



AGENDA
LAKE COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD

June 11, 2018 - 2 p.m.

Lake~Sumter MPO
225 West Guava St. Suite 217
Lady Lake, FL
Phone (352) 315-0170
www.LakeSumterMPO.com

CALL REGULAR MEETING TO ORDER

Proper Noticing, Roll-Call, Determination of Quorum

- I. AGENDA UPDATE**
- II. OPPORTUNITY FOR PUBLIC COMMENT** (on agenda items or general comments)
- III. PRESENTATION: NONE**
- IV. ACTION ITEMS**
 - A. Approval of March 12, 2018 Meeting Minutes (pages)
 - B. Review & Approval of FY 2018/19 Rate Calculation Model for Transportation Disadvantaged Trust Fund Trips for Lake County (pages)

CTC staff will present the FY 2018/19 Rate Calculation Model for TD Trust Fund trips. The Commission has established the Rate Calculation Model, which is utilized for the development of rates for transportation services that are arranged or provided by the Lake County CTC. The rates were approved by the Commission for further review by the TDCB. Once reviewed and approved, the rates will be included in the Transportation Disadvantaged Service Plan (TDSP) update. The rates for the upcoming fiscal year will change from \$26.63 to \$26.10 per one-way ambulatory passenger TD Trust Fund trip. The rate will change from \$45.65 to \$44.74 per wheelchair passenger.

Staff recommends approval of the FY 2018/19 Rate Calculation Model for TD Trust Fund Trips.
 - D. Review & Approval of the Transportation Disadvantaged Service Plan (TDSP) Annual Update (pages)

MPO staff is tasked with jointly developing and annually updating the TDSP with the Community Transportation Coordinator and the Transportation Disadvantaged Coordinating

Board. Annual updates are due prior to the end of the grant agreement period (June 30). Staff will present the recommended annual updates to the TDSP.

The TDSP updates include:

- *TDSP Section 2 - Service Plan – CTC edits in red and underline*
- *Annual Operating Report for FY 2016/17 and*
- *Annual Performance Report for FY 2017/18*
- *TD Trust Fund trip rates for FY 2018/19*

***Staff recommends approval of the TDSP Annual Minor Update.
Roll Call Vote Required.***

- E. Transportation Disadvantaged Service Plan (TSDP) Major Update: *MPO has contracted with the University of South Florida, Center for Urban Transportation Research for the major update to the Lake County TDSP. MPO staff would like to form a TDSP Update subcommittee with 5-10 members to help with the major update. The subcommittee should be comprised of TDCB Board members, CTC staff and representatives from McDonald Transit.*

Staff recommends approval of the TDSP Major Update Committee

- F. Rescheduling of the December 10, 2018 TDCB meeting: *The TDCB is responsible for overseeing the major update of the TDSP and advising the MPO Governing Board on approval of the Major Update. Due to the scheduling of the MPO Governing Board December 5th meeting staff is requesting to move the scheduled December 10th TDCB meeting to one of the dates listed below or another date and time to provide the TDCB the opportunity to provide comment on the final draft of the TDSP Major update prior to the MPO Governing Board meeting.*
1. *Monday, December 3rd at 10:00am*
 2. *Tuesday, December 4th at 10:00am*
 3. *Monday, November 26th at 2:00pm*
 4. *Tuesday, November 27th at 2:00pm*

V. DISCUSSION ITEMS

A. ADA Advisory Committee

The ADA Advisory Committee advises the Lake County Transit Division on practices, services and policies related to meeting the transportation needs of customers with disabilities. Amy Bradford will provide a quarterly update on the Lake County Travel Training Program and an update on the bus shelters.

B. Memorandum of Agreement

MPO staff will provide an update on the upcoming process for the State of Florida Commission for the Transportation Disadvantaged (CTD) Memorandum of Agreement (MOA). The current MOA between the CTD and the Community Transportation Coordinator (CTC), which is Lake County Board of County Commissioners, is for the period July 1, 2018 through June 30, 2023. The MPO is tasked with initiating the process for the designation a Community Transportation Coordinator

- C. Lake County Transit Development Plan Major Update: *Lake County Transit staff will update Board members on the 2018 Major Update to the Transit Development Plan.*

VI. REPORTS

- A. FDOT
- B. McDonald Transit
- C. Lake County CTC
- D. Lake~Sumter MPO

VII. BOARD MEMBER COMMENTS

VIII. ADJOURNMENT

IX. NEXT MEETING: Monday, September 10, 2018 @ 2:00 p.m., Lake~Sumter MPO Office

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



**Lake County Transportation Disadvantaged Coordinating Board
Minutes March 12, 2018
Lake ~ Sumter MPO
225 W. Guava Street, Suite 217, Lady Lake, Florida**

Members Present

Leslie Campione, Chairman
Lesha Buchbinder, Vice Chair
Bebe Chudeusz
Steve Homan
Millie Chervoni
Tamyika Young
Darren Armstrong
Danielle Delgado
Gustavo Henriquez
Mark Godinez
Jim Lowe
Linda Diaz
Colleen Kollmann

Representing

Lake ~ Sumter MPO
Children at Risk
Citizen Advocate
FL Department of Elder Affairs
Florida Agency for Healthcare Administration
Florida Agency for Healthcare Administration
Medical Community
Vocational Rehabilitation/Dept. of Education
Regional Workforce Development Board
Veterans Service Office Representing Veterans
FL Association CAA/Economically Disadvantaged
Person over 60, Representing Elderly
Person with a Disability/Representing Disabled

Members Absent

Scott Pfender
Sheri Peterson
Jo Santiago

Representing

Public Education/Lake County Schools
Dept. of Children & Families
FDOT

Staff Present

Nancy Valenzano
Francis Franco
Michael Woods
Amy Bradford
Jill Brown
Brandon Bradford

Representing

Lake ~ Sumter MPO
Lake ~ Sumter MPO
Lake ~ Sumter MPO
Lake County Transit Division
Lake County Transit Division
McDonald Transit

CALL TO ORDER

The meeting of the Lake County Transportation Disadvantaged Coordinating Board (TDCB) was called to order at 2:07 p.m. by Vice-Chair Lesha Buchbinder. Staff announced that the meeting was properly noticed, the roll was called, at which time it was noted that a quorum was present.

AGENDA UPDATE – Nancy Valenzano provided explanation on the following items that were not included in the agenda packet:

- Legislative update from the MPOAC
- Mobility Enhancement Grant Application for Review and Approval

OPPORTUNITY FOR PUBLIC COMMENT (on agenda items or general comments) –
No comments.

PRESENTATIONS

A. Annual Training / Sunshine & Ethics Law

Diana Johnson, MPO Attorney, presented the annual training on Florida's Sunshine Law & Ethics. Requirements, Public Records, Code of Ethics: Gifts, and Voting Conflicts were reviewed.

B. Update of the Public Engagement Documentation: Public Involvement, Limited English Proficiency, Title VI Plans and the Disadvantaged Business Enterprise Plan

Alex Trauger, Transportation Planner, HDR presented the draft plan for review. He shared the MPO Board opened the 45 day public hearing period on February 28 and final approval is scheduled for the Governing Board meeting April 25.

ACTION ITEM

A. Approval of December 11, 2017 Minutes

On a motion by Lesha Buchbinder, seconded by Jim Lowe and carried unanimously by a 12-0 vote, the Board approved the December 11, 2017 minutes as presented.

B. Annual Review and Approval of Lake County TDCB Bylaws

Chairman Campione stated in accordance with the Florida Commission for the Transportation Disadvantaged's most recent Coordinating Board and Planning Agency Operating Guidelines, the Bylaws have been reviewed by the MPO Attorney and the Bylaws Subcommittee. The recommended revision is shown in tracking.

On a motion by Colleen Kollmann, seconded by Gustavo Henriquez and carried unanimously by a 12-0 vote, the Board approved the annual review of the Bylaws with the recommended revision.

C. Approval of Eligibility Application

Amy Bradford reported the Florida CTD contracted with Thomas Howell Ferguson, P.A. to complete Quality Assurance Reviews of CTCs. As a result of the review it was suggested Lake County CTC update their Eligibility Application to include the eligibility criteria the rider is being approved for.

On a motion by Lesha Buchbinder, seconded by Mark Godinez and carried unanimously by a 12-0 vote, the Board approved the Eligibility Application as presented.

D. Mobility Enhancement Grant Application Review and Approval

Jill Brown provided update on the Mobility Enhancement Grant Application and stated the deadline is March 30, 2018. The grant requires 10% match, passenger fares will be used for the match with no additional use of county funds. The new service plans include service to and from bus stops; new areas not served by fixed route; weekday after hour service; and trips provided by Lyft. Ms. Brown reviewed the draft application and stated it will be on the March 27, 2018 BCC Agenda for approval.

On a motion by James Lowe, seconded by Colleen Kollmann and carried unanimously by a 12-0 vote, the Board approved the Mobility Enhancement Grant Application as presented.

DISCUSSION ITEMS

- A. Community Transportation Coordinator Designation
Nancy Valenzano shared the Commission for the Transportation Disadvantaged (CTD) approved Lake County Board of County Commissioners to remain the Community Transportation Coordinator (CTC) for Lake County at the February 13, 2018 Business Meeting. She added the CTD will forward the new Memorandum of Agreement to the CTC and the agreement will begin July 1, 2018. Ms. Valenzano shared the next five year Transportation Disadvantaged Service Plan is due 120 calendar days from July 1, 2018 and that MPO and transit staff have begun the process of updating the document.
- B. Lake County ADA Advisory Committee
Amy Bradford provided update on the Travel Training Program and Certification.

INFORMATION ITEMS

- A. Legislative Update
Nancy Valenzano provided an update on the Florida CTD Legislative Day held February 14th at the courtyard of the Capitol. She added there were over 700 in attendance with speakers from CTD, Florida Public Transportation Association, and the Florida Developmental Disabilities Council. Michael Woods provided an update on other transportation issues being monitored by the MPO and reviewed the MPOAC Legislative handout.
- B. 2017 Annual Performance Report
Nancy Valenzano shared the report is for board member information and the full report can be reviewed online www.fdot.gov/ctd/perfomdirectory.htm. Chapter 427 charges the Florida Commission for the Transportation Disadvantaged to submit an annual report to the Governor, the President of the Senate, and the Speaker of the House of Representatives by January 1 of each year. The report consists of the individual county and statewide program achievements throughout last reporting year (July 2016-June 2017).

REPORTS

- A. Florida Commission for the Transportation Disadvantaged
Kyle Mills provided an update on the Mobility Enhancement Grant application and the deadline for submittal and the FY 18/19 funding amounts for the Trip & Equipment Grant and the Planning Grant for Lake County.
- B. FDOT - None
- C. Lake County CTC
Amy Bradford reviewed the reports that were included in the agenda packet.

D. Lake~Sumter MPO

Nancy Valenzano stated the Planning Grant Progress Report for the 2nd quarter is included in the agenda packet. Michael Woods provided update on the FDOT Construction report and shared it will be included as part of the agenda packet in the future.

BOARD MEMBER COMMENTS – Chairman Campione commented she likes the annual joint meeting and thanked transit staff for providing needed services.

ADJOURNMENT

There being no further business to discuss, the meeting adjourned at 3:20 p.m.

June 11, 2018

Chairman Campione

Date

Preliminary Information Worksheet

Version 1.4

CTC Name: Lake County Board of County Commissioners
County (Service Area): Lake County
Contact Person: David Hope
Phone # (352) 323-5713

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- Governmental
- Private Non-Profit
- Private For Profit

NETWORK TYPE:

- Fully Brokered
- Partially Brokered
- Sole Source

Once completed, proceed to the Worksheet entitled "Comprehensive Budget"

Comprehensive Budget Worksheet

Version 1.4

CTC: Lake County Board of County Commissioners
County: Lake County

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from Oct 1st of 2016 to Sept 30th of 2017	Current Year's APPROVED Budget, as amended from Oct 1st of 2017 to Sept 30th of 2018	Upcoming Year's PROPOSED Budget from Oct 1st of 2018 to Sept 30th of 2019	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

Farebox	\$ 94,881	\$ 95,000	\$ 95,000	0.1%	0.0%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

Local Government

District School Board						Rates increased for FY 2019; which resulted in an increase in revenue needed from the General Fund
Compl. ADA Services						
County Cash	\$ 469,072	\$ 542,532	\$ 669,647	15.7%	23.4%	
County In-Kind, Contributed Services						
City Cash						
City In-Kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 740,652	\$ 766,272	\$ 766,272	3.5%	0.0%	
Non-Spons. Capital Equipment						
Rural Capital Equipment	\$ 122,936	\$ -	\$ 135,000	-100.0%		
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307	\$ 935,000	\$ 850,000	\$ 800,000	-9.1%	-5.9%	FDOT 5310 vehicles that were awarded in FY 16/17 were not purchased until FY 17/18; Block Grant funding that was previously used for Paratransit service will be used for Fixed Route service in FY 18/19
49 USC 5310		\$ 957,846	\$ 393,552		-58.9%	
49 USC 5311 (Operating)	\$ 392,045	\$ 475,000	\$ 500,000	21.2%	5.3%	
49 USC 5311(Capital)						
Block Grant	\$ 434,362	\$ 958,989	\$ 705,603	120.8%	-26.4%	
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

AHCA

Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						

DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						

DOE (state)

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						

AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						

DOEA

Older Americans Act	\$ 100,140	\$ 100,000	\$ 100,000	-0.1%	0.0%	
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

APD

Office of Disability Determination	\$ 91,373	\$ 90,000	\$ 90,000	-1.5%	0.0%	
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						

DJJ

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

Motor Fuel Tax Rebate	\$ 50,022	\$ 50,000	\$ 50,000	0.0%	0.0%	
XXX						
XXX						

Comprehensive Budget Worksheet

Version 1.4

CTC: Lake County Board of County Commissioners
County: Lake County

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

1	2	3	4	5	6	7
	Prior Year's ACTUALS from Oct 1st of 2016 to Sept 30th of 2017	Current Year's APPROVED Budget, as amended from Oct 1st of 2017 to Sept 30th of 2018	Upcoming Year's PROPOSED Budget from Oct 1st of 2018 to Sept 30th of 2019	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000

Bus Pass Program Revenue

Other Revenues

Interest Earnings						
Other (Stretcher Inspection)		\$ 150	\$ 150		0.0%	
Reimbursement from Contractor	\$ -	\$ 1,000	\$ 1,000		0.0%	
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve	\$ 524,479	\$ 218,762	\$ 348,552			
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Balancing Revenue is Short By =		None	None			
Total Revenues =	\$3,954,962	\$5,105,551	\$4,654,776	29.1%	-8.8%	

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

Operating Expenditures

Labor	\$ 182,809	\$ 168,711	\$ 178,250	-7.7%	5.7%	There was an reduction in utility service in FY 18/19; There is an increase in insurance rates for FY 18/19; the lease costs for administrative services has been allocated to other divisions. Capital expenditures that were budgeted in FY 17/18 were purchased in FY 17/18
Fringe Benefits	\$ 62,986	\$ 56,485	\$ 58,679	-10.3%	3.9%	
Services	\$ 894,830	\$ 978,246	\$ 903,961	9.3%	-7.6%	
Materials and Supplies	\$ 410,020	\$ 414,913	\$ 421,458	1.2%	1.6%	
Utilities	\$ 30,906	\$ 34,021	\$ 22,360	10.1%	-34.3%	
Casualty and Liability	\$ 13,844	\$ 12,294	\$ 13,954	-11.2%	13.5%	
Taxes		\$ -	\$ 500			
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 1,997,770	\$ 2,370,070	\$ 2,461,806	18.6%	3.9%	
Other						
Miscellaneous	\$ 32,746	\$ 5,028	\$ 4,913	-84.6%	-2.3%	
Operating Debt Service - Principal & Interest						
Leases and Rentals		\$ 1,510	\$ -		-100.0%	
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect						
Capital Expenditures						
Equip. Purchases with Grant Funds	\$ 306,275	\$ 957,846	\$ 528,552	212.7%	-44.8%	
Equip. Purchases with Local Revenue	\$ 22,776	\$ 106,427	\$ 60,343	367.3%	-43.3%	
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
	\$0					
Total Expenditures =	\$3,954,962	\$5,105,551	\$4,654,776	29.1%	-8.8%	

See NOTES Below.

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

ACTUAL year GAIN (program revenue) MUST be reinvested as a trip or system subsidy. Adjustments must be identified and explained in a following year, or applied as a Rate Base Adjustment to proposed year's rates on the next sheet.

Budgeted Rate Base Worksheet

Version 1.4

CTC: Lake County Board of County Commissioners

County: Lake County

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues
	from
	Oct 1st of
	2018
	to
	Sept 30th of
	2019
1	2

What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
3	4	5

xxx	\$	-
Bus Pass Program Revenue	\$	-
Other Revenues		
Interest Earnings	\$	-
Other (Stretcher Inspection)	\$	150
Reimbursement from Contractor	\$	1,000
Bus Pass Program Revenue	\$	-
Balancing Revenue to Prevent Deficit		
Actual or Planned Use of Cash Reserve	\$	348,552
Total Revenues =	\$	4,654,776

\$	\$	-
\$	\$	-
\$	\$	-
\$	\$	150
\$	\$	1,000
\$	\$	-
\$	\$	348,552
\$	\$	2,100,991
\$	\$	2,553,785
\$	\$	590,510

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ 178,250
Fringe Benefits	\$ 58,679
Services	\$ 903,961
Materials and Supplies	\$ 421,458
Utilities	\$ 22,360
Casualty and Liability	\$ 13,954
Taxes	\$ 500
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ 2,461,806
Other	\$ -
Miscellaneous	\$ 4,913
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ -
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ -
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ 528,552
Equip. Purchases with Local Revenue	\$ 60,343
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ -
Total Expenditures =	\$ 4,654,776
minus EXCLUDED Subsidy Revenue =	\$ 2,553,785
Budgeted Total Expenditures INCLUDED in	
Rate Base =	\$ 2,100,991
Rate Base Adjustment ¹ =	
Adjusted Expenditures Included in Rate	
Base =	\$ 2,100,991

\$ 1,963,275

Amount of
Budgeted
Operating Rate
Subsidy Revenue

¹ Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the **Actual** period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

¹ The Difference between Expenses and Revenues for Fiscal Year: **2016 - 2017**

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: Lake County Board Version 1.4
 County: Lake County

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

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

PROGRAM-WIDE RATES	
Total Projected Passenger Miles =	746,100
Rate Per Passenger Mile = \$	2.82
Total Projected Passenger Trips =	67,016
Rate Per Passenger Trip = \$	31.35

Fiscal Year

2018 - 2019

Avg. Passenger Trip Length =	11.1 Miles
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Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$	6.24
Rate Per Passenger Trip = \$	69.46

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.

Worksheet for Multiple Service Rates

CTC: Lake County Bo
 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

SECTION I: Services Provided

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

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

SECTION II: Contracted Services

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

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

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

<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No

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

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	Do NOT Complete Section II for Group Service

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

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

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

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

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....

<input type="radio"/> Yes
<input checked="" type="radio"/> No
Skip #2 - 4 and Section IV and Go to Section V

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
 per passenger mile?.....

<input checked="" type="radio"/> Pass. Trip	Leave Blank
<input type="radio"/> Pass. Mile	

Worksheet for Multiple Service Rates

CTC: Lake County Bo
 County: Lake County

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

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

* 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: 2018 - 2019				
		Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	746,100	= 659,968	+ 86,132	+ <input type="text"/>	+ <input type="text"/>	0
Rate per Passenger Mile =		\$2.60	\$4.46	\$0.00	\$0.00	\$0.00
					per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	67,016	= 48,134	+ 18,882	+ 0	+ <input type="text"/>	<input type="text"/>
Rate per Passenger Trip =		\$26.10	\$44.74	\$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) =		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	\$0.00
Rate per Passenger Mile for Balance =		\$2.60	\$4.46	\$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 =		\$5.76	\$9.88	\$0.00	\$0.00	\$0.00
					per passenger	per group
Rate per Passenger Trip =		\$57.82	\$99.12	\$0.00	\$0.00	\$0.00
					per passenger	per group

Program These Rates Into Your Medicaid Encounter Data

SECTION 2: SERVICE PLAN

OPERATIONS

The operations element is a profile of the Coordinator's current system which provides basic information about the Coordinator's daily operations.

1. 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 fully 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, and 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.

Below is the CTC unmet trip request from ~~2008 through 2016~~ FY 08-09 through FY 16-17:

Year	Number of unmet trips
July 1, 2008 - June 30, 2009 July 1, 2007 - June 30, 2008	4518,371
July 1, 2009 - June 30, 2010 July 1, 2008 - June 30, 2009	645
July 1, 2010 - June 30, 2011 July 1, 2009 - June 30, 2010	1796
July 1, 2011 - June 30, 2012 July 1, 2010 - June 30, 2011	3,111 179
July 1, 2012 - June 30, 2013 July 1, 2011 - June 30, 2012	18,803 3,111
July 1, 2013 - June 30, 2014 July 1, 2012 - June 30, 2013	4,659 18,803
July 1, 2014 - June 30, 2015 July 1, 2013 - June 30, 2014	488 4,659
July 1, 2015 - June 30, 2016 July 1, 2014 - June 30, 2015	549 488
July 1, 201 <u>6</u> 5 - June 30, 201 <u>6</u> 7	5 <u>7</u> 2 <u>4</u> 9

The CTC operates [their paratransit services](#) under the name [of Lake County Connection](#) and has contracted with McDonald Transit ([RAPT 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 Transportation Disadvantaged (TD) vehicle inventory consists of [4138](#) vehicles. Thirty-~~ninesix~~ ([396](#)) of the [4138](#) vehicles, or [956](#) percent, are lift-equipped. 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 your home to your 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. A passenger will 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.

- Additional “negotiated” time of up to one hour if necessary.

Pick-up window based on 10:00 am requested appointment.

Ride time				
Pick-up window. One hour (Additional negotiated time up to 60 minutes in window)	Additional time for trip distance	Additional time for peak periods	Additional time for other passengers	Arrive at appointment
Pick-up Between:				Drop Off Between:
9:00 - 10:00				9:00 –10:00
8:40 - 9:40	20 min			9:00 –10:00
8:20 - 9:20	20 min	20 min		9:00 –10:00
8:00 - 9:00	20 min	20 min	20 min	9:00 –10:00

Pick-up window: One hour before the appointment time plus applicable additional time for trip distance, peak periods and additional passengers.

Pick-up window based on 11:00 am requested return

Ride time				
Pick-up window. One hour (Additional negotiated time up to 60 minutes in window)	Additional time for trip distance	Additional time for peak periods	Additional time for other passengers	Arrive Home
Pick-up Between:				Drop Off Between:
11:00 - 12:00				11:00–12:00
11:00 - 12:00	20 min			11:20–12:20
11:00 - 12:00	20 min	20 min		11:40–12:40
11:00 - 12:00	20 min	20 min	20 min	12:00–1:00

- (1) Up to 60 minutes in negotiated time may be added to your one hour window to allow more efficient scheduling system wide on cross-county or out of county trips.
- (2) Estimated travel time for trip distance will be included.
- (3) Estimated additional time for peak periods will be included when applicable.
- (4) Up to 20 minutes for additional passengers will be added when applicable.

Multi-legged trips will be treated as round trips with multiple return (second, third, etc.) windows based on requested return times.

Please wait at least one hour past the scheduled pick-up time before calling Lake County Connection Customer Service at (352) 742-2612.

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. Please remember 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 Division 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.

2. Accessing Transportation Disadvantaged 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 perimeters when extraordinary situations arise.

a. Eligibility

~~Transportation services are available to anyone who meets the qualifications of the respective sponsoring agency. Medicaid Beneficiaries must contact their Medicaid Representative to request the information for their Medicaid Broker transportation provider. Transportation Disadvantaged services are based upon Chapter 427 and meeting the Federal Poverty Guideline as adopted by the County, unless the client qualifies for transportation under 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.~~

~~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 under the eligibility application.~~

~~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 verification of income. If a person provides false or misleading information they will be denied services. Incomplete applications may be granted 60 day provisional services if it appears that the applicant will qualify for services.~~

~~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**~~
- ~~▪ Applicants 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.

b. 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 we now have excess in 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.

c. Other Accessibility Policies/Procedures

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 road, 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.

3. Transportation Operators and Coordination Contractors

There is one private-for-profit operator under contract with Lake County providing transportation services to the coordinated system, and ten (10) ~~twelve (12)~~ coordination contractors.

4. Public Transit Utilization

Lake County currently offers fixed route and ~~as well as~~ paratransit services, and subscription service.

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, Mt. Dora, Umatilla and Zellwood. LakeXpress also operates two routes in south Lake County on State Road 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.

5. School Bus Utilization

Lake County does not provide School Board Trips.

6. Vehicle Inventory

In FY 2017~~6~~, there were a total of 50 CTC paratransit vehicles providing TD trips with 2 vehicles not being wheelchair equipped.

There were 12 Coordination Contractor vehicles providing transportation services for the developmentally disabled with 8 vehicles being wheelchair equipped.

The total number of vehicles providing TD trips in Lake County was 90 with a total of 56 vehicles, or 62% (percent) of the vehicles being wheelchair-lift equipped. The Lake County vehicle inventory is included in Appendix C.

7. System Safety Program Plan Certification

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

8. Inter-County Services

Lake County CTC provides passengers with trips to Gainesville on Monday, Wednesday, and Friday, based on demand. On Tuesday and Thursday, passengers are transported to Orlando including the new Veterans Hospital in Orlando.

In addition, Transportation Disadvantaged Program services will be 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. Request 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 then 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 the reservations being made.

9. 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.

10. 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.

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, will receive her certification as a Travel Trainer in July 2018. This program will support and encourage those who are utilizing the door-to-door service to use the fixed route service and help increase fixed route ridership and aid them 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's feedback regarding all aspects of the transportation services we provide. This marketing/diagnostic tool will continue to be utilized on a regular basis, with the results being documented for improvement of all transportation services. Survey results will be posted regularly on the www.ridelakexpress.com and the www.lakesumtermpo.com websites.

11. 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.

12. Service Standards

Service standards have been jointly developed by the TDCB, Planning Agency and the Community Transportation Coordinator and 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

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

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*

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 are waiting for their scheduled ride.

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

If a vehicle arrives to pick up a customer and he or she is not there or does not board the vehicle by the scheduled time, the customer will be considered a "No-Show".

If a customer places a child or other property on a vehicle and returns to their house and causes the bus to wait longer than five minutes, then the customer's

transportation services may be suspended for ten (10) days.

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

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

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

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

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

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

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

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

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

Repeat "no show" offenders may be assessed a "no show" fee.

Two-Way Communication

Rule 41-2.006 (4) (p) All vehicles ordered or put into service after adoption of this section of

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 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 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 establish 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. 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/Road Calls

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

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

Phones

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

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

Quality of Service

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

CTC Standard: The CTC has adopted the same standards as addressed in the CTC evaluation process.

In addition, the CTC contract with the operator has specific performance measures which will be 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 we 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: Our 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 to not 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 all 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 your trip that you 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. We 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.

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.

Failure to exit a vehicle shall also be described as disruptive behavior and will result in the suspension of services.

- c. **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.
- d. **Physical abuse:** Is defined as any action that may cause direct or indirect physical harm to a passenger, driver, or other staff. Possessing a weapon or firearm. Throwing objects out of the vehicle windows. Placing your feet on the seats, seat backs or walls.

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.

- e. **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.
- f. **Service animals:** Interfering or harming a service animal. This includes touching or petting a service animal without the owner's permission.
- g. **Other actions:** Other actions not specified but that are determined by the CTC to be an interruption to services.
- h. **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 or (the After Hours Number will be provided at a later date when our new Operator starts).

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.

13. 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.

1. For any complaint received directly by the CTC, the complaint follow-up shall be handled in the following manner:
 - a. Complaint forms shall be completed.
 - b. 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.
 - c. 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.
 - d. 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.

- 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.
 - d. 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.
 - e. Complaints that are considered "HOT:" shall be responded to within 24 hours. Hot complaints are addressed in the contract with the operator.
2. 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 complaints, 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.

Local Coordinating Board Grievance Procedures – See Appendix B

14. CTC Monitoring Procedures of Operators

Annual site visits of the operator and coordination contractors are done to review maintenance, driver records, performance standards, and daily operational procedures as well as annual site visits to providers to ensure fiscal responsibility.

Sub-contractor and coordinated contractor monitoring procedures reflect contract and performance checklists with written reports including corrective action requirements if necessary.

The CTC staff, MPO staff and Operator hold meetings to discuss concerns and issues regarding transportation services. The CTC's direct involvement in the day-to-day operations of the service shall include, but not be limited to, on-street monitoring of drivers and vehicles, inspection of equipment, customer service functions, contract compliance oversight, and quality control.

The CTC conducts unannounced periodic inspections to determine whether the Operator meets the required specifications and ensures the vehicles are in compliance with standards. Additional quality surveys and monitoring may occur through the use of a "mystery rider" program under the direction of CTC.

The CTC as well as the Contractor shall perform on-street monitoring of actual trips to include, but not be limited to:

1. On-time performance.
2. Knowledge of service area and routing.
3. Driver assistance.
4. Manifest accuracy and completeness.
5. Driver appearance.
6. Vehicle appearance.
7. Wheelchair lift condition and operation.
8. Wheelchair securement systems condition and use thereof.
9. Safety equipment.
10. Driving habits.
11. Compliance with Florida Motor Vehicle Regulations.
12. Substance abuse review.
13. Compliance with Chapter 14-90.
14. Review of driver records.
15. Customer courtesy.
16. Alcohol and Substance Abuse requirements.
17. System Safety.
18. Driver records.
19. Accidents and incidents.
20. Criminal history background checks.

The CTC conducts system performance monitoring on a daily and monthly basis. Each day, a Daily Operations Report is produced showing the number of trips, trip type and mileage for trips provided under each funding source, such as Medicaid, TD, and other community sponsored programs.

On a monthly basis, the Operator produces a report detailing trip origins and destinations, trips provided with cancellations and no-shows, trips by type, complaints about service with resolutions, and trips by sponsor. This report is presented to the TDCB at each meeting.

All operators within the Coordinated System are evaluated annually for contract compliance. Areas reviewed include, but are not limited to, System Safety Program Plan, driver records, Drug Free Workplace, insurance, and local standards. Monitoring is done on site and conducted by CTC staff.

15. CTC Monitoring of Coordination Contractors

Each Coordination Contractor shall be evaluated on an annual basis. The review will at a minimum consist of the following items:

1. 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 shall include the following information:

- A. Number of unduplicated passengers.
 - B. Number of vehicle miles while operating under the coordinated system.
 - C. Number of revenue miles, if different from (B).
 - E. Types of passengers transported, i.e. wheelchair, elderly, low income.
 - F. Trips reasons, i.e. medical, nutritional, employment, and educational.
 - G. Total dollars billed while operating under the coordinated system.
 - H. Total accidents and road calls.
2. Driver records.
 3. Compliance with Section 341.061, Florida Statutes and Rule 14-90, Florida Administrative Code concerning System Safety.
 4. Compliance with local, state, and federal laws, and Commission policies relating to drug testing.
 5. Compliance with the System Safety Program Plan (SSPP).
 6. Compliance with the insurance requirements of maintaining at least minimum liability insurance coverage in the amount of \$100,000 for any one person and \$300,000 per occurrence.
 7. Comply with all standards and performance requirements of the:
 - A. The CTD (Attachment II as applicable).
 - B. The TDCB approved TDSP.

16. 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 will conduct 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

This section provides information about how the overall costs of the CTC's operations will be allocated, and an explanation of the fare structure. The Lake County CTC issued a Request for Proposal for a Transportation Operator for a full brokerage system, which invited firms to submit proposals based on a Scope of Services that included provisions for the following:

- Service operations.
- Service area.
- Hours and days of service.
- Response time scheduling and dispatching.
- Minimum service delivery.
- Location of waiting passenger.
- Travel time.
- Trip reservations.
- Customer services.

- Passenger assistance.
- Eligibility determinations.
- Radio communications.
- Personnel.
- Training.
- Alcohol, narcotics and dangerous drugs.
- Facilities/equipment/supplies.
- Vehicle minimum standards.
- Maintenance.
- Accident response/road calls.
- Safety inspections.
- Vehicle records.
- Reporting/record keeping.
- Response to complaints.
- Accident reporting.
- Fares and reimbursement.

As CTC the Lake County Board of County Commissioners absorbs all costs for:

- Program Oversight.
- Coordination and Contractor Inspection.
- Coordination and Contractor Monitoring.
- Coordination and Contractor Reporting.

Fully Allocated Operating Cost	\$ 4,516,532 <u>3,594,889</u>
Total System Vehicle Miles	1,670,726 <u>1,525,992</u>
Total System Passenger Trips	192,494 <u>163,516</u>

Source ~~2015-2016~~ 2016-2017 Annual Operating Report (AOR).

Cost per passenger mile	\$ 2.70 <u>2.36</u>
Cost per passenger trip	\$ 23.46 <u>21.99</u>

Cost/Revenue Allocation – Rates charged to individual agencies that either subsidize or purchase transportation for their clients are based on the cost of providing service to that agency’s clients. Each contract is negotiated separately. In some cases, authorized rates are less than the fully allocated cost of providing the service. In those cases general public support must cover the remaining costs, or the service cannot be provided.

The CTC expenses are itemized below.

Labor	\$ 474,344 <u>448,063</u>
Fringe Benefits	\$ 67,121 <u>83,502</u>
Services	\$ 666,508 <u>702,738</u>
Material and Supplies	\$ 774,749 <u>520,208</u>
Utilities	\$ 23,407 <u>24,565</u>
Casualty and Liability	\$ 97,861 <u>104,958</u>
Taxes	\$ 1,798 <u>3,718</u>
Miscellaneous	\$ 38,469 <u>20,057</u>
Interest	\$ — <u>0</u>
Leases & Rentals	\$ 5,260 <u>21,056</u>
Annual Depreciation	\$ 465,255 <u>433,310</u>
Indirect Expense	\$ — <u>0</u>
Contracted Transportation Svcs.	\$ 1,901,760 <u>1,232,714</u>
Total Expenditure	\$ 4,516,532 <u>3,594,889</u>

**TRANSPORTATION DISADVANTAGED TRUST FUND
RATE STRUCTURE SUMMARY OF SERVICE RATES**

<u>TYPE</u>	<u>PER TRIP RATE</u>
Non-Sponsored	Ambulatory \$ 26.63 <u>26.10</u>
	Wheelchair \$ 45.65 <u>44.74</u>
	Stretcher \$ 95.10 <u>0</u>
Non-Sponsored with no subsidy	Ambulatory \$ 52.29 <u>57.82</u>
	Wheelchair \$ 89.65 <u>99.12</u>
	Stretcher \$ 186.76 <u>0</u>
Agency for Persons with Disabilities* After July 1, 2011	Short Trip \$ 8.15
	Medium Trip \$10.19
	Long Trip \$15.28
CTC Rate	Flat Fee \$ 25.75 <u>28.36</u>
	Hourly \$ 36.23 <u>42.27</u>

*APD sets all the rates and mileage for their trips. The County is working with APD on a rate increase.

The CTC does not directly provide transportation. The CTC contracts with its operator, McDonald Transit, LLC. at a trip rate for ambulatory and wheelchair trips and an hourly rate for stretcher service.

**ANNUAL OPERATING REPORT
FY 15-16 and FY 16-17 COMPARISON**

Description	FY 15-16	FY 16-17	Difference	Explanation
Passenger Trip Information				
Deviated Fixed Route Services	636	531	-105	Not sure if this was being reported correctly.
CTC Trips	131,691	107,034	-24,657	Reduction in Medicaid trips
Coordination Contractor Trips	60,167	55,951	-4,216	A Coordination Contractor did not report.
	192,494	163,516	-28,978	
Trips by Funding Source				
Agency for Health Care Administration	11,931	1,129	-10,802	Coordination Contractor is providing A2C trips
Agency for Persons with Disabilities	56,375	51,492	-4,883	Reduction in APD clients.
CTD	30,144	26,590	-3,554	Decrease trip request.
DOEA	12,722	11,231	-1,491	Decrease in DOEA clients.
FDOT	29,867	31,898	2,031	Increase in FDOT trip request
Local Government - School Board & Co.	38,608	26,069	-12,539	Less trip request.
Local Non-Government	12,847	12,107	-740	Beacon College
Total	192,494	160,516	-31,978	
Trips by Trip Purpose				
Medical	66,679	45,074	-21,605	Less Medicaid & a Coord. Contr. did not report.
Employment	30,383	18,431	-11,952	Reduction in APD trips.
Education	57,931	64,484	6,553	Increase in Sunrise Arc trips.
Nutritional	17,958	16,880	-1,078	Coordination Contractor did not report.
Life Sustaining	19,543	18,647	-896	Reduction in trip request.
Total	192,494	163,516	-28,978	
Unduplicated - Individuals	7,850	1,713	-6,137	Accurate reporting.
Unmet Trips by Trip Purpose				
Medical	549	572	23	Driver and vehicle not available to transport
Employment	0	0	0	clients to out of county medical appointments
Education	0	0	0	to areas we do not provide transportation.
Nutritional	0	0	0	
Life Sustaining	0	0	0	
Total	549	572	23	
No Shows	4,753	2,842	-1,911	We've been proactive in sending out warning letters.
Complaints				
Service	25	27	2	
Policy	0	0	0	
Vehicle	1	1	0	
Other	3	0	-3	
Total	29	28	-1	
Commendations	2	9	7	The commendations have been for McDonald

Description	FY 15-16	FY 16-17	Difference	Explanation
Vehicle Information				
Mileage				
Operator Vehicle Miles	1,268,641	1,215,971	-52,670	No Medicaid Trips
Coordinator Vehicle Miles	402,085	310,021	-92,064	Coordination Contractor did not report.
Total Vehicle Miles	1,670,726	1,525,992	-144,734	
Operator Revenue Miles	1,031,183	961,484	-69,699	No Medicaid Trips
Coordinator Revenue Miles	398,051	251,581	-146,470	Coordination Contractor did not report.
Total Revenue Miles	1,429,234	1,213,065	-216,169	
Roadcalls	40	9	-31	New vehicles, but question accuracy with previous Transit Provider.
Accidents - Chargeable				
Person Only	0	5	0	
Vehicle Only	12	4	-8	
Person and Vehicle	1	0	0	
Total Chargeable Accidents	13	9	-4	
Accidents - Non Chargeable				
Person Only	7	4	0	
Vehicle Only	8	15	7	
Person and Vehicle	0	3	3	
Total Non Chargeable Accidents	15	22	0	
Number of Vehicles				
Total Number of Vehicles	90	70	-20	Coordination Contractor did not report.
Wheelchair Accessible Vehicles	56	43	-13	Coordination Contractor did not report.
Employee Information				
Full Time Drivers				
Operator Drivers	41	49	8	
Coordinator Drivers	2	1	0	
Full Time Drivers Hours				
Operator Hours	89,253	116,719	27,466	Old Operator information is questionable.
Coordinator Hours	4,160	2,080	-2,080	Coordination Contractor did not report.
Part Time Drivers				
Operator Drivers	6	6	0	
Coordinator Drivers	35	59	24	Everyone at Group Homes drives hence the increase reporting.
Part Time Drivers Hours				
Operator Hours	4,797	4,797	0	
Coordinator Hours	21,067	22,430	1,363	
Transportation Provider				
Maintenance	0	7	7	McDonald Transit has taken over the maintenance of all the vehicles.
Dispatchers	2	3	1	
Schedulers	1	1	0	
Customer Service Representatives	2	2	0	
Operations	0	5	5	
Administrative Support	1	1	0	
Management	3	4	1	
Coordinator Employees				
Maintenance	2	1	-1	
Dispatchers	1	1	2	
Customer Service Representative	1	1	2	
Administrative Support	6	4	-2	
Management	11	10	-1	

Description	FY 15-16	FY 16-17	Difference	Explanation
Revenue				
Agency for Health Care Administration	\$270,509	\$55,201	-\$215,308	Medicaid reduction
Agency for Persons with Disabilities	\$533,479	\$489,627	-\$43,852	APD reduction
CTD	\$671,713	\$732,055	\$60,342	Increase State Funding
CTD Rural Capital Grant	\$143,361	\$122,936	-\$20,425	Awarded 2 vehicles instead of 1
DOEA	\$120,859	\$106,020	-\$14,839	Reduction in Meal Site clients
FDOT 5307	\$0	\$0	\$0	We didn't receive 5307 funding this year.
FDOT 5310	\$1,032,068	\$366,939	-\$665,129	FDOT Grant Award of 5 vehicles
FDOT 5311	\$287,954	\$255,274	-\$32,680	Reduction in Trip Request
FDOT Block Grant	\$519,170	\$772,338	\$253,168	
Service Development	\$0	\$0	\$0	
Local Government - County Cash	\$1,014,171	\$1,014,171	\$0	
Local Government - School Board	\$598,396	\$598,396	\$0	
County In-Kind	\$0	\$0	\$0	
Other Cash	\$0	\$0	\$0	
Local Non-Government - Farebox	\$94,963	\$101,146	\$6,183	Increase in Farebox collection
Local Non-Government - Other	\$322,854	\$185,572	-\$137,282	Coordination Contractor did not report.
Local Non-Government - Donations	\$0	\$0	\$0	
Other Federal - Motor Fuel Tax	\$0	\$0	\$0	
Other Federal - Reimbursements	\$0	\$0	\$0	
Total	\$5,609,497	\$4,799,675	-\$809,822	
Expense				
Labor	\$474,344	\$448,063	-\$26,281	Coordination Contractor did not report.
Fringe Benefits	\$67,121	\$83,502	\$16,381	
Services	\$666,508	\$702,738	\$36,230	Increase in services
Materials and Supplies	\$774,749	\$520,208	-\$254,541	Coordination Contractor did not report.
Utilities	\$23,407	\$24,565	\$1,158	
Casualty and Liability	\$97,861	\$104,958	\$7,097	
Taxes	\$1,798	\$3,718	\$1,920	
Purchased Transportation	\$1,901,760	\$1,232,714	-\$669,046	Reduction in Medicaid trips
Bus Pass Expenses	\$0	\$0	\$0	
Miscellaneous	\$38,469	\$20,057	-\$18,412	Coordination Contractor did not report.
Leases & Rentals	\$5,260	\$21,056	\$15,796	
Annual Depreciation	\$465,255	\$433,310	-\$31,945	Coordination Contractor did not report.
Total	\$4,516,532	\$3,594,889	-\$921,643	value

FLCTD Annual Operations Report

Section I: Face Sheet

County: Lake	Fiscal Year: July 1, 2016 - June 30, 2017
Status: Ready	
Report Date:	08/25/17
Period Covered:	July 1, 2016 - June 30, 2017
Coordinator's Name:	Lake County Board of County Commissioners
Address:	P.O. Box 7800
City:	Tavares
Zip Code:	32778-7800
Service Area:	Lake
Contact Person:	David Hope
Title:	Lake County Transit Division Manager
Phone:	(352) 323-5733
Fax:	(352) 323-5755
Email:	dhope@lakecountyfl.gov
Network Type:	Complete Brokerage
Organization Type:	County
CTC Certification:	
<p>I, David Hope, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.</p>	
CTC Representative (signature)	

LCB Statement:	
<p>I, Leslie Campione, as the local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the local Coordinating Board has reviewed this report and the Planning Agency has received a copy.</p>	
LCB Signature	

FLCTD Annual Operations Report

Section II: General Info

County: Lake
Status: Ready

Fiscal Year: July 1, 2016 - June 30, 2017

1. Provider Listing (include the CTC, if the CTC provides transportation services)

Number of Private Non-Profits: 5
Number of Private For-Profits: 8
Public Entities: 0
School Board: 0
Municipality: 0
County: 0
Transit Authority: 0
Other: 0
Total: 13

2. How many of the providers listed are in 1. are coordination contractors?

12

Annual Operating Report FY 16-17

Section III: Passenger Trip Information

Number of Trips	CTC	Coordinators	Total
Deviated Fixed Route	531	0	531
Paratransit Ambulatory	64,903	52,322	117,225
Paratransit Wheelchair	18,886	3,629	22,515
Paratransit Stretcher	2	0	2
School Board Trips	23,243	0	23,243
Total Trips	107,565	55,951	163,516

One-Way Trips by Funding Source	CTC	Coordinators	Total
ACHA	0	1,129	1,129
APD	8,777	42,715	51,492
CTD	29,590	0	29,590
DOEA	11,231	0	11,231
FDOT	31,898	0	31,898
Local Government	26,069	0	26,069
Local Non Government	0	12,107	12,107
Total Trips by Funding Source	107,565	55,951	163,516

One-Way Trips by Passenger Type	CTC	Coordinators	Total
Elderly Low Income	16,085	0	16,085
Elderly Disabled	7,691	0	7,691
Elderly Low Income and Disabled	6,671	3,869	10,540
Elderly Other	7,659	0	7,659
Children Low Income	244	0	244
Children Disabled	111	0	111
Children Low Income and Disabled	5,961	312	6,273
Children Other	16,231	0	16,231
Other Low Income	15,929	0	15,929
Other Disabled	9,521	0	9,521
Other Low Income and Disabled	10,649	51,770	62,419
Other Other	10,813	0	10,813
Total	107,565	55,951	163,516

One-Way Passenger Trips by Purpose	CTC	Coordinators	Total
Information obtained by Sampling			Yes
Medical	42,077	2,997	45,074
Employment	15,969	2,462	18,431
Education	30,092	34,392	64,484
Nutritional	12,962	3,918	16,880
Life Sustaining	6,465	12,182	18,647
Total	107,565	55,951	163,516

Unduplicated Passenger Head Count	1,309	404	1,713
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Number of Unmet Trip Request	CTC	Coordinators	Total

Medical	572		0		572
Employment	0		0		0
Education	0		0		0
Nutritional	0		0		0
Life Sustaining	0		0		0
Total	572		0		572

Reason Trip was Denied / Unmet	CTC		Coordinators		Total
Lack of Funding	0		0		0
Lack of Vehicle Availability	286		0		286
Lack of Driver Availability	286		0		286
Other	0		0		0
Total	572		0		572

Number of Passenger No Shows	2,842		0		2,842
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Passenger No Shows by Funding Source	CTC		Coordinators		Total
ACHA	219		0		219
APD	179		0		179
CTD	1,024		0		1,024
DOEA	271		0		271
FDOT	1,149		0		1,149
Local Gov't	0		0		0
Local Non Gov't	0		0		0
Other	0		0		0
Total	2,842		0		2,842

Complaints	CTC		Coordinators		Total
Service	27		0		27
Policy	0		0		0
Vehicle	1		0		1
Other	0		0		0
Total	28		0		28

Commendations	CTC		Coordinators		Total
CTC	4		0		4
Transportation Providers	5		0		5
Total	9		0		9

Annual Operating Report FY 16-17

Section IV: Vehicle Information

Mileage Information	Vehicle Miles	Revenue Miles	
Transportation Provider	1,215,971	961,484	
Coordinator Contracts	310,021	251,581	
Total Mileage	1,525,992	1,213,065	

CTC Accidents	Preventable	Non Preventable	Total
Person only	5	4	9
Vehicle only	3	14	17
Person and Vehicle	0	3	3
Total Accidents	8	21	29

Roadcalls	RR & LCTM	Coordinator	Total
	7	2	9

Coordinator Contracts Accidents	Preventable	Non Preventable	Total
Person only	0	0	0
Vehicle only	1	1	2
Person and Vehicle	0	0	0
Total Accidents	1	1	2

Total Number of Vehicles	Ambulatory	Wheelchair	Stretcher	Total
CTC	0	36	2	38
Coordinator Contracts	25	7	0	32
Total Vehicles	25	43	2	70

Section V: Employee Information

RR & LCTM Number of Employees	Employee	Hours
Full Time Drivers	49	116,719
Part Time Drivers	6	4,797
Volunteer Drivers	0	0
Total Employees and Hours	55	121,516

RR & LCTM Employees by Title	Total	
Maintenance	7	
Dispatchers	3	
Schedulers	1	
Reservationist	2	
Operations	5	
Volunteers	0	
Administrative Support	1	
Management	4	
Total	23	

Coordinator Employees	Total	Hours
Full Time Drivers	1	2,080
Part Time Drivers	59	22,430
Volunteer Drivers	0	0
Total	60	24,510

Coordinator Employees by Title	Total	
Maintenance	1	
Dispatchers	1	
Schedulers	0	
Customer Services Representative	1	
Operations	0	
Volunteers	0	
Administrative Support	4	
Management	10	
Total	17	

Annual Operating Report FY 16-17

Section VI: Revenue Information

Revenue	CTC	Coordination	Total
AHCA	\$ -	\$ 55,201	\$ 55,201
APD - Med Waiver	\$ 101,817	\$ 387,810	\$ 489,627
CTD	\$ 732,055	\$ -	\$ 732,055
CTD - Shirley Conroy	\$ 122,936	\$ -	\$ 122,936
DOEA	\$ 106,020	\$ -	\$ 106,020
FDOT 5307	\$ -	\$ -	\$ -
FDOT 5310	\$ 366,939	\$ -	\$ 366,939
FDOT 5311	\$ 255,274	\$ -	\$ 255,274
FDOT Public Transit Block Grant	\$ 772,338	\$ -	\$ 772,338
Local Government - School	\$ 598,396	\$ -	\$ 598,396
Local Government - County Cash	\$ 1,014,171	\$ -	\$ 1,014,171
Local Non Government - Farebox	\$ 101,146	\$ -	\$ 101,146
Other Non-Government	\$ 56,079	\$ 129,493	\$ 185,572
Total	\$ 4,227,171	\$ 572,504	\$ 4,799,675

Section VII: Expense Information

Expenses	CTC Original	Coordination	Total
Labor	\$ 205,678	\$ 242,385	\$ 448,063
Fringe Benefits	\$ 65,166	\$ 18,336	\$ 83,502
Services	\$ 702,078	\$ 660	\$ 702,738
Materials & Supplies	\$ 374,389	\$ 145,819	\$ 520,208
Utilities	\$ 6,466	\$ 18,099	\$ 24,565
Casualty and Liability	\$ 13,844	\$ 91,114	\$ 104,958
Taxes	\$ 2,587	\$ 1,131	\$ 3,718
Purchased Transportation	\$ 1,232,714	\$ -	\$ 1,232,714
Miscellaneous	\$ 15,203	\$ 4,854	\$ 20,057
Interest	\$ -	\$ -	\$ -
Leases and Rentals	\$ 1,510	\$ 19,546	\$ 21,056
Annual Depreciation	\$ 402,750	\$ 30,560	\$ 433,310
Contributed Services	\$ -	\$ -	\$ -
Allocated Indirect Expenses	\$ -	\$ -	\$ -
Total	\$ 3,022,385	\$ 572,504	\$ 3,594,889



U.S. Department
of Transportation
**Federal Transit
Administration**

REGION IV
Alabama, Florida, Georgia,
Kentucky, Mississippi,
North Carolina, Puerto
Rico, South Carolina,
Tennessee, Virgin Islands

230 Peachtree Street, NW
Suite 1400
Atlanta, GA 30303-1512
404-865-5600
404-865-5605 (fax)

August 10, 2017

Mr. Timothy Sullivan
Chairman, Lake County Board of County Commissioners
315 West Main Street
PO Box 7800
Tavares, Florida 32778

Re: Federal Transit Administration (FTA) Fiscal Year 2017 Triennial Review –Final Report

Dear Mr. Sullivan:

The enclosed final report documents the FTA’s Triennial Review of Lake County Board of County Commissioners (Lake County) in Tavares, FL. This review is required by Chapter 53 of Title 49, United States Code, Section 5307. Although not an audit, the Triennial Review is the FTA’s assessment of Lake County compliance with Federal requirements, determined by examining a sample of grant management and program implementation practices. As such, the Triennial Review is not intended as, nor does it constitute, a comprehensive and final review of compliance with grant requirements.

The Triennial Review focused on Lake County’s compliance in 17 areas. No deficiencies were found with the FTA requirements in eight areas. Deficiencies were found in nine areas: Financial Management and Capacity, Technical Capacity, Maintenance, Americans with Disabilities Act (ADA), Title VI, Procurement, Disadvantaged Business Enterprise (DBE), Satisfactory Continuing Control, and Public Comment. Lake County had one repeat deficiency from the 2014 Triennial Review in the area of Maintenance.

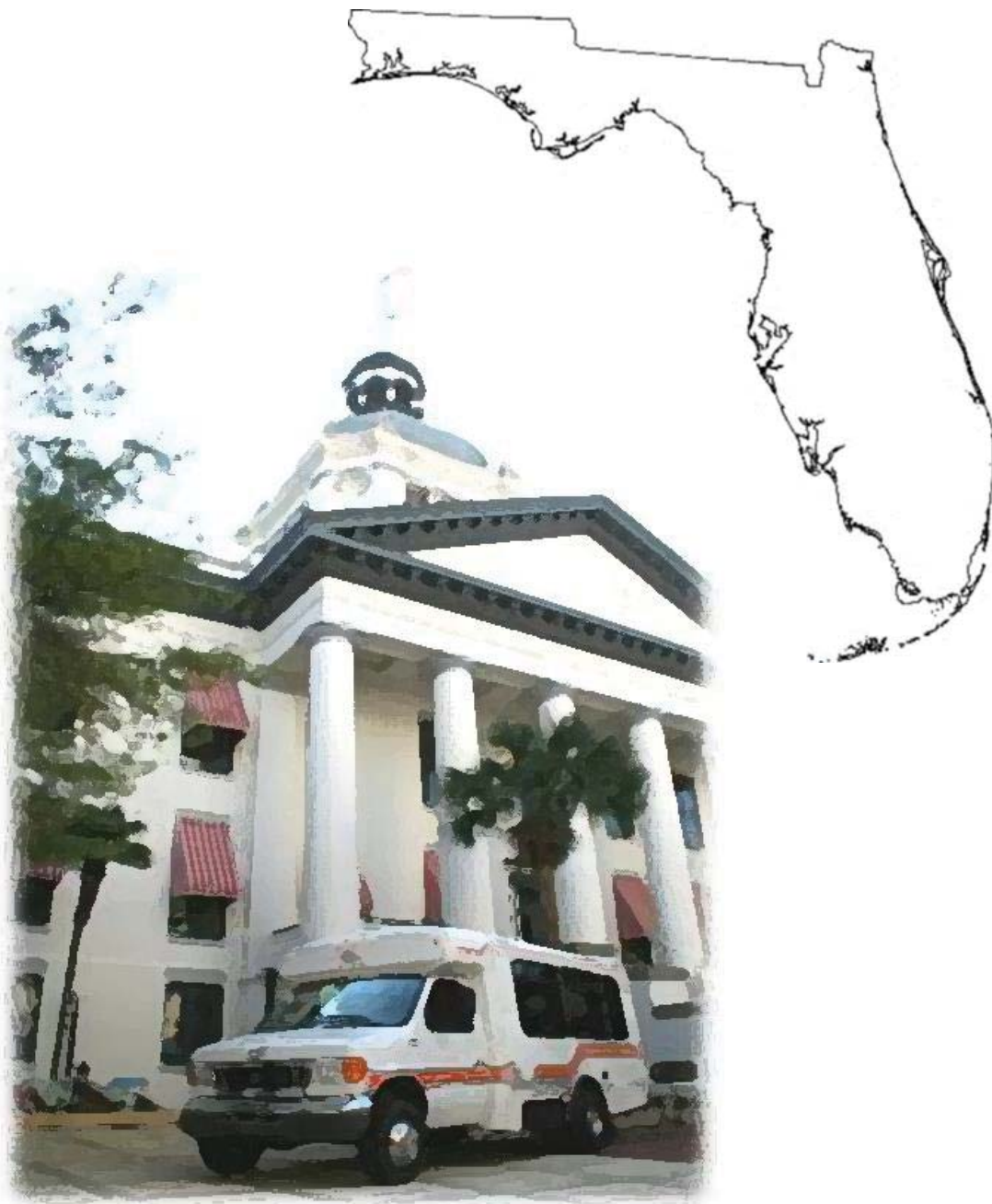
As part of this year’s Triennial Review of Lake County, FTA incorporated an Enhanced Review Module (ERM) in the ADA area. The purpose of an ERM is to conduct a more comprehensive review of underlying or contributing issues identified during the pre-assessment stage of the Triennial Review. Deficiencies resulting from the ERM are presented in the ADA section of the report that follows.

Thank you for your cooperation and assistance during this Triennial Review. If you need any technical assistance or have any questions, please do not hesitate to contact Dwight Hill, Triennial Review Coordinator, at (404) 865-5641 or dwight.hill.ctr@dot.gov.

Sincerely,

Yvette G. Taylor, Ph.D.
Regional Administrator

cc: Christopher White, FTA, General Engineer
David Hope, Lake County Public Transit Division, Interim Transit Manager



Florida Commission for the



**Transportation
Disadvantaged**

2017 Annual Performance Report

January 1, 2018

www.fdot.gov/ctd/



OUR MISSION

To ensure the coordination of transportation service that enhances access to employment, health care, education, and other life-sustaining activities for older adults, persons with disabilities, people with low incomes and at-risk children who are dependent on others for transportation.



Prepared by:
Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, Florida 32399-0450
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FAX - (850) 410-5751



Rick Scott
Governor

Marion Hart Jr.
Chairperson

Dr. Phillip Stevens
Vice Chairperson

Steven Holmes
Executive Director

January 1, 2018

Honorable Rick Scott
Governor, State of Florida
The Capitol
Tallahassee, FL 32399-0001

Honorable Joe Negron
President, Florida Senate
Suite 409, Capitol
Tallahassee, FL 32399-1100

Honorable Richard Corcoran
Speaker, Florida House of Representatives
Suite 420, Capitol
Tallahassee, FL 32399-1300

Dear Governor, Mr. President and Mr. Speaker:

The Florida Commission for the Transportation Disadvantaged is pleased to submit the *2017 Annual Performance Report*, pursuant to Section 427.013(13), Florida Statutes.

As you know, transportation plays a critical role in providing access to employment, health care, education, and other life-sustaining activities for many Floridians who are older adults, persons with disabilities, or individuals with low incomes.

During Fiscal Year 2016-2017, over 400,000 Floridians used the Coordinated Transportation System to be productive citizens and actively participate in their local communities by taking over 22 million trips.

Highlights of the *2017 Annual Performance Report* include:

- Florida's Coordinated Transportation System generated 22.6 million trips for 400,481 people at an average cost of \$12.37 per trip and \$23.61 per paratransit trip.
- The Coordinated Transportation System increased medical trips by 8 percent.
- The largest contributors of revenue to the Coordinated System were local governments. Local governments contributed \$123 million, which is 43 percent of all revenues in the Coordinated System.

The Coordinated Transportation System is a manifestation of the hard work and support of elected and appointed officials, transportation professionals, and local partners who dedicate themselves to serve those who are unable to serve themselves.

The Commission will continue to partner with community transportation coordinators, other local entities, state human service agencies and advocacy groups to enhance access to employment, health care, education, and other life-sustaining activities for older adults, persons with disabilities, or individuals with low incomes while increasing the efficiency and cost-effectiveness of the Coordinated Transportation System.

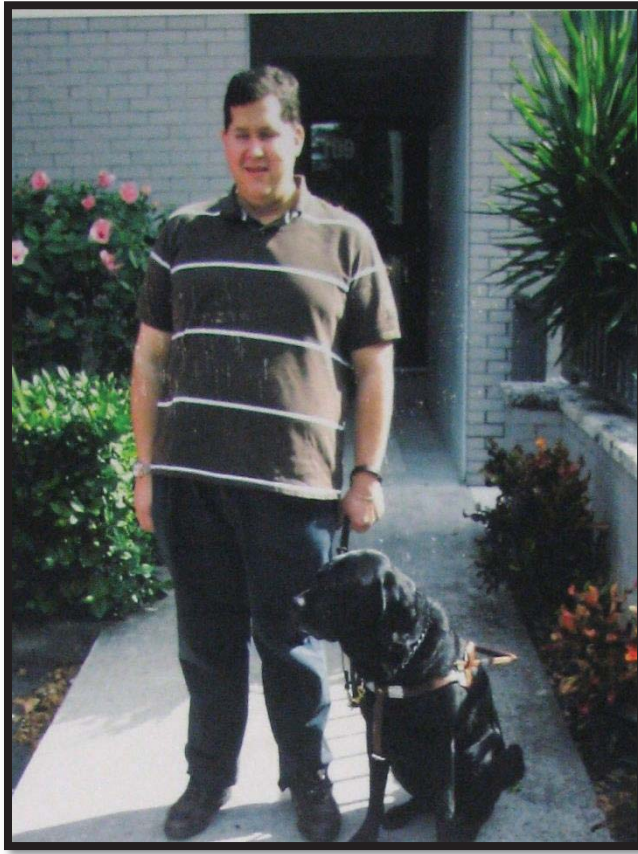
We look forward to working with each of you to improve the Coordinated Transportation System that is a lifeline for so many of Florida's most vulnerable persons.

Sincerely,

Marion Hart Jr.
Chairperson

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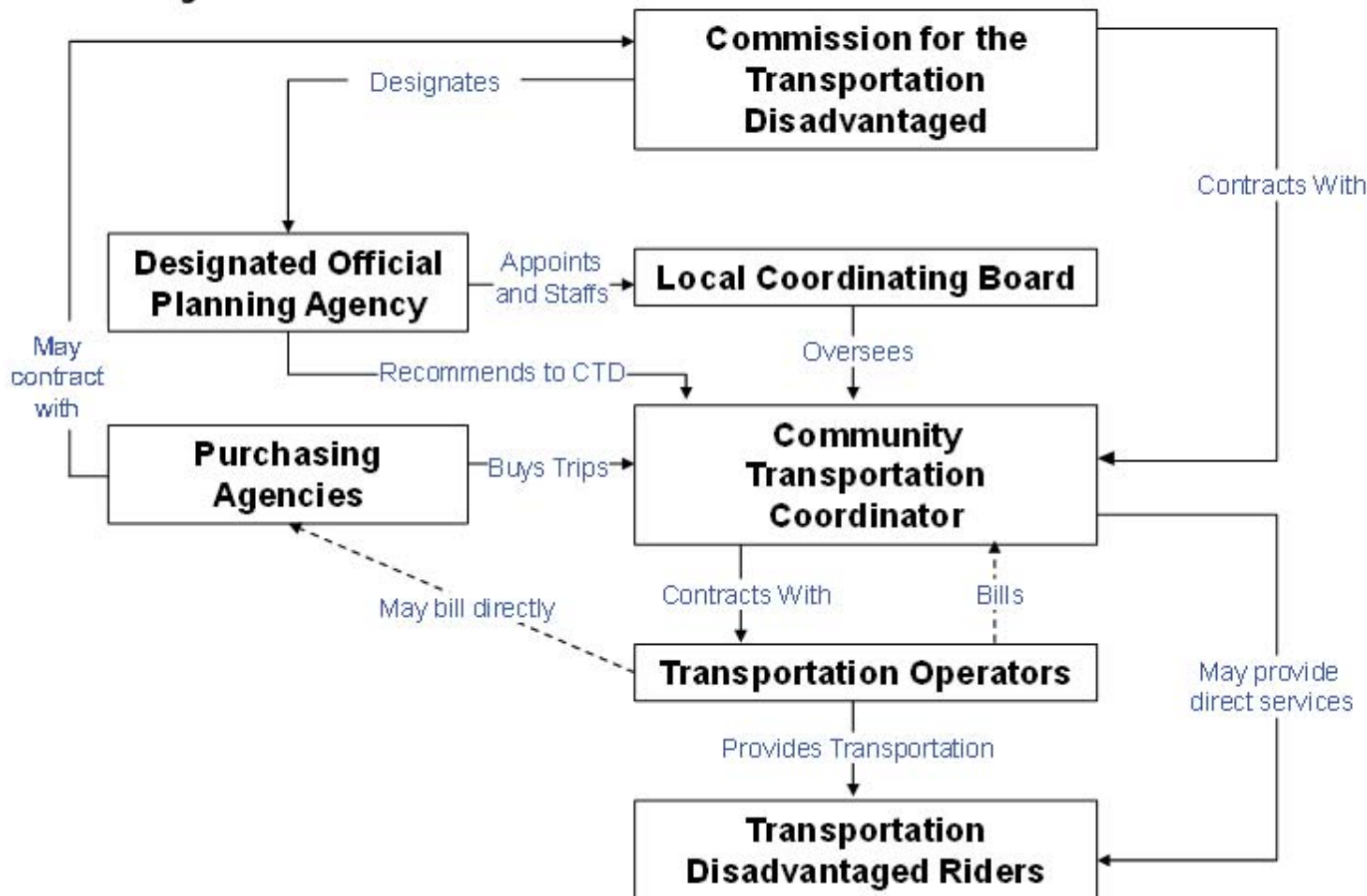
Jason Goldfield

Palm Beach County

“I rely on this service to transport me to and from work on a daily basis – I wouldn’t be employed without it. I find the service to be beneficial and reliable means of transportation that I have come to depend on in my personal and professional life.”



Coordinated Transportation System Organization





August Esche

Baker County

Mr. Esche is confined to a wheelchair and depends on transportation assistance to get to doctors' appointments. "I have been in a nursing home for three years, and this is my only means of transportation."

EXECUTIVE SUMMARY

Transportation plays a critical role in providing access to employment, health care, education, and other life-sustaining activities for many Floridians who are older adults, persons with disabilities, people with low incomes, or at-risk children.

The Commission for the Transportation Disadvantaged ensures the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons.

RIDERSHIP

In Fiscal Year 2016-17 the Coordinated Transportation System provided 22.6 million trips, which is an increase of one million trips from Fiscal Year 2015-16. In Fiscal Year 2015-16, the System reported 21.6 million trips.

REVENUES

In Fiscal Year 2016-17, the Coordinated Transportation System had revenues of \$285.3 million, which is an increase of \$18 million, or approximately 6%. Local Government is the largest contributor of revenues to the Coordinated Transportation System with revenues reaching \$123 million.



TRIPS BY TYPE OF SERVICE

Over 12 million trips - 53% of all trips taken by older adults, persons with disabilities, people with low incomes and at-risk children within the Coordinated System - were on fixed route or deviated-fixed route systems. Many fixed route and deviated-fixed route systems use funds from the Coordinated System to subsidize the purchase of bus passes through various programs offered by transit authorities. Bus passes are the most cost-effective means of providing transportation for people who are in proximity to a fixed route and are able to ride a bus.

The remaining 47 percent of trips were provided by paratransit services at an average cost of \$23.61 per trip. Paratransit services are the most expensive means of transportation for people served by the Coordinated Transportation System. Paratransit services are the predominant service in Florida's rural areas.

PURCHASERS OF TRIPS

The largest purchasers of trips from the Coordinating Transportation System were the Commission and Local Government. These organizations purchased 66% of all trips within the System. The Commission purchased over 10.1 million trips with funds from the Transportation

Disadvantaged Trust Fund, which is an increase of 1.6 million trips over the previous year.

The Coordinated Transportation System is a manifestation of the hard work and support of elected and appointed officials, transportation professionals, and local partners who dedicate themselves to serve those who are unable to serve themselves.

INTRODUCTION

The 2017 Annual Performance Report for the Florida Commission for the Transportation Disadvantaged is published to meet the statutory requirements outlined in Section 427.013(12), Florida Statutes, and covers the time period of July 1, 2016, to June 30, 2017.

This report provides an overview of the program and a summary of performance trends statewide. This information is compiled from each system's Annual Operating Report, thereby providing the Governor, Legislature, Commission, Community Transportation Coordinators, planning agencies, Local Coordinating Boards, State Human Service agencies, advocacy groups and others information about coordinated transportation services.

MISSION

To ensure the coordination of transportation services that enhance access to employment, health care, education, and other life-sustaining activities for older adults, persons with disabilities, people with low incomes and at-risk children who are dependent upon others for transportation.

PURPOSE OF THE COMMISSION

The Florida Legislature created the Commission for the Transportation Disadvantaged (Commission) in 1989 to coordinate the transportation services provided to the transportation disadvantaged.

The goal of this coordination is to ensure the cost-effective provision of transportation by qualified community transportation coordinators or transportation operators for the transportation disadvantaged.

The authority of the Commission derives from Chapter 427, Florida Statutes, and Chapter 41-2, Florida Administrative Code. The Commission also administers the Transportation Disadvantaged Trust Fund (TDTF), which provides for carrying out the statutory responsibilities of the Commission.

The Commission is an independent agency located within the Department of Transportation for administrative and fiscal purposes. Otherwise, the Commission operates independently, with rule making and budget authority. The Commission employs staff in Tallahassee to administer and monitor the statutory requirements for the program.

FLORIDIANS BEING SERVED

Florida’s transportation disadvantaged are defined in Section 427.011(1), F.S., as 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 as defined in s. 411.202, F.S.

COMMISSION MEMBERSHIP

According to Section 427.012(1), F.S., the Commission shall consist of seven (7) voting members all appointed by the Governor, including five (5) Business Community Members; two (2) members who have a disability and use the Transportation Disadvantaged System. One of these members must be over 65 years of age. In addition, the Secretary of Transportation, the Secretary of Children and Families, the Secretary of Elderly Affairs, the Executive Director of the Department of Economic Opportunity, the Executive Director of the Department of Veterans’ Affairs, the Secretary of the Agency for Health Care Administration, the Director of the Agency for Persons with Disabilities, and a county manager or administrator who is appointed by the Governor, or a senior management level of each, shall serve as ex officio non-voting advisors to the Commission. The

current members of the Commission are shown in the following table:

Commission Membership	
Commissioners Voting Members	Representing
Chairman Marion Hart Jr.	The Business Community
Vice-Chairman Dr. Phillip Stevens	The Business Community
Rebecca “Becki” Forsell	Users with a Disability
Dane Grey	The Business Community
Dr. Robin D. Tellez	The Business Community
Mike Willingham	The Business Community
Ex Officio Members	Representing
Mike Dew, Secretary Ed Coven, Designee	Dept. of Transportation
Cissy Proctor, Executive Director James Finch, Designee	Department of Economic Opportunity
Mike Carroll, Secretary Diane Harris, Designee	Department of Children and Families
Justin Senior, Interim Secretary Erica Floyd-Thomas, Designee	Agency for Health Care Administration
Barbara Palmer, Director Kent Carroll, Designee	Agency for Persons with Disabilities
Jeffrey S. Bragg, Secretary Catherine Anne Avery, Designee	Department of Elder Affairs
Glenn Sutphin, Executive Director Dennis Latta, Designee	Department of Veterans' Affairs
** VACANT **	County Manager or Administrator

PROGRAM ORGANIZATION

The Commission is the state-level policy board responsible for the oversight of the implementation of coordinated transportation disadvantaged services.

To assist with program implementation, the Commission contracts with a Community Transportation Coordinator (CTC) and planning agency in each county.

The local CTC is responsible for the actual arrangement and/or delivery of transportation services for transportation disadvantaged persons. The CTC, through a competitive procurement process, may contract with local transportation operators to provide transportation for transportation disadvantaged persons. During Fiscal Year 2016-2017, 330 qualified transportation operators carried out the provision of services.

The Local Coordinating Board (LCB), appointed and staffed by the planning agency, oversees and annually evaluates the CTC, which the Commission approves. Local Coordinating Boards also provide assistance to the CTCs by identifying local service needs and providing information, advice and direction to CTCs on the coordination of services. Each Local Coordinating Board is an advisory body to the CTC in its service area.



Membership of each Local Coordinating Board includes the Chairperson of the Board, who is an elected official; representatives from the Departments of Transportation, Children and Families, Education, Elder Affairs, and Agency for Health Care Administration; a person over sixty representing the elderly; a person with a disability representing persons with disabilities; two (2) citizen advocate representatives (one who must be a user of the system); a representative of the local public education system; a person who is recognized by the Florida Department of Veterans' Affairs, (representing the veterans of the county); a person who is recognized by the Florida Association for Community Action representing the economically disadvantaged; a representative of the local private for profit transportation industry; a representative for children at risk; a person representing the Regional Workforce Board; a representative of the local medical community; and where available, a representative of a local public transit system.

Mobility Enhancement Grant

The 2016 Florida Legislature authorized the Commission for the Transportation Disadvantaged to competitively award \$1,750,000 of non-recurring funds for innovation and cost-effective grants to Community Transportation Coordinators. The Mobility Enhancement Grant projects must meet one or more of the following criteria:

1. enhance the access of older adults, persons with disabilities, and low-income individuals to healthcare, shopping, education, employment, public services, and recreation;
2. assist in the development, improvement, and use of transportation systems in non-urbanized areas;
3. promote the efficient coordination of services;
4. support inter-city bus transportation; or
5. encourage private transportation provider participation.

The Commission approved the following projects;

- ❖ MV Contract Transportation in Alachua County, partner with the City of Gainesville through its GRACE Marketplace (homeless shelter) to provide reduced fare bus passes for the homeless clients they serve.

- ❖ Suwannee River Economic Council in Bradford County, provide “on-demand” service (within 30 minutes) to designated stops in the City of Starke for medical, pharmacy and shopping.
- ❖ Suwannee Valley Transit Authority in Colombia County, provided “on-demand” service (within 30 minutes) to designated stops in the City of Lake for medical, pharmacy and shopping.
- ❖ Mid-Florida in Hernando County, expand their current service hours and days and add 3 connector stops to fixed route service.
- ❖ Manatee Board of County Commission in Manatee County, partner with local healthcare service providers to screen and distribute daily bus passes to eligible low-income individuals for medical appointments.
- ❖ Central Florida Regional Transportation Authority (LYNX) in Orange, Osceola, and Seminole County, provided taxi vouchers to select TD riders to utilize taxi service to and from designated dialysis centers in each county. The intent is to reduce the wait time of dialysis patients to access transportation to and from treatment which may be extremely exhausting.
- ❖ Pinellas Suncoast Transit Authority in Pinellas County, partner with Uber, United Taxi, and Care Ride to provide affordable, on-demand, door-to-door trips within 20 minutes of request to or from work. In addition, grant would also fund urgent TD trips for medical purposes.

The table below is a statewide summary of the Mobility Enhancement Grants.

2016 - 2017 Mobility Enhancement Grant				
County	Community Transportation	Bus Passes	Trips	CTD Cost
Alachua	MV Contract Transportation	2,244	0	\$ 41,402
Bradford	Suwannee River Economic Council	0	2,240	\$ 47,517
Columbia	Suwannee Valley Transit Authority	0	928	\$ 17,974
Hernando	Mid-Florida Community Services	0	2,885	\$ 141,505
Manatee	Manatee BOCC	465	0	\$ 1,674
Orange, Osceola, Seminole	Central Florida Regional Transportation Authority (LYNX)	0	309	\$ 5,562
Pinellas	Pinellas Suncoast Transit Authority	0	24,769	\$ 326,456
Total		2,709	31,131	\$ 582,089

NON-EMERGENCY MEDICAID TRANSPORTATION

There are tens of thousands of people statewide who depend upon their Medicaid coverage to provide transportation to and from essential medical services. Non-Emergency Medicaid

Transportation (NEMT) services ensure access to medical care for those people who are either unable to drive, cannot afford to own or maintain a vehicle and do not have access to affordable transportation.

In Florida, the Agency for Health Care Administration (AHCA) administers the state's Medicaid program which consists of both mandated and optional programs to carry out its mission. Transportation is a federally mandated service.

In 2011, the Legislature created the Medicaid Managed Care Program which was completely implemented in February 2015 and changed how many individuals received their health care from the Florida Medicaid Program. Non-emergency transportation is now the responsibility of an individual's managed health care plan and is provided through brokers under contract with such health care plans.

Fiscal Year 2016-2017

STATEWIDE SUMMARY

County:	Florida Commission for the	Demographics	Number
CTC:	Transportation Disadvantaged		
Contact:	605 Suwannee Street, M-S 49 Tallahassee, FL 32399-0450 850.410.5700 800.983.2435	Statewide Population	20,612,439
		Potential TD Population	8,653,338
Website:	www.fdot.gov/ctd	UDPHC	400,481



Trips By Type of Service	2015	2016	2017
Fixed Route (FR)	6,747,821	10,481,518	11,278,146
Deviated FR	864,141	796,354	722,047
Ambulatory	8,295,589	8,431,669	8,735,836
Non-Ambulatory	1,735,076	1,742,608	1,799,586
Stretcher	7,419	2,591	1,639
School Board	130,908	167,398	99,396
TOTAL TRIPS	17,780,954	21,622,138	22,636,650

Passenger Trips By Trip Purpose	2015	2016	2017
Medical	5,440,070	5,164,765	5,622,291
Employment	2,703,968	3,471,560	3,597,565
Ed/Train/DayCare	3,210,375	3,433,064	5,331,015
Nutritional	1,322,867	2,022,764	3,496,933
Life-Sustaining/Other	5,103,674	7,529,985	4,588,846
TOTAL TRIPS	17,780,954	21,622,138	22,636,650

Passenger Trips By Funding Source	2015	2016	2017
CTD	4,706,186	8,487,760	10,129,858
AHCA	592,394	839,705	779,017
APD	1,828,939	1,647,992	1,680,022
DOEA	1,176,605	797,485	855,943
DOE	274,893	202,449	287,305
Other	9,201,937	9,646,747	8,904,505
TOTAL TRIPS	17,780,954	21,622,138	22,636,650

Vehicle Data	2015	2016	2017
Vehicle Miles	88,717,630	93,048,270	95,945,735
Revenue Miles	74,892,108	75,642,955	79,702,553
Roadcalls	2,651	2,404	2,154
Accidents	1,243	1,601	1,371
Vehicles	4,691	4,142	4,233
Driver Hours	6,457,470	6,859,501	7,557,309

Financial and General Data	2015	2016	2017
Expenses	\$250,425,496	\$273,667,057	\$280,061,013
Revenues	\$252,248,677	\$267,320,111	\$285,399,016
Commendations	4,514	5,428	4,144
Complaints	9,603	5,910	8,345
Passenger No-Shows	231,708	242,049	283,836
Unmet Trip Requests	155,607	726,932	1,947,023

Performance Measures	2015	2016	2017
Accidents per 100,000 Miles	1.40	1.72	1.43
Miles between Roadcalls	33,466	38,706	44,543
Avg. Trips per Driver Hour	1.71	1.62	1.50
Avg. Trips per Para Pass.	30.26	25.67	48.58
Cost per Trip	14.08	12.66	12.37
Cost per Paratransit Trip	21.91	23.19	23.61
Cost per Driver Hour	37.44	37.66	35.48
Cost per Total Mile	2.73	2.78	2.79



Florie Petty

St. Johns County

“I never thought the day would come when I couldn’t drive – but it did. I am 91 years young and legally blind. I am so grateful to the Commission for the Transportation Disadvantaged and to the St. Johns County COA for taking me to the doctor and grocery shopping, and I am grateful to stay independent. I could not get along without you.”

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



Trips By Type of Service	2015	2016	2017
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
TOTAL TRIPS	195,804	192,494	163,516

Vehicle Data	2015	2016	2017
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

Passenger Trips By Trip Purpose	2015	2016	2017
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
TOTAL TRIPS	195,804	192,494	163,516

Financial and General Data	2015	2016	2017
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

Passenger Trips By Funding Source	2015	2016	2017
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
TOTAL TRIPS	195,804	192,494	163,516

Performance Measures	2015	2016	2017
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

Preliminary Information Worksheet

Version 1.4

CTC Name: Lake County Board of County Commissioners
County (Service Area): Lake County
Contact Person: David Hope
Phone # (352) 323-5713

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- Governmental
- Private Non-Profit
- Private For Profit

NETWORK TYPE:

- Fully Brokered
- Partially Brokered
- Sole Source

Once completed, proceed to the Worksheet entitled "Comprehensive Budget"

Comprehensive Budget Worksheet

Version 1.4

CTC: Lake County Board of County Commissioners
County: Lake County

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from Oct 1st of 2016 to Sept 30th of 2017	Current Year's APPROVED Budget, as amended from Oct 1st of 2017 to Sept 30th of 2018	Upcoming Year's PROPOSED Budget from Oct 1st of 2018 to Sept 30th of 2019	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

Farebox	\$ 94,881	\$ 95,000	\$ 95,000	0.1%	0.0%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

Local Government

District School Board						Rates increased for FY 2019; which resulted in an increase in revenue needed from the General Fund
Compl. ADA Services						
County Cash	\$ 469,072	\$ 542,532	\$ 669,647	15.7%	23.4%	
County In-Kind, Contributed Services						
City Cash						
City In-Kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 740,652	\$ 766,272	\$ 766,272	3.5%	0.0%	
Non-Spons. Capital Equipment						
Rural Capital Equipment	\$ 122,936	\$ -	\$ 135,000	-100.0%		
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307	\$ 935,000	\$ 850,000	\$ 800,000	-9.1%	-5.9%	FDOT 5310 vehicles that were awarded in FY 16/17 were not purchased until FY 17/18; Block Grant funding that was previously used for Paratransit service will be used for Fixed Route service in FY 18/19
49 USC 5310		\$ 957,846	\$ 393,552		-58.9%	
49 USC 5311 (Operating)	\$ 392,045	\$ 475,000	\$ 500,000	21.2%	5.3%	
49 USC 5311(Capital)						
Block Grant	\$ 434,362	\$ 958,989	\$ 705,603	120.8%	-26.4%	
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

AHCA

Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						

DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						

DOE (state)

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						

AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						

DOEA

Older Americans Act	\$ 100,140	\$ 100,000	\$ 100,000	-0.1%	0.0%	
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

APD

Office of Disability Determination	\$ 91,373	\$ 90,000	\$ 90,000	-1.5%	0.0%	
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						

DJJ

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

Motor Fuel Tax Rebate	\$ 50,022	\$ 50,000	\$ 50,000	0.0%	0.0%	
XXX						
XXX						

Comprehensive Budget Worksheet

Version 1.4

CTC: Lake County Board of County Commissioners
County: Lake County

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

1	2	3	4	5	6	7
	Prior Year's ACTUALS from Oct 1st of 2016 to Sept 30th of 2017	Current Year's APPROVED Budget, as amended from Oct 1st of 2017 to Sept 30th of 2018	Upcoming Year's PROPOSED Budget from Oct 1st of 2018 to Sept 30th of 2019	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000

Bus Pass Program Revenue

Other Revenues

Interest Earnings					
Other (Stretcher Inspection)		\$ 150	\$ 150		0.0%
Reimbursement from Contractor	\$ -	\$ 1,000	\$ 1,000		0.0%
Bus Pass Program Revenue					

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve	\$ 524,479	\$ 218,762	\$ 348,552		
---------------------------------------	------------	------------	------------	--	--

Balancing Revenue is Short By =		None	None		
Total Revenues =	\$3,954,962	\$5,105,551	\$4,654,776	29.1%	-8.8%

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

Operating Expenditures

Labor	\$ 182,809	\$ 168,711	\$ 178,250	-7.7%	5.7%
Fringe Benefits	\$ 62,986	\$ 56,485	\$ 58,679	-10.3%	3.9%
Services	\$ 894,830	\$ 978,246	\$ 903,961	9.3%	-7.6%
Materials and Supplies	\$ 410,020	\$ 414,913	\$ 421,458	1.2%	1.6%
Utilities	\$ 30,906	\$ 34,021	\$ 22,360	10.1%	-34.3%
Casualty and Liability	\$ 13,844	\$ 12,294	\$ 13,954	-11.2%	13.5%
Taxes		\$ -	\$ 500		
Purchased Transportation:					
Purchased Bus Pass Expenses					
School Bus Utilization Expenses					
Contracted Transportation Services	\$ 1,997,770	\$ 2,370,070	\$ 2,461,806	18.6%	3.9%
Other					
Miscellaneous	\$ 32,746	\$ 5,028	\$ 4,913	-84.6%	-2.3%
Operating Debt Service - Principal & Interest					
Leases and Rentals		\$ 1,510	\$ -		-100.0%
Contrib. to Capital Equip. Replacement Fund					
In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Allocated Indirect					
Capital Expenditures					
Equip. Purchases with Grant Funds	\$ 306,275	\$ 957,846	\$ 528,552	212.7%	-44.8%
Equip. Purchases with Local Revenue	\$ 22,776	\$ 106,427	\$ 60,343	367.3%	-43.3%
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					
Total Expenditures =	\$3,954,962	\$5,105,551	\$4,654,776	29.1%	-8.8%

There was a reduction in utility service in FY 18/19; There is an increase in insurance rates for FY 18/19; the lease costs for administrative services has been allocated to other divisions. Capital expenditures that were budgeted in FY 16/17 were purchased in FY 17/18

See NOTES Below.

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

ACTUAL year GAIN (program revenue) MUST be reinvested as a trip or system subsidy. Adjustments must be identified and explained in a following year, or applied as a Rate Base Adjustment to proposed year's rates on the next sheet.

Budgeted Rate Base Worksheet

Version 1.4

CTC: Lake County Board of County Commissioners

County: Lake County

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues			
	from			
	Oct 1st of			
	2018			
	to			
	Sept 30th of			
	2019			
1	2		3	4

What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
3	4	5

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$ 95,000
Medicaid Co-Pay Received	\$ -
Donations/ Contributions	\$ -
In-Kind, Contributed Services	\$ -
Other	\$ -
Bus Pass Program Revenue	\$ -

\$ 95,000	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

YELLOW cells
are **NEVER** Generated by Applying Authorized Rates

Local Government

District School Board	\$ -
Compl. ADA Services	\$ -
County Cash	\$ 669,647
County In-Kind, Contributed Services	\$ -
City Cash	\$ -
City In-kind, Contributed Services	\$ -
Other Cash	\$ -
Other In-Kind, Contributed Services	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
\$ -	\$ -	
\$ 549,719	\$ 119,928	\$ 61,958
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

BLUE cells
Should be funds generated by rates in this spreadsheet

CTD

Non-Spons. Trip Program	\$ 766,272
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ 135,000
Other TD	\$ -
Bus Pass Program Revenue	\$ -

\$ 766,272	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ 135,000	\$ 135,000
\$ -	\$ -	
\$ -	\$ -	

local match req.

\$ 85,141
\$ -
\$ 15,000

GREEN cells
MAY BE Revenue Generated by Applying Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be **GENERATED** through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and **NOT** Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

USDOT & FDOT

49 USC 5307	\$ 800,000
49 USC 5310	\$ 393,552
49 USC 5311 (Operating)	\$ 500,000
49 USC 5311(Capital)	\$ -
Block Grant	\$ 705,603
Service Development	\$ -
Commuter Assistance	\$ -
Other DOT	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ 800,000	
\$ -	\$ 393,552	\$ 393,552
\$ 500,000	\$ -	
\$ -	\$ -	\$ -
\$ -	\$ 705,603	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

\$ 43,728

\$ -

AHCA

Medicaid	\$ -
Other AHCA	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

DCF

Alcohol, Drug & Mental Health	\$ -
Family Safety & Preservation	\$ -
Comm. Care Dis./Aging & Adult Serv.	\$ -
Other DCF	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

DOH

Children Medical Services	\$ -
County Public Health	\$ -
Other DOH	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

DOE (state)

Carl Perkins	\$ -
Div of Blind Services	\$ -
Vocational Rehabilitation	\$ -
Day Care Programs	\$ -
Other DOE	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

AWI

WAGES/Workforce Board	\$ -
AWI	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

DOEA

Older Americans Act	\$ 100,000
Community Care for Elderly	\$ -
Other DOEA	\$ -
Bus Pass Program Revenue	\$ -

\$ 100,000	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

DCA

Community Services	\$ -
Other DCA	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

APD

Office of Disability Determination	\$ 90,000
Developmental Services	\$ -
Other APD	\$ -
Bus Pass Program Revenue	\$ -

\$ 90,000	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

DJJ

DJJ	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
\$ -	\$ -	

Other Fed or State

Motor Fuel Tax Rebate	\$ 50,000
xxx	\$ -

\$ 50,000	\$ -	
\$ -	\$ -	

Budgeted Rate Base Worksheet

Version 1.4

CTC: Lake County Board of County Commissioners

County: Lake County

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues
	from
	Oct 1st of
	2018
	to
	Sept 30th of
	2019
1	2

What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXcluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
3	4	5

xxx	\$	-
Bus Pass Program Revenue	\$	-
Other Revenues		
Interest Earnings	\$	-
Other (Stretcher Inspection)	\$	150
Reimbursement from Contractor	\$	1,000
Bus Pass Program Revenue	\$	-
Balancing Revenue to Prevent Deficit		
Actual or Planned Use of Cash Reserve	\$	348,552
Total Revenues =	\$	4,654,776

\$	\$	-
\$	-	\$
\$	-	\$
\$	-	\$
\$	150	
\$	1,000	
\$	-	\$
\$	-	\$
\$	348,552	
\$	2,100,991	\$
\$	2,553,785	\$
\$	590,510	

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ 178,250
Fringe Benefits	\$ 58,679
Services	\$ 903,961
Materials and Supplies	\$ 421,458
Utilities	\$ 22,360
Casualty and Liability	\$ 13,954
Taxes	\$ 500
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ 2,461,806
Other	\$ -
Miscellaneous	\$ 4,913
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ -
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ -
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ 528,552
Equip. Purchases with Local Revenue	\$ 60,343
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ -
Total Expenditures =	\$ 4,654,776
minus EXCLUDED Subsidy Revenue =	\$ 2,553,785
Budgeted Total Expenditures INCLUDED in	
Rate Base =	\$ 2,100,991
Rate Base Adjustment ¹ =	
Adjusted Expenditures Included in Rate	
Base =	\$ 2,100,991

\$ 1,963,275

Amount of
Budgeted
Operating Rate
Subsidy Revenue

\$

¹ Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the **Actual** period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

¹ The Difference between Expenses and Revenues for Fiscal Year: **2016 - 2017**

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: Lake County Board Version 1.4
 County: Lake County

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

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

PROGRAM-WIDE RATES	
Total Projected Passenger Miles =	746,100
Rate Per Passenger Mile = \$	2.82
Total Projected Passenger Trips =	67,016
Rate Per Passenger Trip = \$	31.35

Fiscal Year

2018 - 2019

Avg. Passenger Trip Length =	11.1 Miles
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Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$	6.24
Rate Per Passenger Trip = \$	69.46

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.

Worksheet for Multiple Service Rates

CTC: Lake County Bo
 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

SECTION I: Services Provided

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

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

SECTION II: Contracted Services

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

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

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

<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No

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

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	Do NOT Complete Section II for Group Service

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

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

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

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

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....

<input type="radio"/> Yes
<input checked="" type="radio"/> No
Skip #2 - 4 and Section IV and Go to Section V

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
 per passenger mile?.....

<input checked="" type="radio"/> Pass. Trip	Leave Blank
<input type="radio"/> Pass. Mile	

Worksheet for Multiple Service Rates

CTC: Lake County Bo Version 1.4
 County: Lake County

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

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 10 1.00

Do NOT Complete Section IV

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

Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 746,100

Rate per Passenger Mile = \$2.60

Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 67,016

Rate per Passenger Trip = \$26.10

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) =

Rate per Passenger Mile for Balance = \$2.60

RATES FOR FY: 2018 - 2019

Ambul	Wheel Chair	Stretcher	Group
<input type="text"/> 659,968	<input type="text"/> 86,132	<input type="text"/> 0	Leave Blank
<input type="text"/> \$2.60	<input type="text"/> \$4.46	<input type="text"/> \$0.00	<input type="text"/> \$0.00
per passenger		per group	

Ambul	Wheel Chair	Stretcher	Group
<input type="text"/> 48,134	<input type="text"/> 18,882	<input type="text"/> 0	Leave Blank
<input type="text"/> \$26.10	<input type="text"/> \$44.74	<input type="text"/> \$0.00	<input type="text"/> \$0.00
per passenger		per group	

Combination Trip and Mile Rate			
Ambul	Wheel Chair	Stretcher	Group
<input type="text"/>	<input type="text"/>	<input type="text"/>	Leave Blank
<input type="text"/> \$2.60	<input type="text"/> \$4.46	<input type="text"/> \$0.00	<input type="text"/> \$0.00
per passenger		per group	

Rates if No Revenue Funds Were Identified As Subsidy Funds

Ambul	Wheel Chair	Stretcher	Group
<input type="text"/> \$5.76	<input type="text"/> \$9.88	<input type="text"/> \$0.00	<input type="text"/> \$0.00
per passenger		per group	
Ambul	Wheel Chair	Stretcher	Group
<input type="text"/> \$57.82	<input type="text"/> \$93.12	<input type="text"/> \$0.00	<input type="text"/> \$0.00
per passenger		per group	

Program These Rates into Your Medicaid Encounter Data



FY 2018/19 – 2022/23

Sumter County

Transportation

Disadvantaged Service

Plan

June 2018

Transportation Disadvantaged Service Plan Major Update

- A Transportation Disadvantaged Service Plan (TDSP) is a five-year strategic plan required by the Florida Commission for the Transportation Disadvantaged (CTD).
- The plan is developed by the MPO and the Community Transportation Coordinator (CTC).
- It contains a development plan, service plan and quality assurance components.
- The purpose of the Transportation Disadvantaged Program is to ensure the availability of coordinated, efficient, cost-effective, and quality transportation services for the transportation disadvantaged population.
- The CTD requires a TDSP in order to meet the requirements to maintain eligibility for state funding.

Transportation Disadvantaged Service Plan

- **SECTION 1 - DEVELOPMENT PLAN**
 - Introduction to the Service Plan
 - Service Area Profile and Demographics
 - Service Analysis
 - Goals, Objectives, and Strategies & Implementation Schedule
- **SECTION 2 - SERVICE PLAN**
 - Operations
 - Cost Revenue Allocation and Rate Structure Justification
- **SECTION 3 – QUALITY ASSURANCE**
 - Monitoring and Evaluation Process

CUTR

Center for Urban Transportation Research

- CUTR was established in 1988 in the College of Engineering at the University of South Florida, in Tampa, CUTR is an internationally recognized transportation research, education and technology transfer/training/outreach center, with a focus on producing products and people.
- CUTR provides high quality, objective expertise in the form of insightful research, comprehensive training and education, effective technical assistance and in-depth policy analysis that translates directly into benefits for CUTR's project sponsors.
- The multidisciplinary research faculty includes experts in engineering, planning, computer science, economics, public policy, public health, and geography.
- CUTR logs nearly \$20 million per year in expenditures through contracts and grants to support its research, education, training and technical assistance missions.

TDSP Major Update Schedule

- June 2018 - Appointment of TDSP Update Committee
- July 2018 - Kick-off Teleconference with Update Committee
- September 2018 - Presentations at September Meetings - Review Preliminary Draft TDSP Major Update – TDCB & MPO Governing Board & MPO Committees
- November 2018 - Final Draft TDSP Major Update to MPO Staff
- November & December 2018 - Presentation of Final Draft TDSP Major Update to TDCB & MPO Governing Board, MPO Committees
- December 2018 - Submittal of Final TDSP Major Update to TD Commission

TDSP MAJOR UPDATE

QUESTIONS

**Michael Woods, Interim Executive
Director
Lake~Sumter MPO**



Center for Urban Transportation Research

About CUTR

- [CUTR's Mission, Vision, and Values](#)
- [CUTR's Advisory Board](#)
- [Subscribe to CUTR Communications](#)
- [College of Engineering Overview](#)
- [USF Overview](#)
- [Visiting CUTR and Parking](#)

Center for Urban Transportation Research

CUTR was established in 1988 in the College of Engineering at the University of South Florida, in Tampa, Florida. USF's largest non-health research center, CUTR is an internationally recognized transportation research, education and technology transfer/training/outreach center, with a focus on producing products and people. Our work supports transportation agencies, the transportation profession and community, policymakers, and the public. CUTR provides high quality, objective expertise in the form of insightful research, comprehensive training and education, effective technical assistance and in-depth policy analysis that translates directly into benefits for CUTR's project sponsors. CUTR's faculty of 37 full-time researchers, and 57 students, combines academic knowledge and extensive "real world" experience in developing innovative, implementable solutions for all modes of transportation. The multidisciplinary research faculty includes experts in engineering, planning, computer science, economics, public policy, public health, and geography. CUTR logs nearly \$20 million per year in expenditures through contracts and grants to support its research, education, training and technical assistance missions.

Contract # TD1811

Effective: 7/1/18 to 6/30/23

STATE OF FLORIDA
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
MEMORANDUM OF AGREEMENT

This Memorandum of Agreement is between the COMMISSION FOR THE TRANSPORTATION DISADVANTAGED, hereby referred to as the "Commission," and LAKE COUNTY BOARD OF COUNTY COMMISSIONERS, the COMMUNITY TRANSPORTATION COORDINATOR, designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of Lake county(ies), and hereafter referred to as the "Coordinator."

This Agreement is made in consideration of the mutual benefits to both parties; said consideration acknowledged hereto by the parties as good and valuable consideration.

The Parties Agree:

I. The Coordinator Shall:

- A. Become and remain totally apprised of all of the Transportation Disadvantaged resources available or planned in their designated service area. This knowledge will be used to plan, coordinate, and implement the most cost effective transportation disadvantaged transit system possible under the economic and other conditions that exist in the designated service area.
- B. Plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator. This includes honoring any Commission-approved statewide certification program that allows for intercounty transportation opportunities.
- C. Arrange for all services in accordance with Chapter 427, Florida Statutes, and Rule 41-2, FAC, and as further required by the Commission and the local Coordinating Board approved Transportation Disadvantaged Service Plan.
- D. Return any acquired profits or surplus funds originating through the course of business as the Coordinator that are beyond the amounts(s) specifically identified and approved in the accompanying Transportation Disadvantaged Service Plan. Such profits or funds shall be returned to the Coordinator's transportation system or to any subsequent Coordinator, as a total transportation system subsidy, to be applied to the immediate following operational year. The Coordinator will include similar language in all coordination contracts to assure that transportation disadvantaged related revenues are put back into transportation disadvantaged services.
- E. Accomplish this Project by:
 1. Developing a Transportation Disadvantaged Service Plan for approval by the local Coordinating Board and the Commission. Coordinators who are newly designated to a particular service area shall submit a local Coordinating Board approved

Transportation Disadvantaged Service Plan, within 120 calendar days following the execution of the Coordinator's initial memorandum of agreement with the Commission, for approval by the Commission. All subsequent Transportation Disadvantaged Service Plans shall be submitted and approved with the corresponding memorandum of agreement. The approved Transportation Disadvantaged Service Plan will be implemented and monitored to provide for community-wide transportation services for purchase by non-sponsored transportation disadvantaged persons, contracting social service agencies, and other entities that use local, state, or federal government funds for the purchase of transportation for the transportation disadvantaged.

2. Maximizing the use of available public school transportation resources and public fixed route or fixed schedule transit services and assuring that private or public transit, paratransit operators, and school boards have been afforded a fair opportunity to participate to the maximum extent feasible in the planning process and in the development of the provisions of the Transportation Disadvantaged Service Plan for the transportation disadvantaged.
3. Providing or arranging 24-hour, 7-day per week transportation disadvantaged service as required in the designated service area by any Federal, State or Local Government agency sponsoring such services. The provision of said services shall be furnished in accordance with the prior notification requirements identified in the local Coordinating Board and Commission approved Transportation Disadvantaged Service Plan.
4. Complying with all local, state, and federal laws and regulations that apply to the provision of transportation disadvantaged services.
5. Submitting to the Commission an Annual Operating Report detailing demographic, operational, and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission and according to the instructions of said forms.

F. Comply with Audit and Record Keeping Requirements by:

1. Utilizing the Commission recognized Chart of Accounts defined in the *Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers* (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Community Transportation Coordinators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.

2. Assuming the responsibility of invoicing for any transportation services arranged, unless otherwise stipulated by a purchase of service contract or coordination contract.
 3. Maintaining and filing with the Commission, local Coordinating Board, and all purchasing agencies/entities such progress, fiscal, inventory, and other reports as those entities may require during the period of this Agreement.
 4. Providing copies of finance and compliance audits to the Commission and local Coordinating Board as requested by the Commission or local Coordinating Board.
- G. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings. The Coordinator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Commission or this Agreement. They shall have full access to and the right to examine any of the said records and documents during the retention period.
- H. Comply with Safety Requirements by:
1. Complying with Section 341.061, F.S., and Rule 14-90, FAC, concerning System Safety; or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board; and
 2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing. Conduct 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.
- I. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$200,000 for any one person and \$300,000 per occurrence at all times during the existence of this Agreement for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. Upon the execution of this Agreement, the Coordinator shall add the Commission as an additional **named insured** to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Commission. The Coordinator shall insure that contracting transportation operators and coordination contractors also maintain the same minimum liability insurance, or an equal governmental insurance program. Insurance coverage in excess of \$1 million per occurrence must be approved by the Commission and the local Coordinating Board before inclusion in the Transportation Disadvantaged Service Plan or in the justification of rates and fare structures. Such coverage may be provided by a self-insurance program established and operating under the laws of the State of Florida and written verification of insurance protection in accordance with Section 768.28, Florida Statutes, shall be provided to the Commission upon request.

- J. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations (45 CFR, Part 205.50), except upon order of a court, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.
- K. Protect Civil Rights by:
1. Complying with state and federal laws including but not limited to laws regarding discrimination on the basis of sex, race, religion, age, disability, sexual orientation, or national origin. The Coordinator gives this assurance in consideration of and for the purpose of obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so requested by the Commission.
 2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Coordinator, its successors, subcontractors, transferee, and assignees for the period during which such assistance is provided. Assure that all operators, subcontractors, subgrantee, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Coordinator agrees that the Commission may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.
- L. To the extent allowed by Section 768.28, Florida Statutes, and only to the monetary and other limitations contained therein, indemnify and hold harmless the Commission and all of the Commission's members, officers, agents, and employees; purchasing agency/entity officers, agents, and employees; and the local, state, and federal governments from any claim, loss, damage, cost, charge or expense arising out of any act, action, neglect or omission by the Coordinator during the performance of this Agreement, whether direct or indirect, and whether to any person or property to which the Commission or said parties may be subject, except that neither the Coordinator nor any of its sub-contractors will be liable under this section for damages arising out of injury or damage to persons or property directly caused or resulting from the sole negligence of the Commission or any of its members, officers, agents or employees; purchasing agency/entity, officers, agents, and employees; and local, state, or federal governments. Nothing herein is intended to serve as a waiver of sovereign immunity by any agency/entity or Coordinator to which sovereign immunity may be applicable. Nothing herein shall be construed as consent by a state agency/entity or political subdivision of the State of Florida or the federal government to be sued by third parties in any matter arising out of any Agreement or contract. Notwithstanding the foregoing, pursuant to Section 768.28, Florida Statutes, no agency or subdivision of the state shall be required to indemnify, insure, or assume any liability for the Commission's negligence.

- M. Comply with standards and performance requirements of the Commission, the local Coordinating Board approved Transportation Disadvantaged Service Plan, and any purchase of service contracting agencies/entities. Failure to meet the requirements or obligations set forth in this MOA, and performance requirements established and monitored by the local Coordinating Board in the approved Transportation Disadvantaged Service Plan, shall be due cause for non-payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the Commission.
- N. Comply with subcontracting requirements by executing or negotiating contracts for transportation services with Transportation Operators and Coordination Contractors, and assuring that the conditions of such contracts are maintained. The requirements of Part 1, Paragraph E.5. through M are to be included in all contracts, subcontracts, coordination contracts, and assignments made by the Coordinator for services under this Agreement. Said contracts, subcontracts, coordination contracts, and assignments will be reviewed and approved annually by the Coordinator and local Coordinating Board for conformance with the requirements of this Agreement.
- O. Comply with the following requirements concerning drivers and vehicles:
1. 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.
 2. 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 certain paratransit service categories, the driver may also 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 wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.
 3. All vehicles shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base.
 4. All vehicles providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

P. Comply with other requirements as follows:

1. Transport an escort of a passenger and dependent children as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.
2. Determine locally in the Transportation Disadvantaged Service Plan, the use, responsibility, and cost of child restraint devices.
3. Transport with the passenger at no additional charge, passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle. 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.
4. Provide shelter, security, and safety of passengers at vehicle transfer points.
5. Post a local or other toll-free number for complaints or grievances inside each vehicle. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board.
6. Provide out-of-service-area trips, when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.
7. Keep interior of all vehicles 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.
8. Determine locally by the local Coordinating Board and provide in the local Transportation Disadvantaged Service Plan the billing requirements of the Community Transportation Coordinator. All bills shall be paid to subcontractors within 7 calendar days after receipt of said payment by the Coordinator, in accordance with Section 287.0585, Florida Statutes.
9. Maintain or have access to a passenger/trip database on each rider being transported within the system.
10. Provide each rider and escort, child, or personal care attendant adequate seating for paratransit services. 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.
11. First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

12. Cardiopulmonary Resuscitation shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

II. The Commission Shall:

- A. Recognize the Coordinator as the entity described in Section 427.011(5), Florida Statutes, and Rule 41-2.002(4), F.A.C.
- B. Attempt to insure that all entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the Coordinator's system.

III. The Coordinator and the Commission Further Agree:

- A. Nothing in this Agreement shall require the Commission to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any of the provisions of this Agreement is found by a court of law to violate any applicable state law, the purchasing agency/entity will at once notify the Commission in writing in order that appropriate changes and modifications may be made by the Commission and the Coordinator to the end that the Coordinator may proceed as soon as possible with the provision of transportation services.
- B. If any part or provision of this Agreement is held invalid, the remainder of this Agreement shall be binding on the parties hereto.
- C. Termination Conditions:
 1. Termination at Will - This Agreement may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.
 2. Termination for Breach - Unless the Coordinator's breach is waived by the Commission in writing, the Commission may, by written notice to the Coordinator, terminate this Agreement upon no less than twenty-four (24) hours notice. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the Commission of breach of any provision of this Agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Agreement, and shall not act as a waiver or estoppel to enforcement of any provision of this Agreement. The provisions herein do not limit the Commission's right to remedies at law or to damages.
- D. This agreement will expire unless an extension is granted to the Coordinator in writing by the Commission, in accordance with Chapter 287, Florida Statutes.
- E. Renegotiations or Modifications of this Agreement shall only be valid when they have been reduced to writing, duly approved by the Commission, and signed by both parties hereto.

F. Notice and Contact:

The name and address of the contract manager for the Commission for this Agreement is: **Executive Director, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450**. The representative/position of the Coordinator responsible for administration of the program under this Agreement is: **Lake County Board of County Commissioners, PO Box 7800, Tavares, FL 32778**

In the event that either party designates different representatives after execution of this Agreement, notice of the name and address of the new representative will be rendered in writing to the other party and said notification attached to originals of this Agreement.

This document has been reviewed in its entirety and approved by the local Coordinating Board at its official meeting held on December 11, 2017.

Leslie Campione
Leslie Campione, Coordinating Board Chairperson

WITNESS WHEREOF, the parties hereto have caused these presents to be executed.

**COMMUNITY TRANSPORTATION
COORDINATOR:**

Lake County
Board of County Commissioners
Agency Name

Timothy I. Sullivan
Typed Name of Authorized Individual

Signature: Timothy I. Sullivan

Title: Chairman

**STATE OF FLORIDA, COMMISSION FOR
THE TRANSPORTATION DISADVANTAGED:**

Steve Holmes
Typed Name of Authorized Individual

Signature: Steve Holmes

Title: Executive Director

ATTEST:

Neil Kelly
Neil Kelly, Clerk to the
Board of County Commissioners
of Lake County, Florida

Approved as to form and legality:

Melanie Marsh
Melanie Marsh
County Attorney

**Lake County Connection Performance Measures
as of June 11, 2018**

Valid Complaints

Type	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Fiscal Year 2017-2018	Fiscal Year 2016-2017
<i>Service</i>	1	1	0	2	0	1	1	1	0	3	3	5	18	20
<i>Policy</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Vehicle</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	1
<i>Other</i>	0	0	0	0	0	0	0	0	0	1	0	0	1	0
Total	1	1	0	2	0	1	1	1	0	4	3	5	19	21
Total Trips Provided	7,149	6,883	6,383	7,326	5,067	7,235	6,786	6,530	7,005	7,023	7,809	7,748	82,944	82,579
% of Complaints	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

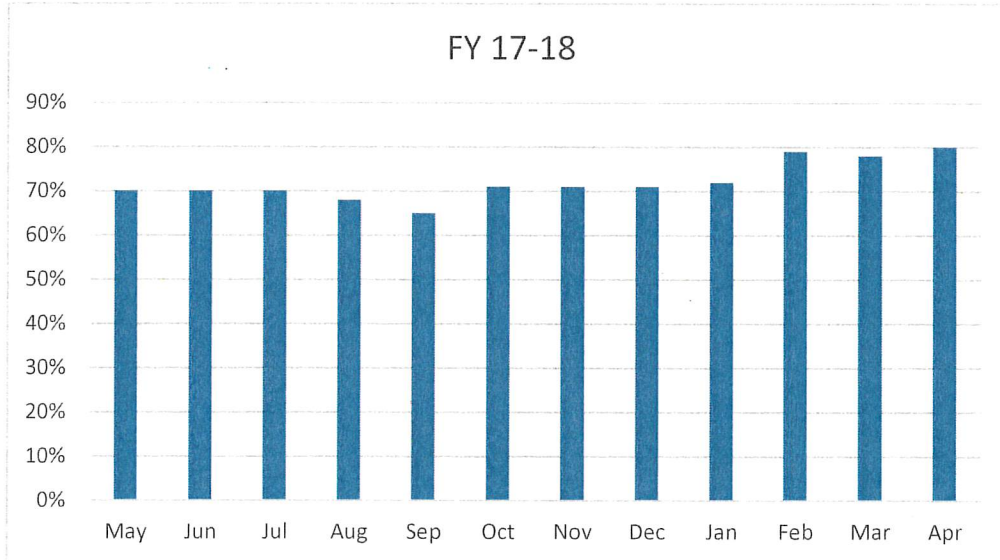
Non Valid Complaints	2	3	2	0	0	0	0	0	0	2	0	4	13	7
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Commendations

CTC	0	0	0	0	0	0	0	0	0	0	1	2	3	2
Operator	0	1	0	0	0	0	0	1	1	3	3	4	13	0
Contractors	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Lake County Connection On Time Performance as of June 11, 2018

On-Time Pickups



The Contract requirement for On-Time Performance is 95%

May-17	70%
Jun-17	70%
Jul-17	70%
Aug-17	68%
Sep-17	65%
Oct-17	71%
Nov-17	71%
Dec-17	71%
Jan-18	72%
Feb-18	79%
Mar-18	78%
Apr-18	80%

**Lake County Connection - Performance Measures
as of June 11, 2018**

Monthly Contract Amount - Lake County Connections

	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
LCC Budget	\$ 184,714.29	\$ 184,714.29	\$ 184,714.29	\$ 184,714.29	\$ 184,714.29	\$ 166,666.67	\$ 166,666.67	\$ 166,666.67	\$ 166,666.67	\$ 166,666.67	\$ 166,666.67	\$ 166,666.67	\$ 2,090,238.14
LCC Requested	\$ 197,358.00	\$ 189,754.50	\$ 176,018.25	\$ 202,131.00	\$ 138,999.75	\$ 231,460.32	\$ 186,868.50	\$ 179,709.00	\$ 193,389.75	\$ 193,500.75	\$ 220,421.25	\$ 166,666.67	\$ 2,109,611.07
LCC Fuel Cost	\$ 38,096.48	\$ 38,795.17	\$ 31,544.40	\$ 38,096.48	\$ 38,795.17	\$ 34,526.43	\$ 31,499.15	\$ 27,593.63	\$ 33,467.93	\$ 32,743.34	\$ 35,290.40	\$ 37,919.85	\$ 418,368.43
LCC Maintenance	\$ 18,091.23	\$ 75,726.28	\$ 10,437.71	\$ 18,091.23	\$ 75,726.28	\$ 61,491.87	\$ 59,011.66	\$ 54,666.79	\$ 44,545.02	\$ 64,587.05	\$ 75,666.88		\$ 558,042.00
Co. Grant Match	\$ 42,757.89	\$ 40,053.91	\$ 37,236.98	\$ 42,757.89	\$ 40,053.91	\$ 45,936.49	\$ 34,390.96	\$ 33,215.68	\$ 31,787.74	\$ 36,999.75			\$ 385,191.20
Co. Contribution	\$ 75,141.55	\$ 72,015.06	\$ 58,606.56	\$ 73,481.53	\$ 45,403.10	\$ 61,923.03	\$ 50,647.83	\$ 41,277.07	\$ 47,187.63	\$ 49,350.22			\$ 575,033.58

Monthly Contract Amount - LakeXpress

	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
LX Budget	\$ 119,285.71	\$ 119,285.71	\$ 119,285.71	\$ 119,285.71	\$ 119,285.71	\$ 123,705.83	\$ 123,705.83	\$ 123,705.83	\$ 123,705.83	\$ 123,705.83	\$ 123,705.83	\$ 123,705.83	\$ 1,462,369.36
LX Requested	\$ 121,978.20	\$ 122,019.57	\$ 110,885.25	\$ 127,391.88	\$ 105,480.68	\$ 122,554.49	\$ 117,023.32	\$ 111,368.04	\$ 116,837.15	\$ 111,450.78	\$ 125,262.92	\$ 123,705.83	\$ 1,292,252.28
LX Fuel Cost	\$ 19,092.93	\$ 14,984.13	\$ 17,559.59	\$ 19,092.93	\$ 19,810.40	\$ 26,837.95	\$ 22,943.96	\$ 22,936.85	\$ 25,065.91	\$ 25,395.39	\$ 27,940.45	\$ 30,838.75	\$ 272,499.24
LX Maintenance	\$ 25,066.80	\$ 44,620.92	\$ 32,355.90	\$ 25,066.80	\$ 44,620.92	\$ 70,704.90	\$ 61,086.96	\$ 58,597.59	\$ 70,884.43	\$ 74,479.39	\$ 69,199.52		\$ 576,684.13

Comments:

Trips to Veterans Clinics and Hospitals

	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Clermont	9	8	11	11	5	3	5	4	4	6	10	2	78
Gainesville	4	4	8	8	2	6	2	2	2	4	14	7	63
Orlando	0	2	4	7	2	9	4	4	10	6	6	4	58
Summerfield	0	2	4	7	2	18	30	22	20	30	18	16	169
Tavares	10	12	20	33	12	12	22	8	12	0	8	4	153
TOTAL	23	28	47	66	23	48	63	40	48	46	56	33	521

Co-Pays

	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
CTD	\$ 3,685.00	\$ 3,444.00	\$ 3,836.00	\$ 3,685.00	\$ 3,444.00	\$ 3,112.00	\$ 3,449.00	\$ 3,449.00	\$ 3,461.60	\$ 3,684.00	\$ 3,649.60	\$ 3,717.00	\$ 42,616.20
FDOT	\$ 4,475.60	\$ 4,247.00	\$ 3,936.00	\$ 4,475.60	\$ 4,247.00	\$ 5,169.60	\$ 3,214.75	\$ 3,778.81	\$ 3,887.50	\$ 4,019.50	\$ 4,081.00	\$ 3,877.00	\$ 49,409.36
Medicaid	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
ADA	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 220.00	\$ 1,216.75	\$ 1,064.50	\$ 2,501.25
Other	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2.00	\$ 1,057.00	\$ 327.00	\$ 318.00	\$ 234.00	\$ -	\$ -	\$ 1,938.00
TOTAL	\$ 8,160.60	\$ 7,691.00	\$ 7,772.00	\$ 8,160.60	\$ 7,691.00	\$ 8,283.60	\$ 7,720.75	\$ 7,554.81	\$ 7,667.10	\$ 8,157.50	\$ 8,947.35	\$ 8,658.50	\$ 96,464.81

Paratransit Co-pays Not Collected

	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
CTD	\$ 991.00	\$ 1,082.00	\$ 880.00	\$ 991.00	\$ 1,082.00	\$ 743.00	\$ 681.00	\$ 593.00	\$ 620.40	\$ 466.00	\$ 480.40	\$ 387.00	\$ 8,996.80
FDOT	\$ 882.40	\$ 797.00	\$ 764.00	\$ 882.40	\$ 797.00	\$ 1,158.40	\$ 853.25	\$ 142.50	\$ 1,508.50	\$ 1,354.50	\$ 1,905.00	\$ 2,059.00	\$ 13,103.95
Medicaid	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
ADA	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 4.00	\$ 53.25	\$ 67.50	\$ 124.75
Other	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (2.00)	\$ 619.00	\$ 363.00	\$ 160.00	\$ 150.00	\$ -	\$ -	\$ 1,290.00
TOTAL	\$ 1,873.40	\$ 1,879.00	\$ 1,644.00	\$ 1,873.40	\$ 1,879.00	\$ 1,899.40	\$ 2,153.25	\$ 1,098.50	\$ 2,288.90	\$ 1,974.50	\$ 2,438.65	\$ 2,513.50	\$ 23,515.50

TOTAL CO-PAYS	\$ 10,034.00	\$ 9,570.00	\$ 9,416.00	\$ 10,034.00	\$ 9,570.00	\$ 10,183.00	\$ 9,874.00	\$ 8,653.31	\$ 9,956.00	\$ 10,132.00	\$ 11,386.00	\$ 11,172.00	\$ 119,980.31
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Comments:

No Shows

	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Feb	Mar	Apr	Total
# No Shows	231	240	145	248	246	240	245	223	183	177	203	231	2,612
Warnings	0	0	0	0	0	0	0	0	0	0	0	0	0
Suspensions	0	0	0	0	0	0	0	0	0	0	0	0	0

Comments: We are currently working on the warning letters for April. The number of No Shows and Late Cancellations have decreased.

Hardship Applications

	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Feb	Mar	Apr	Total
Approved	5	24	13	8	0	7	4	7	4	4	15	2	93
Declined	3	0	0	0	0	0	0	0	0	4	1	0	8

Lake County Connection Accident Report FY 17-18

Preventable Accidents	Person Only	Vehicle Only	Person and Vehicle
May-17	2	2	
June-17		1	
July-17		1	
August-17		2	
September-17		2	
October-17			
November-17	1		
December-17			
January-18			
February-18	1	2	
March-18		2	
April-18		1	
Total	4	11	0

Non Preventable Accidents	Person Only	Vehicle Only	Person and Vehicle
May-17		3	
June-17		3	
July-17			
August-17			
September-17		1	
October-17		1	
November-17		1	
December-17		1	
January-18	1		
February-18	1	2	
March-18	2	2	
April-18	1	3	
Total	5	17	0

LAKE COUNTY COMMUNITY TRANSPORTATION COORDINATOR

For Period May 1, 2017 through April 30, 2018

TRIPS	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
Total Reservations	8,342	8,153	7,434	8,618	6,281	8,297	7,863	7,641	8,237	8,078	9,023	9,036	97,003
Passenger Cancellations	(961)	(1,029)	(906)	(1,044)	(968)	(822)	(832)	(888)	(1,049)	(878)	(1,011)	(1,057)	(11,445)
Passenger No Shows	(231)	(240)	(145)	(248)	(250)	(240)	(245)	(223)	(183)	(177)	(203)	(231)	(2,616)
TOTAL COMPLETED TRIPS	7,150	6,884	6,383	7,326	5,063	7,235	6,786	6,530	7,005	7,023	7,809	7,748	82,942

FUNDING SOURCE	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
ADA	-	-	1,278	1,452	848	1,416	1,017	897	848	1,007	1,074	1,163	11,000
Medicaid	-	-	-	-	-	-	-	-	-	-	-	-	-
CTD	2,634	2,597	2,452	2,336	2,335	2,319	2,329	2,278	2,348	2,351	2,414	2,388	28,781
MedWaiver	705	645	584	685	354	688	617	545	670	616	681	740	7,530
MedWaiver - CDC Plus	22	20	16	20	8	20	16	16	14	18	14	10	194
MFCS Contract Services	1,072	1,060	887	1,010	443	1,010	903	805	1,014	1,000	1,047	1,038	11,289
FDOT 5311	2,679	2,516	1,126	1,781	859	1,742	1,852	1,935	2,075	1,981	2,545	2,371	23,462
Paisley (Hourly and Deviated)	38	46	40	42	58	40	52	54	36	50	34	38	528
Other (County)	-	-	-	-	-	-	-	-	-	-	-	-	-
Schoolboard (RR)	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	158	-	-	-	-	-	-	-	158
TOTAL ACTUAL COUNTY TRIPS	7,150	6,884	6,383	7,326	5,063	7,235	6,786	6,530	7,005	7,023	7,809	7,748	82,942

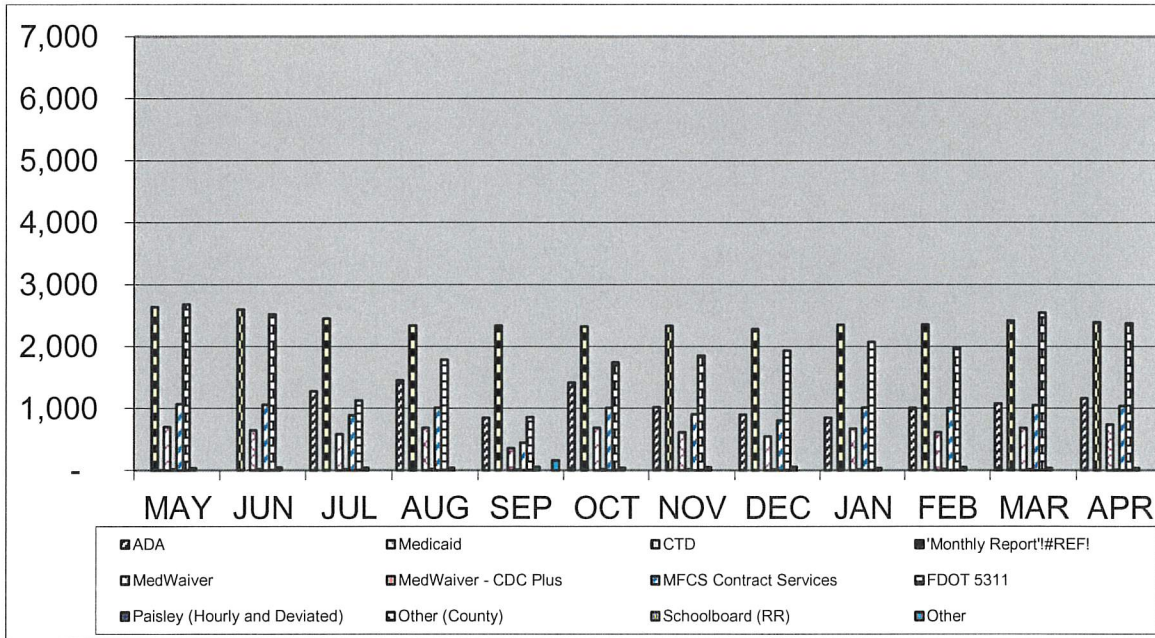
NO SHOWS BY FUNDING	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
ADA	-	-	39	71	63	61	30	23	35	28	27	29	84
Medicaid	-	-	-	-	-	-	-	-	-	-	-	-	-
CTD	-	-	54	67	120	80	102	88	31	51	47	63	161
Med Waiver	-	-	5	3	9	10	4	6	7	5	5	4	14
Med Waiver - CDC Plus	-	-	1	-	-	-	-	-	-	-	-	-	-
MFCS (Meal Sites)	-	-	9	18	15	30	25	32	35	39	42	49	130
FDOT 5311	-	-	37	89	43	60	84	74	75	54	82	86	222
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL	-	-	145	248	250	241	245	223	183	177	203	231	2,146

PASSENGER TYPES	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
Elderly - Low Income	1,585	1,625	1,560	1,998	1,558	2,374	2,393	2,344	2,363	2,210	2,192	2,171	24,373
Elderly - Disabled	429	361	300	262	128	207	144	145	204	200	222	238	2,840
Elderly - Low Income & Disabled	743	663	679	635	413	630	554	556	580	515	553	552	7,073
Elderly - Other	1,655	1,590	1,423	1,489	883	1,249	1,137	961	995	1,192	1,573	1,606	15,753
Children - Low Income	-	2	-	-	-	-	-	-	-	-	-	-	2
Children - Disabled	-	-	-	-	-	-	-	-	-	-	-	-	-
Children - Low Income & Disabled	-	-	-	-	-	-	-	-	-	-	-	-	-
Children - Other	-	-	-	7	8	17	14	3	14	29	26	34	152
Other - Low Income	783	843	861	1,221	902	1,315	1,165	1,172	1,272	1,231	1,248	1,146	13,159
Other Disabled	446	388	325	362	204	353	320	283	362	339	407	436	4,225
Other Low Income & Disabled	365	370	321	353	172	229	215	233	199	223	260	215	3,155
Other Other	1,144	1,042	914	999	795	861	844	833	1,016	1,084	1,328	1,350	12,210
TOTAL	7,150	6,884	6,383	7,326	5,063	7,235	6,786	6,530	7,005	7,023	7,809	7,748	82,942

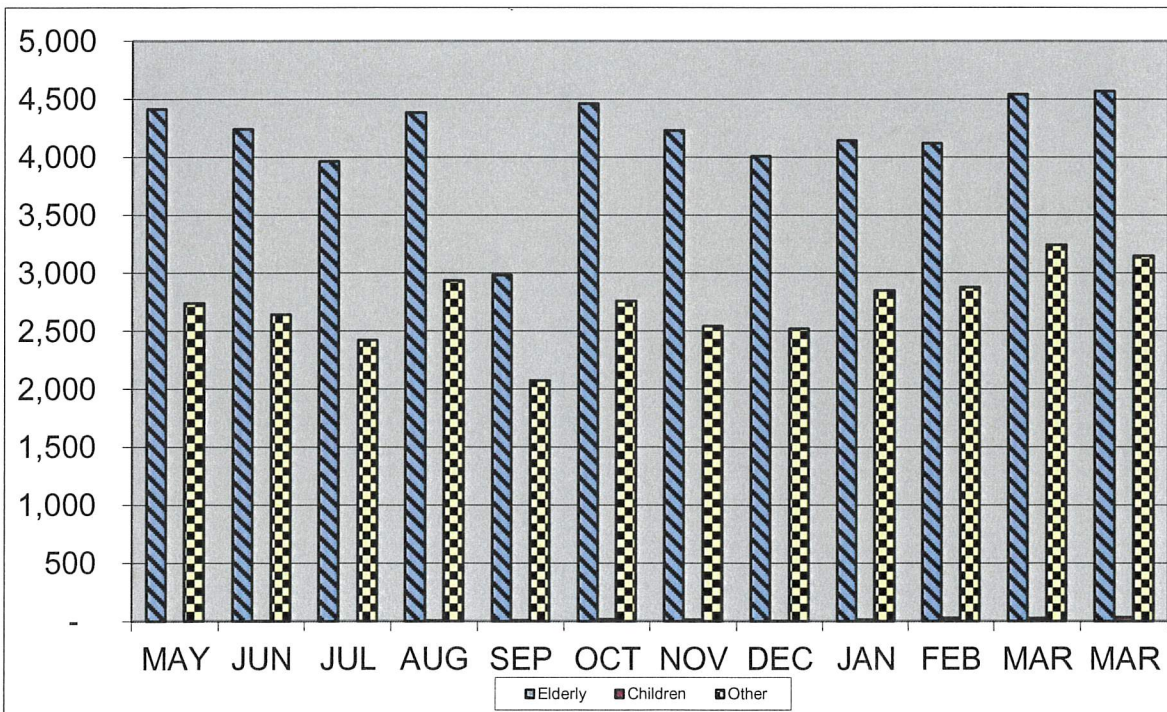
TRIP PURPOSE	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
MEDICAL	3,875	3,790	3,712	4,070	3,198	3,827	3,771	3,677	3,731	3,798	4,311	4,104	45,864
EMPLOYMENT	588	542	410	633	383	723	630	601	792	845	794	808	7,749
EDUCATION/TRAINING	1,093	968	900	1,068	549	1,064	926	831	926	904	1,072	1,194	11,495
NUTRITIONAL	1,376	1,379	1,177	1,329	614	1,287	1,175	1,095	1,244	1,225	1,333	1,331	14,565
OTHER	218	205	184	226	319	334	284	326	312	251	299	311	3,269
TOTAL	7,150	6,884	6,383	7,326	5,063	7,235	6,786	6,530	7,005	7,023	7,809	7,748	82,942

OTHER DATA	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
Unduplicated Trips	8,158	7,997	634	545	577	537	551	537	557	555	590	613	21,851
Unmet Trip Requests	-	-	-	-	-	-	-	-	-	-	-	-	-
Number of Roadcalls	1	4	7	3	2	3	1	3	2	3	4	1	34
Total Vehicle Revenue Miles	83,760	79,455	70,277	83,434	60,529	80,587	75,818	73,176	77,617	75,942	86,164	83,777	930,536
Total Vehicle Miles	106,211	100,189	87,228	102,278	77,277	97,896	91,921	90,004	95,244	92,678	105,109	101,093	1,147,128
Number of Accidents	5	4	1	2	3	1	2	1	1	3	3	1	27
Number of Vehicles	39	38	27	29	30	30	32	32	32	37	37	37	45
Number of Ambulatory Trips	5,461	5,272	4,724	5,488	3,649	5,427	4,963	4,695	5,250	5,257	5,793	5,612	61,591
Number of Wheelchair Trips	1,689	1,612	1,619	1,796	1,360	1,769	1,771	1,781	1,719	1,716	1,982	2,098	20,912
Number of Stretcher Trips	-	-	-	-	-	-	-	-	-	-	-	-	-
Number of Full-time Drivers	28	27	28	25	26	25	28	27	27	29	27	28	27
Number of Driver Hours	5,969	5,880	5,439	6,354	5,279	6,196	5,896	5,921	6,131	5,913	6,571	6,207	71,756
Number of Reservationists	2	2	3	3	3	3	3	3	3	3	3	3	34
Number of Dispatchers	3	3	3	2	2	2	2	2	2	3	3	3	2
Number of Schedulers	1	1	1	1	1	1	1	1	1	1	1	1	1
Number of Maintenance Personnel	2	7	6	6	7	6	6	5	6	7	7	7	5
Number of Operations	5	5	5	5	5	5	5	5	5	5	6	5	5
Number of Administration Support	1	1	1	1	1	1	1	1	1	1	1	1	1
Number of Management	5	4	5	5	5	5	5	5	5	5	5	5	5
Number of Escorts	1,046	1,159	1,215	1,281	1,000	1,312	1,259	1,301	1,268	1,338	1,610	1,662	7,179

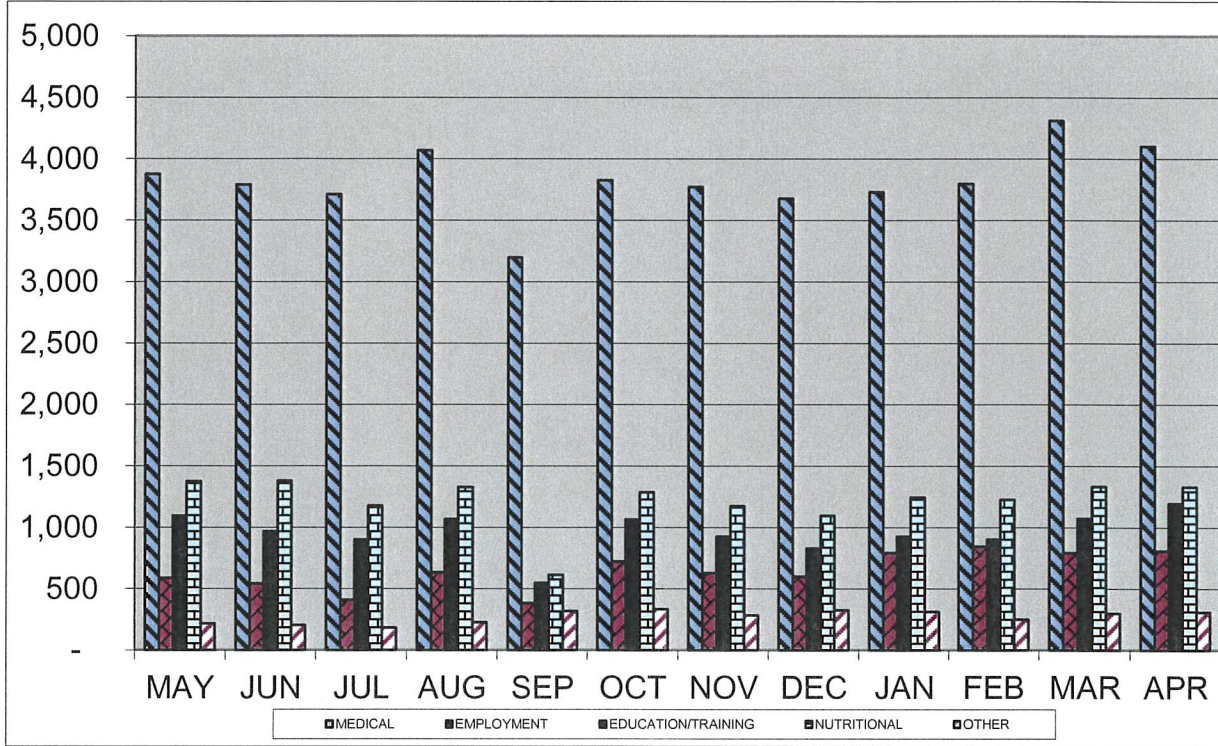
Community Transportation Coordinator Monthly Report FY 17-18 Funding Source



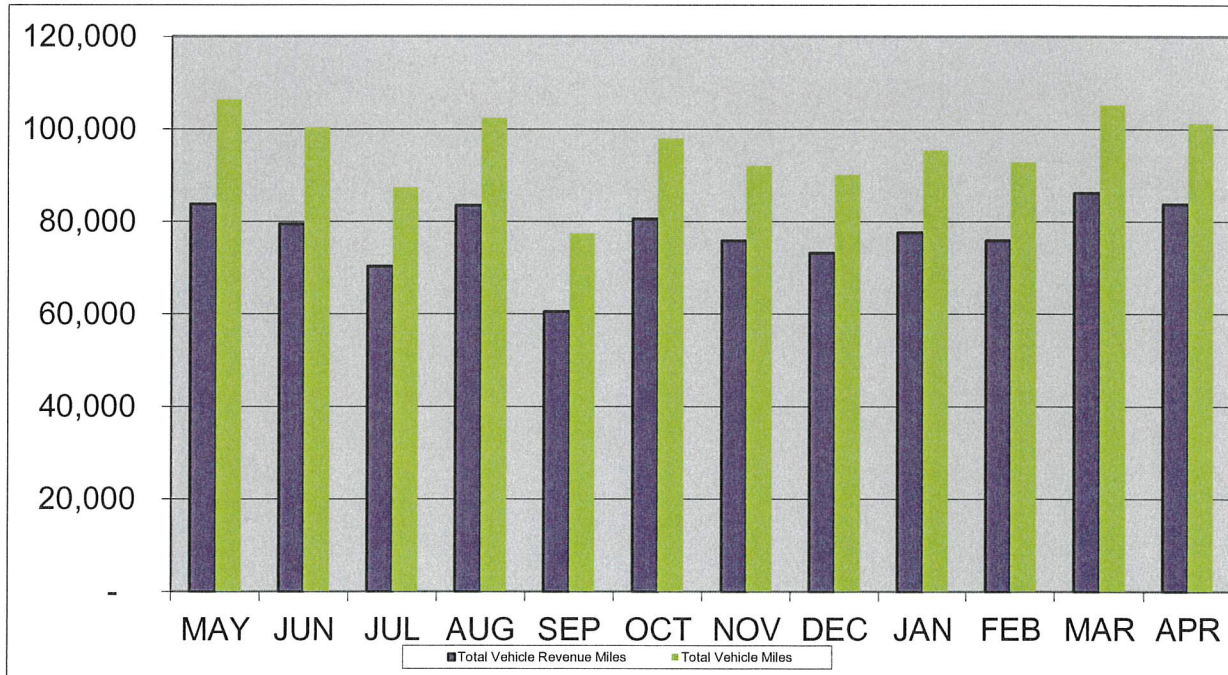
Passenger Types



**Community Transportation Coordinator Monthly Report
FY 17-18
Trip Purposes**



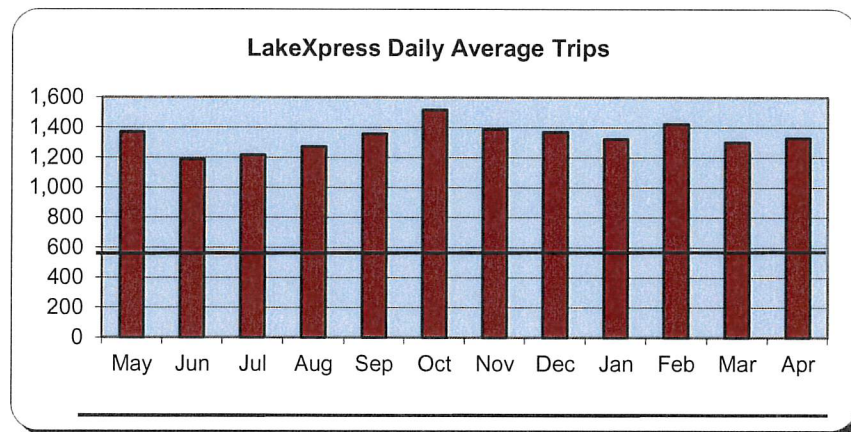
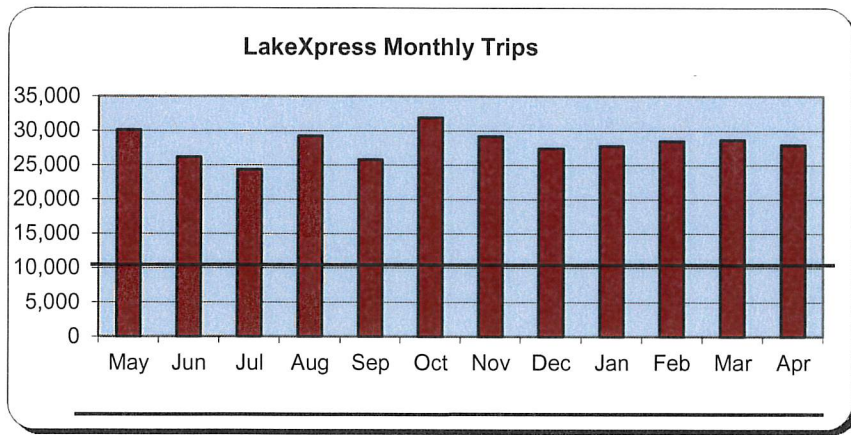
Vehicle Miles



LakeXpress Daily Averages for FY 17-18

MONTH	TOTAL TRIPS	DAILY TRIP AVERAGE	FARE BOX
May-17	30,146	1,370.27	\$ 12,431.33
Jun-17	26,142	1,188.27	\$ 11,422.52
Jul-17	24,362	1,218.10	\$ 10,527.74
Aug-17	29,247	1,271.61	\$ 12,253.51
Sep-17	25,793	1,357.53	\$ 8,410.08
Oct-17	31,898	1,518.95	\$ 13,251.63
Nov-17	29,178	1,389.43	\$ 12,116.44
Dec-17	27,438	1,371.90	\$ 11,495.66
Jan-18	27,786	1,323.14	\$ 11,514.45
Feb-18	28,482	1,424.10	\$ 11,451.52
Mar-18	28,661	1,302.77	\$ 11,514.05
Apr-18	27,920	1,329.52	\$ 10,656.36
Total	337,053	1,338.80	\$ 137,045.29

LakeXpress Monthly Reports for FY 17-18



Lake County Transit Report Comparison Summary for April 2017 and April 2018

Description	Apr-17	Apr-18
Completed Trips	6,447	7,748
Number of Medicaid Trips	0	0
Total Vehicle Miles	101,468	101,093
Total Revenue Vehicle Miles	79,902	83,777
Total Revenue Hours	4,473	5,247
Vehicles Operated in Maximum Service	27	31
Accidents/Incidents (Preventative and Non-Preventative)	3 Preventable Accidents	1 Preventable and 4 Non Preventable Accidents
On Time Performance - Standard 95%	63%	80%
Call Hold Times	Average hold time is 1 minute	Average hold time is 1.32 minutes
Invoice Amount	\$177,849.75	\$191,782.82
Cost per mile	\$1.75	\$1.90
Cost per trip	\$27.59	\$24.75
Compliments	0	2
Complaints	0 Valid Complaints	1 Valid Complaints

Travel Training Update

Travel Training session was provided to Hope Unlimited Group Home in Eustis on May 10, 2018.

Staff will continue their further education in 2018 of the Travel Training Program.

**LAKE ~ SUMTER MPO
FOR
JUNE 2018**



Prepared by:

**Lake County Transit Division
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**LAKE COUNTY
FLORIDA**

LAKE COUNTY CONNECTION RIDERSHIP FISCAL YEAR COMPARISON

JUNE 27, 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
6,511	7,049	6,971	6,879	6,663	6,307	6,409	8,341	8,152	6,383	7,326	5,067	82,158

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						50,136

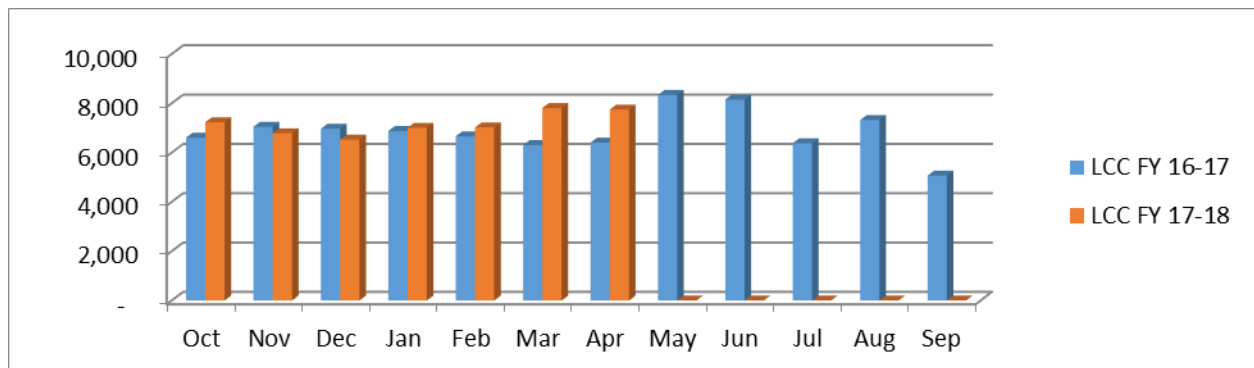
Increase

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
625	-263	-441	126	360	1,502	1,339						3,247

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
9.45%	-3.73%	-6.33%	1.83%	5.40%	23.81%	20.89%						51.31%

LAKE COUNTY CONNECTION RIDERSHIP



LAKEXPRESS RIDERSHIP FISCAL YEAR COMPARISON
JUNE 27, 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
28,432	28,923	27,942	27,512	27,945	29,643	26,462	30,146	26,142	24,362	29,247	25,793	332,549

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						201,363

Increase

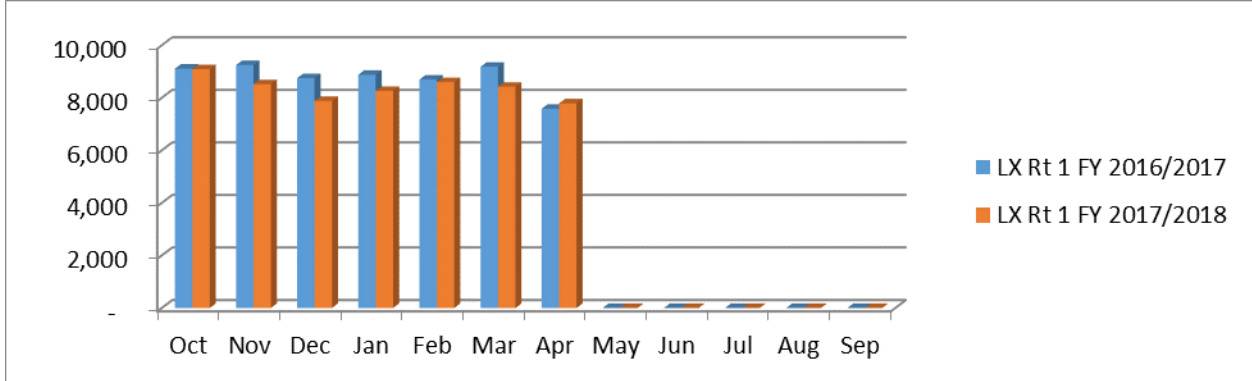
Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Total
3,466	255	504	274	537	-982	1,458						5,512

Percentage Increase

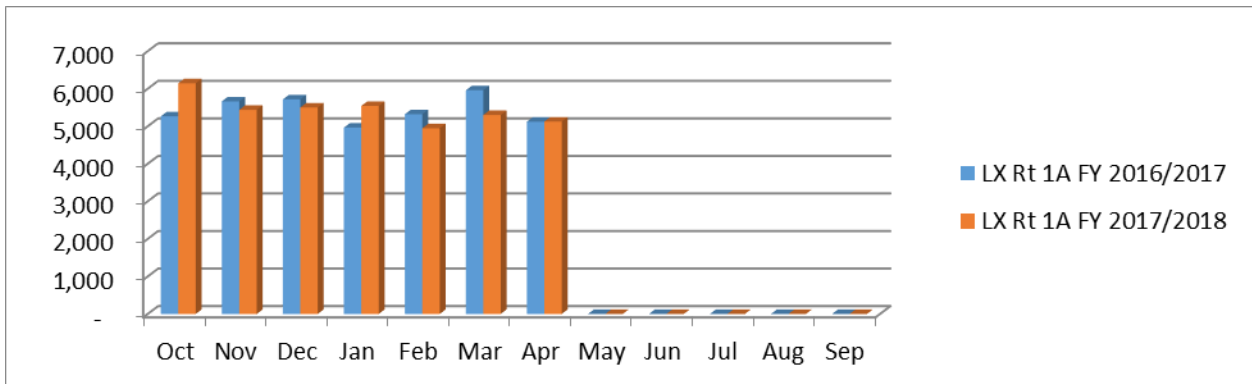
Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Total
12.19%	0.88%	-1.80%	1.00%	1.92%	-3.31%	5.51%						16.39%

LAKEXPRESS RIDERSHIP

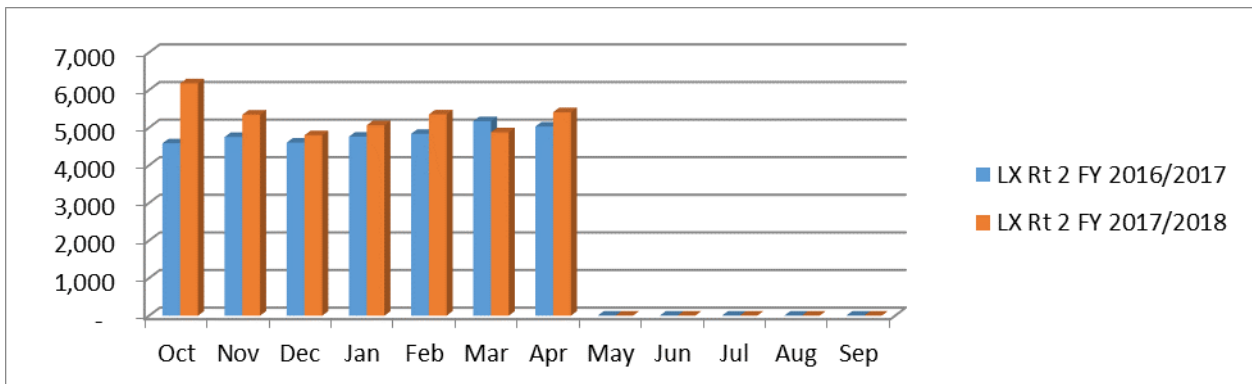
ROUTE 1



ROUTE 1A

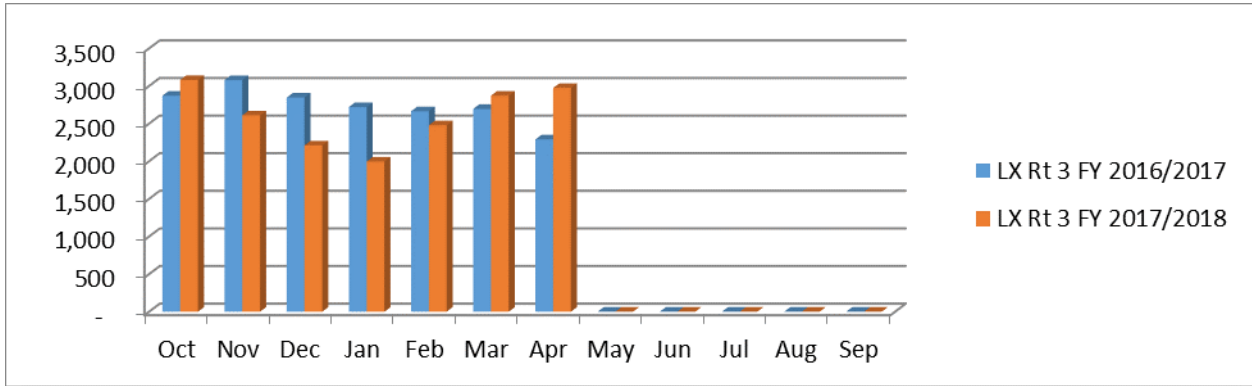


ROUTE 2

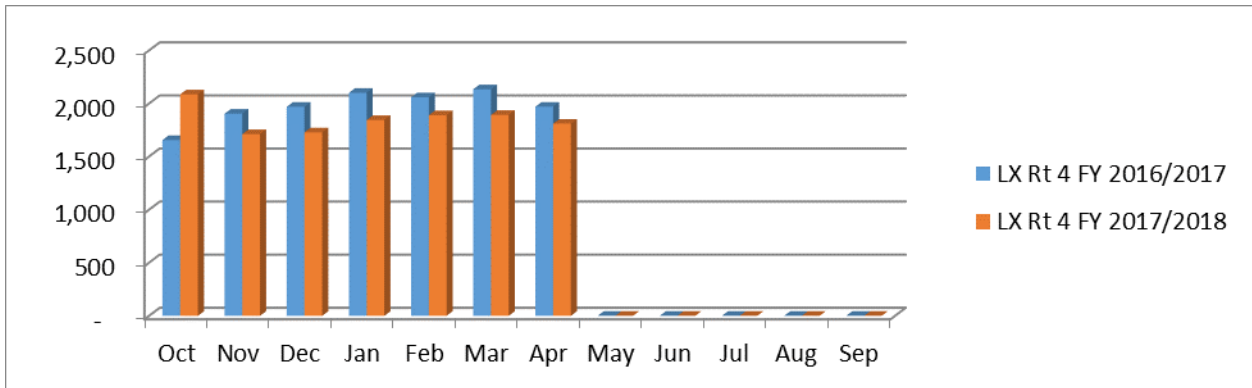


LAKEXPRESS RIDERSHIP

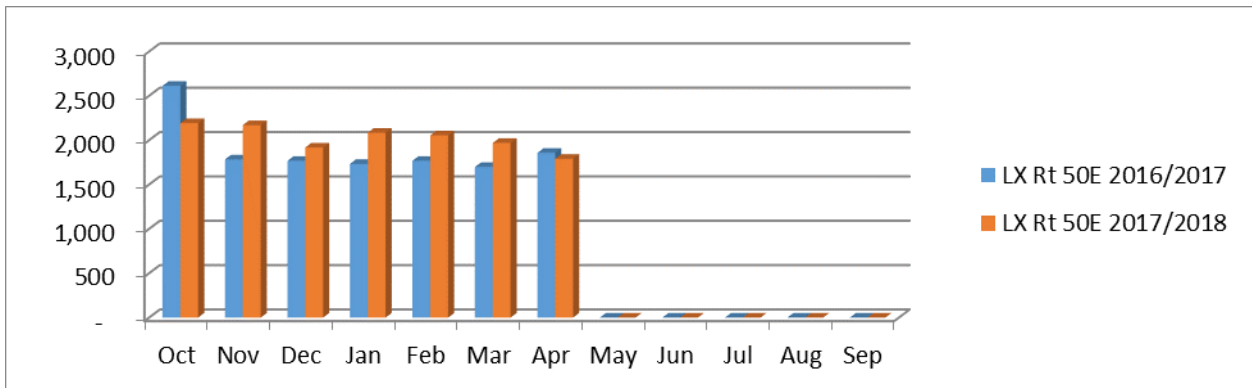
ROUTE 3



ROUTE 4

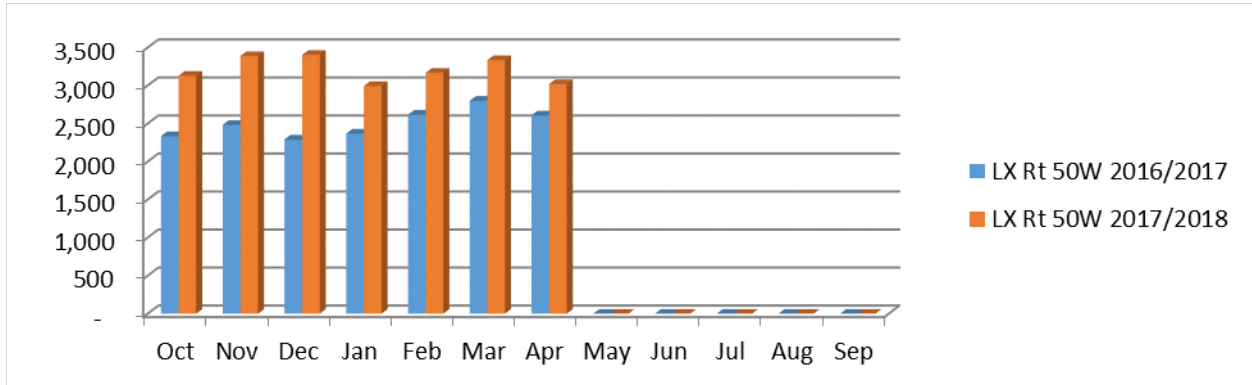


ROUTE 50 EAST

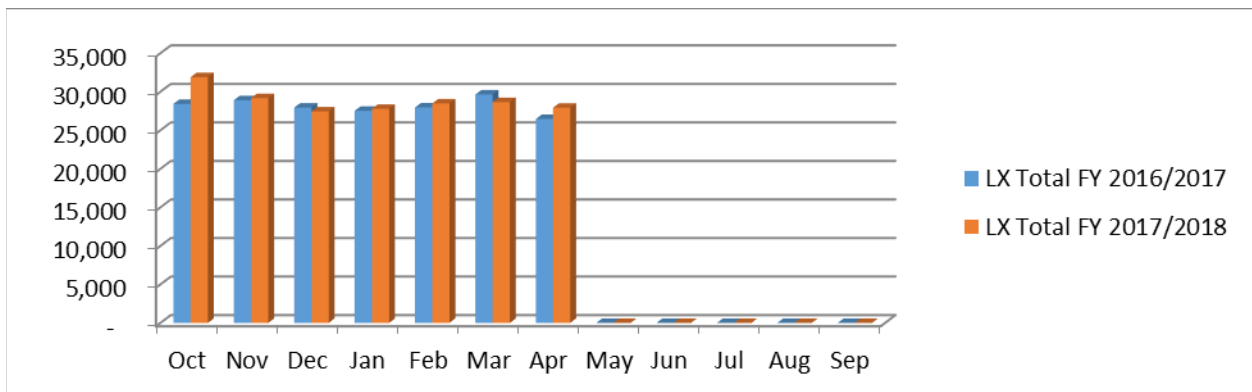


LAKEXPRESS RIDERSHIP

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

MUNICIPALITY	BUS SHELTERS	BUS STOP PADS
Eustis	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.	
Fruitland Park	Fruitland Park Public Library	
	Transit Office	
Leesburg	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 rd 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.	
Lady Lake	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.
Mount Dora	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 th and Baker	
Tavares	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
Umatilla	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.

LAKE ~ SUMTER MPO PROJECT UPDATES – May 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.

Project website: <http://us301sumter.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

- **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

- **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/>

- **Minneola Interchange: Florida's Turnpike/North Hancock Road/Citrus Grove Road**

Florida's Turnpike Enterprise opened the new interchange at Milepost 279 in June. North Hancock Road has been opened as a four-lane roadway from the forthcoming interchange south to SR 50. North of the interchange, a two-lane North Hancock Road extends north to CR 561A. Meanwhile, an east-west connection to US 27 will be accomplished by building Citrus Grove Road as a four-lane roadway, with the eastern segment to be constructed first. Construction of the eastern portion of Citrus Grove Road is committed.

- **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.

Project website: 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**

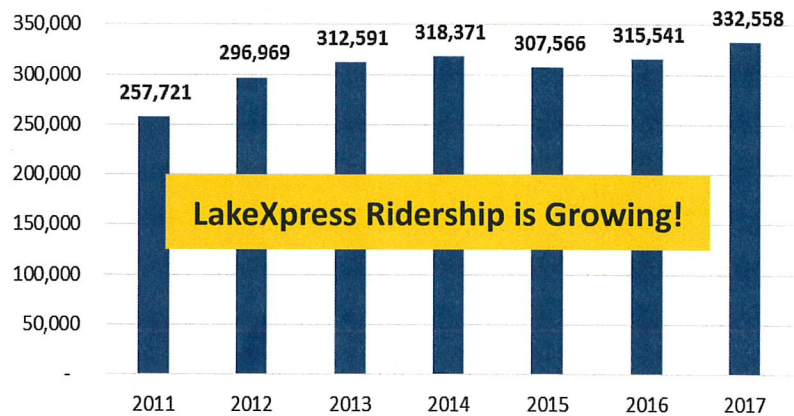
The MPO's first Complete Streets project, SR 44 (Dixie Avenue) in Leesburg, is currently under construction phase while a study of US 27 in Leesburg is nearing completion and design funds are being requested. The MPO and Umatilla are coordinating with FDOT to add Complete Streets elements to a SR 19 resurfacing project. Moving forward this year are studies of East Avenue in Clermont and US 301 in downtown Wildwood.

Fact Sheet



What is LakeXpress?

LakeXpress provides bus services throughout Lake County, with connections to Orange County via LYNX Routes 105 and 144. Regular service includes 7 routes plus ADA paratransit service. Services are also available for persons unable to access transit because of a disability or distance from a route. Service is generally provided 6:00AM up to 8:00PM on weekdays. The regular cash fare is \$1.00, with discounts offered for elders, veterans, individuals with disabilities, and Medicare cardholders. Children and students with a valid school ID ride for free.



LakeXpress ridership has grown 30 percent since the year 2011.



What is the Transit Development Plan?

The 10-year Transit Development Plan (TDP) is being developed by Lake County to serve as a guide for the future of public transportation in Lake County from 2019 to 2028. It will represent the transit agency's vision to promote transit growth and improvement over the next decade.

Why Do We Need Your Input?

Public participation is an important part of developing the TDP, and numerous public outreach activities will support the plan, including discussion group workshops, a bus on-board survey, social media outreach, and a series of public workshops. Your participation and input are needed so we can learn more about the public transportation needs and issues of the people and organizations you represent in Lake County and the region.



For more information, visit <https://ridelakexpress.com/> or contact LakeXpress at 352-742-1940.



Notice: On-board Survey



June 13 & 14 On-board Survey

LakeXpress Ten-Year Transit Development Plan

LakeXpress is planning for its future, and we want rider input! Please help us by answering some questions about your thoughts on the transit services in Lake County. You will have the opportunity to participate during the following days:

Survey Day #1 [Wednesday, June 13, 2018 \(12:30 PM – 8:30 PM\)](#)

Survey Day #2 [Thursday, June 14, 2018 \(4:00 AM – 2:00 PM\)](#)

Additional Days [To Be Determined as Needed](#)

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