 4

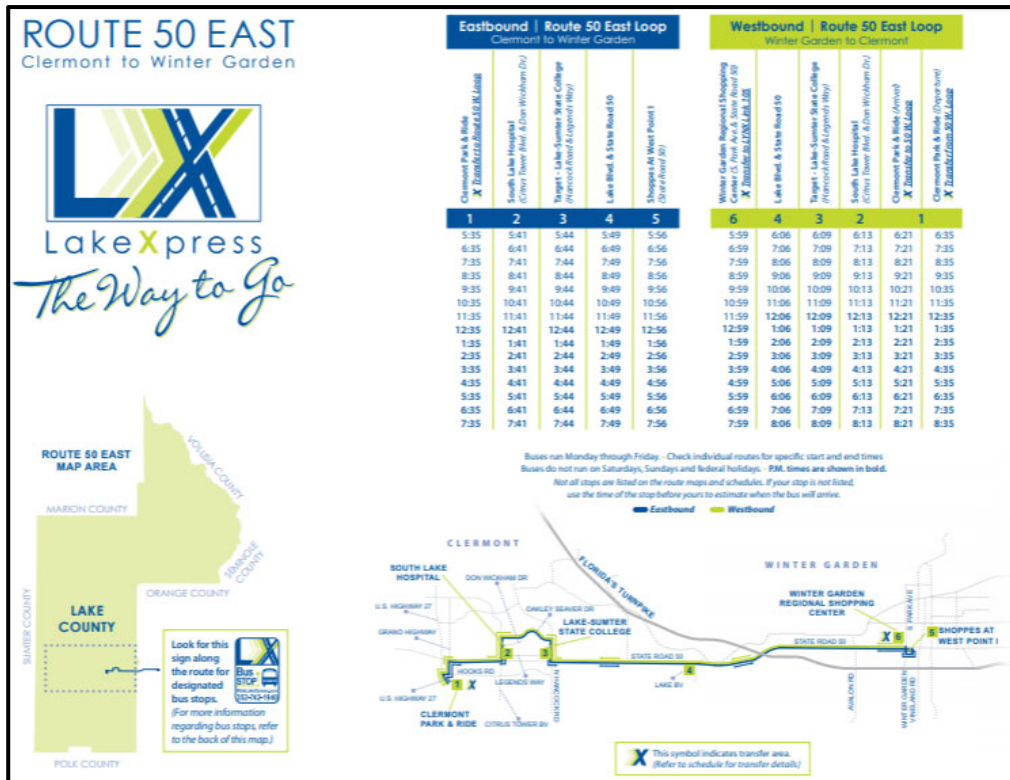


Figure 15. Route 50 East

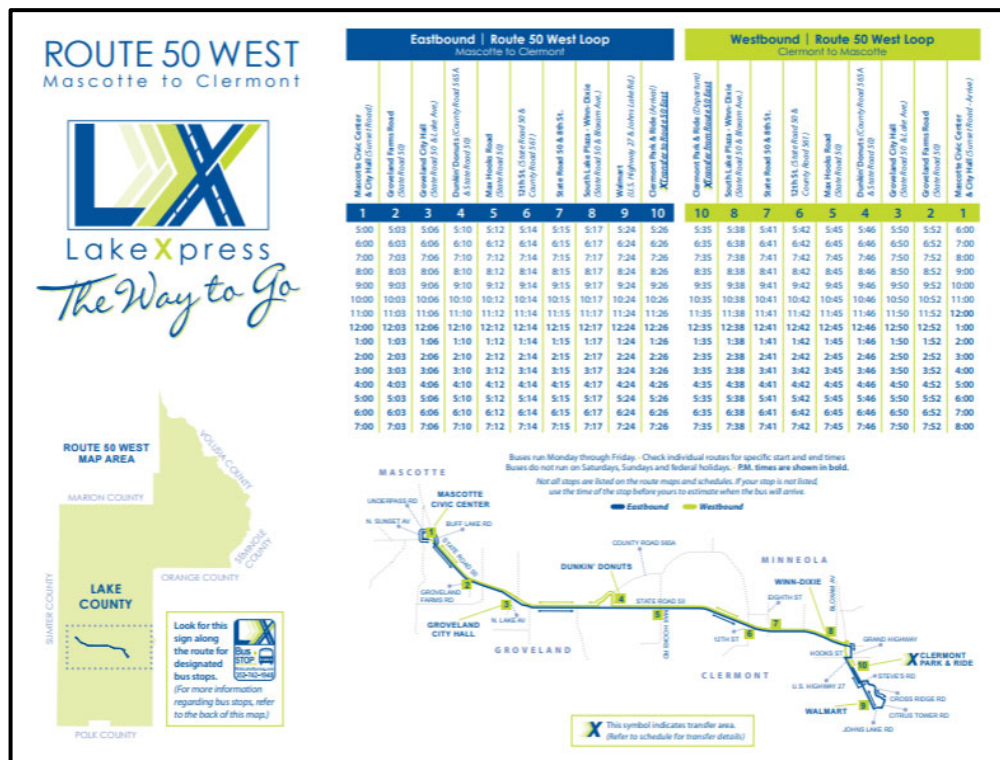


Figure 16. Route 50 West



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 ([FY 2020-20172021](#)).

**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 Vehicle Miles	0.84	0.63	1.05	1.68	2.03
Vehicle Miles Between Road Calls	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 road calls improved dramatically over the five-year trend period, especially in 2017 when the system had 169,555 vehicle miles between road calls. Figures 17 through 25 display Lake County's five-year trend for each of the performance measures shown in Table 15.

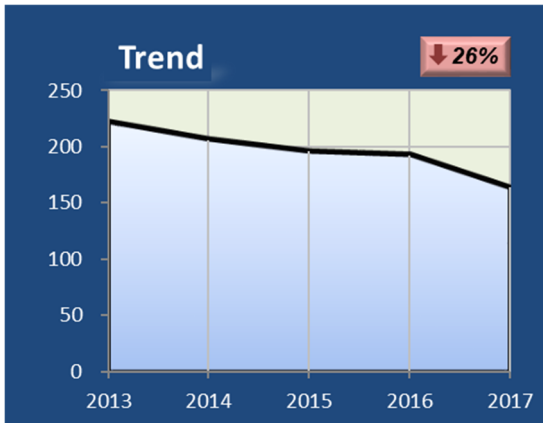


Figure 17. Passenger Trips (000's)

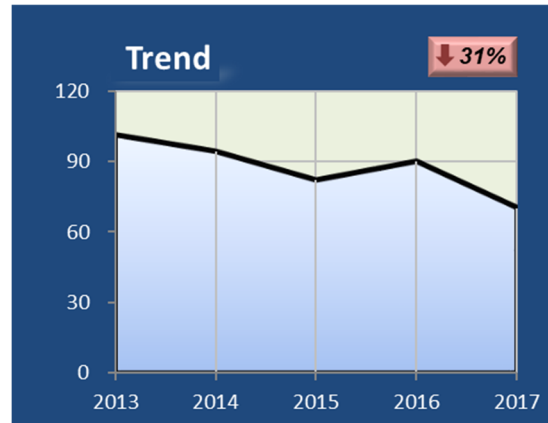


Figure 18. Total Vehicles

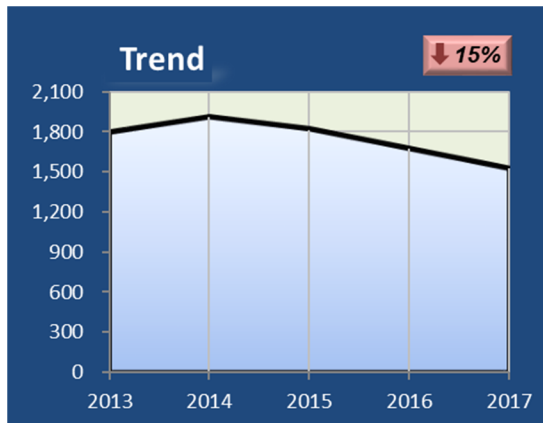


Figure 19. Total Vehicle Miles (000's)

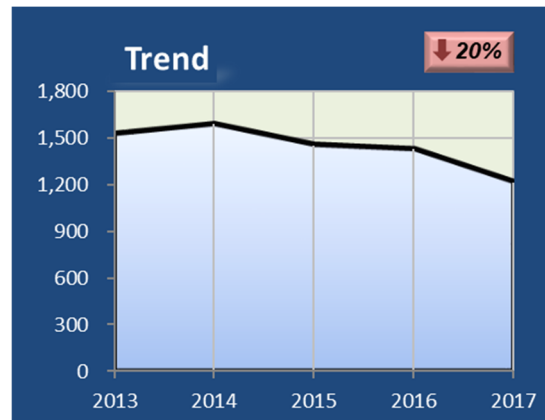


Figure 20. Total Revenue Miles (000's)



Figure 21. Vehicle Miles per Trip

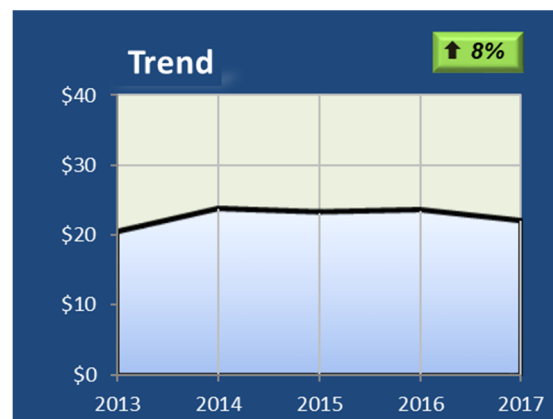


Figure 22. Cost per Passenger Trip

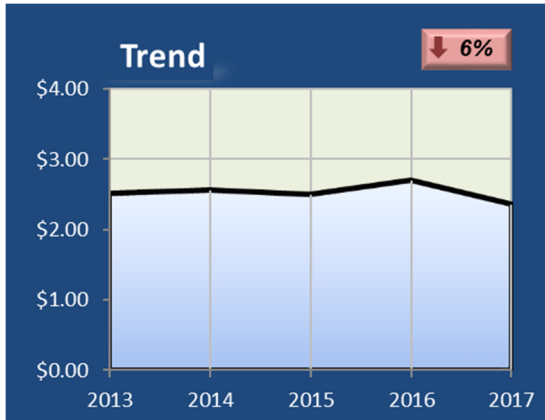


Figure 23. Cost per Total Mile

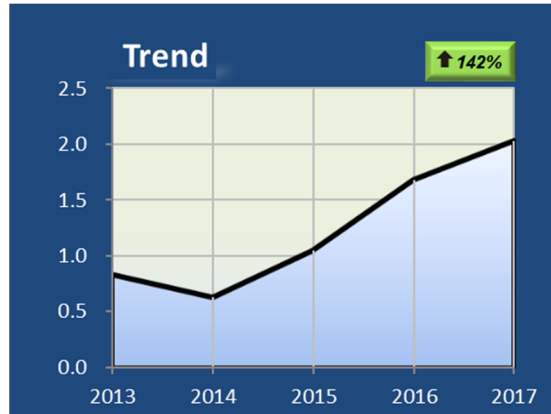


Figure 24. Accidents per 100,000 Veh Miles

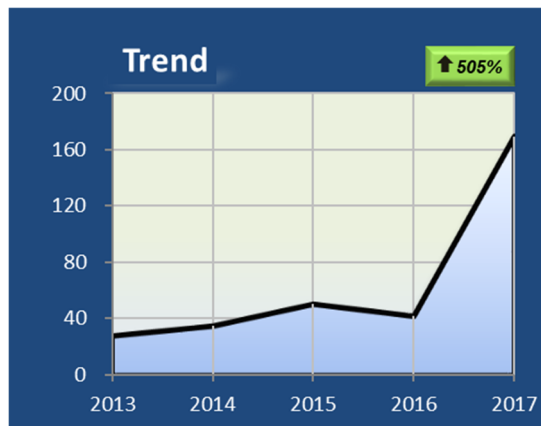


Figure 25. Vehicle Miles Between Roadcalls



### 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
Number 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 Vehicle Miles	1.49	0.19	0.28	0.42	0.35
Vehicle Miles Between Road Calls	33,633	88,795	177,281	148,025	31,300

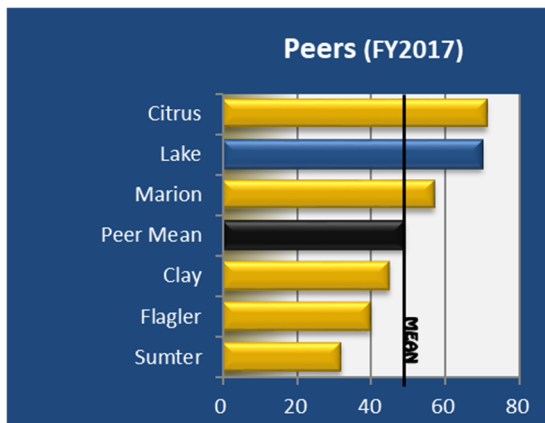
Source: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2013 – 2017

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

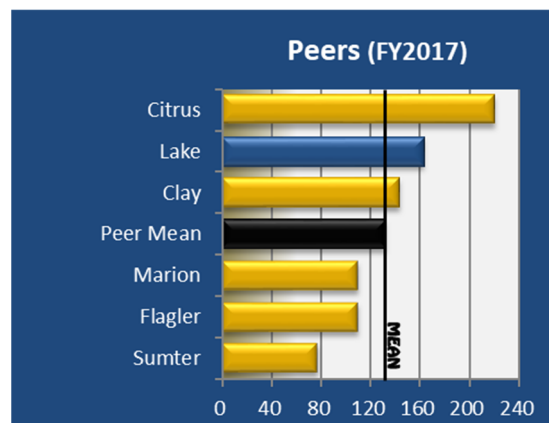
Measure	Lake	Peer Average	% Difference
Total Passenger Trips	163,516	132,452	23%
Total Vehicles	70	49	43%
Total Vehicle Miles	1,525,982	858,560	78%
Total Revenue Miles	1,213,065	692,632	75%
Vehicle Miles Per Trip	9.33	7.02	33%
Cost Per Paratransit Trip	\$21.98	\$17.80	23%
Cost Per Total Mile	\$2.36	\$2.52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



**Figure 26. Passenger Trips (000's)**

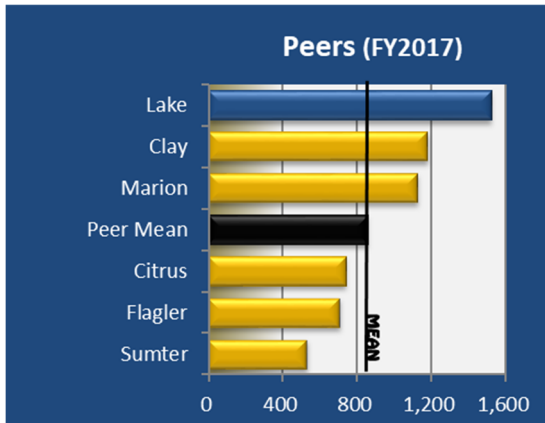


Figure 28. Total Vehicle Miles (000's)

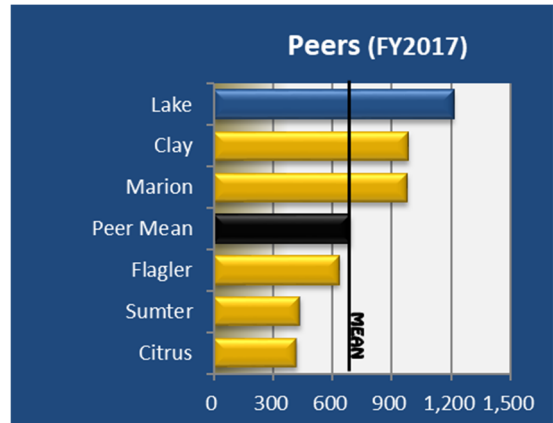


Figure 29. Total Revenue Miles (000's)

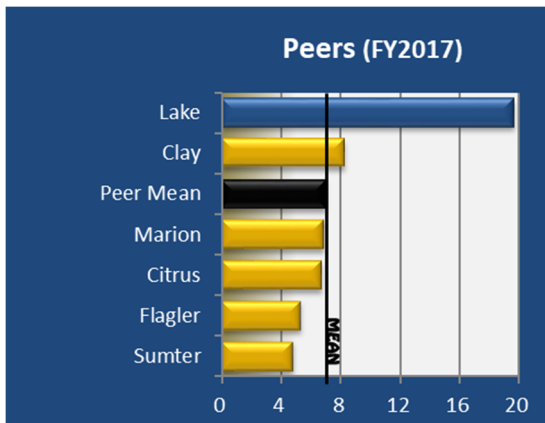


Figure 30. Vehicles Miles per Trip

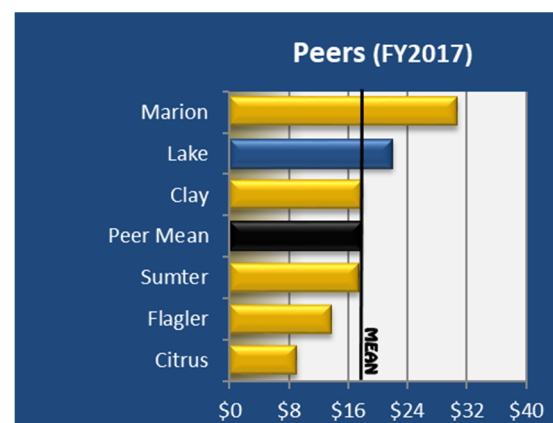


Figure 31. Cost per Paratransit Trip

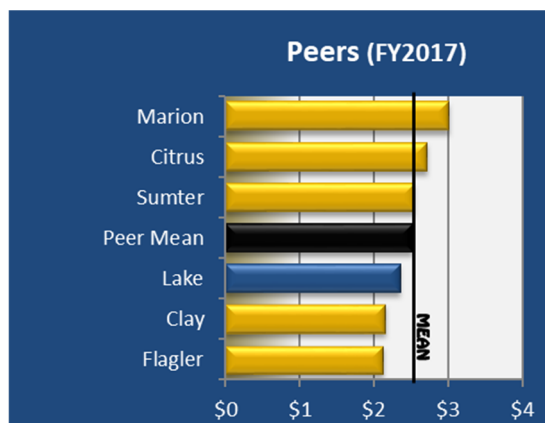


Figure 32. Cost per Total Mile

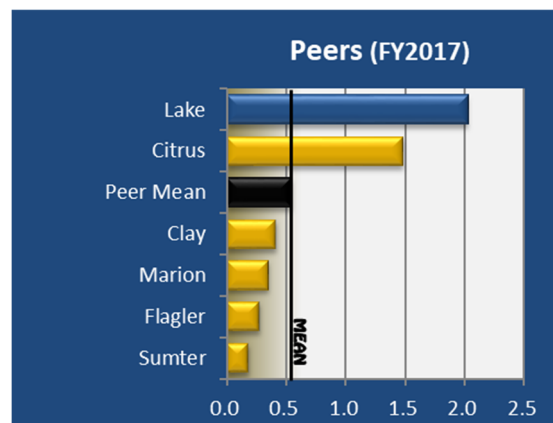


Figure 33. Accidents per 100,000 Veh Miles

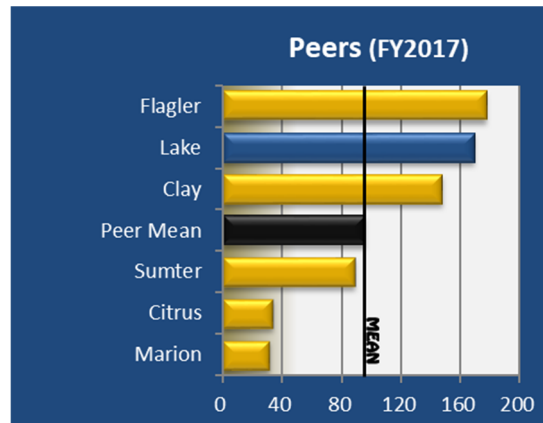


Figure 34. Vehicle Miles Between Roadcalls (000's)

### ***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.

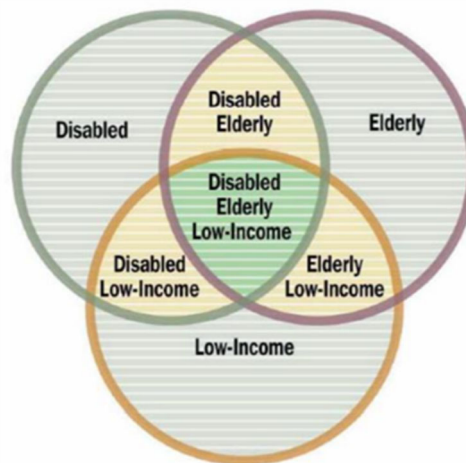
Following is a summary of several of the key factors and data analysis steps used to arrive at the TD demand estimates for Lake County.

Utilizing 2012-2016 U.S. Census American Community Survey information (the most current data available at the time the Major TDSP Update was completed) 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%
<b>Total Non Elderly</b>	<b>243,671</b>	<b>73.5%</b>	<b>32,453</b>	<b>9.8%</b>	<b>24,755</b>	<b>7.5%</b>	<b>4,483</b>	<b>1.35%</b>
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%
<b>Total Elderly</b>	<b>88,076</b>	<b>26.5%</b>	<b>5,858</b>	<b>1.8%</b>	<b>30,637</b>	<b>9.2%</b>	<b>2,807</b>	<b>0.85%</b>
<b>Total</b>	<b>331,747</b>	<b>100%</b>	<b>38,311</b>	<b>11.5%</b>	<b>55,392</b>	<b>16.7%</b>	<b>7,290</b>	<b>2.20%</b>

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%		
<b>Total Non Elderly</b>	<b>24,755</b>		<b>2,813</b>	<b>1.15%</b>	<b>28.60%</b>	<b>805</b>
65-74	13,728	27.12%	3,723	7.50%		
75+	16,909	46.55%	7,871	20.47%		
<b>Total Elderly</b>	<b>30,637</b>		<b>11,594</b>	<b>13.16%</b>	<b>11.70%</b>	<b>1,357</b>
<b>Total</b>	<b>55,392</b>		<b>14,407</b>	<b>4.34%</b>		<b>2,161</b>

Data from the Federal Highway Administration sponsored National Household Travel 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
<b>TOTAL</b>	<b>12,246</b>	<b>2,161</b>	<b>14,407</b>

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

Low Income & Not Disabled = C + F			
<i>Assumes</i>			
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
<b>Totals</b>	<b>20,483</b>		<b>12,243</b>



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
<b>Total Critical TD Population</b>											
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
<b>Total Critical Need TD Population</b>	<b>20,483</b>	<b>21,016</b>	<b>21,564</b>	<b>22,127</b>	<b>22,703</b>	<b>23,295</b>	<b>23,903</b>	<b>24,526</b>	<b>25,165</b>	<b>25,821</b>	<b>26,494</b>
<b>Daily Trips - Critical Need TD Population</b>											
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
<b>Total Daily Trips Critical Need TD Population</b>	<b>12,243</b>	<b>12,450</b>	<b>12,660</b>	<b>12,874</b>	<b>13,091</b>	<b>13,323</b>	<b>13,559</b>	<b>13,799</b>	<b>14,043</b>	<b>14,292</b>	<b>14,516</b>
<b>Annual Trips</b>	<b>3,121,882</b>	<b>3,174,642</b>	<b>3,228,293</b>	<b>3,282,852</b>	<b>3,338,332</b>	<b>3,397,420</b>	<b>3,457,555</b>	<b>3,518,753</b>	<b>3,581,035</b>	<b>3,644,419</b>	<b>3,701,637</b>

**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

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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

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

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

<b>Goal 2 Provide for the most cost-effective provision of transportation disadvantaged services.</b>		
<b>Objective 2.1</b> Maximize the multi-loading of vehicle trips to reduce the cost per trip to maximize efficiency.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<u>2.1.1.</u> <i>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.</i>	<i>CTC/MPO</i>	<i>Quarterly</i>
<u>2.1.2.</u> <i>Monitor and report number of passenger trips per hour. Include annual report in TDSP.</i>	<i>CTC</i>	<i>Annual</i>
<b>Objective 2.2</b> Reduce the duplication of transportation disadvantaged services provided within the County.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<u>2.2.1.</u> <i>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).</i>	<i>CTC/Operator</i>	<i>Ongoing</i>
<u>2.2.2.</u> <i>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.</i>	<i>CTC/Operator</i>	<i>Annual</i>

**Objective 2.3** Determine the most cost effective types of public/private transportation services to meet the projected demand within specified service areas.

<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<u>2.3.1.</u> Conduct quarterly brainstorming sessions with the MPO, County, and municipal staff to identify cost saving initiatives.	CTC/MPO	Quarterly
<u>2.3.2.</u> Encourage Section 5310 grant recipients to participate in the coordination of transportation disadvantaged services and maximize the use of their vehicles.	CTC	Annual
<u>2.3.3.</u> Continue to monitor and report cost per trip and work to operate as efficiently as possible.	CTC	Quarterly
<u>2.3.4.</u> Annually review trip rates to ensure program sustainability.	CTC	Annual
<u>2.3.5.</u> Ensure all paratransit clients are subject to recertification every two years.	CTC	Ongoing
<u>2.3.6.</u> 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.

<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<u>2.4.1.</u> 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.

<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<u>3.1.1.</u> Maintain a minimum number of drivers to prevent negative consequences when drivers are absent. Have relief drivers available.	CTC/Operator	Ongoing
<u>3.1.2.</u> 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.

<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<u>3.2.1.</u> 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
<u>3.2.2.</u> 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

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

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

<b>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.</b>		
<b>Objective 4.1</b> Improve local knowledge of the benefits of transit supportive areas and land uses.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<u>4.1.1.</u> 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
<u>4.1.2.</u> Promote model land use regulations that encourage transit patronage through transit supportive areas and Transit Oriented Development (TOD).	CTC/MPO	Ongoing
<u>4.1.3.</u> 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
<b>Objective 4.2</b> Improve public transportation connections to other modes of transportation.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<u>4.2.1.</u> Improve transit infrastructure along existing and future public transportation corridors.	CTC/MPO	Ongoing
<u>4.2.2.</u> Ensure connectivity of infrastructure to current and future public transportation.	CTC/MPO	Ongoing

<b>Objective 4.3</b> Provide opportunities for ADA and TD passengers to safely access multi-modal corridors.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<u>4.3.1.</u> 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
<u>4.3.2.</u> Continue to utilize a 100% accessible fleet.	CTC	Ongoing
<u>4.3.3.</u> Review and update inventory of potential bus stops and shelters including ADA accessibility improvements along fixed routes.	CTC	Annual
<u>4.3.4.</u> Ensure all new bus stops and shelter are accessible to persons with disabilities and meet ADA Accessibility Guidelines (ADAAG) compliance requirements.	CTC	Ongoing

<b>Goal 5 Ensure the safety of the passengers, drivers, the general public and property in the delivery of all transportation services.</b>		
<b>Objective 5.1</b> Promote and educate the general public about the importance of transit safety.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<u>5.1.1.</u> Establish a culture of safety with Bus Operators that permeates throughout the organization.	CTC	Ongoing
<u>5.1.2.</u> Promote educational campaigns about transit, pedestrian and bicycle safety.	CTC/MPO	Ongoing
<u>5.1.3.</u> 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 2021.

**Table 25. Unmet Trip Demand**

Unmet Trip Requests	
Year	Number
2015	488
2016	549
2017	572
2018	0
2019	0
<u>2020</u>	<u>0</u>
<u>2021</u>	<u>0</u>

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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 is 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 area trips are ~~regularly currently~~ provided to Gainesville and Orlando twice a week and based upon operational demand. on Tuesdays and Thursdays. ~~The trips to Gainesville are provided on Monday, Wednesday, and Friday; the trips to Orlando are on provided 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 may 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. Passenger should 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 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 Connection 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

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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 decide 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~~, [742-26121940](tel:742-26121940), 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 percent** 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 F.S. 411.202.

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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 Connection 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.

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**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 wheelchair 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.

**Roadway 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 unless the road is privately maintained and the responsibility of property owners -

**ADA:** According to the Americans with Disabilities Act of 1990 (ADA), one personal care attendant is allowed to travel at no charge with 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	Joe DeFalco	Physically/Developmentally Disabled
Beacon College	Demand Response	Eric Johnston	Physically/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
Love Thy Neighbor	Demand Response	Lynn Dudley	Developmentally Disabled
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 SR 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. However, ridership declined again in FY 2020 and FY 2021 due to the COVID-19 pandemic.

**Table 27. LakeXpress Annual Ridership**

Fixed Route Ridership FY 2015 - 2021	
FY 15	307,566
FY 16	315,541
FY 17	332,558
FY 18	344,840
FY 19	359,528
<u>FY 20</u>	<u>262,108</u>
<u>FY 21</u>	<u>183,419</u>

***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***

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The Lake County CTC provides passengers with medical trips to Gainesville (Alachua County) on Tuesday and Thursday~~Monday, Wednesday, and Friday~~, based on demand. Trips are also provided to Orlando (Orange County) on Tuesday and T~~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 Summerfield, Lake-Sumter Landing, into Sumter County on CR 466 east of Buena Vista, 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



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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 Office of Transit Services 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, began working towards 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](http://www.ridelakexpress.com) and the [www.lakesumtermpo.com](http://www.lakesumtermpo.com) websites.

### ***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.

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## *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 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/~~~~One escort,~~ ~~ersonal care attendant (PCA), 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 ensure 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 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 Tuesdays and Thursdays ~~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.

#### *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, or 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 / personal care attendant (PCA), or 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.

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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 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 wheelchair 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.

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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 client's 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 "no-show".

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 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-shows" 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 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.

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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.

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## *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 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 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 percent 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*



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*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/Road calls*

*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*

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**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.

### *Minimum Age*

**CTC Standard:** A person must be at least 16 years of age to ride without an adult on the Transportation Disadvantaged System.~~A person must be at least 16 years of age to ride without an escort.~~

### *Will Calls*

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**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.

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## *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 ensure that vans are accessible for passengers with multiple chemical sensitivity or environmental illness.

Shirts and shoes or another 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.

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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 a 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.

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### *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: 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.

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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.

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## *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 sign 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.
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.



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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
- Surveying riders/beneficiaries, purchasers of service

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 4<sup>th</sup> 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.
  - Total accidents and road calls.

- 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. 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 2018, the CTC approved the FY 2018/19 Rate Calculation Model for TD Trust Fund Trips. Rates charged to individual 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 2022-2023**

Transportation Disadvantaged Trust Fund Rate Structure Summary		
Type		Rate
Non - Sponsored	Ambulatory	\$27. <del>08</del> <sup>26</sup>
	Wheelchair	\$46. <del>47</del> <sup>2</sup>
	Stretcher	\$0.00
Non - Sponsored with No Subsidy	Ambulatory	<del>\$75</del> <sup>56.149</sup>
	Wheelchair	<del>\$128</del> <sup>96.8133</sup>
	Stretcher	\$0.00
Agency for Persons with Disabilities	Short Trip	\$8.15
	Medium Trip	\$10.19
	Long Trip	\$15.28
CTC Rate	Flat Fee	<del>\$32</del> <sup>29.4045</sup>
	Hourly	<del>\$44</del> <sup>2.727</sup>

## 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, ten 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 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
<p>* Medical appointments only Tuesday and Thursday</p> <p>** Medical appointments only <del>Monday, Wednesday, Friday</del> <u>Tuesday and Thursday</u></p> <p>*** Qualified low-income individuals are eligible to receive a free 30-day, ten non-consecutive day, or all-day bus pass</p>	



# Appendices

## Appendix A: Private Provider Inventory

### **Alternate Transportation Services in Lake County**

March 8, 2022

#### **Non-Emergency Medical / Stretcher & Wheelchair Services**

**Affinity Transportation Service, LLC.**  
Tavares  
352-630-0297

**Affordable Orlando Transportation**  
1109 Imperial Eagle St., Groveland, FL  
407-731-1419

**All Central Florida Transportation**  
2280 W. Old US Hwy. 441, Mount Dora  
352-877-9755

**Eagle Transport**  
P.O. Box 192, Summerfield, FL 34492  
352-427-7723 Lady Lake-Leesburg

**Florida Hospital Waterman**  
2250 Huffstetler Drive, Tavares 32778  
352-253-3882

**G.C.O. Non-Emergency Medical Transp**  
2604 Yardley St., Grand Island, FL  
352-240-1124

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

**Kinsman Transportation, Inc.**  
Minneola / Clermont Area  
407-296-5083 or 407-592-6750

**K&W Non-Emergent Medical Transp.**  
3855 Beacon Ridge Way, Clermont  
855-225-5591

**Leopard Transport**  
Lady Lake, Leesburg  
352-812-1670

**Life Alliance**  
Lake and Orange Counties  
407-694-7373

**Med Taxi Non -Emergency Transp**  
9705 Kinmore Dr., Groveland  
407-450-8143

**Rite Way Transportation**  
11245 Tuscarora Ln, Minneola Clermont  
352-516-8229

**We Care Specialty Transport**  
13900 CR 455, Clermont  
352-989-6956

#### **Taxi Cabs**

**#1 Cab**  
12513 Citrus Grove Rd,  
Montverde/Clermont  
352-394-1222

**A-1 Transport**  
4216 Williams St, Fruitland Park  
352-728-1411

**Acme**  
14834 Lee Rd., Groveland  
352-638-4711

**Angie's Taxi**  
1411 E. Main St., Leesburg  
352-431-3580

**Betcha Driver**  
10318 Calle De Flores Dr, Clermont  
352-705-1575

**Central Taxi**  
Leesburg  
352-728-8294

**Clermont Yellow Cab**  
2040 Oakley Seaver, Clermont  
352-577-8294

**For a Ride Taxi Service**  
2987 Palmetto Road, Mount Dora  
352-321-2853

**Lake Airport Shuttle and Taxi**  
1208 Lee St., Leesburg  
352-434-9568

**Lilly's Taxi**  
336 Sandy Oak Cir, Leesburg  
352-636-2602

**Mark's Taxi & Shuttle Service**  
Leesburg  
352-396-7337

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

**Rocket Taxi**  
Golden Triangle area  
352-602-0582

**All City Cab**  
1007 Eustis Grove St., Eustis  
352-222-5615

**Atlantis Car Service**  
All of Lake County  
352-901-0090

**Central Florida Taxi**  
26301 SE Hwy 42, Umatilla  
352-551-1207

**Central Taxi**  
Mount Dora  
352-383-7433

**Eustis Taxi**  
252 Ardice Ave, Eustis  
352-357-3671

**Karen's Taxi & Shuttle Service**  
Leesburg  
352-553-5220

**Lady Lake Taxi**  
Lady Lake  
352-751-2345

**Lucky's Taxi**  
703 Clark St., Lady Lake  
352-617-2008

**MES Taxi**  
Tavares  
352-947-0404

**No Limit Taxi**  
Leesburg  
352-321-9333

**Taxi Cab**  
Clermont  
407-800-4944

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***Triangle Cab***

Eustis, Mount Dora and Tavares  
352-589-4222

***Yellow Cab of Central Florida***

306B Oak St., Lady Lake  
352-241-2000

**Limousine and Airport Shuttles**

***Around Town Luxury Airport Shuttle***

195B Mae St., Eustis  
508-933-0744

***Elite Transportation by George***

Lake County and nearby areas  
352-470-5473

***Lake Airport Shuttle and Taxi***

Leesburg  
352-434-9568

***Lake Limo, Inc (Airport & WC)***

321 Southridge Industrial Drive, Tavares  
352-742-2808 [www.lakelimo.net](http://www.lakelimo.net)

***Transcour Limo Service***

1400 Longville Cir, Tavares  
407-595-6355

***Village Airport Van***

Spanish Springs, Lady Lake  
352-241-2000

***The Villages Transportation***

Lady Lake and The Villages  
352-259-9398



## Appendix B: Annual Operating Report (FY 20-21)

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	375,492
Unduplicated Head Count	1,645



Trips By Type of Service	2019	2020	2021
Fixed Route (FR)	0	0	0
Deviated FR	479	517	482
Complementary ADA	17,495	24,866	19,767
Paratransit	174,163	183,436	110,494
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
<b>TOTAL TRIPS</b>	<b>192,137</b>	<b>208,819</b>	<b>130,743</b>

Passenger Trips By Trip Purpose	2019	2020	2021
Medical	60,621	79,973	53,310
Employment	9,831	7,733	4,779
Ed/Train/DayCare	63,199	60,123	43,696
Nutritional	18,170	14,573	7,882
Life-Sustaining/Other	40,316	46,417	21,076
<b>TOTAL TRIPS</b>	<b>192,137</b>	<b>208,819</b>	<b>130,743</b>

Passenger Trips By Revenue Source	2019	2020	2021
CTD	29,864	25,069	22,287
AHCA	30,880	74,645	42,072
APD	47,000	33,203	17,532
DOEA	13,081	8,122	0
DOE	0	0	0
Other	71,312	67,780	48,852
<b>TOTAL TRIPS</b>	<b>192,137</b>	<b>208,819</b>	<b>130,743</b>

Trips by Provider Type	2019	2020	2021
CTC	0	0	0
Transportation Operator	97,601	83,153	51,683
Coordination Contractor	94,536	125,666	79,060
<b>TOTAL TRIPS</b>	<b>192,137</b>	<b>208,819</b>	<b>130,743</b>

Vehicle Data	2019	2020	2021
Vehicle Miles	1,698,369	2,021,637	1,416,081
Roadcalls	51	44	89
Accidents	11	23	11
Vehicles	85	107	124
Drivers	200	180	226

Financial and General Data	2019	2020	2021
Expenses	\$5,439,174	\$4,652,213	\$5,048,027
Revenues	\$5,576,668	\$5,121,949	\$5,045,933
Commendations	44	19	15
Complaints	14	13	5
Passenger No-Shows	2,890	3,140	1,601
Unmet Trip Requests	0	0	0

Performance Measures	2019	2020	2021
Accidents per 100,000 Miles	0.65	1.14	0.78
Miles between Roadcalls	33,301	45,946	15,911
Avg. Trips per Passenger	168.54	107.97	79.48
Cost per Trip	\$28.31	\$22.28	\$38.61
Cost per Paratransit Trip	\$28.31	\$22.28	\$38.61
Cost per Total Mile	\$3.20	\$2.30	\$3.56
Cost per Paratransit Mile	\$3.20	\$2.30	\$3.56

## Appendix C: Connection Vehicle Inventory

PARATRANSIT VEHICLE INVENTORY							
Unit #	Year	Make	Model	Lift/Ramp	Mileage 02/28/22	Funding Source	Owner
28628	2015	Ford	Glaval	Braun Lift	192,781	FDOT	Active
28629	2015	Ford	Glaval	Braun Lift	214,542	FDOT	Spare
28630	2015	Ford	Glaval	Braun Lift	198,422	FDOT	Active
28631	2015	Ford	Glaval	Braun Lift	182,375	FDOT	Active
28632	2015	Ford	Glaval	Braun Lift	176,992	FDOT	Active
28633	2015	Ford	Glaval	Braun Lift	179,803	FDOT	Active
28646	2015	Ford	Glaval	Braun Lift	194,793	FDOT	Active
28647	2015	Ford	Glaval	Braun Lift	190,669	FDOT	Active
28649	2015	Ford	Glaval	Braun Lift	207,008	FDOT	Active
28650	2015	Ford	Glaval	Braun Lift	203,074	FDOT	Active
28651	2015	Ford	Glaval	Braun Lift	210,071	FDOT	Active
28652	2015	Ford	Glaval	Braun Lift	126,158	FDOT	Active
28654	2015	Ford	Glaval	Braun Lift	150,247	FDOT	Active
29204	2017	Ford	Nations Van	Braun Lift	127,718	CTD	Active
29205	2017	Ford	Nations Van	Braun Lift	80,362	CTD	Active
29228	2017	Ford	Turtle Top	Braun Lift	118,973	FDOT	Active
29235	2017	Dodge	ADA Cara	Ramp	89,448	FTA	Active
29236	2017	Dodge	ADA Cara	Ramp	17,752	FTA	Active
29237	2017	Dodge	ADA Cara	Ramp	17,752	FTA	Active
29238	2017	Dodge	ADA Cara	Ramp	37,017	FTA	Active
29467	2017	Ford	Turtle Top	Braun Lift	121,079	FDOT	Active
29468	2017	Ford	Turtle Top	Braun Lift	155,801	FDOT	Active
29501	2017	Ford	Turtle Top	Braun Lift	103,295	FDOT	Active
29502	2017	Ford	Turtle Top	Braun Lift	135,400	FDOT	Active
29636	2018	Dodge	ADA Cara	Ramp	32,892	FDOT	Active
29651	2018	Ford	Turtle Top	Braun Lift	100,276	FDOT	Active
29652	2018	Ford	Turtle Top	Braun Lift	123,427	FDOT	Active
29654	2018	Ford	Turtle Top	Braun Lift	123,427	FDOT	Active
29834	2018	Ford	Turtle Top	Braun Lift	99,712	FDOT	Active
30393	2019	Ford	Turtle Top	Braun Lift	96,177	FTA	Active
30394	2019	Ford	Turtle Top	Braun Lift	95,784	FTA	Active
30395	2019	Ford	Turtle Top	Braun Lift	86,276	FTA	Active
30396	2019	Ford	Turtle Top	Braun Lift	109,034	FTA	Active
30488	2019	Dodge	ADA Cara	Ramp	25,005	FDOT	Active

30489	2019	Dodge	ADA Cara	Ramp	11,864	FDOT	Active
30490	2019	Dodge	ADA Cara	Ramp	15,607	FDOT	Active
30503	2019	Ford	Turtle Top	Braun Lift	38,564	FDOT	Active
30504	2019	Ford	Turtle Top	Braun Lift	50,300	FDOT	Active
30507	2019	Ford	Turtle Top	Braun Lift	48,488	FDOT	Active
30719	2020	Ford	Turtle Top	Braun Lift	28,644	FDOT	Active
30720	2020	Ford	Turtle Top	Braun Lift	28,030	FDOT	Active
30759	2020	Ford	Turtle Top	Braun Lift	25,226	FDOT	Active
31124	2021	Ford	Turtle Top	Braun Lift	1,334	LCBCC	Active

PARATRANSIT REPLACEMENT	
Year	No. of Vehicles
2019	1
2021	22
2023	9
2024	6
2025	4
2026	6

# Appendix D: System Safety Program Plan Annual Certification

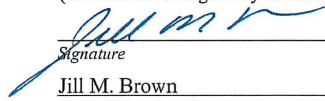
## BUS TRANSIT SYSTEM ANNUAL SAFETY CERTIFICATION

**DATE:** February 10, 2022  
**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: PTASP approved by Lake County BCC on December 22, 2020.  
Current date of Adopted SPP: updated December 2021

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:  
Tracy Derr, Interim Fleet Manager, RATP Dev USA, Lake County Transit Management  
*Name*  
560 E. Burleigh Boulevard  
*Address (Street Number)*  
Tavares, FL 32778  
*Address (City, State, Zip Code)*  
Mechanics performs safety inspections when a vehicle is brought in for preventative maintenance, 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 Mack, General Manager, RATP Dev USA, Lake County Transit Management  
*Name*  
560 E. Burleigh Boulevard  
*Address (Street Number)*  
Tavares, FL 32778  
*Address (City, State, Zip Code)*  
352-508-1268  
*Phone Number*

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

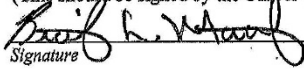
**BUS TRANSIT SYSTEM  
ANNUAL SAFETY CERTIFICATION**

**DATE:** February 11, 2022  
**BUS TRANSIT SYSTEM:** RATP Dev USA / Lake County Transit Management  
**ADDRESS:** 560 East Burleigh Boulevard  
Tavares, FL 32778

**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 2021  
Current date of Adopted SPP: December 2021

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*  
Rickey Mack  
*Name (Printed or Typed):*  
General Manager  
*Title*

4. Name and address of entity(ies) which has (have) performed safety inspections:

Tracy Derr, Interim Fleet Manager  
*Name*  
560 E. Burleigh Blvd.  
*Address (Street Number)*  
Tavares, FL 32778  
*Address (City, State, Zip Code)*  
Mechanics perform safety inspections when the preventative maintenance is completed on the vehicle, 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 Mack  
*Name*  
560 E. Burleigh Boulevard  
*Address (Street Number)*  
Tavares, FL 32778  
*Address (City, State, Zip Code)*  
352-508-1268  
*Phone Number*

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

# Appendix E: Rate Model Worksheets

## 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 =	773,925
Rate Per Passenger Mile = \$	2.28
Total Projected Passenger Trips =	51,465
Rate Per Passenger Trip = \$	34.23

Fiscal Year

2022 - 2023

Avg. Passenger Trip Length = 15.0 Miles

### Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$	6.32
Rate Per Passenger Trip = \$	95.00

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

**Worksheet for Multiple Service Rates**

CTC: Lake County Board 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 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 III for Ambulatory Service	Go to Section III 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 III for Ambulatory Service	Leave Blank and Go to Section III 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 Bo 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 .....  
 per passenger mile?.....  
 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**

Do NOT Complete Section IV  
 Loading Rate 0.00 to 1.00

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).....
- ..... 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: 2022 - 2023			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	773,925	593,971	77,519	Leave Blank	Leave Blank
Rate per Passenger Mile =		\$2.42	\$4.16	\$0.00	\$0.00
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	51,465	32,423	19,042	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$27.08	\$46.42	\$0.00	\$0.00
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) =					\$0.00
Rate per Passenger Mile for Balance =		\$2.42	\$4.16	\$0.00	\$0.00

Does Not = Total Projected Passenger Miles, with adjmt. for contracted services

**Worksheet for Multiple Service Rates**

CTC: Lake County Bo 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

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$6.73	\$11.63	\$0.00	\$0.00
Rate per Passenger Trip =		\$75.14	\$128.81	\$0.00	\$0.00

Program These Rates Into Your Medicaid Encounter Data



## 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 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.

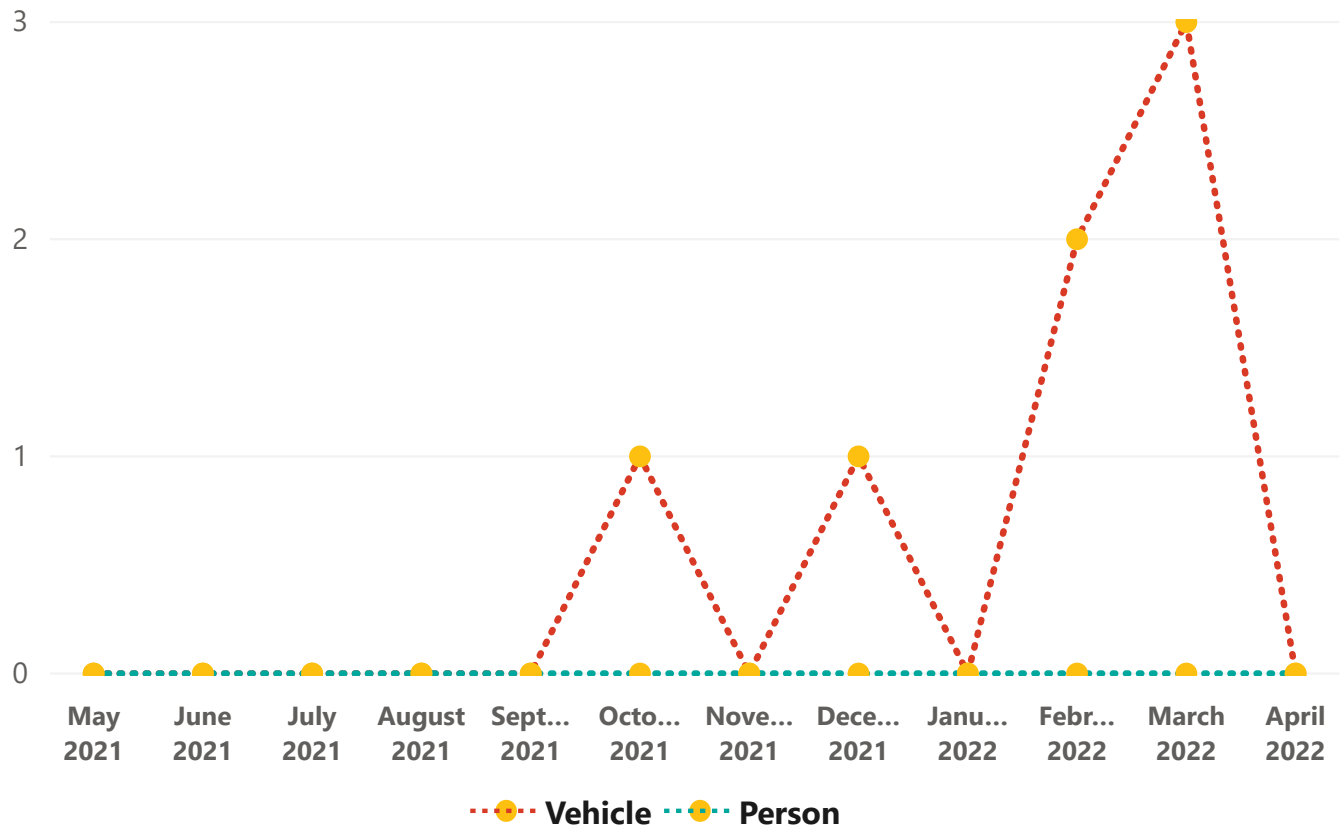
#### **How do I get a pass? -**

1. If you are not currently eligible for TD service you may request a TD Program Application by calling 352.742.1940 or by downloading an application @ [www.ridelakexpress.com](http://www.ridelakexpress.com)
2. Complete and mail the application, along with 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.

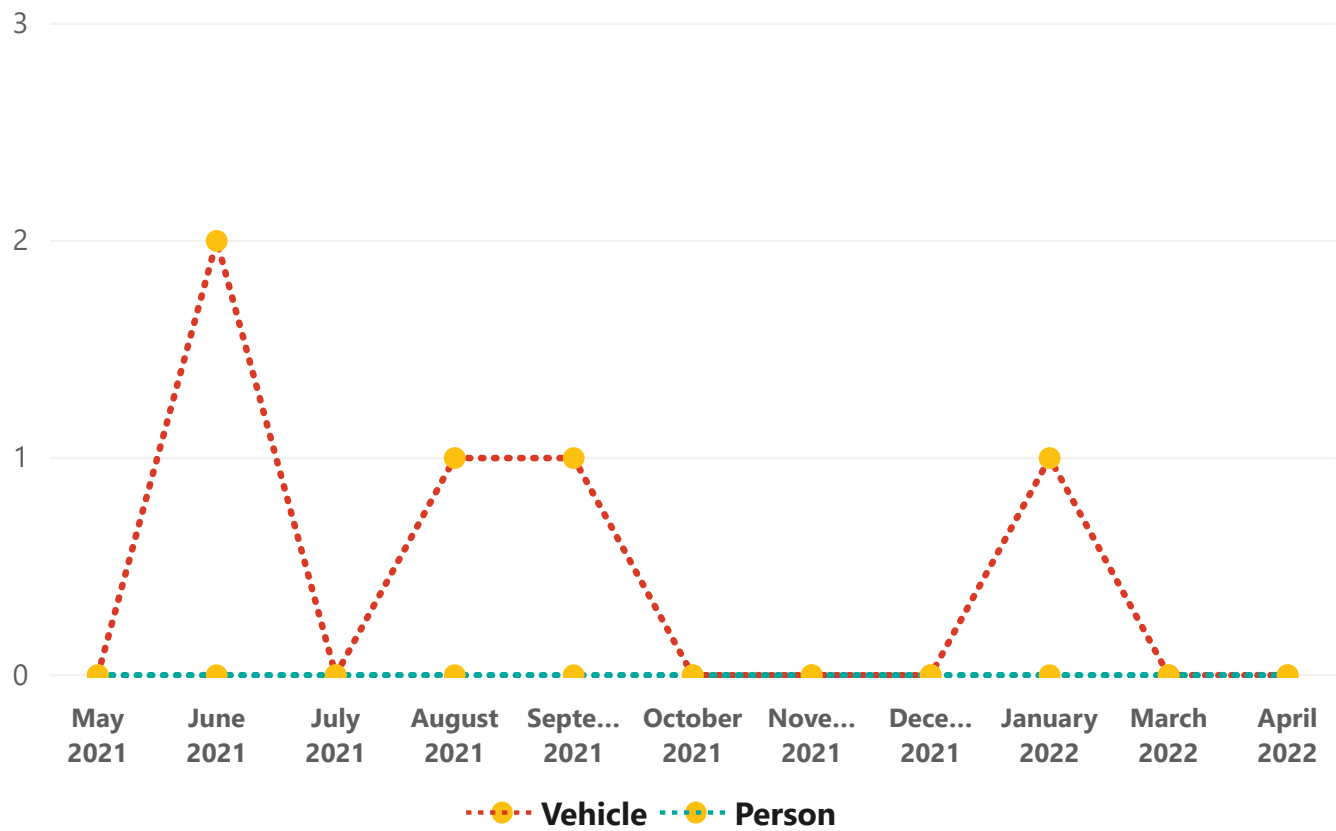
#### **How much does the pass cost? –**

Eligible TD customers may receive a 31-day bus pass, a 10 non-consecutive day bus pass, or an all-day bus pass at no cost to the passenger.

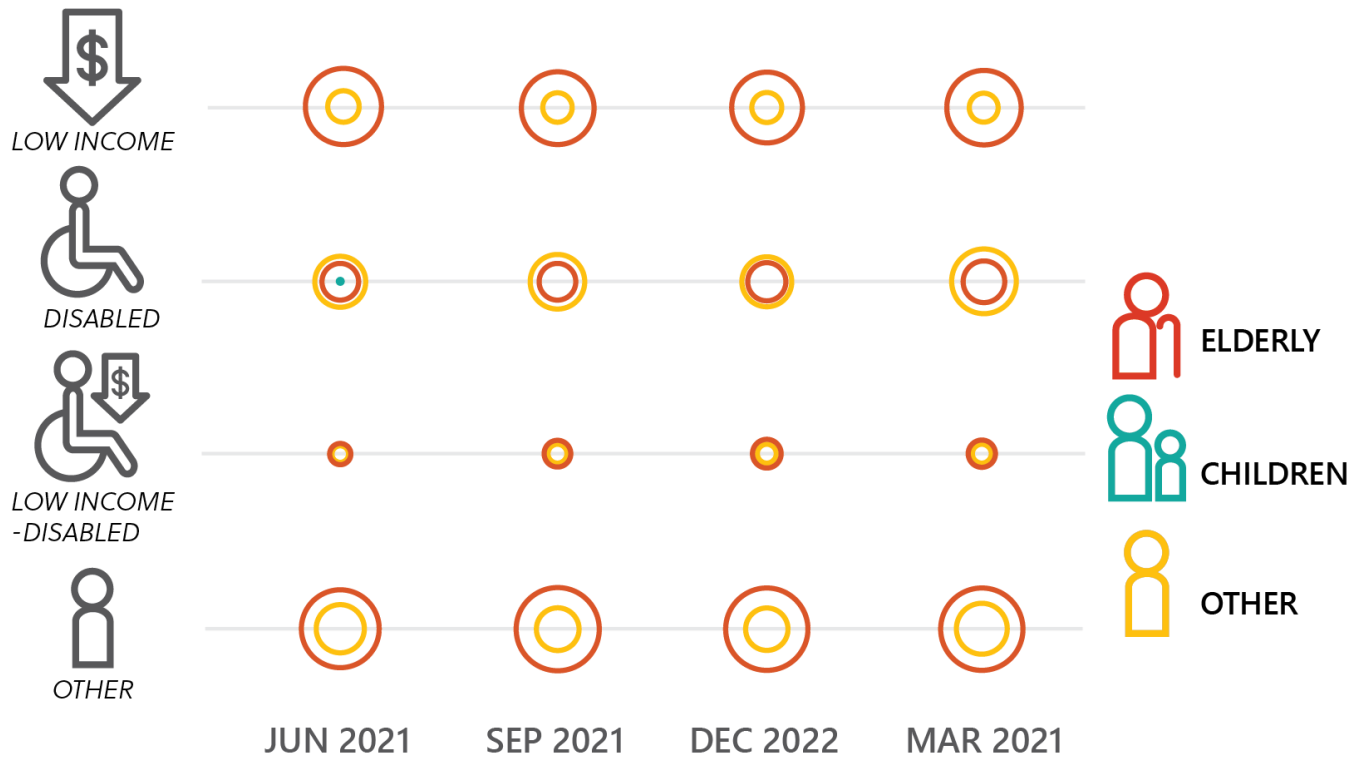
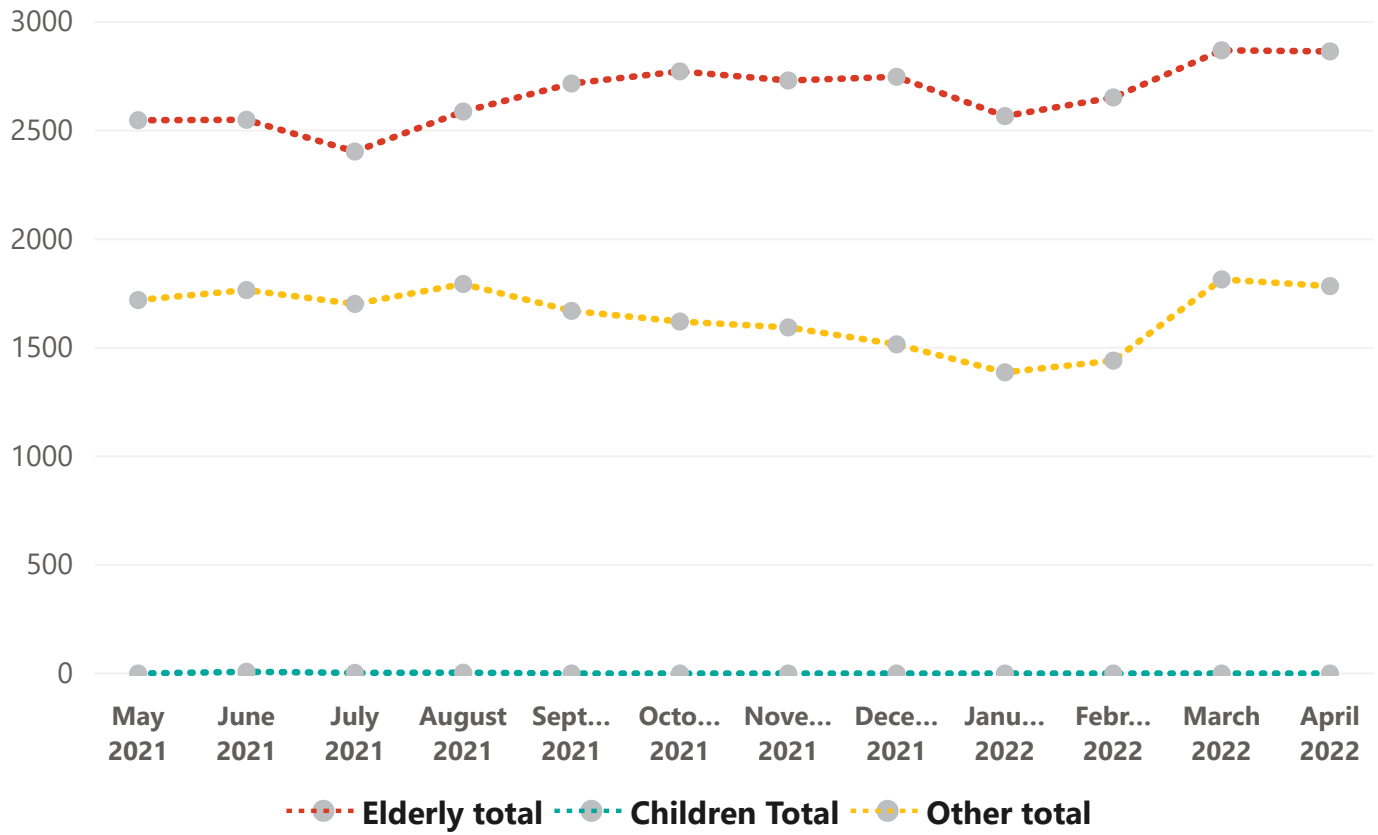
## Lake County Connection Preventable Accidents



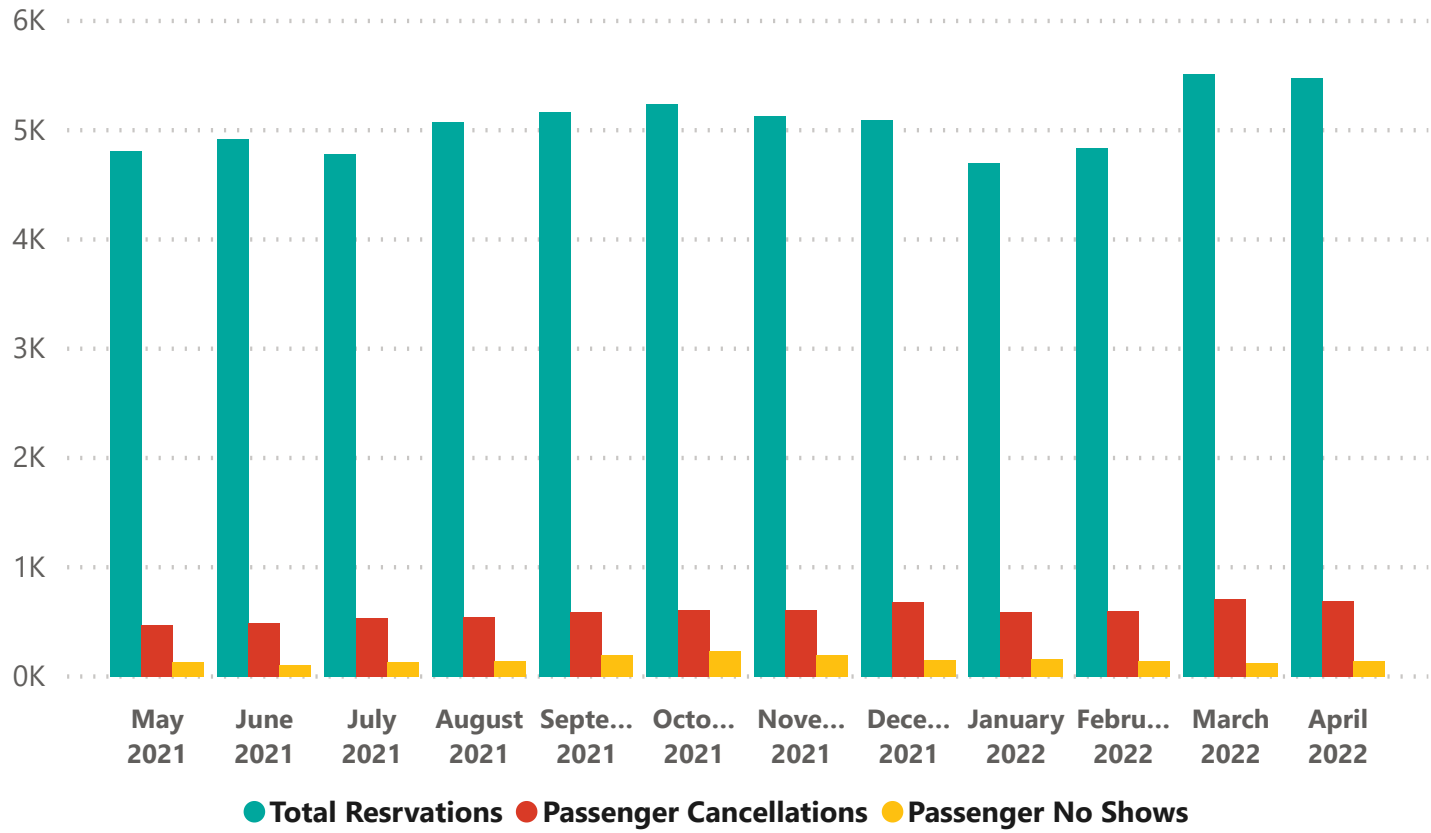
## Lake County Connection Non-Preventable Accidents



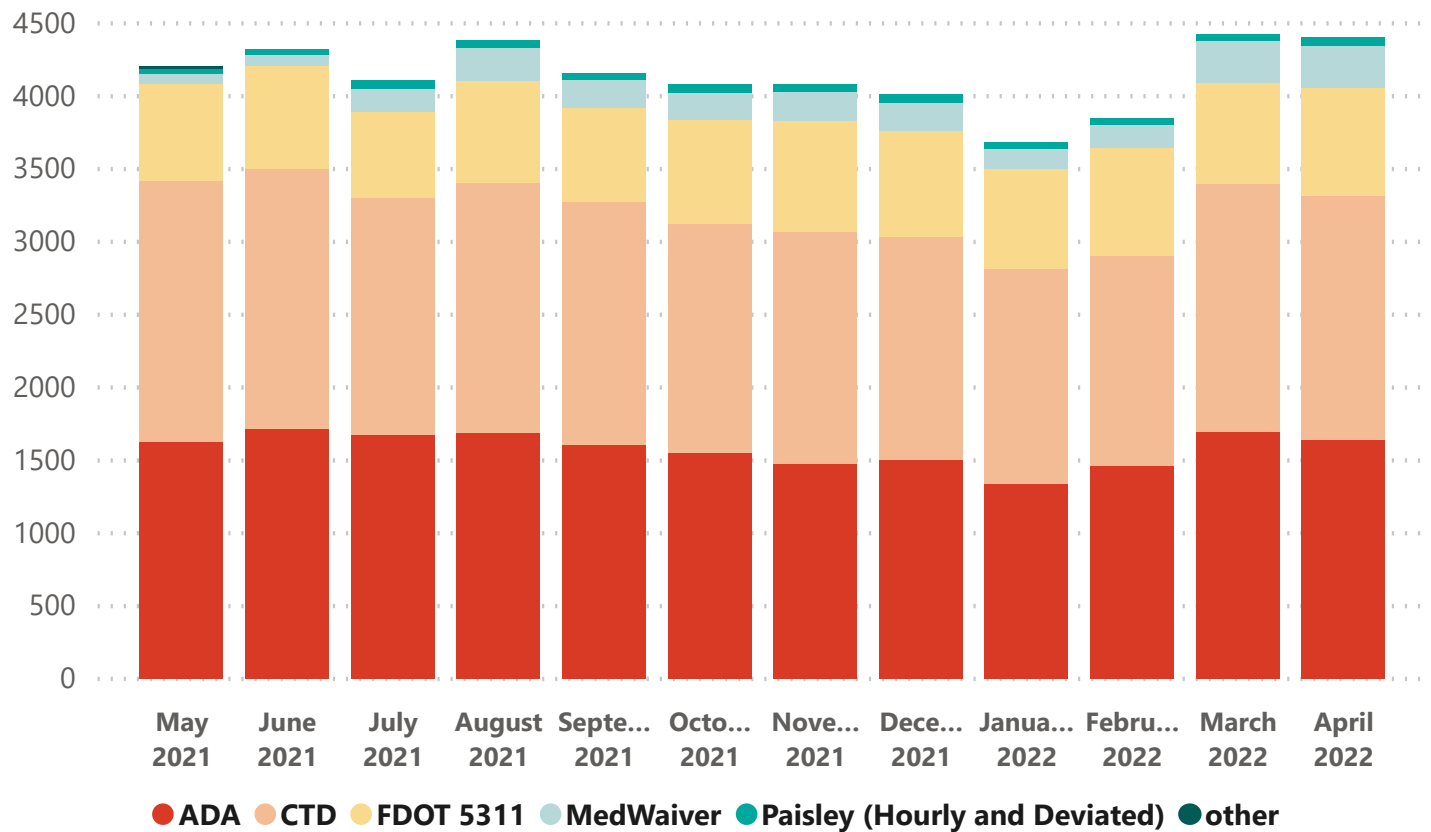
# Passenger Types



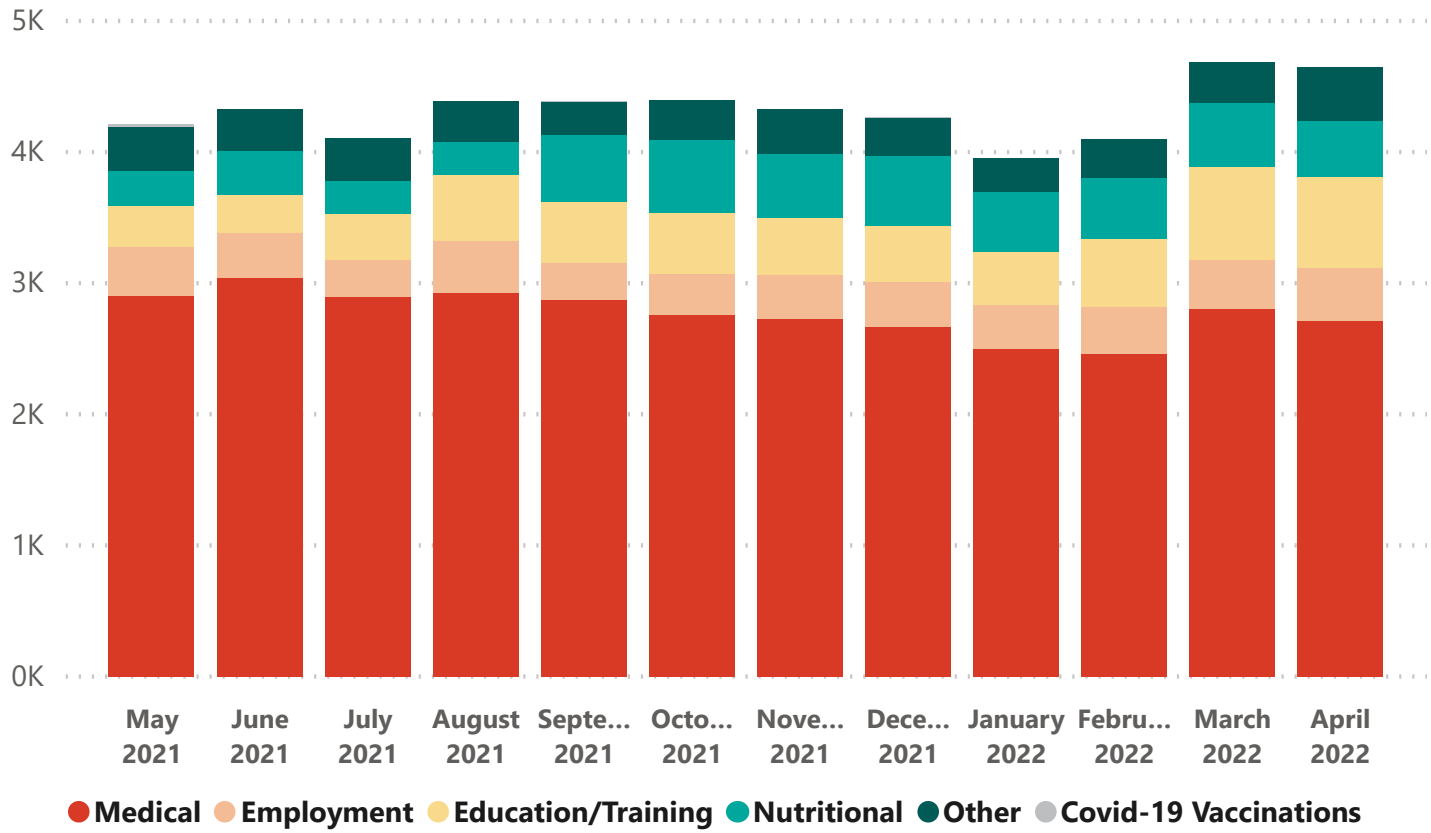
## Lake County Transit Trips



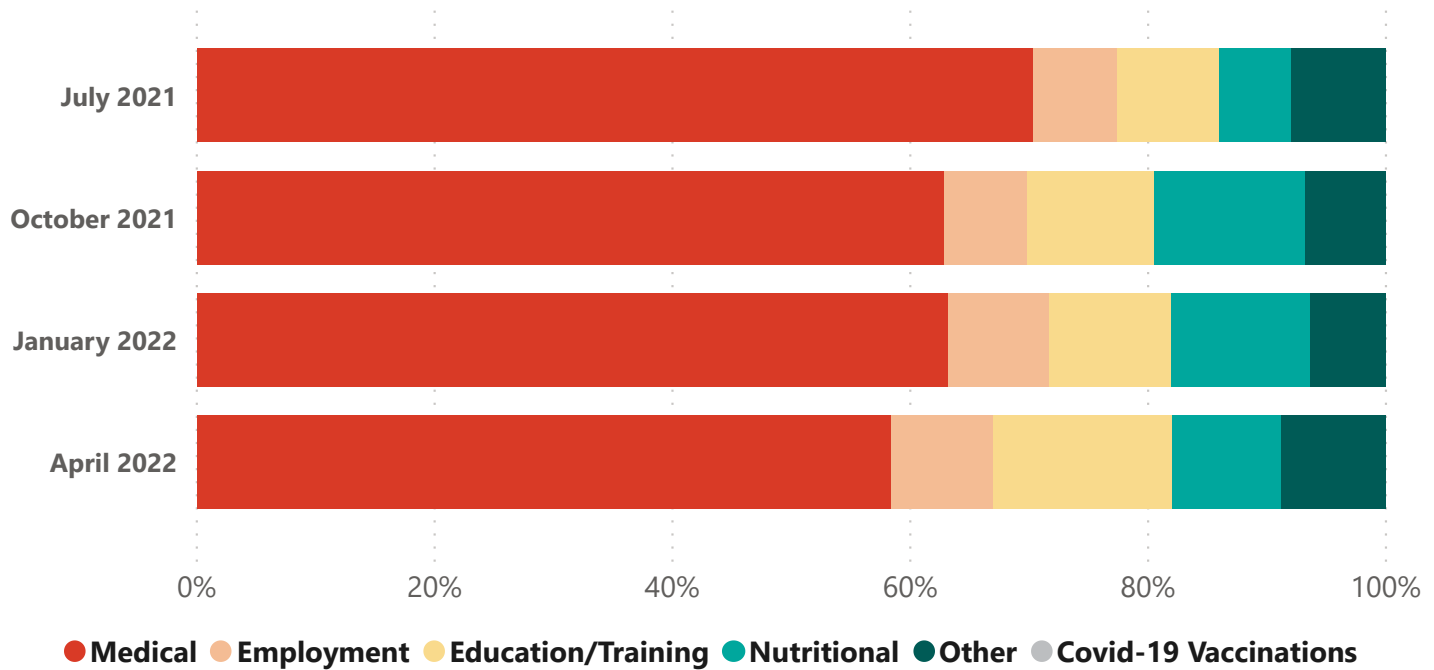
## Lake County Transit Trip Funding Sources



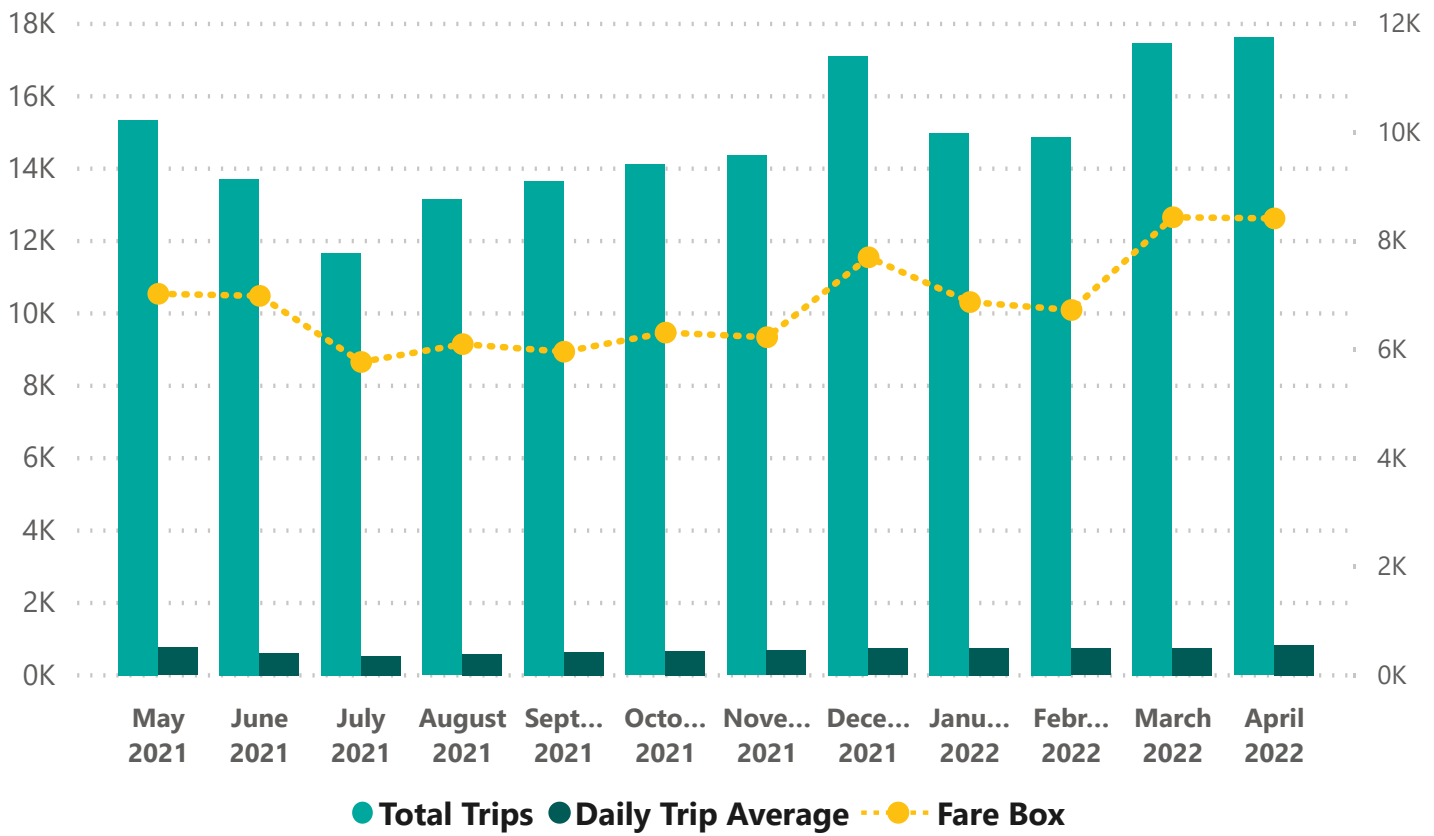
## Trip Purpose



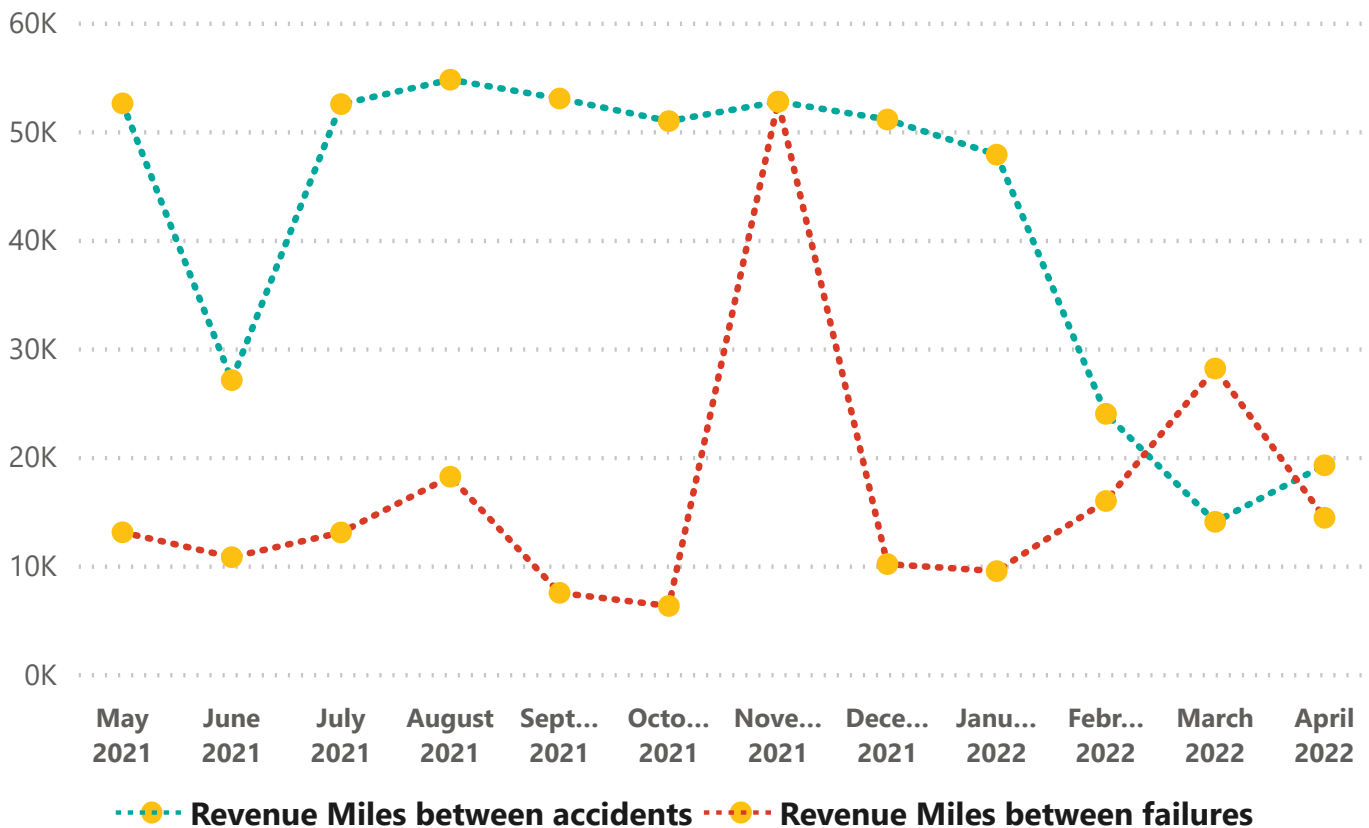
## Trip Purpose Percentage



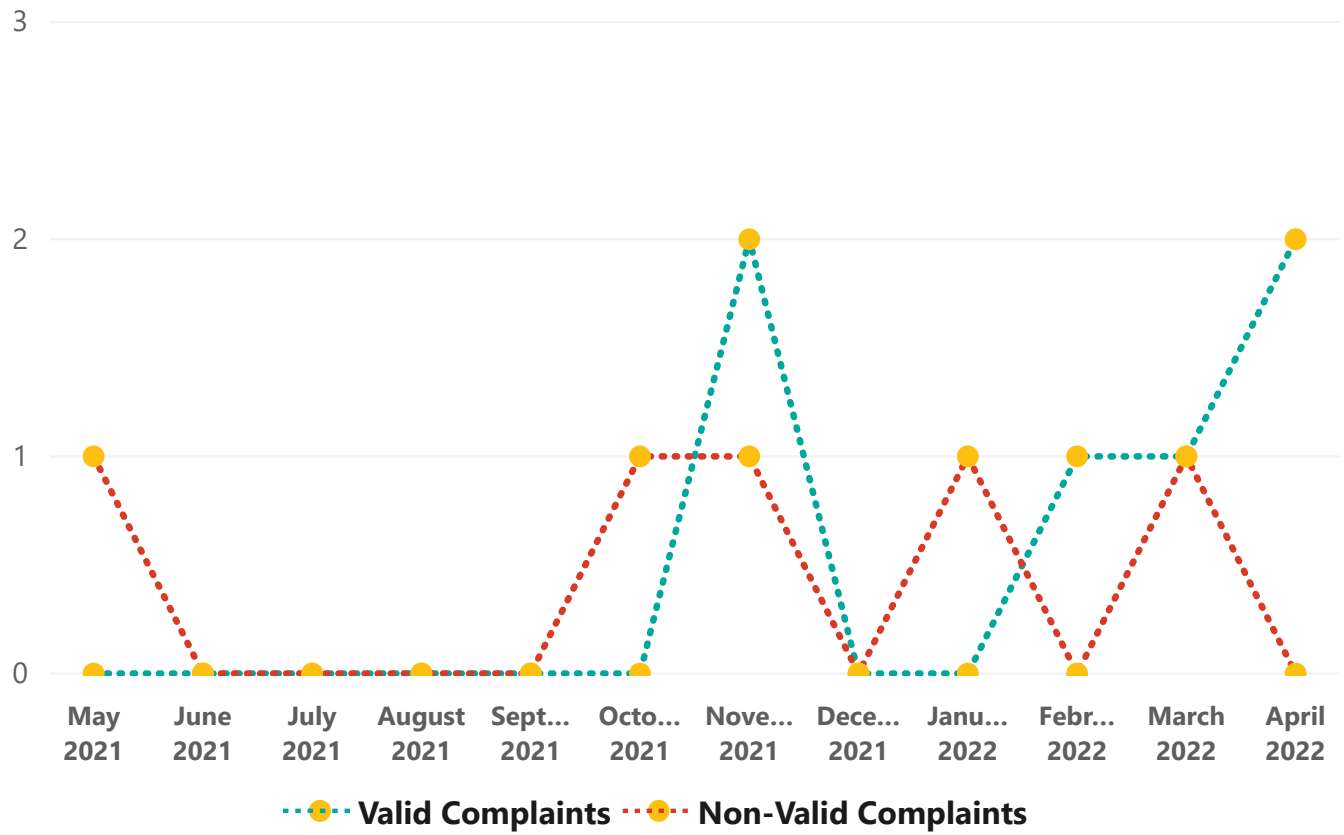
## LakeXpress Daily Averages



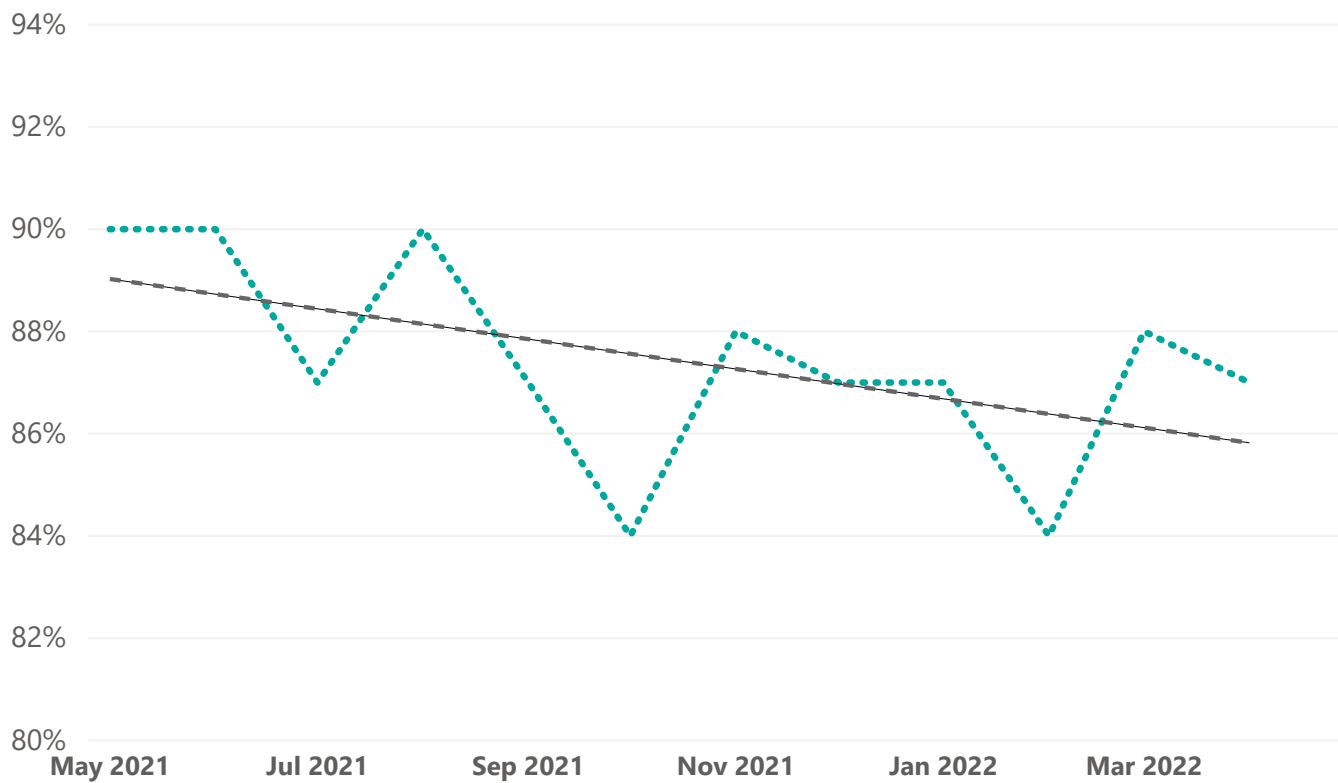
## Performance: Accidents & Road Calls



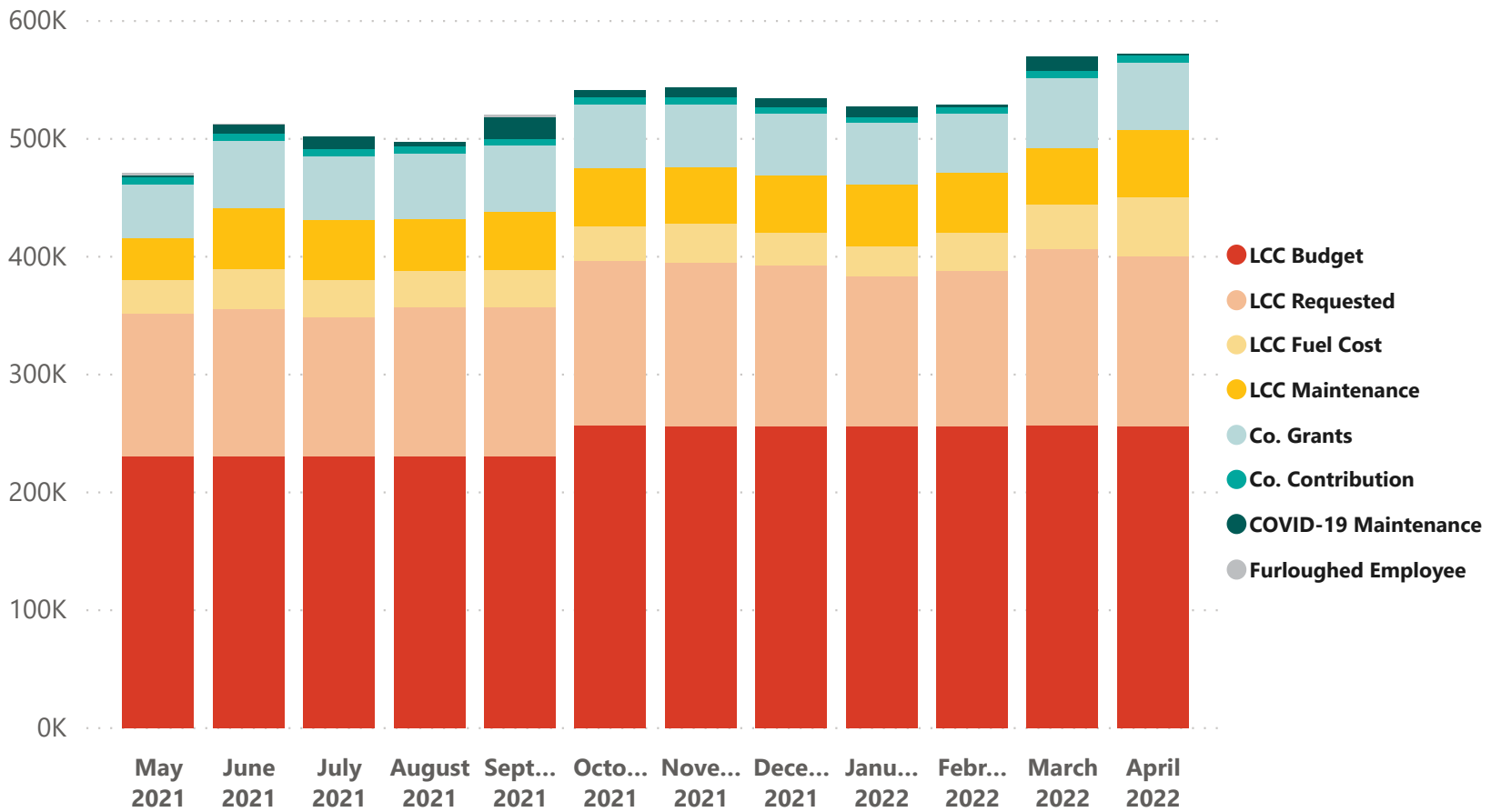
## Lake County Connection Customer Complaints



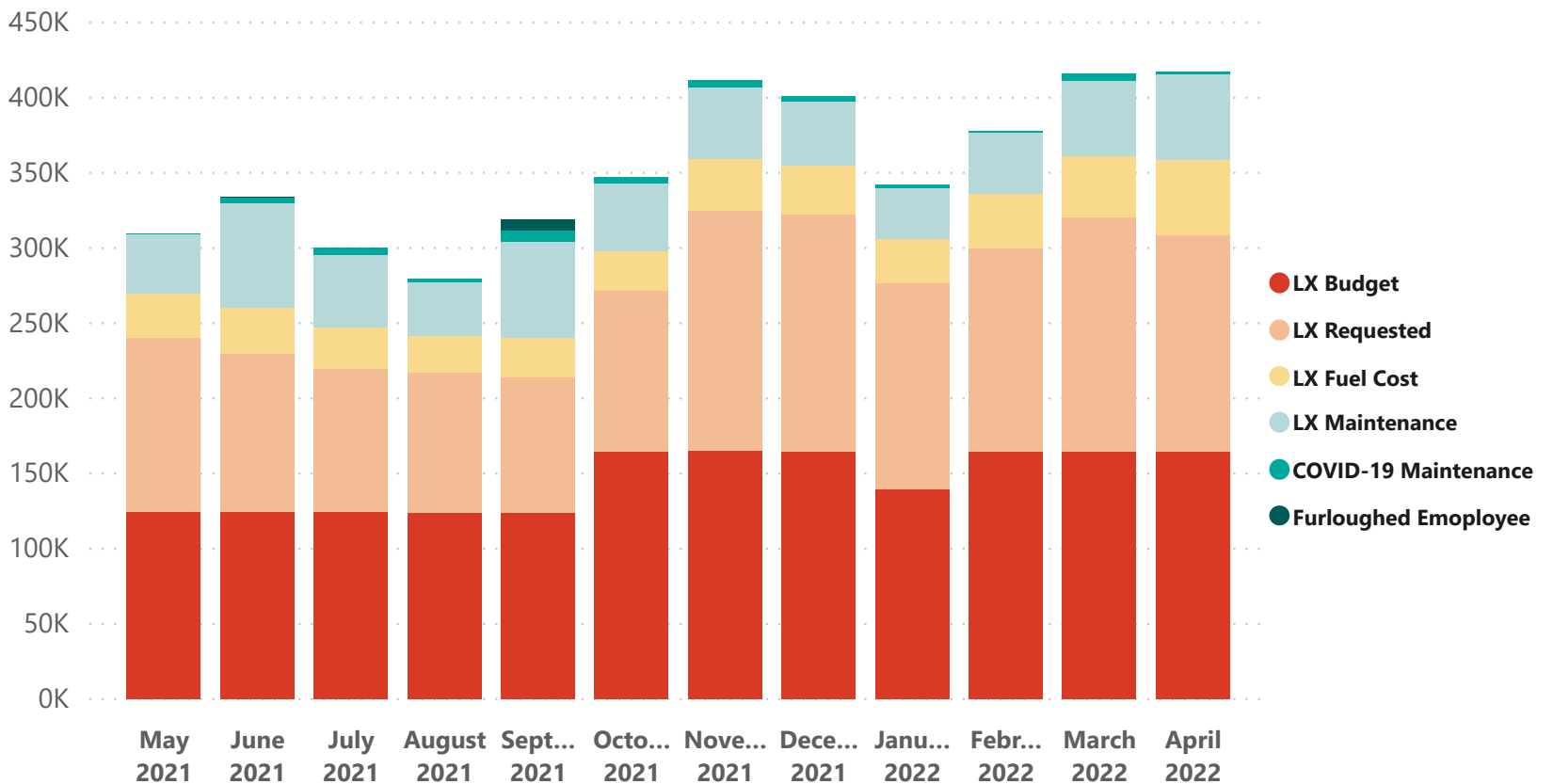
## Lake County Connection On Time Performance



## Lake County Connections Contract Amount



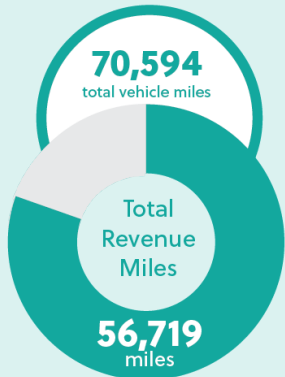
## LakeXpress Contract Amount



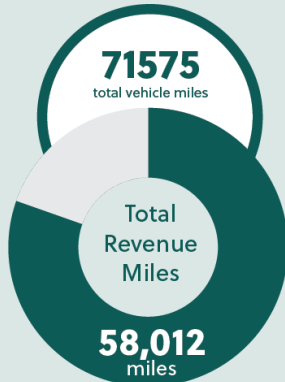


# Selected Lake County Transit Metrics 2021 Dec v. 2022 April Comparison

## 2021 VEHICLE PERFORMANCE



## 2022 VEHICLE PERFORMANCE



## 2021 SERVICE & FINANCIAL DATA



## 2022 SERVICE & FINANCIAL DATA

