

## TAB 1

### CONSENT AGENDA

- A. September 26, 2018 Governing Board Meeting Minutes
- B. 2019 Governing Board Meeting Schedule
- C. MPO Governing Board Bylaw Modifications
- D. Community Advisory Committee Membership Approval
- E. Lake & Sumter Transportation Disadvantaged Service Plans Major Update Approval
- F. Consideration of Approval for the MPOAC 2019 Legislative Positions and Priorities

#### **Background**

- A. Approval is requested of the minutes of the September 26, 2018 Governing Board meeting.
- B. Approval is requested of the 2019 Governing Board Meeting Schedule. The schedule prescribes meetings in February, April, May, August, September, October, and December.
- C. MPO staff is requesting the following amendments to the MPO bylaws, amending:
  - 1. Section 1.1 Membership Appointment, Qualifications, and Terms of Office** – expanding the MPO Board alternate to include a locally elected official capable of representing the interests of the unit of government by the absence member.
  - 2. Section 1.8 Emergency Revisions or Amendments** authorizing the Chair to sign corresponding resolution on behalf of the Board without having to call an emergency meeting of the Board. The Chair’s approval of the revision or amendment then must be ratified at the next regularly scheduled Board meeting.
- D. Community Advisory Committee Membership Approval. MPO staff is requesting that all current Citizens Advisory Committee and Bicycle Pedestrian Advisory Committee members with unexpired appointments be approved for membership in the new Community Advisory Committee.
- E. Lake & Sumter Transportation Disadvantaged Service Plan Major Update Approval. The Transportation Disadvantaged Service Plan (TDSP) reflects Lake and Sumter County’s commitment to maintain and improve transportation services for the transportation disadvantaged and to serve as a strategic framework for the future. The TDSP is implemented by the CTC and TDCB. The TDSP is updated annually with a major update produced every five years. Completion of a TDSP is a requirement for receiving certain public transportation funds. The TDSP lays out a strategy for meeting these requirements through development, service, and quality assurance components. The TDSP is required by the State of Florida Commission for the Transportation Disadvantaged (CTD) and approved by the Local Coordinating Board (LCB). The Lake ~ Sumter MPO has engaged the services of the Center for Urban Transportation Research at the University of South Florida to work cooperatively with the TDCB, members of the general public, and the staff of the MPO and Lake County Transit to prepare the TDSP Major Update for the period FY 2018/19 – FY 2022/23. The Final Draft Transportation Disadvantaged Service Plan for each County is attached for review.

## TAB 1 CONTINUED

F. The Florida Metropolitan Planning Organization Advisory Council (MPOAC) represents the collective interests of Florida's 27 MPOs, and assists the MPOs in carrying out the urbanized area transportation planning process by serving as the principal forum for collective policy discussion. The MPOAC was created by the Florida Legislature pursuant to Section 339.175, Florida Statutes, to augment and not supplant the role of the individual MPOs in the cooperative transportation planning process.

The MPOAC supports State Legislation that:

- Implements the recommendations from the MPOAC transportation revenue study and other options for expanding transportation revenue sources.
- Regulates distracted driving as a primary offense by prohibiting the use of handheld electronic wireless communications devices and other similar distracting devices while operating a moving motor vehicle.
- Restores funding to 2007 levels for the Transportation Regional Incentive Program (TRIP). • Allows Strategic Intermodal System (SIS) funds to be used on transportation facilities not designated on the SIS if the improvement will enhance mobility or support freight transportation on the SIS.
- Establishes flexible and predictable funding for transit projects (capital and operating) identified through the metropolitan transportation planning process by removing various funding limitations for the State Transportation Trust Fund (STTF).
- Recognizes that federal metropolitan transportation planning funds shall not be regarded as state funds for purposes of expenditure.
- Supports the advancement of innovative transportation mobility solutions and policies that make Florida the national leader in creative approaches to addressing transportation needs, while simultaneously protecting citizens from malicious tampering with such technologies by making tampering a punishable offense.

**REQUESTED ACTION:** Staff recommends approval of the Consent Agenda

**ATTACHMENTS:**

- A. September 26, 2018 Meeting Minutes
- B. 2019 Governing Board Meeting Schedule
- C. Consideration of MPO Governing Board Bylaw Modification
- D. CAC & BPAC members with unexpired appointments for consideration.
- E. Lake County Transportation Disadvantaged Service Plan Major Update, Sumter County Transportation Disadvantaged Service Plan Major Update
- F. MPOAC 2019 Legislative Positions and Priorities

# TAB 1



**MEETING MINUTES**  
**Wednesday, September 26, 2018**  
**Lake~Sumter MPO**  
**225 W. Guava Street, Suite 217**  
**Lady Lake, FL 32159**

Members Present:

Commissioner Tim Sullivan (Chair)  
Commissioner Josh Blake  
Commissioner Don Burgess  
Councilmember Ray Goodgame  
Mayor Robert Morin  
Mayor Jim Richards (2<sup>nd</sup> Vice Chair)  
Mayor Dan Robuck  
Mayor Nick Girone (Chair Elect)  
Mayor Dina Sweatt  
Councilmember Katherine Adams (Lake/At-Large Representative)  
City Commissioner Joe Elliott (Sumter/At-Large Representative)  
Matt Schwerin  
Board Member Christine Norris

Representing:

Lake County BCC  
Lake County BCC  
Sumter County BCC  
City of Clermont  
City of Eustis  
Town of Lady Lake  
City of Leesburg  
City of Mount Dora  
City of Groveland\*  
City of Umatilla  
City of Wildwood  
Florida Central Railroad\*\*  
Sumter County Schools\*\*

Members Absent:

Commissioner Sean Parks  
Commissioner Wendy Breeden  
Commissioner Leslie Campione (1<sup>st</sup> Vice Chair)  
Commissioner Doug Gilpin  
Mayor Pat Kelley (Immediate Past Chair)  
Councilmember Troy Singer  
Vice-Mayor Mitchell Mack  
Commissioner John Gunter  
Councilor Ed Conroy  
Councilmember Sally Rayman  
Mayor Joe Wynkoop  
Mayor Bil Spaude  
Councilmember Clay Godwin  
Councilman Mike Foote\*  
Board Member Sandy Gamble

Lake County BCC  
Lake County BCC  
Lake County BCC  
Sumter County BCC  
City of Minneola  
City of Tavares  
Town of Astatula\*  
City of Fruitland Park\*  
Town of Howey-in-the-Hills\*  
City of Mascotte\*  
Town of Montverde\*  
City of Bushnell\*  
City of Coleman\*  
City of Webster  
Lake County Schools\*\*

\*Denotes non-voting members

\*\*Denotes ex-officio, non-voting member

Staff:

Mike Woods

Doris LeMay

Francis Franco

Brian Hutt

Diana Johnson

Interim Executive Director/  
Multi Modal Project Manager  
Executive Assistant  
GIS Manager  
TMS Project Manager  
Lake County Attorney

Call to Order/Invocation/Pledge of Allegiance/Notice/Roll Call/Chairman's Announcements/Executive Director's Announcements

The meeting of the Lake-Sumter Metropolitan Planning Organization (MPO) was called to order at 2:00 p.m. by Chair Commissioner Tim Sullivan. Commissioner Don Burgess led the invocation and the Pledge of Allegiance. Staff announced the meeting was properly noticed. The roll was called, at which time it was noted a quorum was present (10 voting members present). Commissioner Tim Sullivan introduced MPO Attorney, Diana Johnson. Mike Woods provided various updates.

I. AGENDA UPDATE

None

II. OPPORTUNITY FOR PUBLIC COMMENT

None

III. CONSENT AGENDA

On a motion by Council Member Ray Goodgame, seconded by Commissioner Josh Blake and carried by a vote of 10-0, the Lake~Sumter MPO approved Items A through C of the Consent Agenda As Follows:

Tab 1 Consent approval is requested of the following items:

- A. August 22, 2018 Governing Board Meeting Minutes.
- B. MPO Endorsement Letter for the Safe Routes to School Program – Lake County
- C. Consideration of Financial Report as Presented By Milestone Professional Services

IV. ACTION ITEMS

Tab 2 Consideration to approve Amending the FYs 2018/19-2022/23 Transportation Improvement Program (TIP)

Mike Woods provided a brief explanation of the Amendment to FYs 2018/19-2022/23 TIP. Discussion continued.

Motion was made by Mayor Jim Richards, seconded by Commissioner Don Burgess and carried a by a roll call vote of 10-0, the Lake~Sumter Approved Amending the FYs 2018/19-2022/23 Transportation Improvement (TIP).

Tab 3 Central Florida Metropolitan Planning Organization Alliance (CFMPOA) – FY 2018/19 Regional Priority Projects List.

Mike Woods provided a brief explanation of CFMPOA – FY 2018/19 Regional Priority Projects List.

Motion was made by Mayor Jim Richards, seconded by Commissioner Josh Blake and carried by a vote of 10-0, the Lake~Sumter MPO approved the Central Florida Metropolitan Planning Organization Alliance (CFMPOA) FY 2018/19 Regional Priority Projects List.

Tab 4 Transportation Measures and Targets: Review and Approval of the Federal Performance Measures and FDOT’s Initial Targets for Pavement, Bridge, and System Performance, Freight, Transit Asset Management Plan.

Mike Woods provided a brief overview of the Transportation Measures and Targets. Discussion continued.

Motion was made by Mayor Nick Girone, seconded by Council Member Katherine Adams and carried by a vote of 10-0, the Lake~Sumter MPO adopted the FDOT PM2 & PM3 Performance Measures and Targets and the LakeXpress TAM Performance Measures and Targets.

Tab 5 Executive Director Contract Review and Approval

Commissioner Tim Sullivan provided an explanation of the Employment Agreement between the Lake~Sumter Metropolitan Planning Organization and Michael F. Woods. Discussion continued.

Motion was made by Mayor Robert Morin, seconded by Commissioner Don Burgess and carried by a vote of 9-1, with Mayor Dan Robuck opposing, the Lake~Sumter MPO approved the Employment Agreement between the Lake~Sumter Metropolitan Planning Organization and Michael F. Woods.

V. Tab 6

A. Kevin Thibault, PE Consultant Team, Project Manager, presented the FDOT District 5 South Sumter Trail Connector PD&E Study – Project Update – Presentation. Discussion continued.

B. Stephen Alianiello Sr. Outreach Specialist presented the Rethink your Commute – Program Update - Presentation. Discussion continued.

## VI. WRITTEN REPORTS – INCLUDED IN THE AGENDA PACKAGE

- A. Transportation Agency Reports
  - 1. Florida Department of Transportation (FDOT) – Jamie Kersey
  - 2. Florida’s Turnpike Enterprise (FTE) – Jim Martin
  - 3. Central Florida Expressway Authority (CFX) – Emily Brown
  - 4. Public Works Reports –
  - 5. Transit Reports – Bradley Arnold /Deborah Snyder
- B. Regional Groups (WOSLTEDTF & EL-NOW Meeting of Elected Officials)
- C. Central Florida MPO Alliance (CFMPOA) & MPO Advisory Council (MPOAC)
- D. Association of MPO’s (AMPO) & National Assoc. of Regional Councils (NARC)
- E. Lake~Sumter MPO Staff Report & MPO Governing Board Member Reports
- F. Transportation Management System Report
- G. MPO Planning Area Project Update

## VII. INFORMATIONAL ITEMS

- A. TRANSPORTATION FOR AMERICA’S – Guiding Principles for Infrastructure Investment.
- B. Financial Guidelines for MPO 2045 Long Range Plans – 2045 Revenue Forecast
- C. Mobility Week October 27<sup>th</sup> – November 3<sup>rd</sup>, 2018 – Information Guide
- D. AMPO – Priorities for the Federal surface Transportation Authorization and Initiatives
- E. Scooters, Sidewalk Nuisances, Or the Future of Local Transportation

## VIII.ADJOURNMENT NEXT MEETING: October 24, 2018, 2 PM, Lake~Sumter MPO.

There being no further business to be brought to the attention of the Lake~Sumter Metropolitan Planning Organization, the meeting was adjourned at 3:04 p.m.

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Timothy Sullivan, Chair

Lake~Sumter MPO Governing Board Meeting Calendar

# 2019

JANUARY							FEBRUARY						
Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su
31	1	2	3	4	5	6	28	29	30	31	1	2	3
7	8	9	10	11	12	13	4	5	6	7	8	9	10
14	15	16	17	18	19	20	11	12	13	14	15	16	17
21	22	23	24	25	26	27	18	19	20	21	22	23	24
28	29	30	31	1	2	3	25	26	27	28	1	2	3
4	5	6	7	8	9	10	4	5	6	7	8	9	10

MARCH							APRIL						
Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su
25	26	27	28	1	2	3	1	2	3	4	5	6	7
4	5	6	7	8	9	10	8	9	10	11	12	13	14
11	12	13	14	15	16	17	15	16	17	18	19	20	21
18	19	20	21	22	23	24	22	23	24	25	26	27	28
25	26	27	28	29	30	31	29	30	1	2	3	4	5
1	2	3	4	5	6	7	6	7	8	9	10	11	12

MAY							JUNE						
Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su
29	30	1	2	3	4	5	27	28	29	30	31	1	2
6	7	8	9	10	11	12	3	4	5	6	7	8	9
13	14	15	16	17	18	19	10	11	12	13	14	15	16
20	21	22	23	24	25	26	17	18	19	20	21	22	23
27	28	29	30	31	1	2	24	25	26	27	28	29	30
3	4	5	6	7	8	9	1	2	3	4	5	6	7

JULY							AUGUST						
Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7	29	30	31	1	2	3	4
8	9	10	11	12	13	14	5	6	7	8	9	10	11
15	16	17	18	19	20	21	12	13	14	15	16	17	18
22	23	24	25	26	27	28	19	20	21	22	23	24	25
29	30	31	1	2	3	4	26	27	28	29	30	31	1
5	6	7	8	9	10	11	2	3	4	5	6	7	8

SEPTEMBER							OCTOBER						
Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su
26	27	28	29	30	31	1	30	1	2	3	4	5	6
2	3	4	5	6	7	8	7	8	9	10	11	12	13
9	10	11	12	13	14	15	14	15	16	17	18	19	20
16	17	18	19	20	21	22	21	22	23	24	25	26	27
23	24	25	26	27	28	29	28	29	30	31	1	2	3
30	1	2	3	4	5	6	4	5	6	7	8	9	10

NOVEMBER							DECEMBER						
Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su
28	29	30	31	1	2	3	25	26	27	28	29	30	1
4	5	6	7	8	9	10	2	3	4	5	6	7	8
11	12	13	14	15	16	17	9	10	11	12	13	14	15
18	19	20	21	22	23	24	16	17	18	19	20	21	22
25	26	27	28	29	30	1	23	24	25	26	27	28	29
2	3	4	5	6	7	8	30	31	1	2	3	4	5

## Lake~Sumter MPO Governing Board

### 2019 Meeting Calendar

MPO Governing Board meeting dates for 2019 are scheduled the fourth Wednesday of the month at 2 p.m., with the exception of the December meeting, and are scheduled to meet at the Lake~Sumter MPO Office at 225 W. Guava Street Lady Lake, FL Suite 217

There are no meetings scheduled for the months of January, March, June, July, September, November; and the December meeting is scheduled for the second Wednesday of the month.

**REQUESTED ACTION:** Approval of the 2019 MPO Governing Board meeting calendar as follows:

<u>DATE</u>	<u>LOCATION</u>
January – NO MEETING	
February 27, 2019	MPO Office
March – NO MEETING	
April 24, 2019	MPO Office
May 22, 2019	MPO Office
June – NO MEETING	
July – NO MEETING	
August 28, 2019	MPO Office
September – NO MEETING	
October 23, 2019	MPO Office
November – NO MEETING	
December 11, 2019	MPO Office

Lake Sumter MPO – 2019 MPO Office Closing Dates in conjunction with the Lake County Clerk of Court Closed Days and the week in-between the Christmas and New Year's Holidays .

- New Year's Day,
  - Martin Luther King Day,
  - President's Day,
  - Memorial Day,
  - 4<sup>th</sup> Of July,
  - Labor Day,
  - Veterans Day,
  - Thanksgiving Day and Day After,
  - Christmas Eve and Christmas Day
  - Week in-between Christmas and New Year's Holidays on December 26<sup>th</sup>, 27<sup>th</sup> and 28<sup>th</sup> \*
- \*MPO staff will utilize accrued vacation time for this holiday office closing period





**BYLAWS OF THE**

**LAKE~SUMTER METROPOLITAN**

**PLANNING ORGANIZATION**

**GOVERNING BOARD**

**EXECUTIVE COMMITTEE**

**TECHNICAL ADVISORY COMMITTEE**

**COMMUNITY ADVISORY COMMITTEE**

# PREAMBLE

The following sets forth the Bylaws, policies, and procedures, which shall serve to guide the proper functioning of the Urban Transportation Planning Process for the Lake~Sumter Metropolitan Planning Organization (MPO). The intent is to provide procedures and policies for the MPO Governing Board, the MPO Technical Advisory Committee (TAC) and the MPO Community Advisory Committee (CAC) for fulfilling the requirements of the Federal Highway Act of 1962, Federal Highway Act of 1974, Section 339.175, Florida Statutes, and will operate under the provisions of Section 163.01, Florida Statutes, as amended, and subsequent laws setting forth requirements for transportation planning for all modes of travel and to insure the accomplishment of the planning tasks within a cooperative framework properly related to comprehensive planning on a continuous basis.

## **SECTION 1.0: BYLAWS OF THE METROPOLITAN PLANNING ORGANIZATION (MPO)**

The Governor, under Section 339.175 of the Florida Statutes, designated and apportioned the membership of the MPO on December 9, 2003. On October 22, 2010 the Governor affirmed the Re-designation Plan of the MPO to include all of Sumter County. The governing body of each governmental entity so designated shall appoint the appropriate number of members to the MPO. The designated local governmental entities and their appointment by the Governor are stipulated by the approved Lake~Sumter MPO Apportionment Plan on December 9, 2003, and incorporated into this document by reference.

The Clerk of the MPO is the Executive Assistant to the Executive Director of the MPO, whose address is 225 W. Guava Street, Suite 211, Lady Lake, Lake County, Florida 32159, telephone number 352-315-0170. The duties of the Clerk include, but are not limited to, assisting the Executive Director and the MPO Governing Board in day-to-day operations of the MPO, ensuring compliance with public meeting notice requirements, distribution of and posting of public meeting agendas, maintaining public meeting minutes, attesting resolutions and other documents, and recording of documents when required.

## **SECTION 1.1: MEMBERSHIP APPOINTMENT, QUALIFICATION, AND TERMS OF OFFICE**

- A. There shall be thirty (30) governing board member positions of the MPO, with sixteen (16) of those possessing voting privileges. The voting positions consist of fourteen (14) permanent voting positions and two (2) rotating At-Large Representative municipal voting positions; one (1) Lake County and one (1) Sumter County. In addition to the voting positions, the MPO Governing Board consists of ten (10) non-voting positions and four (4) ex-officio non-voting positions.
- B. The fourteen (14) permanent voting positions shall be assigned to (number of votes in parentheses): Clermont (1), Eustis (1), Lady Lake (1), Leesburg (1), Minneola (1), Mount Dora (1), Tavares (1), Sumter County (2) and Lake County (5), which possesses a voting position for each of the five county commissioners.
- C. The seven (7) governing board positions among which the At-Large Representative voting privilege shall rotate for Lake County shall be those of: Astatula, Fruitland Park, Groveland, Howey-in-the-Hills, Mascotte, Montverde and Umatilla. The at-large position shall be subject

to a one year term beginning on January 1, changing each year, and rotating in alphabetical order. Astatula was the first rotating member government with an at-large term beginning January 1, 2005.

- D. The five (5) governing board positions among which the At-Large Representative voting privilege shall rotate for Sumter County shall be those of: Bushnell, Center Hill, Coleman, Webster and Wildwood. The at-large position shall be subject to a one year term beginning on January 1, changing each year, and rotating in alphabetical order. Bushnell shall be the first rotating member government with an at-large term beginning January 1, 2011.
- E. In the event a municipality declines to participate as an At-Large Representative for either Lake County or Sumter County, the rotating voting privilege shall, upon action by the Governing Board, rotate to the next specified municipality in the alphabetical rotation and shall remain with that municipality for the remaining of the term, which is until the end of the calendar year. The At-Large Representative voting privilege shall rotate the following calendar year to the next municipality in the alphabetical rotation.

In the event that neither the municipal representative nor the alternate representative currently possessing At-Large voting privileges is present at a meeting of the MPO Governing Board, voting privileges - for that meeting only - shall revert to the municipal representative or alternate representative possessing At-Large voting privileges the previous term.

- F. Ex-officio non-voting members include: Florida Central Railroad, Lake County School Board, Sumter County School Board, and the Central Florida Expressway Authority.
- G. MPO Governing Board members, both primary and alternate, shall be designated by the elected body of the member government or by the board of the member entity. ~~Documentation [WMI] of designation shall be provided to the MPO Executive Assistant in the form of minutes from the meeting at which the designation occurred.~~ Alternate designees shall be entitled to the right to participate in meetings. However, if a primary and an alternate representing a voting member government are both present, only one may vote on action items. All members, whether voting members or not, shall have the right to participate in the discussion of items to come before the MPO Governing Board. A qualified member of the MPO Board may designate in writing to the chairperson of the MPO an alternate who may exercise full membership powers in the absence of the MPO member. Said alternate must be a locally elected official capable of representing the interests of the unit of government represented by the absent member of the MPO, and may be appointed to serve for only that meeting for which he or she is designated, or for a longer duration, but not to exceed the term of the appointed member.
- H. The MPO Go\_erning Board members shall serve four (4) year terms. Membership shall terminate upon the member leaving his/her elective or appointive office for any reason or by a majority vote of the total membership of a county or city governing body represented by the member. Vacancies shall be filled by the original appointing body. Members may be reappointed for one (1) or more additional four (4) year terms.
- I. Code of Ethics. Members, Officers, and Employees are required to comply with Florida Statute 112, Part III, Code of Ethics for Public Officers and Employees. Members are expected to abide by the ethical rules which govern their service on the organization they represent.

- J. All MPO Governing Board members (designated or alternate) shall avoid any professional conflict of interest and prevent the appearance of undue influence. Any member who becomes aware of any type of conflict or attempt to influence shall make it known to the staff liaison and either excuse himself/herself from the proceedings, and/or file a conflict of interest form into the record.
- K. The MPO's procedures for complying with federal requirements associated with Title VI of the Civil Rights Act of 1964 are outlined in the organization's Title VI Nondiscrimination Plan and Limited English Proficiency Plan. Additionally, more information on the Title VI Complaint Procedure is contained in Addendum II of the MPO's Title VI Program.

## **SECTION 1.2: OFFICERS AND DUTIES**

- A. The following officers shall be elected each year:
  - 1. Chair
  - 2. Chair-Elect
  - 3. 1<sup>st</sup> Vice Chair / Secretary
  - 4. 2<sup>nd</sup> Vice Chair
- B. Officers shall be voting members on the MPO Governing Board. Officers shall be elected by a majority of the voting members present at the last scheduled organizational meeting of the year and shall serve a term of one (1) year, starting with the January meeting.
- C. The Chair shall preside at all meetings and in the event of his/her absence or at his/her direction, the Chair-Elect shall assume the powers and duties of the Chair.
- D. The 1<sup>st</sup> Vice-Chairman/Secretary shall be responsible for ensuring the minutes and records of the MPO are kept in proper order.
- E. Officers shall pursue at least one continuing education opportunity each year through the MPO Advisory Council or other acceptable forum.
- F. Should an officer position become vacant, the MPO Governing Board shall fill the position through election at the next regularly scheduled meeting.
- G. All official contracts, agreements and other documents approved for action by the MPO shall be signed by the Chair or a designee approved by the Governing Board.

## **SECTION 1.3: EXECUTIVE COMMITTEE AND DUTIES**

- A. The following board members shall comprise the Executive Committee:
  - 1. Chair
  - 2. Chair-Elect
  - 3. 1st Vice Chair / Secretary
  - 4. 2<sup>nd</sup> Vice Chair
  - 5. Immediate Past Chair

6. At-Large Representative for Lake County
  7. At-Large Representative for Sumter County
- B. The Immediate Past Chair shall be eligible to serve on the Executive Committee until such time that a change in Chair results in a new Immediate Past Chair.
  - C. The At-Large Representative for Lake County holds the voting privilege rotating annually among: Astatula, Fruitland Park, Groveland, Howey-in-the-Hills, Mascotte, Montverde and Umatilla.
  - D. The At-Large Representative for Sumter County holds the voting privilege rotating annually among: Bushnell, Center Hill, Coleman, Webster and Wildwood.
  - E. The purpose of the Executive Committee is recommend agenda items for Governing Board consideration and to efficiently address matters not feasible to be heard by the full MPO Governing Board in a timely fashion.
  - F. The MPO Governing Board may refer items to the Executive Committee for action or recommendation.
  - G. The Chair may convene the Executive Committee for items deemed appropriate for Executive Committee review or action.
  - H. To provide balanced representation on the Executive Committee among counties and municipalities, the MPO Governing Board, at the time of the election of officers, shall attempt to fill, if feasible, officer positions by rotating between municipal and county representatives as officers are advanced, when feasible, to the next level of elected office.

#### **SECTION 1.4: APPOINTMENTS**

- A. The Chair, Chair-Elect, 1<sup>st</sup> Vice Chair, 2nd Vice Chair, Immediate Past Chair and one voting member elected by the MPO Governing Board shall be appointed to serve as the three primary and three alternate appointments to the Central Florida MPO Alliance. The Executive Committee shall designate which of the aforementioned positions shall serve in a primary capacity and which shall serve in an alternate capacity.
- B. The Chair shall automatically serve as the primary appointment to the Florida MPO Advisory Council. The Chair-Elect and 1<sup>st</sup> Vice Chair shall automatically serve as alternates.
- C. At the time of election of officers, a member of the MPO Governing Board, voting or non-voting, shall be elected as Chair of the Lake County Transportation Disadvantaged Coordinating Board.
- D. At the time of election of officers, a member of the MPO Governing Board, voting or non-voting, shall be elected as Chair of the Sumter County Transportation Disadvantaged Coordinating Board.
- E. At the time of election of officers, a member of the MPO Governing Board, voting or non-voting, shall be elected as Chair of the Bicycle & Pedestrian Advisory Committee.

- F. Should an elected appointment position become vacant, the appointment shall be filled by election at the next regular meeting of the MPO Governing Board.

## **SECTION 1.5: MEETINGS**

- A. All meetings of the MPO Governing Board and advisory committees shall be open to the public and opportunities for public comments shall be provided. All public meetings and hearings shall be held in locations that are accessible to people with disabilities.
- B. In accordance with the provisions of federal and state laws, public meetings that are part of the public participation plan will be conducted at convenient and accessible locations at convenient times. In addition, MPO will utilize visualization techniques to describe the plans and make public information available, when possible, in an electronically accessible format and in plain language.
- C. Regular meetings of the MPO shall typically be held on the 4<sup>th</sup> Wednesday of each applicable month at a time and place to be designated by the Chair. Regular meeting dates and times may be changed by action of the MPO to accommodate holidays and/or other reasons. MPO Governing Board shall meet at least four times a year at a time and location designated by the Governing Board.
- D. Special meetings may be called by the Chair, by the Chair-Elect, or the MPO Governing Board. Reasonable notice must be provided to the members and alternates for special meetings.
- E. A majority of voting members on the MPO Governing Board shall constitute a quorum for the transaction of business. MPO Governing Board members must be present to cast a vote. Any business transacted by MPO Governing Board must be approved by not less than a majority of the votes cast.
- F. Voting Procedures. Voting shall be by voice, except that a roll call vote shall be held to adopt and/or amend the Long Range Transportation Plan and Transportation Improvement Program, as required by Federal and State Law. In all other instances, voting shall be by voice unless a Board Member specifically requests a roll call vote on a particular matter. All other questions or procedures shall be governed by the most recent edition of Robert's Rules of Order
- G. An agenda shall be prepared for each meeting. Items may be placed on the agenda by any voting or non-voting member, the TAC, the CAC, the BPAC, or the staff. Notices and tentative agendas shall be sent to members and alternates seven (7) days prior to the regular meeting dates, and shall be made available to the public at least four (4) days in advance of the meeting. Agenda changes may be made at any meeting by two-thirds (2/3) vote of the MPO Governing Board, provided that all agenda changes are made in accordance with Section 6.0 ("MPO Public Participation Policy") below.
- H. Advance notification of all meetings, both regular business and special, shall be provided as required by applicable law.
- I. The MPO's public involvement process shall provide for early and continuing involvement in the transportation planning and programming process to all segments of the community. As specifically stated in the federal legislation, these segments are freight shippers, users of public

transit, citizens, providers of transportation, affected public agencies, representatives of transportation agency employees, other interested parties, and segments of the community affected by transportation plans, programs, and projects. The process shall also provide for seeking out and considering the needs of those traditionally underserved by existing transportation systems, such as low income and minority households which may face challenges accessing employment and other amenities.

- J. Minutes shall be kept of all meetings.
- K. If the Bylaws do not address a particular issue that comes before the MPO, and if the statute that the MPO is operating under does not cover said item, then *Robert's Rule of Order* shall take precedence.

#### **SECTION 1.6: RESPONSIBILITIES AND FUNCTIONS OF THE MPO**

- A. The MPO is charged with the overall responsibility for preparation, approval, and implementation of the intermodal urban transportation planning and programming process for the Lake-Sumter MPO area and all plans and programs that are developed through the process. The MPO is responsible for defining transportation related goals and objectives and ensuring that the transportation planning process embodies these goals and objectives.
- B. The MPO is responsible for the preparation and publication of the following:
  - 1. Annual Report of MPO Accomplishments and activities for the purpose of disseminating information to the public at the January meeting each year.
  - 2. Certification Document for the purpose of obtaining the transportation planning program for the next fiscal year.
- C. Citizen Involvement:
  - 1. The MPO shall guide and assist the MPO Community Advisory Committee (CAC) in their activities and shall be responsible for public involvement programs undertaken by the study.
  - 2. The MPO shall provide the opportunity at each of its meetings for citizens to comment or be heard on any matter pertinent to the urban transportation planning process.
  - 3. The public may obtain information or make submissions or requests concerning MPO Governing Board matters to the Lake~Sumter MPO, 225 W. Guava Street, Suite 211, Lady Lake, FL 32159, by calling 352-315-0170

#### **SECTION 1.7: SUBCOMMITTEES**

- A. Subcommittees may be designated by the MPO as necessary to investigate and report on specific subject areas of interest to the MPO. These may include but are not limited to:
  - 1. Airports
  - 2. Highways

3. Mass Transit (Public Transportation)
4. Transportation needs of "transportation disadvantaged" groups
5. Directions for future growth (local Comprehensive Plan reviews)

B. Subcommittees may be designated as necessary to deal with administrative and legislative procedures. These may include:

1. Administrative topics
2. Bylaws
3. Nominating
4. Legislative Issues

## **SECTION 1.8: EMERGENCY REVISIONS AND AMENDMENTS**

A. Establishment of Need for Emergency Revisions or Amendments

In circumstances in which the MPO is notified by a state or federal agency that an immediate minor revision is necessary for clarification of a plan document or an amendment is required to a program document to maintain consistency with state or federal programs, or program or project funding and if the time constraint is such that action at the next regularly scheduled meeting of the MPO Governing Board would significantly delay progress on a project previously supported by the MPO, the Terms for Emergency Revisions and Amendments may be invoked by the Chair.

B. Terms for Emergency Revisions and Amendments

1. ~~If the Chair and Executive Director concur on the need for an Emergency Revision, the Chair shall call an emergency meeting of the Governing Board. An emergency meeting of the Governing Board shall meet all Sunshine Law requirements and shall be held in accordance with the requirements of Section 2.0 ("Public Notification") below, unless the emergency action or proposition under consideration is exempted therein.~~
2. ~~— If an emergency meeting of the Governing Board is deemed infeasible due to a severe time constraint or due to an inability to verify a quorum for the emergency meeting, the Chair may convene the Executive Committee for the purpose of reviewing, approving and executing an emergency resolution. An emergency meeting of the Executive Committee shall meet all Sunshine Law requirements and shall be held in accordance with the requirements of Section 2.0 ("Public Notification") below, unless the emergency action or proposition under consideration is exempted therein. In the event of Executive Committee action on an emergency resolution, the resolution may be transmitted with signature to state and federal agencies, with the provision that the resolution shall come before the Governing Board for ratification at the next regularly scheduled meeting. Should the Governing Board take action to disapprove the resolution, state and federal agencies shall be notified by the end of the following business day of the Governing Board's action.~~



In cases where an amendment or revision must be approved prior to the next board meeting for the amended project to receive funding, or maintain consistency with state and federal programs the Lake~Sumter MPO Board Chair is authorized to sign the corresponding resolution on behalf of the board without having to call an emergency meeting of the board or committees. The Chair's approval of the amendment then must be ratified at the next regularly scheduled board meeting. To maintain the integrity of the public involvement process, whenever feasibly possible, the Technical Advisory Committee, Community Advisory Committee, are asked to provide input prior to ratification by the board.

3. ~~If an emergency meeting of the Executive Committee is deemed infeasible due to a severe time constraint or due to an inability to verify a quorum for the emergency meeting, the Chair may sign the emergency resolution.~~ In the case of the Chair's execution of an emergency resolution, the resolution may be transmitted with signature to state and federal agencies, with the provision that the resolution shall come before the Executive Committee for recommendation and the Governing Board for ratification at the next regularly-scheduled meetings. Should the Governing Board take action to disapprove the resolution, state and federal agencies shall be notified by the end of the following business day of the Governing Board's action.

## **SECTION 2.0: BYLAWS OF THE MPO TECHNICAL ADVISORY COMMITTEE (TAC)**

- A. The TAC shall consist of highway and transportation planners, professional engineers, or those personnel made available by the various municipalities and transportation agencies/authorities and may include but not be limited to the following members:
1. Director of Planning and Public Transportation, District Five, Florida Department of Transportation, or representative as a liaison to the TAC
  2. Public Works Director or Traffic Engineer or the designee from Lake County
  3. Public Works Director or Traffic Engineer or the designee from Sumter County
  4. A representative from the Lake County School District
  5. A representative from each of the 14 municipalities in Lake County
  6. A representative from each of the general aviation airports in Lake County
  7. A representative from Lake County Transit
  8. A representative from Lake County Economic Growth
  9. A representative from Sumter County Planning
  10. A representative from the Sumter County School District
  11. A representative from Sumter County Transit
  12. A representative from each of the five municipalities in Sumter County
  13. A representative of the Central Florida Expressway Authority
- B. Each of the member municipalities in Lake County and Sumter County, the Boards of County Commissioners from Lake County and Sumter County, and the School Superintendents from Lake County and Sumter County shall each appoint one member to the TAC. Each member may be represented by an alternate or alternates designated in writing by the governing body of said governmental unit. Additionally, a representative from the Central Florida Expressway Authority, the Florida Department of Environmental Protection, and a representative from the

Federal Highway Administration (FHWA), Planning and Research Engineer, or representative thereof shall be non-voting members of the TAC. Members and alternates shall serve terms of indefinite length at the pleasure of their respective governmental bodies or agencies.

### **SECTION 2.1: OFFICERS AND DUTIES**

- A. A chair and vice-chair shall be elected at the last scheduled meeting of each year and shall serve a term of one year, starting with the January meeting.
- B. MPO staff will provide timely input/materials for the TAC agenda. The chair or vice-chair can request items be added to the agenda. FDOT representatives will provide timely input/materials to MPO Staff for agenda items.

### **SECTION 2.2: MEETINGS**

- A. Regular monthly meetings of the TAC shall be held on a day and time agreed upon annually by the Committee. Regular meeting dates and times may be changed by action of the Committee (TAC) to accommodate holidays and/or other reasons.
- B. Special meetings may be called by the Chair, the Vice-Chair or the TAC. Reasonable notice must be provided to the members and alternates for special meetings.
- C. Six (6) of the voting members on the Committee (TAC) shall constitute a quorum for the transaction of business.
- D. Notices and tentative agendas shall be sent to members and alternates seven (7) days prior to the regular meeting dates, and shall be made available to the public at least four (4) days in advance of the meeting. Agenda changes may be made at any meeting by two-thirds (2/3) vote of the TAC Board; no additions may be made after the four (4) day notice. Items not on the agenda may be discussed at a meeting, but official action on the matter shall be re-scheduled for the next available meeting, provided that all agenda changes are made in accordance with Section 6.0 (“MPO Public Participation Policy”) below.
- E. Minutes shall be kept of all meetings.
- F. Meetings will be open to the public and media.
- G. If the Bylaws do not address a particular issue that comes before the Board, and if the statute that the TAC is operating under does not cover said item, then *Robert’s Rule of Order* shall take precedence.

### **SECTION 2.3: PURPOSE, RESPONSIBILITIES AND FUNCTIONS OF THE TAC**

- A. The TAC is responsible for coordinating transportation planning and programming; for review of all transportation studies, reports, and plans and/or programs; and for making recommendations to the MPO that are pertinent to the subject document. The TAC shall assist the MPO by providing technical resources as requested.
- B. The TAC is responsible for formal review of the List of Priority Projects.

- C. The TAC is responsible for considering Safe Access to schools in its review of transportation project priorities, long-range transportation plans, and transportation improvement programs, and shall advise the MPO on such matters.
- D. The TAC shall coordinate its actions with local school boards and local program and organizations within the metropolitan area which participate in school activities such as locally established community traffic safety teams.
- E. Local school boards must provide the MPO with information concerning future school sites and in the coordination of transportation service.
- F. The TAC recommendations to the MPO shall be based upon the technical sufficiency, accuracy, and completeness of studies and plans and/or programs.
- G. The TAC shall make priority recommendations to the MPO and/or other agencies responsible for plan and program implementation based upon the needs as determined by technical studies.
- H. The TAC shall serve for the completion of all required transportation studies, plans, development, and programming recommendations required under the Public Laws pertaining to all modes of transportation and transportation support facilities.
- I. The TAC shall serve as an advisory committee to any and all duly constituted area wide transportation authorities and/or boards, as well as area wide planning boards or councils for physical development, health, social, or comprehensive planning upon direct request of such authorities, boards, or councils.
- J. The TAC shall, when feasible and desirable to do so, utilize any means that may be suggested or devised to provide for citizen participation in the transportation planning process.

#### **SECTION 2.4: SUBCOMMITTEES**

- A. Subcommittees may be designated by the TAC as necessary to investigate and report on specific subject areas of interest to the TAC. These may include but are not limited to:
  - 1. List of Priority Projects
  - 2. Airports
  - 3. Highways
  - 4. Mass Transit/Public Transportation
  - 6. Directions for future growth (local Comprehensive Plan reviews)
  - 7. Nominating Committees
  - 8. Plans and Programs
  - 9. Management and Operations
  - 10. Air Quality
  - 11. Freight and Goods Movement
- B. Subcommittees may be designated as necessary to deal with administrative and legislative procedures relating to the TAC. These may include:

- 1. Administrative matters
- 2. Bylaws

**SECTION 3.0: BYLAWS OF THE MPO COMMUNITY ADVISORY COMMITTEE (CAC)**

The citizens of the area shall be involved in the transportation planning process by the establishment of a MPO Community Advisory Committee (CAC). The purpose of the CAC shall be to seek reaction to planning proposals and to provide comment with respect to the concerns of various segments of the population in regard to their transportation needs.

**SECTION 3.1: MEMBERSHIP APPOINTMENT, QUALIFICATION, AND TERMS OF OFFICE**

A. The committee of at least 31 voting members and 2 non-voting alternates shall consist of community representatives from Lake County and Sumter County. Members, whether voting or non-voting, shall not be elected officials. Seventeen (17) seats shall be geographic seats appointed at-large from the jurisdictions as indicated below, and sixteen (16) seats shall be appointed by the MPO Governing Board as indicated below:

1. Seventeen (17) geographically appointed members from local jurisdictions:

- a. Lake County - 5 representatives
- b. Sumter County - 2 representatives
- c. Lake Municipalities 7 representatives
- d. Sumter Municipalities 3 representatives

2. Sixteen (16) MPO Governing Board appointments:

- a. Multimodal 8 representatives
- b. Underserved population 2 representatives
- c. Transportation Disadvantaged 2 representatives
- d. Business Community 2 representatives
- e. Non-Voting members 2 representatives

B. One representative of FDOT District Five and one representative of the Central Florida Expressway Authority may serve as a non-voting advisors to the CAC.

C. Alternates: The MPO Board expects members to remain actively engaged in the committee, participating as fully as possible. It’s recognized that circumstances may occasionally arise that keep a member from attending a meeting. These guidelines on the role of alternates are meant to provide flexibility for members while ensuring committee participation. Members can request that an alternate represent them at a maximum of two (2) meetings during the year.

1. Alternates for Geographic Appointees: Alternate members may be appointed by the appointing local governments as necessary. These alternates will serve in the absence of the primary member and have the same right to vote and comment on agenda items.

Designated alternates must be lay persons and not elected officials. Each alternate designated by a county or municipality shall also reside within the geographic boundaries of that county or municipality so as to be familiar with the general citizenry's needs and desires of that county or municipality.

2. Alternates for MPO Board Appointees: The two Non-Voting Alternates appointed by the MPO Board are expected to attend all meetings, sit at the table with voting members, and participate in discussions. Voting appointees who are unable to attend a meeting should notify MPO staff and request a Non-Voting Alternate to represent them and vote in their place. Staff will then reach out to the Non-Voting Alternates and ensure that they can attend and vote in place of the member. The first voting appointees to notify staff will receive priority. Once all alternates have been engaged, all other appointees not at the meeting will receive absences.

D. Terms of Office and Conflicts of Interest

1. Representatives shall assume their responsibilities as of the next committee meeting after their appointment.
2. The term of office for a committee member in good standing will be for a period of four (4) years. At the discretion of the appointing authority, a member in good standing can be reappointed to a succeeding term(s).
3. Should a member resign or cease to be a member for any reason before the expiration of his/her term, a successor will be appointed by the designating authority.
4. All members (designated or alternate) shall avoid any professional conflict of interest. Any committee member who becomes aware of any type of conflict shall make it known to the staff liaison and either excuse himself/herself from the proceedings, or file a conflict of interest form into the record.

E. If any member of the CAC fails to attend three (3) consecutive meetings, the member will be notified, as will the member government, that a fourth (4th) consecutive absence will result in automatic vacancy. At that point, the appointing authority must take action to re-appoint.

F. Any vacancies in membership shall be filled through a process acceptable to the member government and acted upon by the local governing body. Such appointment shall be documented with the MPO in the form of a letter from the appointing authority.

G. A chair and vice-chair shall be elected at the last scheduled meeting of each year and shall serve a term of one year, starting with the January meeting.

**SECTION 3.2: MEETINGS**

A. Regular meetings of the CAC shall be held on a day and time agreed upon annually by the Committee. Regular meeting dates and times may be changed by action of the CAC to accommodate holidays and/or other reasons.

- B. Special meetings may be called by the Chair, the Vice-Chair or the CAC. Reasonable notice must be provided to the members and alternates for special meetings.
- C. Six (6) of the voting members on the CAC shall constitute a quorum for the transaction of business.
- D. Notices and tentative agendas shall be sent to members and alternates seven (7) days prior to the regular meeting dates, and shall be made available to the public at least four (4) days in advance of the meeting. Agenda changes may be made at any meeting by two-thirds (2/3) vote of the CAC; no additions may be made after the four (4) day notice. Items not on the agenda may be discussed at a meeting, but official action on the matter shall be re-scheduled for the next available meeting, provided that all agenda changes are made in accordance with Section 6.0 (“MPO Public Participation Policy”) below.
- E. Minutes shall be kept of all meetings.
- F. Meetings will be open to the public and press.
- G. If the Bylaws do not address a particular issue that comes before the Board, and if the statute that the CAC is operating under does not cover said item, then *Robert’s Rule of Order* shall take precedence.

### **SECTION 3.3: RESPONSIBILITIES AND FUNCTIONS OF THE CAC**

- A. The CAC should actively represent all segments of the general public and their concern in the transportation planning process.
- B. The CAC shall be charged with the following functions:
  1. Advise the MPO in the formulation of goals and objectives for shaping the urban environment.
  2. Provide an effective, stakeholders’ review of the preliminary findings and recommendations of MPO’s plans, studies and issues.
  3. Assist in the public information programs conducted by the MPO
  4. Review the List of Priority Projects.
  5. Review the Long Range Transportation Plan
  6. Review the five-year Transportation Improvement Program.
  7. Provide recommendations to the MPO Governing Board.
  8. Assist in other missions and functions of the MPO as requested by MPO Governing Board, including member appointments to ad hoc subcommittees that may be formed from time to time for the purpose of specifically addressing roadways, bicycle, pedestrian, and/or transit- related issues.
- C. The CAC shall transmit to the MPO Governing Board, in written form, the findings of all public information programs, citizen comments on study recommendations, and other representative concerns expressed by the general public regarding the transportation planning process.

- D. Members of the CAC shall not express their individual and/or personal views as those of the CAC, unless the CAC has, through a majority vote of those members present at a meeting, expressed such opinions.

#### **SECTION 3.4: SUBCOMMITTEES**

- A. Subcommittees may be designated by the CAC as necessary to investigate and report on specific subject areas of interest to the CAC. These may include but are not limited to:
1. Airports
  2. Highways
  3. Mass Transit/Public Transportation
  4. Bicycle, Pedestrian and Trails
  5. Transportation of "transportation disadvantaged" groups
  6. Directions for future growth
- B. Subcommittees may be designated as necessary to deal with administrative and legislative procedures related to the CAC. These may include:
1. Administrative matters
  2. Bylaws

#### **SECTION 5.0: GENERAL POLICIES OF THE MPO**

General Policies shall apply to all committees and participants of the MPO.

- A. The adoption of reports, studies, plans, and programs must be by resolution of the MPO. The MPO may consider the review and recommendation by the TAC, CAC, and BPAC.
- B. Recommended changes in the Bylaws require a simple majority vote of the members at any meeting, providing that all members have received written copies of proposed amendments at least ten (10) days prior to the meeting.
- C. All committees shall maintain a broad perspective covering the range of all modes of transportation and associated facilities in all recommended planning work programs so that proper study and evaluation of transportation needs shall result in a multi-modal transportation system plan, balanced with respect to areawide needs and properly related to areawide comprehensive plan goals and objectives.

#### **SECTION 6.0: MPO PUBLIC PARTICIPATION POLICY**

- A. Right to be Heard. Pursuant to Section 286.0114, Florida Statutes, members of the public shall be given a reasonable opportunity to be heard on a proposition before official action is taken by any Lake~Sumter MPO Board or Committee. Such opportunity to be heard need not be provided at the same meeting in which official action on the proposition is to be made, but shall be provided at a meeting during the decision making process that is within a reasonable proximity in time to the meeting in which the Board or Committee takes official action. Public input shall be limited

to three (3) minutes per speaker, with the Chair of the Board or Committee having the option of allowing additional time. This right does not apply to:

1. An official act that must be taken to deal with an emergency situation affecting the public health, welfare, or safety, if compliance with the requirements would cause an unreasonable delay in the ability of the MPO to act;
  2. An official act involving no more than a ministerial act, including, but not limited to, approval of minutes and ceremonial proclamations;
  3. A meeting that is exempt from Section 286.011, Florida Statutes; or
  4. A meeting during which the board or commission is acting in a quasi-judicial capacity. This paragraph does not affect the right of a person to be heard as otherwise provided by law.
- B. Request to be Heard. Members of the public who wish to provide comment at an MPO meeting shall come before the Board or Committee during the designated period of time on the agenda. Members of the public requesting to be heard on a proposition may designate a representative to speak for them individually, or to speak on behalf of a group of concerned citizens. Members of the public addressing an MPO Board or Committee shall provide, in an audible voice, their full name and address on the record for the Board or Committee. All remarks shall be addressed to the Board or Committee as a whole, and not to any one member thereof.
- C. Agenda. All MPO Boards and Committees shall have an agenda that is available at least four (4) days in advance of any meeting. Unless exempted as set forth under subsection (A) above, official action on a proposition cannot be taken at a meeting unless it was included in such agenda. Items not on the agenda may still be discussed at a meeting, but official action on the matter shall be re-scheduled for the next available meeting so as to provide the public a reasonable opportunity to be heard.



**LAKE~SUMTER METROPOLITAN PLANNING ORGANIZATION  
BICYCLE & PEDESTRIAN ADVISORY COMMITTEE**

**2018 MEMBER LIST**

<b><u>NAME</u></b>	<b><u>REPRESENTING</u></b>	<b><u>APPOINTED</u></b>	<b><u>EXPIRATION</u></b>
Sean Parks <b>Chairman</b>	Lake~Sumter MPO	12/13/17	12/31/18
Julie McKenzie	Lake County, D1	2/13/18	12/31/19
Susan R. Martin	Lake County, D2	5/23/17	12/31/19
Greg Lewis	Lake County, D3	03/13/18	12/31/19
(Vacant)	Lake County, D4	vacant	vacant
Mike Stephens	Lake County, D5	2/13/18 (re-appt.)	12/31/19
John H. Komoroske	Sumter County (1)	02/13/18	12/31/19
David Lawrence	Sumter County (2)	12/13/16 (re-appt.)	12/31/18
(Vacant)	Town of Astatula	vacant	vacant
(Vacant)	City of Bushnell	vacant	vacant
(Vacant)	City of Center Hill	vacant	vacant
(Vacant)	City of Coleman	vacant	vacant
Roman Brana	City of Clermont	12/13/17	12/31/19
Lori Barnes	City of Eustis	12/21/15	12/31/17
Michelle Yoder	City of Fruitland Park	12/08/16	12/31/18
(Vacant)	City of Groveland	vacant	vacant
Ed Smith	Town of Howey-in-the-Hills	12/21/16	12/31/18
Mike Burske	Town of Lady Lake	12/18/17 (re-appt.)	12/31/19
Travis Rima	City of Leesburg	12/12/16	12/31/18
Michelle Hawkins	City of Mascotte	12/5/17	12/31/19
Kelly Price	City of Minneola	12/20/16 (re-appt.)	12/31/18
Jim Ley	Town of Montverde	10/24/17	12/31/19
(Vacant)	City of Mount Dora	vacant	vacant
Amanda Boggus	City of Tavares	12/21/16	12/31/18
(Vacant)	City of Umatilla	vacant	vacant
(Vacant)	City of Wildwood	vacant	vacant
Pam Arnold	City of Webster	3/16/17	12/31/18
Egor Emery	Citizen's Advocate	11/15/16	12/31/18
(Vacant)	The Villages	vacant	vacant
(Vacant)	Lake County School Board	vacant	vacant
(Vacant)	Sumter County School Board	vacant	vacant

**LAKE~SUMTER METROPOLITAN PLANNING ORGANIZATION  
CITIZENS' ADVISORY COMMITTEE**

**2018 MEMBER LIST**

<b><u>NAME</u></b>	<b><u>REPRESENTING</u></b>	<b><u>APPOINTED</u></b>	<b><u>EXPIRATION</u></b>
Jose Lopez	Lake County, D1	02/27/18	12/31/19
(Vacant)	Lake County, D2	vacant	vacant
Katherine Cressman	Lake County, D3	02/27/18	12/31/19
Timothy J. Bailey	Lake County, D4	04/4/17	12/31/18
(Vacant)	Lake County, D5	vacant	vacant
Doug Tharp	Sumter County (1)	12/13/16 (re-appt.)	12/31/18
Jerry Prince	Sumter County (2)	01/11/17	12/31/18
(Vacant)	Town of Astatula	vacant	vacant
(Vacant)	City of Bushnell	vacant	vacant
(Vacant)	City of Center Hill	vacant	vacant
(Vacant)	City of Coleman	vacant	vacant
(Vacant)	City of Clermont	vacant	vacant
(Vacant)	City of Eustis	vacant	vacant
(Vacant)	City of Fruitland Park	vacant	vacant
(Vacant)	City of Groveland	vacant	vacant
(Vacant)	Town of Howey-in-the-Hills	vacant	vacant
Regis LeClerc	Town of Lady Lake	12/18/17 (re-appt.)	12/31/19
(Vacant)	City of Leesburg	vacant	vacant
(Vacant)	City of Mascotte	vacant	vacant
Matt Earnest	City of Minneola	12/20/16	12/31/18
(Vacant)	Town of Montverde	vacant	vacant
(Vacant)	City of Mount Dora	vacant	vacant
T.J. Fish	City of Tavares	4/10/2018	12/31/19
(Vacant)	City of Umatilla	vacant	vacant
(Vacant)	City of Wildwood	vacant	vacant
(Vacant)	Lake County Schools	vacant	vacant
(Vacant)	Sumter County Schools	vacant	vacant

**LAKE COUNTY  
TRANSPORTATION DISADVANTAGED SERVICE PLAN**

**MAJOR UPDATE  
FY 2018/19 – FY 2022/23**

**ADOPTED  
December 3, 2018**

Prepared for:

**Lake~Sumter Metropolitan Planning Organization**

In Coordination with:

**Lake County Transportation Disadvantaged Coordinating Board**

**&**

**Lake County Public Transit Division**



Prepared by:

**The University of South Florida Center for Urban Transportation Research**

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## Local Coordinating Board Membership Certification

Name: Lake~Sumter Metropolitan Planning Organization

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

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

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

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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



## Roll Call Vote

### Approval of Lake County's

Transportation Disadvantaged Service Plan Major Update

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

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

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

\_\_\_\_\_  
Date

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

Approved by the Commission for the Transportation Disadvantaged

\_\_\_\_\_  
Date

\_\_\_\_\_  
Steven Holmes, Executive Director CTD

# Development Plan

## Introduction to the Service Area

### ***Background of the TD Program***

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

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

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

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

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

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

### ***CTC Designation and History***

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

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

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

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

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

***Organizational Chart***

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

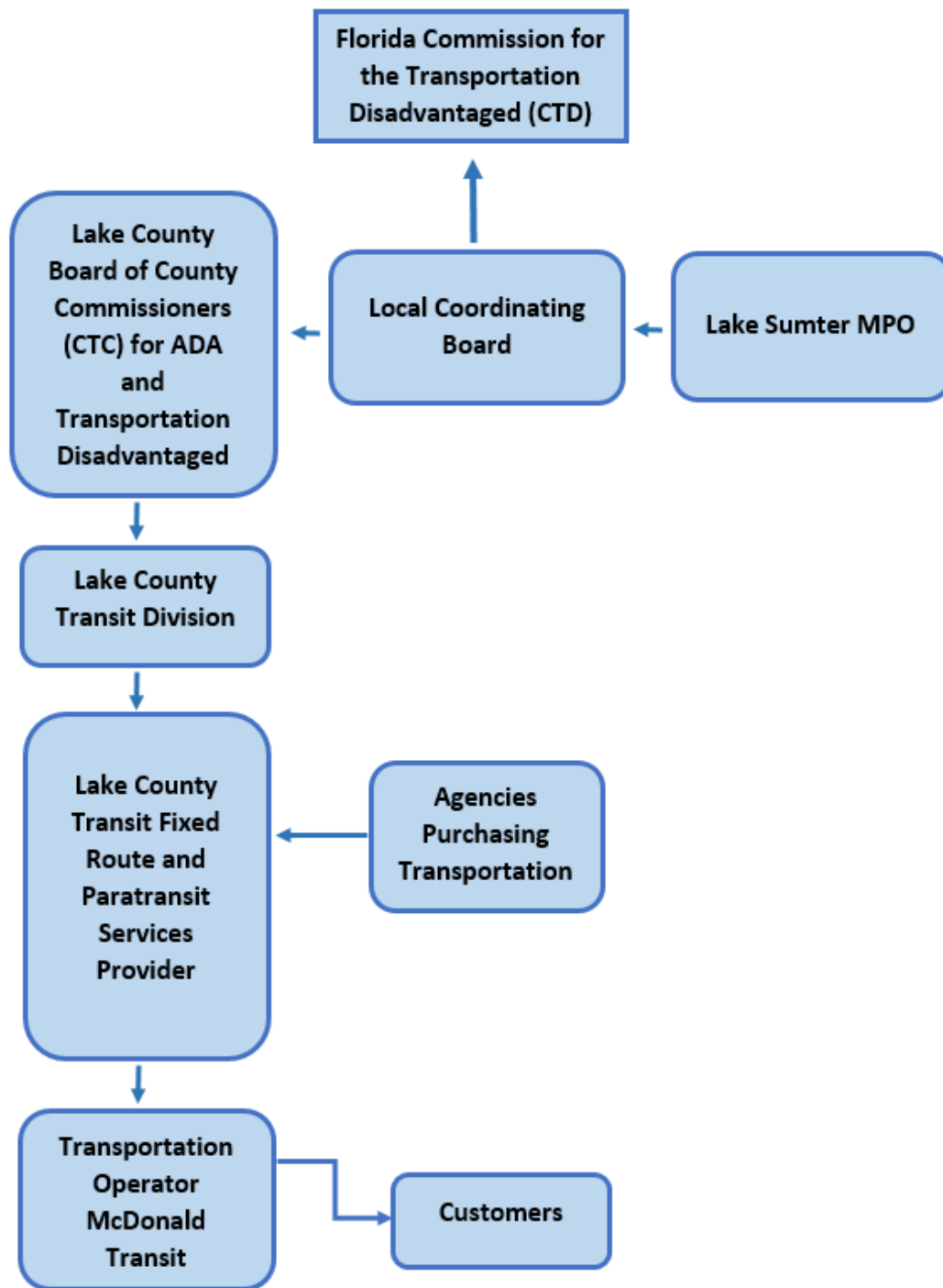


Figure 1. Organization Chart for TD Service Delivery

## ***Consistency Review of Other Plans***

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

### **Lake County 2030 Comprehensive Plan**

#### **Objective I-7.2 Protection of Neighborhoods**

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

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

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

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

#### **Objective II-1.1 Provide Public Facilities**

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

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

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

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

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

### **Goal VIII-1 Transportation**

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

#### **Objective VIII-1.3 Transportation System and Demand Management**

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

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

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

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

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

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

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

### **Goal VIII-2 Transportation System Management**

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

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

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

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

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

#### **Objective VIII-2.2** Public Transit Services

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

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

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

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

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

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

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

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

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



### **Objective VIII-2.3 Funding Future Mass Transit**

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

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

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

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

### **Lake County 2040 Long Range Transportation Plan**

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

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

**Objective -** Enhance access to jobs

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

**Objective -** Minimize crashes and fatalities for all modes of transportation

**Objective -** Improve safety for pedestrians and cyclists

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

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

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

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

**Objective -** Increase modal opportunities and modal enhancements within communities

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

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

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

### **City of Leesburg Growth Management Plan**

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

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

**Objective 1.3:** Multi-Modal System.

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

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

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

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

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

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

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

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

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

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

### **City of Eustis 2035 Comprehensive Plan**

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

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

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

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

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

## City of Clermont Comprehensive Plan

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

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

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

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

## Downtown Tavares Redevelopment Master Plan

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

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

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

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

## LakeXpress Transit Development Plan

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

**Objective 1.1:** Increase neighborhood and activity center connectivity.

**Objective 1.2:** Improves access to local and regional centers.

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

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

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

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

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

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

**Objective 3.2:** Increase ridership.

**Objective 3.3:** Maintain cost efficiencies and financial stability.

#### **Transit 2060: Florida's Strategic Plan for Public Transportation**

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

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

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

**Goal:** Improve mobility and connectivity for people and freight.

#### **Public Participation**

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

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

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

Membership of the LCB is defined as follows:

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

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

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

## **Service Area Profile/Demographics**

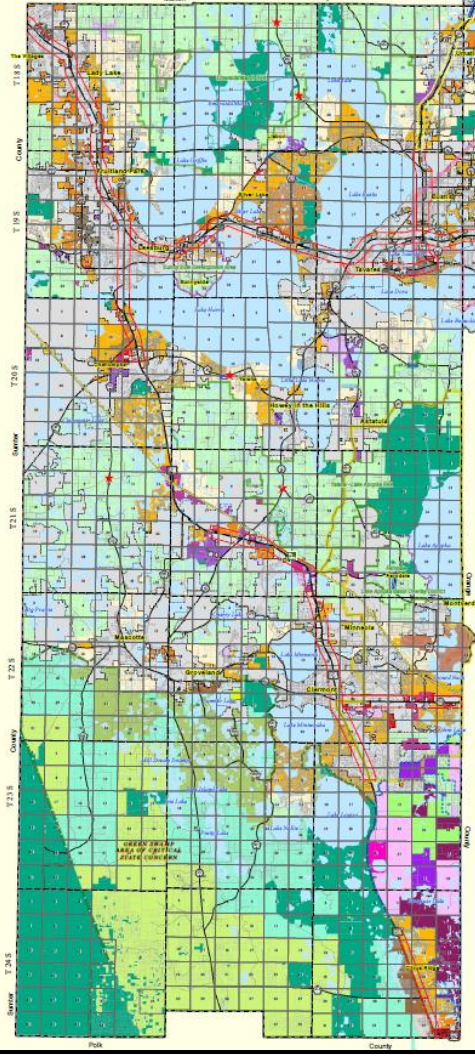
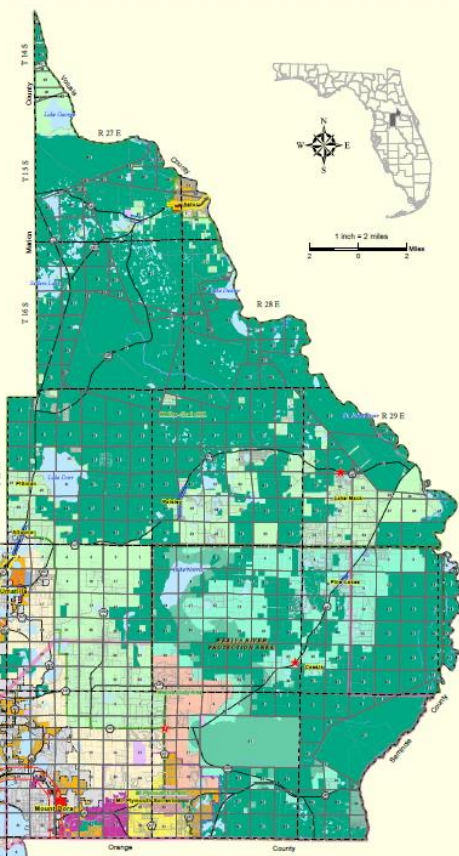
### ***Land Use***

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

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

**Amended Ordinances**

Ordinance #2011-40 (Clarke Groves - R to U/L)  
 Ordinance #2011-41 (Plymouth-Sorrento Road Property - Text)  
 Ordinance #2011-42 (Plymouth-Sorrento Road Property - Text)  
 Ordinance #2011-43 (Plymouth-Sorrento Road Property - Text)  
 Ordinance #2011-44 (Riala Land Company Property - Amended to Clarmont)  
 Ordinance #2011-45 (Long & Soil Property - Text/Map Remove from Protection Area)  
 Ordinance #2011-46 (SNO Long Family Farms - Remove South Lake Overlay)  
 Ordinance #2012-32 (Pine Lakes Rural Support Corridor)  
 Ordinance #2013-15 (Collins Bay Area - RT to U/L)  
 Ordinance #2013-34 (Beverly Estates AUP 171817 - RT to U/L)  
 Ordinance #2013-35 (Custer Trucking Stone AUPs 117613, 250705, 250592, 138121, 117669 - RT to U/L)  
 Ordinance #2013-36 (Hosaka AUPs 135424, 135613, 135824, 150296, 202798, 216482 - RO to RC)  
 Ordinance #2013-37 (Vista City East AUPs 93746, 378121, 102493, 102291 - RT & U/L to RC)  
 Ordinance #2013-38 (Hawthorne AUPs 131456, 285111, 101407, 112406, 170861 - U/L to RC)  
 Ordinance #2014-12 (US 27 Major Commercial Corridor)  
 Ordinance #2014-20 (LCFR #11 AUPs 124555, 124554, 124542 - C to PSPF)  
 Ordinance #2014-27 (Restaurants & Auto-Tunes - Text)  
 Ordinance #2014-28 (The Station #102 - C to PSPF)  
 Ordinance #2014-30 (The Station #11 - C to PSPF)  
 Ordinance #2014-41 (Florida Book - PSPF to U)  
 Ordinance #2014-42 (Hick Land Company)  
 Ordinance #2014-43 (Mt Plymouth-Sorrento Commercial)  
 Ordinance #2014-44 (Spring Creek Property)  
 Ordinance #2014-45 (Wekiva Rural Support Corridor - Text)  
 Ordinance #2014-46 (Lanes Property for Plymouth-Sorrento Neighborhood to Mt Plymouth-Sorrento Main Street)  
 Ordinance #2014-47 (Belle Collins FLU Category - RT to Belle Collins)  
 Ordinance #2014-48 (Belle Collins FLU - Transfer & Review - LM to PUD for consistency with new Belle Collins FLUC)  
 Ordinance #2014-49 (Sawmill Small-Cowley - PSPF to RC)  
 Ordinance #2014-50 (Capehart AUP 158547 - RC to U/L)  
 Ordinance #2014-74 (Lakeland Small-Cowley - RO to RC)  
 Ordinance #2015-18 (Sawtooth Irrigation - RO to RC)  
 Ordinance #2015-20 (Silo - U/L)  
 Ordinance #2015-30 (Farley Family Trust AUP 287572 - U to R)  
 Ordinance #2016-4 (Wellness Way Area Plan - Create New FLU Categories & Series)  
 Ordinance #2016-36 (Maravilla Property AUP 158501 - C to R)  
 Ordinance #2016-37 (Moore-Parker AUP 155528 - C to R)  
 Ordinance #2016-40 (Maravilla Property AUP 158501 - RC to R)  
 Ordinance #2016-47 (Summer Bay - U/L, U/L, RC to Summer Bay)  
 Ordinance #2016-42 (Cooper AUP 158547 - RC to RC)  
 Ordinance #2016-43 (South Lake Regional Park AUP 103231 - C to SLRP)  
 Ordinance #2017-21 (Cagen, Cowley, East 242 acres - Cagen Crossings to LM)  
 Ordinance #2017-37 (USA AUP 154525 - C to R)  
 Ordinance #2017-47 (Green Swamp Interchange AUP 165259 - GS Road to GS Interchange)



**Legend:**  
 2030 Future Land Use Categories

**Urban Future Land Use Series**

- Urban Low Density - Max 4 du/1 Net Acre
- Urban Medium Density - Max 7 du/1 Net Acre
- Urban High Density - Max 4 - Max 12 du/1 Net Acre

**Rural Future Land Use Series**

- Rural - Max 1 du/1 Net Acre
- Rural Transition - Max 1 du/1 Net Acres Base Density, Max 1 du/1 Net Acres with 35% Open Space, Max 1 du/1 Net Acres with 50% Open Space

**Public Benefit Future Land Use Series**

- Conservation
- Recreation
- Public Service Facility and Infrastructure

**Applicable Only In Mt. Plymouth-Sorrento Community**

- Mt. Plymouth-Sorrento Neighborhood - Max 2 du/1 Net Acre
- Mt. Plymouth-Sorrento Main Street - Max 3.5 du/1 Net Acre w/TDRs in the WZRA

**Applicable Only In Wekiva River Protection Area**

- A-1-20 Receiving Area - Max 1 du/20 Net Acres Base Density, Max 1 du/20 Net Acres Base Density, Max 1 du/1 Net Acres with 50% Open Space and TDRs
- Mt. Plymouth-Sorrento Receiving Area - Max 5.5 du/1 Net Acres/TDRs
- A-1-40 Receiving Area - Max 1 du/40 Net Acres Base Density, Max 1 du/10 Net Acres with 50% Open Space

**Applicable Only In Green Swamp Area of Critical State Concern**

- Ridge - Max 4 du/1 Net Acre
- Green Swamp Rural - Max 1 du/10 Net Acres
- Rural Conservation - Max 1 du/10 Net Acres
- Cove Conservation - Max 1 du/20 Net Acres
- Interchange - Max 35 du

**Applicable Only In Wellness Way Area Plan**

- Wellness Way 1
- Wellness Way 2
- Wellness Way 3
- Wellness Way 4
- Towncenter

**Other Features:**

- Major Road
- Water Body
- Major Commercial Corridor
- Minor Commercial Corridor
- Rural Support Corridor
- Wellness Way Area Plan Boundary
- Wekiva River Protection Area
- Green Swamp Area of Critical State Concern
- Wekiva Study Area
- Special Community
- Rural Protection Area
- Lake Apopka Basin Overlay
- Municipal Area
- Current as of March 2018
- Rural Support Interchange (green swamps) in conformance with Rule 10C-2.0000, Florida Administrative Code

**DISCLAIMER:**  
 Economic Growth Department, Office of Planning and Zoning  
 Map Produced By: Office Of Planning & Zoning, GIS Division

**LAKE COUNTY FLORIDA**

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.

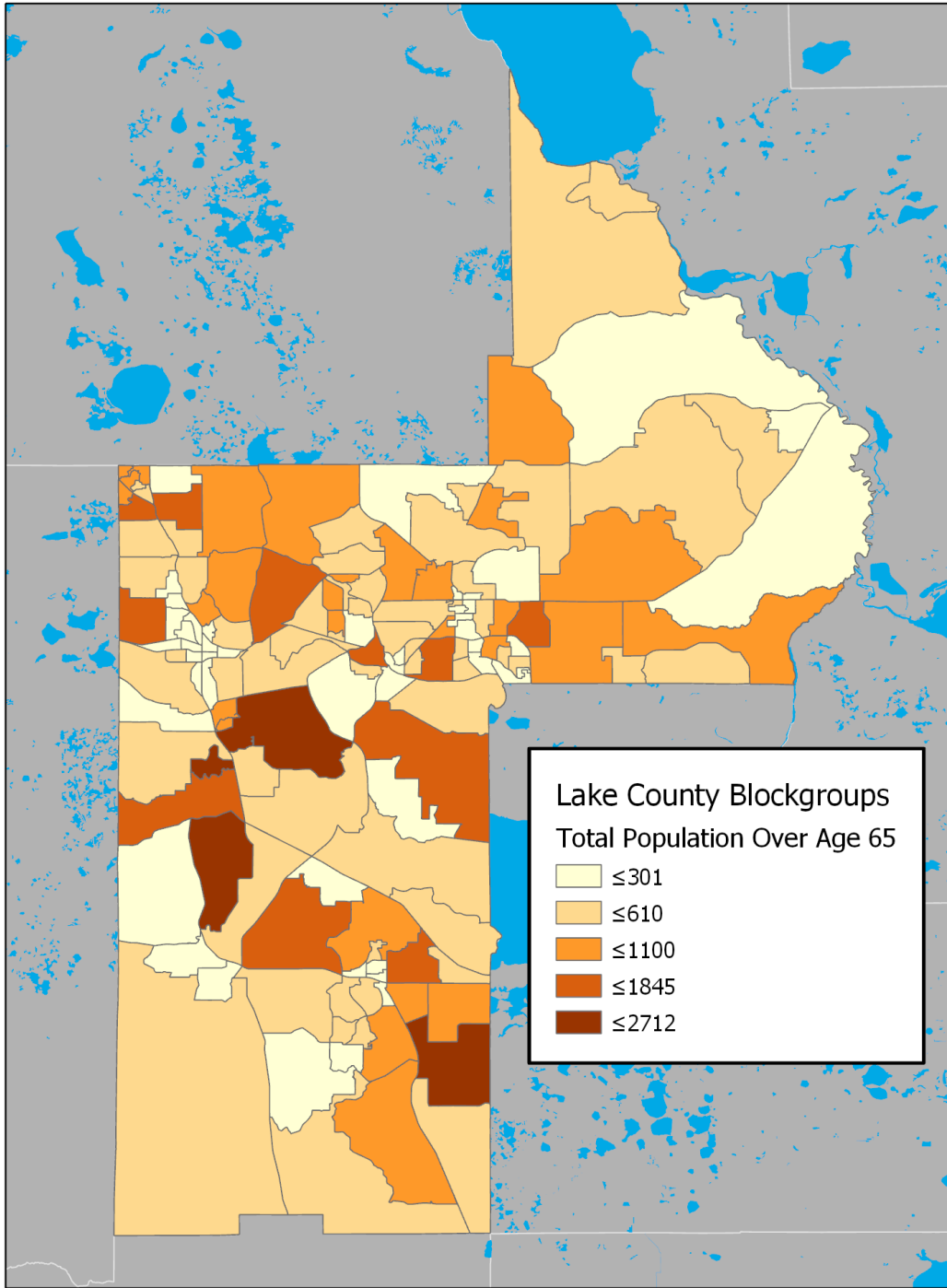
The population age distribution in Lake County is somewhat similar to the State of Florida with a major difference in the population ages 65 years and older. Lake County had approximately seven percent more in that age category as shown in Table 2 below.

**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 in 16 years or older.*

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

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

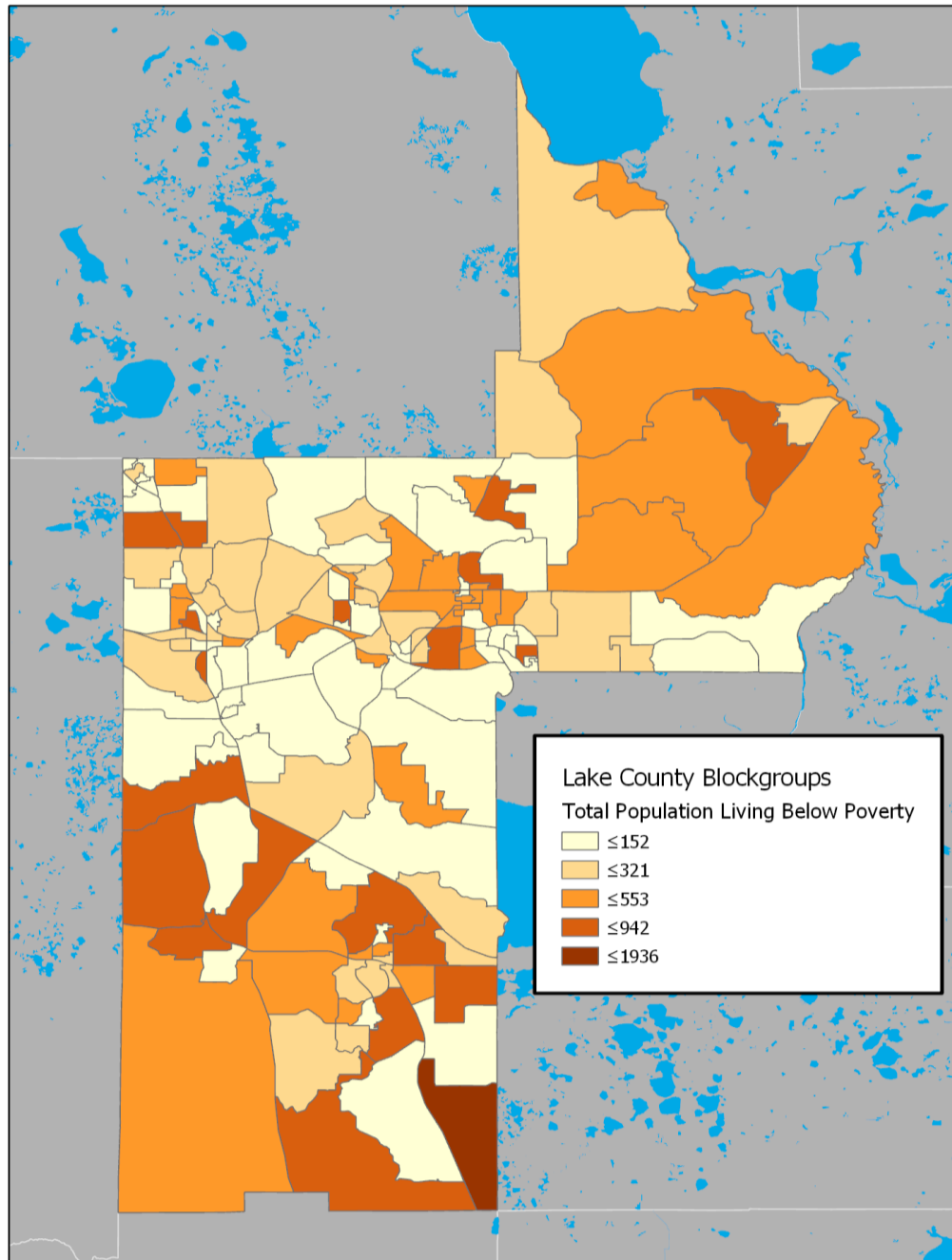


Figure 4. Population Below Poverty Level

### ***Disability Characteristics***

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

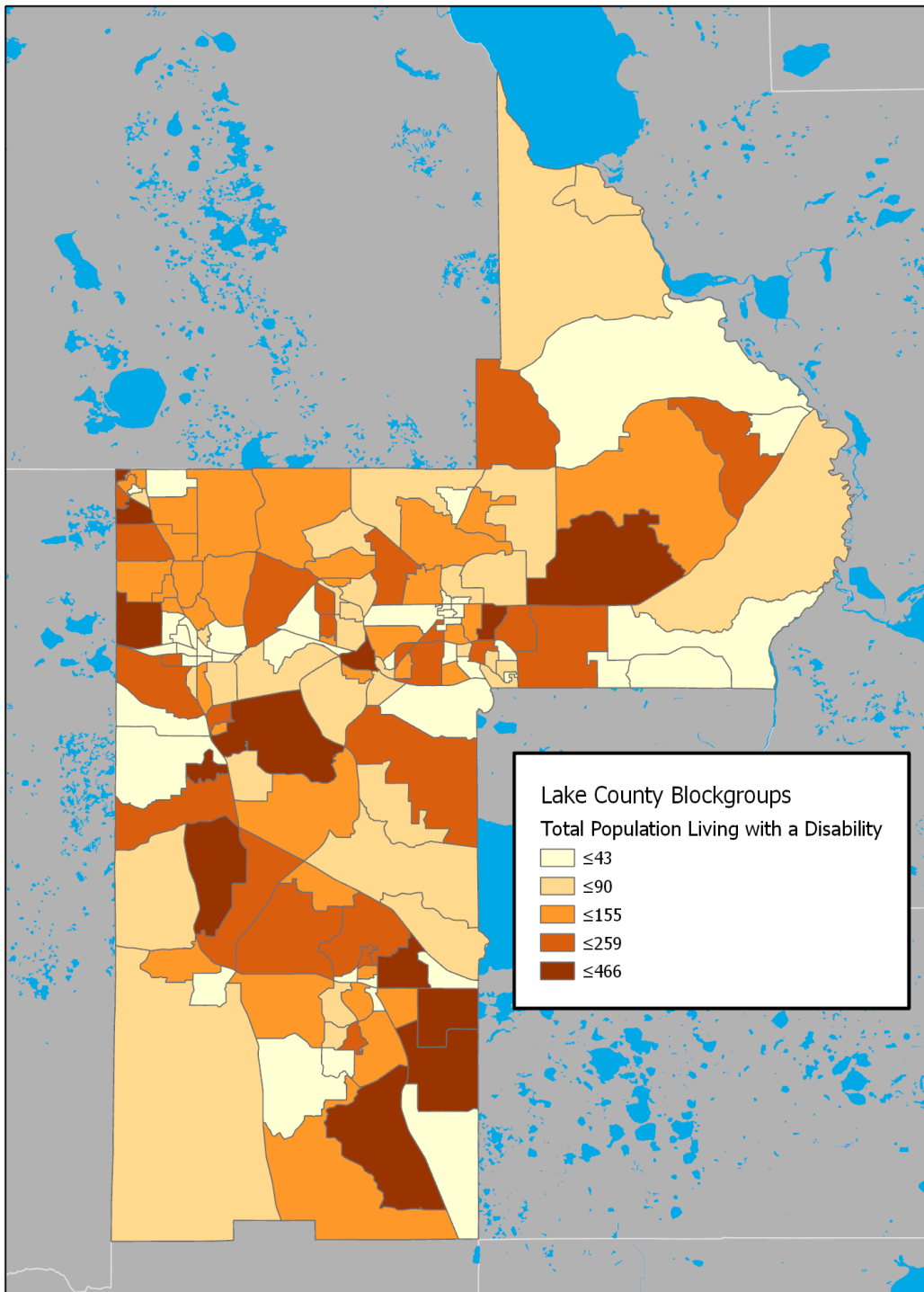


Figure 5. Population with a Disability

### **Employment Characteristics**

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

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

<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.

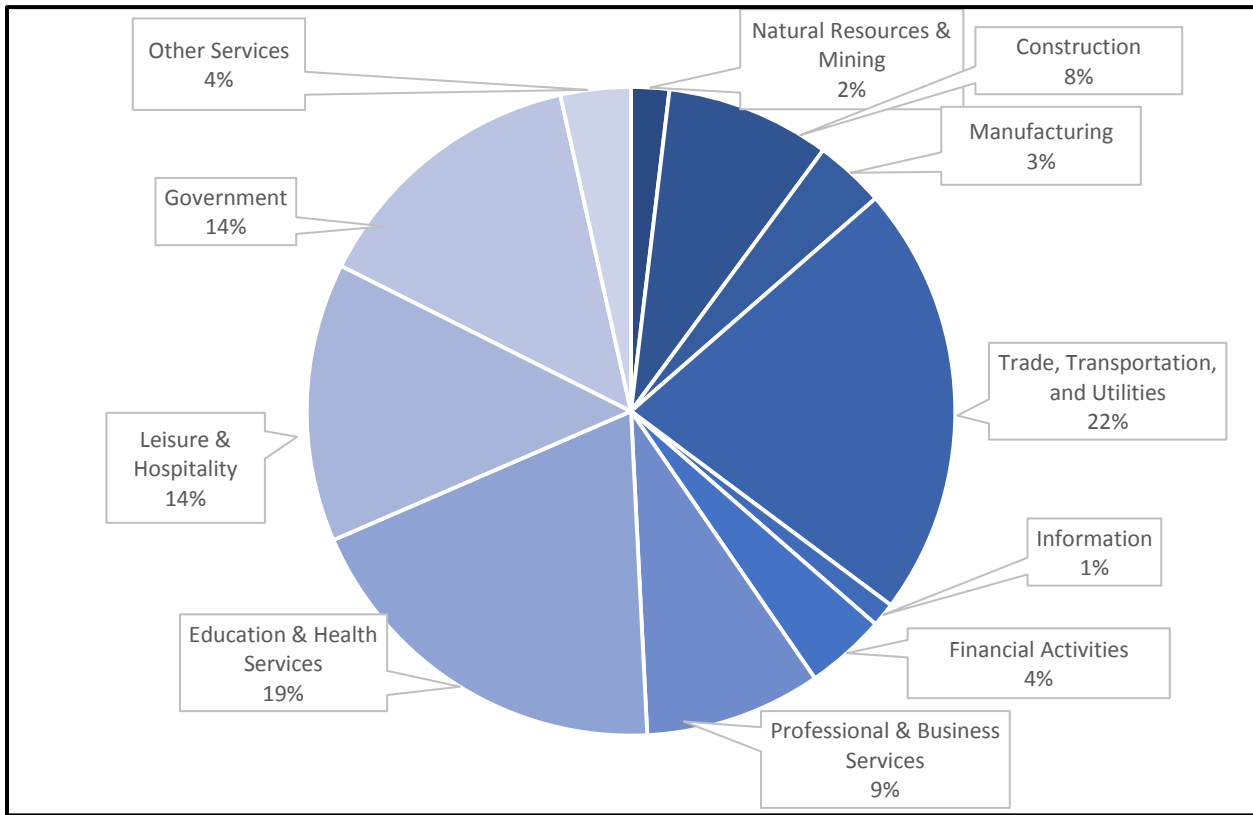
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**Table 5. Lake County's Largest Employers**

<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%). 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% closed sales and 36.2% new pending sales) occurred in Lake County’s fast growing cities resulting in additional demand for transportation services.

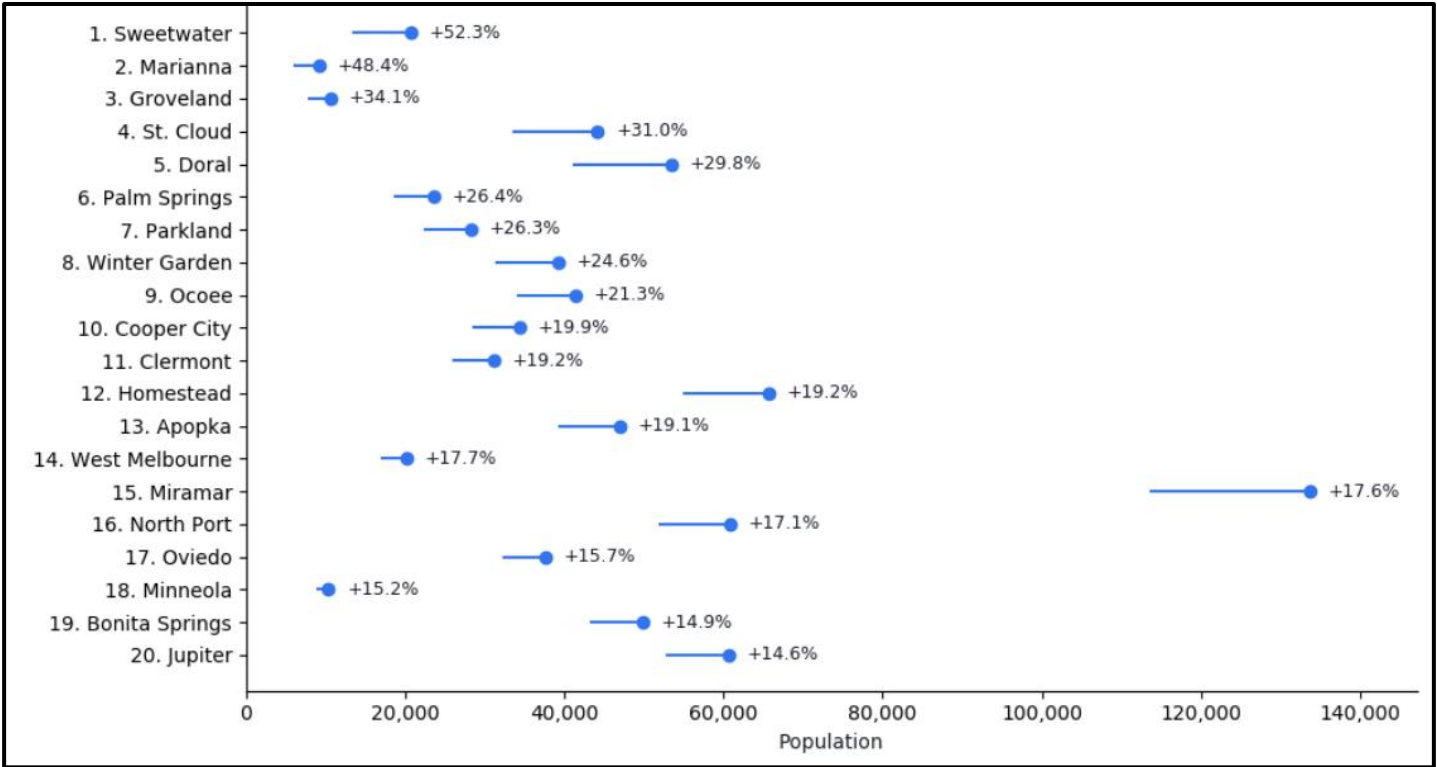



Figure 7. Largest Percentage Population Growth in Florida 2010-2016

Source: HomeSnacks December 17, 2017

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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’s Degree	9.8%	9.6%
Bachelor’s Degree	14.1%	17.8%
Graduate or Professional Degree	7.6%	10.0%

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

**Automobile Ownership and Travel Characteristics**

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

**Table 10. Vehicle Availability Distribution, 2016**

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 % higher) for Lake County residents traveling 45-59 minutes.

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

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

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

**Travel Mode**

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

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

Area	Drive Alone	Carpool/Vanpool	Public Transportation	Walk	Other Means	Work at Home
<b>Lake County</b>						
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%
<b>Florida</b>						
Population	6,874,620	806,897	182,328	127,822	191,437	466,696
Percent	79.5%	9.3%	2.1%	1.5%	2.2%	5.4%

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

**Inter-County Commuter Flows**

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

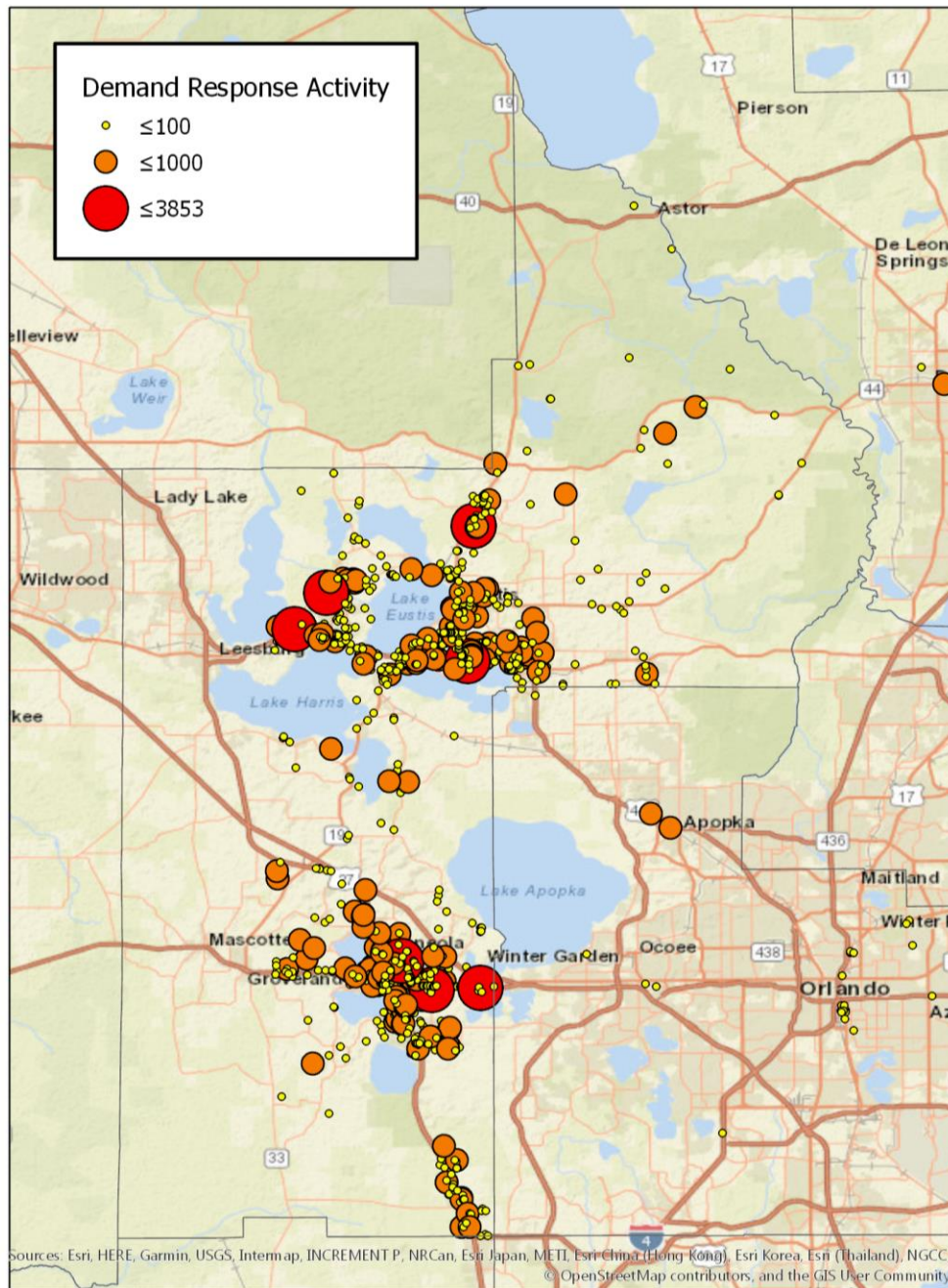
Table 13. Inter-County Commuter Flows

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

**Major Trip Generators/Attractors**

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

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



**Figure 8. Paratransit Origins and Destinations**

***Historical Tradition***

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

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

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

**Government and Institutional Descriptions**

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

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

**Table 14. Lake County Population by Jurisdiction, 2016**

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



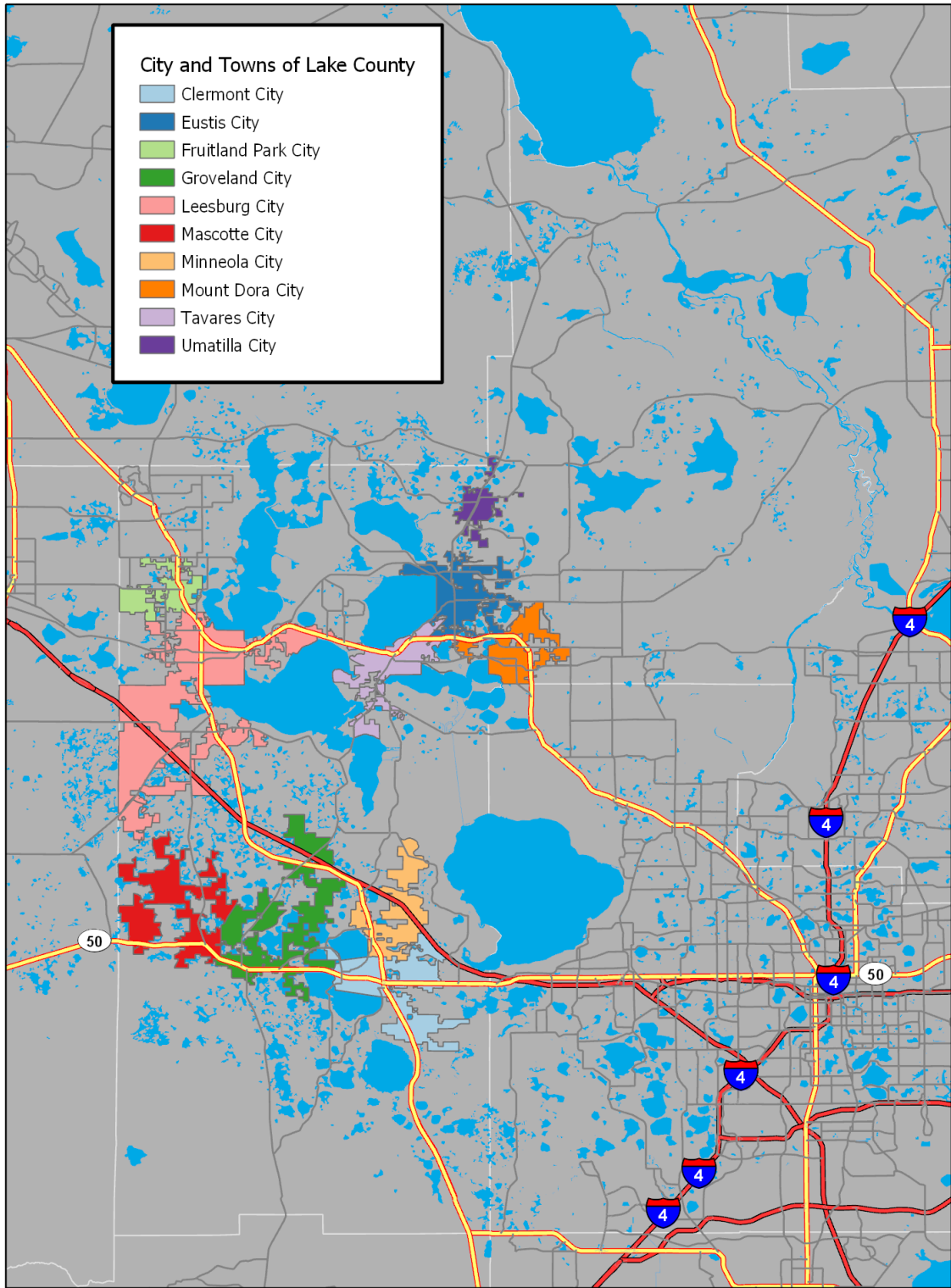


Figure 9. Lake County City Boundaries

## Inventory of Available Services

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

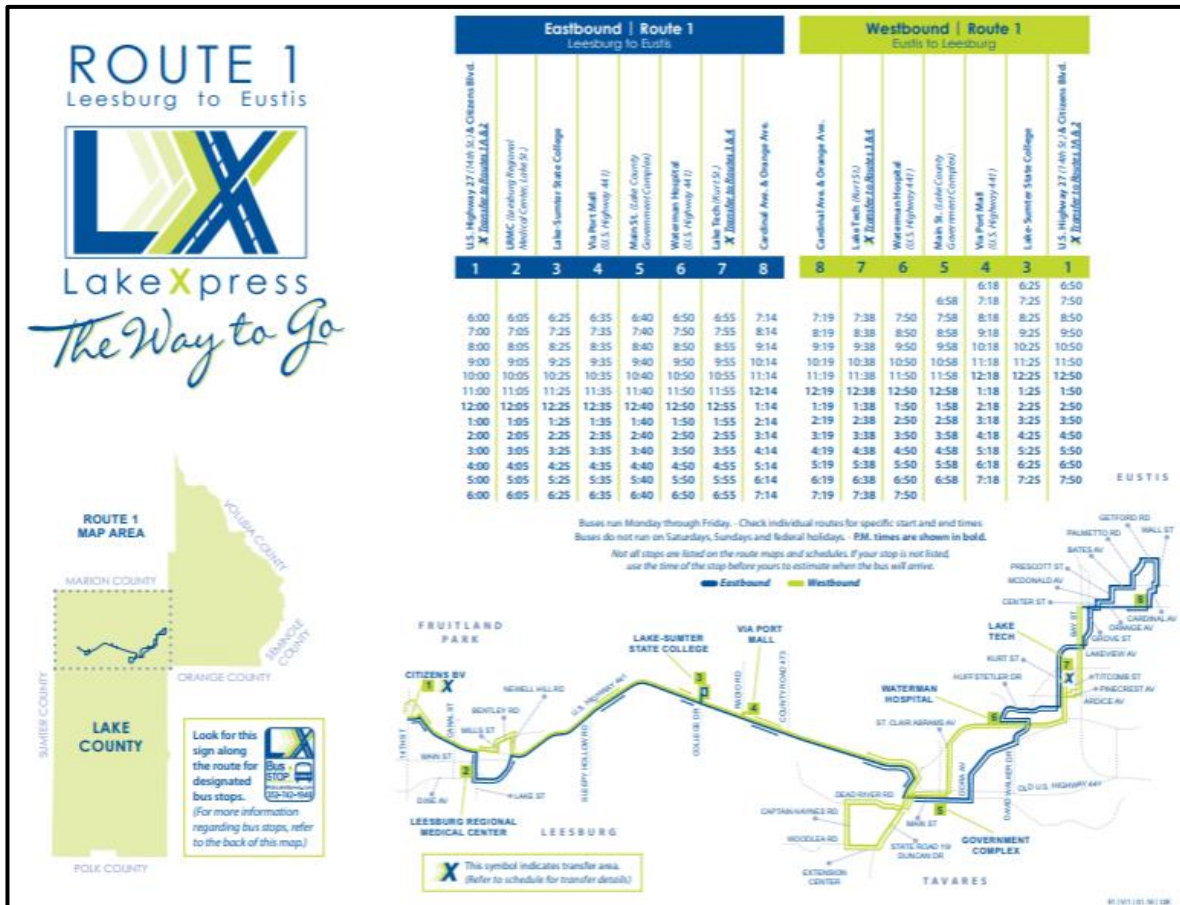


Figure 10. Route 1

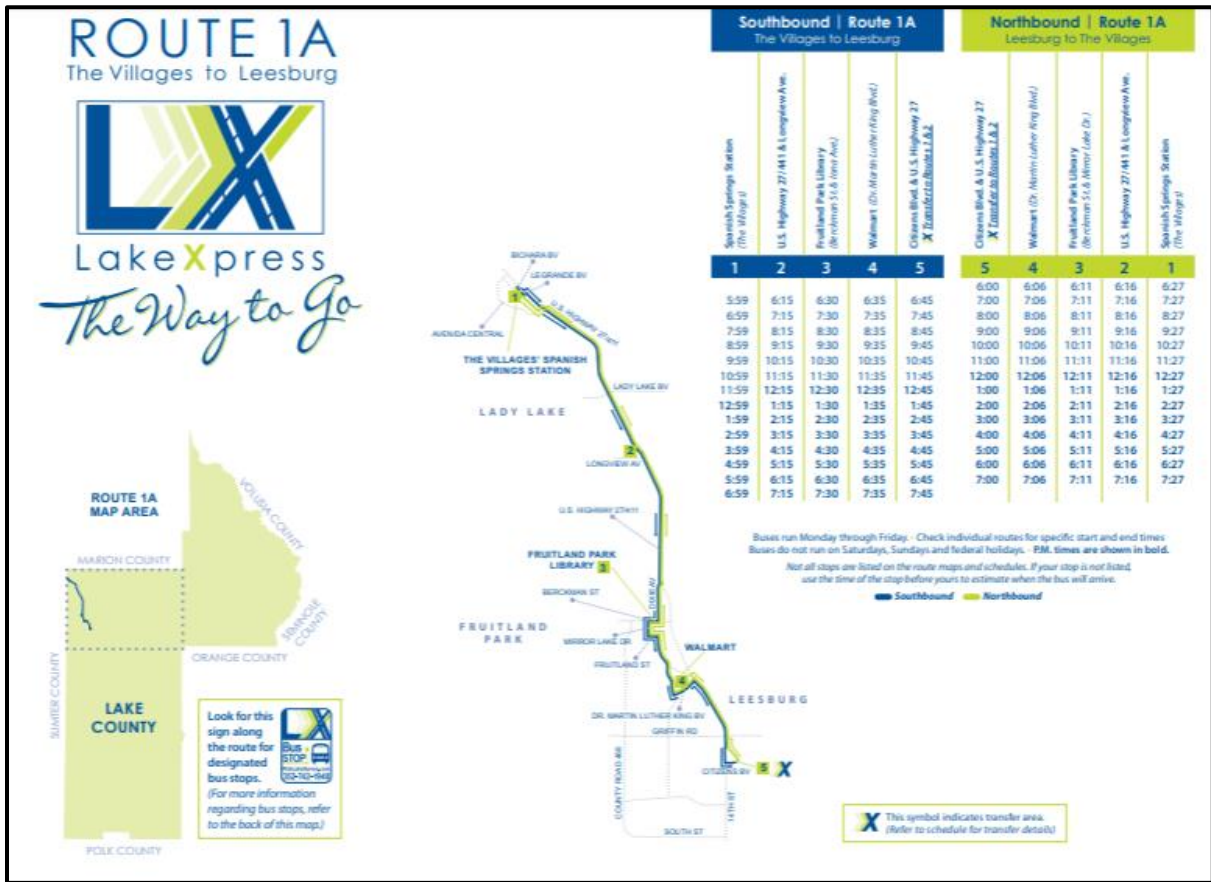


Figure 11. Route 1A

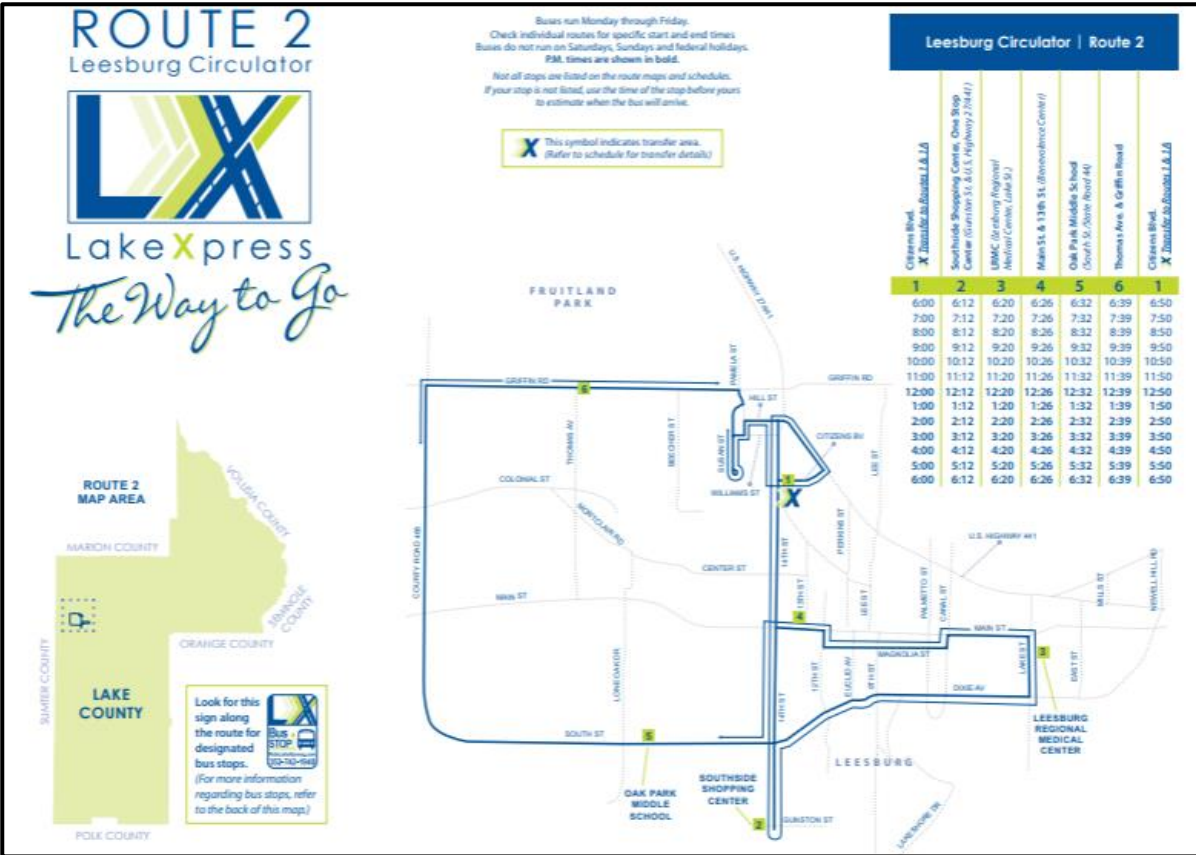


Figure 12. Route 2

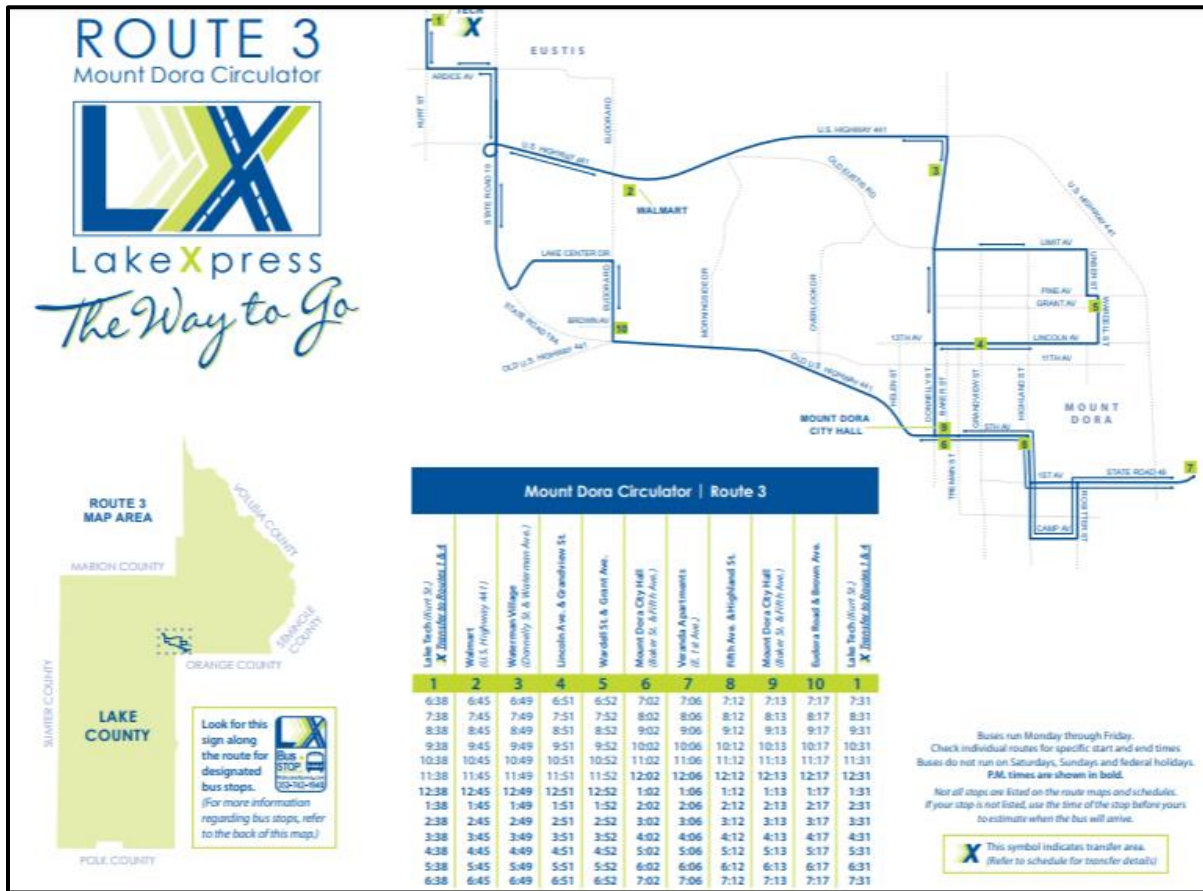


Figure 13. Route 3

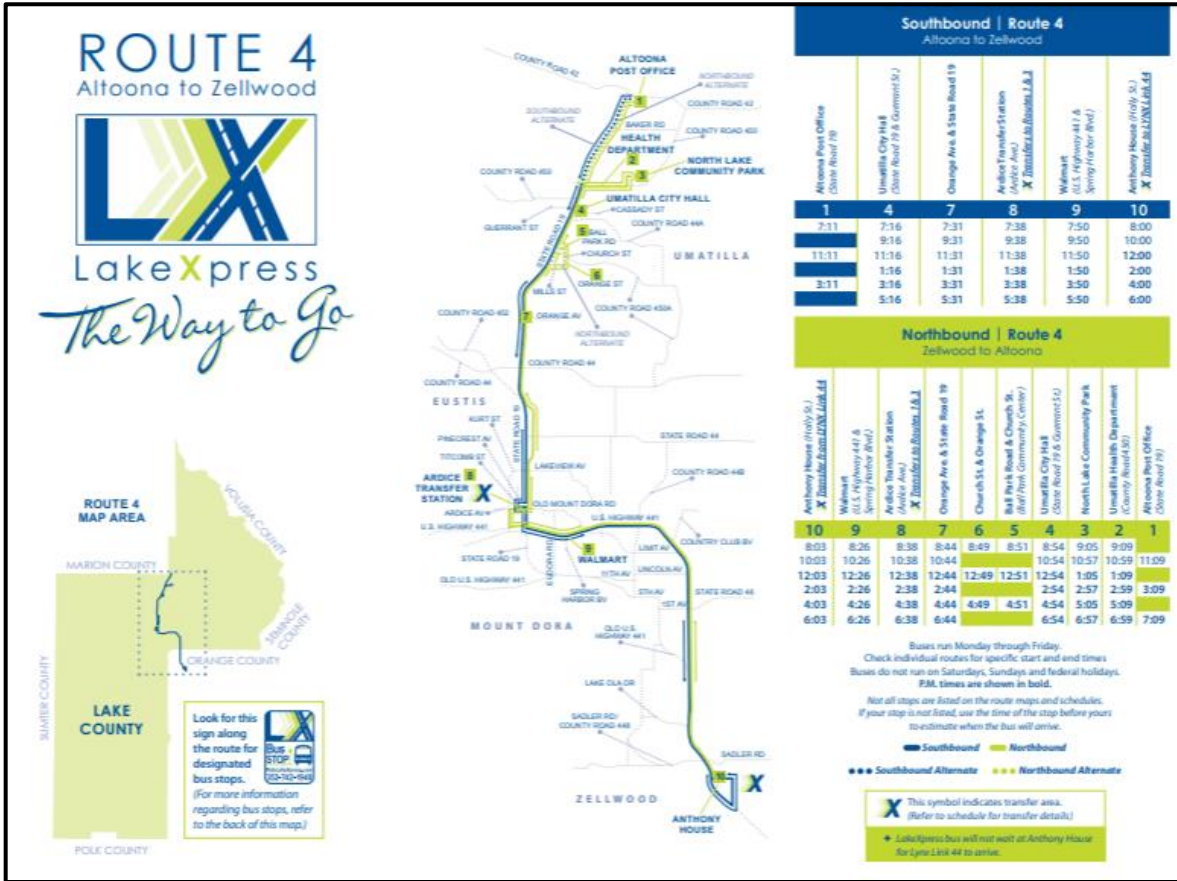


Figure 14. Route 4

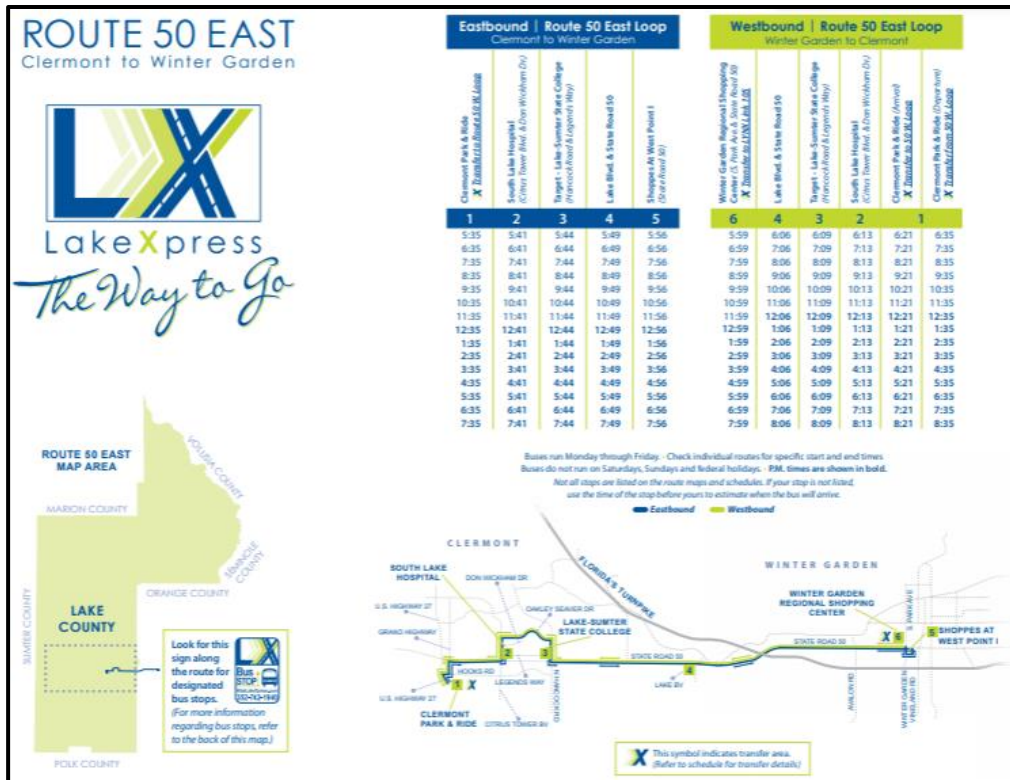


Figure 15. Route 50 East



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 (2017).

**Table 15. Lake County CTC Trend Analysis**

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

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

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



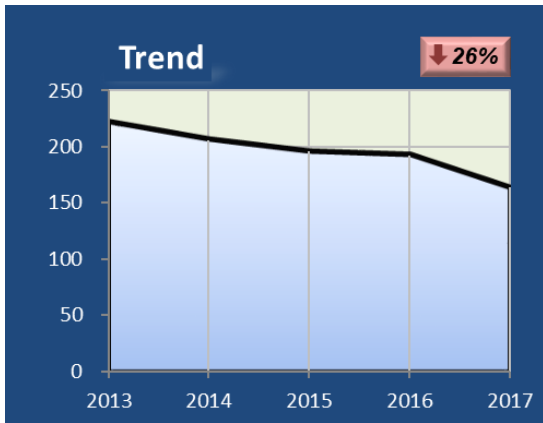


Figure 17. Passenger Trips (000's)

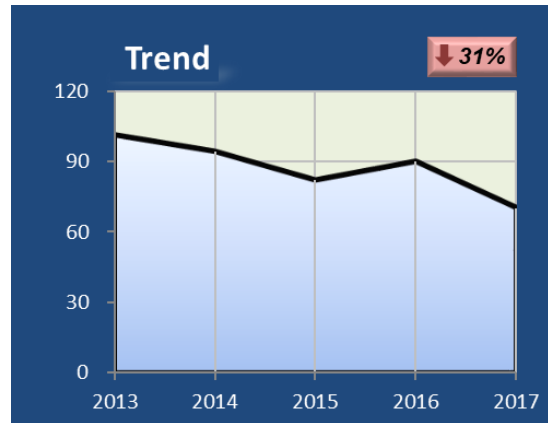


Figure 18. Total Vehicles

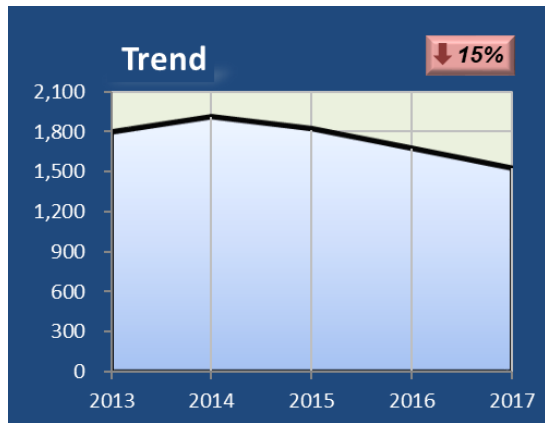


Figure 19. Total Vehicle Miles (000's)

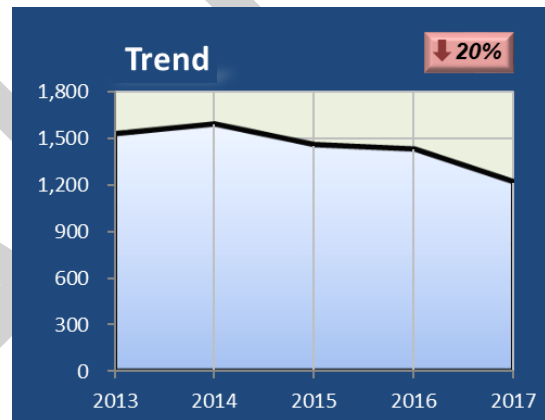


Figure 20. Total Revenue Miles (000's)



Figure 21. Vehicle Miles per Trip

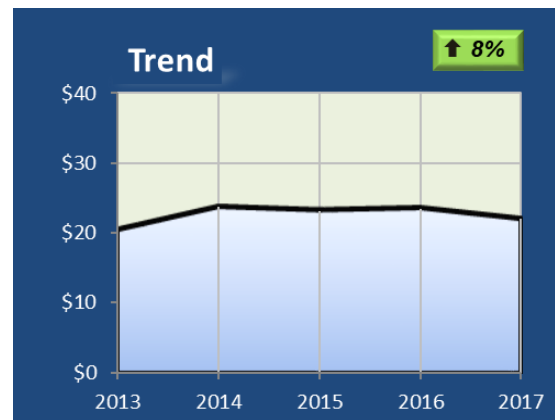


Figure 22. Cost per Passenger Trip

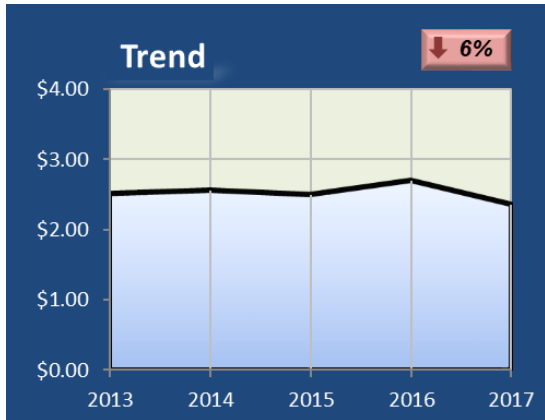


Figure 23. Cost per Total Mile

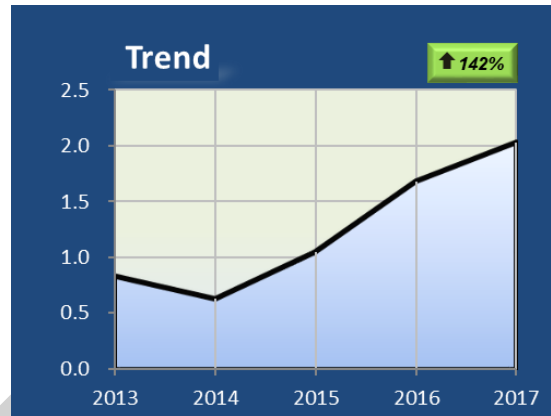


Figure 24. Accidents per 100,000 Veh Miles



Figure 25. Vehicle Miles Between Roadcalls

### CTC Peer Review Analysis

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

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

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

**Table 16. Peer CTC Characteristics**

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

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

### Peer Comparison: Demographics

Table 17 contains information on total population, potential transportation disadvantaged population, population density, median age, percentage of individuals below the poverty level, median household income, and percentage of households with no access to a vehicle for each of the five peer counties. Table 18 shows that Lake County is above the peer group mean in total population, potential TD population, median age, and median household income. Lake County is below the average in individuals below the poverty level and percent of households with no vehicle. When reviewing the data below and comparing Lake County’s performance relative to its peers, it is important to consider that population

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

**Table 17. Demographic Comparison of Peer CTCs**

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

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

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

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

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

## Peer Comparison: Performance Measures

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

**Table 19. Performance Measures for Peer CTCs (2017)**

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

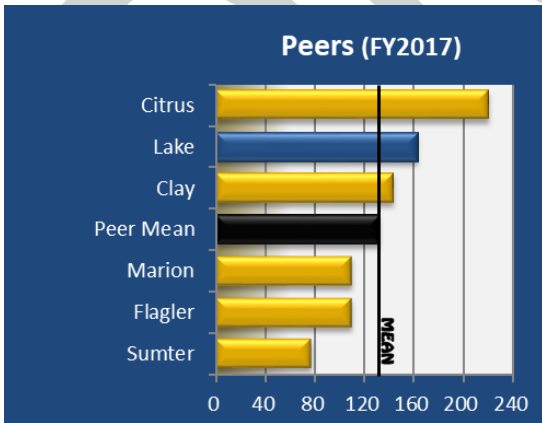
Source: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2013 – 2017

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

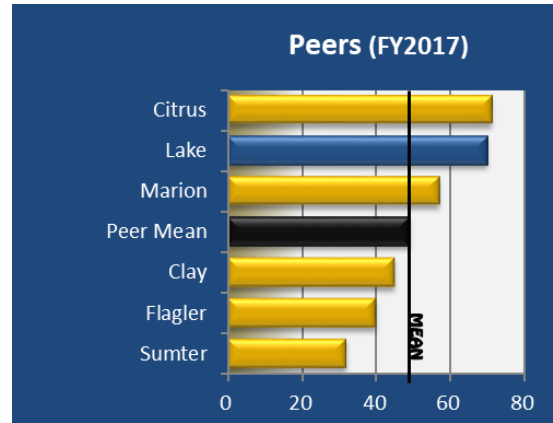
Measure	Lake	Peer Average	% Difference
Total Passenger Trips	163,516	132,452	23%
Total Vehicles	70	49	43%
Total Vehicle Miles	1,525,982	858,560	78%
Total Revenue Miles	1,213,065	692,632	75%
Vehicle Miles Per Trip	9.33	7.02	33%
Cost Per Paratransit Trip	\$21.98	\$17.80	23%
Cost Per Total Mile	\$2.36	\$2.52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

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

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



**Figure 27. Passenger Trips (000's)**



**Figure 26. Total Vehicles**

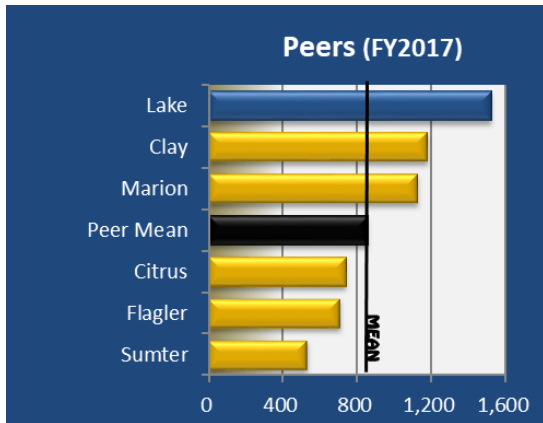


Figure 28. Total Vehicle Miles (000's)

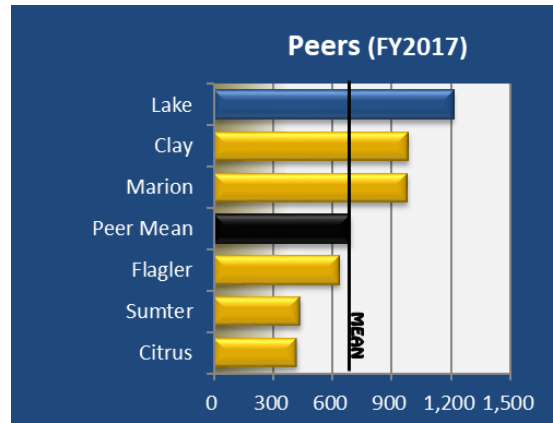


Figure 29. Total Revenue Miles (000's)

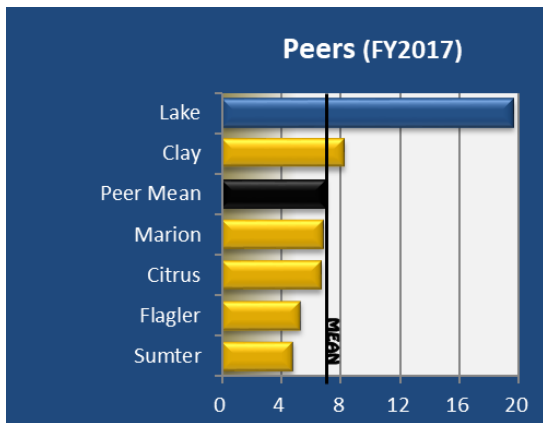


Figure 30. Vehicles Miles per Trip

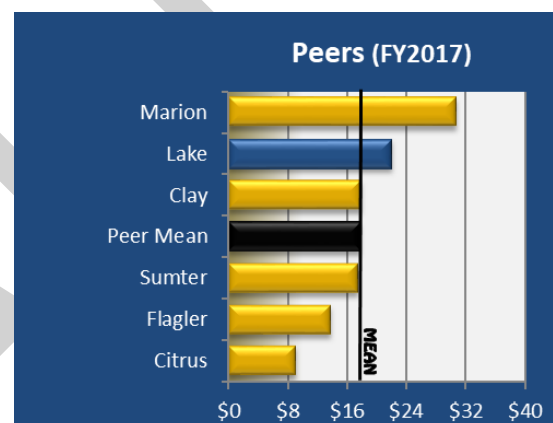


Figure 31. Cost per Paratransit Trip

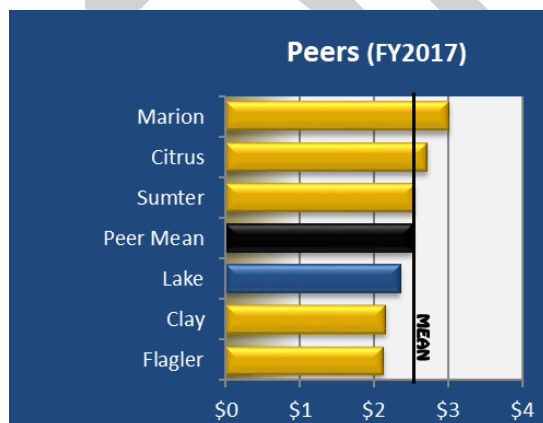


Figure 32. Cost per Total Mile

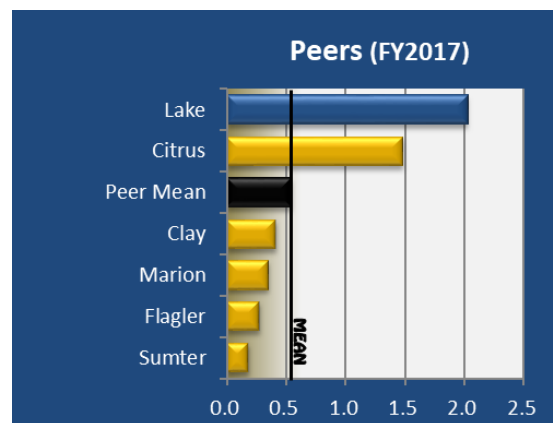


Figure 33. Accidents per 100,000 Veh Miles

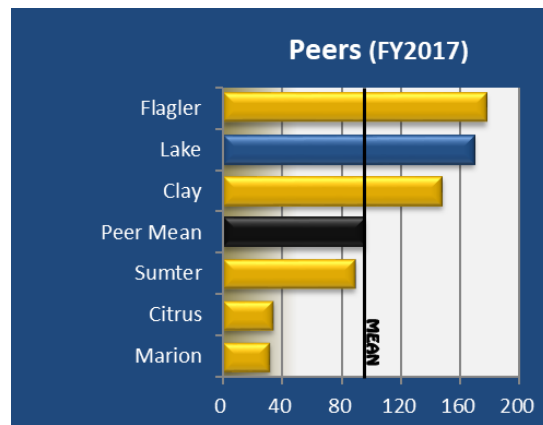


Figure 34. Vehicle Miles Between Roadcalls (000's)

### ***Needs Assessment***

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

### ***Forecasts of the Transportation Disadvantaged Population***

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

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



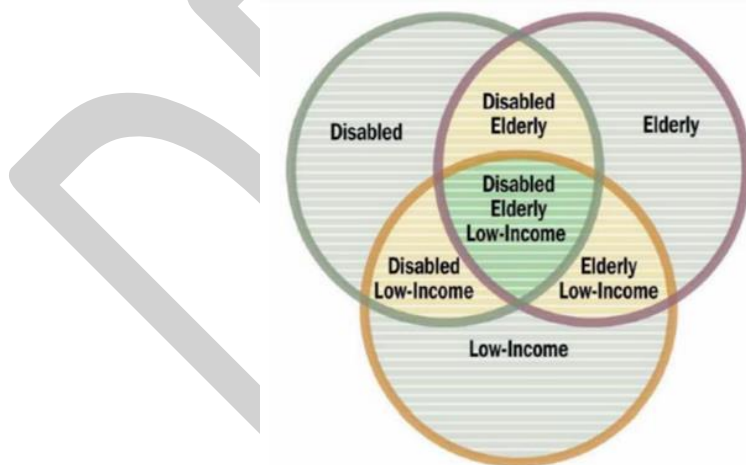
Following is a summary of several of the key factors and data analysis steps used to arrive at the TD demand estimates for Lake County.

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

**Table 21. TD Population Estimates**

County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	16,707	5.0%	2,838	0.9%	0	0.0%	0	0.00%
5-17	48,335	14.6%	9,092	2.7%	1,705	0.5%	505	0.15%
18-34	57,408	17.3%	6,666	2.0%	5,949	1.8%	540	0.16%
35-64	121,221	36.5%	13,857	4.2%	17,101	5.2%	3,438	1.04%
<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 Households Survey (NHTS) is used for the next step of the demand methodology. The NHTS collects in-depth information at the individual and household levels about travel patterns including, but not limited to, trip purpose, mode, vehicle availability and travel time. After applying the NHTS trip rates to the TD population in Lake County, there is an estimated potential demand of 12,243 trips per day for the critical need population as shown in Table 23.

**Table 23. Critical Need Trip Rates**

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	2,009	805	2,813
Elderly	10,238	1,357	11,594
<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>	31,021
27.2% xx % without auto access	8,438
72.0% xx % without transit access	6,075

CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION			
Total Actual Critical TD Population		Calculation of Daily Trips	
		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>											
<b>Disabled</b>	14,407	14,783	15,168	15,564	15,970	16,386	16,813	17,251	17,701	18,163	18,636
<b>Low Income Not Disabled No Auto/Transit</b>	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>											
<b>Severely Disabled</b>	706	724	743	763	783	803	824	845	867	890	913
<b>Low Income - Not Disabled - No Access</b>	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

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 with 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>	CTC/MPO	Ongoing
<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>	CTC/MPO	Ongoing
<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>	CTC/Operator	Ongoing
<u>1.7.2.</u> <i>Develop strategies to migrate three percent of clients from TD trips to the fixed route service.</i>	CTC/MPO	Ongoing

<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>	CTC/MPO	Quarterly
<u>2.1.2.</u> <i>Monitor and report number of passenger trips per hour. Include annual report in TDSP.</i>	CTC	Annual
<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>	CTC/Operator	Ongoing
<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>	CTC/Operator	Annual

<b>Objective 2.3</b> 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 three 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
<b>Objective 2.4</b> 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

<b>Goal 3</b> For all transportation services that are operated, ensure a high level of service is provided, maintained, and improved as necessary.		
<b>Objective 3.1</b> 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
<b>Objective 3.2</b> 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 3.4</b> Maximize customer comfort and safety.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<u>3.4.1.</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>3.4.2.</u> Regularly inspect operator and coordination contract vehicles, monitor drivers and adhere to the drug and alcohol program.	CTC	Annual
<u>3.4.3.</u> Monitor and track safety related comments and complaints and seek ways to minimize.	CTC/Operator	Ongoing
<u>3.4.4.</u> Utilize "mystery riders" and cameras to ensure accountability of staff to riders.	CTC	Ongoing
<u>3.4.5.</u> Maintain and analyze accident records to determine future actions deemed necessary to improve the overall safety record.	CTC/Operator/MPO	Annual
<u>3.4.6.</u> Maintain the quality of vehicles by replacing older high mileage vehicles.	CTC	Annual
<u>3.4.7.</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 3.5</b> Increase avenues for customers to access information on the coordinated transportation system.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<u>3.5.1.</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>3.5.2.</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>3.5.3.</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>3.5.4.</u> Encourage marketing assistance from the TDCB and the CTD and obtain resources to expand marketing efforts.	CTC/MPO	Ongoing
<u>3.5.5.</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>3.5.6.</u> Update the Rider's Guide annually to reflect changes in policies and procedures.	CTC/Operator	Annual



<u>3.5.7.</u> Conduct informational and travel training workshops and training to organizations that serve persons with disabilities.	CTC/Operator/MPO	Annual
<u>3.5.8.</u> Distribute information to human service agencies in accessible formats.	CTC	Ongoing
<u>3.5.9.</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>3.5.10.</u> Expand marketing and implementation of the Lake County vanpool program.	CTC/MPO/Rethink	Annual
<u>3.5.11.</u> Promote and assist with ReThink for commuter assistance programs to target major employers and commuter options.	CTC/MPO/Rethink	Ongoing
<b>Objective 3.6</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>3.6.1.</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>3.6.2.</u> Work with local agencies to continue to ensure sufficient funding is available to provide agency trips.	CTC	Annual
<u>3.6.3.</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> <i>Improve public transportation connections to other modes of transportation.</i>		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<i>4.2.1. Improve transit infrastructure along existing and future public transportation corridors.</i>	<i>CTC/MPO</i>	<i>Ongoing</i>
<i>4.2.2. Ensure connectivity of infrastructure to current and future public transportation.</i>	<i>CTC/MPO</i>	<i>Ongoing</i>
<b>Objective 4.3</b> <i>Provide opportunities for ADA and TD passengers to safely access multi-modal corridors.</i>		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<i>4.3.1. Maximize effective mitigation of individuals to public transportation through the use of functional assessments, travel training and other efforts to make routes accessible to more people.</i>	<i>CTC</i>	<i>Ongoing</i>
<i>4.3.2. Continue to utilize a 100% accessible fleet.</i>	<i>CTC</i>	<i>Ongoing</i>
<i>4.3.3. Review and update inventory of potential bus stops and shelters including ADA accessibility improvements along fixed routes.</i>	<i>CTC</i>	<i>Annual</i>
<i>4.3.4. Ensure all new bus stops and shelter are accessible to persons with disabilities and meet ADA Accessibility Guidelines (ADAAG) compliance requirements.</i>	<i>CTC</i>	<i>Ongoing</i>

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

## 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 2013 and 2017.

**Table 25. Unmet Trip Demand**

Unmet Trip Requests	
Year	Number
2013	18,803
2014	4,659

Unmet Trip Requests	
Year	Number
2013	18,803
2014	4,659
2015	488
2016	549
2017	572

2015	488
2016	549
2017	572

DRAFT

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, hospital discharges and out of county trips. 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 provided to Gainesville and Orlando. 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 will be provided. All passengers are advised of this stipulation and are strongly encouraged to make out of county appointments before 10:00 a.m. When calling to schedule a trip, the customer service representatives will provide the caller with two (2) estimated pick-up times for all round trips. The first estimated pick-up time will be from the passenger's home to their destination. The second estimated pick-up time will be the return time from the passenger's destination back to their home. Each pick-up time is the start of a one-hour window. A passenger should expect the driver to arrive within the one-hour window. Passenger need to be ready to travel at any time within the one-hour window. Schedules are developed to allow multi-loading and for passengers to get to their destinations on time when they are picked up within the pick-up window. Under certain circumstances pick-up times may be negotiated with riders to allow more efficient scheduling. Pick-up window adjustments of up to one hour may be required depending on the travel distance and the number of passengers being transported. Each estimated pick-up time includes:

- The one-hour window;
- Additional time for the trip distance;
- Additional time for peak periods (rush hour);
- Additional time for other passengers scheduled on the vehicle; and
- Additional "negotiated" time of up to one hour if necessary.

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 does not apply to ADA and dialysis passengers. Lake County Transit will pick up all ADA and dialysis passengers within thirty (30) minutes of their scheduled return pick-up time. Should a driver arrive early for a pick-up time, passengers cannot be forced to be ready earlier or leave earlier than their scheduled pick-up time. Early arrival of a driver for a pick-up when a passenger is not ready does not constitute a "no show" for the passenger.

## ***Accessing Services***

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

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

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

## ***Eligibility***

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

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

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

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

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

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

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

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

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

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

Incomplete applications may be granted 60-day provisional services if it appears that the applicant will qualify for services.

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

### **Prioritization**

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

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

FDOT trips cannot be prioritized.

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

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

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

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

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

**Life-Sustaining/Other:** Anyone transported for the purpose of conducting personal business (e.g. banks, social service offices, visiting spouse/parent in nursing home); and shopping, excluding grocery shopping, or anyone transported for reasons other than the above. This could include after school programs, transporting persons against their will (e.g. Baker Act, juvenile detention), social, or recreational reasons. Volunteer workers and support groups would also be included in this category. Due to changes in the economy and to Medicaid providing prescription trips, the CTC now has excess Florida Department of Transportation (FDOT) Section 5311 Operating grant funding. Therefore, all Life-Sustaining/Other trips within Lake County will be reinstated. Should staff determine that these trips need to be reduced in the future; the request will be taken to the Transportation Disadvantaged Coordinating Board.

**Other Accessibility Policies/Procedures Door-to-Door:**

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

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

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

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

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

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

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



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

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

**ADA:** According to the Americans with Disabilities Act of 1990 (ADA), one escort is allowed to travel at no charge with each disabled passenger. Lake County CTC also allows two children under the age of six to travel with each adult at no charge if prior arrangements are made. Children age 6 to 12 pay 50% (percent) of the fare.

**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***

McDonald Transit (a division of RATP) is the private-for-profit operator under contract with Lake County that operates Connection paratransit services, and eleven coordination contractors as shown in Table 26 below.

**Table 26. CTC Coordination Contractors**

<b>Coordination Contractors</b>	<b>Services</b>	<b>Contact</b>	<b>Clients</b>
Beacon College	Demand Response	Eric Johnston	Physically/Developmentally Disabled
Joan Brower	Demand Response	Joan Brower	Developmentally Disabled
Central Florida Group Homes	Demand Response	Tom Pommier	Developmentally Disabled
Attain	Demand Response	Craig Cook	Physically/Developmentally Disabled
Gifts of Love	Demand Response	Latoia Wilson	Developmentally Disabled
Great Expectations of Lake County	Demand Response	Patricia Gordon	Developmentally Disabled
Kinsman Transportation	Demand Response	Kenneth Watkins	Elderly/Physically/Developmentally Disabled
Love They Neighbor	Demand Response	Felicia Hodge	Developmentally Disabled
Sunrise ARC	Demand Response	John Riehm	Developmentally Disabled
Building Block Ministries	Demand Response	Paula Whetrow	Developmentally Disabled
Life Care Services	Demand Response	Cheryl Williams	Developmentally Disabled

***Public Transit Utilization***

Lake County currently offers fixed route as well as TD and ADA paratransit services. The CTC initiated fixed route service on May 21, 2007, under the name of LakeXpress. LakeXpress currently operates five routes in the northern portion of the County serving: The Villages, Lady Lake, Fruitland Park, Leesburg,

Tavares, Eustis, Mount Dora, Umatilla and Zellwood. LakeXpress also operates two routes in South Lake County on S.R. 50 serving Mascotte, Groveland, Clermont and Winter Garden. This route connects to LYNX Link 105 in Winter Garden. Lake County also funds LYNX Link 55 which serves the four corners area of South Lake County. LakeXpress Route 4 also connects with LYNX Link 44 in Zellwood. These routes afford passengers a regional connection to travel to Orange, Osceola and Seminole Counties via LYNX.

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

**Table 27. LakeXpress Annual Ridership**

Fixed Route Ridership FY 2013 - FY 2017	
FY13	312,591
FY 14	318,371
FY 15	307,566
FY 16	315,541
FY 17	332,558

**School Bus Utilization**

Lake County does not provide school board trips.

**Vehicle Inventory**

There are a total of 77 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 and 2 stretcher vehicles.

The Connection vehicle inventory is included in Appendix C.

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

availability will need to be carefully estimated to determine when vehicles will be eligible for replacement based on the revised replacement policy.

### ***System Safety Program Plan Certification***

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

### ***Inter-County Services***

The Lake County CTC provides passengers with medical trip to Gainesville (Alachua County) on Monday, Wednesday, and Friday, based on demand. On Tuesday and Thursday, passengers are transported to Orlando (Orange County) including the new Veterans Hospital in Orlando.

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

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

### ***Natural Disaster/Emergency Preparedness***

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

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

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

### ***Marketing***

The CTC is continuously attempting to find new and innovative ways to reach the majority of the population in Lake County and to educate them about the public transportation system. When LakeXpress began, there were newspaper articles in both of the major newspapers that serves the area.

Whenever there is a change in schedules or routes, there are coinciding articles in the newspapers, stories on the local news and articles posted on the internet. The CTC has used television as well as radio to market transit in Lake County. Promotional events were held to celebrate LakeXpress 10th Anniversary on May 22, 2017.

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

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

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

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

#### *Drug and Alcohol*

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

**CTC Standard:** The Provider shall implement and maintain a drug and alcohol testing program for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, reasonable suspicion, return to duty and direct observation as required by the Federal Highway Administration and the Federal Transit Administration.

#### *Transport of Escorts and Dependent Children*

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

**CTC Standard:** One escort, companion or dependent children will be permitted to be transported at no additional fare. Escorts must be at least 16 years of age. Escorts for Medicaid recipients must be at least 18 years of age. The CTC may allow additional family members to travel with a client under unique circumstances if space is available.

#### *Child Restraint Devices*

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

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

#### *Passenger Property*

*Rule 41-2.006 (4) (d) Passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property*

*beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.*

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

#### *Vehicle Transfer Points*

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

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

#### *Local Toll Free Number and TD Helpline*

*Rule 41-2.006 (4) (f) Local toll free phone number for complaints or grievances shall be posted inside the vehicle. The TD Helpline phone number (1-800-983-2435) shall also be posted inside the vehicle. The local complaint process shall be outline as a section in the local 27 Transportation Disadvantaged Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the Local Coordinating Board. All rider information/materials (brochures, user's guides, etc.) will include the TD Helpline phone number.*

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

#### *Service Area*

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

**CTC Standard:** The service area is all of Lake County. Trips are made to Gainesville on Mondays, Wednesdays and Fridays and to Orlando including the Veterans Hospital on Tuesdays and Thursdays. Service to other areas will be provided only if Medicaid services are not available in the normal service area. Transportation Disadvantaged services will be provided into Sumter County as stated under Inter County Services and to DeLand Dialysis. 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:** 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.

### *Billing Requirements*

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

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

### *Passenger/Trip Data Base*

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

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

### *Adequate Seating*

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

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

### *Driver Identification*

*Rule 41-2.006 (4) (l) Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or*

*representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.*

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

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

### *Passenger Assistance*

*Rule 41-2.006 (4) (m) The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In the door-through-door paratransit service category, the driver shall be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist a wheelchair up or down more than one 29 step, unless it can be performed safely as determined by the passenger, guardian, and driver.*

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

### *Smoking, Eating and Drinking on Vehicles*

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

**CTC Standard:** Drivers and Passengers are prohibited from eating, drinking, or smoking on the vehicle. Exceptions to these vehicle operation policies would be made in accordance with guidance from ADA for persons who, for a medically necessary reason, must eat or drink on a



strict time frame or nutritional regimen. Exceptions may be made for individuals on extended trips.

### *Passenger No-Shows*

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

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

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

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

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

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

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

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

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

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

- d) Fourth “No-Show” within ninety (90) days of the first will result in a sixty (60) day suspension.

Customers may appeal this process if they have information 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 there designated pick up area. If a client leaves their pick-up to call to check on the status of their transportation the dispatcher needs to communicate that information to the driver and request that the client return to their scheduled pick-up location.

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

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

Repeat “No-Show” offenders may be assessed a “No-Show” fee.

#### *Two-Way Communication*

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

**CTC Standard:** All vehicles within the coordinated system shall be equipped with two-way communication devices that provide audible communications between the driver and base at all times. Verizon direct connect radios will be acceptable to meet this requirement as long as the system can provide adequate coverage throughout the county.

#### *Vehicle Air Conditioning/Heating*

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

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

### *First Aid*

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

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

### *CPR*

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

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

### *Background Checks*

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

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

### *Public Transit Ridership*

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

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

### *On-Time Performance*

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

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

### *Advance Reservation Requirements*

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

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

### *Accidents*

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

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

### *Reliability of Vehicles/Roadcalls*

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

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

### *Phones*

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

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

### *Quality of Service*

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

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

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

### ***Additional CTC Standards***

#### *Safety Equipment*

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

#### *Hospital Discharges*

**CTC Standard:** The CTC has set a standard that those clients being discharged from hospitals are to be picked up within three (3) hours of the Operator receiving a call from the hospital regarding the discharge, unless a sponsoring agency has a more stringent requirement.

#### *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 escort. However, for Medicaid the client must be 18 years of age.

### *Will Calls*

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

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

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

In cases where the operator causes a dialysis client or any other client going to a medical appointment to arrive late, the driver must notify dispatch so that the return driver will not arrive at the pre-scheduled pick up time. Under no circumstance shall such client be placed on will call. For instance, if a dialysis patient normal chair time is at 10:00 a.m. but the transit operator causes him/her to arrive at 11:00 a.m. and the normal return time is 3:00 p.m. the driver should not arrive at 3:00 p.m. expecting the client to be ready early and then be placed on will call. The operator will make every effort to pick up that client as soon as possible. We need to remember that for every 156 hours a dialysis patient misses a treatment they lose 6.5 days of their lives. Therefore, it is imperative they arrive on time.

### *Mobility Devices*

**CTC Standard:** Common wheelchairs and mobility devices that are no wider than thirty (30) inches and no longer than forty-eight (48) inches in length and do not exceed eight hundred (800) pounds combined mobility device/person weight can be accommodated by our vehicles.

### *Bariatric Transportation*

**CTC Standard:** CTC vehicles are designed to meet the Americans with Disabilities weight requirements. When a persons and their equipment exceed the lift requirements this places them and the driver at risk and as a result we will not be able to transport them. Attempts may be made to get Lake Emergency Medical Services to provide such services, however, when a client exceeds the weight limitation of the equipment the CTC will be unable to safely transport the client. However, under no circumstance can the CTC transport a client who exceeds the weight limitations of the equipment.

### *Personal Hygiene*

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

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

Shirts and shoes or other footwear must be worn when being transported.

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

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

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

### *Designated Vehicles*

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

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

### *Transporting Service Animals*

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

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

### *Day Care Trips*

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

### *Rider Being Met*

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

### *Delays*

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



### *Reporting an Incident*

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

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

### *Replacement Bus*

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

### *Suspension from Service*

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

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

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

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

#### *Illness*

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

#### *Surveys*

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

#### *Hardship Waivers*

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

The driver may provide a No Pay Co-Pay slip to a transportation-disadvantaged client if they do not have their co-pay. The driver is then to provide them with a Hardship Waiver application.

#### *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 352.326.2278.

## *Scheduling and Cancelling Trips*

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

## ***Local Complaint and Grievance Procedure Process***

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

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

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

1. Complaint forms shall be completed.
2. The CTC staff shall notify the Operator of the said complaint either by phone, scheduling software, e-mail or fax to initiate an investigation into the complaint. When a complaint is made by phone, a written report shall also be sent.
3. On any written complaint or voice mail complaint received, a verbal acknowledgment will be made within twenty-four (24) hours to the customer to inform the person that their complaint is being investigated.
4. Further, a written record of the complaint will describe and explain the remedial action taken within three (3) days of the date that the complaint was received and mailed to the customer.
- 40 e. Within five (5) working days of receiving a complaint, a follow-up letter will be sent to the individual filing the complaint to determine if the problem has been resolved to the person's satisfaction.
5. At the discretion of the CTC and depending on the severity of the complaint, a verbal response may replace the written response, but the complaint will still be documented in the Monthly Report.
6. Complaints that are considered "HOT" shall be responded to within 24 hours. Hot complaints are addressed in the contract with the operator.
7. For any complaint received directly by the Operator, the Operator shall log the call into the system under the customer's file and resolve the complaint as soon as possible or no longer than five days of receipt of the complaint.

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

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

## **Monitoring Procedures of CTC and Coordination Contractors**

### **CTC Monitoring**

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

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

At a minimum, the TDCB reviews the following areas:

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

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

The CTC Evaluation Sub-committee performs the evaluation and presents the CTC evaluation report in its entirety at the 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; and
  - Total accidents and road calls; and
  - Driver records.

- Compliance with Section 341.061, Florida Statutes and Rule 14.90, F.A.C. concerning system safety
- Compliance with local, state, and federal laws, and Commission policies relating to drug testing.
- Compliance with the System Safety Program Plan (SSPP).
- Compliance with the insurance requirements of maintaining minimum liability coverage in the amount of \$100,000 for any one person and \$300,000 per occurrence.
- Compliance with all standards and performance requirements of the CTC and the TDCB approved TDSP.

### Planning Agency Evaluation Process

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

### Cost/Revenue Allocation and Rate Structure Justification

In June 2018, the CTC approved the FY 2018/19 Rate Calculation Model for TD Trust Fund Trips. Rates charged to individuals agencies that either subsidize or purchase transportation for their clients are based on the cost of providing service to the agencies’ clients. Each contract is negotiated separately, and in some cases, authorized rates are less than the fully allocated trip costs, which require public support to cover the remaining costs for any services provided. Table 28 below displays the CTC’s current rate structure. The detailed Rate Model Worksheets are included in Appendix E.

**Table 28. CTC Rate Structure 2018-2019**

Transportation Disadvantaged Trust Fund Rate Structure Summary		
Type		Rate
Non - Sponsored	Ambulatory	\$26.10
	Wheelchair	\$44.74
	Stretcher	\$0.00
Non - Sponsored with No Subsidy	Ambulatory	\$57.82
	Wheelchair	\$99.12
	Stretcher	\$0.00
Agency for Persons with Disabilities	Short Trip	\$8.15
	Medium Trip	\$10.19
	Long Trip	\$15.28
CTC Rate	Flat Fee	\$28.36
	Hourly	\$42.27

**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.

In an effort to better serve its customers and encourage utilization of the more cost effective fixed route service, a new fare media type was introduced in November 2019. The new TD Bus Pass Program offers Lake County residents who have no other form of transportation available and income at or below 200% of the Federal poverty level a free 30 day, 10 non-consecutive days or one-day bus pass. Details of this new program can be found in Appendix F.

**Table 29. LakeXpress Fare Structure**

LakeXpress Fare Structure		
Category	Base Fare	Reduced Rate*
One Way Fare	\$1.00	\$0.50
Daily Pass	\$3.00	\$1.50
10 Ride Pass	\$8.00	\$4.00
30 Day Pass	\$30.00	\$15.00
Transfer Pass**	\$0.00	\$0.00
Ride Free***	\$0.00	\$0.00
TD Bus Pass****	\$0.00	\$0.00
* Seniors 60yrs+ with valid ID, Medicare cardholders, recipients of Supplemental Security Income (SSI) or Social Security Disability (SSD) benefits, veterans with valid DD214 card, and individuals with a disability **One per trip *** Students with valid school ID or proof of enrollment, and children under 5 years of age with fare paying chaperone **** Qualified low income individuals are eligible to receive a free 30 day, 10 non-consecutive day, or all bus pass		

**Table 30. Lake County Connection Fare Structure**

Lake County Connection Fares	
Category	Fare
Lake County-One Way	\$2.00
Orlando-One Way*	\$5.00
Gainesville-One Way**	\$10.00
TD Bus Pass LakeXpress***	Free
* Medical appointments only Tuesday and Thursday ** Medical appointments only Monday, Wednesday, Friday *** Qualified low income individuals are eligible to receive a free 30 day, 10 non-consecutive day, or all day bus pass	

Appendices

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## Appendix A: Private Provider Inventory

<b>Alternate Transportation Services in Lake County</b>	
<b>Wheelchair/Non-Emergency Stretcher Services</b>	
<b>Eagle Transport</b> P.O. Box 192, Summerfield, FL 34492 352-427-7723	<b>Florida Hospital Waterman</b> 2250 Huffstetler Drive, Tavares 32778 352-253-3882
<b>Leopard Transport</b> 1848 NE Jacksonville Rd, Ocala 34470 352-812-1670	<b>Villages Rehab &amp; Nursing</b> 900 Hwy 466, Lady Lake, FL 32159 352-396-6956 or 352-430-0017
<b>Taxi Cabs</b>	
<b>#1 Cab</b> 12513 Citrus Grove Rd, Montverde/Clerm 352-394-1222	<b>A-1 Taxi</b> Fruitland Park and Leesburg 352-728-8294
<b>ABC Taxi</b> Lake County 352-255-1239	<b>Acme Transportation</b> Groveland 352-638-4711
<b>All City Cab</b> Eustis 352-602-5810	<b>Alpha Taxi Cabs</b> Lake County 352-505-8000
<b>Central Taxi</b> Mount Dora 352-383-7433	<b>Clermont Yellow Cab</b> Clermont 352-577-8294
<b>Eustis Taxi or Eutco</b> Eustis 352-357-3671	<b>Kinsman Transportation, Inc.</b> Minneola / Clermont area 407-296-5083 or 407-592-6750
<b>Mark's Taxi &amp; Airport Shuttle</b> Leesburg 352-396-7337	<b>Mr. Taxi</b> 911 Sutherland Ct., Leesburg 352-365-2676 or 352-396-7337
<b>Mr. Taxi Express</b> Lake County 352-504-4053	<b>Rocket Taxi</b> Golden Triangle area 352-602-0582
<b>Yellow Cab of Central Florida</b> The Villages 352-241-2000	
<b>Limousine and Airport Shuttles</b>	
<b>Hurst Limousine Service</b> Clermont 407-363-3500	<b>Jordan Tiffanys Limousine Service</b> 2204 Citrus Blvd., Leesburg 352-267-8350
<b>Lake Limo, Inc (Airport &amp; WC)</b> 321 Southridge Industrial Drive, Tavares 352-742-2808 www.lakelimo.net	<b>Pristine Limo</b> Clermont 407-409-2175
<b>Transcour Limo Service</b> Tavares 407-595-6355	<b>Village Airport Van &amp; Airport Shuttle</b> 306 Oak St., Lady Lake 352-241-2000



## Appendix B: Annual Operating Report (2017)

County:	Lake	<u>Demographics</u>	<u>Number</u>
CTC:	Lake County Board of County Commissioners		
Contact:	David Hope P.O. Box 7800 Tavares, FL 32778-7800 352-323-5733	Total County Population	335,396
Email:	<a href="mailto:dhope@lakecountyfl.gov">dhope@lakecountyfl.gov</a>	Potential TD Population	142,145
		UDPHC	1,713



<b>Trips By Type of Service</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Fixed Route (FR)	0	0	0
Deviated FR	581	636	531
Ambulatory	124,700	127,135	117,225
Non-Ambulatory	31,444	26,725	22,515
Stretcher	141	26	2
School Board	38,938	37,972	23,243
<b>TOTAL TRIPS</b>	<b>195,804</b>	<b>192,494</b>	<b>163,516</b>

<b>Passenger Trips By Trip Purpose</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Medical	59,870	66,679	45,074
Employment	37,521	30,383	18,431
Ed/Train/DayCare	60,108	57,931	64,484
Nutritional	17,670	17,958	16,880
Life-Sustaining/Other	20,635	19,543	18,647
<b>TOTAL TRIPS</b>	<b>195,804</b>	<b>192,494</b>	<b>163,516</b>

<b>Passenger Trips By Funding Source</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
CTD	32,688	30,144	29,590
AHCA	35,113	11,931	1,129
APD	50,151	56,375	51,492
DOEA	13,495	12,722	11,231
DOE	0	0	0
Other	64,357	81,322	70,074
<b>TOTAL TRIPS</b>	<b>195,804</b>	<b>192,494</b>	<b>163,516</b>

<b>Vehicle Data</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Vehicle Miles	1,812,650	1,670,726	1,525,992
Revenue Miles	1,451,195	1,429,234	1,213,065
Roadcalls	36	40	9
Accidents	19	28	31
Vehicles	82	90	70
Driver Hours	112,564	119,277	96,765

<b>Financial and General Data</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Expenses	\$4,533,582	\$4,516,532	\$3,594,889
Revenues	\$4,872,269	\$5,609,497	\$4,799,675
Commendations	23	2	9
Complaints	116	29	28
Passenger No-Shows	6,234	4,753	2,842
Unmet Trip Requests	488	549	572

<b>Performance Measures</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Accidents per 100,000 Miles	1.05	1.68	2.03
Miles between Roadcalls	50,351	41,768	169,555
Avg. Trips per Driver Hour	1.74	1.61	1.69
Avg. Trips per Para Pass.	40.76	24.52	95.46
Cost per Trip	23.15	23.46	21.98
Cost per Paratransit Trip	23.15	23.46	21.98
Cost per Driver Hour	40.28	37.87	37.15
Cost per Total Mile	2.50	2.70	2.36

## Appendix C: Connection Vehicle Inventory

PARATRANSIT VEHICLE INVENTORY 8/31/18							
UNIT #	YEAR	MAKE	MODEL	LIFT/RAMP	MILEAGE 8/31/18	FUNDING SOURCE	OWNER
28127	2013	Ford	Champion	Braun	159,543	FDOT 5310	LBCC
28128	2013	Ford	Champion	Braun	166,073	FDOT 5310	LBCC
28132	2013	Ford	Champion	Braun	166332	FDOT 5310	LBCC
28133	2013	Ford	Champion	Braun	167,573	FDOT 5310	LBCC
28238	2014	Ford	Champion	Braun	131,530	CTD	LBCC
28622	2015	Ford	Turtle Top	Braun	110,992	CTD	LBCC
28623	2015	Ford	Turtle Top	Braun	116,655	CTD	LBCC
28628	2015	Ford	Glavel	Braun	80,574	FDOT 5310	LBCC
28629	2015	Ford	Glavel	Braun	103,815	FDOT 5310	LBCC
28630	2015	Ford	Glavel	Braun	116,636	FDOT 5310	LBCC
28631	2015	Ford	Glavel	Braun	103,762	FDOT 5310	LBCC
28632	2015	Ford	Glavel	Braun	96,722	FDOT 5310	LBCC
28633	2015	Ford	Glavel	Braun	95,525	FDOT 5310	LBCC
28634	2015	Ford	Glavel	Braun	106,752	FDOT 5310	LBCC
28646	2015	Ford	Glavel	Braun	105,670	FDOT 5310	LBCC
28647	2015	Ford	Glavel	Braun	93,071	FDOT 5310	LBCC
28648	2015	Ford	Glavel	Braun	100,756	FDOT 5310	LBCC
28649	2015	Ford	Glavel	Braun	88,794	FDOT 5310	LBCC
28650	2015	Ford	Glavel	Braun	99,710	FDOT 5310	LBCC
28651	2015	Ford	Glavel	Braun	113,216	FDOT 5310	LBCC
28652	2015	Ford	Glavel	Braun	46,311	FDOT 5310	LBCC
28653	2015	Ford	Glavel	Braun	118,004	FDOT 5310	LBCC
28654	2015	Ford	Glavel	Braun	91,906	FDOT 5310	LBCC
29204	2017	Ford	Nations	Braun	22,122	CTD	LBCC
29205	2017	Ford	Nations	Braun	25,919	CTD	LBCC
29228	2017	Ford	Turtle Top	Braun	20,838	FDOT 5310	LBCC
28467	2017	Ford	Turtle Top	Braun	14,681	FDOT 5310	LBCC
29468	2017	Ford	Turtle Top	Braun	26,466	FDOT 5310	LBCC
29501	2017	Ford	Turtle Top	Braun	19,045	FDOT 5310	LBCC
29502	2017	Ford	Turtle Top	Braun	21,048	FDOT 5310	LBCC
29651	2018	Ford	Turtle Top	Braun	1,277	FDOT 5310	LBCC
29652	2018	Ford	Turtle Top	Braun	1,272	FDOT 5310	LBCC
29653	2018	Ford	Turtle Top	Braun	1,272	FDOT 5310	LBCC
29654	2018	Ford	Turtle Top	Braun	1,294	FDOT 5310	LBCC
27943	2012	VPG	MV-1	VHPG	151,081	FDOT 5310	LBCC
27944	2012	VPG	MV-1	VHPG	146,351	FDOT 5310	LBCC
27945	2012	VPG	MV-1	VHPG	122,063	FDOT 5310	LBCC
28087	2013	Ford	Stretcher	N/A	49,984	FDOT 5310	LBCC
28088	2013	Ford	Stretcher	N/A	45,533	FDOT 5310	LBCC
29235	2017	Dodge	Grand	Ramp	96	FTA	LBCC
29236	2017	Dodge	Grand	Ramp	96	FTA	LBCC
29637	2018	Dodge	Grand	Ramp	0	FDOT 5310	LBCC

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PARATRANSIT REPLACEMENT	
Year	No of Vehicles
2019	4
2020	1
2021	18
2023	12
2024	4
2026	2
2027	1

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# Appendix D: System Safety Program Plan Annual Certification

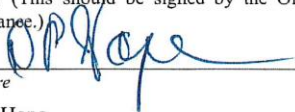
## BUS TRANSIT SYSTEM ANNUAL SAFETY CERTIFICATION

**DATE:** January 10, 2018  
**BUS TRANSIT SYSTEM:** Lake County Board of County Commissioners  
**ADDRESS:** 315 W. Main Street, P.O. Box 7800  
Tavares, FL 32778-7800

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

1. The adoption of a System Safety Program Plan (SSPP) and the Security Program Plan (SPP) pursuant to Florida Department of Transportation safety standards set for in Rule Chapter 14-90, Florida Administrative Code (F.A.C.).  
Current date of Adopted SSPP: December 2017  
Current date of Adopted SPP: December 2017

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*  
David Hope  
*Name (Printed or Typed):*  
Transit Division Manager  
*Title*

4. Name and address of entity(ies) which has (have) performed safety inspections:  
Shawn Held, Fleet Manager, McDonald Transit / RATPDEV, Lake County Transit Management  
*Name*  
560 E. Burleigh Boulevard  
*Address (Street Number)*  
Tavares, FL 32778  
*Address (City, State, Zip Code)*  
Vehicle inspections are performed daily on each vehicle placed in service and a thorough preventative maintenance check is perform monthly on all vehicles.  
*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, McDonald Transit / RATPDEV, Lake County Transit Management  
*Name*  
560 E. Burleigh Boulevard  
*Address (Street Number)*  
Tavares, FL 32778  
*Address (City, State, Zip Code)*  
352-742-2612 extension 105  
*Phone Number*

# Appendix E: Rate Model Worksheets

### Worksheet for Multiple Service Rates

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

CTC: Lake County Board Version 1.4  
County: Lake County

3. If you answered Yes to # 1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?  Leave Blank

4. How much will you charge each escort?.....  Leave Blank

---

#### SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank).....

..... And what is the projected total number of Group Vehicle Revenue Miles?  Loading Rate 0.00 to 1.00

---

#### 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

		RATES FOR FY: 2018		
		Ambul Group	Wheel Chair	Stretcher
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	746,100	659,968	86,132	0
Rate per Passenger Mile =		\$2.60	\$4.46	\$0.00
		per passenger per passenger per group		
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	67,016	48,134	18,882	0
Rate per Passenger Trip =		\$26.10	\$44.74	\$0.00
		per passenger per passenger per group		

2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =  \$0.00

		Combination Trip and		
		Ambul Group	Wheel Chair	Stretcher
Rate per Passenger Mile for Balance =		\$2.60	\$4.46	\$0.00
		per passenger per passenger per group		

---

Rates If No Revenue Funds Were Identified

	Ambul Group	Wheel Chair	Stretcher
Rate per Passenger Mile =	\$5.76 \$0.00	\$9.88 \$0.00	\$0.00
	per passenger per passenger per group		
Rate per Passenger Trip =	\$57.82 \$0.00	\$99.12 \$0.00	\$0.00
	per passenger per passenger per group		

Program These Rates Into Your Medicaid Encounter Data

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### Worksheet for Multiple Service Rates

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

CTC: Lake County Board Version 1.4  
County: Lake County

3. If you answered Yes to # 1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?  Leave Blank

4. How much will you charge each escort?.....  Leave Blank

---

#### SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank).....

..... And what is the projected total number of Group Vehicle Revenue Miles?  Loading Rate 0.00 to 1.00

**Worksheet for Multiple Service Rates**

CTC: Lake County Board  
 County: Lake County Version 1.4

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

3. If you answered Yes to # 1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?  Leave Blank

4. How much will you charge each escort?.....  Leave Blank

**SECTION IV: Group Service Loading**

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank).....  **DO NOT Complete Section IV**

..... And what is the projected total number of Group Vehicle Revenue Miles?  Loading Rate 0.00 to 1.00

**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

		RATES FOR FY: 2018		
		Ambul Group	Wheel Chair	stretcher
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	746,100	= 659,988	+ 86,132	+ 0
Rate per Passenger Mile =		\$2.60	\$4.46	\$0.00
			per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	67,016	= 48,134	+ 18,882	+ 0
Rate per Passenger Trip =		\$26.10	\$44.74	\$0.00
			per passenger	per group
2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,....		Combination Trip and		
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		<input type="text"/>	<input type="text"/>	\$0.00
Rate per Passenger Mile for Balance =		\$2.60	\$4.46	\$0.00
			per passenger	per group

		Rates If No Revenue Funds Were Identified		
		Ambul Group	Wheel Chair	stretcher
Rate per Passenger Mile =		\$5.76	\$9.88	\$0.00
			per passenger	per group
Rate per Passenger Trip =		\$57.82	\$99.12	\$0.00
			per passenger	per group
		Program These Rates Into Your Medicaid Encounter Data		

# Worksheet for Program-wide Rates

CTC: Lake County Board Version 1.4  
 County: Lake County

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

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

PROGRAM-WIDE RATES		Fiscal Year
Total Projected Passenger	746,10	2018 - 2019
Rate Per Passenger Mile = \$		
Total Projected Passenger	67,01	Avg. Passenger Trip Length = 11.1 Miles
Rate Per Passenger Trip = \$		

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

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

### Vehicle Miles

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

### Vehicle Revenue Miles (VRM)

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

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

### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

## Appendix F: TD Bus Pass Program



### LAKE COUNTY TRANSPORTATION DISADVANTAGED (TD) BUS PASS PROGRAM

#### **What is the Bus Pass Program? –**

A fixed-route bus pass 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 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 the required Proof of Income, to the address shown on the application.
3. To check the status of your application call 352.742.1940 three weeks (21 days) after the submission of your paperwork.
4. If approved for TD service, you will need to call 352.742.1940 for an appointment to obtain a TD bus pass I.D.
  - a. You will need a government-issued photo ID to obtain a TD ID.
  - b. The Customer Service Center located at 560 E. Burleigh Blvd., Tavares, Florida.
5. Current TD eligible passengers may skip steps 1-3 above and simply call the Customer Service Center to obtain a TD bus pass ID.

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

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



**SUMTER COUNTY  
TRANSPORTATION DISADVANTAGED SERVICE PLAN**

**MAJOR UPDATE  
FY 2018/19 – FY 2022/23**

**ADOPTED  
December 4, 2018**

---

Prepared for:

**Lake~Sumter Metropolitan Planning Organization**

In Coordination with:

**Sumter County Transportation Disadvantaged Coordinating Board**

**&**

**Sumter County Transit**



Prepared by:

**The University of South Florida Center for Urban Transportation Research**

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## Local Coordinating Board Membership Certification

Name: Lake~Sumter Metropolitan Planning Organization

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

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

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

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

REPRESENTATION	MEMBER	ALTERNATE
Chairman, Lake~ Sumter MPO	Comm. Don Burgess	N/A
Vice-Chair, Medical Community	Thomas Chase	Nathan Overstreet
Citizen Advocate	Vacant	
Children at Risk	Carlina Lindo	N/A
Elderly	Vacant	
Person with a Disability	Vacant	
Public Education	Christine Norris	David Williams
Dept. of Transportation	Joe Santiago	Carlos Colón
Dept. of Children and Families	Sheri Peterson	Beth Thomas
Dept. of Elder Affairs	Steve Homan	Kayla Jones
Dept. of Health Care Adm.	Calvin Smith	Tamyika Young
Regional Workforce Board	Gustavo Henriquez	Donna Andrews
Veteran Services	Kim Rummell	
Private for Profit Transportation Industry	Vacant	
Vocational Rehabilitation/Dept. of Education		Jessie Riddle
FL Association CAA/Economically Disadvantaged	Sandra Woodward	
Citizen Advocate, System User	Bonnie Cowie	N/A
Bebe Chudeusz	Technical Advisor	

## Roll Call Vote

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

MEMBER	REPRESENTING	YES	NO	ABSENT
Comm Don. Burgess	Lake~ Sumter MPO			
Vacant	Citizen Advocate			
Carlina Lindo	Children at Risk			
Vacant	Elderly			
Vacant	Person with a Disability			
Christine Norris	Public Education, Lake County Schools			
Jo Santiago	Dept. of Transportation			
Sheri Peterson	Dept. of Children and Families			
Steve Homan	Dept. of Elder Affairs			
Calvin Smith	Dept. of Health Care Adm.			
Gustavo Henriquez	Regional Workforce Board			
Kim Rummell	Veteran Services			
Thomas Chase	Local Medical Community			
Sandra Woodward	FL Association CAA/Economically Disadvantaged			
Jessie Riddle	Vocational Rehabilitation/Dept. of Education			
Bonnie Cowie	Citizen Advocate, System User			
Vacant	Private for Profit Transportation Industry			

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 4, 2018.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Commissioner Don Burgess, TDCB Chair

Approved by the Commission for the Transportation Disadvantaged

\_\_\_\_\_  
Date

\_\_\_\_\_  
Steven Holmes, Executive Director CTD

---

# Development Plan

## Introduction to the Service Area

### ***Background of the TD Program***

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

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

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

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

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

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

### ***CTC Designation and History***

Sumter County first became a transportation provider in 1977 when the County established its Senior Services Program which began with one driver and two vehicles. The program provided transportation for residents 60 years of age and older to congregate meal sites, medical appointments, shopping centers and recreational facilities.

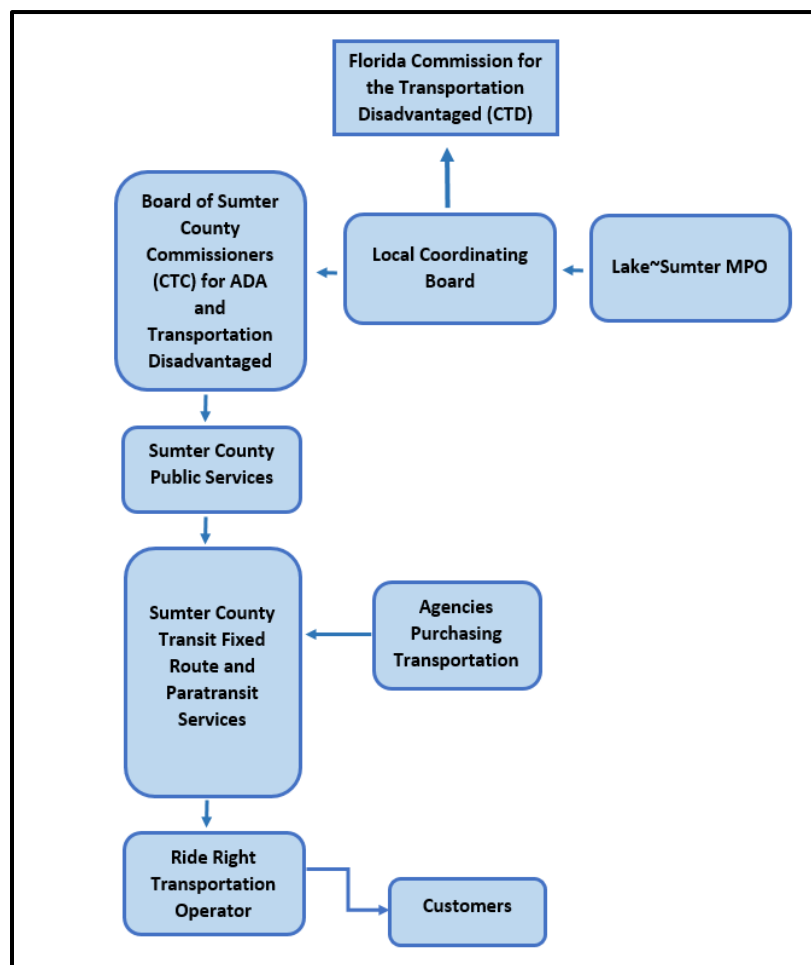


In April 1993, the Florida Commission for the Transportation Disadvantaged (CTD) selected the Board of Sumter County Commissioners (BOCC) to serve as the Community Transportation Coordinator. In October 1993, the transportation section of the Senior Services Program was transferred into a newly created Transportation Services Department within Sumter County’s Division of Public Services for the purpose of administering and operating the County’s public transportation system. The system began operating as Sumter County Transit (SCT) under a partial brokerage system until FY 2012 when the County entered into a contract with Ride Right to provide transportation services. Effective October 1, 2011 SCT became a fully brokered system and continues to operate under a contract with Ride Right.

The Lake~Sumter MPO became the Designated Official Planning Agency (DOPA) for Sumter County in 2008. In that role, the MPO is responsible for recommending a CTC for Sumter County to the CTD. At its March 14, 2017 meeting, the CTD approved the MPO’s recommendation to designate the BOCC to serve as the CTC through June 30, 2023.

**Organizational Chart**

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



**Figure 1. Organization Chart for TD Service Delivery**

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## ***Consistency Review of Other Plans***

Other 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.

### **Unified Sumter County/Center Hill/Coleman/Webster Comprehensive Plan 2018 Update**

**Goal 2 Transportation:** Provide for a safe, convenient and efficient multi-modal transportation system coordinated with the future land use map and designed to support all elements of this comprehensive plan.

**Policy 2.2.1 Promote Compact Growth:** The County and Cities shall promote compact growth with a variety of land uses within the Municipal Overlay Areas and Joint Planning Areas around each city as a means to promote walkable communities, support and efficient public transportation system, including transit, and reduce the length of trips to reach destinations.

**Policy 2.2.5 Public Transit:** The County shall maintain a transit system that meets residents' mobility needs in a cost effective and efficient manner.

- a. Coordinate public transit efforts with the cities, adjacent counties, and the LSMPO to create an integrated transit system that will provide greater interconnection between urban areas, workplaces, and marketplaces;
- b. By 2017, prepare a transit development plan to establish a strong link between the provision of transit services and land use decisions and future growth within the county; and
- c. Promote land use patterns that support a compact public transit system.

**Policy 2.2.8 Bicycle, Pedestrian, Transit Level of Service:** The County and Cities adopt the following level of service standards for non-automobile modes of transportation (bicycle, pedestrian, and transit). This level of service standards are not regulatory, but provide a basis to monitor congestion and coordinate improvements.

- a. **Bicycle Level of Service Standards.** The County and Cities adopt a LOS "D" for bicycle facilities within the unincorporated areas of the County that are within the Urban Development Area, as shown on the Future Land Use and within the city limits of the City of Center Hill and the City of Webster. Within the unincorporated areas of the county outside of the Urban Development Areas, the County adopts a LOS "F" for bicycle facilities. A description of the level of service characteristics is provided in the data and analysis of this comprehensive plan.
- b. **Pedestrian Level of Service Standards.** The County and Cities adopt a LOS "D" for pedestrian facilities within the unincorporated areas of the County that are within the Urban Development Area, as shown on the Future Land Use Map and within the

---

city limits of the City of Center Hill and the City of Webster. Within the unincorporated areas of the county outside of the Urban Development Areas, the County adopts a LOS “F” for pedestrian facilities. A description of the level of service characteristics is provided in the data and analysis of this comprehensive plan

- c. **Transit Level of Service Standards.** The County and Cities adopt a LOS “D” for transit within the unincorporated areas of the county that are within the Urban Development Area, as shown on the Future Land Use Map, and within the city limits of the City of Center Hill and City of Webster. Within the unincorporated areas of the county outside of the Urban Development Area, the County adopts a LOS “E” for transit. A description of the level of service characteristics is provided in the data and analysis of this comprehensive plan.

### **Lake~Sumter MPO 2040 Long Range Transportation Plan**

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

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

**Objective** - Enhance access to jobs

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

**Objective** - Minimize crashes and fatalities for all modes of transportation

**Objective** - Improve safety for pedestrians and cyclists

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

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

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

**Goal 4** – Improve Mobility Options and Connectivity for People and Goods

**Objective** - Increase modal opportunities and modal enhancements within communities

**Goal 5** – Make Transportation Decisions that Support Communities’ Visions and Promote Responsible Social, Economic and Environmental Decisions

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

---

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

**Wildwood 2035 Comprehensive Plan**

**GOAL 1** To provide for a safe, convenient, and efficient transportation system for motorized and non-motorized travel needs for the residents of the City of Wildwood.

**OBJECTIVE 1.1** The City shall meet or exceed the Air Quality Standards established by the FDEP.

**Policy 1.1.1** The City shall continue to plan for transportation alternatives to gasoline powered automobiles by planning efficient pedestrian and bicycle systems and by evaluating future feasibility for multi-modal systems, including bus and passenger rail transit, and by adapting streets, and parking structures to facilitate the use of alternatively powered vehicles such as electric and hybrid cars.

**Policy 1.1.3** The City shall make an effort to promote public awareness about mass transit, car-pooling, bikeways, park-n-ride lots, and other alternative transportation modes as a means to reduce automobile emission pollution.

**Policy 1.2.6** The City will work to find opportunities to collaborate on transit and bus routes to better serve citizens and students.

**OBJECTIVE 1.3** The City shall target land areas and craft land uses which promote infill and urban renewal to create a vibrant City center of the City of Wildwood within the Central Sub-District.

**Policy 1.3.2** General Development Standards. The PD shall incorporate the following principles to guide development in creating walkable, pedestrian friendly neighborhoods and communities: Higher densities and intensities shall be situated along transportation corridors designed to accommodate mass transit

**OBJECTIVE 1.8** Develop a sustainable City through actions that reduce the emission of greenhouse gases.

**Policy 1.8.2** New development areas shall be developed with neighborhoods that create a sense of place and incorporate the following features: Developed with an orderly transportation network that includes new collector roads and a recreational trail system. c. Provision for facilities to support the development of a public transit system.

---

**OBJECTIVE 1.9** The City shall plan for and promote alternative modes of transportation to provide a safe and efficient multi-modal system and to provide for a possible reduction of individual motor vehicle travel.

**Policy 1.9.1** All major roadways shall be designed as complete transportation thoroughfares, incorporating bicycle, pedestrian and transit features to achieve a true multi-modal system.

**Policy 1.9.7** The City shall coordinate with Sumter County and the Lake~Sumter MPO to ensure that transit linkages are provided from the major transportation corridors along routes to land uses generating or attracting heavy traffic such as the Downtown area and within future Mixed Use Centers.

**Policy 1.9.8** The special needs of transportation disadvantaged person shall be considered in the design of all public transit systems.

**Policy 1.9.10** The City shall encourage densities along designation transit corridors and within Mixed Use Centers that promote and support public transportation.

**OBJECTIVE 1.10** Promote innovative land development applications principles through the use of Planned Developments, Mixed use Developments and Cluster Design

**Policy 1.10.8** The City shall implement development techniques that reduce the negative environmental impacts of development and redevelopment by: Promoting Citywide water and energy conservation through education, site design, landscaping, and building techniques (i.e. mixed uses, mass transit, solar power, increased tree canopy).

**Policy 1.10.9** Mixed Use Centers shall require a pedestrian and bicycle friendly environment in which a compact mix of uses with densities and intensities that support transit can demonstrate energy efficiency by discouraging the use of the automobile and reducing vehicle miles traveled.

**OBJECTIVE 1.13** The City of Wildwood shall promote transportation choice through construction of well-designed pedestrian, bicycle and transit facilities.

**Policy 1.13.2** The City of Wildwood shall prioritize street segments with sidewalk gaps. The following criteria shall be used in prioritizing sidewalk gap improvements: 1. Proximity to public schools. 2. Proximity to major public parks or cultural facilities. 3. Proximity to high-density residential and commercial areas, or any area exhibiting (or potentially exhibiting) a high volume of walking. 4. Arterial and collector streets. 5. Proximity to transit routes. 6. Proximity to identified redevelopment areas.

---

**GOAL 2** To develop a financially feasible transportation system that meets the needs of the City residents with utilization of all public and private funding sources available.

**OBJECTIVE 2.1** The City will continue to identify specific revenue sources to be used in funding traffic system improvements.

**Policy 2.1.3** The City shall minimize the impacts of development on constrained and backlogged corridors by placing an emphasis on increasing mobility through strategies that do not involve road expansion. Examples of these strategies include small-scale physical operational improvements, demand management strategies (e.g., ridesharing and vanpooling), the encouragement of alternative modes of travel (e.g., bicycle, transit) and others that are identified in the land development regulations

### **Transit 2060: Florida's Strategic Plan for Public Transportation**

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

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

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

**Goal:** Improve mobility and connectivity for people and freight.

### ***Public Participation***

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

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

- 
7. Work cooperatively with local workforce development boards established in Chapter 445 to provide assistance in the development of innovative transportation services for participants in the welfare transition program.

Membership of the LCB is defined as follows:

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

The Local Coordinating Board meets on a quarterly basis at the The Villages Sumter County Service Center in Wildwood, 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.

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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 11, 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 1 below, a large portion of the land use designations in Sumter County are agricultural (blue area) or conservation (green area). In the far northeastern portion of the County, the orange area signifies mixed-use development. Industrial development will occur primarily south of the intersection of U.S. Hwy 27 and I-75. Mixed use (lavender) and rural residential (brown) areas are scattered throughout the County.



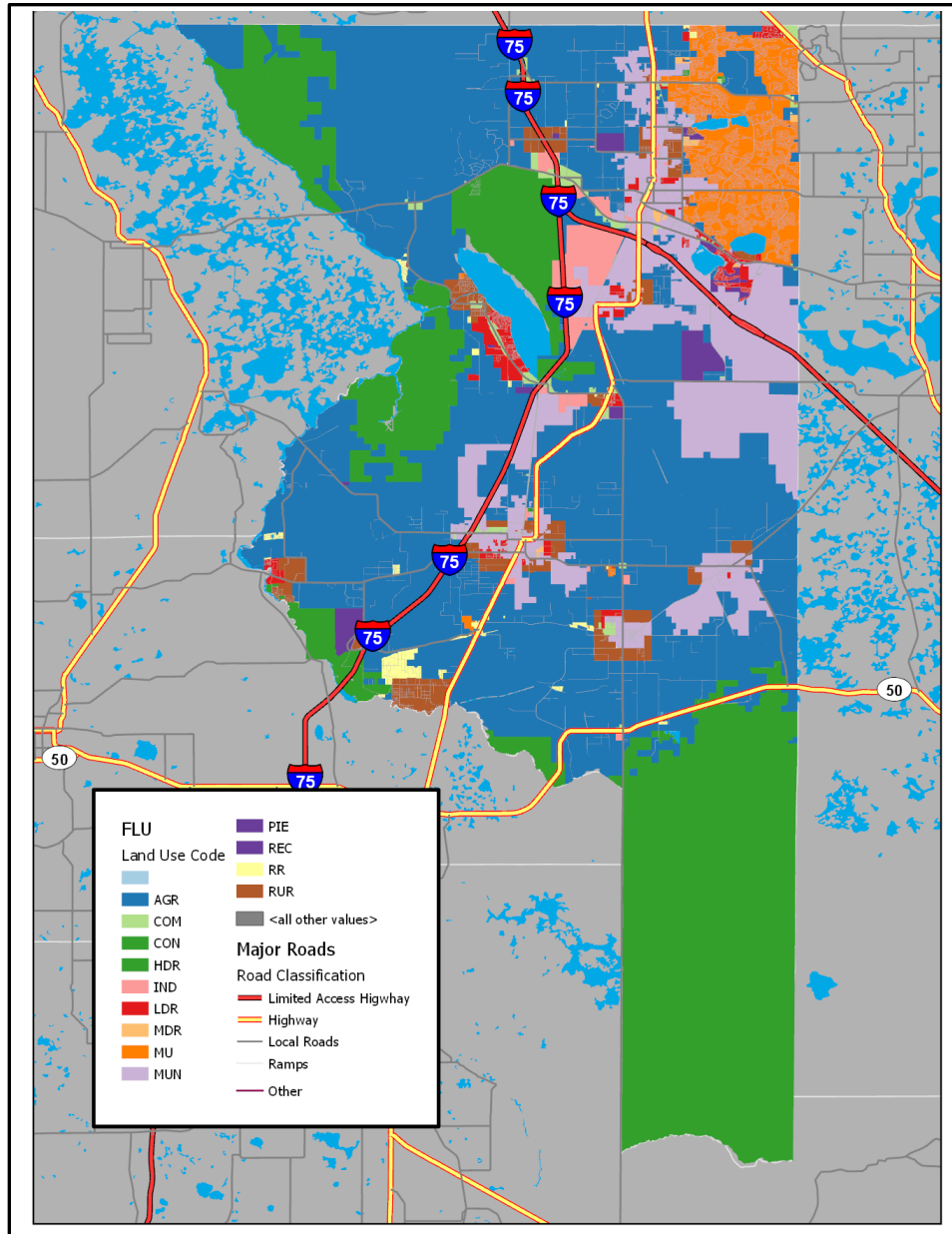


Figure 2. Land Use Designations

## Population Composition

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

Table 1 below shows population estimates, growth and density in Sumter County as compared to the State of Florida. Between 2010 and 2016, Sumter County's population growth was estimated at 21.59 percent, which was approximately 16 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 33.98 percent which was approximately 22 percent higher as compared to Florida.

**Table 1. Population and Population Density**

Area	Population (2010)	Population (2016 ACS 5-year estimate)	Population (2017 estimate)	Population Growth (2010 - 2016)	Population Growth (2010 - 2017 estimate)	Land Area (sq. miles)	Density
Sumter County	93,420	113,589	125,165	21.59%	33.98	579.83	170.8
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® database, calculated for use with Census 2010.

The population age distribution in Sumter County is significantly different than the state of Florida. There are far fewer younger residents with a major difference in the older population. Sumter County's population is comprised of 53.1 percent of residents 65 years of age and older as compared to 19.1 percent in the State of Florida.

**Table 2. Population Age Distribution, 2016**

Area	Percentages of Age Cohorts (in Years)				
	0-19	20-34	35-54	55-64	65+
Sumter County	8.6%	8.2%	13.9%	16.2%	53.1%
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 Sumter County residents ages 65 years and older (those individuals most likely to need TD services) are located in the northeastern portion of the County in the area of Wildwood and The Villages.

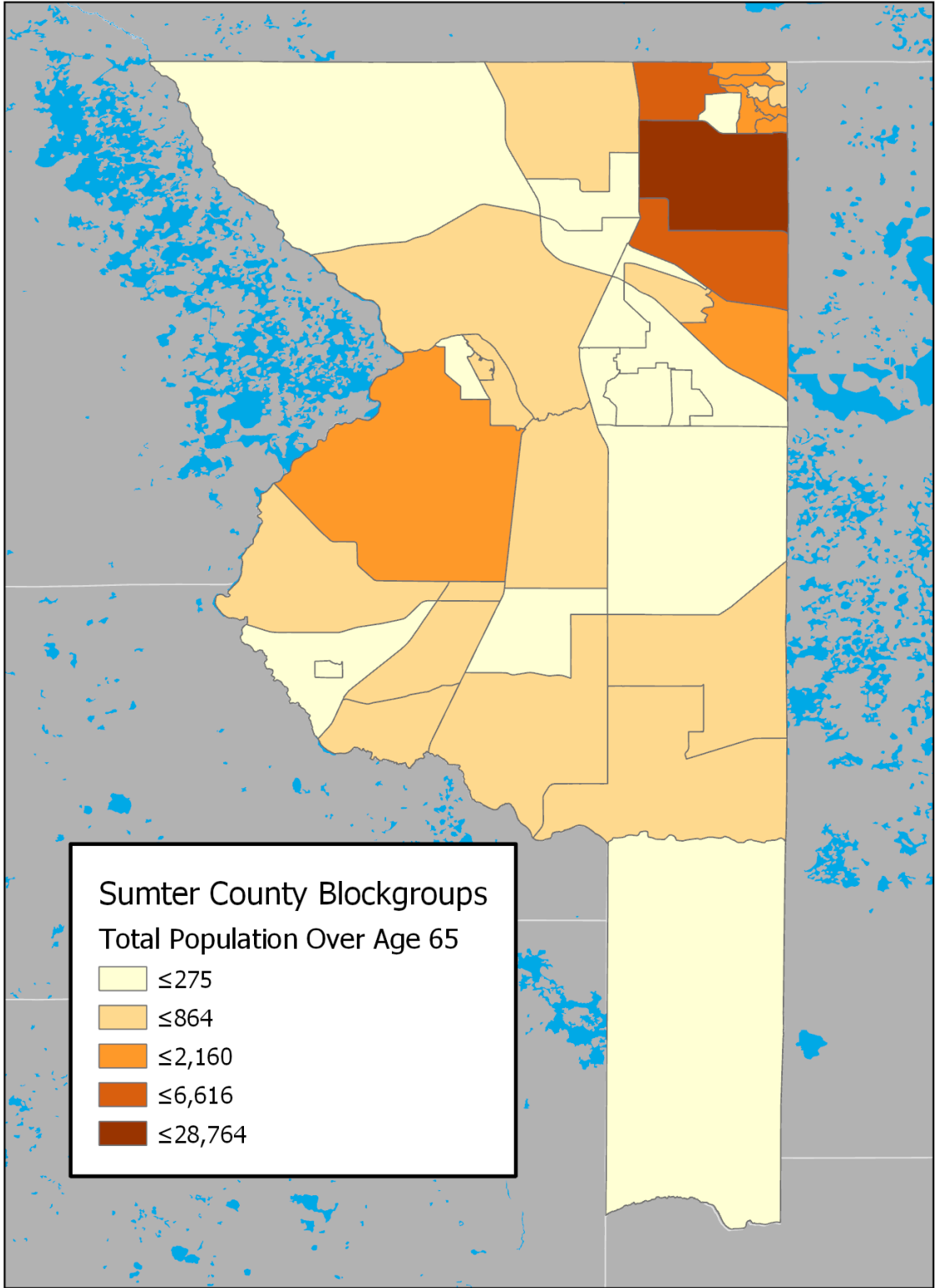


Figure 3. Population 65+ Years of Age

Table 3 displays the annual household income distribution in Sumter County as compared to Florida in 2016. The income of Sumter County residents is slightly lower than the State average in the categories up to an annual household income of \$34,999, slightly higher in the \$50,000 - \$74,999 income level category and identical for households earning \$75,000 or more per year.

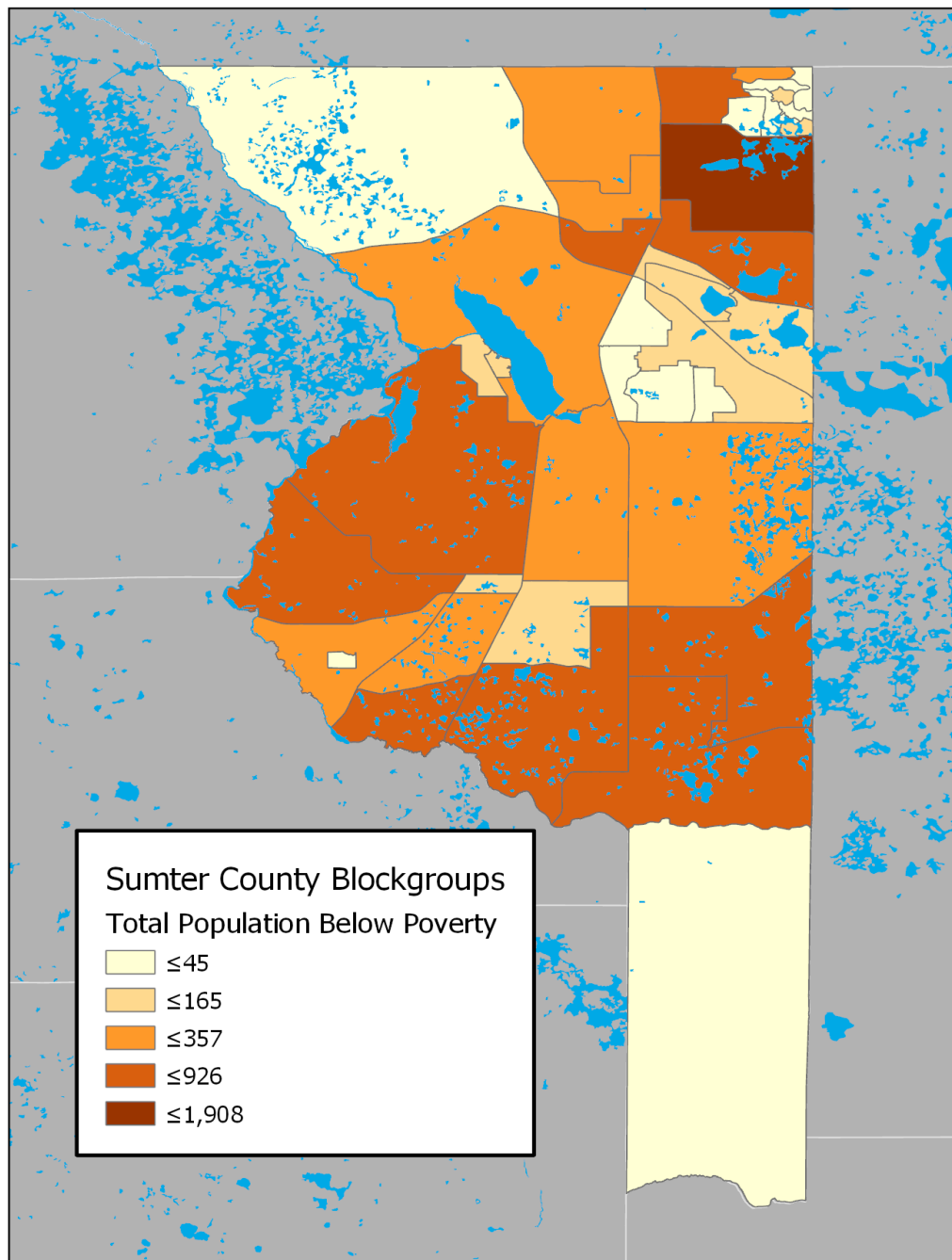
**Table 3. Annual Household Income Distribution, 2016**

Annual Household Income						
Sumter County	\$0-\$9,999	\$10,000-\$24,999	\$25,000-\$34,999	\$35,000-\$49,999	\$50,000-\$74,999	\$75,000+
Population	3,110	6,812	5,380	8,342	10,563	15,203
Percent	6.3%	13.8%	10.9%	16.9%	21.4%	30.8%
Florida						
Population	556,637	1,267,914	838,036	1,102,789	1,350,797	2,277,089
Percent	7.5%	17.1%	11.3%	14.9%	18.3%	30.8%

*\*Population included is 16 years or older.*

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

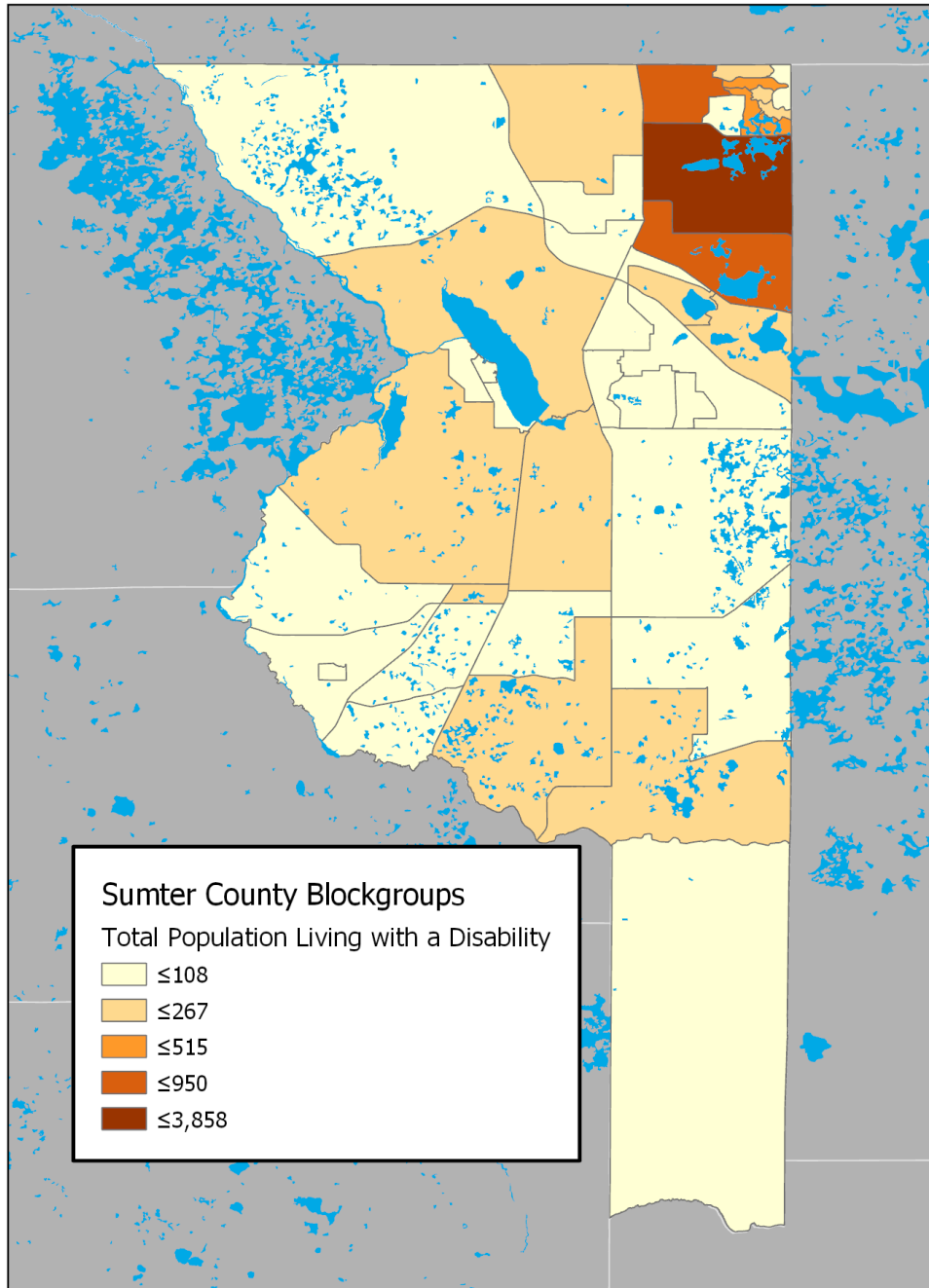
Figure 4 below displays the population of individuals living below the poverty level in Sumter County. The highest concentration is located in the far northeastern portion of the County in the Wildwood area.



**Figure 4. Population Below the Poverty Level**

***Disability Characteristics***

Figure 5 displays the density of residents with a disability residing in each of Sumter County’s Census block groups. By far, the highest concentration of residents with a disability are generally located east of U.S. 301 and north of S.R. 44 in the communities of Wildwood and the Villages.



**Figure 5. Population with a Disability**

***Employment Characteristics***

At 4.9 percent, the 2018 unemployment rate in Sumter County is 1.5% percent higher than the unemployment rate across the State of Florida (3.4%).

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

Area	Percentage of Labor Force Employed	Percentage of Labor Force Unemployed
Sumter County	95.1%	4.9%
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**

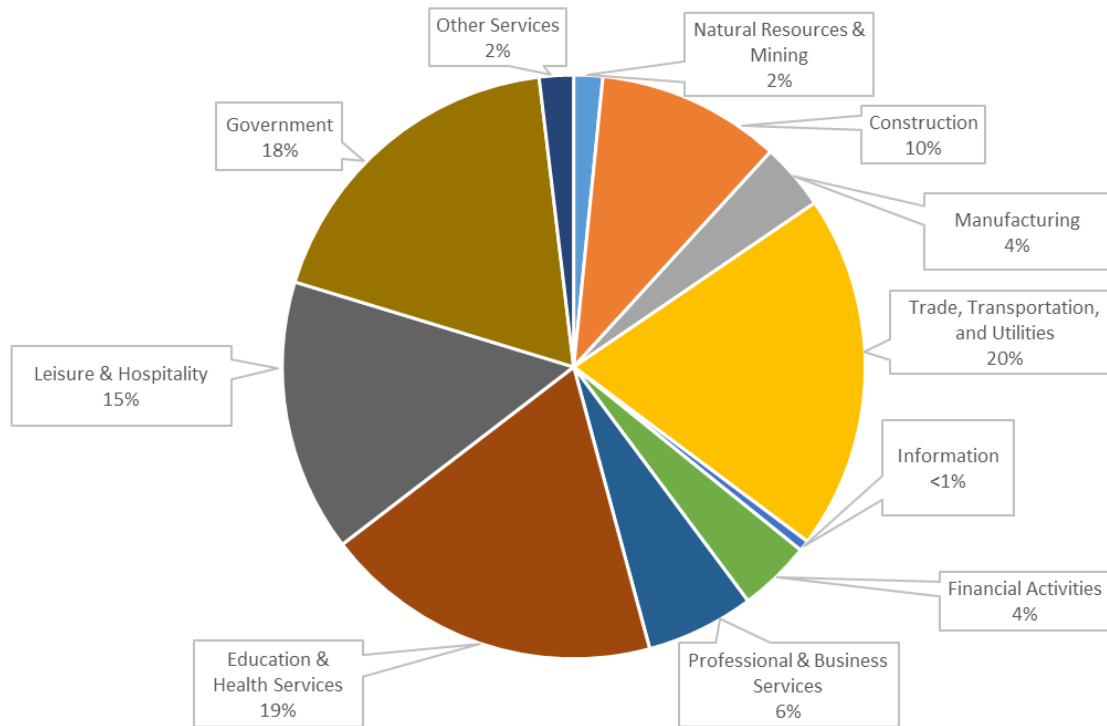
Table 5 displays Sumter County’s largest employers. The largest, Coleman Federal Prison, employs 1,204 individuals followed by The Villages Regional Medical Center with 1,128 employees.

**Table 5. Sumter County’s Largest Employers**

Employer	Total Employees
Coleman Federal Prison	1,204
Villages Regional Medical Center	1,128
Sumter District Schools	815
Publix	800
T&D Family of Companies	660
Winn Dixie	400
Sumter Correctional Institute	500
The Villages® Community	400
Sumter Electric Co-Op	409
Walmart	390

*Source: Sumter County Economic Development*

Figure 6 below displays the employment characteristics of Sumter County’s workforce as it relates to industry sectors. At 20 percent, the trade/transportation/utilities sector is the largest, followed by education and health services (19%) and Government (18%).



**Figure 6. Sumter County Employment by Sector, 2016 Preliminary**

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

As shown in Table 6, average wages in Sumter County fall behind average wages in Florida in most industry sectors, however, wages in the natural resources and mining category and other services are above the State average.

**Table 6. Average Wages by Major Industry. 2016 Preliminary**

Industry Type	Sumter County	Florida
Natural Resources & Mining	\$34,749	\$31,501
Construction	\$41,468	\$47,342
Manufacturing	\$45,000	\$57,824
Trade, Transportation, & Utilities	\$33,749	\$41,939
Information	\$25,135	\$77,256
Financial Activities	\$53,048	\$69,701
Professional & Business Services	\$54,486	\$56,930
Education & Health Services	\$39,854	\$48,616
Leisure & Hospitality	\$19,250	\$24,399
Government	\$28,383	\$52,022
Other Services	\$46,139	\$33,996

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



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## ***Housing Classification and Patterns***

As previously described, Sumter County experienced significant growth between 2012 and 2016 (approximately 16% higher than the statewide average of 5.68%). Much of this population growth can be attributed to The Villages®, which is comprised of approximately 32 square miles spanning Sumter, Lake and Marion Counties. According the World Population Review, in 2017 The Villages® had approximately 125,000 residents and over 60,000 homes.

Table 7 below displays Sumter County single-family home sales information between September 2017 and September 2018, which shows that single-family home sales remained relatively constant for the same period. Other indicators (listings, time to contract/sale, and inventory), however, suggest stronger competition for available units.


As the County tries to attract targeted industries such as manufacturing, distribution, and agriculture, one of the biggest challenges it faces is a lack of housing. Affordable housing (typically multi-unit construction) is needed to draw new businesses as well as to serve existing employees who must often travel from neighboring counties where housing is more plentiful.

A recent market analysis prepared for the County showed great potential for multi-family housing. The study found that 3,000 new housing units are needed to support migration to Sumter County and half of the demand could be met by multi-family housing.

To address this problem, Sumter County recently approved a comprehensive plan amendment allowing 24 housing units per acre. Under the plan amendment, high-density developments are restricted to urban areas where water and sewer services are available. They must have access to a major road and must be within a half mile of a state or federal highway.

The high-density residential land-use designation is intended to create more workforce housing opportunities for service and retail sector employees needed to support a healthy economy. Since multifamily housing has been one of the most profitable real estate sectors since the recession, the comprehensive plan amendment is expected to generate significant interest from developers.

**Table 7. Single Family Home Sales 2017 - 2018**



<b>Summary Statistics</b>	<b>September 2018</b>	<b>September 2017</b>	<b>Percent Change Year-over-Year</b>
Closed Sales	76	77	-1.3%
Paid in Cash	45	27	66.7%
Median Sale Price	\$230,000	\$231,000	-0.4%
Average Sale Price	\$291,419	\$283,917	2.6%
Dollar Volume	\$22.1 Million	\$21.9 Million	1.3%
Median Percent of Original List Price Received	96.3%	96.0%	0.3%
Median Time to Contract	32 Days	54 Days	-40.7%
Median Time to Sale	83 Days	104 Days	-20.2%
New Pending Sales	92	77	19.5%
New Listings	112	108	3.7%
Pending Inventory	134	140	-4.3%
Inventory (Active Listings)	298	394	-24.4%
Months Supply of Inventory	3.1	4.6	-32.6%

Source: Florida Association of Realtors, October 2018

**Educational Profile**

Sumter County is served by one public college (Lake-Sumter State College) which has a campus located in Sumterville.

**Table 8. Sumter County Colleges**

<b>Institution</b>	<b>Location</b>
<b>Lake-Sumter State College</b>	Sumterville

Table 9 below displays the educational attainment of Sumter County residents. Sumter County is similar to the State as a whole in all categories. Although small, the biggest difference (2.6%) shows that 12.6

percent of County residents hold a graduate or professional degree as compared to the statewide average of 10 percent.

**Table 9. Educational Attainment**

	Sumter County	Florida
Less than 9 <sup>th</sup> Grade	2.8	5.2
Some High School, No Diploma	6.7	7.6
High School or Equivalent	30.4	29.2
Some College, No Degree	22.5	20.6
Associate's Degree	7.8	9.6
Bachelor's Degree	17.2	17.8
Graduate or Professional Degree	12.6	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, 1,705 households in Sumter County do not own a vehicle while 47,657 percent have one or more vehicles available in the household. This is 3.4 percent higher than the statewide average household vehicle ownership of 93.1 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
Sumter County	1,705	3.5%	47,657	96.5%
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 Sumter County residents is generally shorter than the commute time for workers across the State, with the one exception. Residents who commute 60 or more minutes per day (7.9%) is slightly higher than the statewide average of 7.5 percent.

**Table 11. Travel Time to Work**

Area	<10 min	10-19 min	20-29 min	30-44 min	45-59 min	60+ min
Sumter County	14.4%	36.3%	16.6%	17.2%	7.5%	7.9%
Florida	9.3%	27.8%	23.0%	23.9%	8.6%	7.5%

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

## Travel Mode

Table 12 displays the travel mode utilized by Sumter County commuters. As compared to the State of Florida, fewer residents utilize public transportation for work trips at .5 percent versus 2.1 percent respectively.

**Table 12. Mode of Travel to Work Distribution**

Area	Drive Alone	Carpool/Vanpool	Public Transportation	Walk	Other Means	Work at Home
Sumter County						
Population	16,825	1,332	101	191	1,688	1,978
Percent	76.1%	6.0%	0.5%	0.9%	7.6%	8.9%
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 Sumter and Marion Counties. Although there were significant percentage increases and decreases in trips to and from other counties from the previous period analyzed (2006-2010), as compared to the total number of commuters, the changes were relatively small.

**Table 13. Inter-County Commuter Flows**

Commuter Flow 2006-2010			Commuter Flow 2009-2013			3 Year % Change
From	To	Total	From	To	Total	
Sumter County	Sumter County	12,364	Sumter County	Sumter County	12,743	3.0%
Sumter County	Polk County	101	Sumter County	Polk County	127	20.5%
Sumter County	Pasco County	538	Sumter County	Pasco County	275	-95.6%
Sumter County	Hernando	395	Sumter County	Hernando	208	-89.9%
Sumter County	Citrus County	243	Sumter County	Citrus County	256	5.1%
Sumter County	Marion County	1,429	Sumter County	Marion County	976	-46.4%
Sumter County	Lake County	4,273	Sumter County	Lake County	3,880	-10.1%
From	To	Total	From	To	Total	
Sumter County	Sumter County	12,364	Sumter County	Sumter County	67,311	81.6%
Polk County	Sumter County	81	Sumter County	Polk County	3,880	97.9%
Pasco County	Sumter County	593	Sumter County	Pasco County	4,955	88.0%
Hernando	Sumter County	872	Sumter County	Hernando	5,896	85.2%
Citrus County	Sumter County	810	Sumter County	Citrus County	1,576	48.6%
Marion County	Sumter County	4,033	Sumter County	Marion County	951	-324.1%
Lake County	Sumter County	3,780	Sumter County	Lake County	957	-295.0%

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## ***Major Trip Generators/Attractors***

In addition to Sumter County's popular employment and educational trip generators previously described, popular SCT destinations within Sumter County include:

- Langley Health Services (Sumterville)
- Bushnell Family Practice

Popular out of county destinations for medical trips are:

- Villages Regional Medical Center
- Malcom Randall Veterans Administration Hospital (Gainesville)
- Shands Hospital (Gainesville)
- Leesburg

## ***Historical Tradition***

Sumter County was established by the Florida Legislature on January 8, 1853. Named for Revolutionary War hero Gen. Thomas Sumter, the county was originally part of Marion County. The area had been settled for several decades by the time the Legislature chartered it as the states 29th county.

In 1860, the county's first census showed a population of 1,429. Early inhabitants were farmers and citrus growers. In the Secession Convention of 1861, Sumter County Representative David G. Leigh voted to leave the union.

After the state Legislature took a portion of Sumter and Orange counties to form Lake County, an election in 1881 established Sumterville as the new county seat.

By 1886, there were more than 100 orange growers in the County. The freeze of 1894-95 practically destroyed the citrus industry. Many of the farmers converted to cattle ranching. The success of that new industry brought more people to the county, and its population nearly doubled within ten years. The cattle industry became the most important industry rivaled only by the vegetable industry.

Central Beef Industries located in Center Hill, is responsible for approximately 98% of the beef processed in the State of Florida—about 800 head per day. Supplying this growing demand is accomplished in part by the Webster Cattle Market, the largest cattle auction house in the Southeastern US, generating over \$63 million in sales per year.

Although Sumter County has long been extremely rural, in recent years Sumter County has sustained an exceptionally large increase in population almost solely due to the expansion of The Villages® retirement complex that has dramatically changed the demographics of the county and has brought in significant income.

## Government and Institutional Descriptions

The Board of Sumter County Commissioners is the legislative and governing body of the County. There are five single member District Commissioners, each elected from one of five geographic areas of the County. The Commissioners are elected at large and serve four-year terms.

As shown in Table 14 below, there are five cities in Sumter County and two Census Designated Places (CDPs). The City of Wildwood is the most populated city (5.96% of the County's total population) followed by the City of Bushnell at 2.66 percent. In 2016, the majority of the County's population resided in the Villages® (61.15%), Lake Panasoffkee (2.97%) or in the unincorporated areas of the County (25.13%).

**Table 14. Annual Household Income Distribution**

Jurisdiction	Population	Percent
City of Bushnell	3,016	2.66%
City of Center Hill	1,051	0.93%
City of Coleman	508	0.45%
City of Webster	862	0.76%
City of Wildwood	6,776	5.96%
Lake Panasoffkee CDP	3,376	2.97%
The Villages CDP	69,457	61.15%
Sumter County	28,543	25.13%
<b>TOTAL</b>	<b>113,589</b>	<b>100.0%</b>

*\*CDP – Census Designated Place*

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

Figure 5 below displays Sumter County's city boundaries, the unincorporated areas of the County, and the County's two Census Designated Places (CDPs).

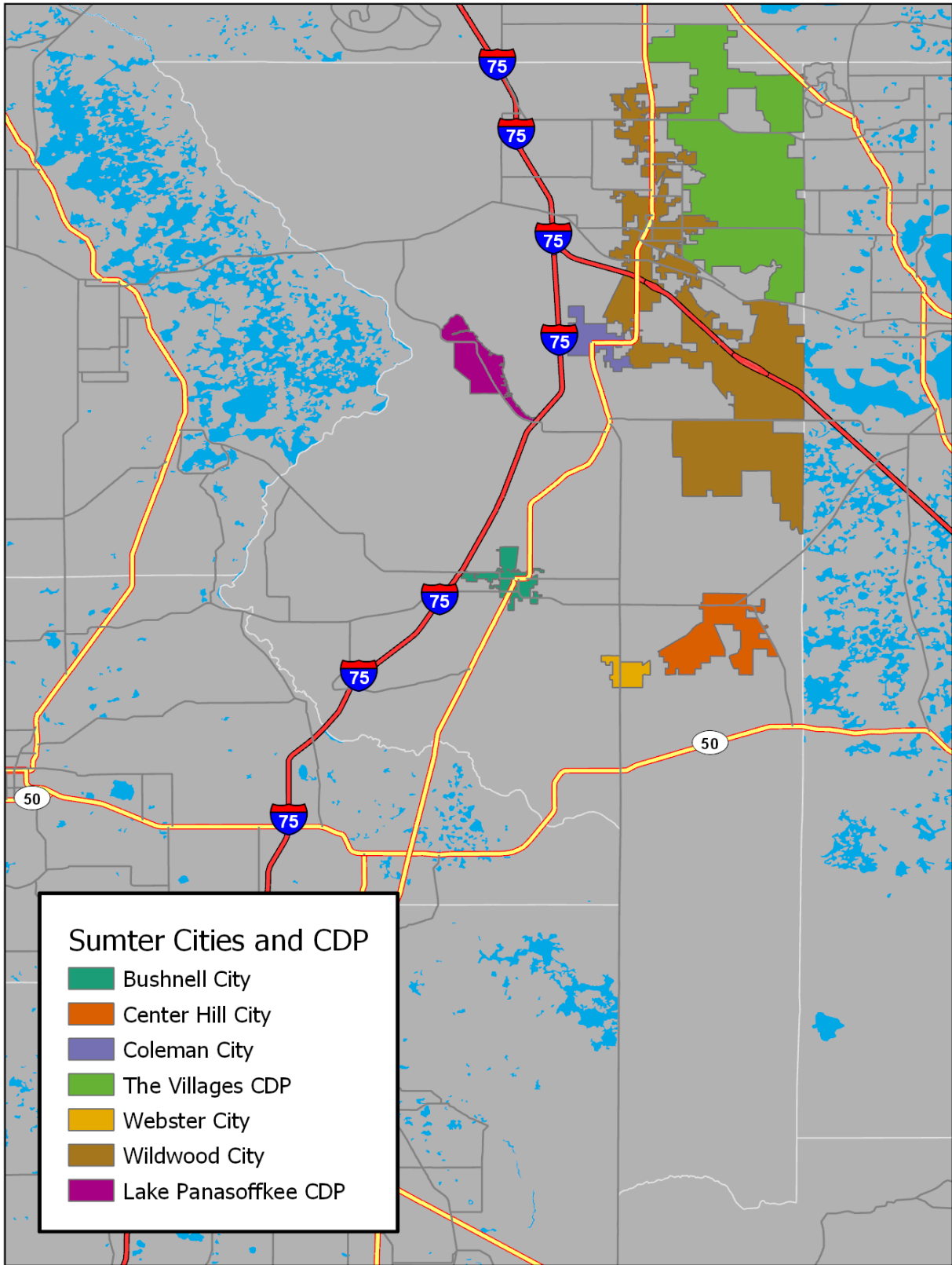


Figure 5. Sumter County Cities and Census Designated Place

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### ***Inventory of Available Services***

Sumter County Transit offers service Monday, Wednesday, and Friday on two deviated fixed routes as shown in Figures 6 and 7 below. The shuttles- provide transportation along two designated routes but can deviate off the route (up to 3/4 mile) to pick up or drop off. Reservations are required for all deviations. A bus on a shuttle route can be flagged down anywhere on the route just by waving your hand.



## Public Transportation



One-Way Fares \$1.50 (\$1.25 for senior citizens); \$2.00 to deviate up to 1/4 mile off the route (\$1.50 for senior citizens). Reservation required for deviations.



### Orange Shuttle

Monday / Wednesday / Friday

Please call 352-568-6683 if you require a deviation.



	Morning	Afternoon
<b>Center Hill</b>		
AA Discount Convenience Store	7:45 am	12:00 pm
<b>Webster</b>		
Webster Apartments I & II	8:00 am	12:15 pm
Beulah Baptist Church	8:15 am	12:25 pm
<b>Bushnell</b>		
Bushnell Health Department	8:22 am	12:35 pm
Bushnell Family Practice / Dollar General	8:30 am	12:45 pm
Walmart	8:40 am	12:55 pm
Bushnell Garden Apts	8:55 am	1:00 pm
Bushnell Plaza	9:00 am	1:05 pm
Misty Woods Apts	9:05 am	1:10 pm
Winn Dixie	9:15 am	1:15 pm
<b>Sumterville</b>		
Langley Health Services	9:35 am	1:40 pm
LSCC / Library	9:45 am	1:45 pm
<b>Bushnell</b>		
Winn Dixie	10:00 am	2:00 pm
Misty Woods Apts	10:05 am	2:05 pm
Bushnell Plaza	10:10 am	2:10 pm
Bushnell Garden Apts	10:15 am	2:15 pm
Walmart	10:30 am	2:30 pm
Bushnell Family Practice / Dollar General	10:40 am	2:40 pm
<b>Webster</b>		
Beulah Baptist Church	11:00 am	3:00 pm
Webster Apartments I & II	11:10 am	3:15 pm
<b>Center Hill</b>		
AA Discount Convenience Store	11:20 am	3:30 pm

Figure 6. Orange Shuttle



One-Way Fare: \$ 5.50 (\$ 2.25 for senior citizens); \$1.00 to deviate up to ¼ mile off the route (\$ 5.50 for senior citizens). Reservation required for deviations.

## Wildwood Circulator Schedule

Monday / Wednesday / Friday

Please call 352-568-6683 if you require a deviation.

Morning Stops	
Parkwood	8:45 AM
Wildwood Commons	8:55 AM
Wildwood Terrace Apartments	9:00 AM
Save-A-Lot	9:05 AM
Villages Sumter County Service Center	9:10 AM
Winn Dixie (Pinellas Plaza)	9:15 AM
Publix (Grand Traverse Plaza)	9:20 AM
Langley Health Services	9:40 AM
Lake-Sumter Community College (Orange Shuttle Connection)	9:45 AM
Villages Sumter County Service Center	10:10 AM
Winn Dixie (Pinellas Plaza)	10:15 AM
Publix (Grand Traverse Plaza)	10:20 AM
Parkwood	10:25 AM
Save-A-Lot	10:30 AM
Wildwood Terrace Apartments	10:35 AM
Wildwood Commons	10:40 AM
Moreland Park	10:48 AM
Walmart	11:00 AM
Publix (Southern Trace Plaza)	11:10 AM

Afternoon Stops	
Publix (Southern Trace Plaza)	12:20 PM
Walmart	12:30 PM
Moreland Park	12:42 PM
Wildwood Commons	12:50 PM
Wildwood Terrace Apartments	12:55 PM
Save-A-Lot	1:00 PM
Parkwood	1:05 PM
Villages Sumter County Service Center	1:12 PM
Winn Dixie (Pinellas Plaza)	1:15 PM
Publix (Grand Traverse Plaza)	1:20 PM
Langley Health Services	1:40 PM
Lake-Sumter Community College (Orange Shuttle Connections)	1:45 PM
Publix (Grand Traverse Plaza)	2:10 PM
Winn Dixie (Pinellas Plaza)	2:15 PM
Villages Sumter County Service Center	2:20 PM
Save-A-Lot	2:25 PM
Wildwood Terrace Apartments	2:30 PM
Wildwood Commons	2:35 PM
Parkwood	2:45 PM

Figure 7. Wildwood Circulator

In addition to the deviated fixed routes, Sumter County Transit also operates Transportation Disadvantaged (TD) services (as described later in the Service Plan section of this report). Additionally, there are a number of private transportation operators in Sumter County that serve the public (See Appendix A).

### **CTD Trend Analysis**

A trend analysis was completed to compare the performance of Sumter County’s paratransit services for FY 2013 through FY 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 and paratransit. The source for each of these data sets are the Annual Operating Reports (AOR) released by the Commission for Transportation Disadvantaged. The Annual Operating Reports are based upon locally reported data. Appendix B contains the most recent AOR (2017).

**Table 15. Sumter County CTC Trend Analysis**

Measure	2013	2014	2015	2016	2017
Total Passenger Trips	93,522	83,015	78,275	78,289	77,747
Total Vehicles	36	39	32	32	32
Total Vehicle Miles	917,137	851,996	609,530	571,187	532,769
Total Revenue Miles	635,777	692,849	504,775	450,538	437,345
Vehicle Miles Per Trip	9.11	9.26	7.79	7.30	6.94
Cost Per Paratransit Trip	\$22.21	\$22.03	\$19.88	\$19.30	\$17.51
Cost Per Total Mile	\$2.44	\$2.38	\$2.55	\$2.65	\$2.55
Accidents Per 100,000 Veh. Miles	1.41	0.52	0.82	0.18	0.19
Vehicle Miles Between Roadcalls	25,250	31,993	46,887	95,198	88,795

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

Sumter 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 and vehicle miles between road calls improved dramatically over the five-year trend period, especially in 2016 and 2017 when the system recorded only 0.18 and 0.19 accidents per 100,000 vehicle miles respectively. Figures 8 through Figure 16 display Sumter County’s five-year trend for each of the performance measures shown in Table 15 above.

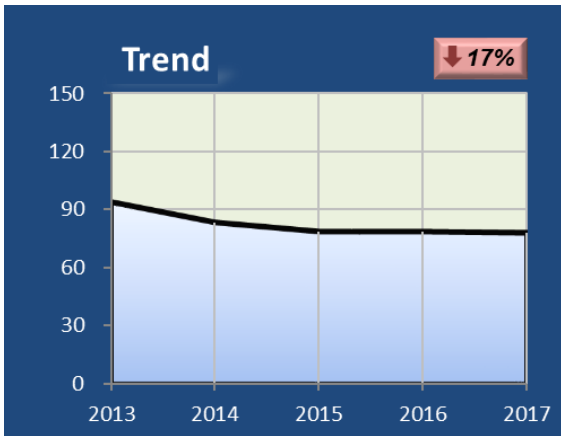


Figure 8. Passenger Trips (000's)



Figure 9. Total Vehicles

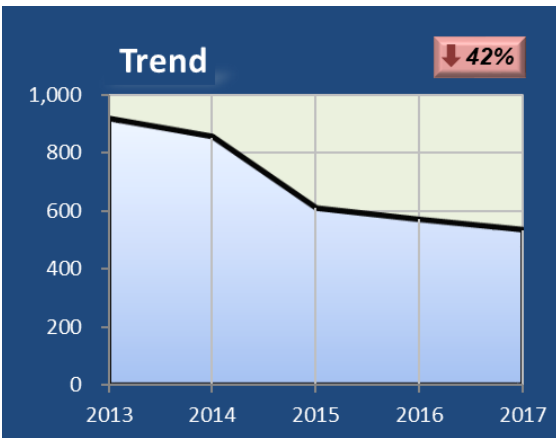


Figure 10. Total Vehicle Miles (000's)

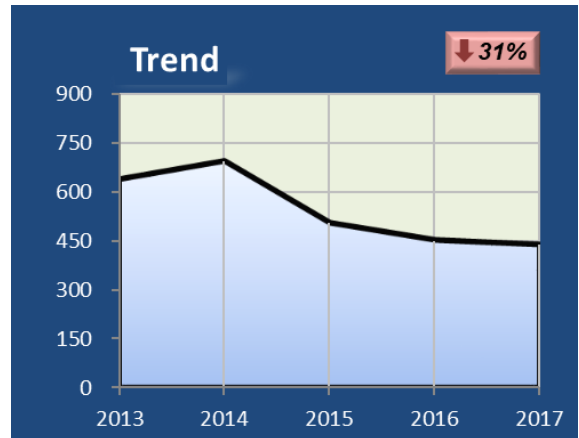


Figure 11. Total Revenue Miles (000's)

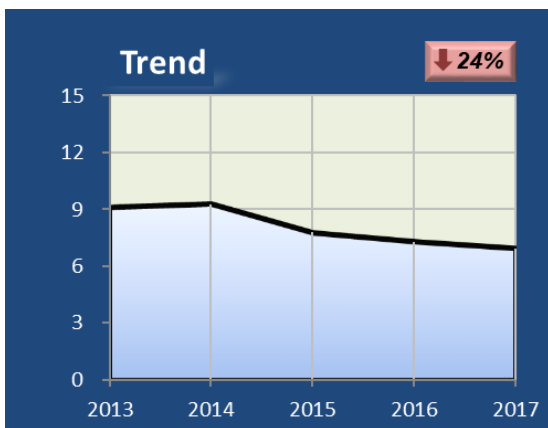


Figure 12. Vehicle Miles per Trip

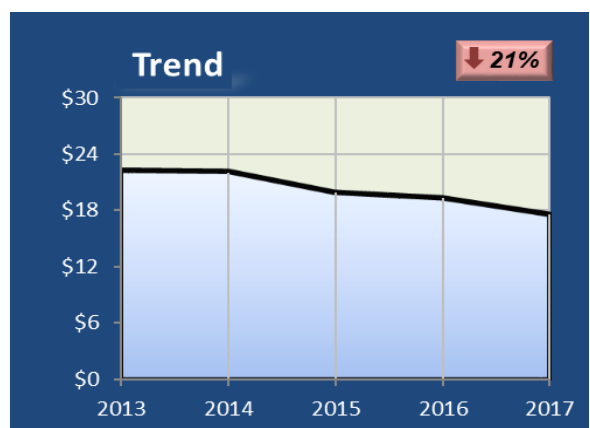


Figure 13. Cost per Paratransit Trip

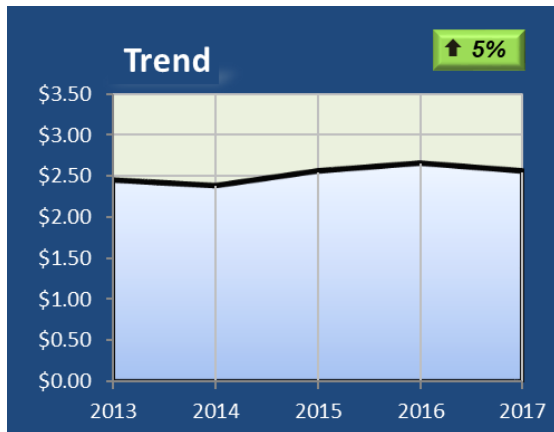


Figure 14. Cost per Total Mile

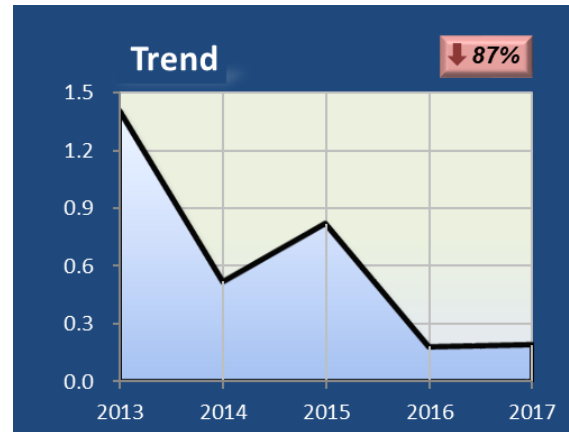


Figure 15. Accidents per 100,000 Veh. Miles



Figure 16. Vehicle Miles Between Roadcalls

### ***CTC Peer Review Analysis***

In this section, demographic characteristics of Sumter 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 within the Transportation Disadvantaged program. Sumter County 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 Sumter County CTC peer review include Citrus, Clay, Flagler, Lake, and Putnum Counties. Although these CTCs are not identical to Sumter County, they generally share similar demographic and systemic characteristics, as shown in Table 16. All five CTCs operate in rural service areas.

**Table 16. Peer CTC Characteristics**

Characteristics	Sumter	Citrus	Clay	Flagler	Lake	Putnum
Total Trips	77,457	220,434	143,424	110,453	163,516	130,947
No. of TD Passengers Served	1,678	10,533	3,155	8,437	1,713	2,216
Service Area Designation	Rural	Rural	Rural	Rural	Rural	Rural
Organization Type	County	County	Private Non-Profit	County	County	Private Non-Profit
Network Type	Complete Brokerage	Partial Brokerage	Sole Source	Sole Source	Complete Brokerage	Sole Source

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

**Peer Comparison: Demographics**

Table 17 contains information for each of the five peer counties on total population, potential TD 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. Table 18 shows that Sumter County is above the peer group mean in median age and median household income. Sumter County is below the average in total county population, potential TD population, population density, individuals below the poverty level and percent of households with no vehicle. Overall, Sumter County is older and more affluent as compared to its peers, and has a smaller population.

**Table 17. Demographic Comparison of Peer CTCs**

Measure	Citrus	Lake	Flagler	Clay	Putnum
<b>Total County Population</b>	140,453	317,586	102,917	200,346	74,364
<b>Potential TD Population</b>	105,278	142,145	33,259	69,471	48,000
<b>Population Density (pop/sq. mile)</b>	241.33	338.58	212.2	331.7	89.92
<b>Median Age</b>	55.7	46.7	50.1	39.4	44.5
<b>Individuals Below Poverty Level</b>	17.7%	13.5%	13.2%	10.2%	27.0%
<b>Median Household Income</b>	\$39,054	\$47,141	\$48,898	\$59,179	\$33,003
<b>% of Households with No Access to a Vehicle</b>	5.7%	5.5%	3.9%	3.1%	7.9%

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. Demographic Comparison Between Sumter County and Peer CTCs (2017)**

Measure	Sumter	Peer Average	% Difference
<b>Total County Population</b>	113,589	167,133	-32%
<b>Potential TD Population</b>	28,656	79,631	-64%
<b>Population Density (pop/sq. mile)</b>	207.66	242.7	-14%
<b>Median Age</b>	66.0	47.3	40%
<b>Individuals Below Poverty Level</b>	9.9%	16.3%	-39%
<b>Median Household Income</b>	\$52,594	\$45,455	16%
<b>% of Households with No Access to a Vehicle</b>	3.5%	5.2%	-33%

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 each of Sumter County’s peer CTCs as shown in Table 19. Table 20 shows that Sumter County is substantially below the peer mean for almost all of the measures. The only measures in which Sumter County was above the peer mean was cost per paratransit trip at 7 percent greater (\$17.51 versus \$16.31) and cost per total mile (\$2.55 versus \$2.49). Sumter County had the lowest accidents per 100,000 miles rate of any of its peers, just 0.19 per 100,000 miles (79 percent fewer than the peer average of 0.89).

**Table 19. Performance Measures for Peer CTCs (2017)**

Measure	Citrus	Lake	Flagler	Clay	Putnum
Total Passenger Trips	220,434	163,516	110,453	143,424	130,947
Total Vehicles	71	70	40	45	32
Total Vehicle Miles	739,927	1,525,982	709,122	1,184,198	801,609
Total Revenue Miles	419,838	1,213,065	636,795	987,234	641,287
Vehicle Miles Per Trip	3.36	19.70	6.42	8.26	6.12
Cost Per Paratransit Trip	\$9.13	\$21.98	\$13.74	\$17.87	\$18.85
Cost Per Total Mile	\$2.72	\$2.36	\$2.14	\$2.16	\$3.08
Accidents Per 100,000 Veh. Miles	1.49	2.03	0.28	0.42	0.25
Vehicle Miles Between Road Calls	33,633	169,555	177,281	148,025	31,300

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

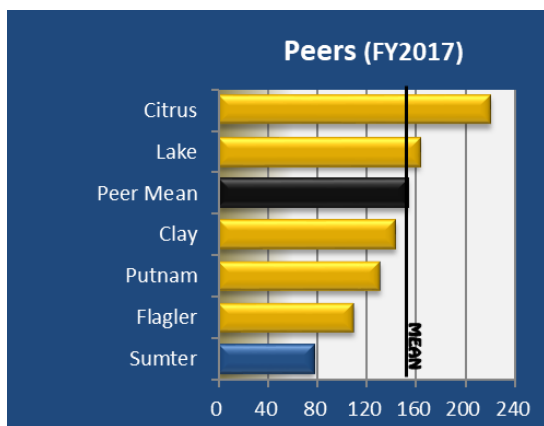


**Table 20. Performance Comparison Between Sumter County and Peer CTCs (2017)**

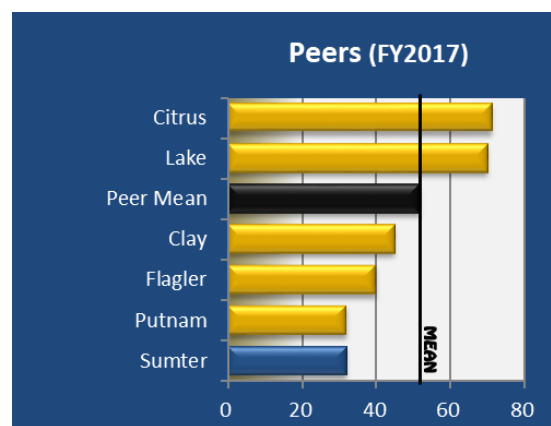
Measure	Sumter	Peer Average	% Difference
Total Passenger Trips	77,747	153,755	-50%
Total Vehicles	32	52	-38%
Total Vehicle Miles	532,769	992,168	-46%
Total Revenue Miles	437,345	779,644	-44%
Vehicle Miles Per Trip	6.94	9.23	-48%
Cost Per Paratransit Trip	\$17.51	\$16.31	7%
Cost Per Total Mile	\$2.55	\$2.49	2%
Accidents Per 100,000 Veh. Miles	0.19	0.89	-79%
Vehicle Miles Between Road Calls	88,795	111,959	-21%

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

Figures 17 through 25 show a graphical comparison of Sumter County with its peer counties and the peer mean. These comparisons provide helpful insight into how well Sumter 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 the Sumter County system.



**Figure 18. Passenger Trips (000's)**



**Figure 17. Total Vehicles**

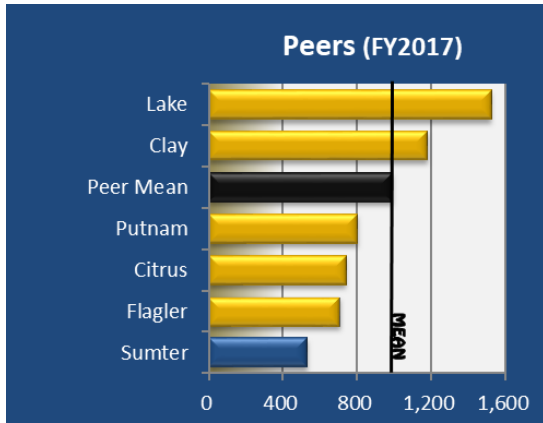


Figure 19. Total Vehicle Miles (000's)

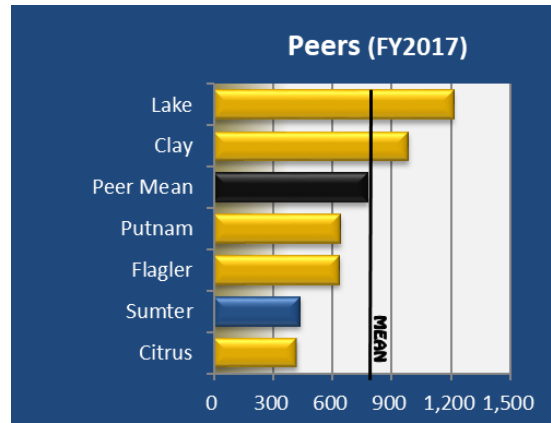


Figure 20. Total Revenue Miles (000's)

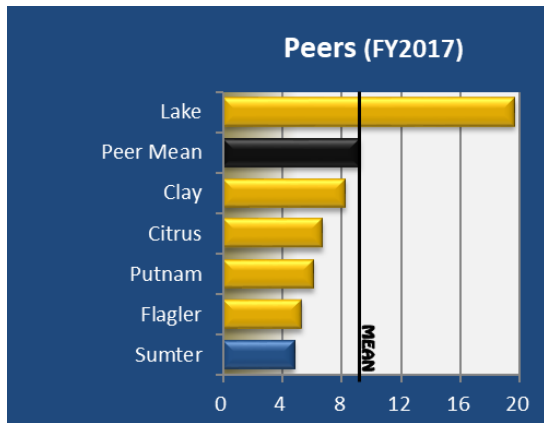


Figure 21. Vehicle Miles per Trip

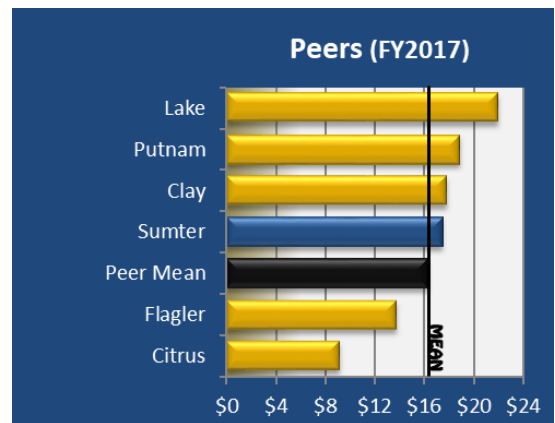


Figure 22. Cost per Paratransit Trip

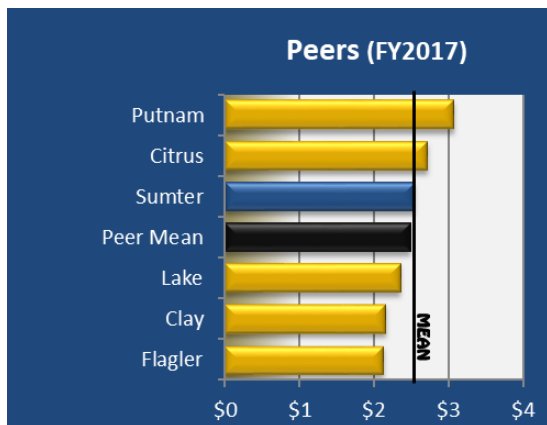


Figure 23. Cost per Total Mile

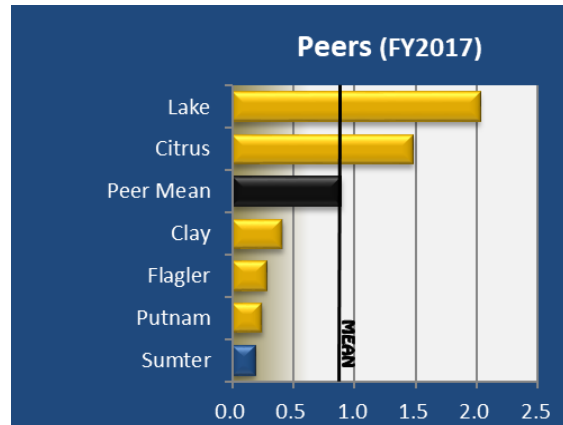
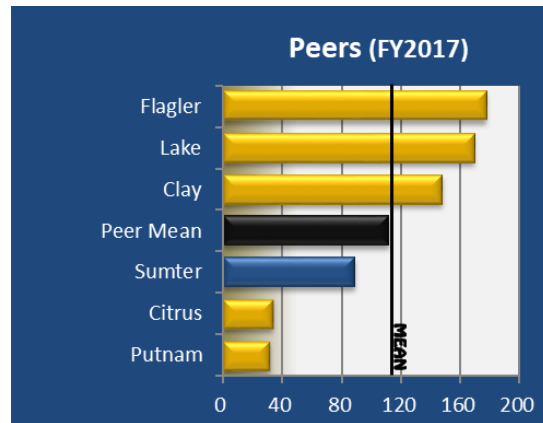


Figure 24. Accidents per 100,000 Veh Miles



**Figure 25. Vehicle Miles Between Road Calls**

### ***Needs Assessment***

According to the Bureau of Economic and Business Research, the population of Sumter County will increase by approximately 32 percent between 2018 and 2026 from an estimated population of 122,398 to a projected population of 161,032. As compared to the average of other Florida counties, Sumter County also has approximately 34 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 is estimated to increase from 1,344,069 in 2018 to 1,541,141 in 2026, 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.

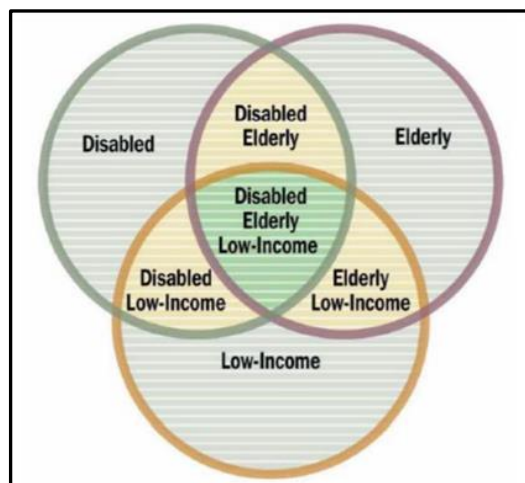
Following is a summary of several of the key factors and data analysis steps used to arrive at the TD demand estimates for Sumter County.

Utilizing 2012-2016 U.S Census American Community Survey information (the most current data available) the population estimates for the TD population is 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	2,026	1.8%	1,191	1.0%	0	0.0%	0	0.00%
5-17	6,194	5.4%	1,361	1.2%	715	0.6%	0	0.00%
18-34	9,384	8.2%	1,387	1.2%	1,092	1.0%	310	0.27%
35-64	27,209	23.8%	3,655	3.2%	3,546	3.1%	894	0.78%
<b>Total Non Elderly</b>	<b>44,813</b>	<b>39.2%</b>	<b>7,594</b>	<b>6.6%</b>	<b>5,353</b>	<b>4.7%</b>	<b>1,204</b>	<b>1.05%</b>
65-74	42,976	37.6%	1,742	1.5%	6,915	6.1%	352	0.31%
75+	26,496	23.2%	3,101	2.7%	10,903	9.5%	1,571	1.37%
<b>Total Elderly</b>	<b>69,472</b>	<b>60.8%</b>	<b>4,843</b>	<b>4.2%</b>	<b>17,818</b>	<b>15.6%</b>	<b>1,923</b>	<b>1.68%</b>
<b>Total</b>	<b>114,285</b>	<b>100%</b>	<b>12,437</b>	<b>10.9%</b>	<b>23,171</b>	<b>20.3%</b>	<b>3,127</b>	<b>2.74%</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 26 below.



**Figure 26. Category 1 TD Populations**

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



**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>											
<i>Disabled</i>	7,540	7,803	8,076	8,357	8,649	8,951	9,263	9,586	9,920	10,266	10,625
<i>Low Income Not Disabled No Auto/Transit</i>	2,532	2,621	2,712	2,807	2,905	3,006	3,111	3,219	3,332	3,448	3,568
<b>Total Critical Need TD Population</b>	<b>10,073</b>	<b>10,424</b>	<b>10,788</b>	<b>11,164</b>	<b>11,553</b>	<b>11,956</b>	<b>12,374</b>	<b>12,805</b>	<b>13,252</b>	<b>13,714</b>	<b>14,193</b>
<b>Daily Trips - Critical Need TD Population</b>											
<i>Severely Disabled</i>	369	382	396	410	424	439	454	470	486	503	521
<i>Low Income - Not Disabled - No Access</i>	4,809	4,977	5,150	5,330	5,516	5,708	5,907	6,113	6,327	6,547	6,776
<b>Total Daily Trips Critical Need TD Population</b>	<b>5,178</b>	<b>5,266</b>	<b>5,355</b>	<b>5,445</b>	<b>5,537</b>	<b>5,635</b>	<b>5,735</b>	<b>5,837</b>	<b>5,940</b>	<b>6,045</b>	<b>6,140</b>
<b>Annual Trips</b>	<b>1,299,766</b>	<b>1,321,732</b>	<b>1,344,069</b>	<b>1,366,784</b>	<b>1,389,883</b>	<b>1,414,483</b>	<b>1,439,520</b>	<b>1,464,999</b>	<b>1,490,930</b>	<b>1,517,319</b>	<b>1,541,141</b>

**Goals, Objectives, Strategies**

The mission of Sumter County Transit is to ensure all citizens of the County professional, efficient and cost effective transportation services. Sumter County Transit will provide safe, clean, comfortable and economical transportation and be alert to citizen needs and to prepare for those needs in a timely manner. To support its mission, the following goals, objectives and strategies were developed for the TDSP Major Update.

<b>GOAL 1 Provide an efficient, effective, and fully coordinated transportation system to meet the mobility needs of the transportation disadvantaged in Sumter 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 the paratransit system 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 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 Sumter County and neighboring counties.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<i>1.3.1. Pursue all available funding opportunities at the federal, state and local levels, and from private sources. Annually track and report potential new funding sources as part of the TDSP update.</i>	CTC/MPO	Annual
<i>1.3.2. Maximize existing coordination contracts and execute new ones where feasible, needed and cost effective</i>	CTC	Ongoing
<i>1.3.3. 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>	CTC	Ongoing
<i>1.3.4. Ensure cooperation between all social service transit providers, private sector providers, and the CTC.</i>	CTC/MPO	Ongoing
<i>1.3.5. Pursue coordination with transportation providers in other counties (e.g. Marion, Lake, and Hernando).</i>	CTC/MPO	Ongoing
<b>Objective 1.4</b> Identify and address actual or perceived barriers regarding coordination of transportation services in Sumter County.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<i>1.4.1. Research and discuss potential barriers to coordination with social service transit providers and others.</i>	CTC/MPO	Ongoing
<b>Objective 1.5</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>
<i>1.5.1. Provide guidance to TD patrons at local special events.</i>	CTC	Ongoing
<i>1.5.2. Provide mobility management/travel training for transportation disadvantaged customers that want to make use of other transportation services within the region.</i>	CTC/Operator	Ongoing

<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>
<i>2.1.1 Identify multi-loading opportunities such as group trips to major attractors.</i>	CTC	Quarterly
<i>2.1.2. 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>	CTC/MPO	Quarterly
<i>2.1.3 Monitor and report number of passenger trips per hou</i>	CTC/Operator	Quarterly

<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> Encourage contractors to use Intelligent Transportation (ITS), Global Positioning Systems (GPS), Mobile Data Terminals (MDTs), Computer Aided Dispatch (CAD), and Automatic Vehicle Location (AVL) to all new buses to assist with coordination of services and reduce duplications for a more coordinated process.	CTC/Operator	Annual
<b>Objective 2.3</b> 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> Annually review trip rates to ensure program sustainability.	CTC	Annual
<u>2.3.4.</u> Ensure all paratransit clients are subject to recertification every three years.	CTC	Ongoing
<b>Objective 2.4</b> 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

<b>Goal 3 For all transportation services that are operated, ensure a high level of service is provided, maintained, and improved as necessary.</b>		
<b>Objective 3.1</b> Maintain on-time performance of at least 96 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



<b>Objective 3.2</b> Ensure all performance criteria are maintained.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<i>3.2.1. Continue to monitor and report performance indicators on a monthly basis. These include: on-time performance, unduplicated passengers, cost per passenger trip and cost per vehicle mile. Include annual report in TDSP.</i>	CTC/MPO	Ongoing
<i>3.2.2. Continue to conduct weekly staff/customer service meetings to fully review complaints. Report findings to affected parties and take corrective action as necessary.</i>	CTC/MPO	Ongoing
<b>Objective 3.4</b> Maximize customer comfort.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<i>3.4.1. Randomly select a preset number of riders bi-monthly to conduct a post-trip rider phone survey and/or online survey tool.</i>	CTC/MPO	Ongoing
<i>3.4.2. Utilize "mystery riders" and cameras to ensure accountability of staff to riders.</i>	CTC	Ongoing
<i>3.4.3. Maintain the quality of vehicles by replacing older high mileage vehicles.</i>	CTC	Annual
<b>Objective 3.5</b> Increase avenues for customers to access information on the coordinated transportation system.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<i>3.5.1. Distribute schedules and system information in public places throughout the County for residents and visitors (e.g. shopping centers, chamber of commerce, clubs and community associations, etc.)</i>	CTC/Operator/MPO	Ongoing
<i>3.5.2. Develop an on-going public involvement process through surveys, discussion groups, interviews, public workshops, marketing efforts and other promotional activities.</i>	CTC/MPO	Annual
<i>3.5.3. Pursue marketing opportunities through community associations and organizations, (e.g newsletters, radio, television, print media, internet and social marketing).</i>	CTC/Operator/MPO	Ongoing
<i>3.5.4. Encourage marketing assistance from the TDCB and the CTD and obtain resources to expand marketing efforts.</i>	CTC/MPO	Ongoing
<i>3.5.5. Ensure that all websites and other electronic media are compliant with Section 508 of the Rehabilitation Act as amended in 1998.</i>	CTC/MPO	Annual

<u>3.5.6.</u> Update the Rider's Guide annually to reflect changes in policies and procedures.	CTC/Operator	Annual
<u>3.5.7.</u> Conduct informational and travel training workshops and training to organizations that serve persons with disabilities.	CTC/Operator/MPO	Ongoing
<u>3.5.8.</u> Distribute information to human service agencies in accessible formats.	CTC	Ongoing
<u>3.5.9.</u> Promote new and existing services in Sumter County through participation in community events such as FDOT's annual Mobility Week campaign.	CTC/MPO	Ongoing
<u>3.5.10.</u> Expand marketing and implementation of the Sumter County vanpool program.	CTC/MPO/Rethink	Annual
<u>3.5.11.</u> Promote and assist with ReThink for commuter assistance programs to target major employers and commuter options.	CTC/MPO/Rethink	Ongoing
<b>Objective 3.6</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>3.6.1.</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>3.6.2.</u> Work with local agencies and funding partners to ensure sufficient funding is available to provide agency trips.	CTC	Ongoing
<u>3.6.3.</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

**Goal 4 Encourage land use patterns that support and promote transit patronage through the clustering of mixed uses and other transit-oriented designs in medium and large scale planned developments.**

**Objective 4.1** Improve local knowledge of the benefits of transit supportive areas and land uses.

<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
<u>4.1.4.</u> Modify services to address the mobility needs of affordable/workforce housing development as appropriate.	CTC	Ongoing

<b>Objective 4.2</b> Improve public transportation connections to other modes of transportation.		
Strategies	Responsible Agency	Date
<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.		
Strategies	Responsible Agency	Date
<u>4.3.1.</u> Maximize effective migration 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 shuttle 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

**Goal 5 Ensure the safety of the passengers, drivers, the general public and property in the delivery of all transportation services.**

<b>Objective 5.1</b> Promote and educate the general public about the importance of transit safety.		
Strategies	Responsible Agency	Date
<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> Maintain a transit accident and incident database to effectively evaluate all events in order to establish corrective actions.	CTC/MPO	Ongoing
<u>5.1.3.</u> Regularly inspect operator and coordination contract vehicles, monitor drivers and adhere to the drug and alcohol program.	CTC	Annual
<u>5.1.4.</u> Monitor and track safety related comments and complaints and seek ways to minimize.	CTC/Operator	Ongoing
<u>5.1.5.</u> Maintain and analyze accident records to determine future actions deemed necessary to improve the overall safety record.	CTC/Operator/MPO	Ongoing
<u>5.1.6.</u> Ensure that services are provided in a safe and secure manner in accordance with CTD and FDOT standards and recommendations.	CTC/Operator	Ongoing
<u>5.1.7.</u> Complete and maintain Community Transportation of America (CTAA) Transit Safety Accreditation.	CTC/Operator	Ongoing
<u>5.1.8.</u> Identify and pursue additional opportunities for staff and contractor safety and security training (e.g. Certified Safety and Security Officer (CSSO) certificates.	CTC/Operator	Ongoing

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## Implementation Schedule

Beyond the strategies identified in the previous section that will be conducted by SCT staff and its partners, SCT's plans are focused on maintaining its current system. Based on anticipated funding levels in FY 2019 through FY 2023 (Section 5310, 5311, TD, general fund etc.), these grant programs will be used to fund operating and capital replacement needs for existing service levels.

The CTC will continue to evaluate and pursue potential new funding sources such as formula funding through the State Block Grant Program or discretionary programs to fund emerging expansion priorities appropriate to the relevant grant programs.

## Service Plan

### Operations

#### *Types, Hours and Days of Service*

The following types, hours and days of service provided or arranged by Sumter County Transit are available through Sumter County's coordinated transportation system:

- Mid-Florida Community Services Senior Programs  
Weekdays (excluding holidays) door to door trips to Wildwood and Sumterville congregate meal sites provided by SCT (ambulatory and wheelchair)
- Florida Department of Children and Family Services - Day Training Program Weekday  
Weekdays (excluding holidays) trips to SCARC Inc.'s Evaluation, Training and Employment Center in Bushnell, weekday (excluding holidays) trips for lawn maintenance crews to and from jobs, weekday (excluding holidays) community inclusion training trips and field trips provided by coordination contractor, SCARC, Inc., and SCT as back-up (ambulatory and wheelchair)
- Florida Commission for the Transportation Disadvantaged - Non-Sponsored Trips  
Weekdays (excluding holidays), 5 days/week door to door reservation and demand response trips for transportation disadvantaged individuals to various destinations in and out of the county provided by SCT and contracted transportation operators (ambulatory, wheelchair and stretcher)
- Florida Department of Transportation/Board of Sumter County Commissioners - General Public Trips  
Weekdays (excluding holidays), 5 days/week door to door reservation and demand trips for the general public to various destinations in and out of the county provided by SCT and contracted transportation operators (ambulatory, wheelchair and stretcher)

- Various

7:45 a.m. to 4:00 p.m. Monday-Wednesday-Friday service routes with deviations maps accessed on reservation (advance notification) or demand response (flexible stops along route) basis, operated by SCT (ambulatory and wheelchair)

To provide a consistent, cost effective and efficient operation, SCT has adopted the following service policies:

a) SCT will regulate expenditures to ensure a consistent level of service for all months of the year.

b) Trips will be funded in the following prioritized order:

1. Medical
2. Employment
3. Education and training
4. Nutritional
5. Life-sustaining/other

c) SCT restricts out-of-county trips to appointments between 9:00 a.m. and 2:00 p.m. and in-county trips to appointments between 8:30 a.m. and 3:00 p.m., noncontiguous counties 8:00 a.m. and 11:00 a.m.

d) In-county trips are encouraged when the required service is available. The local in-county medical facilities include but are not limited to: Langley Health Services, Bushnell Family Practice and the Villages/Lady Lake areas including the Villages Regional Medical Center. Langley Health Services is the primary Medicaid provider in Sumter County. Citizens are encouraged to schedule their medical appointments in Sumter County. When this is not the case, SCT encourages multi-passenger loads to the prioritized destinations out-of-county in the designated service area.

Historically, these prioritized out-of-county destinations are the ones most often requested and they generally offer a wide range of services. Therefore, unless approved otherwise by the sponsoring/purchasing agency or within the limits set out below, out-of-county trips will be to the following prioritized destinations when equivalent service can be obtained: Leesburg area, Summerfield/Mulberry Grove Ave., and Gainesville. SCT may require a rider to justify why he/she should be transported to destinations not in the prioritized order or to a non-prioritized destination.

e) Wheelchair ramps at trip pickup locations must meet American with Disabilities Act specifications (no more than 1 inch per 1-foot slope) in order for transportation services to be provided.

f) SCT's overall policy as a coordinator and transportation provider is to group trips to the maximum extent possible and to accommodate trip requests with the least expensive service available which meets the rider's needs.

Eligibility for program and sponsored general trips is determined by or through the agencies that purchase or provide those trips. Eligibility for non-sponsored trips subsidized by Transportation Disadvantaged Trust Fund is determined by SCT. Individuals who meet the definition of “transportation disadvantaged” in Chapter 427, F.S., and Rule 41-2, F.A.C., are considered to be eligible for those trips.

Eligibility Requirements for Transportation Disadvantaged Trust Fund (TDTF) Funded Trips are as follows:

- a) Customer has a physical or mental disability, as specified in the Americans with Disabilities Act (ADA); or
- b) Sumter County residents under age 19 and over the age of 55; or
- c) Individuals and households with income status of less than 200% of the Federal poverty level as indicated in the chart below; or
- d) No other funding agency is responsible for a passenger’s transportation; or
- e) The customers are unable to provide their own transportation.

**Table 25. 2018 Poverty Guidelines**

2018 Health and Human Services Poverty Guidelines (200%)	
Persons Family/Household	Poverty Guideline
1	\$24,820
2	\$32,920
3	\$41,560
4	\$50,200
5	\$58,840
6	\$67,480
7	\$76,120
8	\$84,760

### ***Accessing Services***

#### ***Requesting Services During Office Hours***

Riders are encouraged to make arrangements for reservation and demand response transportation services 3 days in advance of needed trip by calling SCT's office in Wildwood at (352) 568-6683 between 8:00 A.M. and 1:00 P.M. weekdays, excluding holidays. Holidays include: New Year’s Day, Memorial Day (observed), Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. SCT has a toll-free number (1- 866-568-6606) for doctors calling from outside the local calling area during its office hours. Individuals who use TDDs can reach SCT through the Florida Relay Service (1- 800-955-8771).

#### ***Requesting Services after Hours and on Holidays***

Calls to SCT’s office between 5:00 P.M. and 8:00 A.M. and on holidays are received by voice mail. If the call is for emergency transportation, the caller is instructed to hang-up and dial 911. If the call is for non-emergency transportation to be provided at a time prior to SCT’s next business day, the caller is

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instructed to contact the on-call provider, which is preauthorized to provide transportation to and from Leesburg Regional Medical Center and Villages Regional Medical Center emergency rooms.

If the call is for transportation to be provided on SCT's next business day, the caller is instructed to contact the SCT office during reservation hours: 8:00 A.M. and 1:00 P.M.

Requests for transportation for customers residing in a contiguous county, who have been released from hospitals located in Sumter County, will be the responsibility of the county in which the customer resides.

### Advance Notification

Reservation trips require at least a three-day notice. Demand response trips do not have a prior notice requirement, but will be provided only if they can be added to the previously arranged schedule for the day. The deviated fixed routes are available to riders who flag down the van/bus without any advance notification. If a deviation off the service route is needed, a prior day's notice is required. Agencies and riders are encouraged to request all door-to-door trips three days in advance to maximize SCT's ability to group trips.

### Pick-up Times, Trip Cancellations and No-Shows

- Pick-up times  
To maximize multi-loading when traveling to appointments, riders must be ready for pickup as follows:
  - To destinations within the county - at least one and one-half (1&1/2) hours prior to their appointment time.
  - To destinations in counties contiguous to Sumter County - at least two (2) hours prior to their appointment time.
  - To destinations in counties not contiguous to Sumter County - at least three (3) hours prior to their appointment time.
- Cancellations  
Riders can cancel scheduled trips by calling (352) 568-6683. Riders will be issued a cancellation confirmation number negating a "no show" penalty. SCT requests notification of cancellations as early as possible but allows riders to cancel trips without penalty up to the earliest applicable pickup time specified above.
- No Shows  
Scheduled trips that are not canceled prior to the earliest applicable pickup time specified above are treated as "no shows." "No shows" result when riders are not at their arranged pickup locations, or are not ready to board the vehicle at their earliest applicable pickup time.

When a "no-show" occurs, the driver leaves a copy of SCT's "no show" policy at the pickup location. Three "no shows" within a 90-day period are grounds for up to a one-month suspension of service. SCT will provide written notice to a rider and the purchasing agency, if

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applicable, when suspending a rider's service. A suspension may be waived if there are extenuating circumstances or the rider demonstrates the problems causing the "no shows" have been resolved. It is the goal of the CTC to achieve less than two (2) percent no-shows by passenger education and imposing a fee of \$2.00 for each no-show. A "no show" fee of \$2.00 will be assessed for each "no show". The fee will be added to the passenger's next fare collection for their next trip, and/or will be billed to them for collection purposes.

### SCT On-Time Performance

On-time performance is defined as delivering the rider to the location of his/her appointment prior to the time of such appointment. SCT's performance standard is to be on time for at least 96% of its rider appointments. To accomplish this, it is imperative that the rider complies with the pick-up time policy specified above.

### ***Transportation Operators and Coordination Contractors***

#### Transportation Operator Contracts

A CTC may contract with a public, private for-profit, private not for profit entity, or a volunteer to provide trips within a coordinated transportation system when the CTC is unable to provide the trips or when the trips can be provided by the contract entity more cost-effectively and efficiently than by the CTC.

Contracts may be with a particular operator(s) selected through a Request for Proposal (RFP) process or with all qualified operators identified through a Request for Qualifications (RFQ) process with trips assigned on a rotation or other basis. If needed, SCT will secure the services of additional transportation operator(s) through: (1) negotiation or by contract, if possible, if the services are needed on very short notice, or (2) use of competitive selection process as recommended by the Sumter County Transportation Disadvantaged Coordinating Board (TDCB). Newspaper advertisements and Demand Star will be used to notify operators of potential contracting opportunities. The TDCB reviews and recommends approval or disapproval of transportation operator contracts.

SCT, in cooperation with the TDCB, reviews transportation operator contracts annually to determine whether their continuation is the most cost effective and efficient utilization possible.

SCT's current operator, Ride Right, LLC, was selected through a RFP process. Ride Right operates the door-to-door and deviated fixed routes providing ambulatory, wheelchair and stretcher services for the Transportation Disadvantaged and other members of the general public.

Ride Right, LLC.

Contact: Mark Nelson, Operations Manager

Address: 1525 Industrial Drive, Wildwood, FL 34785

Phone: 352-568-6683



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### Coordination Contracts

Coordination contracts are appropriate for agencies/ organizations that receive Transportation Disadvantaged funds (e.g., Section 5310 grants for vehicle purchases) and are able to demonstrate it is more cost-effective and efficient from a total system perspective for them to provide some or all of their own transportation services. In negotiating each coordination contract, SCT considers whether the contract will promote effective utilization of vehicles in the county's coordinated transportation system, comparative costs, the particular needs of the organization involved, and the intangible benefits of having the organization serve as a transportation provider.

All coordination contracts are submitted to the TDCB for approval. In addition, SCT, in cooperation with the TDCB, reviews coordination contracts annually to determine whether continuation is the most cost-effective and efficient utilization possible.

SCT may secure additional coordination contracts in the future, but it currently has a coordination contract with the following organization:

SCARC, Inc.

Contact: Marsha Woodard Perkins, Executive Director

Address: 213 West McCollum Avenue, Bushnell, Florida 33513

Phone: (352) 793-5156

Clients: Agency for Person with Disabilities providing ambulatory and wheelchair services

Service: Medical, employment and life-sustaining door to door

Hours: 8:00 a.m. to 5:00 p.m. weekdays

### ***Public Transit Utilization***

The public transit system in Sumter County consists of the two deviated fixed routes (Orange Shuttle and Wildwood Circulator) as previously described.

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 26, Sumter County Transit's deviated fixed route has decreased over the last five years from 9,510 in FY 2013 to 3,481 in FY 2017.

**Table 26. Deviated Fixed Route Ridership**

Deviated Fixed Route	
FY	Ridership
FY 13	9,510
FY 14	7,560
FY 15	4,287
FY 16	3,357
FY 17	3,481

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### ***School Bus Utilization***

There is no agreement between SCT and the Sumter County School Board for the provision of transportation services within the coordinated system.

### ***Vehicle Inventory***

There are a total of 32 vehicles operating in the Sumter County coordinated system. SCT currently operates 22 vehicles and the Coordination Contractors (SARC) operate ten.

The SCT 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. As SCT 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 Sumter County's System Safety Program Approval is included in Appendix D.

### ***Inter-County Services***

SCT will continue its efforts to coordinate transportation services between Sumter and Lake Counties with the Lake~Sumter Metropolitan Planning Organization. SCT will continue its efforts to identify opportunities for coordinating transportation services on a regional basis and pursue those opportunities as appropriate.

### ***Emergency Preparedness and Response***

SCT is the primary agency responsible for transportation in Sumter County's Emergency Support Function Plan. The Sumter County Emergency Support Function Plan provides for the coordination of transportation support to state and local government entities, voluntary organizations and federal agencies requiring transportation capacity to perform disaster assistance missions following a catastrophic hurricane, significant natural disaster or other event. SCT's primary responsibilities in the event of an emergency include:

1. Implement emergency related functions to include prioritization and allocation and /or tasking of all public sector transportation capacity;
2. Coordinate the provisions of transportation capacity in support of disaster relief and recovery efforts;

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3. Act as team leader and point of contact for the Transportation Emergency Support Function (ESF 1) at the Emergency Operations Center (EOC);
  4. Direct ESF resources and personnel in support of assigned missions;
  5. Set up fuel supply priority for securing operation supplies during events; and
  6. Provide transportation as needed for special needs people and their crated pets.

### ***Education Efforts and Marketing***

Community awareness of Sumter County's coordinated transportation system and ridership are promoted through various education and marketing efforts. These efforts include:

1. Producing literature (e.g., flyers and posters) and distributing widely in doctors' offices, county public health clinics, nursing homes and assisted living facilities, and at sites such as stores and post offices frequented by the public;
2. Meeting with representatives from agencies and organizations which provide transportation services for county residents or work with individuals likely to need assistance with transportation;
3. Making presentations before civic, social and other groups;
4. Involving the local media (public service announcements, news releases and stories, and advertisements as funding permits);
5. Having an information booth at the annual Sumter County Fair and Government Day;
6. Requesting listings in the information pages of the local telephone book; and
7. Painting or marking SCT's vans distinctively to attract attention.

### ***Acceptable Alternatives***

There have been no alternatives approved for use in Sumter County under Chapter 427.016(1)(a), F.S., and Rule 41-2.015(2-3) F.A.C.

### ***Service Standards***

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

#### ***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 CTC and contracted operators shall maintain a drug and alcohol testing program for safety-sensitive employees meeting the requirements of the Federal Transit Administration regulations: 49 CFR Part 655, "Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations," and 49 CFR Part 40, "Procedures for Transportation Workplace Drug and Alcohol Testing Programs."

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### *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:** Passengers, who because of age or disability require an escort to ensure their well-being, or the well-being of others, shall be charged the regular fare for their trips but shall be allowed an escort at no additional charge. Dependent children, defined here as children under fifteen (15) years of age, shall be charged the regular fare for their trips and shall be accompanied by an escort, individually or as a family group, at no additional charge.

### *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 are not required on SCT's Public bus service, however, if used it is the responsibility of the parent to secure the devices.

### *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:** Passenger property that can be carried by the passenger and/or driver (maximum of thirty (30) pounds) and can be safely stowed on a vehicle shall be allowed at no additional charge. The amount of passenger property allowed is subject to the following conditions due to limited space: (a) no more than five (5) plastic grocery bags or three (3) paper grocery bags per passenger, and (b) no more than one (1) laundry bag per passenger (plastic bag or enclosed in plastic bag).

### *Vehicle Transfer Points*

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

**CTC Standard:** All vehicle transfer points will provide adequate shelter from inclement weather. Transfer points will be in open, safe and secure area as provided to the general public.

### *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*

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*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:** All vehicles of the CTC will have the local phone number for complaints or grievances as well as the TD Helpline number clearly posted inside all vehicle. All vehicles will have the TDD and the Florida Department of Transportation District 5 phone lines listed. These phone numbers will also be included in the brochures and customer information packets provided by the CTC. Local Number 352-689-4447, TDD Toll Free Number 1-800-955-8771, FDOT Toll Free Number 1-877-385-7526.

#### *Out-of-Service-Area Trips*

*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:** Out-of-service-area trips include all trips outside of Sumter County and are limited to the CTC's general service area, with medical trips having priority. Out-of-service-area trips are available on a 24-hour/7-day basis subject to trip priorities, advance notification requirements/prior scheduling and any purchasing agency restrictions.

#### *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:** The interiors of CTC vehicles shall be cleaned as needed as transportation services are being provided and after each day's service to ensure they remain free of dirt, grime, oil or trash and free of damage such as torn upholstery or hazards such as broken seats that might cause discomfort or injury to a passenger. In addition, the exteriors of CTC vehicles shall be cleaned at least weekly or as needed.

#### *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:** Billed amounts owed to subcontractors for services rendered shall be paid by the CTC within seven (7) calendar days of the CTC's receipt of payment from the purchasing agency.

#### *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.*

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**CTC Standard:** The CTC shall maintain a computer data record on each passenger it provides or arranges transportation services for within the coordinated system including, at a minimum, the following information: name, address, phone number (if available), funding source eligibility, any special requirements and trip history. The computer data records shall be backed up with scanned records held for a period of five (5) years. In addition, the CTC shall maintain access to subcontractor data on passengers through contract requirements.

#### *Adequate Seating*

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

**CTC Standard:** Adequate seating will be provided for each passenger and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a CTC or subcontractor 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:** All drivers shall wear a photo identification badge at all times and identify themselves by name and agency in a manner conducive to effective communication, except in situations where the driver regularly transports the rider on a recurring basis.

#### *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.*

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**CTC Standard:** All drivers of the CTC shall provide passengers with boarding assistance, if necessary or requested, to the seating portion of the vehicle. That assistance shall 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 shall open building doors for passengers. Assisted access must be in a dignified manner. Drivers may not assist passengers in wheelchairs up or down more than one step unless that assistance *can be performed safely as determined by the passenger, guardian (if applicable) and driver.*

### ***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:** Smoking is prohibited on all vehicles used within the coordinated system. Eating and drinking on CTC vehicles are not permitted but exceptions are made for passengers who need to eat or drink during their trips for medical reasons.

### *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:** Passenger no-shows include the following: (1) scheduled trips that are not canceled prior to the earliest applicable pickup time, and (2) passengers who are not at their arranged pickup locations at their scheduled pickup times or are not ready to board the vehicle at their earliest applicable pickup times.

When a no-show occurs, the driver shall leave a copy of the CTC's no-show policy at the pickup location. Three (3) no-shows within a three (3)-month period shall be grounds for up to a one (1)-month suspension of service. The CTC shall provide written notice to the passenger and the purchasing agency, if applicable, prior to suspending a passenger's service. A suspension may be waived if there are extenuating circumstances or the passenger demonstrates the problems causing the no-shows have been resolved.

It is the goal of the CTC to achieve less than two (2) percent No Shows by passenger education and imposing a fee of \$2 for No Shows.

### *Two-Way Communication Rule*

*41-2.006 (4)(p) All vehicles ordered or put into service after adoption of this section of 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.*

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**CTC Standard:** All CTC and subcontractor vehicles used to provide transportation services within the coordinated system shall be equipped with working two-way communication devices that provide audible communications between the driver and base at all times.

*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 CTC and subcontractor vehicles used to provide transportation services 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.

*First Aid*

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

**CTC Standard:** All CTC and contracted employees are required to qualify in First Aid within three (3) months of employment and remain qualified in First Aid thereafter. Contractors are not to provide nor administer oxygen as part of its contract. In the event a passenger requires the administration of oxygen during any transport, oxygen shall be provided and administered by the passenger. In the event the operator provides oxygen for such passengers, it will be done at the sole expense and liability of the operator and the operator shall indemnify and hold harmless Sumter County from and against any liability that may arise from providing oxygen services to passengers.

*CPR Rule*

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

**CTC Standard:** All CTC and contracted employees are required to qualify in CPR within (3) months of employment and remain qualified in CPR thereafter.

*Driver Criminal Background Screening*

*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 and contracted operators shall perform a criminal history background check, through the Florida Department of Law Enforcement, and E-Verify on all of its employees and require its subcontractors to do the same for their drivers.

*Public Transit Ridership*



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*Rule 41-2.006 (4)(u) In areas where fixed route transportation is available, the CTC should jointly establish with the TDCB a percentage of total trips that will be placed on the fixed route system.*

**CTC Standard:** The CTC does not currently offer a fixed route service.

#### *Pick-up Window*

*Rule 41-2.006 (4)(v) The CTC should establish and address the passenger pick-up windows in the local TDSP. This policy should also be communicated to contracted operators, drivers, purchasing agencies and passengers.*

**CTC Standard:** The pickup windows for passengers traveling to appointments shall be as follows: To destinations within the county -- one and one-half (1 & 1/2) hours prior to their appointment time. To destinations in counties contiguous to Sumter County -- two (2) hours prior to their appointment time. To destinations in counties not contiguous to Sumter County -- three (3) hours prior to their appointment time.

#### *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 on-time performance standard for the CTC is delivery of passengers to locations of their appointments prior to their appointment times at least ninety-six (96) percent of the time.

#### *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:** Reservation trips shall require at least 24 hours advance notification, however, a three-day advance reservation is recommended. Also, demand response (same day) trips shall not have a prior notice requirement but shall be provided only if they can be added to the previously arranged schedule for the day.

#### *Accidents*

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

**CTC Standard:** Accidents should not exceed 1.4 accidents per 100,000 vehicle miles.

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### *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:** Road calls should not exceed 4 per 100,000 vehicle miles.

### *Call Hold Time*

*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:** Call hold time should not exceed 2 minutes.

### *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:**

1. A drug and alcohol policy has been developed in accordance with the Federal Transit Administration (FTA) requirements and is available upon request.
2. FDOT vehicle ID number (if applicable) is displayed on every vehicle. Telephone numbers for complaints/compliments is listed in every vehicle, which is 689-4447. The CTD Ombudsman number 1-800-983-2435 and TDD services available through Florida Relay Services provided by the Commission for the transportation Disadvantaged at 1-800-955-8771.
3. System or service complaints are addressed by the CTC and can be received by telephone or mail. A process for assisting individual or agencies that do not agree with the complaint resolution can utilize the established Grievance process.
4. Vehicle interiors shall be free of dirt, grime, oil, trash, torn upholstery, damage or broken seats, protruding metal, and/or other objects/materials, which could soil items, placed in the vehicle or provide discomfort to the passenger. Interior of the vehicles shall be cleaned daily and exterior weekly.
5. All vehicles in the Coordinated System are equipped with operating air and heating, as well as two-way communication systems.
6. All drivers in the Coordinated System are required to:

- 
- a) Be certified in First Aid;
  - b) Be certified in CPR;
  - c) Wear Identification Badge at all times during passenger transport;
  - d) Successfully complete an FDLE criminal background check prior to hire;
  - e) Successfully complete a 3 year DMV driver background check prior to hire;
  - f) Successfully complete an FDOT drug and alcohol exam prior to hire;
  - g) Successfully complete an FDOT physical evaluation exam prior to hire and the every 2 years; and
  - h) On time performance standard of all trips to the scheduled arrival time of 96%.

### *Service Effectiveness*

**TDSP Requirement:** Service Effectiveness standards should be jointly established by the CTC and the TDCB. These standards should give the TDCB information on how effectively the CTC is operating and can include: trips/vehicle mile, trips/vehicle hour, and trips/capita. The data for establishing these standards can be found in the CTC's Annual Operating Report.

**CTC Standard:** The 2016-2017 values for the following service effectiveness measures: Passenger trips/driver hour for the coordinated system 2.39, Cost per trip \$18.92; Average trip/paratransit passenger 19.94.

### *Contract Monitoring*

**TDSP Requirement:** The CTC should have a written contract monitoring process in place to evaluate its coordination contractors and transportation operators.

**CTC Standard:** The CTC shall have a written contract monitoring process to evaluate its coordination contractors and transportation operators.

### *Complaints*

**TDSP Requirement:** The CTC and TDCB should jointly establish a standard for complaints.

**CTC Standard:** Complaints should not exceed one percent of total passenger trips. Complaints include those received from passengers and others (CTC service complaint log) and those identified through regular passenger surveys conducted by the CTC. Page 63 Sumter County Transportation Disadvantaged Service Plan 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.

### ***Local Complaint and Grievance Procedure Process***

The CTC and TDCB are responsible for developing and implementing service complaint and grievance procedures. Service complaints are handled by the CTC. If the complaint cannot be resolved by the CTC, the complaint will become a grievance. A grievance is defined as an unresolved service complaint regarding the operation or administration of services. The TDCB has established policy and procedures

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to deal with grievances. It is the intent of the CTC to encourage the resolution of service complaints before it escalates to a grievance.

Service complaints can be defined as customer incidents or concerns normally involving some operational aspect of daily service. These include, but are not limited to:

- Late pickup and drop off
- No show by transportation operator
- No show by client
- Client behavior
- Driver behavior
- Passenger discomfort
- Service denial

Service complaints are telephoned or mailed in a letter to the CTC. Each vehicle has a poster, prominently displayed, which advertises the appropriate phone number for patrons to call with concerns. Once a complaint is received, a complaint/response form is filled out by the CTC with an appropriate cover letter. The completed complaint form with cover letter is given to the applicable transportation provider. A copy is retained by the CTC for follow up.

The transportation provider will immediately investigate the complaint to determine the appropriate response. The provider is responsible for responding, in writing to the CTC, to the complainant within 72 hours from receipt of notification. The provider must ensure the response clearly addresses the complaint. Complaints, which are found to be invalid or baseless, must still be responded to.

Following receipt of the response, the CTC will review and complete the applicable portion of the complaint/response form. If a service complaint evolves into an unresolved complaint (grievance), the complainant should be requested to demonstrate their concern in writing as clearly as possible. Grievances are then heard by the TDCB.

### ***CTC Monitoring Procedures for Coordination Contractors***

The CTC monitors its coordination contractors and subcontractors for compliance with contract requirements. The CTC requires operators and coordination contractors to enter into the Commission for Transportation Disadvantaged's (CTD) Standard Coordination Contract. The CTD Standards and Performance Requirements serve as the written monitoring process for the contract.

The same criteria used to negotiate coordination contracts are used to make annual determinations of whether their continuation is the most cost-effective and efficient utilization possible.

### ***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 Sumter County the Designated Official Planning Agency is the Lake~Sumter Metropolitan

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Planning Organization (MPO). The MPO board appoints the TDCB members. While the TDCB does not review the performance of the planning agency, their input, suggestions, and requests are transmitted directly to the MPO for discussion and action.

### **Cost/Revenue Allocation and Rate Structure Justification**

For the purposes of cost reimbursement, there are three types of funding. They are as follows:

- a) "Sponsored". Rates for sponsored trips are paid by agencies/organizations, typically pursuant to purchase of service contracts or agreements between the agencies/organizations and SCT. Sponsored trips can be for the purpose of allowing individuals to participate in specific programs (program trips) or for other purposes (medical care, general trips). Sponsored trips may be either reservation or demand response service.
- b) "Non-sponsored Transportation Disadvantaged". Rates for trips provided to transportation-disadvantaged riders that are not sponsored by an agency/organization are normally 90% subsidized by grants from the Transportation Disadvantaged Trust Fund. Transportation disadvantaged riders pay approximately 10 percent (10%) of the rate as a fare for non-sponsored trips. Non-sponsored trips typically fall into the reservation or demand response service category.
- c) "General Public". Rates for all other trips are 50% subsidized by Section 5311 operating grants from the Federal Transit Administration and the Board of Sumter County Commissioners. General public riders pay approximately 10% of the rate as a fare for trips. General public trips typically fall into the reservation, demand response service, or deviated fixed route categories.

### Rate/Fare Structure

The Florida Commission for the Transportation Disadvantaged has established a Rate Calculation Model to be used as the standard in developing rates for transportation services arranged or provided by Community Transportation Coordinators. The CTD's Rate Calculation Model is updated annually by SCT to reflect changes in revenues and expenditures related to providing transportation services. The model was used by SCT to determine the latest rates provided. See Appendix E for the FY 2018-2019 Rate Model Calculations.

Based on the results of the Rate Calculation Model, the following rates and fares are established for the purposes of agency cost reimbursement, purchase of services and general public ridership for trips provided by SCT:

- a) Reservation/Demand Response Service:  
  
Sponsored Riders - The charge to the sponsoring agency/organization will be \$23.61 for ambulatory passengers and \$40.48 for wheelchair passengers.
- b) Non-sponsored Transportation Disadvantaged Riders – The charge to the FCTD will be \$23.61 for ambulatory passengers and \$40.48 for wheelchair passengers.
- c) General public - Charge to riders (farebox) is a portion of the fully allocated trip cost.

- 
- d) Escorts - The charge to sponsoring agency for escorts will be \$23.61.
  - e) Service Routes - The fares for riders who board or disembark from the deviated fixed routes will be \$0.50 if no deviation or \$1.00 with deviation.
  - f) SCARC, Inc. - Per trip rates are set by the Agency for Persons with Disabilities Program Office by level and type of trip.

#### Cost Standards

SCT established a management information system to fully report allocated costs on a per one-way passenger trip, per system vehicle mile, and per driver hour basis for each mode or type of service provided.

Fully allocated costs are based on the cost accounting categories described in The Florida Commission for the Transportation Disadvantaged Rate Calculation Model.

Fares will be based on the fully allocated cost and the latest operational statistics available. Calculations and operational data used in determining fares will be in a format suitable for review by funding sources.

#### Plan Fund Disbursement Rate Mechanism

SCT will monitor its trip activity and expenditures to ensure that its level of service for non-sponsored and public trips is consistent throughout the year. This will be done by controlling the number and types of trips provided each day. Riders whose medical trips cannot be provided on the day requested will be given first priority for the following day.

Because non-sponsored and public transportation funds are limited, SCT's policy is to give priority to medical trips for in and out-of-county travel. During the service plan year, SCT may need to install additional mechanisms for controlling the rate at which these funds are used. If warranted by the level of expressed demand, SCT, in cooperation with the Sumter County Transportation Disadvantaged Coordinating Board, will consider establishing one or more additional mechanisms (e.g., adjustments to advance notice requirements and hours/days of service).

#### Eligibility Criteria

Riders meeting the definition of transportation disadvantaged in Chapter 427, Part I, F.S., and Rule 41-2, F.A.C. and expressing a need for fare assistance are considered eligible for non-sponsored trips in conformance with subsection A.

#### Public Awareness of Non-Sponsored Funds

SCT informs the public of the availability of non-sponsored funds primarily through its literature, advertisements and information booths set up at the annual Sumter County Fair and Villages Government Day events. When available funds exceed the expressed demand, SCT may advertise in a newspaper of general circulation in Sumter County, provide public services announcements and make presentations to civic, social and other groups.

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### Utilization Standards

SCT will annually determine the total amount of funded public transportation provided for Sumter County residents, and the amount of such transportation within the coordinated system, and determine the coordinated systems percentage of the total. When available, the coordinated system will utilize public transit and school buses to the maximum extent feasible.

## Quality Assurance

### **Community Transportation Coordinator Evaluation Process**

The evaluation of the Sumter County Community Transportation Coordinator (CTC) is conducted annually by the Transportation Disadvantaged Coordinating Board (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 quality of service is being obtained and that it is being provided in the most cost effective, efficient, unduplicated manner.

The evaluation also ensures that all requirements are met in providing provision of any services by operators or coordination contractors in the coordinated system. The evaluation is conducted utilizing the Commission for the Transportation Disadvantaged CTC Evaluation Workbook. The workbook outlines a formal process for evaluation the CTC (and its operators). Several of the CTC Evaluation Workbook worksheets are used in order to fully evaluate the CTC.

At a minimum, the TDCB reviews the following areas:

- Chapter 427, Rules 41-2 and 14-90, CTD Standards and Local Standards
- Following up on the Status Report from the prior year and any calls from the Ombudsman Program
- Monitoring of contractors
- Surveying riders/beneficiaries, purchasers of service

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

The CTC Evaluation sub-committee performs the evaluation and presents the CTC evaluation report in its entirety at the 4th quarterly meeting and provides a list of recommendations at this time. If there are any deficiencies noted the board 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.

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## Appendices



## Appendix A: Private Provider Inventory

<b>Private Transportation Providers Serving Sumter County</b>		
Pronto Limo Bushnell	Bushnell	(352)-427-2942
Yellow Cab	Ocala	(352) 877-3528
Bushnell Taxi	Bushnell	(352) 325-7900
Max's Taxi	Ocala	(352) 454-4861
Mid-State Limo and Taxi	Wildwood	(352) 748-2222
Ronny's Ride	Leesburg	(352) 360-1333
A-1 Taxi	Fruitland Park/Lady Lake	(352) 753-1415
A-1 Taxi	Wildwood	(352) 399-7796
Angies Taxi	Leesburg	(352) 396-7649
Mid-State Limo and Taxi	Bushnell	(352) 748-2222
A-1 Taxi	Lady Lake	(352) 753-1415
Lucky's Taxi	Lady Lake	(352) 617-2008
Mark's Car Service	Leesburg	(352) 396-7337
Sandy's Taxi	Lake Panasofkee	(352) 568-0402
Villages Airport Van	Lady Lake	(352) 241-2000
KJ's Taxi	Lady Lake	(352) 753-5000
A-1 Taxi	Leesburg	(352) 728-8294
Village Airport Express	Leesburg	(352) 323-1630

## Appendix B: Annual Operating Report (2017)

County:	Sumter	<b>Demographics</b>	<b>Number</b>
CTC:	Board of Sumter County Commissioners		
Contact:	Jackey Jackson 319 E Anderson Ave Bushnell, FL 33513 352-689-4400	Total County Population	123,996
		Potential TD Population	28,656
Email:	<a href="mailto:jackey.jackson@sumtercountyfl.gov">jackey.jackson@sumtercountyfl.gov</a>	UDPHC	1,678



<b>Trips By Type of Service</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Fixed Route (FR)	0	0	0
Deviated FR	4,287	3,537	3,481
Ambulatory	68,964	69,934	69,516
Non-Ambulatory	5,023	4,817	4,460
Stretcher	1	1	0
School Board	0	0	0
<b>TOTAL TRIPS</b>	<b>78,275</b>	<b>78,289</b>	<b>77,457</b>

<b>Passenger Trips By Trip Purpose</b>			
Medical	11,338	8,472	7,158
Employment	16,130	17,606	17,807
Ed/Train/DayCare	15,560	16,791	16,596
Nutritional	9,107	8,513	8,156
Life-Sustaining/Other	26,140	26,907	27,740
<b>TOTAL TRIPS</b>	<b>78,275</b>	<b>78,289</b>	<b>77,457</b>

<b>Passenger Trips By Funding Source</b>			
CTD	18,862	17,594	17,040
AHCA	401	0	0
APD	12,742	13,059	11,299
DOEA	4,725	4,749	4,478
DOE	0	0	0
Other	41,545	42,887	44,640
<b>TOTAL TRIPS</b>	<b>78,275</b>	<b>78,289</b>	<b>77,457</b>

<b>Vehicle Data</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Vehicle Miles	609,530	571,187	532,769
Revenue Miles	504,775	450,583	437,345
Roadcalls	13	6	6
Accidents	5	1	1
Vehicles	32	32	32
Driver Hours	29,120	36,248	31,520

<b>Financial and General Data</b>			
Expenses	\$1,556,001	\$1,511,227	\$1,356,283
Revenues	\$1,579,029	\$1,473,578	\$1,446,632
Commendations	148	142	117
Complaints	0	2	2
Passenger No-Shows	369	409	618
Unmet Trip Requests	0	0	0

<b>Performance Measures</b>			
Accidents per 100,000 Miles	0.82	0.18	0.19
Miles between Roadcalls	46,887	95,198	88,795
Avg. Trips per Driver Hour	2.69	2.16	2.46
Avg. Trips per Para Pass.	51.23	50.74	46.16
Cost per Trip	19.88	19.30	17.51
Cost per Paratransit Trip	19.88	19.30	17.51
Cost per Driver Hour	53.43	41.69	43.03
Cost per Total Mile	2.55	2.65	2.55

## Appendix C: Vehicle Inventory

Fleet Inventory November 1, 2018					
Unit No.	Make/Type/Size	Current Mileage	Mileage/Month	Model Year	Estimated Retirement
237	Chev. Cutaway 22'	225,879	2,334	2010	2017
238	Dodge Minivan 16'	92,754	368	2010	2017
242	Chev. Cutaway 23'	219,042	607	2012	2019
243	Chev. Cutaway 23'	195,031	0	2012	2019
244	Chev. Cutaway 23'	206,452	2,041	2012	2020
245	Chev. Cutaway 21'	162,000	641	2013	2020
247	Chev. Cutaway 21'	153,235	2,353	2013	2020
5595	Chev. Cutaway 23'	119,462	1,674	2014	2021
5596	Chev. Cutaway 23'	121,171	969	2014	2021
5771	Ford Cutaway 23'	117,470	2,556	2015	2022
5772	Ford Cutaway 23'	117,488	2,106	2015	2022
6091	Chev. Cutaway 22'	80,597	3,525	2016	2023
6092	Chev. Cutaway 22'	65,003	1,054	2016	2023
6093	Chev. Cutaway 22'	76,410	1,569	2016	2023
6094	Chev. Cutaway 22'	75,400	2,784	2016	2023
6478	IHC School Bus	5,618	499	2002	TBD
6479	IHC School Bus	103,211	501	2002	TBD
7071	Ford Cutaway 23'	26,102	3,989	2017	2022
7072	Ford Cutaway 23'	20,492	3,903	2017	2022
7073	Mobility Transit Van	19,814	1,786	2017	2022
7074	Mobility Transit Van	11,059	1,066	2017	2022
7075	Mobility Transit Van	17,201	3,949	2017	2022

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## Appendix D: System Safety Program Plan Approval



### *Florida Department of Transportation*

RICK SCOTT  
GOVERNOR

133 S. Semoran Blvd  
Orlando, FL 32807

MIKE DEW  
SECRETARY

August 6, 2018

Jackey Jackson  
Assistant Public Works Director  
Sumter County Transit  
319 E. Anderson Ave, Suite 130  
Bushnell, Florida 33513-6149

**Re: Sumter County Transit System Safety Program Plan Letter of Concurrence (2018)**

Dear Mr. Jackson:

The Department has completed a review of the Sumter County Transit System Safety Program Plan (SSPP). We find the SSPP to comply with the 2016 FDOT State Management Plan, FDOT Procedural Topic No. 725-030-009-j, and Florida Administrative Code (F.A.C.) Rule Chapter 14-90. Therefore, the Department is in concurrence with the Sumter County Transit SSPP.

We appreciate the opportunity to review the document and ensure compliance with the federal and state requirements. Please include a copy of this letter as an appendix to your agency's SSPP. The Department also recommends proper documentation of the receipt of concurrence letter in the plan's activity log.

If you have any questions, please contact me at (407) 482-7860 or e-mail [diane.poitras@dot.state.fl.us](mailto:diane.poitras@dot.state.fl.us).

Sincerely,

A handwritten signature in blue ink that reads "Diane Poitras".

Diane Poitras  
Transit Programs Administrator

# Appendix E: Rate Model Worksheets

**Worksheet for Program-wide Rates**      CTC: Sumter County Board Version 1.4  
County: Sumter 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		Fiscal Year
Total Projected Passenger Miles =	517,103	2017 - 2018
Rate Per Passenger Mile = \$	2.26	
Total Projected Passenger Trips =	55,009	Avg. Passenger Trip Length = 9.4 Miles
Rate Per Passenger Trip = \$	21.20	

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$	3.11
Rate Per Passenger Trip = \$	29.19

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

**Worksheet for Multiple Service Rates**      CTC: Sumter County Board Version 1.4  
County: Sumter 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

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

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank).....  Loading Rate 0.00 to 1.00

..... And what is the projected total number of Group Vehicle Revenue Miles?

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**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: 2017 - 2018				
		Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	517,103	480,206	36,897	Leave Blank	Leave Blank	0
Rate per Passenger Mile =		\$2.15	\$3.68	\$0.00	\$0.00	\$0.00
per passenger per group						
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	55,009	51,365	3,644	Leave Blank	Leave Blank	
Rate per Passenger Trip =		\$20.24	\$34.70	\$0.00	\$0.00	\$0.00
per passenger per group						

2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,....

		Combination Trip and Mile Rate				
		Ambul	Wheel Chair	Stretcher	Group	
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =				Leave Blank	Leave Blank	\$0.00
Rate per Passenger Mile for Balance =		\$2.15	\$3.68	\$0.00	\$0.00	\$0.00
per passenger per group						

		Rates If No Revenue Funds Were Identified As Subsidy Funds				
		Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Mile =		\$2.95	\$5.07	\$0.00	\$0.00	\$0.00
per passenger per group						
Rate per Passenger Trip =		\$27.87	\$47.78	\$0.00	\$0.00	\$0.00
per passenger per group						

Program These Rates into Your Medicaid Encounter Data

2019

# LEGISLATIVE PRIORITIES & POLICY POSITIONS

## The MPOAC supports State Legislation that:

- Implements the recommendations from the MPOAC transportation revenue study and other options for expanding transportation revenue sources.
- Regulates distracted driving as a *primary* offense by prohibiting the use of handheld electronic wireless communications devices and other similar distracting devices while operating a moving motor vehicle.
- Restores funding to 2007 levels for the Transportation Regional Incentive Program (TRIP).
- Allows Strategic Intermodal System (SIS) funds to be used on transportation facilities not designated on the SIS if the improvement will enhance mobility or support freight transportation on the SIS.
- Establishes flexible and predictable funding for transit projects (capital and operating) identified through the metropolitan transportation planning process by removing various funding limitations for the State Transportation Trust Fund (STTF).
- Recognizes that federal metropolitan transportation planning funds shall not be regarded as state funds for purposes of expenditure.
- Supports the advancement of innovative transportation mobility solutions and policies that make Florida the national leader in creative approaches to addressing transportation needs, while simultaneously protecting citizens from malicious tampering with such technologies by making tampering a punishable offense.



Florida Metropolitan Planning Organization Advisory Council

**MPOAC**

605 Suwannee Street | MS 28B  
Tallahassee, FL 32399-0450  
(850) 414-4037  
[www.mpoac.org](http://www.mpoac.org)

## MPOAC

The Florida Metropolitan Planning Organization Advisory Council (MPOAC) represents the collective interests of Florida's 27 MPOs, and assists the MPOs in carrying out the urbanized area transportation planning process by serving as the principal forum for collective policy discussion. The MPOAC was created by the Florida Legislature pursuant to Section 339.175, Florida Statutes, to augment and not supplant the role of the individual MPOs in the cooperative transportation planning process.

The organization is made up of a 27 member Governing Board consisting of local elected officials from each of the MPOs and a Staff Directors' Advisory Committee consisting of the staff directors from each of the MPOs. The MPOAC annually prepares legislative policy positions and develops initiatives to be advanced during Florida's legislative session. The MPOAC actively participates in the activities of the national Association of MPOs (AMPO) and the National Association of Regional Councils (NARC) in Washington DC and works with other stakeholder groups to help shape state and national policy regarding metropolitan transportation issues.

## PRIORITY POLICY POSITIONS

*The MPOAC Supports State Legislation that:*

1. **Implements the recommendations from the MPOAC transportation revenue study and other options for expanding transportation revenue sources.**

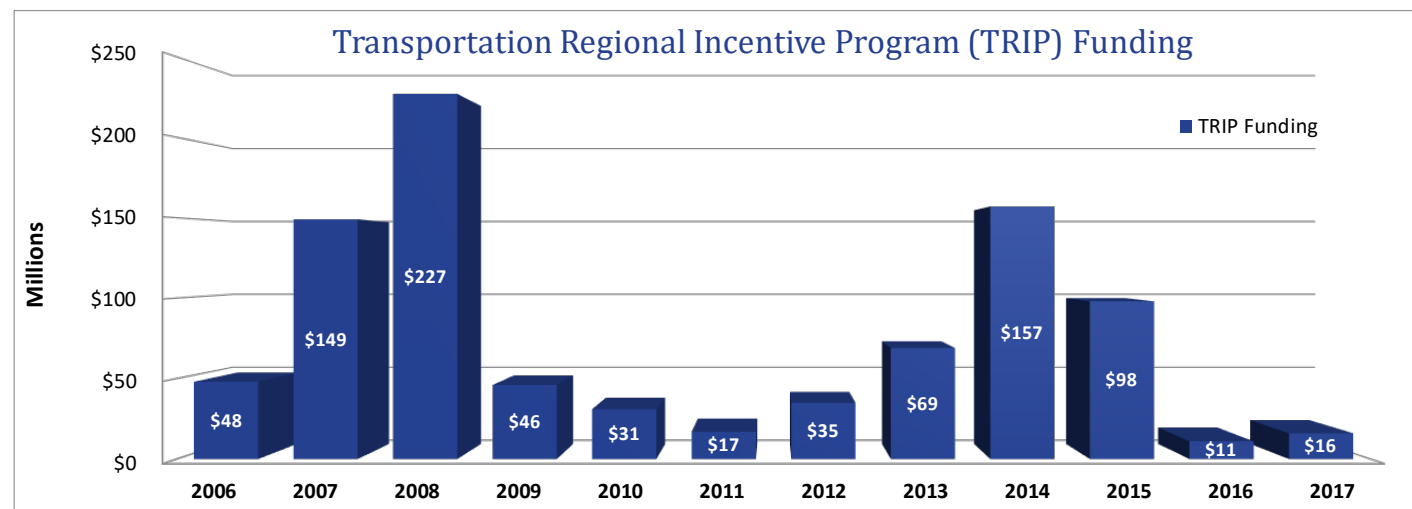
### Key Recommendations:

- Expand the Charter County and Regional Transportation System Surtax to allow municipalities over 150,000 in population (or the largest municipality in a county) and all counties located in MPO areas to enact up to a one cent local option surtax by referendum.
- Index local option fuel taxes to the consumer price index in a manner similar to the current indexing of state fuel taxes.
- Identify potential revenue replacement sources for the current motor fuels tax which is no longer able to fully support the current or future needs of the transportation system.
- Charge alternatively fueled vehicles a fee equal to the fuel tax paid by gasoline or diesel fueled vehicles.
- Ban legislative appropriations for individual transportation projects (commonly referred to as earmarks). As an alternative, create a competitive grant program that benefits local projects.

2. **Regulates distracted driving as a primary offense by prohibiting the use of handheld electronic wireless communications devices and other similar distracting devices while operating a moving motor vehicle.**

The 2013 Florida legislature enacted the "Florida Ban on Texting While Driving Law." The law prohibits operation of a moving motor vehicle while manually typing, sending or reading interpersonal communication (texting, e-mailing, instant messaging, etc.) using a wireless communications device, with certain exceptions. The law provides for enforcement of the ban as a secondary offense, meaning a driver would have to be pulled over for some other violation to get a ticket for violating the ban on texting. The 2014, 2015, 2016, 2017, and 2018 Florida Legislatures underscored the severity of distracted driving by considering bills that would have substantially increased the penalty for distracted driving, including making it a primary offense. Additionally, the legislature considered expanding the applicability of the law to include all uses of handheld electronic devices while driving. This legislative proposal would seek to strengthen the enforcement mechanism for the texting while driving ban by making it a primary offense to use handheld electronic wireless devices while driving.

3. **Restores funding to 2007 levels for the Transportation Regional Incentive Program (TRIP).**



## ADDITIONAL POLICY POSITIONS

*The MPOAC Supports State Legislation that:*

4. **Allows Strategic Intermodal System (SIS) funds to be used on transportation facilities not designated on the SIS if the improvement will enhance mobility or support freight transportation on the SIS.**

Current state law does not permit SIS funds to be spent on roads or other transportation facilities that are not part of the SIS, even if proposed improvements would directly benefit users of SIS facilities by enhancing mobility options or supporting freight movement in a SIS corridor. This legislative proposal would broaden the State's ability to improve passenger and freight mobility on SIS corridors by making eligible the expenditure of SIS funds on non-SIS roads and other transportation facilities where the benefit to users of SIS facilities can be demonstrated.

5. **Establishes flexible and predictable funding for transit projects (capital and operating) identified through the metropolitan transportation planning process by removing various funding limitations for the State Transportation Trust Fund (STTF).**

Current state law limits the amount of funding that can be made available from the STTF for transit projects for both capital and operating expenses. These limitations, which are not in place for roadway funding, makes transit funding from the STTF less predictable for the purposes of planning and project implementation and artificially limits the ability of MPOs to implement priority transit projects. This proposal recognizes the critical role transit plays in moving people and goods within and between Florida's metropolitan areas by removing the distinction between transit and highway projects for the purpose of spending funds from the STTF.

6. **Recognizes that federal metropolitan transportation planning funds shall not be regarded as state funds for purposes of expenditure.**

The United States Department of Transportation (USDOT) provides funding to metropolitan planning organizations (MPOs) to carry out their federally required duties. Those federal funds are given to states who in turn distribute them to MPOs based upon a formula agreed upon by the Florida Department of Transportation (FDOT) and the Florida MPOs and then approved by the Federal Highway Administration (FHWA). The Florida Department of Financial Services (DFS) has determined that the expenditure of federal funds by MPOs shall be subject to all state requirements, laws and regulations even where such laws conflict with federal laws, regulations and requirements. This limits the ability of the Florida MPOs to use federal funds for their intended purpose and impinges on their ability to carry out their responsibilities as outlined in federal rule. This proposal would clarify that federal monies passed through the State of Florida to MPOs and the Florida MPO Advisory Council (MPOAC) shall not be regarded as state funds for purposes of expenditure.

7. **Supports the advancement of innovative transportation mobility solutions and policies that make Florida the national leader in creative approaches to addressing transportation needs, while simultaneously protecting citizens from malicious tampering with such technologies by making tampering a punishable offense.**

Transportation technologies have undergone a revolutionary leap forward over the past several years. A variety of transportation technologies are under development including autonomous vehicles and the hyperloop. It is the responsibility of the Florida legislature to ensure that the states laws and funding mechanisms support the development and implementation of these technological advances in the way people and freight will move in in and between our metropolitan areas. At the same time, it is incumbent upon the Florida legislature to ensure that the health and welfare of Florida's citizens and visitors are protected from possible harm presented by these new technologies, including the malicious and intentional interference of the proper functioning of transportation vehicles and systems. This proposal supports legislative efforts to implement innovative mobility solutions and polices while protecting the health and welfare of Florida's citizens and visitors.

# Florida Metropolitan Planning Organization Advisory Council

MPOAC

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**Carl Mikyska, MPOAC Executive Director**



**TAB 2**

**ACTION ITEM**

**MPO External Audit Report**

Consider Acceptance of FY 2017/18 Independent Financial Audit and Financial Statement. MOORE STEPHENS LOVELACE, P.A. will present the draft results of the independent financial audit performed for the fiscal year from July 1, 2017 through June 30, 2018. The audit is required as a condition of receiving federal funds. The audit documentation will be posted on the MPO website.

**TAB 2**

**TAB 3**

**ACTION ITEM**

**Consideration of Financial Report as Presented by Milestone Professional Services**

Milestone Professional Services (MPS) has prepared a Financial Report that encompasses the period through October 31. The report will address the MPO's various funding sources and expenses. The report includes information up to the current month on the MPO's utilization of Lake County's pooled cash fund. Donna Collins, CPA from MPS, will present the monthly Financial Report.

**REQUESTED ACTION:** Staff recommends acceptance of the December Financial Report

**ATTACHMENT:** Financial Report Presentation by MPS

**TAB 3**



## Financial Report

Lake-Sumter Metropolitan Planning Organization

For the period ended October 31, 2018

## Background

The Lake-Sumter Metropolitan Planning Organization (MPO) has been designated by the Governor of the State of Florida as the body responsible for the urban transportation planning process for the Lake-Sumter Urban area. Organized in accordance with Title 23 CFR Section 450.308(c) and Florida Statute 339.175(9), the MPO prepares an annual Unified Planning Work Program (UPWP). This document identifies the planning priorities and activities to be carried out for the fiscal year and the revenue sources and anticipated expenditures related to each approved task of the work program. Annually the MPO Board adopts a budget that summarizes the revenues and expenditures identified in the UPWP.

The MPO has entered into an agreement with the Lake County Board of County Commissioners for certain support services. Under this agreement, Lake County (the County) serves as the custodian of the MPO's funds and advances the MPO operating cash through their pooled cash account until reimbursement of grant funds is received by the MPO. The County accounts for the transactions of the MPO in a separate fund within their general ledger and prepares various general ledger reports to assist the MPO with its cash management responsibilities. Financial data to prepare this report was obtained from the Finance Department of Lake County and accruals for anticipated revenue and expenditure items were identified with their assistance. The financial information contained herein was prepared as of October 31, 2018.

## Financial Summary

The Financial information contained in this report is as of October 31, 2018 (33% of year elapsed). A summary of revenues and expenditures for each of the major funding sources is shown below:

<b>REVENUES</b>	<b>2019 Revised Budget*</b>	<b>As of 10-31-18 YTD Actuals</b>	<b>Budget Variance</b>
<b><u>115 LAKE SUMTER MPO - PL112</u></b>			
Highway Planning & Construction-PL	\$ 713,949	\$ 101,217	\$ 612,732
East Ave/Grand Hwy	80,000	-	80,000
Fed Transit Metro - 5305 FY 16/17	3,714	3,714	0
Fed Transit Metro - 5305 FY 17/18	123,926	12,618	111,308
US 301 (SR 35)	200,000	-	200,000
Contributions from Other Agencies	48,029	9,204	38,825
<b>Total Revenues 115</b>	<b>1,169,618</b>	<b>126,753</b>	<b>1,042,865</b>
<b><u>116 LAKE SUMTER MPO - OTHER PROGRAMS</u></b>			
Other Transportation Fees	10,000	6,386	3,615
Beginning Fund Balance	4,792	4,792	-
<b>Total Revenues 116</b>	<b>14,792</b>	<b>11,178</b>	<b>3,615</b>
<b><u>117 LAKE SUMTER MPO - TRANSPORTATION MGMT</u></b>			
Transp Concurrency Fees	166,641	166,643	(2)
Beginning Fund Balance	24,001	24,001	-
<b>Total Revenues 117</b>	<b>190,642</b>	<b>190,644</b>	<b>(2)</b>
<b>TOTAL REVENUES</b>	<b>\$ 1,375,052</b>	<b>\$ 328,574</b>	<b>\$ 1,046,478</b>
<b>EXPENDITURES</b>			
<b><u>115 LAKE SUMTER MPO - PL112</u></b>			
Total Personal Services	\$ 403,046	\$ 58,041	\$ 345,005
Total Operating	668,375	46,738	621,637
Grants and Aids	5,000	5,000	-
Administration Costs	28,000	9,333	18,667
Reserve for Operations	65,197	-	65,197
<b>Total Expenditures 115</b>	<b>1,169,618</b>	<b>119,112</b>	<b>1,050,506</b>
<b><u>116 LAKE SUMTER MPO - OTHER PROGRAMS</u></b>			
Total Personal Services	9,610	7,149	2,461
Total Operating	5,182	2,100	3,082
<b>Total Expenditures 116</b>	<b>14,792</b>	<b>9,249</b>	<b>5,543</b>
<b><u>117 LAKE SUMTER MPO - TRANSPORTATION MGMT</u></b>			
Total Personal Services	131,502	36,001	95,501
Total Operating	59,140	3,726	55,414
<b>Total Expenditures 117</b>	<b>190,642</b>	<b>39,727</b>	<b>150,915</b>
<b>TOTAL EXPENDITURES</b>	<b>\$ 1,375,052</b>	<b>\$ 168,088</b>	<b>\$ 1,206,964</b>

\* Reflects carryforward amounts for grants from 2018

<b>BFB and Revenues</b>	<b>328,574</b>
<b>Expenditures</b>	<b>168,088</b>
<b>EFB</b>	<b>\$ 160,486</b>

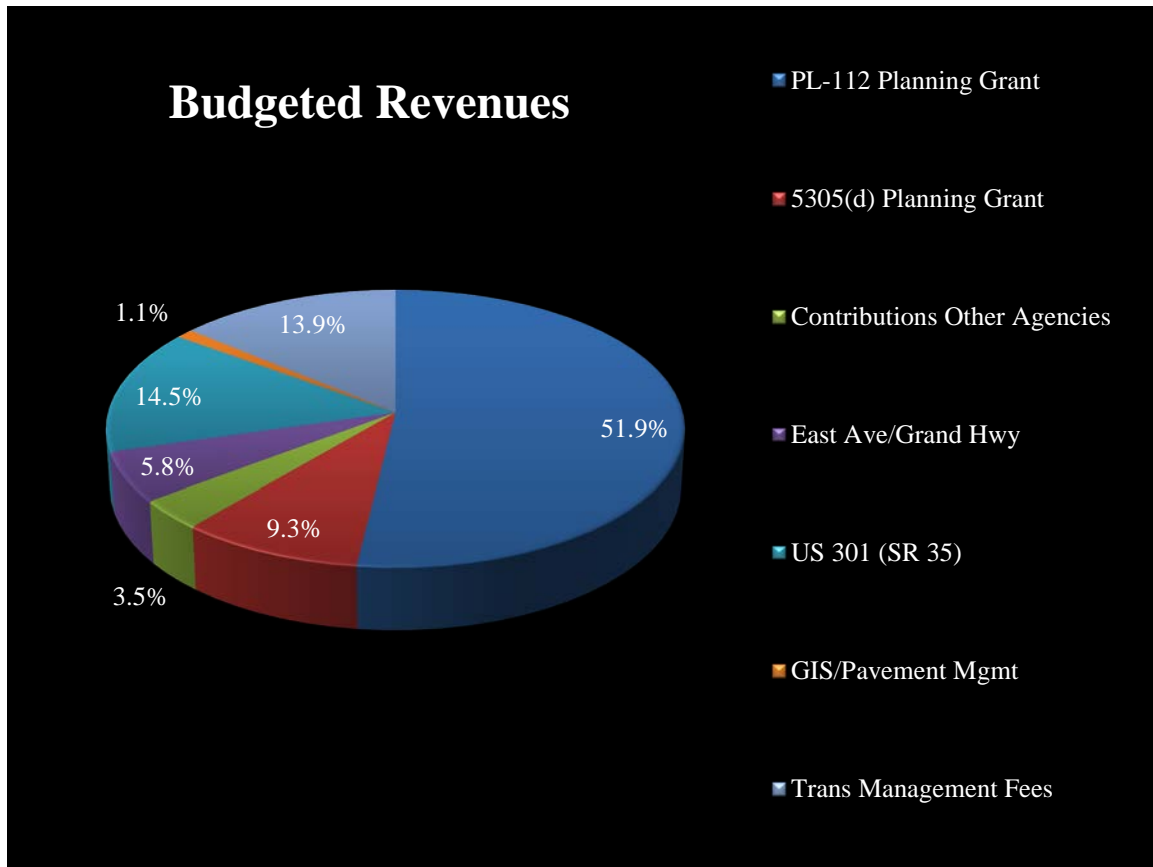
Revenues (and corresponding expenditures) are accounted for in the MPO budget in three funding categories. The first funding category (referred to as 115) accounts for federal and state funds. Major revenue sources in this category include planning grants from the Federal Highway Administration (FHWA), Federal Transit Administration (FTA) planning grants, and grants provided through the Florida Commission for the Transportation Disadvantaged (TD grants).

The second funding category encompasses funds associated with special services and other programs. This category (referred to as 116) accounts for transactions related to GIS billings and revenue and expenditures associated with pavement management tasks and other programs.

The final funding category (referred to as 117) accounts for transportation management fees. These funds are utilized to support the MPO’s Transportation Management System initiatives and are collected from the local counties and municipalities.

Overview of Revenues

The MPO receives revenue through various federal and state grants as well as from local sources. The major budgeted revenue sources for the current fiscal year are reflected in the graph below.



Major Revenues by source are identified below. This table includes the 2019 budget as adopted by the MPO Board. As of October 31, 2018 the budget also includes beginning fund balances

from fiscal 2018 and carry forward grant amounts from fiscal 2018 for East Avenue/Grand Highway, 5305(d) and FTA Section 5305(d) Planning Grant.

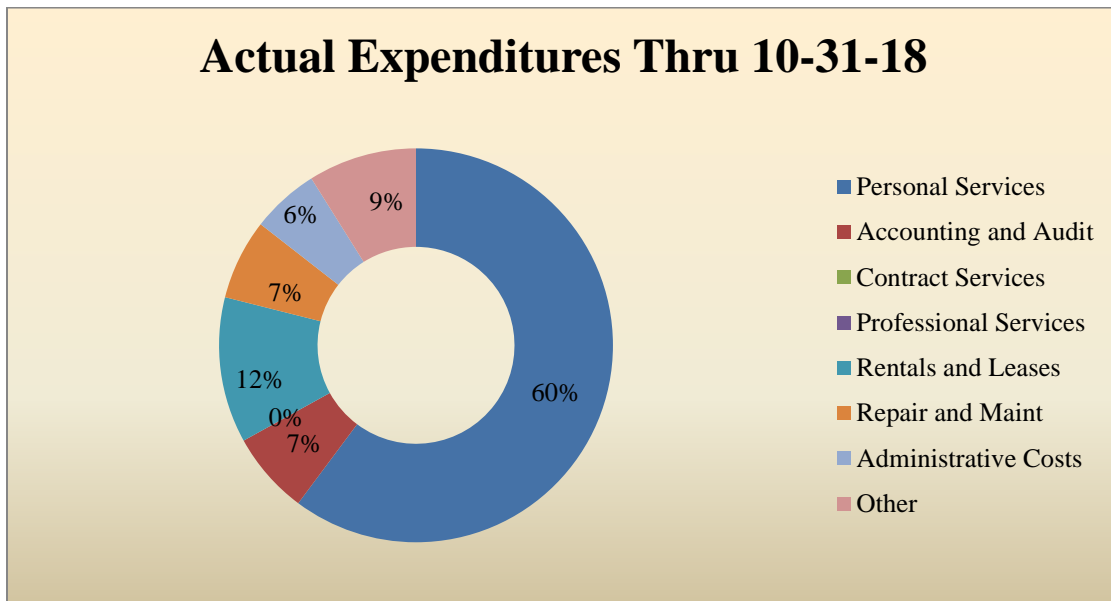
<b>Major Revenue Sources</b>	<b>Annual</b>	<b>Thru 10-31</b>	
<b>Portion of Revenue Accrued</b>	<b>Revenue</b>	<b>Revenue</b>	<b>Percent</b>
	<b>Budgeted</b>	<b>Accrued</b>	<b>Accrued</b>
PL-112 Planning Grant	\$ 713,949	\$ 101,217	14%
5305(d) Planning Grant	127,640	16,332	13%
Contributions Other Agencies	48,029	9,204	19%
East Ave/Grand Hwy	80,000	-	0%
US 301 (SR 35)	200,000	-	0%
GIS/Pavement Mgmt	14,792	11,178	76%
Trans Management Fees	190,642	190,644	100%
	<u>\$ 1,375,052</u>	<u>\$ 328,574</u>	

Revenue Analysis – Several of the MPO’s larger revenue sources are reimbursement-based grants. Currently, invoices for October 31, 2018 are being finalized for submittal for the PL-112 FHWA Planning Grant and the FTA Section 5305(d) Planning Grant. Submittal will occur prior to the December 4<sup>th</sup> MPO Board meeting. These amounts are accrued above and included in the revenue totals shown.

GIS/Pavement Management Fees are invoiced as personal service costs are incurred. Transportation Management Fees were invoiced in early October. These amounts are accrued above. As of the date this report was prepared, the majority of this cash has been received. The revenue amounts reflected above for both these categories include beginning fund balance amounts carried forward from fiscal 2018.

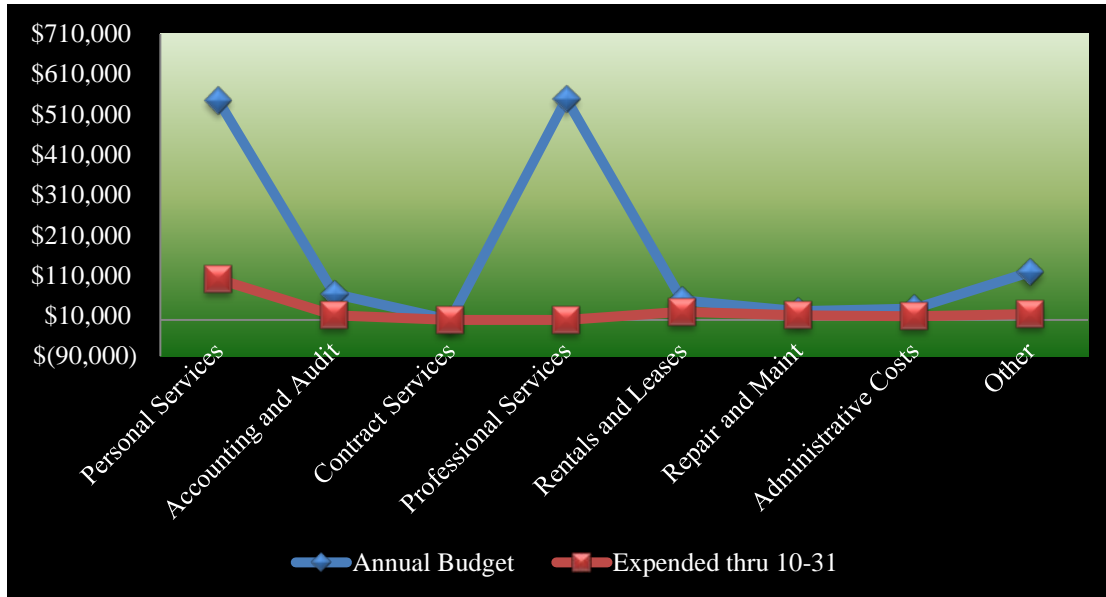
## Overview of Expenditures

A significant portion of the MPO's expenditures are personal services including salary and related benefits. Through October 31, 2018, personal services accounts for 60% of total expenditures. The second largest expenditure category is rentals and leases with 12% of expenditures through October 31, 2018 included in this account line. The graph below outlines the portion that each major category of expenditures represents as compared to total expenditures through the period October 31, 2018.





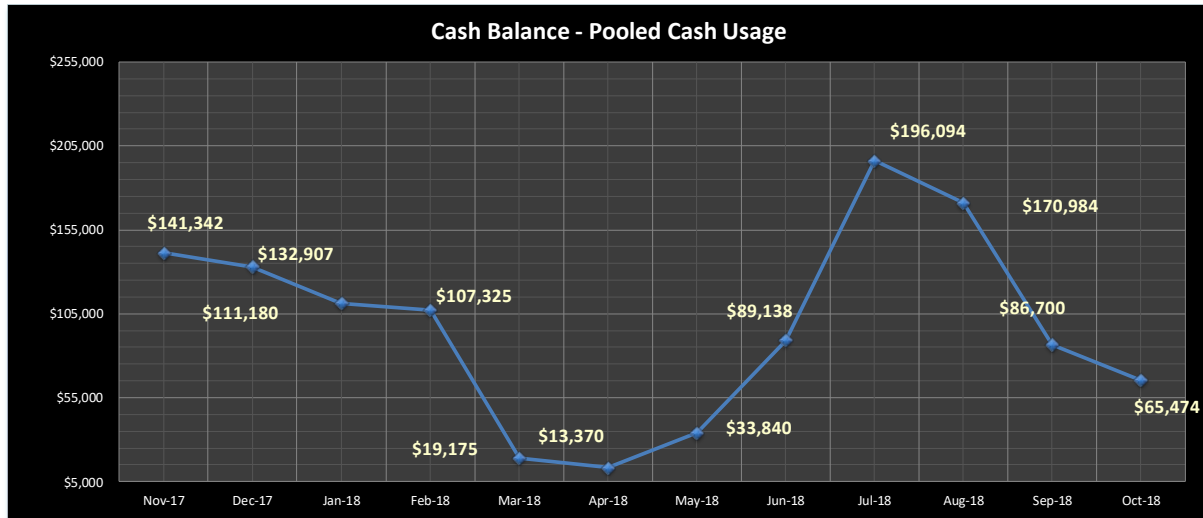
The MPO adopts an annual budget that identifies major funding sources and related anticipated expenditures. The graph below includes annual budgeted expenditures as well as actual expenditures incurred through October 31, 2018.



Expenditure Analysis –Funding Category 115 includes all the major Federal and State Grants. The more significant expenditures include rent for the MPO’s office space and annual general liability insurance, provided through Lake County and allocated to the MPO. A monthly allocation of administrative costs paid to Lake County is also included in the expenditure total. Category 116 reflects expenditures for time incurred by the MPO’s GIS staff. Expenditures reflect GIS/annual licensing fees paid as well as personal service time incurred to assist participating governmental agencies with GIS related tasks. Funding category 117 includes primarily personal service expenditures.

### Cash Management

The MPO is allowed to utilize Lake County’s pooled cash account (up to \$500,000) to cover expenditures until grant reimbursements are received. The graph below reflects the MPO’s utilization of County pooled cash for the past twelve month period.



Invoices for October activity for the PL-112 FHWA Planning Grant and FTA Section 5305(d) Planning Grant are being submitted this week. The MPO has received payment for all outstanding invoices for the PL-112 FHWA Planning Grant. Payment for the August and September FTA Section 5305(d) invoices has not been received yet. This delay relates to modifications of procedural guidelines for invoice submittal from FDOT. The MPO Executive Director is working with FDOT to address the requested changes.

The cash balance as of November 28, 2018, the date this report was prepared, is \$(5853). Thus, as of this date, the MPO cash balance is positive by \$5853 and no pooled cash balance is being utilized. This cash infusion primarily relates to:

1. Current submittal and payment of the MPO's largest grant – the PL-112 FHWA Planning Grant. Note that invoice submittal has now returned to the traditional one month turn around timeframe.
2. The majority of the transportation management fees were received in October through the date of this report. Thus, all revenue for category 117 expenditures has been received and corresponding expenditures are yet to be incurred.

**TAB 4**

**ACTION ITEM**

**Consideration to approve Amending the FYs 2018/19-2022/23 Transportation Improvement Program (TIP)**

Consider Approval of Amending the FYs 2018/19-2022/23 TIP. –The approved five-year TIP requires amendment for consistency with the FDOT Work Program.

Due the request made by the State of Florida, Department of Transportation for changes to the Lake-Sumter MPO Metropolitan Planning Organization (MPO) Adopted Fiscal Years 2018/2019 – 2022/2023 Transportation Improvement Program (TIP) and that an emergency meeting of the MPO is not feasible, this is determined to be an emergency resolution. The undersigned, as Chair of the MPO, is authorized to sign this resolution and this resolution will come before the MPO for ratification at the next scheduled meeting. Should the MPO take action to disapprove the resolution, the respective agencies will be notified by the end of the following business day of the MPO's action.

1. The FY 2018/19 – FY 2022/23 TIP is hereby amended to add FM# 444285-1 Lake County FTA Section 5307 Operating funds in the amount of \$8,196,292.
2. The FY 2018/19 – FY 2022/23 TIP is amended to add FM# 435471-2 design phase funds in the amount of \$2,983,340.

**COMMITTEE RESULTS:**

TAC: Recommended Approval

**REQUESTED ACTION:** Staff recommends approval of  
TIP Amendment – Roll Call Vote

**ATTACHMENTS:** TIP Amendment Request Letters from FDOT, MPO Resolution 2018 –20

**TAB 4**

**From:** Kersey, Jamie [<mailto:Jamie.Kersey@dot.state.fl.us>]

**Sent:** Thursday, September 20, 2018 3:19 PM

**To:** Woods, Michael <[mwoods@lakesumtermo.com](mailto:mwoods@lakesumtermo.com)>

**Cc:** Franco, Francis <[f franco@lakesumtermo.com](mailto:f franco@lakesumtermo.com)>; Schoelzel, Mary <[Mary.Schoelzel@dot.state.fl.us](mailto:Mary.Schoelzel@dot.state.fl.us)>; Graeff, Joel <[Joel.Graeff@dot.state.fl.us](mailto:Joel.Graeff@dot.state.fl.us)>

**Subject:** TIP Amendment for - Lake-Sumter MPO

Mike,

Please take to your September or October Lake-Sumter MPO Board Meeting.

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The Florida Department of Transportation requests the following changes to be made to the Lake-Sumter MPO Metropolitan Planning Organization (MPO) Adopted Fiscal Years 2018/2019 – 2022/2023 Transportation Improvement Program (TIP) in coordination with the corresponding changes to the Department’s Adopted Work Program. Please make sure that you put the amendment date on your cover page of the TIP document and the page of the TIP that the project is listed on.

## **LAKE COUNTY**

**FM#444285-1: LAKE-LAKE COUNTY FTA SECTION 5307 OPERATING FUNDS – Operating for Fixed Route- Transit Project - Project Sponsor: Lake County**

**Current TIP Status:**

Project is currently not in the TIP for Fiscal Years 2018/2019 – 2022/2023.

**Current TIP:**

Phase	Original Funding Type	Original Amount	Fiscal Year
84 (Transit)	NA	\$0.00	2019
	<b>TOTAL</b>	<b>\$0.00</b>	

**Proposed Amendment:**

Phase	Amended Funding Type	Amended Amount	Fiscal Year
84 (Transit)	FTA (Federal)	\$2,105,000.00	2019
84 (Transit)	LF (Local)	\$2,105,000.00	2019
84 (Transit)	FTA (Federal)	\$1,993,146.00	2019
84 (Transit)	LF (Local)	\$1,993,146.00	2019
	<b>TOTAL</b>	<b>\$8,196,292.00</b>	

**Difference: \$8,196,292.00**

**Explanation:** Project phase added for FTA funding for Section 5307.

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**FM#435471-2: SOUTH SUMTER TRAIL– SR 471 from SR 50 to CR 478- Bike Path/Trail Project - Project Sponsor: FDOT**

**Current TIP Status:**

Project is currently not in the TIP for Fiscal Years 2018/2019 – 2022/2023.

**Current TIP:**

Phase	Original Funding Type	Original Amount	Fiscal Year
31 (Design In-House Charges)	NA	\$0.00	2019
32 (Design)	NA	\$0.00	2019
	<b>TOTAL</b>	<b>\$0.00</b>	

**Proposed Amendment:**

Phase	Amended Funding Type	Amended Amount	Fiscal Year
31 (Design In-House Charges)	TALT (Federal)	\$25,000.00	2019
32 (Design)	ACSL (Federal)	\$127,850.00	2019
32 (Design)	SL (Federal)	\$90,328.00	2019
32 (Design)	TALT (Federal)	\$2,740,162.00	2019
	<b>TOTAL</b>	<b>\$2,983,340.00</b>	

**Difference: \$2,983,340.00**

**Explanation:** Project phase added as part of segmenting 19 miles of trail to improve constructability.

Thank you,

*Jamie Kersey*

FDOT MPO/TPO Liaison

Florida Department of Transportation

719 S. Woodland Blvd.

DeLand, FL 32720

Office: (386) 943-5338

Main: (386) 279-5454

Fax: (386) 943-5713

[Jamie.kersey@dot.state.fl.us](mailto:Jamie.kersey@dot.state.fl.us)



**LAKE~SUMTER METROPOLITAN PLANNING ORGANIZATION**

**RESOLUTION 2018 - 20**

**RESOLUTION OF THE LAKE~SUMTER METROPOLITAN PLANNING ORGANIZATION (MPO); FINDING THIS TO BE AN EMERGENCY RESOLUTION; AMENDING THE FYs 2018/19 – 2022/23 TRANSPORTATION IMPROVEMENT PROGRAM (TIP) TO ADD FM # 444285-1: LAKE COUNTY FTA SECTION 5307 OPERATING FUNDS; AND TO ADD FM# 435471-2 SOUTH SUMTER TRAIL DESIGN PHASE FUNDS AND AUTHORIZING THE SUBMITTAL OF THE TIP AMENDMENT TIP TO THE APPROPRIATE AGENCIES.**

**WHEREAS**, the Lake~Sumter Metropolitan Planning Organization (MPO) is the duly designated and constituted body responsible for carrying out the urban transportation planning and programming process for Lake-Sumter MPO Planning Area; and

**WHEREAS**, Section 339.175, Florida Statutes; 23 U.S.C. Section 134; and Title 49 U.S.C. require that the urbanized area, as a condition to the receipt of federal capital or operating assistance, must have a continuing, cooperative, and comprehensive transportation planning process that results in plans and programs consistent with the comprehensively planned development of the urbanized area; and

**WHEREAS**, 23 U.S.C. Section 134(j) and Section 339.175(8), Florida Statutes, require the Lake~Sumter MPO to formulate a Transportation Improvement Program (TIP), defined by 23 C.F.R. Section 450.104 as a prioritized listing/program of transportation projects that is developed and formally adopted by an MPO as part of the metropolitan transportation planning process; and

**WHEREAS**, Section 339.175(8), Florida Statutes, requires that the TIP include projects and project phases to be funded with state or federal funds that are recommended for advancement during the next fiscal year and four subsequent fiscal years; and

**WHEREAS**, FYs 2018/19-2022/23 TIP was adopted by the MPO on May 25, 2018, based on programmed projects in the Florida Department of Transportation (FDOT) Five Year Work Program; and

**WHEREAS**, FYs 2018/19-2022/23 TIP was amended on August 22, 2018 , in order to achieve consistency and address roll-forward funds from the previous fiscal year and adjustments to the FDOT Work Program; and

**WHEREAS**, the FDOT requested on August 15, 2018, the MPO's TIP be amended to delete FM# 4371491 SR500/US441 Project from Dr. Martin Luther King Blvd. to Eagles Nest Dr. in Lake County, as the City of Fruitland Park is not ready to pursue this Landscape Grant project at this time; and

**WHEREAS**, the FDOT requested on August 15, 2018, the MPO's TIP be amended to delete FM# 4369351 Highland St. Sidewalk Project from South of Crane Ave. to North of East 4<sup>th</sup>

Ave. in Lake County, as the City of Mount Dora will longer be pursuing this project at this time; and

**WHEREAS**, the FDOT requested on August 15, 2018, the MPO's TIP be amended to delete FM# 4309752 Lake-Wekiva Trail Project from Tremain St. to SR 46 in Lake County as it was determined by the County that there is financial risk involved with going forward with the design phase at this time for this segment of the trail project; and

**WHEREAS**, the FDOT requested on August 15, 2018, the MPO's TIP be amended to add funding in the amount of \$10,000 to FM# 441364-1 CR 42 Safety Project from SR44 to Marion County line; and

**WHEREAS**, on September 12, 2018, the Lake County Board of County Commissioners adopted the FY 2018/19-2022/23 Transportation Construction Program as a five-year strategic planning document of programmed transportation projects and phases, with an effective program date of October 1, 2018; and

**WHEREAS**, on September 25, 2018, the Sumter County Board of County Commissioners adopted the FY 2018/19-2022/23 Capital Improvement Plan as a five-year strategic planning document of programmed capital projects, including transportation projects and phases, with an effective program date of October 1, 2018; and

**WHEREAS**, the FDOT requested on September 20, 2018, the MPO's TIP be amended to add Lake County FTA Section 5307 Operating Funds in the amount of \$8,196,292 to FM# 444285-1; and

**WHEREAS**, the FDOT requested on September 20, 2018, the MPO's TIP be amended to add design phase funding in the amount of \$2,983,340 to FM# 435471-2, South Sumter Trail from SR471 to SR 50 to CR 478; and

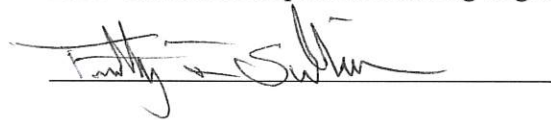
**NOW, THEREFORE, BE IT RESOLVED** by the Lake~Sumter MPO that the:

1. The FY 2018/19 – FY 2022/23 TIP is hereby amended to add FM# 444285-1 Lake County FTA Section 5307 Operating funds in the amount of \$8,196,292; and
2. The FY 2018/19 – FY 2022/23 TIP is amended to add FM# 435471-2 design phase funds in the amount of \$2,983,340; and
3. The Chair of the Lake~Sumter MPO is hereby authorized and directed to submit the amended FY 2018/19–FY 2022/23 TIP to the:
  - a. Federal Highway Administration (FHWA) through the Florida Department of Transportation (FDOT);
  - b. Federal Transit Administration (FTA) through FDOT;
  - c. Federal Aviation Administration (FAA);

- d. Bureau of Community Planning, Division of Community Development, Florida Department of Economic Opportunity (DEO); and
  - e. Members of the Florida Legislature representing the Lake~Sumter MPO.
4. Due the request made by the State of Florida, Department of Transportation for changes to the Lake-Sumter MPO Metropolitan Planning Organization (MPO) Adopted Fiscal Years 2018/2019 – 2022/2023 Transportation Improvement Program (TIP) and that an emergency meeting of the MPO is not feasible, this is determined to be an emergency resolution. The undersigned, as Chair of the MPO, is authorized to sign this resolution and this resolution will come before the MPO for ratification at the next scheduled meeting. Should the MPO take action to disapprove the resolution, the respective agencies will be notified by the end of the following business day of the MPO's action.


**PASSED AND ADOPTED** this 1<sup>ST</sup> day of November, 2018.

Lake~Sumter Metropolitan Planning Organization



Timothy I. Sullivan, Chair

Approved as to Form and Legality:

  
\_\_\_\_\_  
Melanie Marsh, MPO Attorney



## TAB 5

### ACTION ITEMS

#### Consideration of Slate for Election of Officers and MPO Appointments for 2019

The MPO Executive Committee recommends the following slate of officers:

1. Chair – Mayor Nick Girone (Mount Dora)
2. Chair-Elect – Commissioner Leslie Campione (Lake County)
3. 1st Vice-Chair/Treasurer – Mayor Jim Richards (Lady Lake)
4. 2nd Vice-Chair – Commissioner Don Burgess (Sumter County)
5. Immediate Past Chairman – Commissioner Tim Sullivan (Lake County)

The At-Large Municipal Representative for each county will serve during 2019 on the Executive Committee. The representative appointed to the Executive Committee is the individual, not the jurisdiction. The representatives are:

1. Sumter County – Bil Spouty (Bushnell)
2. Lake County – Mitchell Mack (Astatula)

Per the MPO Bylaws, the Governing Board is to annually approve appointments. The Executive Committee recommends the following slate of appointments:

1. Central Florida MPO Alliance – Mayor Nick Girone, Commissioner Leslie Campione, and Commissioner Tim Sullivan; Alternates – Commissioner Don Burgess, Mayor Jim Richards, and Councilmen Ray Goodgame.
2. The Chair shall automatically serve as the primary appointment to the Florida MPO Advisory Council (MPOAC); and the Chair-Elect and 1st Vice-Chair shall automatically serve as alternates. Mayor Nick Girone, Chair, and alternates Commissioner Leslie Campione, and Mayor Jim Richards.
3. Chairman of the Lake County Transportation Disadvantaged Coordinating Board (TDCB) – Commissioner Leslie Campione (Lake County)
4. Chairman of the Sumter County TDCB – Commissioner Don Burgess (Sumter County)

**REQUESTED ACTIONS:** Staff recommends approval of Slate of Officers and Slate of Appointments

**ATTACHMENT:** Current list of MPO Board Members with 2018 appointments

# TAB 5

**LAKE-SUMTER METROPOLITAN PLANNING ORGANIZATION**  
**2018 MEMBER LIST**

<b><u>NAME</u></b>	<b><u>REPRESENTING</u></b>
Tim Sullivan/ <b>Chair/CFMPOA/MPOAC</b>	Lake County
Sean Parks <b>BPAC-Chair/Central Florida Expressway Authority</b>	Lake County
Josh Blake	Lake County
Leslie Campione/ <b>1<sup>st</sup> Vice Chair /CFMPOA/MPOAC (Alternate)</b>	Lake County
<b>Lake County TDCB - Chair</b>	
Wendy Breeden	Lake County
Don Burgess <b>Sumter Co. TDCB - Chair</b>	Sumter County (1)
Doug Gilpin	Sumter County (2)
Al Butler (alternate)	
Steve Printz (alternate)	
Ray Goodgame / <b>CFMPOA (Alternate)</b>	City of Clermont
Diane Travis (alternate)	
Robert Morin	City of Eustis
Marie Aliberti(alternate)	
Jim Richards / <b>2<sup>nd</sup> Vice Chair / CFMPOA (Alternate)</b>	Town of Lady Lake
Dan Vincent (alternate)	
Bob Bone (alternate)	City of Leesburg
Dan Robuck	
Pat Kelley/ <b>Immediate Past Chair/ CFMPOA (Alternate)</b>	City of Minneola
Lisa Jones (alternate)	
Nick Girone/ <b>Chair Elect /CFMPOA/ MPOAC (Alternate)</b>	City of Mount Dora
Marc Crail (alternate)	
Troy Singer	City of Tavares
Kirby Smith (alternate)	
Mitchell Mack	Town of Astatula
John Mobilian	City of Fruitland Park
John Gunter (alternate)	
Dina Sweatt	City of Groveland
Vacant (alternate)	
Ed Conroy	Town of Howey-in-the-Hills
David Nebel (alternate)	
Sally Rayman	City of Mascotte
Barbara Krull (alternate)	
Joe Wynkoop	Town of Montverde
Jim Ley (alternate)	
Katherine Adams / <b>At-Large Representative</b>	City of Umatilla
Eric Olson (alternate)	
Bil Spaude	City of Bushnell
Clay Godwin	City of Coleman
Mike Foote	City of Webster
Bobby Yost (alternate)	
Ed Wolf (alternate)	City of Wildwood
Joe Elliott / <b>At-Large Representative</b>	
Pete Petree	Florida Central Railroad / Ex-officio
Matt Schwerin (alternate)	
Sandy Gamble	Lake County School Board / Ex-officio
Christine Norris	Sumter County School Board / Ex-officio

## TAB 6

### DISCUSSION ITEMS

- A. 2019 List of Priority Projects.** New Project submittals, revisions, financial updates. The annual process of developing the 2019 List of Priority Projects began in September with a request for submittal of new projects and the required FDOT Project Information Application. This process applies to projects seeking FDOT funding through the Local Agency Program, which is a program in which local governments are eventually certified to manage projects receiving state or federal funds. Members are requested to have staff prepare the project applications forms for new projects. Projects already on the List of Priority Projects will require an updated application in order to advance on the list. New or updated PIAs must be submitted in order for the project phase to be included in the 2019 List of Priority Projects.

[LOPP Interactive Map](#)

[2018 List of Priority Projects](#)

- B. 2015 and 2045 Transportation Analysis Zone (TAZ) Socioeconomic data (SE), and Travel Demand forecasting Draft map for review.**

The MPO is working with FDOT D5 on the development of the Central Florida Regional Planning Model (CFRPM) v7 2015, 2045 and interim year's socio-economic (SE) data. The allocation of SE data to individual TAZs was based on one or more of the following:

- Individual known development projects in specific TAZs between 2010 and 2015.
- Review historical 2010 and 2015 aerial image files on TAZ to TAZ level to estimate growth of population and employments.
- Use available 2010-2015 new house units from Property Appraiser records.
- Use available 2015 employment data provided by FDOT Central Office.

The Lake~Sumter MPO TAZ & SE Data Working Map is available for review at the link below.

<http://lsmmpo.maps.arcgis.com/apps/View/index.html?appid=95d54d8030ec48d9abea8a8b3d321a87>

Please send comments to Francis Franco, GIS Manager at: [ffranco@lakesumtermpo.com](mailto:ffranco@lakesumtermpo.com)

## TAB 6 CONTINUED

### C. **Sumter Scenic Heritage Byway – Gary Balogh Inspiring Excellence Award**

The acting secretary for the Scenic Sumter Heritage Byway is this year's recipient of the Florida Scenic Highways Program's highest honor; the Garry Balogh Inspiring Excellence Award. Ms. Dawn Cary was presented the award Oct. 17. The award by the Florida Department of Transportation (FDOT), Scenic Highways Program recognizes leadership, innovation, stewardship, and achievements that have made a significant and lasting impact on a scenic highway, scenic highway community, or the statewide program.

The award was established in 2015 to honor the late Garry Balogh, a popular Department of Transportation employee responsible for the designation and successful implementation of many Florida Scenic Highways, including Scenic Sumter Heritage Byway. Cary is a community leader and local business owner who's been active in the Scenic Sumter Heritage Byway organization since its inception in 2009. She has acted as the liaison and leading advocate of the program to Sumter County, and its Board of County Commissioners, as well as other local government and business partners throughout the life of the byway organization.

Cary's advocacy with Sumter County, and outreach to local businesses has enabled several cooperative public-private-partnerships for projects along the byway including a series of kiosks containing interactive informational panels at various stopping spots along the byway. The kiosks reflect the organization's mission of preserving Sumter County's natural beauty and cultural heritage for residents, visitors and future generations while creating economic opportunity for local communities.

Balogh and Cary worked together for several years during the eligibility and designation processes of the Program that led to the successful designation of the Scenic Sumter Heritage Byway in 2013. According to Scenic Sumter Chairman Martin Steele, "Dawn's integral leadership in laying the foundation of the byway organization will leave a legacy for Sumter County and the State of Florida."

Jeff Caster, State Scenic Highways Coordinator for FDOT says "Dawn is the right person for the award. She epitomizes Garry Balogh's passion and energy for the Florida Scenic Highways Program."

[Scenic Sumter Heritage Byway Award](#)

# TAB 6



Jeff Caster | Florida Scenic Highways Program Coordinator | Florida Department of Transportation  
605 Suwannee St., MS #37 | Tallahassee, FL 32399-0450 | [Jeff.caster@dot.state.fl.us](mailto:Jeff.caster@dot.state.fl.us) | Phone: (850) 414-5267

## **Excellence Award Winner from Sumter County**

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Jeff Caster, State Scenic Highways Coordinator for FDOT says **“Dawn is the right person for the award. She epitomizes Garry Balogh’s passion and energy for the Florida Scenic Highways Program.”**

For more information contact [jeff.caster@dot.state.fl.us](mailto:jeff.caster@dot.state.fl.us) or visit [FloridaScenicHighways.com](http://FloridaScenicHighways.com).

## Tab 7

### PRESENTATIONS

- A. FDOT District Five Tentative Five-Year Work Program Presentation.**  
Loreen Bobo, Director of Transportation Development.
- B. Legislative Appropriations.** Anna Taylor, FDOT Government Affairs Liaison will provide a quick overview of Legislative Appropriations process.
- C. FDOT's Safe Mobility for Life Program/Coalition.** Gail Holley, Safe Mobility for Life Program and Research Manager, FDOT will share specific actions MPO's can do to help keep older adults safe, mobile, and connected to their communities whether they are driving or not.

# TAB 7



The Florida Department of Transportation's Safe Mobility for Life Program partnered with the Pepper Institute on Aging and Public Policy at Florida State University to bring you the Safe Mobility for Life Coalition.

## Our Mission

The Safe Mobility for Life Coalition's mission is to implement a strategic plan to increase the safety, access, and mobility of Florida's aging road users and eliminate fatalities and reduce serious injuries.

The organizations that represent the Safe Mobility for Life Coalition, all have responsibilities and/or interests in aging road user safety and mobility. The participating agencies include:



## You Hold the Keys

We believe that "you hold the keys to your transportation future." To help Floridians stay safe and mobile for life, we promote these three keys:



**UNDERSTAND**  
the impact aging has  
on driving



**BE PROACTIVE**  
about safe  
driving skills



**PLAN**  
for a safe transition  
from driving

In addition to our message, the Safe Mobility for Life Coalition continues to support safety and mobility countermeasures on our roadways, develop and distribute educational materials, educate partners on the three keys to staying safe and mobile, and maintain the Safe Mobility for Life Resource Center.

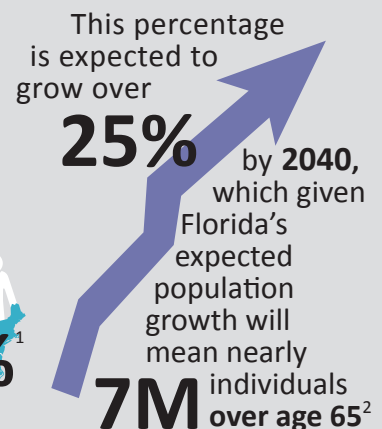
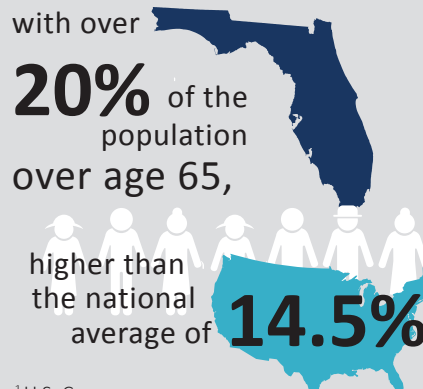
Together we are working to improve the safety, access, and mobility of Florida's aging road users.

## Florida's Growing Aging Population

Today's older adults are not only living longer, they are driving longer than any other generation in history. Research indicates these individuals can expect to outlive their ability to drive safely by 7 to 10 years. This means more cars on the road, which inevitably increases the exposure and risk for all road users.

While aging road users tend to have fewer fatalities and serious injuries than any other age group, the numbers of incidents involving this age group are increasing.

### Florida leads the nation



<sup>1</sup> U.S. Census, [www.census.gov](http://www.census.gov).

<sup>2</sup> Florida Office of Economic and Demographic Research.

# Safety and Mobility Resources

The following materials were developed to support the goals of our Aging Road User Strategic Safety Plan and are distributed through our Safe Mobility for Life Resource Center.

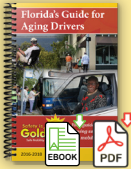
## Aging Road User Strategic Safety Plan

The ARUSSP shows the Coalitions data-driven and evaluation based strategic safety plan to reduce injuries and fatalities for Florida's aging population.



## Florida's Guide for Aging Drivers

This guide was developed to help Floridians learn how to continue to drive safely as they age.



## How to Choose Your Lifelong Community Checklist

By completing this checklist, individuals can learn how well a community meets their mobility needs to successfully age in place.



## Families and Caregivers Brochure

Families and friends play a large role in an older adult's safety and mobility. This brochure provides tips for talking with aging drivers about safe driving concerns.



## Keys to Your Transportation Future Tip Card

This card promotes the three keys to remain safe and mobile for life along with how to find additional resources.



## Parking Lot Safety Tip Card

Pedestrians are at high risk for being injured by moving vehicles because drivers take safety for granted in these areas. This tip card will teach you safe driving and walking tips in parking lots.



## Golf Cart Brochure

The rules for operating golf carts vary from state to state. This brochure contains information on how to safely and legally operate your golf cart in Florida.



## Roadway Safety Tip Cards

Roadway improvements are made to help residents with visual and physical limitations associated with aging. We have developed tip cards to help you identify and safely navigate the following:

- Multi-Lane Roundabouts
- Turning Right on Red
- Flashing Yellow Arrow
- Countdown Pedestrian Signal

## How to Use Find a Ride Florida

Find a Ride Florida is an online listing of transportation service providers in all of Florida's 67 counties. This tip card takes you through the three steps to help you use the website, [www.FindaRideFlorida.org](http://www.FindaRideFlorida.org).



## NEW! Tips on How to Use Transportation Options in Florida Series

There are many alternatives to driving in Florida but which one works best will vary from person to person. This new series contains tips and resources on how to use the following options:

- Bicycling
- Public Transit
- Transportation Network Companies



## Workshops and Presentations

In addition to developing and distributing educational materials, we have developed a number of presentations and workshops to promote our three keys to safe mobility for life and using alternatives to driving in your community.

To request outreach materials or join the listserv, contact:  
Safe Mobility for Life Resource Center  
Florida State University  
Pepper Institute on Aging and Public Policy  
Phone: (850) 644-8145  
Email: [contact@safemobilityfl.com](mailto:contact@safemobilityfl.com)

For program and presentation information, contact:  
Safe Mobility for Life Program Manager  
Florida Department of Transportation  
State Traffic Engineering and Operations Office  
Phone: 850-410-5414  
Email: [gail.holley@dot.state.fl.us](mailto:gail.holley@dot.state.fl.us)



Website: [SafeMobilityFL.com](http://SafeMobilityFL.com)





## REPORTS

Transportation Agency Reports - Included in the Agenda Package

1. Florida Department of Transportation (FDOT)
  2. Florida's Turnpike Enterprise (FTE)
  3. Central Florida Expressway Authority (CFX)
  4. Public Works Reports
  5. Transit Reports
- B. Regional Groups (WOSLTEDTF & EL-NOW Meeting of Elected Officials)
- C. Central Florida MPO Alliance (CFMPOA) & MPO Advisory Council (MPOAC)
- D. Association of MPO's (AMPO) and National Association of Regional Councils (NARC)
- E. Lake~Sumter MPO Staff & MPO Governing Board Reports (*opportunity for member comments*)
- F. Transportation Management (TMS)
- G. Project Update

### ATTACHMENTS:

1. FDOT project update
2. Sumter County Public Works Report
3. Sumter County Transit Report
4. Lake County Transit Reports
5. Notable Information

# REPORTS



**FDOT District Five - Leesburg Operations**  
**1405 Thomas Road**  
**Leesburg, Florida 34748**  
**352-315-3100**

Outside Consultant
In-House Construction
Maintenance

## Project Status Report as of November 16, 2018

LAKE						
SR 46 from west of US 441 to Round Lake Road (Wekiva Parkway Sections 3A and 3B)						
FIN #	238275-2-52-01, 238275-3-52-01					
CONTRACT #	T5589					
Conventional Construction						
<b>PROJECT DESCRIPTION:</b> The project includes an at-grade intersection of U.S. 441 and State Road (S.R.) 46, with a grade separated flyover from southbound U.S. 441 to eastbound S.R. 46. The project also includes the reconstruction of S.R. 46 into a six-lane divided controlled access roadway.						
					TIME	COST
<b>CONTRACTOR:</b>	GLF Construction Corporation	<b>LET DATE:</b>	6/14/2017	<b>ORIGINAL:</b>	850	\$32,839,302.36
<b>FED. AID #:</b>	8886919A	<b>NTP:</b>	8/01/2017	<b>CURRENT:</b>	908	\$33,099,278.43
<b>FUND TYPE</b>	Conventional	<b>TIME BEGAN:</b>	10/30/2017	<b>ELAPSED:</b>	380	\$15,141,647.27
		<b>WORK BEGAN:</b>	10/30/2017	<b>% ORIGINAL:</b>	44.71%	46.11%
		<b>EST. COMPLETION:</b>	Summer 2020	<b>% TO DATE:</b>	41.85%	45.75%
CONTACT		PHONE			EMAIL	
<b>CEI PROJECT ADMINISTRATOR</b>		Scott Moffatt	C: 321-624-8861		<a href="mailto:smoffat@rkk.com">smoffat@rkk.com</a>	
<b>FDOT PROJECT MANAGER:</b>		Eric Jaggars	O: 352-326-7715 C:352-459-9751		<a href="mailto:eric.jaggars@dot.state.fl.us">eric.jaggars@dot.state.fl.us</a>	
<b>CONTRACTOR'S PROJECT MANAGER:</b>		Kevin Wishnacht	C: 407-955-1944		<a href="mailto:kwishnacht@qlfusa.com">kwishnacht@qlfusa.com</a>	

LAKE						
SR 19 over Little Lake Harris Bridge # 110026						
FIN #	238319-2-52-01					
CONTRACT #	E5Y62					
Design Build						
<b>PROJECT DESCRIPTION:</b> Design and construction of State Road (S.R.) 19 over Little Lake Harris Bridge #110026 from Savage Circle to north of Hickory Points.						
					TIME	COST
<b>CONTRACTOR:</b>	Leware Construction Co. of Florida	<b>LET DATE:</b>	3/21/2017	<b>ORIGINAL:</b>	950	\$22,219,000.00
<b>FED. AID #:</b>	00B5025B	<b>NTP:</b>	6/15/2017	<b>CURRENT:</b>	996	\$22,338,735.39
<b>FUND TYPE</b>	Design Build	<b>TIME BEGAN:</b>	6/15/2017	<b>ELAPSED:</b>	515	\$14,723,944.89
		<b>WORK BEGAN:</b>	6/15/2017	<b>% ORIGINAL:</b>	54.21%	66.27%
		<b>EST. COMPLETION:</b>	Summer 2020	<b>% TO DATE:</b>	51.71%	65.91%
CONTACT		PHONE			EMAIL	
<b>CEI PROJECT ADMINISTRATOR</b>		David Smith	O: 352-324-6472 C: 407-948-3946		<a href="mailto:dsmith@metriceng.com">dsmith@metriceng.com</a>	
<b>FDOT PROJECT MANAGER:</b>		Eric Jaggars	O: 352-326-7715 C: 352-459-9751		<a href="mailto:eric.jaggars@dot.state.fl.us">eric.jaggars@dot.state.fl.us</a>	
<b>CONTRACTOR'S PROJECT MANAGER:</b>		Jeremy Welch	O:352-787-1616 C:352-516-7248		<a href="mailto:jwelch@lewarecc.com">jwelch@lewarecc.com</a>	

LAKE						
US 27 Asphalt Repair from US 192 to Golden Eagle Boulevard						
FIN #	429157-1-72-14					
CONTRACT #	E5U93					
Maintenance Contract						
<b>PROJECT DESCRIPTION:</b> Mill and resurface US 27 in Clermont from US 192 to Golden Eagle Boulevard						
					TIME	COST
<b>CONTRACTOR:</b>	Lane Construction Corporation	<b>LET DATE:</b>	6/05/2018	<b>ORIGINAL:</b>	120	\$1,454,577.56
<b>FED. AID #:</b>	N/A	<b>NTP:</b>	8/07/2018	<b>CURRENT:</b>	130	\$1,454,577.56
<b>FUND TYPE</b>	Maintenance	<b>TIME BEGAN:</b>	8/7/2018	<b>ELAPSED:</b>	99	\$1,377,285.49
		<b>WORK BEGAN:</b>	8/7/2018	<b>% ORIGINAL:</b>	82.50%	94.69%
		<b>EST. COMPLETION:</b>	Early 2019	<b>% TO DATE:</b>	76.15%	94.69%
CONTACT		PHONE			EMAIL	
<b>PROJECT ADMINISTRATOR</b>		Frank Kelch	O: 352-326-7716		<a href="mailto:frank.kelch@dot.state.fl.us">frank.kelch@dot.state.fl.us</a>	
<b>CONTRACTOR'S PROJECT MANAGER:</b>		Brandon Kowalske	C: 863-287-8096		<a href="mailto:bskowalske@laneconstruction.com">bskowalske@laneconstruction.com</a>	

# Project Status Report as of November 16, 2018

## LAKE AND SEMINOLE COUNTIES

### SR 429/46 from west of Old McDonald Road to east of Wekiva Park Road (Wekiva Parkway Section 6)

**FIN #** 238275-7-52-01

**CONTRACT #** E5Y47

#### Design Build

**PROJECT DESCRIPTION:** Design 5.5 miles of limited access toll road largely along the existing State Road 46 corridor from west of Old MacDonald Road to east of Wekiva Park Road. The project will include designing: an additional non-tolled, service road for local travel; a new, higher-profile bridge that is aesthetically pleasing over the Wekiva River; and, three wildlife bridges to allow animals to pass safely between the Seminole State Forest, Rock Springs Run State Reserve and Lower Wekiva River Preserve.

				TIME	COST	
<b>CONTRACTOR:</b>	Superior Construction Co. Southeast	<b>LET DATE:</b>	3/22/2017	<b>ORIGINAL:</b>	1,270	\$234,544,468.00
<b>FED. AID #:</b>	3141036P	<b>NTP:</b>	6/27/2017	<b>CURRENT:</b>	1,333	\$232,375,345.09
<b>FUND TYPE</b>	Design Build	<b>TIME BEGAN:</b>	10/18/2017	<b>ELAPSED:</b>	503	\$103,170,533.21
		<b>WORK BEGAN:</b>	10/18/2017	<b>% ORIGINAL:</b>	39.61%	43.99%
		<b>EST. COMPLETION:</b>	Spring 2021	<b>% TO DATE:</b>	37.73%	44.40%

CONTACT		PHONE	EMAIL
<b>CEI PROJECT ADMINISTRATOR</b>	Arnaldo Larrazabal	C: 786-205-2699	<a href="mailto:arnaldo.larrazabal@rsandh.com">arnaldo.larrazabal@rsandh.com</a>
<b>FDOT PROJECT MANAGER:</b>	Rick Vallier	O: 386-943-5283 C: 386-846-4149	<a href="mailto:rick.vallier@dot.state.fl.us">rick.vallier@dot.state.fl.us</a>
<b>CONTRACTOR'S PROJECT MANAGER:</b>	Jeremy Andrews	C: 904-509-0868	<a href="mailto:jandrews@superiorfla.com">jandrews@superiorfla.com</a>

## LAKE

### CR 46A Realignment from SR 46 to North of Arundel Way (Wekiva Parkway Section 5)

**FIN #** 238275-8-52-01

**CONTRACT #** T5582

#### Conventional Construction

**PROJECT DESCRIPTION:** Design the non-tolled relocation of CR 46A out of the Seminole State Forest for 2.5 miles from north of Arundel Way to connect to State Road 429 east of Camp Challenge Road.

				TIME	COST	
<b>CONTRACTOR:</b>	Halifax Paving, Inc	<b>LET DATE:</b>	2/22/2017	<b>ORIGINAL:</b>	650	\$9,883,549.93
<b>FED. AID #:</b>	8886602A	<b>NTP:</b>	5/09/2017	<b>CURRENT:</b>	711	\$9,890,468.19
<b>FUND TYPE</b>	Conventional	<b>TIME BEGAN:</b>	6/13/2017	<b>ELAPSED:</b>	522	\$5,732,456.19
		<b>WORK BEGAN:</b>	6/13/2017	<b>% ORIGINAL:</b>	80.31%	58.00%
		<b>EST. COMPLETION:</b>	Spring 2019	<b>% TO DATE:</b>	73.42%	57.96%

CONTACT		PHONE	EMAIL
<b>PROJECT ADMINISTRATOR</b>	Kim Navarro	O: 407-482-7829	<a href="mailto:kim.navarro@dot.state.fl.us">kim.navarro@dot.state.fl.us</a>
<b>CONTRACTOR'S PROJECT MANAGER:</b>	Steve Blair	O: 386-676-0200 C: 386-547-3422	<a href="mailto:hpi-steve@cflrr.com">hpi-steve@cflrr.com</a>

## LAKE

### SR 25 (US 27) from CR 561 to North of O'Brien Road

**FIN #** 434407-1-52-01

**CONTRACT #** T5592

#### Conventional Construction

**PROJECT DESCRIPTION:** Milling and resurfacing, widening turn lanes, base work, shoulder treatment, drainage improvements, curb and gutter, sidewalks, signing and pavement markings, guardrail, signalization and ITS on SR 25 (US 27) from just west of CR 561 (Lake Minneola Shores/Southern Breeze Drive) to 400 feet north of O'Brien Road.

				TIME	COST	
<b>CONTRACTOR:</b>	D.A.B. Constructors, Inc.	<b>LET DATE:</b>	8/30/2017	<b>ORIGINAL:</b>	400	\$6,864,444.44
<b>FED. AID #:</b>	3612039P	<b>NTP:</b>	11/14/2017	<b>CURRENT:</b>	443	\$6,864,444.44
<b>FUND TYPE</b>	Conventional	<b>TIME BEGAN:</b>	12/14/2017	<b>ELAPSED:</b>	333	\$5,655,300.14
		<b>WORK BEGAN:</b>	12/14/2017	<b>% ORIGINAL:</b>	83.25%	82.39%
		<b>EST. COMPLETION:</b>	Spring 2019	<b>% TO DATE:</b>	75.17%	82.39%

CONTACT		PHONE	EMAIL
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<b>FDOT PROJECT MANAGER:</b>	Karen Madrid	O: 352-326-7736 C: 352-459-2049	<a href="mailto:karen.madrid@dot.state.fl.us">karen.madrid@dot.state.fl.us</a>
<b>CONTRACTOR'S PROJECT MANAGER:</b>	Mike Lemke	C: 352-601-8043	<a href="mailto:mikel@dabcon.com">mikel@dabcon.com</a>

**LAKE ~ SUMTER MPO  
FOR  
DECEMBER 5, 2018**



**Prepared by:**

**Lake County Transit Division  
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Fruitland Park, FL 34731  
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Website: [RideLakeXpress.com](http://RideLakeXpress.com)**



**LAKE COUNTY  
FLORIDA**

# LAKE COUNTY CONNECTION RIDERSHIP FISCAL YEAR COMPARISON

## DECEMBER 5, 2018

### FY 17-18

#### Trips per Month FY 16-17

Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Total
6,611	7,049	6,971	6,879	6,711	7,400	6,447	7,150	6,884	6,383	7,326	5,067	80,878

#### Trips per Month FY 17-18

Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Total
7,235	6,786	6,530	7,005	7,023	7,809	7,748	8,272	7,758	7,948	8,599	7,443	90,156

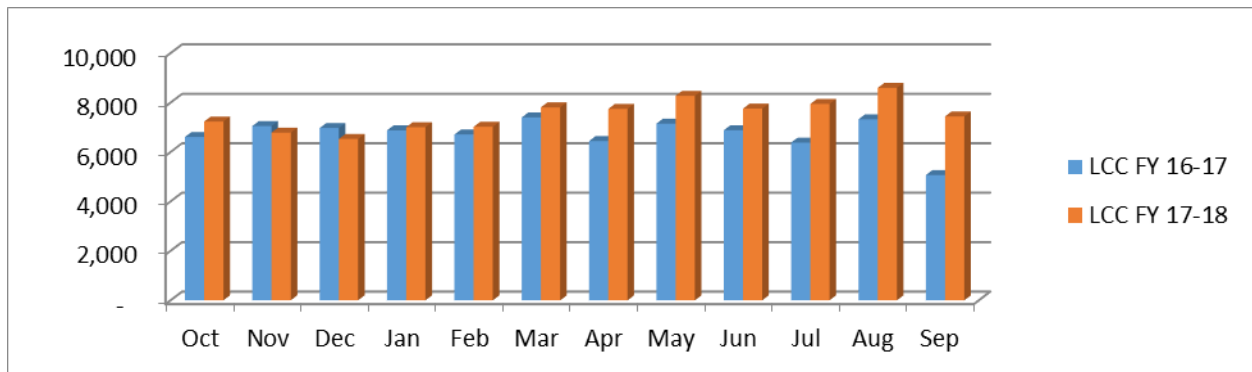
#### Increase

Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Total
624	-263	-441	126	312	409	1,301	1,122	874	1,565	1,273	2,376	9,278

#### Percentage Increase/Decrease

Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Total
9.44%	-3.73%	-6.33%	1.83%	4.65%	5.53%	20.18%	15.69%	12.70%	24.52%	17.38%	46.89%	12.40%

## LAKE COUNTY CONNECTION RIDERSHIP



**LAKEXPRESS RIDERSHIP FISCAL YEAR COMPARISON**  
**DECEMBER 5, 2018**  
**FY 17-18**

**Trips per Month FY 16-17**

Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Total
28,159	24,720	27,874	23,214	25,690	27,081	25,171	24,693	26,683	24,362	29,950	28,119	315,716

**Trips per Month FY 17-18**

Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Total
31,898	29,178	27,438	27,786	28,482	28,661	27,920	26,973	24,551	26,854	32,596	28,313	340,650

**Increase**

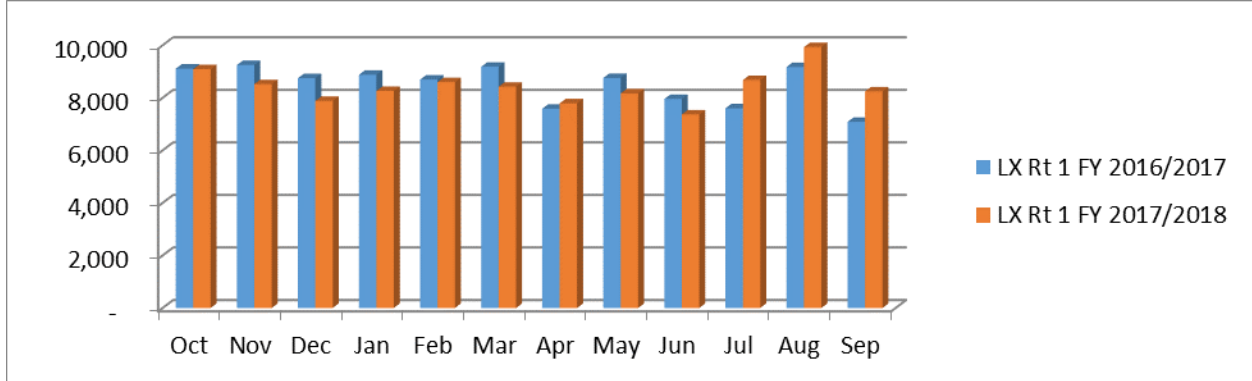
Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Total
3,739	4,458	-436	4,572	2,792	1,580	2,749	-2,280	-2,132	2,492	2,646	194	24,934

**Percentage Increase**

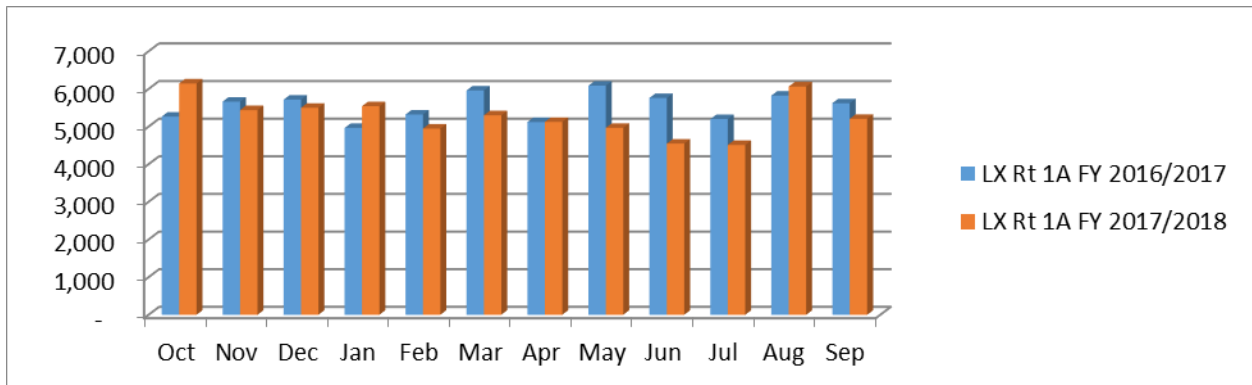
Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Total
13.28%	18.03%	-1.56%	19.70%	10.87%	5.83%	10.92%	9.23%	-7.99%	10.23%	8.83%	0.69%	8.17%

# LAKEXPRESS RIDERSHIP

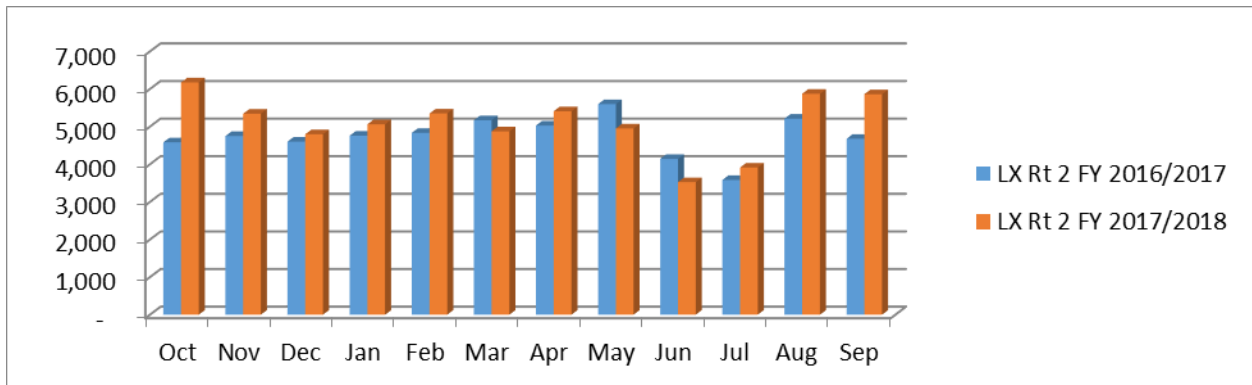
## ROUTE 1



## ROUTE 1A

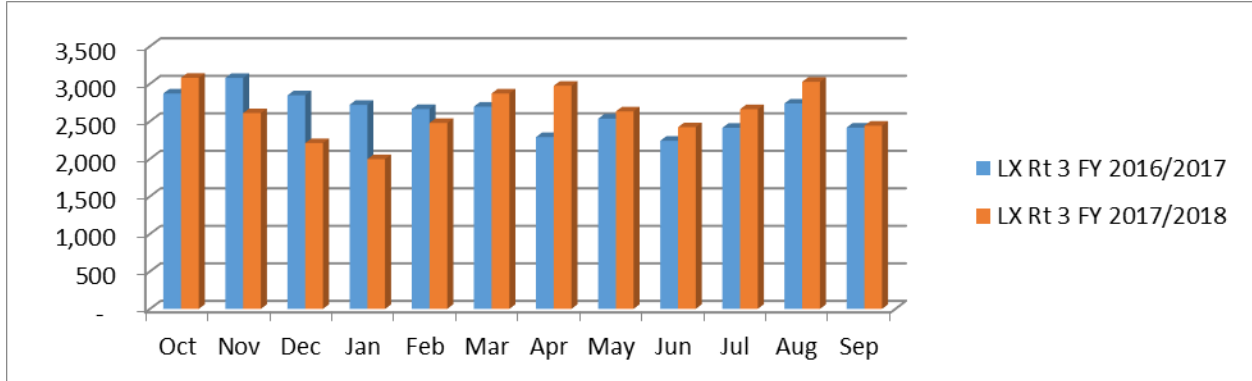


## ROUTE 2

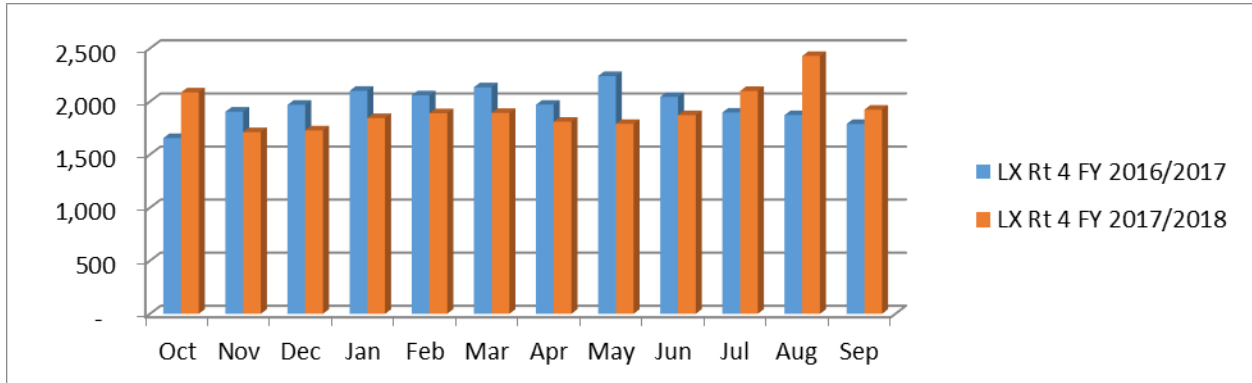


# LAKEXPRESS RIDERSHIP

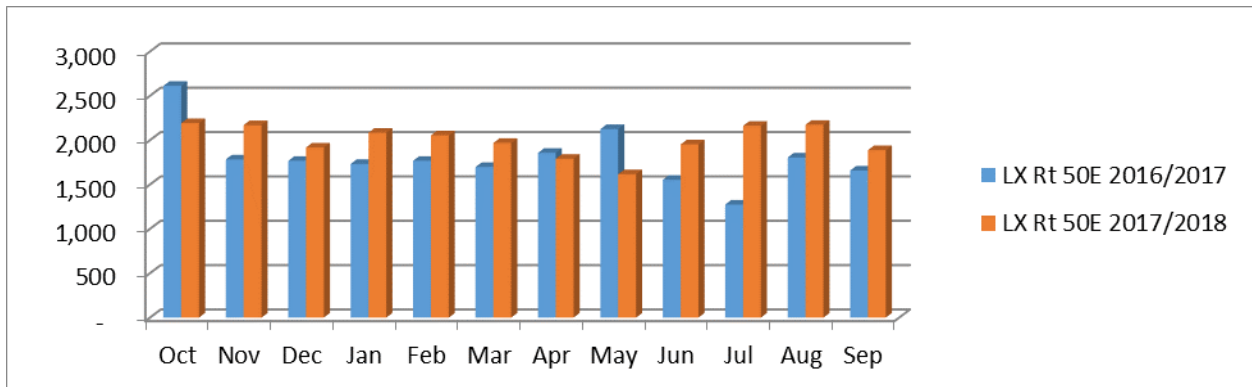
## ROUTE 3



## ROUTE 4



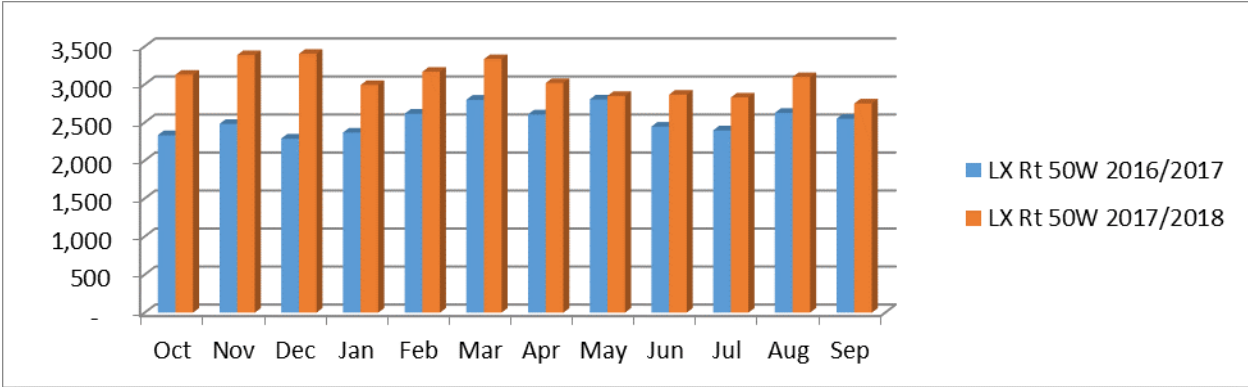
## ROUTE 50 EAST



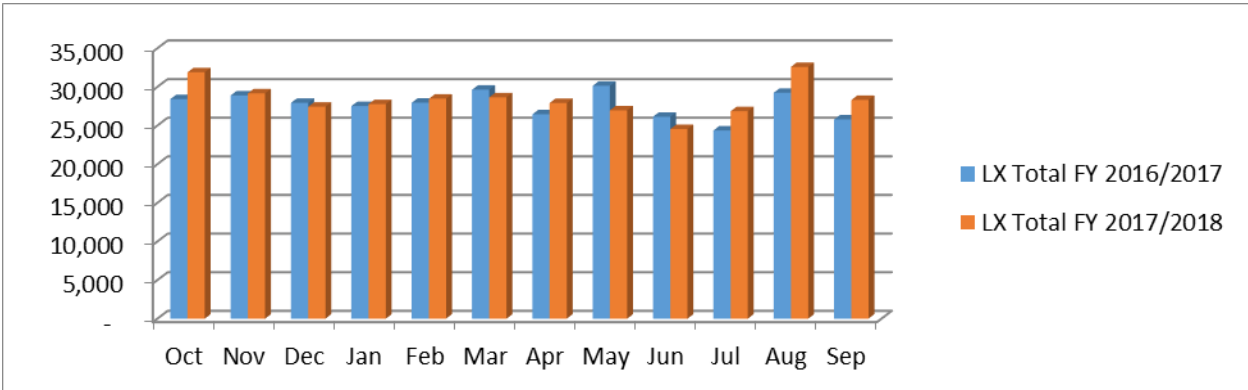


**LAKEXPRESS RIDERSHIP**

**ROUTE 50 WEST**



**TOTAL LAKEXPRESS RIDERSHIP**



**LYNX ROUTE 55 TOTAL RIDERSHIP**

Lake County Transit Division staff has not received an updated LYNX 55 Ridership Report although it has been requested.

## LAKEXPRESS BUS SHELTER PROGRAM UPDATE

<b>MUNICIPALITY</b>	<b>BUS SHELTERS</b>	<b>BUS STOP PADS</b>
<b>Eustis</b>	Ardice Ave. and Ruleme St.	SR 19 & Stevens
	Eustis Public Library	SR 19 & Golflinks
	Florida Hospital Waterman	SR 19 & Chelsey (both sides)
	Lake Tech	SR 19 & Bates
	Wall St.	
<b>Fruitland Park</b>	Fruitland Park Public Library	
	Transit Office	
<b>Leesburg</b>	Citizens Blvd. Transfer Station	US Hwy. 441/27 & Rural King
	Lake-Sumter Community College	US Hwy. 441/27 & Hill St.
	Lake St & LRMC	US Hwy. 441 across from Comcast
	Martin Luther King, JR. & Walmart	US Hwy. 441 & Wilco
	US Hwy. 441 & 3 <sup>rd</sup> St.	US Hwy. 441 & Gator Harley
	Griffin Rd. & Turtle Oaks Apt	US Hwy. 441 & 44
	CR 468 & Lisa Dare Rd.	US Hwy. 441 near the Mall
	SR 27 & Leesburg High School	US Hwy. 441 & Tavares
	Griffin Rd. & Thomas Ave.	
	Hope Springs Villa on Bentley Rd.	
<b>Lady Lake</b>	Lady Lake Public Library	US Hwy. 441/27 South of Lemon
	US Hwy. 441 & Kohl's	US Hwy. 441/27 South of Lakeview
	US Hwy. 441 & W. Guava St.	US Hwy. 441/27 East of Lakeview
		US Hwy. 441/27 East of Lady Lake Blvd.
<b>Mount Dora</b>	Lincoln Ave. and Grandview St.	US Hwy. 441 & Quality Inn
	Sun Trust Bank	
	Old Hwy. 441 & Morningside	
	US Hwy. 441 & Walmart (Southbound)	
	US Hwy. 441 & Walmart (Northbound)	
	City Hall – 5 <sup>th</sup> and Baker	
<b>Tavares</b>	Lake County Administration Building	Main St. & Pulsifer
	Main St & Rockingham	US Hwy. 441 & Buzzard Beach
	Main St & Sinclair (Court House)	US Hwy. 441 & El Red
<b>Umatilla</b>	Lake County Health Department	
	North Lake Community Park	
	Umatilla Public Library	

## **LAKEXPRESS BUS STOP INSTALLATION PROGRAM UPDATE**

- Elton Allen has completed 10 bus shelters and 20 bus stop pads which includes bus stop signs with solar lights, benches and trash cans.

## **VAN POOL UPDATE**

- Enterprise still has two vans in Lake County.  
VRide is operating one van in Lake County.



**SUMTER COUNTY TRANSIT**

	<b>MAY</b>	<b>JUNE</b>	<b>JULY</b>	<b>AUGUST</b>	<b>SEPTEMBER</b>
<b>INVOICE AMOUNT</b>	\$89,150.61	\$74,438.45	\$73,765.90	\$83,631.43	\$72,291.99
<b>COMPLETED TRIPS</b>	5,471	2,662	2,640	5,018	4,800
<b>VEHICLE MILES</b>	23,505	36,703	30,401	34,340	29,332
<b>ACCIDENTS - CONTRACT STANDARD 1.4 PER 100,000 MILES</b>	1	3	2	0	0
<b>ON TIME PERFORMANCE - CONTRACT STANDARD 92%</b>	99.67%	99.33%	99.67%	98.33%	97.67%
<b>CALL HOLD TIMES</b>	0 SECONDS	0 SECONDS	1 SECOND	1 SECOND	0 SECONDS
<b>PASSENGER TRIPS PER HOUR - STANDARD 1.71</b>	2.01	1.77	1.82	1.91	2.02
<b>COST PER MILE - STANDARD \$2.70</b>	\$3.79	\$2.03	\$2.43	\$2.44	\$2.46
<b>COST PER TRIP - STANDARD \$23.22</b>	\$16.83	\$28.95	\$28.91	\$17.27	\$15.53
<b>COMPLIMENTS</b>	12	12	18	10	9
<b>COMPLAINTS</b>	0	0	0	0	0

BOCC/SUMTER COUNTY TRANSIT DID NOT RECEIVE ANY OMBUDSMAN COMPLAINTS THIS REPORTING PERIOD.

## Transportation Management System (TMS) Summary

### December 2018

The Transportation Management System (TMS) was created to provide a data repository for MPO member governments to leverage and develop an all-inclusive database to perform and track the land use development reviews and the trip activity impacts from land use changes on the roadway network. The TMS program also conducts and oversees the annual average daily traffic (AADT) counts program for Lake County. Additionally, it collects and develops counter measure tools from safety information (crash data) for project identification and processes eligible projects for funding. The all-inclusive service provides a cohesive planning approach to address the various transportation needs and priorities. Vigilantly monitoring and planning for unintended roadway deficiencies throughout the transportation network-management service area.

The items listed below are tasks the TMS staff has been working on recently:

- Summary of TMS Land Use Reviews
  - 45 reviews done in October 2018.
  - 354 reviews done in past 12 months (Sept. 2017 through Oct. 2018)
  - There has been an increase in Traffic Impact Analysis reviews over the past three months.
  
- Traffic Impact Analysis Reviews Interactive map can be viewed at the link below:

[TMS - Traffic Impact Analysis Reviews Interactive map](#)

- Traffic count data maps through 2018 for both Lake County and Sumter County at the link below:

[2018 Traffic Counts Interactive Map](#)

## 12 Month Summary of TIA Reviews

Jurisdiction	2018 Jan.	2018 Feb.	2018 March	2018 April	2018 May	2018 June	2018 July	2018 August	2018 Sept.	2018 Oct.	2017 Nov.	2017 Dec.	TOTAL
Lake County	21	14	20	15	16	16	16	21	23	20	14	15	211
Astatula													0
Clermont	1	3	1	2	1	4	1	1	3	2			19
Eustis			1				1	3	3	2	3		13
Fruitland Park		1											1
Groveland	1	1	3	2	5	3	3	6	8	11		2	45
Howey-In-The-Hills								1					1
Lady Lake	4	2	3	3	3	2	1	4	2	4	4		32
Leesburg	1				1	1	2		5	1			11
Mascotte													0
Minneola		1		2		1	3	2	2	3		1	15
Montverde													0
Mount Dora													0
Tavares			1							1			2
Umatilla			1		1				1	1			4
<b>TOTAL</b>	28	22	30	24	27	27	27	38	47	45	21	18	354

## LAKE ~ SUMTER MPO PROJECT UPDATES – December 2018

- **US 301 Project Development and Environment (PD&E) Study (Sumter County)**

US 301 is being studied from SR 44 in Wildwood south to C-470 (west) in Sumterville. The study will lead to specific operational improvements and design improvements to the interchange of US 301 and Florida's Turnpike and to the intersection of US 301 and SR 44. The study is also examining the concept of a new alignment east and south of Coleman. The planning effort is being coordinated with other Sumter County projects including the I-75/CR 514 proposed interchange and the C-470 study. Public Alternatives Meeting #2 was held in May. A public hearing on the recommended alternatives will be held in summer 2018. The preferred design alternative will be presented for public comments at the Hearing. At the end of the study in spring 2019, a recommended design alternative will be selected, and all engineering and environmental reports will be finalized. The project is funded for the design phase in FY 2019/20.

A **Public Hearing** will be held on Monday, Dec. 3, 2018. The hearing will begin as an open house at 5:30 p.m. with a formal presentation at 6 p.m.

**Location: Trinity Baptist Church - Fellowship Hall**

**Address: 3305 E. CR 468, Wildwood, FL 34785**

**Time: 5:30 p.m.**

**Presentation: 6 p.m.**

**For More information please visit the Project Website: [US301\\_Sumter.com](http://US301_Sumter.com)**

- **I-75/CR 514 PD&E Study (Sumter County near Coleman)**

The Florida Department of Transportation (FDOT), District 5 has initiated a Project Development & Environment (PD&E) Study to evaluate a new interchange near the Interstate 75 (I-75) at County Road (C.R.) 514 (Warm Springs Avenue) overpass. The project area is located approximately 4.0 miles south of the I-75 and Florida Turnpike interchange and approximately 3.5 miles north of the I-75 at C.R. 470 interchange in Sumter County. The project limits extend north and south along I-75 at C.R. 514 and along C.R. 514 from 0.5 mile west of I-75 east 0.75 mile to the C.R. 525 Extension.

C.R. 514 is a two-lane, undivided, local roadway that crosses over I-75 at the project location. The purpose of this project is to improve the existing transportation network and support regional travel demand by providing additional access to I-75 at C.R. 514. The planned Florida Crossroads Industrial Activity Center (FCIAC) will serve as an intermodal freight logistics center and distribution hub, contributing to projected future travel demand in the region. In addition, residential development is expanding from the north and east toward the project area, increasing the amount of traffic in the region. The existing transportation network facilities in the project and surrounding area will be unable to support projected future demand.

Project webpage: [http://www.cflroads.com/project/435476-1/I-75\\_at\\_C\\_R\\_514](http://www.cflroads.com/project/435476-1/I-75_at_C_R_514)

- **C-470 PD&E Study**

FDOT is nearing completion of a Project Development and Environment Study for C-470 in Sumter County east into Lake County across Florida's Turnpike. The study is examining future needs for the roadway through 2040. The study is also part of an initiative to have 470 in both counties designated as a state road from I-75 in Sumter County east to US 27 in Lake County. A public hearing was held in April on the recommended alternatives. The study is now in final documentation phase and concludes this month. The project is funded for the design phase in FY 2019/20.

Project webpage: [http://www.cflroads.com/project/434912-1/C\\_-\\_470\\_PD\\_E\\_Study](http://www.cflroads.com/project/434912-1/C_-_470_PD_E_Study)

- **Wekiva Parkway Project**

The Central Florida Expressway Authority is now constructing all remaining segments in Orange County and new SR 453 from Orange County into Lake County from SR 429 to SR 46. The FDOT has moved into the construction phase for segments of SR 46, SR 429, and CR 46A in Lake County.

Project Website: <http://wekivaparkway.com/fdot-projects.php>

- **Trails: Central Florida C2C Trail and Wekiva Trail**

Because of the Central Florida MPO Alliance prioritization of Regional Trails, almost all phases of the C2C Trail have received advancements of funding from FDOT for each needed phase in both counties. The FDOT recently announced forthcoming programming of the subsequent phases of each segment of the C2C. Only the segment through downtown Groveland is absent from the FDOT Work Program. Meanwhile, the Wekiva Trail has two segments out of four segments committed for construction to be complete by 2019/20. The other two segments are now in the design phase. Project website: <http://www.floridasuntrail.com/>

- **Lake-Orange Parkway & Schofield Road Concepts (US 27 to SR 429)**



The Central Florida Expressway Authority is preparing to start a Feasibility, Project Development and Environment (PD&E) Study for the Lake / Orange Connector. The study will take a fresh look at previously studied alignment alternatives seeking to promote regional connectivity via a limited access facility.

CFX will be providing more information on this study once it gets underway. Public involvement and intergovernmental coordination will be a crucial part of this study.

Two options are being examined to construct roads between US 27 south of Clermont east to existing interchanges with SR 429. The northern corridor, Wellness Way, would connect to the New Independence Parkway interchange. The corridor to the south would connect to the Schofield Road interchange.

Project website: <https://www.cfxway.com/agency-information/plans-studies/project-studies/lake-orange-connector-study/>

- **SR 50 PD&E Study**

SR 50 is being studied from US 301 in Hernando County east to CR 33 in Mascotte. The Project Development and Environment Study is examining safety and capacity needs and will take into account the environmental issues relative to the Green Swamp and the Withlacoochee State Forest. The study commenced in January and the first public meeting was held in July. The study will conclude at the end of 2018.

The Florida Department of Transportation (FDOT) will hold two public hearings for the State Road (S.R.) 50 Project Development and Environment (PD&E) Study. The PD&E Study recommends the widening of S.R. 50 to four lanes from U.S. 301 in Hernando County to County Road (C.R.) 33 in Lake County, a distance of 20 miles. The need for these improvements includes roadway capacity and safety. For convenience purposes, the FDOT has scheduled these hearings on the following dates/times:

**Public Hearing #1**

**Tuesday, Nov. 27, 2018**

**Mascotte Civic Center**

**121 N Sunset Ave.,**

**Mascotte, FL 34753**

**From 5:30 p.m. to 7:30 p.m.**

[SR 50 PD&E Newsletter](#)

**Public Hearing #2**

**Thursday, November 29, 2018**

**Ridge Manor Community Center**

**34240 Cortez Blvd.**

**Dade City, FL 33523**

**From 5:30 p.m. to 7:30 p.m.**

Project website: [http://www.cflroads.com/project/435859-](http://www.cflroads.com/project/435859-1/SR_50_PD_E_Study_from_US_301_in_Hernando_County_to_CR_33_in_Lake_County)

[1/SR\\_50\\_PD\\_E\\_Study\\_from\\_US\\_301\\_in\\_Hernando\\_County\\_to\\_CR\\_33\\_in\\_Lake\\_County](http://www.cflroads.com/project/435859-1/SR_50_PD_E_Study_from_US_301_in_Hernando_County_to_CR_33_in_Lake_County)

- **Complete Streets Projects**

The MPO is managing two Complete Streets projects, East Ave. in Clermont and US 301 in Wildwood. Both projects are in the initial study phases and will be completed by June 2019.