



## **AGENDA**

### **LAKE COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**Monday, December 3, 2018 - 2 p.m.  
Lake~Sumter MPO, 225 W. Guava Street, Suite 217, Lady Lake, FL**

#### **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. PRESENTATIONS**

None

#### **IV. CONSENT AGENDA**

A. Approval of September 10, 2018 Annual Public Hearing Minutes (page 4)

B. Approval of September 10, 2018 Meeting Minutes (pages 5-7)

#### **V. ACTION ITEMS**

A. Appoint Vice-Chair 2018 (pages 8-11)

*The TDCB is requested to elect a Vice-Chairman for 2019. The Vice-Chairman's term of office shall be for one year. The Vice-Chairman may be re-elected to an additional term or terms of office. Bebe Chudeusz is currently serving her sixth one-year term as Vice-Chairman.*

***Attachment: Lake County TDCB Membership Roster***

B. Approval of 2019 Meeting Schedule (page 12)

*Staff recommends four (4) meeting dates in 2019 during the months of March, June, September and December. The dates are recommended in order to accommodate the due dates for required items to be sent to the TD Commission. All TDCB meetings will begin at 2 pm.*

***Attachment: Lake County TDCB 2019 DRAFT Meeting Schedule***

- C. LAKE COUNTY TRANSPORTATION DISADVANTAGED (TD) BUS PASS PROGRAM  
*What is the Bus Pass Program? – A fixed-route bus pass provided at no cost to qualifying individuals who are financially prohibited from using the fixed-route system. Eligible recipients receive bus passes via U.S. Mail only. TD bus passes cannot be picked up at County facilities.*  
**Attachment: LAKE COUNTY TRANSPORTATION DISADVANTAGED (TD) BUS PASS PROGRAM Information Flyer**
- D. TDCB Transit Support Resolution 2018-01 (Pages 14-15)  
*The Transportation Disadvantaged Coordinating Board requested staff draft a Transit Supportive Resolution for consideration. Public transportation is critical to the nation's future. It is a crucial part of a stronger economy. Public transportation stimulates commerce and creates and supports green jobs. It saves families money and increases sales for businesses. Public transit is an instrumental part of America's journey to energy independence. It reduces dependence on foreign oil and helps ensure mobility for all Americans. And the benefits public transportation brings to reducing carbon emissions and improving air quality make it the responsible and sustainable environmental choice. As America grows, ever-present challenges create new opportunities. The nation is on track to build high-speed rail around the nation—creating millions of new jobs, saving millions of dollars, millions of barrels of foreign oil, and millions of pounds of greenhouse gas emissions. Economy, energy, environment, and a better quality of life: Public transportation takes us there.*  
**Attachment: Lake County TDCB Resolution 2018-01**
- E. Lake County Transportation Disadvantaged Service Plan Major Update Final Draft for Approval: (Pages 16-117) presented by Ann Joslin and Robert Gregg, CUTR  
*The Transportation Disadvantaged Service Plan (TDSP) reflects Lake County's commitment to maintain and improve transportation services for the transportation disadvantaged and to serve as a strategic framework for the future. The TDSP is implemented by the CTC and TDCB. The TDSP is updated annually with a major update produced every five years. Completion of a TDSP is a requirement for receiving certain public transportation funds. The TDSP lays out a strategy for meeting these requirements through development, service, and quality assurance components. The TDSP is required by the State of Florida Commission for the Transportation Disadvantaged (CTD) and approved by the Local Coordinating Board (LCB). The Lake ~ Sumter MPO has engaged the services of the Center for Urban Transportation Research at the University of South Florida to work cooperatively with the TDCB, members of the general public, and the staff of the MPO and Lake County Transit to prepare the TDSP Major Update for the period FY 2018/19 – FY 2022/23.*  
**Attachments:**

## **VI. DISCUSSION ITEMS**

### **A. FY 2018/2019 Section 5310 and 5311 Grant Updates**

1. *Section 5310 Elderly and Persons with Disabilities Program: Transit staff will be seeking approval from the Board of County Commissioners to apply for the FDOT 5310 Capital Grant for three 23' Turtle Top Cutaway buses with 3 wheelchair positions for a cost of \$88,196 for a total Grant request of \$264,588 with a local match of \$26,458.80.*

2. *Section 5311 Formula Grant for Rural Areas: Transit staff will be seeking approval from the Board of County Commissioners to apply for the FDOT 5311 Operating Grant for \$911,442 with a local match of \$495,721. This grant will provide approximately 35,728 trips.*

### **B. 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.*

## **VII. REPORTS**

- A. Florida CTD
- B. FDOT
- C. Transit Operator
- D. Lake County CTC
- E. Lake~Sumter MPO

## **VIII. BOARD MEMBER COMMENTS**

## **IX. ADJOURNMENT**

## **X. NEXT MEETING: Monday, March 11, 2019 @ 2:00 p.m. - Lake~Sumter MPO, Lady Lake**

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 these proceedings should contact the Lake~Sumter MPO, (352) 315-0170, at least 48 hours in advance of the scheduled meeting.



**Lake County Transportation Disadvantaged Coordinating Board  
Annual Public Hearing  
Minutes - Monday, September 10, 2018 – 2:00 p.m.  
Lake ~ Sumter MPO  
225 W. Guava Street, Suite 217, Lady Lake, Florida**

**Members Present**

Leslie Campione, Chairman  
Lesha Buchbinder, Vice Chair  
Jo Santiago  
Sheri Peterson  
Jesse Riddle  
Mark Godinez  
Jim Lowe  
Linda Diaz  
Colleen Kollmann  
Bebe Chudeusz  
Marsha Bukala  
Steve Homan  
Tamyika Young  
Gustavo Henriquez

**Representing**

Lake~Sumter MPO  
Children at Risk  
FDOT, D5  
Department of Children & Families  
FL Division of Vocational Rehabilitation/Dept. of Education  
Veterans Service Office Representing Veterans  
FL Association CAA/Economically Disadvantaged  
Persons over 60/Representing Elderly  
Person with a Disability/Representing Disabled  
Citizen Advocate  
Citizens Advocate/User of System  
FL Department of Elder Affairs  
FL Agency for Healthcare Administration  
Regional Workforce Development Board

**Members Absent**

E. Scott Pfender  
David Taylor

**Representing**

Public Education/Lake County Schools  
Medical Community

**Staff Present**

Michael Woods  
Doris LeMay  
Jill Brown  
Amy Bradford

**Representing**

Lake~Sumter MPO, Interim Executive Director  
Lake~Sumter MPO, Executive Assistant  
Lake County Public Transportation, Supervisor  
Lake County Public Transportation Division

**CALL TO ORDER ANNUAL PUBLIC HEARING**

The Annual Public Hearing of the Lake County Transportation Disadvantaged Coordinating Board (TDCB) was called to order by Vice-Chairman Lesha Buchbinder. Vice-Chairman Buchbinder stated the purpose of the Annual Public Hearing is to receive input on unmet needs or any other areas that relate to the local transportation services.

**ADJOURNMENT**

There being no public comments, the Vice-chairman closed the public hearing at 2:06 p.m.

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Chairman Leslie Campione

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Date





**Lake County Transportation Disadvantaged Coordinating Board  
Minutes September 10, 2018  
Lake ~ Sumter MPO  
225 W. Guava Street, Suite 217, Lady Lake, Florida**

**Members Present**

Leslie Campione, Chairman  
Lesha Buchbinder, Vice Chair  
Sheri Peterson  
Scott Pfender  
Bebe Chudeusz  
Tamyika Young  
Darren Armstrong  
Danielle Delgado  
Gustavo Henriquez  
Mark Godinez  
Timothy Bridges  
Linda Diaz  
Colleen Kollmann

**Representing**

Lake ~ Sumter MPO  
Children at Risk  
Dept. of Children & Families  
Public Education/Lake County Schools  
Citizen Advocate  
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**

Steve Homan  
Jo Santiago

**Representing**

FL Department of Elder Affairs  
FDOT

**Staff Present**

Michael Woods  
Doris LeMay  
Francis Franco  
Amy Bradford  
Rickey Mack

**Representing**

Lake ~ Sumter MPO  
Lake ~ Sumter MPO  
Lake ~ Sumter MPO  
Lake County Transit Division  
RATP Dev USA

**CALL TO ORDER**

The meeting of the Lake County Transportation Disadvantaged Coordinating Board (TDCB) was called to order at 2:07 p.m. by Chair Commissioner Leslie Campione. Staff announced that the meeting was properly noticed, the roll was called, at which time it was noted that a quorum was present. Commissioner Leslie Campione welcomed new Board Member Marsha Bukala.

**I. AGENDA UPDATE –**

None

**II. OPPORTUNITY FOR PUBLIC COMMENT (on agenda items or general comments) – None**

### III. ACTION ITEMS

A. Approval of June 11, 2018 Meeting Minutes

*On a motion by Steve Homan, seconded by Lesha Buchbinder and carried unanimously by a 14-0 vote, the Board approved the June 11, 2018 minutes as presented.*

B. Annual Appointment of Grievance Subcommittee Members

Commissioner Leslie Campione and Mike Woods provided the following list of Grievance Subcommittee Members to the Board for Approval: Chairman Campione, Steve Homan, Colleen Kollmann, Lesha Buchbinder, and Bebe Chudeusz. Discussion continued.

*On a motion by Colleen Kollmann, seconded by Jo Santiago and carried unanimously by a 14-0 vote, the Board approved the above mentioned names to serve as Grievance Subcommittee Members.*

C. Annual Appointment of the Bylaws Subcommittee Members

Commissioner Leslie Campione and Mike Woods provided the following list of Bylaws Subcommittee Members to the Board for Approval: Chairman Campione, and Lesha Buchbinder. Discussion continued.

*On a motion by Steve Homan, seconded by Gustavo Henriquez and carried unanimously by a 14-0 vote, the Board approved the above mentioned names to serve as Bylaws Subcommittee Members.*

D. Review and Approval of Coordination Agreement Application request from Attain, Inc.

Amy Bradford provided update on the Coordination Agreement with Attain, Inc. Discussion continued.

*On a motion by Lesha Buchbinder, seconded by Jim Lowe and carried unanimously by a 14-0 vote, the Board approved the Coordination Agreement Application with Attain, Inc.*

E. Review of Lake County CTC FY 2017/18 Annual Operations Report

Amy Bradford provided the CTC FY 2017/18 Annual Operations Report. Discussion continued.

*On a motion by Steve Homan, seconded by Bebe Chudeusz and carried unanimously by a 14-0 vote, the Board approved the CTC 2017/18 Annual Operations Report.*

#### **IV. DISCUSSION ITEMS**

- A. Lake County Transportation Disadvantaged Service Plan – 2018 Major Update  
Robert Gregg and Ann Joslin, CUTR provided a brief overview of the Lake County Transportation Disadvantaged Service Plan – 2018 Major Update. Board Members provided input throughout the presentation.
- B. Central Florida Mobility Week 2018  
Jo Santiago, provided a brief update on Central Florida Mobility Week 2018. Discussion continued.

#### **REPORTS**

- A. FDOT – Jo Santiago provided various updates
- B. McDonald Transit - Rickey Mack provided various updates
- C. Lake County CTC - Amy Bradford reviewed the reports that were included in the agenda packet.
- D. Lake~Sumter MPO - Michael Woods provided various updates including the combining of the Citizens' Advisory Committee and Bicycle & Pedestrian Advisory Committee. Mike Woods asked for a volunteer from the Lake County TDCB to serve on the Committee beginning January 2019.

#### **BOARD MEMBER COMMENTS**

#### **ADJOURNMENT**

There being no further business to discuss, the meeting adjourned at 3:27 p.m.

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Chairman Campione

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Date

CATEGORY	PRIMARY MEMBER	ALTERNATE MEMBER	APPOINTMENT DATE
A LAKE~SUMTER MPO REPRESENTATIVE  SERVES AS CHAIRMAN	<b>Comm. Leslie Campione</b> 315 West Main Street Tavares, FL 32778 Jodi 343-9850 <a href="mailto:lcampione@lakecountyfl.gov">lcampione@lakecountyfl.gov</a>	N/A	Appointed: 12/8/10
A LOCAL REPRESENTATIVE FDOT	<b>Jo Santiago</b> 133 South Semoran Boulevard Orlando, FL 32807 407/482-7875 FAX: 407/275-4188 <a href="mailto:Jo.santiago@dot.state.fl.us">Jo.santiago@dot.state.fl.us</a>	<b>Carlos Colón</b> Modal Development 133 S. Semoran Blvd. Orlando, FL 32807 407/482-7856 FAX: 407/275-4188 <a href="mailto:Carlos.colon@dot.state.fl.us">Carlos.colon@dot.state.fl.us</a>	Appointed: 12/2009  Alternate: 8/22/2016
A LOCAL REPRESENTATIVE FLORIDA DEPARTMENT OF CHILDREN & FAMILIES	<b>Sheri Peterson</b> Circuit 5 Program Administrator Adult Protective Services 1300 Duncan Drive Tavares, Florida (352) 303-2620 <a href="mailto:Sheri.Peterson@myflfamilies.com">Sheri.Peterson@myflfamilies.com</a>	<b>Marisol Martinez</b> Adult Protective Supervisor 1300 S. Duncan Ave, Bldg. G Tavares, FL 32778 Cell: (352) 267-4624 <a href="mailto:marisol.martinez@myflfamilies.com">marisol.martinez@myflfamilies.com</a>	Appointed: 10/28/15  Alternate: 3/6/16
A REPRESENTATIVE OF THE PUBLIC EDUCATION COMMUNITY	<b>E. Scott Pfender</b> <b>Director of Transportation</b> Lake County School Board 201 West Burleigh Blvd. Tavares, FL 32778-2496 (352) 536-8079 Cell: (352) 516-4732 <a href="mailto:pfenderE@lake.k12.fl.us">pfenderE@lake.k12.fl.us</a>  <a href="mailto:copy Angela Jones">copy Angela Jones</a> <a href="mailto:jonesA@lake.k12.fl.us">jonesA@lake.k12.fl.us</a>	<b>Lori Mattox</b> <b>Operations Manager, Transportation</b> (352) 536-8090 20265 US Highway 27 North Clermont, FL 34711  <a href="mailto:mattoxl@lake.k12.fl.us">mattoxl@lake.k12.fl.us</a>	Re-appointed: 6/2/17  Alternate: 6/2/17
A LOCAL REPRESENTATIVE OF FL DIV. OF VOC. REHAB REPRESENTING DEPT. OF EDUCATION	<b>Jesse Riddle</b> Division of Vocational Rehabilitation, Supervisor 8112 Centralia Court, 102 Leesburg, FL 34748 Phone# 352-630-6200 Fax#352-360-6645 <a href="mailto:Jesse.Riddle@vr.fldoe.org">Jesse.Riddle@vr.fldoe.org</a>	<b>Candice Stoutamire</b> Division of Vocational Rehabilitation, Consultant 8112 Centralia Court, 102 Leesburg, FL 34748 Phone# 352-630-6200 <a href="mailto:Candice.stoutamire@vr.fldoe.org">Candice.stoutamire@vr.fldoe.org</a>	Appointed: 8/27/14  Alternate: 01/20/15

CATEGORY	PRIMARY MEMBER	ALTERNATE MEMBER	APPOINTMENT DATE
VETERANS SERVICE OFFICE REPRESENTING VETERANS IN COUNTY	<b>Mark Godinez</b> Veterans Service Office Dept. of Community Services 315 West Main Street Tavares, FL 32778 (352) 742-6586 <a href="mailto:mgodinez@lakecountfl.gov">mgodinez@lakecountfl.gov</a>	<b>Allison Thall</b> Health and Human Services Manager Dept. of Community Services 315 West Main Street Tavares, FL 32778 (352)742-6502 Fax: (352)742-6505 <a href="mailto:athall@lakecountyfl.gov">athall@lakecountyfl.gov</a>	Appointed: 08/22/2016  Alternate: 10/22/14
FLORIDA ASSOCIATION OF COMMUNITY ACTION CAA REPRESENTING ECONOMICALLY DISADVANTAGED IN COUNTY	<b>Jim Lowe, Executive Director</b> Lake Community Action Agency 501 N. Bay Street Eustis, FL 32726 (352) 357-3497, x 103 <a href="mailto:jamesl@lakecaa.org">jamesl@lakecaa.org</a>	<b>Timothy Bridges</b> Lake Comm. Action Agency Human Resource Director 501 N. Bay Street Eustis, FL 32726 352-357-5550 <a href="mailto:timb@lakecaa.org">timb@lakecaa.org</a>	Appointed: 07/07/98  Alternate: 05/07/12
A PERSON OVER SIXTY REPRESENTING THE ELDERLY IN COUNTY	<b>Linda Diaz</b> 26922 White Plains Way Leesburg, FL 34748-1311 (305) 302-6986 <a href="mailto:LBDZ47@aol.com">LBDZ47@aol.com</a>		Appointed: 08/23/17 Term expires: 8/2020
A PERSON WITH A DISABILITY REPRESENTING THE DISABLED IN COUNTY	<b>Colleen A. Kollmann</b> 26918 White Plains Way, Leesburg, FL 34788 (352) 314-2331 <a href="mailto:cakollmann@usa2net.net">cakollmann@usa2net.net</a>		Re-appt 06/2017 for (2005)  Term expiration: 06/2020
CITIZEN ADVOCATE <b>VICE-CHAIR</b>	<b>Bebe Chudeusz</b> New Vision for Independence 9501 US Hwy 441 Leesburg, FL 34788-8751 (352) 435-5040 <a href="mailto:bchudeusz@newvisionfl.org">bchudeusz@newvisionfl.org</a>		Re-Appointed: 08/23/17 (08/2011)  Term expires : 08/2020
CITIZEN ADVOCATE WHO IS A USER OF THE SYSTEM	<b>Marsha Bukala</b>		Appointed: 08/18
REPRESENTATIVE OF CHILDREN AT RISK	<b>Lesha Buchbinder</b> Early Learning Coalition 1300 Citizen's Blvd. #206 Leesburg, FL 34748 (352) 435-0566	<b>Tameka Mays</b> Early Learning Coalition 1300 Citizen's Blvd. #206 Leesburg, FL 34748 (352) 435-0566 <a href="mailto:tmays@elcl.org">tmays@elcl.org</a>	Appointed: 11/01/06  Alternate: 01/25/13

	<a href="mailto:lbuchbinder@elclc.org">lbuchbinder@elclc.org</a>		
CATEGORY	PRIMARY MEMBER	ALTERNATE MEMBER	APPOINTMENT DATE
A LOCAL REPRESENTATIVE OF FLORIDA DEPARTMENT OF ELDER AFFAIRS	<b>Steve Homan</b> Mid-Florida Community Services 820 Kennedy Blvd. Brooksville, FL 34601 (352)796-1425 ext 109 <a href="mailto:Shoman@MFCS.US.com">Shoman@MFCS.US.com</a>	<b>Kayla Jones</b> Mid-Florida Community Services 820 Kennedy Blvd. Brooksville, FL 34601 (352)796-1425 <a href="mailto:kjones@mfc.us.com">kjones@mfc.us.com</a>	Appointed: 9/27/17  Alternate: 9/27/17
A REPRESENTATIVE OF LOCAL PRIVATE FOR PROFIT TRANSPORTATION INDUSTRY	<b>Vacant</b>		Appointed:  Term expires:
A LOCAL REPRESENTATIVE OF THE FLORIDA AGENCY FOR HEALTH CARE ADMINISTRATION	<b>Milagros Chervoni</b> Medical/Health Care Program Analyst Agency for Health Care Admin. 400 W. Robinson Street Orlando, FL 32801 407-420-2486 (Office) 407-340-9543 cell <a href="mailto:Milagros.Chervoni@ahca.myflorida.com">Milagros.Chervoni@ahca.myflorida.com</a>	<b>Tamyika Young</b> Agency for Health Care Admin. 400 W. Robinson  (407) 420-2492 <a href="mailto:Tamyika.young@ahca.myflorida.com">Tamyika.young@ahca.myflorida.com</a>	Appointed: 10/28/15 Appointed as member 2/14/17  Alternate: 9/5/2017
A REPRESENTATIVE OF THE REGIONAL WORKFORCE DEVELOPMENT BOARD	<b>Gustavo Henriquez</b> Career Center Services Manager Career Source Central Florida 1415 S 14th Street Suite 100 Leesburg, FL 34748 (352) 360-6280 ext. 6013 <a href="mailto:Ghenriquez@careersourcecf.com">Ghenriquez@careersourcecf.com</a>	<b>Donna Andrews</b> Career Source Central Florida 1415 S 14th Street Suite 100 Leesburg, FL 34748 <b>Phone</b> (352) 360-6280 ext. 6037 <b>Email</b> <a href="mailto:dandrews@careersourcecf.com">dandrews@careersourcecf.com</a>	Appointed: 8/23/17  Alternate: 8/23/17
A REPRESENTATIVE OF THE LOCAL MEDICAL COMMUNITY	<b>David Taylor</b> Director of Plant & Facilities 609 W. Dixie Ave. Leesburg, FL 34748 (352) 323-5345 <a href="mailto:dtaylor@cfhalliance.org">dtaylor@cfhalliance.org</a>	<b>Darren Armstrong</b> Emergency Management Coordinator 609 W. Dixie Ave. Leesburg, FL 34748 (352) 323-5392 <a href="mailto:darmstrong@cfhalliance.org">darmstrong@cfhalliance.org</a>	Appointed: 06/26/13  Alternate: 11/17/2014
ADVISORY NON VOTING	PRIMARY MEMBER	ALTERNATE	

None			
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<b>STAFF INFORMATION</b>
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<p><b>STAFF: Lake~Sumter MPO</b>  Michael Woods, Executive Director  Doris LeMay, Executive Assistant  225 W. Guava St., Suite 211  Lady Lake, FL 34748  (352) 315-0170      (352) 315-0993 fax  <a href="mailto:MWoods@LakeSumterMPO.com">MWoods@LakeSumterMPO.com</a>  <a href="mailto:DLemay@LakeSumterMPO.com">DLemay@LakeSumterMPO.com</a></p> <p><b>STAFF: CTC/ LC BCC</b>  Dottie Keedy, Director Econ Dev/Community Services  David Hope, Fixed Route Coordinator 323-5714  Amy Bradford, Office Associate V 323-5723  2440 Highway 441/27 Fruitland Park, FL 34731  <a href="mailto:dhope@lakecountyfl.gov">dhope@lakecountyfl.gov</a>  <a href="mailto:abradford@lakecountyfl.gov">abradford@lakecountyfl.gov</a></p>	<p><b>McDonald Transit</b></p> <p>General Manager – Rickey Mack  McDonald - Lake County  <a href="mailto:rmack@mcdonaldtransit.com">rmack@mcdonaldtransit.com</a>  352-742-2612  Operations Manager –  Office</p>
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<b>COMMITTEE INFORMATION</b>
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<p><b><u>GRIEVANCE COMMITTEE (must be 5 members)</u></b></p> <p>Chairman Campione  Steve Homan  Colleen Kollman  Lesha Buchbinder  Bebe Chudeusz</p>	<p><b><u>CTC EVALUATION COMMITTEE</u></b></p> <p>Chairman Campione  Jo Santiago  Bebe Chuduesz  Lesha Buchbinder</p>
<p><b><u>BYLAWS COMMITTEE</u></b></p> <p>Chairman Campione  Lesha Buchbinder</p>	<p><b><u>RIDERSHIP COMMITTEE</u></b></p> <p>Chairman Campione  Jim Lowe</p>

# 2019

## JANUARY

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

## FEBRUARY

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

## MARCH

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

## APRIL

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

## MAY

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

## JUNE

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

## JULY

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

## AUGUST

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

## SEPTEMBER

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

## OCTOBER

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

## NOVEMBER

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

## DECEMBER

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





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

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

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

### **How do I qualify for a TD bus pass? –**

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

### **How do I get a pass? –**

1. If you are currently eligible for TD service you may request a TD Program Application by calling 352.742.1940 or by downloading an application @ [www.ridelakexpress.com](http://www.ridelakexpress.com)
2. Complete and mail the application, along with the required Proof of Income, to the address shown on the application.
3. To check the status of your application call 352.742.1940 three weeks (21 days) after the submission of your paperwork.
4. If approved for TD service, you will need to call 352.742.1940 for an appointment to obtain a TD bus pass I.D.
  - a. You will need a government-issued photo ID to obtain a TD ID.
  - b. The Customer Service Center located at 560 E. Burleigh Blvd., Tavares, Florida.
5. Current TD eligible passengers may skip steps 1-3 above and simply call the Customer Service Center to obtain a TD bus pass ID.

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

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

**LAKE COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**RESOLUTION 2018 – 01**

**RESOLUTION OF THE LAKE COUNTY TRANSPORTATION DISADVANTAGED  
COORDINATING BOARD SUPPORTING TRANSIT SERVICE IN LAKE COUNTY,  
FLORIDA**

**WHEREAS** the Lake~Sumter MPO is the Designated Official Planning Agency for transportation disadvantaged planning for the Lake~Sumter MPO Planning Area that includes Lake County and Sumter County, and as such, has the authority to execute a Transportation Disadvantaged Trust Fund Grant Agreement and to undertake a transportation disadvantaged service project authorized by Section 427.0159, Florida Statutes, and Rule 41-2, Florida Administrative Code.

**WHEREAS** Public transportation benefits all Americans—whether they use it or not, and

**WHEREAS** Public transportation gets people to the places that are important to them—to jobs, to medical appointments, to educational opportunities, and

**WHEREAS** Public transportation is crucial to the economy. It creates and retains jobs. It revitalizes business districts and lets employers tap into a larger workforce. It stimulates commerce. And it increases property values, and

**WHEREAS** Public transit use reduces our nation’s dependence on foreign oil. It helps cut our carbon emissions. And it is critical to emergency response and homeland security, and

**WHEREAS** Public transportation equals a stronger economy, a cleaner environment, and greater energy independence—which add up to a better quality of life, and

**WHEREAS** As America looks for solutions to today's mobility challenges, public transportation is critical to our nation’s transportation system and essential to the economic and social quality of life of our citizens.

**NOW, THEREFORE, BE IT RESOLVED** by the Lake County Transportation Disadvantaged Coordinating Board that the:

1. Lake County Transportation Disadvantaged Coordinating Board supports the Public transportation that helps everyone—commuters, families, students, senior citizens, persons with disabilities—live the American dream, as they seek to fulfill their personal and career goals, meet their daily needs, and maintain transportation independence. Now, more than ever, vital, strong public transportation systems are essential in this country.
2. The Chair of the Lake County Transportation Disadvantaged Coordinating Board is hereby authorized and directed to submit Resolution 2018-1 to:
  - a. Lake~Sumter Metropolitan Planning Organization;

- b. Federal Highway Administration (FHWA) through the Florida Department of Transportation (FDOT);
- c. Federal Transit Administration (FTA) through FDOT;
- d. Florida Commission for the Transportation Disadvantaged;

**PASSED AND ADOPTED** this \_\_\_\_\_ day of \_\_\_\_\_, 2018.

Lake County Transportation Disadvantaged Coordinating Board

\_\_\_\_\_  
Leslie Campione, Chair

Approved as to Form and Legality:

\_\_\_\_\_  
Melanie Marsh, MPO Attorney

**LAKE COUNTY  
TRANSPORTATION DISADVANTAGED SERVICE PLAN**

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

**ADOPTED  
December 3, 2018**

Prepared for:

**Lake~Sumter Metropolitan Planning Organization**

In Coordination with:

**Lake County Transportation Disadvantaged Coordinating Board**

**&**

**Lake County Public Transit Division**



Prepared by:

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

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## Local Coordinating Board Membership Certification

Name: Lake~Sumter Metropolitan Planning Organization

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

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

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

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

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

## Roll Call Vote

### Approval of Lake County's

Transportation Disadvantaged Service Plan Major Update

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

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

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

\_\_\_\_\_  
Date

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

Approved by the Commission for the Transportation Disadvantaged

\_\_\_\_\_  
Date

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

# Development Plan

## Introduction to the Service Area

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

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

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

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

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

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

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

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

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

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

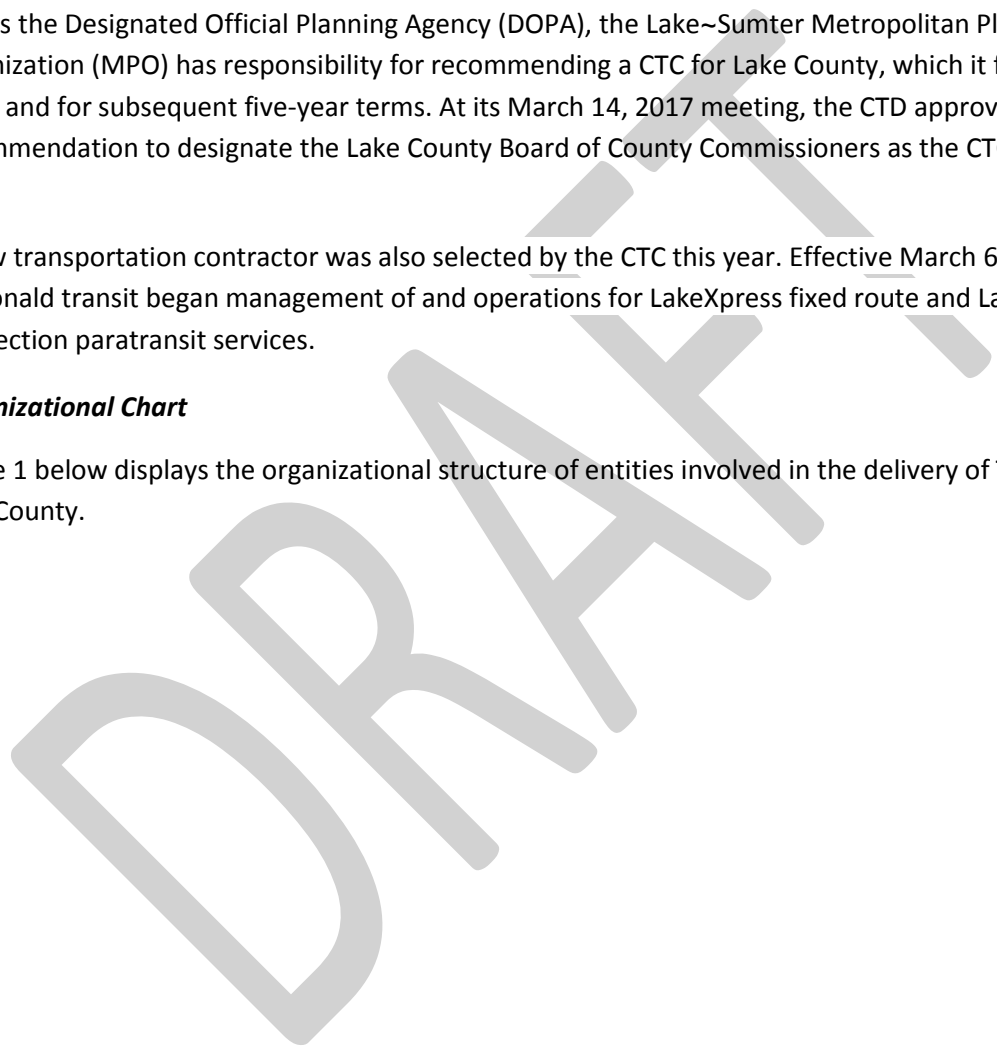
In May 2005, the CTC entered into an agreement with MV Transportation to be the County's transportation provider and in July 2013, the CTC entered into a five-year agreement with Ride-Right for transportation services.

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

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

**Organizational Chart**

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



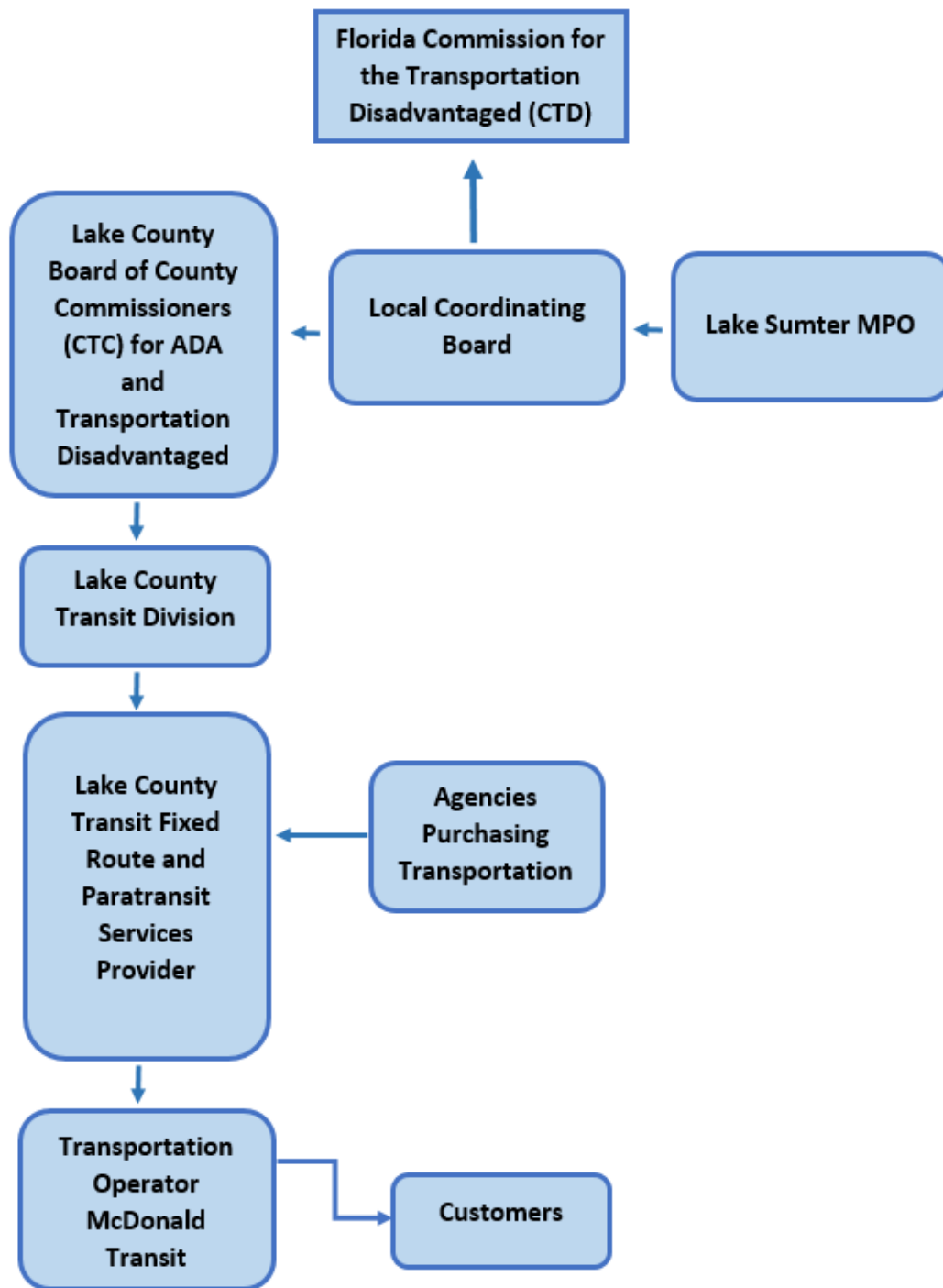


Figure 1. Organization Chart for TD Service Delivery

## **Consistency Review of Other Plans**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Objective -** Enhance access to jobs

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## City of Clermont Comprehensive Plan

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

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

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

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

## Downtown Tavares Redevelopment Master Plan

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

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

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

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

## LakeXpress Transit Development Plan

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

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

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

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

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

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

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

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

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

**Objective 3.2:** Increase ridership.

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

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

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

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

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

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

#### **Public Participation**

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

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

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

Membership of the LCB is defined as follows:

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

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

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

### **Service Area Profile/Demographics**

#### ***Land Use***

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





## Population Composition

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

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

**Table 1. Population and Population Density**

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

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

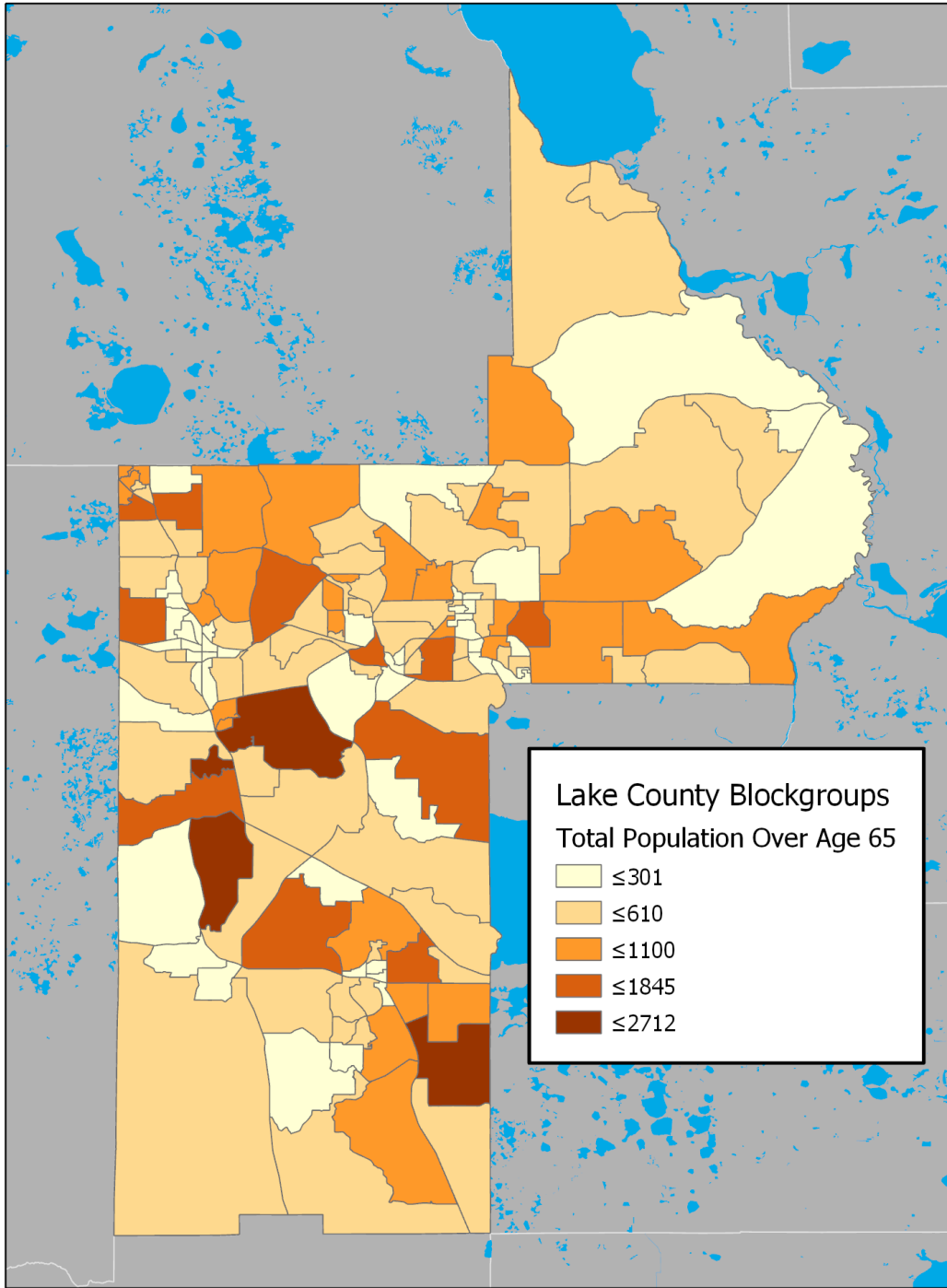
The population age distribution in Lake County is somewhat similar to the State of Florida with a major difference in the population ages 65 years and older. Lake County had approximately seven percent more in that age category as shown in Table 2 below.

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

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

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

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



**Figure 3. Population 65+ Years of Age**

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

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

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

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

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

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

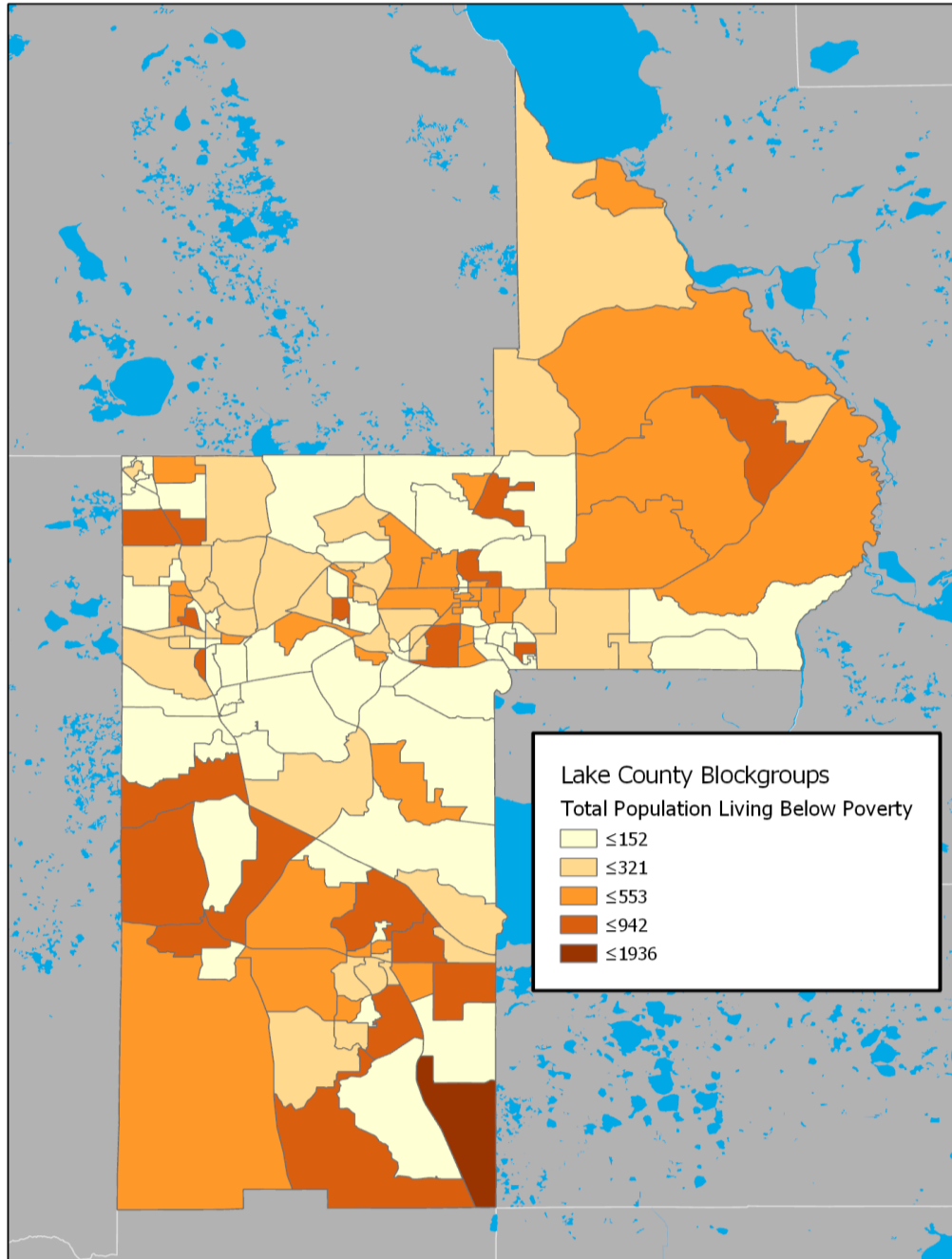


Figure 4. Population Below Poverty Level

### ***Disability Characteristics***

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



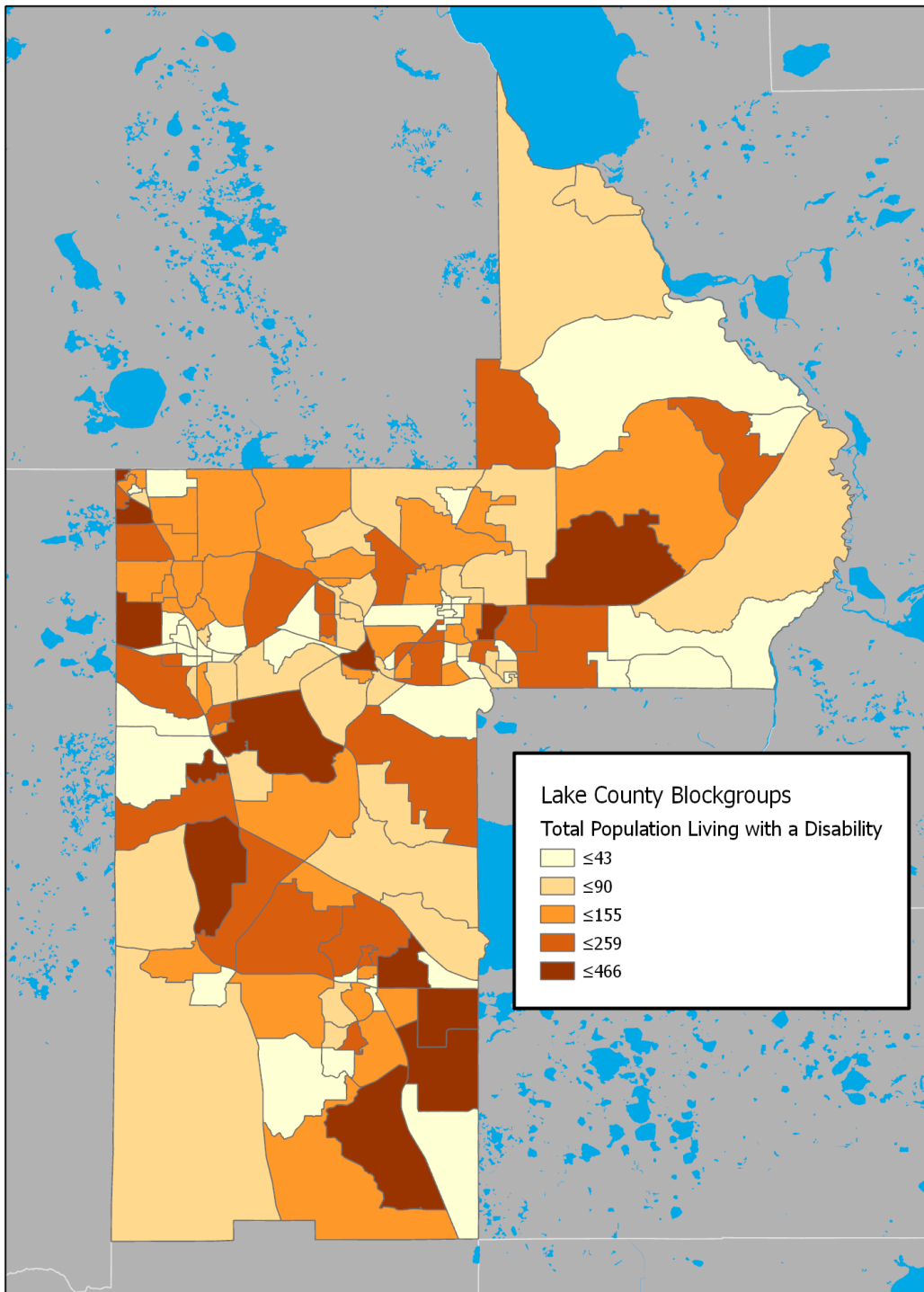


Figure 5. Population with a Disability

**Employment Characteristics**

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

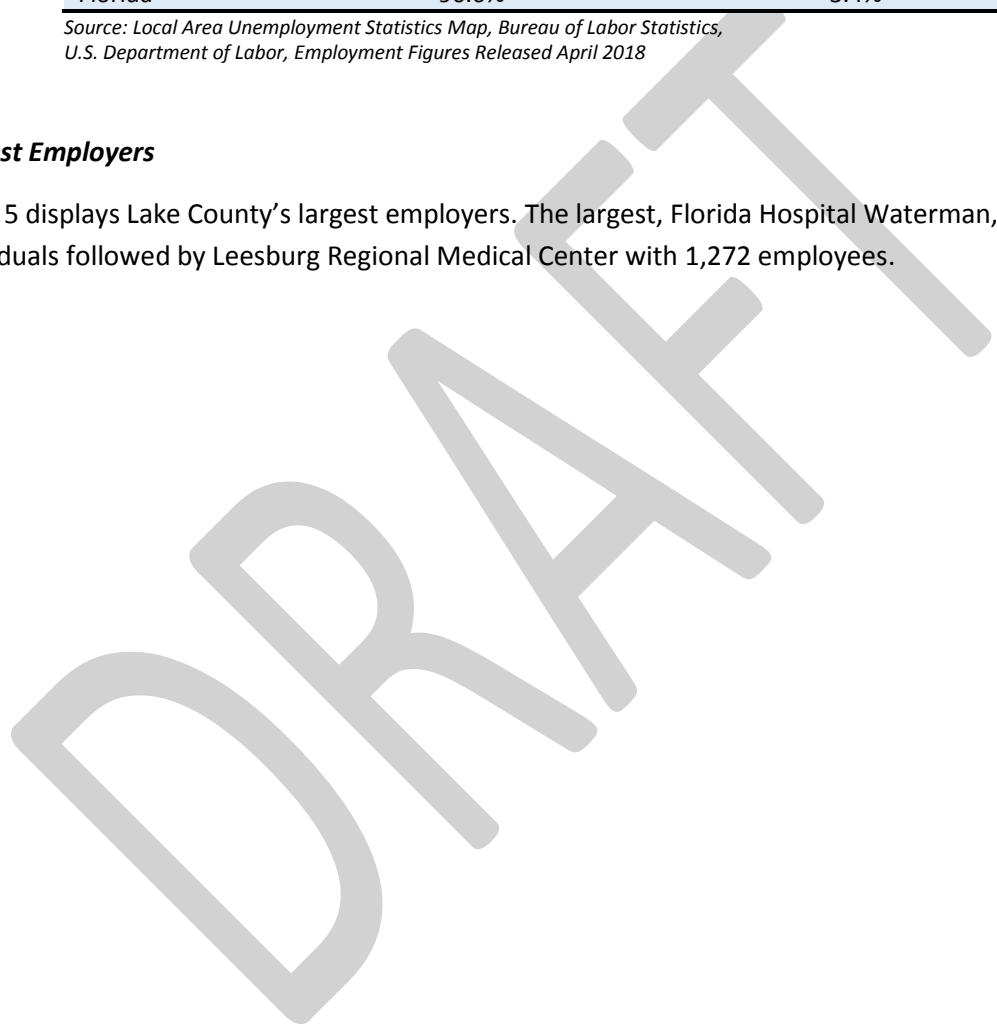
**Table 4. Employment Characteristics for Lake County, April 2018**

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

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

**Largest Employers**

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



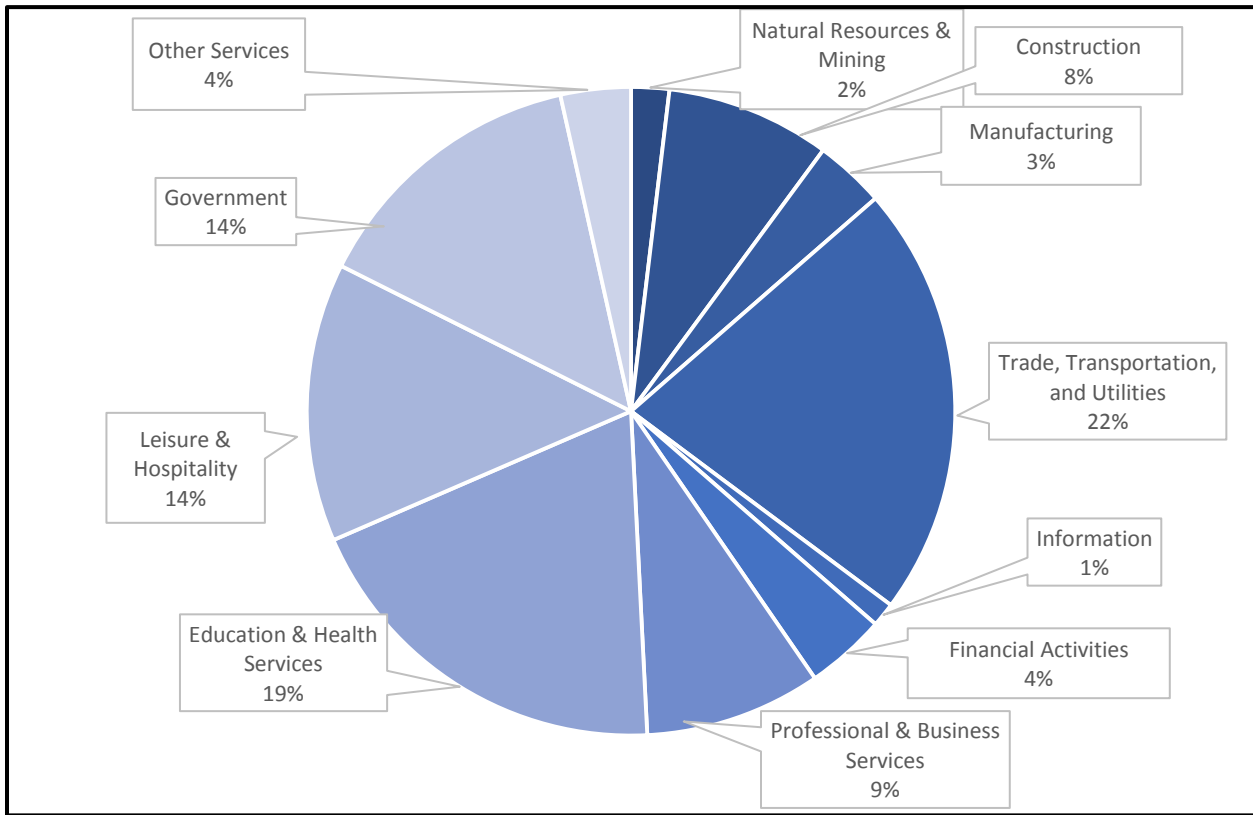
**Table 5. Lake County's Largest Employers**

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

*Source: ReferenceUSA, 2018*

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





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

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

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

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

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

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

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

**Housing Classification and Patterns**

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

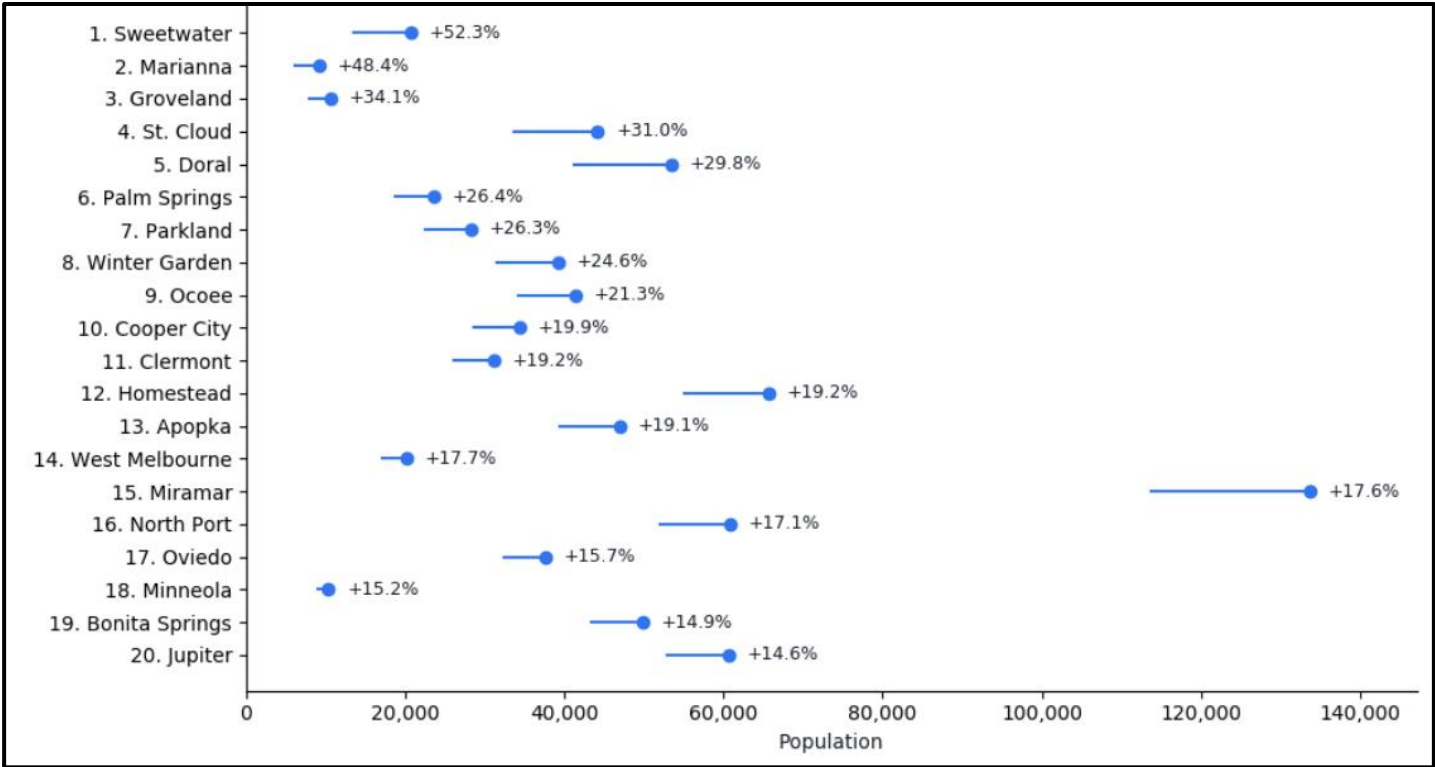



Figure 7. Largest Percentage Population Growth in Florida 2010-2016

Source: HomeSnacks December 17, 2017

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Table 7. Single Family Home Sales 2016 - 2017



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

Source: Florida Association of Realtors October 2018

**Educational Profile**

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

**Table 8. Names and Locations of Local Colleges and Universities**

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

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

**Table 9. Percentages of Educational Attainment**

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

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

**Automobile Ownership and Travel Characteristics**

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

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

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

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

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

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

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

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

**Travel Mode**

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

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

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

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

**Inter-County Commuter Flows**

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

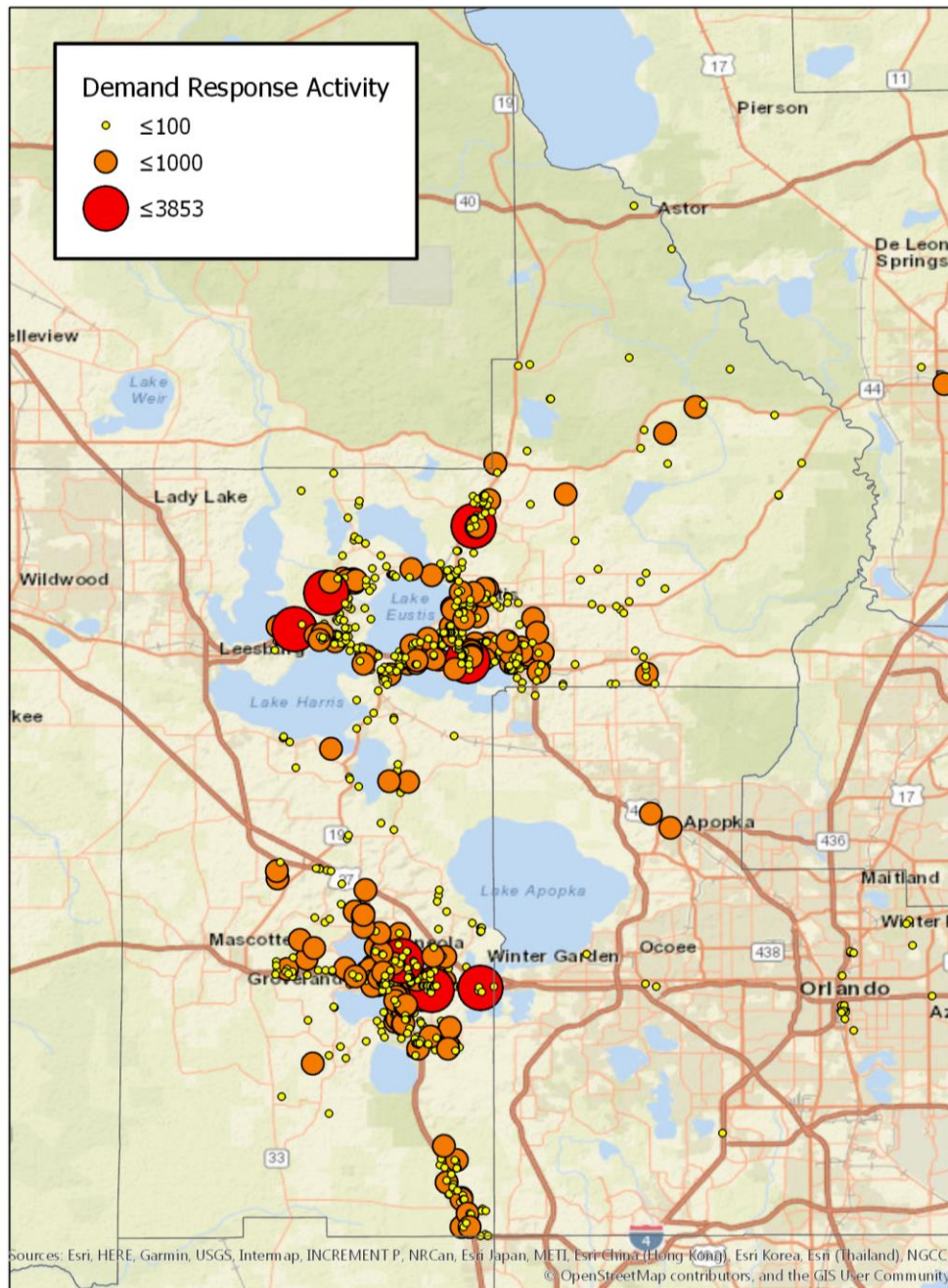
**Table 13. Inter-County Commuter Flows**

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

**Major Trip Generators/Attractors**

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

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



**Figure 8. Paratransit Origins and Destinations**

***Historical Tradition***

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



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

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

**Government and Institutional Descriptions**

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

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

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

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

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

\*Difference due to rounding, actual is 99.9

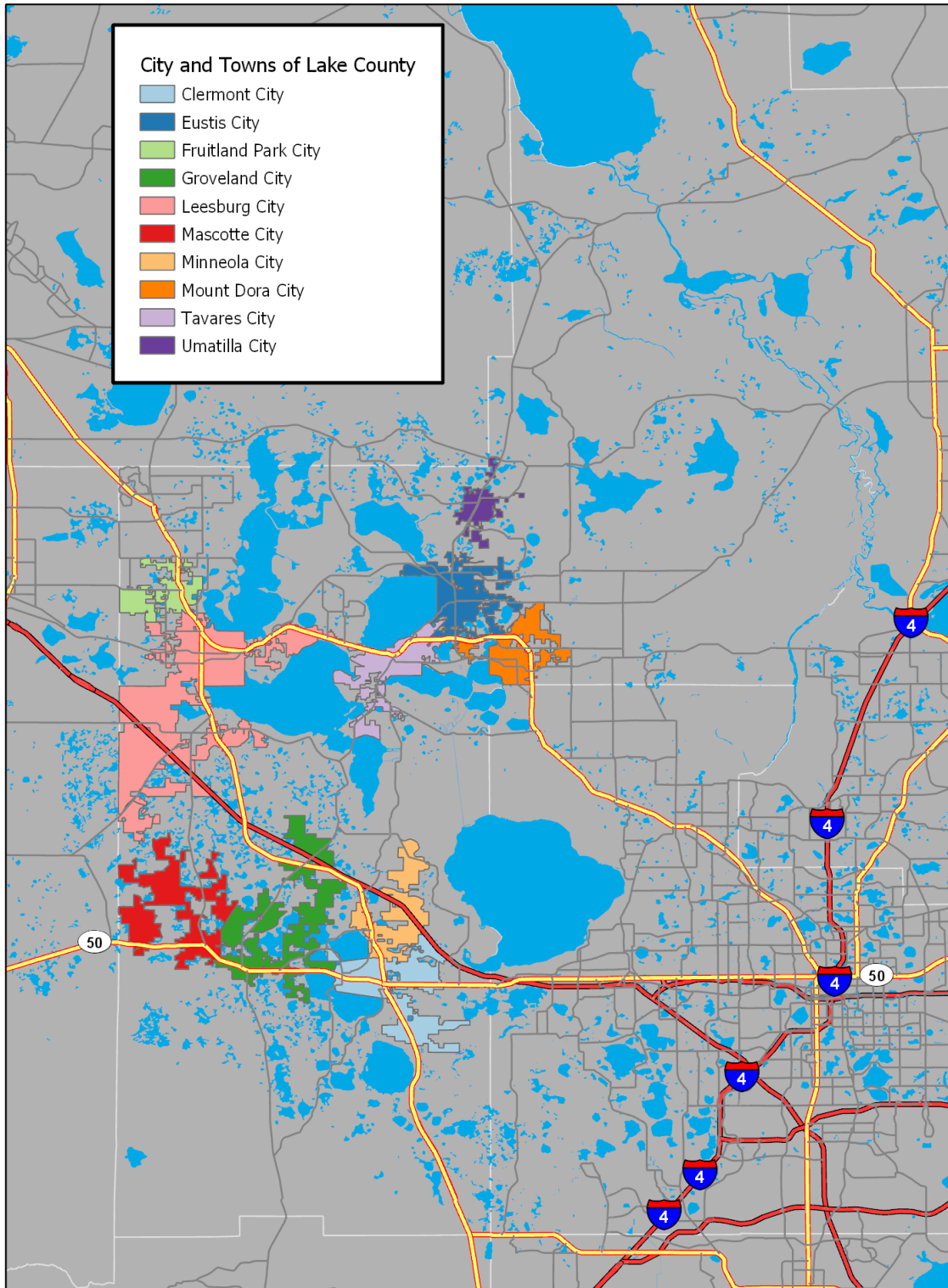


Figure 9. Lake County City Boundaries

## Inventory of Available Services

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

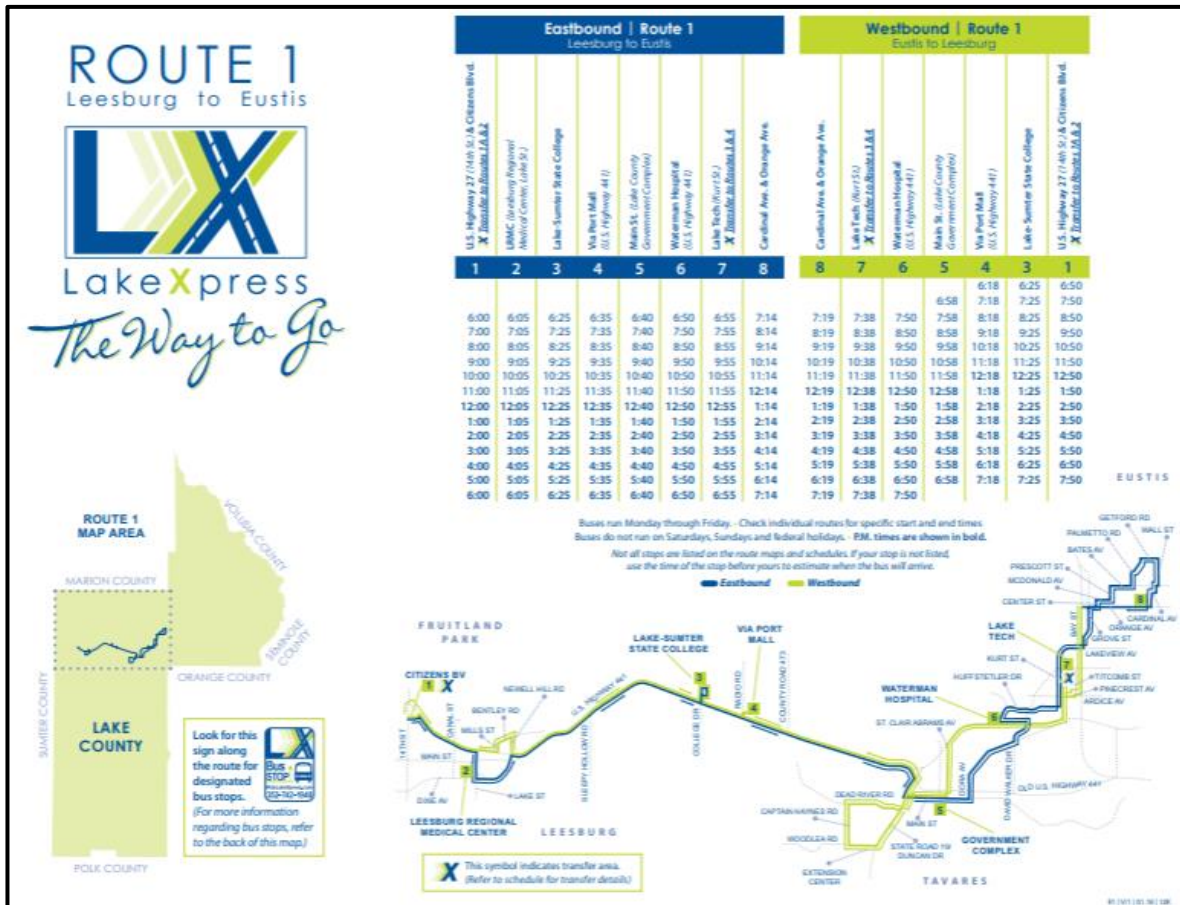


Figure 10. Route 1

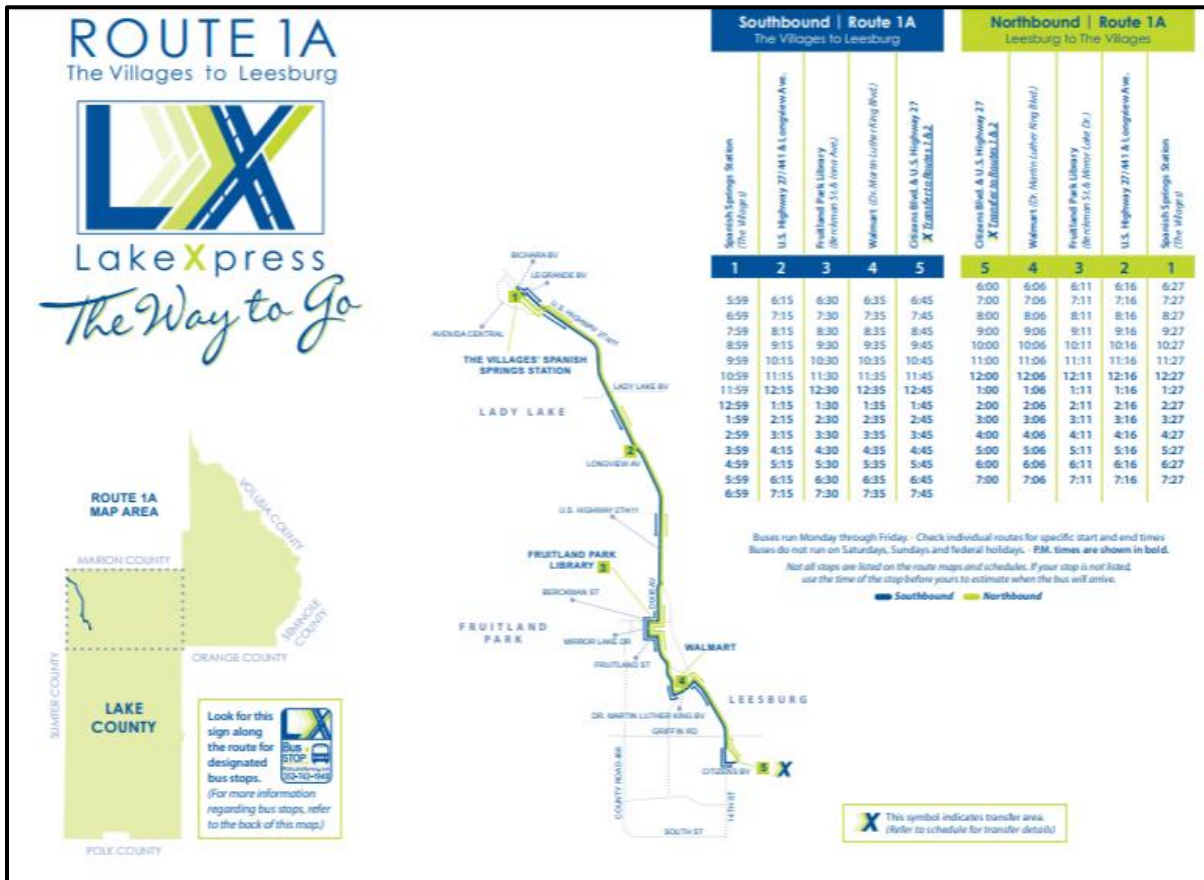


Figure 11. Route 1A

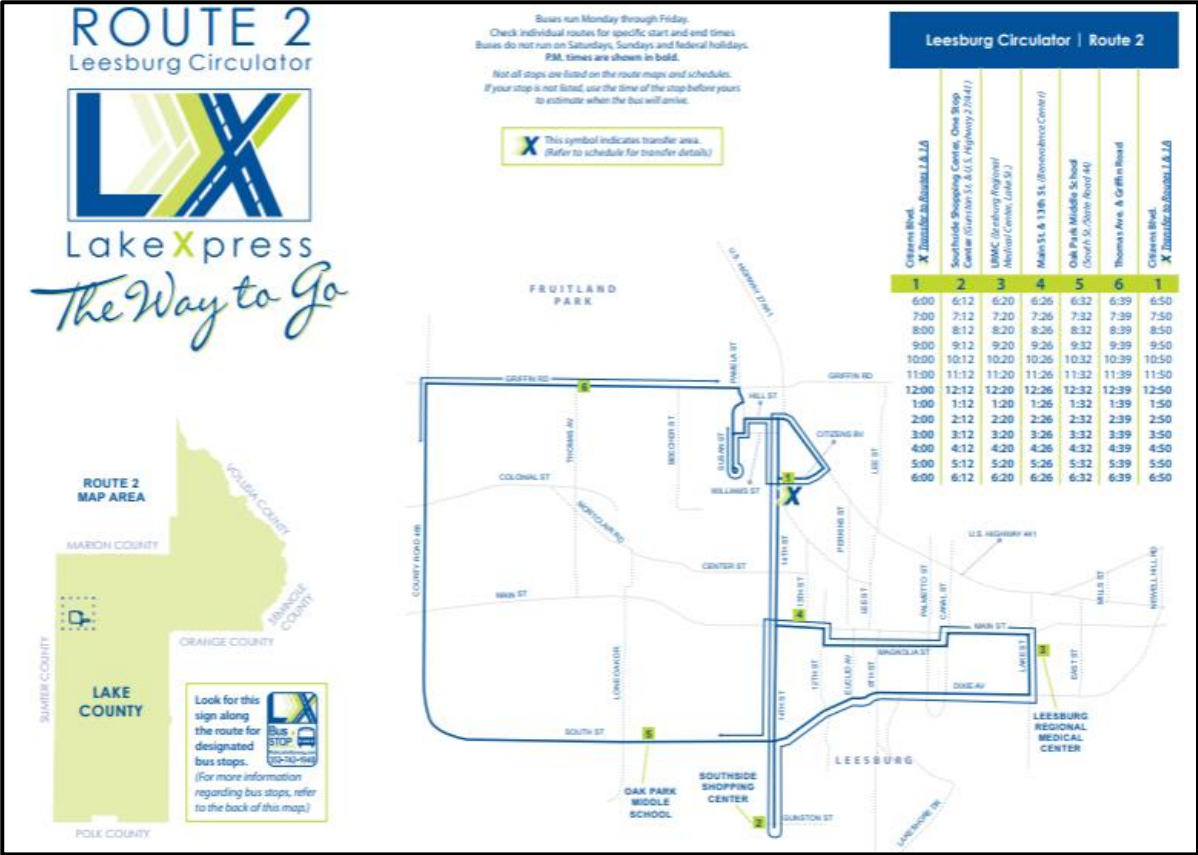


Figure 12. Route 2



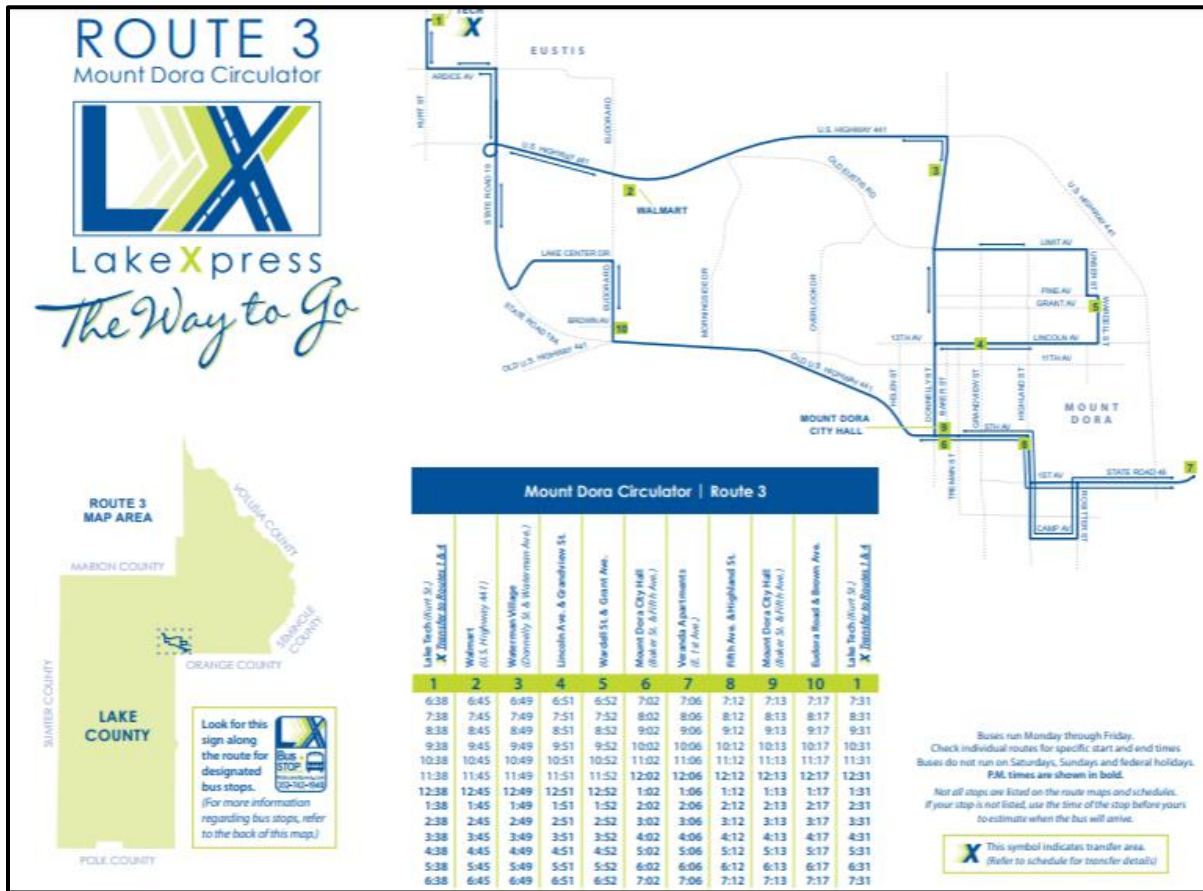


Figure 13. Route 3

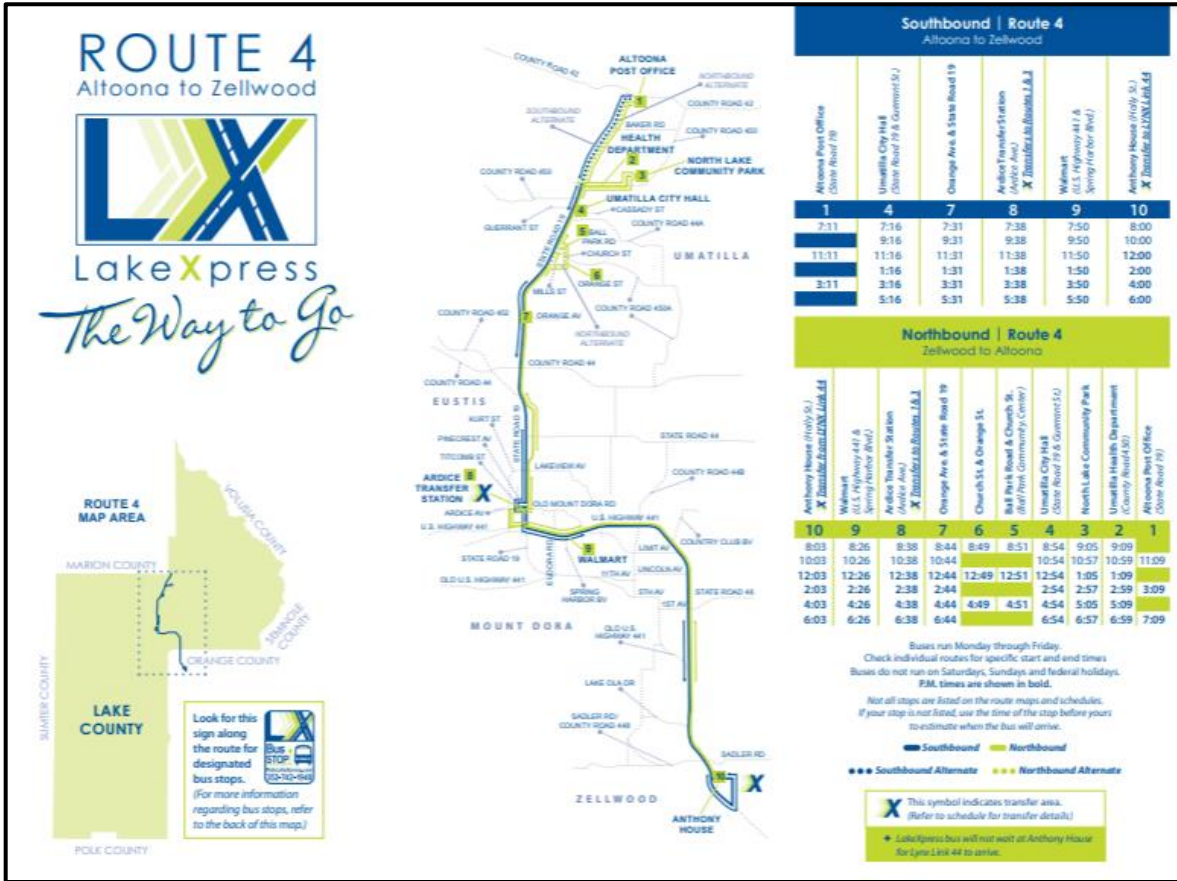


Figure 14. Route 4

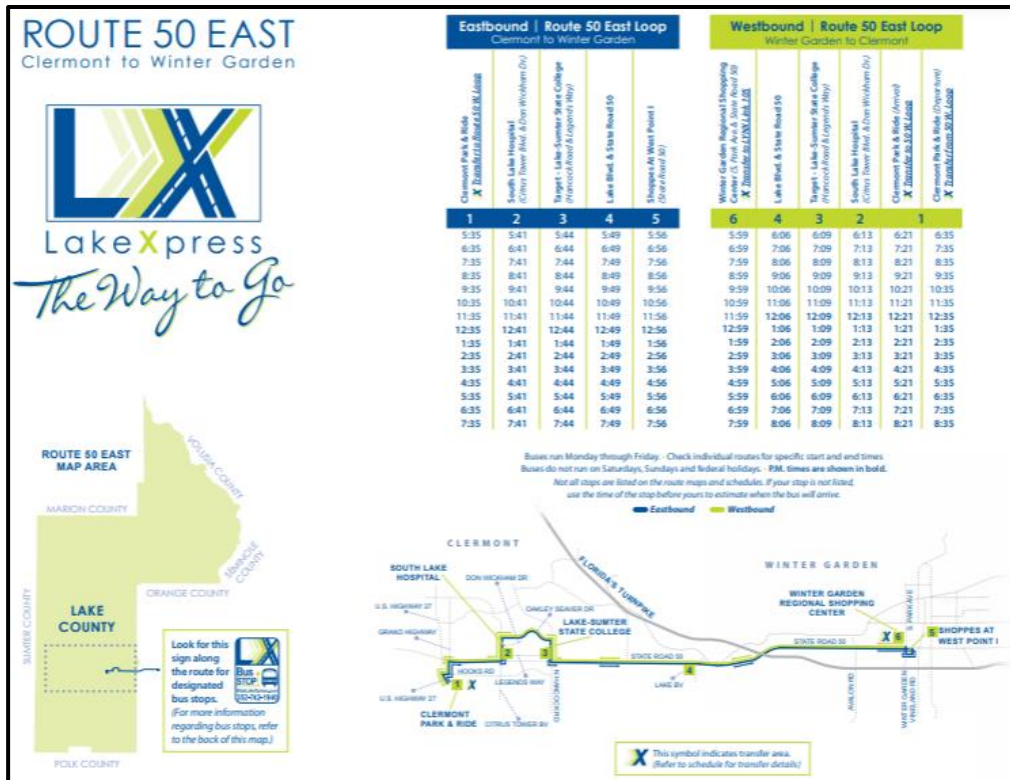


Figure 15. Route 50 East



Figure 16. Route 50 West



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

## Service Analysis

### CTD Trend Analysis

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

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

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

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

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

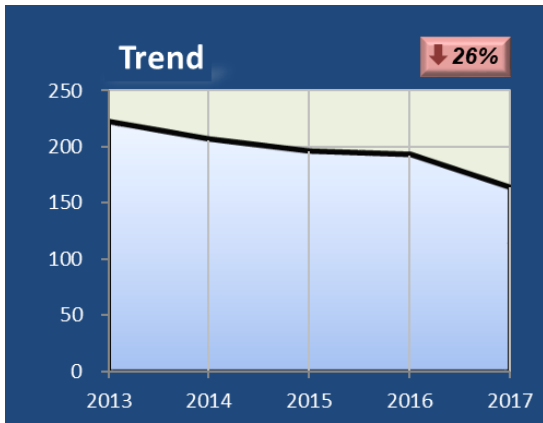


Figure 17. Passenger Trips (000's)

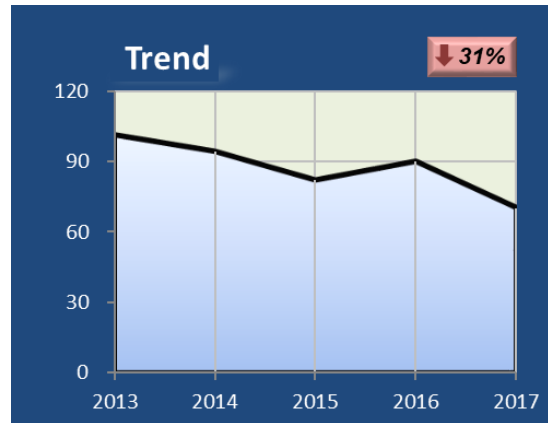


Figure 18. Total Vehicles

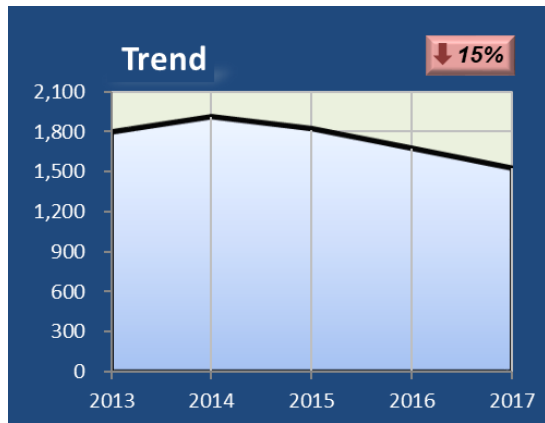


Figure 19. Total Vehicle Miles (000's)

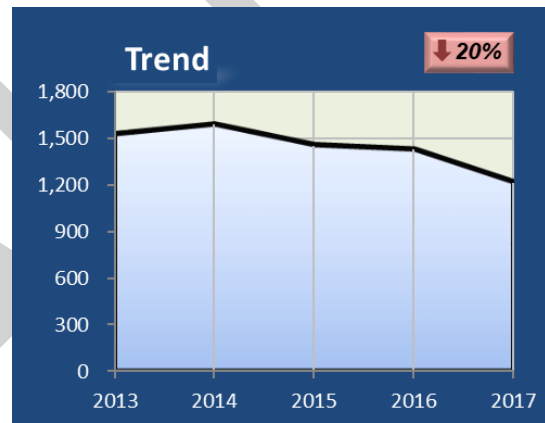


Figure 20. Total Revenue Miles (000's)



Figure 21. Vehicle Miles per Trip

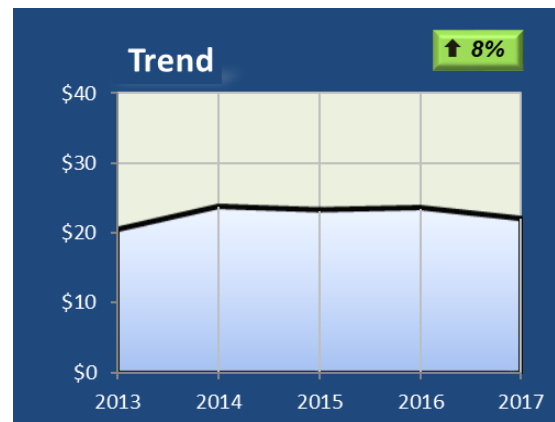


Figure 22. Cost per Passenger Trip

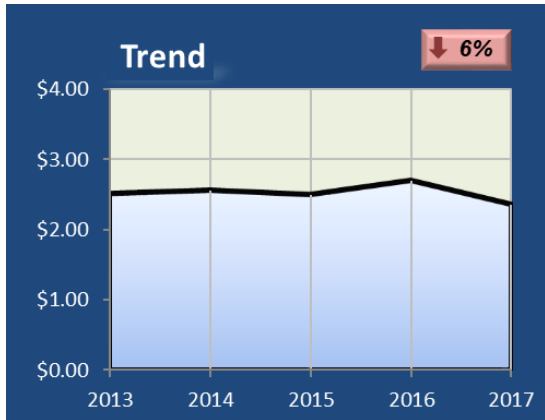


Figure 23. Cost per Total Mile

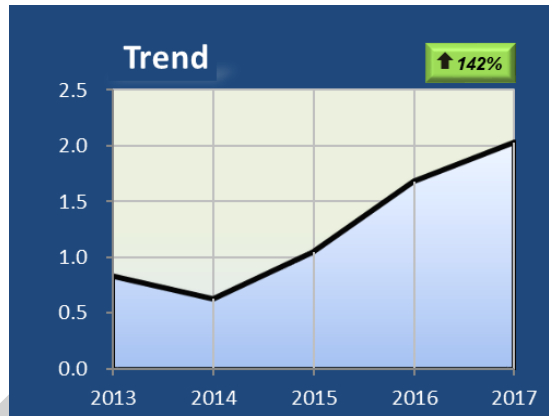


Figure 24. Accidents per 100,000 Veh Miles



Figure 25. Vehicle Miles Between Roadcalls

### CTC Peer Review Analysis

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

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

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

**Table 16. Peer CTC Characteristics**

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

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

### Peer Comparison: Demographics

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

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

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

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

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

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

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

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

## Peer Comparison: Performance Measures

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

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

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

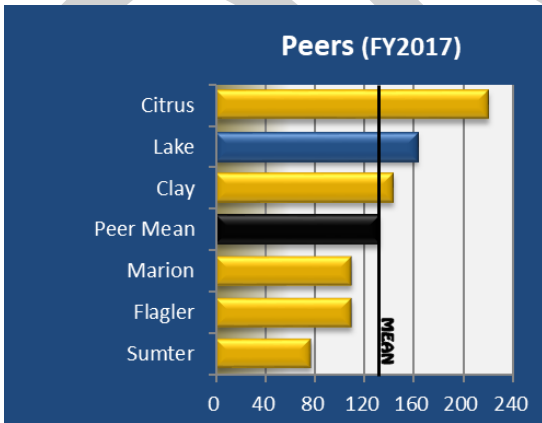
Source: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2013 – 2017

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

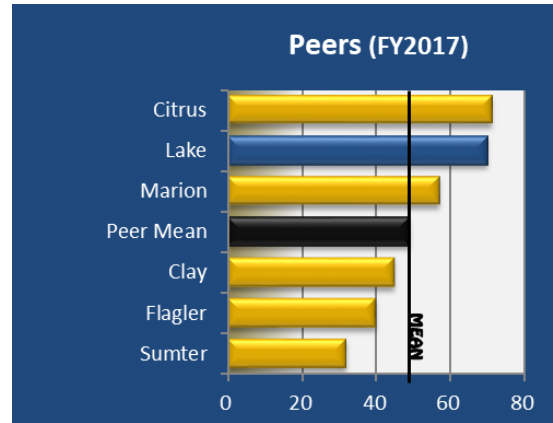
Measure	Lake	Peer Average	% Difference
Total Passenger Trips	163,516	132,452	23%
Total Vehicles	70	49	43%
Total Vehicle Miles	1,525,982	858,560	78%
Total Revenue Miles	1,213,065	692,632	75%
Vehicle Miles Per Trip	9.33	7.02	33%
Cost Per Paratransit Trip	\$21.98	\$17.80	23%
Cost Per Total Mile	\$2.36	\$2.52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

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

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



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



**Figure 26. Total Vehicles**

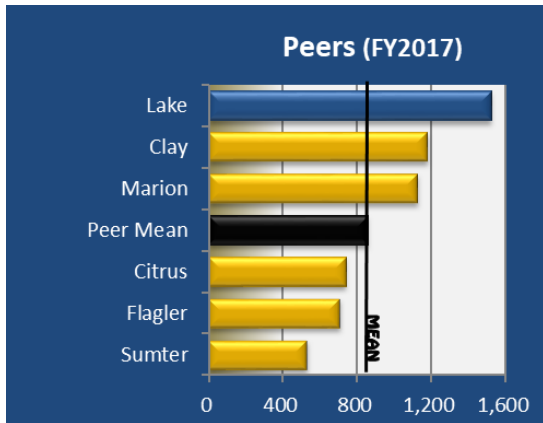


Figure 28. Total Vehicle Miles (000's)

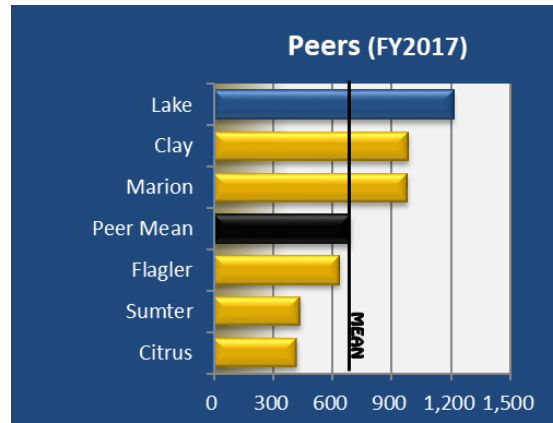


Figure 29. Total Revenue Miles (000's)

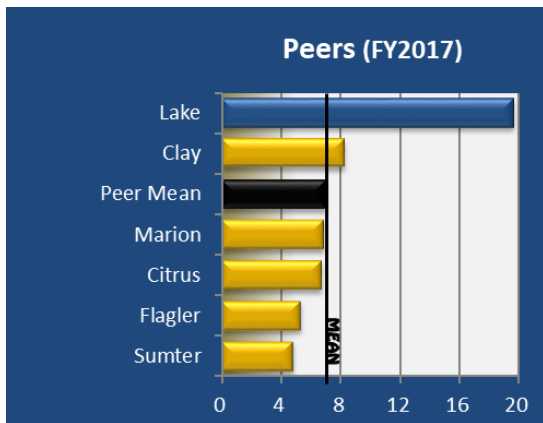


Figure 30. Vehicles Miles per Trip

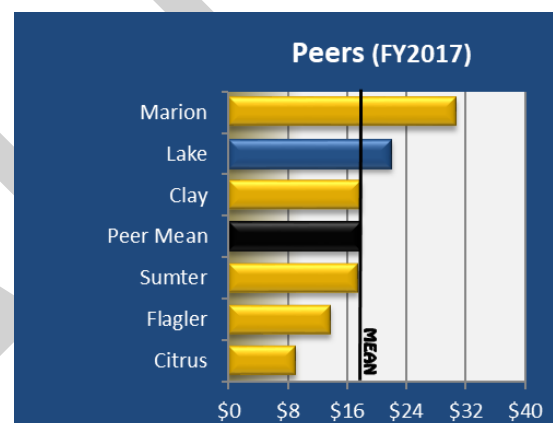


Figure 31. Cost per Paratransit Trip

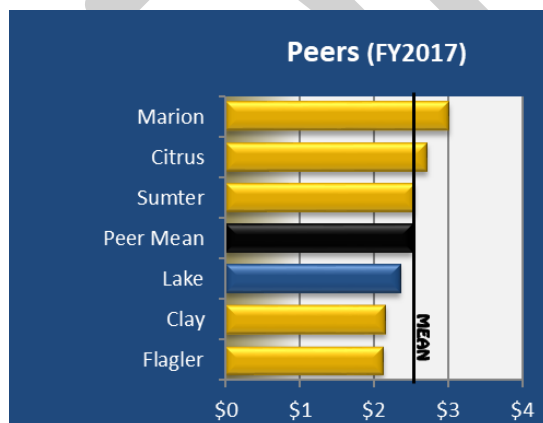


Figure 32. Cost per Total Mile

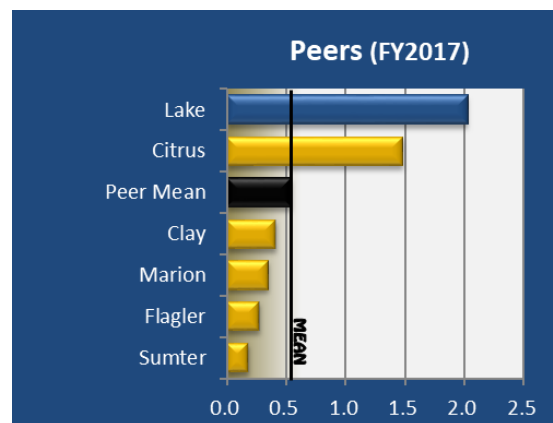


Figure 33. Accidents per 100,000 Veh Miles



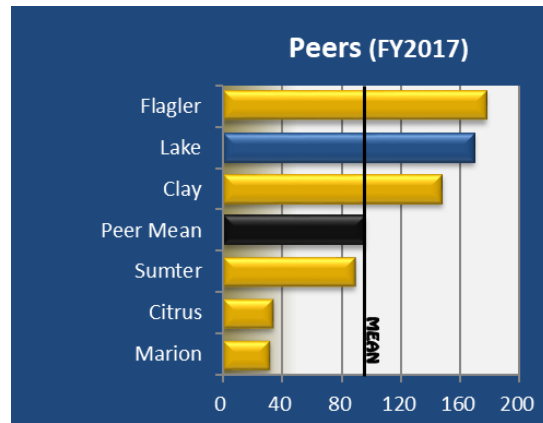


Figure 34. Vehicle Miles Between Roadcalls (000's)

**Needs Assessment**

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

**Forecasts of the Transportation Disadvantaged Population**

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

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

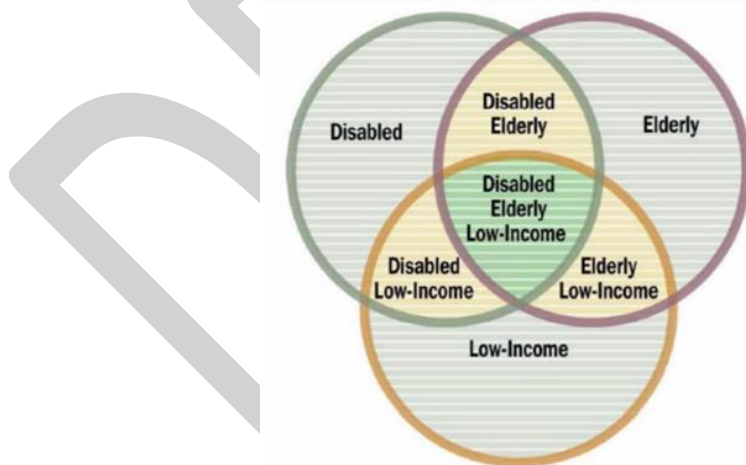
Following is a summary of several of the key factors and data analysis steps used to arrive at the TD demand estimates for Lake County.

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

**Table 21. TD Population Estimates**

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

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



**Figure 35. Category 1 TD Population**

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

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

**Table 22. Critical Need Population**

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

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

**Table 23. Critical Need Trip Rates**

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

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

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

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

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

**Table 24. Critical Need Trip Demand**

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

**Barriers to Coordination**

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

a) Lack of information

The general public and public service agencies need to be aware (or made more aware) of the TD program. Following are a number of community information resources and strategies that can be utilized to promote the TD program:

- Elected Officials
- Public Hearings
- County Departments including: Human Services, Community Action and Veterans Affairs
- Community Based Organizations including: The Salvation Army, Local Charities, and Veterans Affairs
- Transit Handbooks and Maps
- Riders Guide
- CTC and MPO Websites
- Travel Training
- Community Events

b) Lack of Cooperation within Agencies

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

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

c) Lack of Sufficient Funding

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

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

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

## Goals, Objectives and Strategies

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

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

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

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

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



<b>Objective 3.4</b> Maximize customer comfort and safety.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<u>3.4.1.</u> Randomly select a preset number of riders bi-monthly to conduct a post-trip rider phone survey and/or online survey tool.	CTC/MPO	Ongoing
<u>3.4.2.</u> Regularly inspect operator and coordination contract vehicles, monitor drivers and adhere to the drug and alcohol program.	CTC	Annual
<u>3.4.3.</u> Monitor and track safety related comments and complaints and seek ways to minimize.	CTC/Operator	Ongoing
<u>3.4.4.</u> Utilize "mystery riders" and cameras to ensure accountability of staff to riders.	CTC	Ongoing
<u>3.4.5.</u> Maintain and analyze accident records to determine future actions deemed necessary to improve the overall safety record.	CTC/Operator/MPO	Annual
<u>3.4.6.</u> Maintain the quality of vehicles by replacing older high mileage vehicles.	CTC	Annual
<u>3.4.7.</u> Ensure that services are provided in a safe and secure manner in accordance with CTD and FDOT standards and recommendations.	CTC/Operator	Ongoing
<b>Objective 3.5</b> Increase avenues for customers to access information on the coordinated transportation system.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<u>3.5.1.</u> Distribute schedules and system information in public places throughout the County for residents and visitors (e.g. shopping centers, chamber of commerce, clubs and community associations, etc.)	CTC/Operator/MPO	Ongoing
<u>3.5.2.</u> Develop an on-going public involvement process through surveys, discussion groups, interviews, public workshops, marketing efforts and other promotional activities.	CTC/MPO	Annual
<u>3.5.3.</u> Pursue marketing opportunities through community associations and organizations, (e.g newsletters, radio, television, print media, internet and social marketing).	CTC/Operator/MPO	Ongoing
<u>3.5.4.</u> Encourage marketing assistance from the TDCB and the CTD and obtain resources to expand marketing efforts.	CTC/MPO	Ongoing
<u>3.5.5.</u> Ensure that all websites and other electronic media are compliant with Section 508 of the Rehabilitation Act as amended in 1998.	CTC/MPO	Annual
<u>3.5.6.</u> Update the Rider's Guide annually to reflect changes in policies and procedures.	CTC/Operator	Annual

<u>3.5.7.</u> Conduct informational and travel training workshops and training to organizations that serve persons with disabilities.	CTC/Operator/MPO	Annual
<u>3.5.8.</u> Distribute information to human service agencies in accessible formats.	CTC	Ongoing
<u>3.5.9.</u> Promote new and existing services in Lake County through participation in community events such as FDOT's annual Mobility Week campaign.	CTC/MPO	Ongoing
<u>3.5.10.</u> Expand marketing and implementation of the Lake County vanpool program.	CTC/MPO/Rethink	Annual
<u>3.5.11.</u> Promote and assist with ReThink for commuter assistance programs to target major employers and commuter options.	CTC/MPO/Rethink	Ongoing
<b>Objective 3.6</b> Investigate and pursue all available funding opportunities at the federal, state and local levels, and from private sources for programs or projects that serve the transportation disadvantaged.		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<u>3.6.1.</u> Coordinate with the Lake~Sumter MPO in the utilization of its transit planning funds to support/improve transit planning in Lake County.	CTC	Ongoing
<u>3.6.2.</u> Work with local agencies to continue to ensure sufficient funding is available to provide agency trips.	CTC	Annual
<u>3.6.3.</u> Educate the general public and local decision makers on the importance of public transportation and the need for local financial support.	CTC/MPO	Ongoing

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

<b>Objective 4.2</b> <i>Improve public transportation connections to other modes of transportation.</i>		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<i>4.2.1. Improve transit infrastructure along existing and future public transportation corridors.</i>	<i>CTC/MPO</i>	<i>Ongoing</i>
<i>4.2.2. Ensure connectivity of infrastructure to current and future public transportation.</i>	<i>CTC/MPO</i>	<i>Ongoing</i>
<b>Objective 4.3</b> <i>Provide opportunities for ADA and TD passengers to safely access multi-modal corridors.</i>		
<i>Strategies</i>	<i>Responsible Agency</i>	<i>Date</i>
<i>4.3.1. Maximize effective mitigation of individuals to public transportation through the use of functional assessments, travel training and other efforts to make routes accessible to more people.</i>	<i>CTC</i>	<i>Ongoing</i>
<i>4.3.2. Continue to utilize a 100% accessible fleet.</i>	<i>CTC</i>	<i>Ongoing</i>
<i>4.3.3. Review and update inventory of potential bus stops and shelters including ADA accessibility improvements along fixed routes.</i>	<i>CTC</i>	<i>Annual</i>
<i>4.3.4. Ensure all new bus stops and shelter are accessible to persons with disabilities and meet ADA Accessibility Guidelines (ADAAG) compliance requirements.</i>	<i>CTC</i>	<i>Ongoing</i>

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

## Implementation Schedule

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

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

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

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

## Service Plan

### Operations

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

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

Table 25 below shows the CTC's unmet trip demand which declined dramatically between 2013 and 2017.

**Table 25. Unmet Trip Demand**

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

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

2015	488
2016	549
2017	572

DRAFT

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

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

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

The driver can arrive up to the one hour past the scheduled pick-up time and still be considered "on time" as long as the passenger arrives at their destination on time. The pick-up time is developed with consideration of factors such as the time the passenger needs to reach their destination, traffic delays, inclement weather conditions and multi-loading of other passengers. The one-hour return window does not apply to ADA and dialysis passengers. Lake County Transit will pick up all ADA and dialysis passengers within thirty (30) minutes of their scheduled return pick-up time. Should a driver arrive early for a pick-up time, passengers cannot be forced to be ready earlier or leave earlier than their scheduled pick-up time. Early arrival of a driver for a pick-up when a passenger is not ready does not constitute a "no show" for the passenger.

## ***Accessing Services***

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

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

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

## ***Eligibility***

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

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

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

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

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

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

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

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

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

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

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

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

### **Prioritization**

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

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

FDOT trips cannot be prioritized.

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

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



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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Transportation Operators and Coordination Contractors**

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

**Table 26. CTC Coordination Contractors**

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

**Public Transit Utilization**

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

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

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

**Table 27. LakeXpress Annual Ridership**

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

**School Bus Utilization**

Lake County does not provide school board trips.

**Vehicle Inventory**

There are a total of 77 paratransit vehicles operating in the Lake County coordinated system. Coordination contractors operate 26 ambulatory and 10 wheelchair accessible vehicles and the Lake County Connection program currently operates 39 wheelchair accessible vehicles and 2 stretcher vehicles.

The Connection vehicle inventory is included in Appendix C.

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

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

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

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

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

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

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

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

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

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

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

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

### ***Marketing***

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

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

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

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

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

### ***Acceptable Alternatives***

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

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

### ***Service Standards***

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

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

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

At the customer's residence, the customer is expected to be waiting on the first floor. The driver will not enter the residence, unless it is for a stretcher client.

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

#### *Drug and Alcohol*

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

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

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

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

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

#### *Child Restraint Devices*

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

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

#### *Passenger Property*

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

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

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

#### *Vehicle Transfer Points*

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

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

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

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

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

#### *Service Area*

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

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

### *Vehicle Cleanliness*

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

**CTC Standard:** The interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.

### *Billing Requirements*

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

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

### *Passenger/Trip Data Base*

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

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

### *Adequate Seating*

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

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

### *Driver Identification*

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



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

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

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

### *Passenger Assistance*

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

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

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

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

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

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

### *Passenger No-Shows*

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

#### *Two-Way Communication*

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

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

#### *Vehicle Air Conditioning/Heating*

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

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

### *First Aid*

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

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

### *CPR*

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

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

### *Background Checks*

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

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

### *Public Transit Ridership*

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

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

### *On-Time Performance*

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

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

### *Advance Reservation Requirements*

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

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

### *Accidents*

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

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

### *Reliability of Vehicles/Roadcalls*

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

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

### *Phones*

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

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

### *Quality of Service*

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

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

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

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

#### *Safety Equipment*

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

#### *Hospital Discharges*

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

#### *Trip Cancellation*

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

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

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

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

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

### *Excessive Timely Cancellations*

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

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

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

### *Minimum Age*

**CTC Standard:** A person must be at least 16 years of age to ride without an escort. However, for Medicaid the client must be 18 years of age.

### *Will Calls*

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

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

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

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

### *Mobility Devices*

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

### *Bariatric Transportation*

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

### *Personal Hygiene*

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

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

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

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

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

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



### *Designated Vehicles*

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

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

### *Transporting Service Animals*

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

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

### *Day Care Trips*

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

### *Rider Being Met*

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

### *Delays*

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

### *Reporting an Incident*

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

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

### *Replacement Bus*

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

### *Suspension from Service*

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

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

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

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

#### *Illness*

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

#### *Surveys*

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

#### *Hardship Waivers*

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

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

#### *Closest Facility*

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

#### *Non-Stranded Procedure*

**CTC Standard:** Under no circumstance will the CTC leave a client stranded at a location. If a client does not return home by the normal time, please immediately contact Lake County Connection at 352.326.2278.

### *Scheduling and Cancelling Trips*

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

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

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

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

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

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

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

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

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

### **CTC Monitoring**

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

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

At a minimum, the TDCB reviews the following areas:

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

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

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

### **Coordination Contractor Monitoring**

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

- A quarterly year-to-date operating report (from the Annual Operating Report) detailing demographic, operational and financial data regarding coordination activities in the designated service area. The report includes the following information:
  - Number of unduplicated passengers;
  - Number of vehicle miles while operating under the coordinated system;
  - Number of revenue miles;
  - Types of passengers transported (i.e. wheelchair, elderly, low income);
  - Trip reasons (i.e. medical, nutritional, employment and educational);
  - Total dollars billed while operating under the coordinated system; and
  - Total accidents and road calls; and
  - Driver records.

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

### Planning Agency Evaluation Process

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

### Cost/Revenue Allocation and Rate Structure Justification

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

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

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

**Lake County Fare Policy**

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

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

**Table 29. LakeXpress Fare Structure**

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

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

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

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## Appendix A: Private Provider Inventory

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

## Appendix B: Annual Operating Report (2017)

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



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

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

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

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

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

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

## Appendix C: Connection Vehicle Inventory

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

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

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# Appendix D: System Safety Program Plan Annual Certification

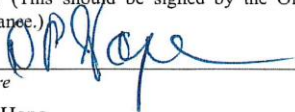
## BUS TRANSIT SYSTEM ANNUAL SAFETY CERTIFICATION

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

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

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

2. Compliance with adopted safety standards in the SSPP and the SPP.
3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009, F.A.C. (This should be signed by the Officer responsible for management of the bus transit system to certify compliance.)

  
\_\_\_\_\_  
Signature  
David Hope  
Name (Printed or Typed):  
Transit Division Manager  
Title

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

5. Names and contact information for all **contract** bus transit systems subject to the provisions of Rule 14-90, F.A.C.  
Rickey Mack, General Manager, McDonald Transit / RATPDEV, Lake County Transit Management  
Name  
560 E. Burleigh Boulevard  
Address (Street Number)  
Tavares, FL 32778  
Address (City, State, Zip Code)  
352-742-2612 extension 105  
Phone Number

# Appendix E: Rate Model Worksheets

### Worksheet for Multiple Service Rates

1. Answer the questions by completing the GREEN cells starting in Section I for all services

2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

CTC: Lake County Board Version 1.4  
County: Lake County

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

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

---

#### SECTION IV: Group Service Loading

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

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

---

#### SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically

\* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above

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

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

		Combination Trip and		
		Ambul Group	Wheel Chair	Stretcher
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	\$0.00
Rate per Passenger Mile for Balance =		\$2.60	\$4.46	\$0.00
			per passenger	per group

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Rates If No Revenue Funds Were Identified

		Ambul Group	Wheel Chair	Stretcher
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

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### Worksheet for Multiple Service Rates

1. Answer the questions by completing the GREEN cells starting in Section I for all services

2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

CTC: Lake County Board Version 1.4  
County: Lake County

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

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

---

#### SECTION IV: Group Service Loading

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

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

**Worksheet for Multiple Service Rates**

CTC: Lake County Board  
 County: Lake County Version 1.4

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

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

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

**SECTION IV: Group Service Loading**

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

**YOU MUST  
 Complete  
 Section IV**

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

**SECTION V: Rate Calculations for Multiple Services:**

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically  
 \* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above

		RATES FOR FY: 2018		
		Ambul Group	Wheel Chair	stretcher
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	746,100	= 659,988	+ 86,132	+ 0
Rate per Passenger Mile =		\$2.60	\$4.46	\$0.00
			per passenger	per group

		Ambul Group	Wheel Chair	stretcher
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	67,016	= 48,134	+ 18,882	+ 0
Rate per Passenger Trip =		\$26.10	\$44.74	\$0.00
			per passenger	per group

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

		Combination Trip and		
		Ambul Group	Wheel Chair	stretcher
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		<input type="text"/>	<input type="text"/>	\$0.00
Rate per Passenger Mile for Balance =		\$2.60	\$4.46	\$0.00
			per passenger	per group

		Rates If No Revenue Funds Were Identified		
		Ambul Group	Wheel Chair	stretcher
Rate per Passenger Mile =		\$5.76	\$9.88	\$0.00
			per passenger	per group
Rate per Passenger Trip =		\$57.82	\$99.12	\$0.00
			per passenger	per group

**Program These Rates Into Your Medicaid Encounter Data**



# Worksheet for Program-wide Rates

CTC: Lake County Board Version 1.4  
 County: Lake County

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

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

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

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

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

### Vehicle Miles

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

### Vehicle Revenue Miles (VRM)

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

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

### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.



## Appendix F: TD Bus Pass Program



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

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

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

#### **How do I qualify for a TD bus pass? –**

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

#### **How do I get a pass? –**

1. If you are currently eligible for TD service you may request a TD Program Application by calling 352.742.1940 or by downloading an application @ [www.ridelakexpress.com](http://www.ridelakexpress.com)
2. Complete and mail the application, along with the required Proof of Income, to the address shown on the application.
3. To check the status of your application call 352.742.1940 three weeks (21 days) after the submission of your paperwork.
4. If approved for TD service, you will need to call 352.742.1940 for an appointment to obtain a TD bus pass I.D.
  - a. You will need a government-issued photo ID to obtain a TD ID.
  - b. The Customer Service Center located at 560 E. Burleigh Blvd., Tavares, Florida.
5. Current TD eligible passengers may skip steps 1-3 above and simply call the Customer Service Center to obtain a TD bus pass ID.

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

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



AMERICAN  
PUBLIC  
TRANSPORTATION  
ASSOCIATION

## Public Transportation: *Moving America Forward*



## In This Report

Public transportation benefits all Americans—whether they use it or not.

Public transportation gets people to the places that are important to them—to jobs, to medical appointments, to educational opportunities, and more.

Public transportation is crucial to the economy. It creates and retains jobs. It revitalizes business districts and lets employers tap into a larger workforce. It stimulates commerce. And it increases property values.

Public transit use reduces our nation's dependence on foreign oil. It helps cut our carbon emissions. And it is critical to emergency response and homeland security.

Public transportation equals a stronger economy, a cleaner environment, and greater energy independence—which add up to a better quality of life.

**As America looks for solutions to today's challenges,  
public transportation takes us there.**





## Public Transportation: More Riders, More Demand

Public transportation in the 21st century is leading the way, as more Americans are discovering the benefits of traveling on buses, trains, subways, trolleys, and ferries.

- ▼ 35 million times each weekday, Americans take public transit.<sup>1</sup>
- ▼ Americans take more than 10 billion trips per year on public transportation—15 times the number of trips they take on domestic airlines.<sup>2,3</sup>
- ▼ In recent decades, public transportation ridership has increased faster than the U.S. population and the use of the nation's highways.



More than 7,700 providers of public and community transportation offer Americans freedom, opportunity, and the choice to travel by means other than a car.<sup>1</sup> Investments in our nation's public transportation infrastructure are paying off, with many communities—large and small—expanding and modernizing their systems.

The benefits of public transportation impact everyone, even those who may never board a train or bus. Furthermore, Americans understand the value of public transit—so much that people are willing to tax themselves, if needed, to expand public transportation services. In recent years, voters around the country have overwhelmingly passed local public transportation ballot measures.

And high-speed rail promises to help Americans advance even more. Corridors around the nation will support communities with new jobs, offer individuals an alternative to congestion and high gas prices, and help the nation move toward a greener, more secure future.

Public transportation is critical to our nation's transportation system and essential to the economic and social quality of life of our citizens.



## Benefits of Public Transportation: Helps Build a Strong Economy

Transportation is the backbone of a strong economy. Investments in public transportation generate significant economic benefits.

### Creates and Sustains Employment

Public transportation is good for American workers and their companies. Every \$1 billion of investment in the nation's transportation infrastructure supports 36,000 jobs.<sup>4</sup> These include durable and non-durable manufacturing jobs, as well as jobs in other industries, such as construction, finance, insurance and real estate, retail and wholesale trade, and services. Sixty-seven percent of the jobs directly supported by capital investment in the public transit industry replace lost blue-collar jobs with "green" jobs.<sup>5</sup>

Public transportation also moves people to and from their jobs. Businesses near public transportation have better employee reliability and less absenteeism and turnover. They have a larger labor pool, and their employees are less stressed because they are not driving on congested roadways.

### Stimulates Commerce

The 36,000 jobs supported and created by every \$1 billion of investment in public transportation result in roughly \$3.6 billion in business sales and generate nearly \$500 million in federal, state, and local tax revenues.<sup>4</sup> Overall, every \$1 invested in public transportation generates \$4 in economic activity.

**Every \$1 invested in public transportation generates \$4 in economic activity.**

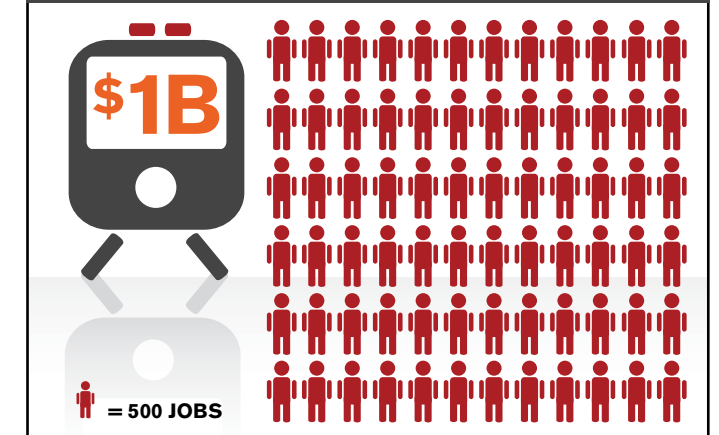
### Enhances Personal Economic Opportunity; Saves Individuals Money

Public transportation use lowers household expenses and frees income for other needs. Automobile expenses are considerable. For example:

- ▼ For every dollar earned, the average household spends 18 cents on transportation, 94 percent of which is for buying, maintaining and operating cars.<sup>6</sup>
- ▼ Household transportation costs are higher in areas with sprawl and few transportation services. Americans living in areas served by public transportation save more than \$13 billion in congestion costs annually.<sup>7</sup>



Every \$1 billion of federal investment in public transportation supports 36,000 jobs.



- ▼ Public transit riders save approximately \$1,400 in gas per year. In addition, transit availability can reduce the need for an additional car, a yearly expense of more than \$9,000 in an average household budget.<sup>8,9</sup>

### Connects Workers to Jobs in Suburban and Rural Areas

Suburban residents who ride public transportation are often headed for work. Due to increased rider demand, transit lines extend to outlying suburban communities, and bus shuttles carry workers from rail lines to employer destinations. For employees with limited mobility options, public transit is a key link to suburban-based jobs. Public assistance agencies also use public transportation to help more people enter the workforce. The Federal Transit Administration's Job Access and Reverse Commute Program provides grants to support transportation for thousands of Americans heading to their first jobs.





## Benefits of Public Transportation: *Reduces Dependence on Foreign Oil*

With public support for expanded public transportation services, the public transit industry will be able to make an even larger contribution to helping our nation become energy independent.

This “leverage effect” of public transportation, supporting efficient land use patterns, saves 4.2 billion gallons of gasoline annually—more than three times the amount of gasoline refined from the oil we import from Kuwait.<sup>10,11</sup>

People living in households within one-quarter mile of rail and one-tenth of a mile from a bus stop drive 4,400 fewer miles annually than persons in households with no access to public transit.<sup>12</sup>

Energy conservation is a national priority. More and more people are discovering that public transportation can offer significant energy savings. As an inherently energy-efficient travel mode that uses an average of one-half the oil consumed by the typical automobile user, public transportation is already leading the way. Just by taking public transportation, people can help reduce our country’s dependence on foreign oil.

***By taking public transportation, people can help reduce our country’s dependence on expensive foreign oil.***

### Public transportation in the U.S. saves:<sup>10</sup>

- ▼ 4.2 billion gallons of gasoline, representing 11.5 million gallons of gasoline per day.
- ▼ The equivalent of 102 supertankers of oil, or a supertanker leaving the Middle East every 4 days.
- ▼ The equivalent of 420,000 fewer service station tanker trucks clogging our streets each year.
- ▼ The equivalent of 900,000 fewer automobile fill-ups each day.



## Benefits of Public Transportation: *Cuts Air Pollution and Carbon Emissions*

**P**ublic transportation is the responsible environmental choice.

- ▼ U.S. greenhouse gases from transportation represent 28 percent of total U.S. emissions.<sup>13</sup>
- ▼ From 1996 to 2006, growth in U.S. transportation greenhouse gas emissions represented almost one half (47 percent) of the increase in total U.S. greenhouse gas emissions.<sup>14</sup>
- ▼ Public transportation saves 37 million metric tons of carbon dioxide annually—equivalent to the emissions resulting from the electricity generated for the use of 4.9 million households, or every household in Washington, DC; New York City; Atlanta; Denver; and Los Angeles combined.<sup>10</sup>
- ▼ If an individual switches a 20-mile roundtrip commute to public transportation, his or her annual CO<sub>2</sub> emissions will decrease by 4,800 pounds per year, equal to a 10 percent reduction in a two-car household’s carbon footprint.<sup>14</sup>
- ▼ Public transportation offers an immediate alternative for individuals seeking to reduce their energy use and carbon footprints. Taking public transportation far exceeds the combined benefits of using energy-efficient light bulbs, adjusting thermostats, weatherizing one’s home, and replacing a refrigerator.<sup>14</sup>

- ▼ Expanded public transit strategies coordinated with combining travel activity, land use development, and operational efficiencies can reduce greenhouse gases by 24 percent. The annual savings in vehicle costs to consumers will exceed the cost of enacting these strategies by as much as \$112 billion.<sup>15</sup>

### Public transportation agencies are reducing their carbon footprint.

- ▼ Public transportation systems are investing in environmentally friendly vehicles such as hybrid buses.<sup>16</sup>
- ▼ Transit systems have also made innovative investments to install solar technology and construct facilities that meet new energy-efficient standards, including the U.S. Green Building Council’s Leadership in Energy and Environmental Design (LEED) standards.
- ▼ High-speed rail will help public transit systems and riders reduce the nation’s carbon footprint even more, as a greener alternative for longer trips.



## Benefits of Public Transportation: Relieves Traffic Congestion

**M**obility has always been an important part of the American lifestyle. But as more and more vehicles crowd the nation's roadways, traffic congestion is costing Americans time and money. According to the most recent Texas Transportation Institute (TTI) report on congestion in 439 urban areas of the U.S., congestion caused 4.16 billion hours of travel delay and 2.81 billion gallons of wasted fuel in 2007.<sup>7</sup> The study found that the average annual delay per traveler climbed from 14 hours in 1982 to 36 hours in 2007.

### Reduces Congestion and Travel Time, Protects Mobility

Public transportation's role in reducing traffic congestion is significant. Without public transportation, travel delays would have increased by 15 percent.<sup>7</sup> The TTI report stated that public transportation services in America's most congested cities saved travelers \$13.7 billion and 646 million hours of added travel time.<sup>7</sup>

#### The TTI report analyzed the impact of public transportation in 439 metropolitan areas, categorized as very large, large, medium and small.

- ▼ Very large areas (3+ million): Public transportation saved 557 million hours of delay and \$11.9 billion in congestion costs.
- ▼ Large areas (1-3 million): 59 million hours of delay and \$1.2 billion saved.
- ▼ Medium urban areas (500,000-1 million): 13 million hours and \$259 million saved.
- ▼ Small areas (less than 500,000): Public transportation saved 2 million hours of delay and \$31 million.

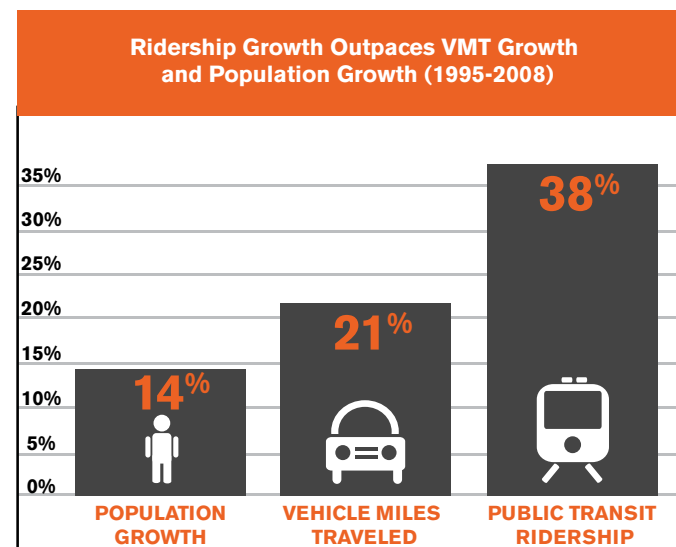
As public transportation use grows, savings will increase. Throughout the country, state-of-the-art public transportation systems are reducing travel times, on every mode of travel, for the Americans who use public transit more than 35 million times each workday.<sup>1</sup>

- ▼ Using public transportation, a passenger can travel the 10 miles from Atlanta's Hartsfield-Jackson International Airport to downtown in just 15 minutes.<sup>17</sup>
- ▼ Dallas Area Rapid Transit rail expansions will increase the number of riders at the peak hour and direction from 3,300 in 2005 to 8,000 in 2030.<sup>18</sup>
- ▼ In New York City, the Lincoln Tunnel exclusive bus lanes accommodate 1,700 buses and 62,000 passengers a day, saving passengers 15-20 minutes in the morning rush hour compared with regular traffic.<sup>19</sup>

And the nation's coming launch of high-speed rail will do even more to help people get where they want to go faster and more easily.

### An Important Alternative to Rising Gas Prices

The fact that public transportation helps people stay mobile was never more strikingly apparent than when gas prices spiked to new highs at the pump. Transit agencies across the country reported record ridership increases as more people chose public transit over cars. When prices ebbed, many individuals continued to ride public transit. Riders who focused on saving fuel discovered other benefits of taking public transportation, such as avoiding traffic jams and reading or relaxing while traveling.



## Benefits of Public Transportation: Provides Critical Support During Emergencies

**T**ime and again, the availability of public transportation during emergencies—both natural and man-made—has been critical in maintaining basic access, mobility, and safety for individuals. In an emergency, people who have never used public transit discover that public transportation can literally mean a matter of life or death.

### Terrorism Response

In major evacuations of urban areas, only public transportation has the capacity to move millions of people quickly and to give critical support to first responders by delivering emergency equipment and transporting emergency response personnel. The 9/11 response illustrates public transit's crucial role during times of emergency<sup>20</sup>:

- ▼ In Washington, DC, New York City, and Shanksville, PA, public transit shuttled police, fire and construction workers to emergency sites.
- ▼ In Chicago, Pittsburgh, San Francisco, and many other communities, public transit provided safe routes out of downtowns, where buildings were evacuated and businesses were closed.
- ▼ Transit agencies in Little Rock, Portland, OR, Denver, and Kansas City, MO, took stranded airline passengers to hotels and special shelters.



***In major evacuations of urban areas, only public transportation has the capacity to move millions of people quickly and to give critical support to first responders. The 9/11 response illustrates public transit's vital role during times of emergency.***

### Natural or Man-Made Disasters, Earthquake Response

Public transportation is an important back-up alternative for moving people quickly during a disaster or emergency<sup>21</sup>:



- ▼ The San Francisco Bay Area Rapid Transit District helped following a 2008 explosion that caused part of a freeway to collapse near the San Francisco-Oakland Bay Bridge. BART responded by

operating longer trains and adding more frequent service. The resulting ridership was the highest in the system's history: 375,200, 10 percent above the typical weekday average.

- ▼ Across the nation, buses are used as heated or air-conditioned shelters and treatment centers for emergency workers at the sites of fires or hazardous materials incidents.
- ▼ In Pittsburgh, the Port Authority of Allegheny County provided a bus on several occasions to local firefighters who needed a place to stay warm while on the scene of a fire in frigid temperatures. In one case, when the temperature was in the low teens, an operator stayed two hours beyond his regular shift to keep a warm bus running at the scene of an apartment fire.
- ▼ Transit systems in hurricane-prone states provide critical evacuation during hurricanes and flooding.





*Public transportation offers mobility for residents of rural America, particularly people without cars. In 2008, residents of small urban areas and rural areas made 621 million trips on public transit. However, access to public transportation in these areas needs to be greatly expanded.*

## Benefits of Public Transportation: Offers Mobility for People in Small Urban and Rural Areas

Public transportation offers mobility for residents of rural America, particularly people without cars. In 2008, residents of small urban areas and rural areas made 621 million trips on public transit.<sup>1</sup> However, access to public transportation in these areas needs to be greatly expanded.

Two-thirds of rural Americans—60 million people—have inadequate access to public transportation.<sup>22</sup> They live in counties that have either no service or so little service that they can only be characterized as isolated.

### Provides Access for Isolated Residents

For the third of Americans in rural areas who do have access to public transportation, public transit systems offer better access to employment, education, health care, social services, shopping, entertainment, and friends/relatives. If these transit systems no longer existed, people who use them would have to find alternative transportation or discontinue some activities.

- ▼ RIDES (Rural Initiative Development of Effective Services) Mass Transit District, the transportation provider for 11 southeastern Illinois counties, coordinates transportation needs for clients of 80 agencies to meet job, service, and training needs.<sup>23</sup>
- ▼ In the Robertsdale, AL, region, the Baldwin Rural Area Transit System provides more than 400,000 trips per year.<sup>24</sup>

### Spurs the Economy

Public transportation enhances local rural economic growth in many ways, increasing the local customer base for a range of services—shopping malls, medical facilities, and other services.

- ▼ In South Carolina, the 43 member agencies of the Chesterfield County Coordinating Council share vehicles on fixed route and dial-a-ride services and allow adults to ride school buses.<sup>25</sup>
- ▼ In Lebanon, NH, 65 percent of the riders on Advance Transit services are commuters going to work.<sup>26</sup>



## Benefits of Public Transportation: Provides Access for People of All Ages

Public transportation is critical for a growing number of people at various stages of life.

### Connects to Educational Facilities

Approximately 11 percent of public transportation users are en route to schools; school districts, colleges, universities, educators, and parents rely on expanded public transportation services.<sup>27</sup> Unlimited access transit pass programs at many universities throughout the country provide system-wide service to students, faculty and staff. These programs reduce auto-related expenditures and save universities millions of dollars.

- ▼ Salt Lake City's University TRAX LRT line serves more than 45,000 students and faculty, relieving campus congestion and reducing university parking costs.<sup>28</sup>
- ▼ In Austin, TX, Capital Metro Transit provides free transportation for the 66,500 students, faculty, and staff affiliated with the University of Texas—dramatically reducing the university's carbon footprint.<sup>29,30</sup>
- ▼ Students at high schools, middle schools, and elementary schools around the nation rely on public transit to get to school.

Many other public transportation agencies and educational institutions—in areas such as Syracuse and Albany, NY; Madison, WI; Fargo, ND; Pittsburgh; Seattle; and Chicago—have established successful cost-saving partnerships.

*Approximately 11 percent of public transportation users are en route to schools.*





### Provides Older Americans with Independence

Largely because of limited transportation options, more than half of all non-drivers age 65 and older stay at home on a typical day. Compared with older drivers, older nondrivers in the U.S. make 15 percent fewer trips to the doctor, 59 percent fewer shopping trips and visits to restaurants, and 65 percent fewer trips for social, family, and religious activities. For many non-drivers, public transportation is the only alternative to asking for a ride for trips outside their immediate neighborhoods.<sup>31</sup>

By 2025, an estimated 20 percent of the population—one in five persons—will be over age 65; providing mobility options is critical for older Americans and for those who care for them.<sup>31</sup> It is imperative that our transportation system find new ways to meet the needs of citizens who are unable to drive or who



**More than four in five seniors believe public transportation is a better alternative to driving alone, especially at night.**

want other mobility options, so that they are better able to participate in the community and the economy.

According to a national survey of individuals age 65 or older, conducted by Harris Interactive, more than four in five seniors believe public transportation is a better alternative to driving alone, especially at night, and 83 percent agree that public transit provides easy access to the things that older adults need in everyday life.<sup>32</sup>

At the 2005 White House Conference on Aging, ensuring that older Americans have transportation options to retain their mobility and independence received the third most votes of 73 issues considered, with 1,002 ballots out of a maximum of 1,200.<sup>33</sup>

Virtually every transit system provides services for older Americans. Some programs and advanced technologies designed for them include:

- ▼ Outreach and education programs and rider reward programs; some systems offer personalized sessions on how to use the bus and policies that allow bus drivers to deviate from routes to get as close as possible to requested stops.
- ▼ Easy-to-use, easy-to-access equipment such as speaking signs and vehicles.
- ▼ “Kneeling” hydraulic buses that lower when passengers board the bus.
- ▼ Passenger information and real-time technology and smart cards.



## Benefits of Public Transportation: Increases Real Estate Values and Development

Residents and community leaders across the nation are recognizing that high-capacity, regional public transportation services are essential to grow America’s communities in a way that enhances and promotes real estate development. In addition, communities that invest in public transportation attract more visitors and shoppers, public events, commercial businesses, and employers, realizing enhanced development and high economic returns.

Communities around the nation are encouraging residential and commercial development near public transit. Transit-oriented development is mixed-use residential and commercial development that brings housing, shopping, educational institutions, and working opportunities within walking distance (usually defined as 1/4 to 1/2 mile) of a transportation hub.

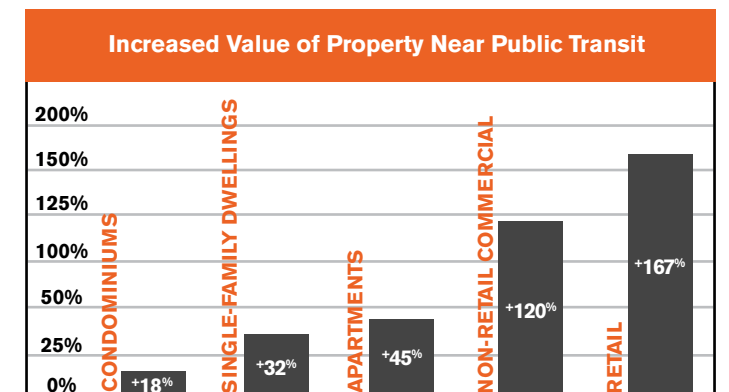
- ▼ In Arlington, VA, development in two Metrorail corridors is concentrated on 6 percent of the land in the county but produces almost half the county’s tax revenue.<sup>34</sup>
- ▼ The city of Dallas had \$3 billion in transit-oriented development (TOD) projects in 2005. By 2008, it was \$7 billion—associated with an additional \$78 billion in tax revenues.<sup>35</sup>
- ▼ In Charlotte, NC, there is \$1.8 billion in projected TOD investment, expected to produce an additional \$24.1 million annually in tax revenue.<sup>36</sup>
- ▼ In San Diego, TOD has meant that retail property values have increased 167% within 200 feet of the trolley station.<sup>37</sup>
- ▼ Metro in Los Angeles has a very successful joint program representing more than \$4 billion in local development investment.<sup>38</sup>

### Boosts Real Estate Values

Real estate—residential, commercial or business—that is served by public transportation is valued more highly by the public than similar properties not as well served by transit.

A University of North Texas study found that the total value of projects that are attributable to the Dallas Area Rapid Transit light rail system from 1999 through 2007 is \$4.26 billion. Area school districts will potentially receive \$46 million annually from increased taxable property values.<sup>35</sup>

A 2008 Center for Transit-Oriented Development survey of previous research studies found that a property value premium for single-family residential property near public transit was as high as 32 percent, for condominiums near transit as high as 18 percent, for rental apartments near transit as high as 45 percent, for commercial property near transit as high as 120 percent, and for retail property near transit as high as 167 percent.<sup>37</sup>







**Public transportation connects people with life's essential services.**

## Benefits of Public Transportation: Improves Public Health, Delivers Essential Health and Human Services

Increased investment in and use of public transportation can directly improve and protect the health of all Americans.

Our car-centered transportation system has led to pollution and poor air quality. Emissions from road vehicles are the largest contributors to smog.

Air pollution from vehicles has been directly linked to a variety of health problems and reductions in air pollution have been associated with greater longevity.<sup>39</sup>

America's public transportation systems can play a vital role in creating a healthier nation. Providing significant environmental benefits—by reducing smog-producing pollutants, greenhouse gases, and runoff from paved surfaces that degrade the water supply, and by conserving ecologically sensitive lands and open spaces—public transportation is helping to meet national air quality standards. Increased use of public transportation could have an even greater impact in the future.

In addition to reduced pollution, direct health benefits of public transportation include:

- ▼ **Lower rates of respiratory and heart disease.** The health effects of mobile source pollution can be severe and even life-threatening, particularly to children, older adults, and adults with respiratory illnesses. Many groups

are at greater risk because of chronic lung or cardiovascular disease, including people with diabetes, whose cardiovascular systems are threatened by particle pollution.

- ▼ **Lower accident rates.** The national statistics show that a person is many times safer traveling on public transit than in an automobile.
- ▼ **Quality of life.** Public transportation fosters a more active lifestyle, encouraging people to walk and bike to transit stops. Walking to public transit maintains personal activity needed for good health. The median daily walking time of a transit user is 19 minutes, and 29 percent of all transit users reach the recommended minimum of 30 minutes of physical activity solely by walking to transit.<sup>40</sup>

A study of auto and rail commuters from New Jersey to New York City found that the "auto commuter showed significantly higher levels of reported stress, had more negative mood, indicated the trip required significantly more effort, and found their trip significantly less predictable than did train commuters."<sup>41</sup>

Transportation is an integral part of health or social services programs. Operators of these programs rely on public transit to reach the intended target groups, and to ensure access and opportunity for all Americans. Public transit connects people with life's essential services.

Through advanced technology, communities across the country are providing residents with improved coordination of services and trip scheduling, which facilitates medical trips or other similar trips.

### Provides Important Options for Health Care Delivery

The availability of public transportation can shrink duplication in transportation services. This helps agencies provide an option to the costly use of ambulance and EMS services, and helps relieve other public agencies of transportation responsibility—thereby increasing productivity.

- ▼ Brokered transit systems utilizing advanced technologies include Reach Your Destination Easily Transit in rural Buffalo County, NE. The state's first brokered transit system has extended operating hours, abolished waiting time requirements, and extended transportation access—saving Buffalo County \$400,000 compared with the cost of the same number of trips provided at the pre-coordination costs.<sup>42</sup>

### A Vital Link for Citizens with Disabilities

Public transportation systems provide a vital link to the more than 54 million Americans with disabilities.<sup>43</sup> The nation's transit systems have implemented services to ensure that persons with disabilities can remain actively involved in their communities, maintain effective roles in the economy, and have access to the full range of facilities and services needed to lead enjoyable and productive lives.

### Reduces Medicaid Costs

Where public transportation is available, Americans eligible for Medicaid make regular use of it, adding up to huge savings for taxpayers.

- ▼ Under its Medical Transportation Program (MTP) in Portland, OR, TriMet became the single point of access for non-emergency transportation for Medicaid program participants in the agency's three-county service area. Through MTP, Medicaid non-emergency trips on transit are now made more often. The state of Oregon estimated that total savings from this program were more than \$2.6 million in 2001-02 and 2002-03.<sup>42</sup>

- ▼ In Florida, Miami-Dade Transit's "bus pass" approach to moving about 1 percent of the region's Medicaid clients to less expensive fixed route trips from more expensive paratransit trips saved the Medicaid program more than \$9,285,000 per year.<sup>42</sup>







*Public transportation helps everyone—commuters, families, students, senior citizens, persons with disabilities—live the American dream.*

## Public Transportation: Diverse, Expansive, Forward Looking

Public transportation offers a variety of modes of travel, such as:

- ▼ Road vehicles: bus, trolleybus, vanpool, paratransit service.
- ▼ Rail and other fixed guideways: heavy rail, light rail, streetcars, commuter rail, automated guideway transit, inclined plane, cable car, monorail, aerial tramway—with high-speed rail in the coming years.
- ▼ Water: passenger-only and vehicle ferries, water taxis.

Many transit systems operate more than one mode of service. Roughly 1,200 agencies provide bus service, 82 provide rail service, 7,300 provide paratransit services, and 131 provide services on other modes.<sup>1</sup>

Through the development and deployment of 21st century technologies, today's riders are finding that public transportation is a far cry from the transit systems of yesteryear. Buses and trains are easy to access and with stops announced to riders. New information technologies alert passengers by e-mail or RSS feed when the next bus or train is coming. People plan their trips on transit agency web sites. Many commuter buses and trains now have wi-fi capabilities—becoming rolling Internet cafes.

Public transportation helps everyone—commuters, families, students, senior citizens, persons with disabilities—live the American dream, as they seek to fulfill their personal and career goals, meet their daily needs, and maintain transportation independence. Now, more than ever, vital, strong public transportation systems are essential in this country.



## Moving Into the Future

Public transportation is critical to the nation's future. It is a crucial part of a stronger economy. Public transportation stimulates commerce and creates and supports green jobs. It saves families money and increases sales for businesses. Public transit is an instrumental part of America's journey to energy independence. It reduces dependence on foreign oil and helps ensure mobility for all Americans. And the benefits public transportation brings to reducing carbon emissions and improving air quality make it the responsible and sustainable environmental choice.

As America grows, ever-present challenges create new opportunities. The nation is on track to build high-speed rail around the nation—creating millions of new jobs, saving millions of dollars, millions of barrels of foreign oil, and millions of pounds of greenhouse gas emissions.

**Economy, energy, environment, and a better quality of life: Public transportation takes us there.**



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## Project Status Report as of November 16, 2018

LAKE						
SR 46 from west of US 441 to Round Lake Road (Wekiva Parkway Sections 3A and 3B)						
<b>FIN #</b>	238275-2-52-01, 238275-3-52-01					
<b>CONTRACT #</b>	T5589					
Conventional Construction						
<b>PROJECT DESCRIPTION:</b> The project includes an at-grade intersection of U.S. 441 and State Road (S.R.) 46, with a grade separated flyover from southbound U.S. 441 to eastbound S.R. 46. The project also includes the reconstruction of S.R. 46 into a six-lane divided controlled access roadway.						
					TIME	COST
<b>CONTRACTOR:</b>	GLF Construction Corporation	<b>LET DATE:</b>	6/14/2017	<b>ORIGINAL:</b>	850	\$32,839,302.36
<b>FED. AID #:</b>	8886919A	<b>NTP:</b>	8/01/2017	<b>CURRENT:</b>	908	\$33,099,278.43
<b>FUND TYPE</b>	Conventional	<b>TIME BEGAN:</b>	10/30/2017	<b>ELAPSED:</b>	380	\$15,141,647.27
		<b>WORK BEGAN:</b>	10/30/2017	<b>% ORIGINAL:</b>	44.71%	46.11%
		<b>EST. COMPLETION:</b>	Summer 2020	<b>% TO DATE:</b>	41.85%	45.75%
CONTACT		PHONE		EMAIL		
<b>CEI PROJECT ADMINISTRATOR</b>	Scott Moffatt	C: 321-624-8861		<a href="mailto:smoffatt@rkk.com">smoffatt@rkk.com</a>		
<b>FDOT PROJECT MANAGER:</b>	Eric Jaggars	O: 352-326-7715 C:352-459-9751		<a href="mailto:eric.jaggars@dot.state.fl.us">eric.jaggars@dot.state.fl.us</a>		
<b>CONTRACTOR'S PROJECT MANAGER:</b>	Kevin Wishnacht	C: 407-955-1944		<a href="mailto:kwishnacht@glfusa.com">kwishnacht@glfusa.com</a>		

LAKE						
SR 19 over Little Lake Harris Bridge # 110026						
<b>FIN #</b>	238319-2-52-01					
<b>CONTRACT #</b>	E5Y62					
Design Build						
<b>PROJECT DESCRIPTION:</b> Design and construction of State Road (S.R.) 19 over Little Lake Harris Bridge #11026 from Savage Circle to north of Hickory Points.						
					TIME	COST
<b>CONTRACTOR:</b>	Leware Construction Co. of Florida	<b>LET DATE:</b>	3/21/2017	<b>ORIGINAL:</b>	950	\$22,219,000.00
<b>FED. AID #:</b>	00B5025B	<b>NTP:</b>	6/15/2017	<b>CURRENT:</b>	996	\$22,338,735.39
<b>FUND TYPE</b>	Design Build	<b>TIME BEGAN:</b>	6/15/2017	<b>ELAPSED:</b>	515	\$14,723,944.89
		<b>WORK BEGAN:</b>	6/15/2017	<b>% ORIGINAL:</b>	54.21%	66.27%
		<b>EST. COMPLETION:</b>	Summer 2020	<b>% TO DATE:</b>	51.71%	65.91%
CONTACT		PHONE		EMAIL		
<b>CEI PROJECT ADMINISTRATOR</b>	David Smith	O: 352-324-6472 C: 407-948-3946		<a href="mailto:dsmith@metriceng.com">dsmith@metriceng.com</a>		
<b>FDOT PROJECT MANAGER:</b>	Eric Jaggars	O: 352-326-7715 C: 352-459-9751		<a href="mailto:eric.jaggars@dot.state.fl.us">eric.jaggars@dot.state.fl.us</a>		
<b>CONTRACTOR'S PROJECT MANAGER:</b>	Jeremy Welch	O:352-787-1616 C:352-516-7248		<a href="mailto:jwelch@lewarecc.com">jwelch@lewarecc.com</a>		

LAKE						
US 27 Asphalt Repair from US 192 to Golden Eagle Boulevard						
<b>FIN #</b>	429157-1-72-14					
<b>CONTRACT #</b>	E5U93					
Maintenance Contract						
<b>PROJECT DESCRIPTION:</b> Mill and resurface US 27 in Clermont from US 192 to Golden Eagle Boulevard						
					TIME	COST
<b>CONTRACTOR:</b>	Lane Construction Corporation	<b>LET DATE:</b>	6/05/2018	<b>ORIGINAL:</b>	120	\$1,454,577.56
<b>FED. AID #:</b>	N/A	<b>NTP:</b>	8/07/2018	<b>CURRENT:</b>	130	\$1,454,577.56
<b>FUND TYPE</b>	Maintenance	<b>TIME BEGAN:</b>	8/7/2018	<b>ELAPSED:</b>	99	\$1,377,285.49
		<b>WORK BEGAN:</b>	8/7/2018	<b>% ORIGINAL:</b>	82.50%	94.69%
		<b>EST. COMPLETION:</b>	Early 2019	<b>% TO DATE:</b>	76.15%	94.69%
CONTACT		PHONE		EMAIL		
<b>PROJECT ADMINISTRATOR</b>	Frank Kelch	O: 352-326-7716		<a href="mailto:frank.kelch@dot.state.fl.us">frank.kelch@dot.state.fl.us</a>		
<b>CONTRACTOR'S PROJECT MANAGER:</b>	Brandon Kowalske	C: 863-287-8096		<a href="mailto:bskowalske@laneconstruction.com">bskowalske@laneconstruction.com</a>		

# Project Status Report as of November 16, 2018

## LAKE AND SEMINOLE COUNTIES

### SR 429/46 from west of Old McDonald Road to east of Wekiva Park Road (Wekiva Parkway Section 6)

<b>FIN #</b>	238275-7-52-01
<b>CONTRACT #</b>	E5Y47

#### Design Build

**PROJECT DESCRIPTION:** Design 5.5 miles of limited access toll road largely along the existing State Road 46 corridor from west of Old MacDonald Road to east of Wekiva Park Road. The project will include designing: an additional non-tolled, service road for local travel; a new, higher-profile bridge that is aesthetically pleasing over the Wekiva River; and, three wildlife bridges to allow animals to pass safely between the Seminole State Forest, Rock Springs Run State Reserve and Lower Wekiva River Preserve.

				TIME	COST	
<b>CONTRACTOR:</b>	Superior Construction Co. Southeast	<b>LET DATE:</b>	3/22/2017	<b>ORIGINAL:</b>	1,270	\$234,544,468.00
<b>FED. AID #:</b>	3141036P	<b>NTP:</b>	6/27/2017	<b>CURRENT:</b>	1,333	\$232,375,345.09
<b>FUND TYPE</b>	Design Build	<b>TIME BEGAN:</b>	10/18/2017	<b>ELAPSED:</b>	503	\$103,170,533.21
		<b>WORK BEGAN:</b>	10/18/2017	<b>% ORIGINAL:</b>	39.61%	43.99%
		<b>EST. COMPLETION:</b>	Spring 2021	<b>% TO DATE:</b>	37.73%	44.40%

CONTACT		PHONE	EMAIL
<b>CEI PROJECT ADMINISTRATOR</b>	Arnaldo Larrazabal	C: 786-205-2699	<a href="mailto:arnaldo.larrazabal@rsandh.com">arnaldo.larrazabal@rsandh.com</a>
<b>FDOT PROJECT MANAGER:</b>	Rick Vallier	O: 386-943-5283 C: 386-846-4149	<a href="mailto:rick.vallier@dot.state.fl.us">rick.vallier@dot.state.fl.us</a>
<b>CONTRACTOR'S PROJECT MANAGER:</b>	Jeremy Andrews	C: 904-509-0868	<a href="mailto:jandrews@superiorfla.com">jandrews@superiorfla.com</a>

## LAKE

### CR 46A Realignment from SR 46 to North of Arundel Way (Wekiva Parkway Section 5)

<b>FIN #</b>	238275-8-52-01
<b>CONTRACT #</b>	T5582

#### Conventional Construction

**PROJECT DESCRIPTION:** Design the non-tolled relocation of CR 46A out of the Seminole State Forest for 2.5 miles from north of Arundel Way to connect to State Road 429 east of Camp Challenge Road.

				TIME	COST	
<b>CONTRACTOR:</b>	Halifax Paving, Inc	<b>LET DATE:</b>	2/22/2017	<b>ORIGINAL:</b>	650	\$9,883,549.93
<b>FED. AID #:</b>	8886602A	<b>NTP:</b>	5/09/2017	<b>CURRENT:</b>	711	\$9,890,468.19
<b>FUND TYPE</b>	Conventional	<b>TIME BEGAN:</b>	6/13/2017	<b>ELAPSED:</b>	522	\$5,732,456.19
		<b>WORK BEGAN:</b>	6/13/2017	<b>% ORIGINAL:</b>	80.31%	58.00%
		<b>EST. COMPLETION:</b>	Spring 2019	<b>% TO DATE:</b>	73.42%	57.96%

CONTACT		PHONE	EMAIL
<b>PROJECT ADMINISTRATOR</b>	Kim Navarro	O: 407-482-7829	<a href="mailto:kim.navarro@dot.state.fl.us">kim.navarro@dot.state.fl.us</a>
<b>CONTRACTOR'S PROJECT MANAGER:</b>	Steve Blair	O: 386-676-0200 C: 386-547-3422	<a href="mailto:hpi-steve@cflrr.com">hpi-steve@cflrr.com</a>

## LAKE

### SR 25 (US 27) from CR 561 to North of O'Brien Road

<b>FIN #</b>	434407-1-52-01
<b>CONTRACT #</b>	T5592

#### Conventional Construction

**PROJECT DESCRIPTION:** Milling and resurfacing, widening turn lanes, base work, shoulder treatment, drainage improvements, curb and gutter, sidewalks, signing and pavement markings, guardrail, signalization and ITS on SR 25 (US 27) from just west of CR 561 (Lake Minneola Shores/Southern Breeze Drive) to 400 feet north of O'Brien Road.

				TIME	COST	
<b>CONTRACTOR:</b>	D.A.B. Constructors, Inc.	<b>LET DATE:</b>	8/30/2017	<b>ORIGINAL:</b>	400	\$6,864,444.44
<b>FED. AID #:</b>	3612039P	<b>NTP:</b>	11/14/2017	<b>CURRENT:</b>	443	\$6,864,444.44
<b>FUND TYPE</b>	Conventional	<b>TIME BEGAN:</b>	12/14/2017	<b>ELAPSED:</b>	333	\$5,655,300.14
		<b>WORK BEGAN:</b>	12/14/2017	<b>% ORIGINAL:</b>	83.25%	82.39%
		<b>EST. COMPLETION:</b>	Spring 2019	<b>% TO DATE:</b>	75.17%	82.39%

CONTACT		PHONE	EMAIL
<b>CEI PROJECT ADMINISTRATOR</b>	Ashley Vickers	O: 352-568-7230 C: 407-463-9350	<a href="mailto:avickers@eismanrusso.com">avickers@eismanrusso.com</a>
<b>FDOT PROJECT MANAGER:</b>	Karen Madrid	O: 352-326-7736 C: 352-459-2049	<a href="mailto:karen.madrid@dot.state.fl.us">karen.madrid@dot.state.fl.us</a>
<b>CONTRACTOR'S PROJECT MANAGER:</b>	Mike Lemke	C: 352-601-8043	<a href="mailto:mikel@dabcon.com">mikel@dabcon.com</a>

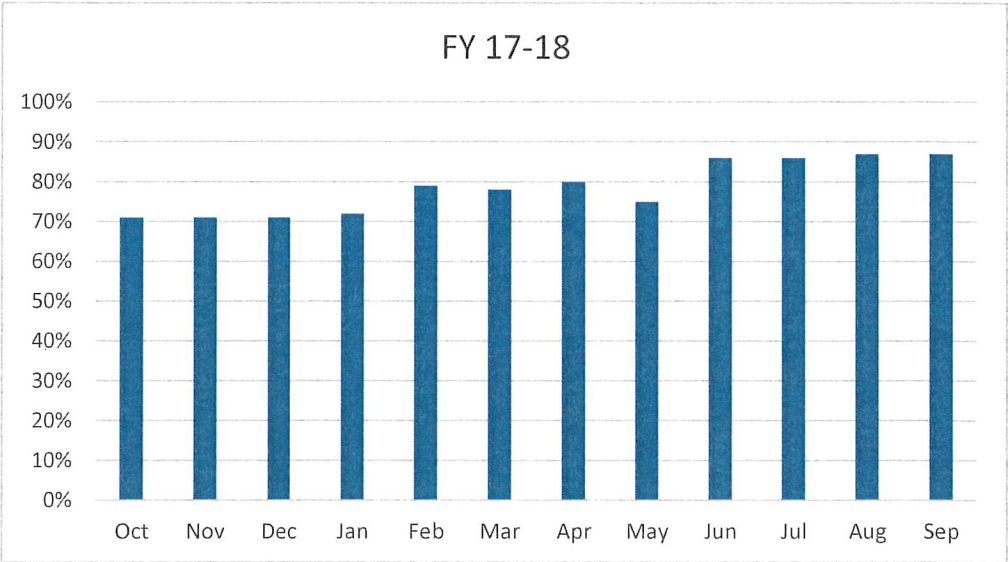
**Lake County Connection Performance Measures  
as of December 10, 2018**

<i>Valid Complaints</i>	Fiscal Year												Fiscal Year 2016-2017	
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep		2017-2018
<i>Service</i>	1	1	1	0	3	3	5	2	2	0	3	1	22	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	1	0	0	0	0	0	0	0	1	0
<b>Total</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>23</b>	<b>21</b>
<b>Total Trips Provided</b>	7,235	6,786	6,530	7,005	7,023	7,809	7,748	8,272	7,758	7,948	8,599	7,443	90,156	82,579
<b>% of Complaints</b>	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%
<b>Non Valid Complaints</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>14</b>	<b>7</b>

<i>Commendations</i>														
<i>CTC</i>	0	0	0	0	0	1	2	2	0	0	0	1	6	2
<i>Operator</i>	0	0	1	1	3	3	4	7	3	4	1	3	30	0
<i>Contractors</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0

# Lake County Connection On Time Performance as of December 20, 2018

## On-Time Pickups



The Contract requirement for On-Time Performance is 95%

Oct-17	71%
Nov-17	71%
Dec-17	71%
Jan-18	72%
Feb-18	79%
Mar-18	78%
Apr-18	80%
May-18	75%
Jun-18	86%
Jul-18	86%
Aug-18	87%
Sep-18	87%



Lake County Connection - Performance Measures  
as of December 10, 2018

	Monthly Contract Amount - Lake County Connections												Total
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
LCC Budget	\$ 188,067.00	\$ 188,067.00	\$ 188,067.00	\$ 188,067.00	\$ 188,067.00	\$ 188,067.00	\$ 188,067.00	\$ 188,067.00	\$ 188,067.00	\$ 188,067.00	\$ 188,067.00	\$ 188,067.00	\$ 2,256,804.00
LCC Requested	\$ 201,091.96	\$ 188,309.56	\$ 181,508.60	\$ 194,841.15	\$ 194,943.18	\$ 222,066.66	\$ 219,850.14	\$ 234,812.15	\$ 220,320.78	\$ 231,109.03	\$ 168,294.56	\$ 168,294.56	\$ 2,482,806.37
LCC Fuel Cost	\$ 34,526.43	\$ 31,499.15	\$ 27,573.63	\$ 33,467.93	\$ 32,743.34	\$ 35,290.40	\$ 37,919.85	\$ 43,312.00	\$ 41,291.03	\$ 42,237.94	\$ 45,306.62	\$ 39,232.40	\$ 444,400.72
LCC Maintenance	\$ 61,491.87	\$ 59,011.66	\$ 49,314.73	\$ 44,442.36	\$ 64,587.05	\$ 75,666.88	\$ 68,555.84	\$ 74,178.98	\$ 74,169.30	\$ 71,676.87	\$ 63,616.34	\$ 73,289.03	\$ 780,000.91
Co. Grant Match	\$ 45,936.49	\$ 34,390.96	\$ 47,868.27	\$ 51,112.07	\$ 51,017.94	\$ 58,652.16	\$ 58,816.80	\$ 62,756.95	\$ 61,717.05	\$ 59,537.36	\$ 63,391.89	\$ 49,538.38	\$ 644,736.02
Co. Contribution	\$ 72,690.03	\$ 73,819.08	\$ 54,509.98	\$ 60,727.55	\$ 61,636.93	\$ 75,420.29	\$ 72,737.51	\$ 81,446.76	\$ 71,052.93	\$ 72,129.75	\$ 84,696.36	\$ 71,354.68	\$ 852,221.85

	Monthly Contract Amount - LakeXpress												Total
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
LX Budget	\$ 121,853.68	\$ 116,354.37	\$ 110,730.94	\$ 116,168.20	\$ 110,813.68	\$ 124,546.86	\$ 132,244.37	\$ 124,483.46	\$ 118,888.60	\$ 118,846.33	\$ 130,169.20	\$ 106,457.43	\$ 1,431,557.12
LX Requested	\$ 121,853.68	\$ 116,354.37	\$ 110,730.94	\$ 116,168.20	\$ 110,813.68	\$ 124,546.86	\$ 132,244.37	\$ 124,483.46	\$ 118,888.60	\$ 118,846.33	\$ 130,169.20	\$ 106,457.43	\$ 1,431,557.12
LX Fuel Cost	\$ 26,778.81	\$ 22,802.91	\$ 22,936.85	\$ 25,065.91	\$ 25,395.39	\$ 27,940.45	\$ 30,838.75	\$ 30,521.89	\$ 30,301.67	\$ 30,349.33	\$ 33,023.80	\$ 28,058.62	\$ 334,014.38
LX Maintenance	\$ 70,704.90	\$ 60,323.83	\$ 53,362.80	\$ 70,884.43	\$ 74,479.39	\$ 69,199.52	\$ 78,790.05	\$ 102,342.90	\$ 56,329.72	\$ 53,925.21	\$ 40,439.65	\$ 50,685.94	\$ 781,468.34

Comments:

	Trips to Veterans Clinics and Hospitals												Total
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
Clermont	3	5	4	4	6	10	2	0	6	2	10	2	60
Gainesville	6	2	2	2	0	0	0	2	0	4	6	8	32
Orlando	9	4	4	10	6	6	4	12	4	12	12	2	85
Summerfield	18	30	22	20	30	18	16	12	4	13	12	4	206
Tavares	12	22	8	12	0	8	4	6	10	18	8	4	112
TOTAL	48	63	40	48	42	42	26	38	24	49	55	20	495

	Co-Pays												Total
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
CTD	\$ 3,112.00	\$ 3,449.00	\$ 3,449.00	\$ 3,481.60	\$ 3,684.00	\$ 3,649.60	\$ 3,717.00	\$ 3,783.00	\$ 3,357.00	\$ 3,501.00	\$ 3,753.00	\$ 3,461.15	\$ 35,816.35
FDOT	\$ 5,169.60	\$ 3,214.75	\$ 3,778.81	\$ 3,887.50	\$ 4,019.50	\$ 4,081.00	\$ 3,877.00	\$ 3,883.00	\$ 4,251.00	\$ 4,095.00	\$ 3,910.50	\$ 3,804.00	\$ 39,587.31
Medical	-	-	-	-	-	-	-	-	-	-	-	-	-
ADA	2.00	-	-	-	220.00	\$ 1,216.75	\$ 1,064.50	\$ 1,241.85	\$ 616.25	\$ 641.00	\$ 1,354.75	\$ 569.50	\$ 6,924.60
Other	-	\$ 1,057.00	\$ 327.00	\$ 318.00	\$ 234.00	-	-	\$ 2.00	\$ 2.00	\$ 2.00	-	-	\$ 885.00
TOTAL	\$ 8,283.60	\$ 7,720.75	\$ 7,554.81	\$ 7,667.10	\$ 8,157.50	\$ 8,947.35	\$ 8,658.50	\$ 8,909.85	\$ 8,226.25	\$ 8,239.00	\$ 9,018.25	\$ 7,834.65	\$ 83,213.26

	Paratransit Co-pays Not Collected												Total
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
CTD	\$ 743.00	\$ 681.00	\$ 593.00	\$ 620.40	\$ 466.00	\$ 480.40	\$ 387.00	\$ 386.00	\$ 572.00	\$ 746.00	\$ 643.00	\$ 624.00	\$ 5,517.80
FDOT	\$ 1,158.40	\$ 853.25	\$ 142.50	\$ 1,508.50	\$ 1,354.50	\$ 1,905.00	\$ 2,059.00	\$ 2,413.00	\$ 2,089.00	\$ 1,997.00	\$ 2,429.50	\$ 4,304.00	\$ 20,202.00
Medical	-	-	-	-	-	-	-	-	-	-	-	-	-
ADA	-	-	-	-	4.00	\$ 53.25	\$ 67.50	\$ 96.15	\$ 35.75	\$ 75.00	\$ 143.25	\$ 571.60	\$ 6,190.90
Other	(2.00)	\$ 619.00	\$ 363.00	\$ 160.00	\$ 150.00	-	-	(2.00)	(2.00)	(2.00)	-	-	\$ 667.00
TOTAL	\$ 1,899.40	\$ 2,153.25	\$ 1,098.50	\$ 2,288.90	\$ 1,974.50	\$ 2,438.65	\$ 2,513.50	\$ 2,893.15	\$ 2,694.75	\$ 2,816.00	\$ 3,215.75	\$ 10,644.00	\$ 32,577.70

	Paratransit Co-pays Not Collected												Total
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
TOTAL CO-PAYS	\$ 10,183.00	\$ 9,874.00	\$ 8,653.31	\$ 9,956.00	\$ 10,132.00	\$ 11,386.00	\$ 11,172.00	\$ 11,803.00	\$ 10,921.00	\$ 11,055.00	\$ 12,234.00	\$ 18,478.65	\$ 115,790.96

Comments:

	No Shows												Total
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
# No Shows	240	245	223	183	177	203	231	259	207	231	246	208	2,653
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:

	Hardship Applications												Total
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
Approved	7	4	0	4	4	15	2	8	8	8	9	10	86
Declined	0	0	0	0	0	1	0	3	1	0	2	0	11

## Lake County Connection Accident Report FY 17-18

<b>Preventable Accidents</b>	<b>Person Only</b>	<b>Vehicle Only</b>	<b>Person and Vehicle</b>
October-17			
November-17	1		
December-17			
January-18			
February-18	1	2	
March-18		2	
April-18		1	
May-18		1	
June-18		2	
July-18		2	
August-18		2	
September-18			
<b>Total</b>	<b>2</b>	<b>12</b>	<b>0</b>

<b>Non Preventable Accidents</b>	<b>Person Only</b>	<b>Vehicle Only</b>	<b>Person and Vehicle</b>
October-17		1	
November-17		1	
December-17		1	
January-18	1		
February-18			1
March-18			
April-18		1	
May-18		1	
June-18		1	
July-18			
August-18		1	
September-18			
<b>Total</b>	<b>1</b>	<b>7</b>	<b>1</b>



**LAKE COUNTY COMMUNITY TRANSPORTATION COORDINATOR**

For Period October 1, 2017 through September 30, 2018

TRIPS	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL
Total Reservations	8,297	7,863	7,641	8,237	8,078	9,023	9,036	9,493	8,970	9,270	9,862	8,654	104,424
Passenger Cancellations	(822)	(832)	(888)	(1,049)	(878)	(1,011)	(1,057)	(962)	(1,005)	(1,091)	(1,017)	(1,003)	(11,615)
Passenger No Shows	(240)	(245)	(223)	(183)	(177)	(203)	(231)	(259)	(207)	(231)	(246)	(208)	(2,653)
<b>TOTAL COMPLETED TRIPS</b>	<b>7,235</b>	<b>6,786</b>	<b>6,530</b>	<b>7,005</b>	<b>7,023</b>	<b>7,809</b>	<b>7,748</b>	<b>8,272</b>	<b>7,758</b>	<b>7,948</b>	<b>8,599</b>	<b>7,443</b>	<b>90,156</b>

NO SHOWS BY FUNDING	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL
ADA	61	30	23	35	28	27	29	28	24	24	44	37	390
Medicaid	-	-	-	-	-	-	-	-	-	-	-	-	-
CTD	80	102	88	31	51	47	63	54	71	70	63	68	788
Med Waiver	10	4	6	7	5	5	4	15	12	19	11	5	103
Med Waiver - CDC Plus	-	-	-	-	-	-	-	2	-	-	-	-	2
MFCS (Meal Sites)	30	25	32	35	39	42	49	50	47	59	60	38	506
FDOT 5311	60	84	74	75	54	82	86	110	53	59	68	60	865
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>TOTAL</b>	<b>241</b>	<b>245</b>	<b>223</b>	<b>183</b>	<b>177</b>	<b>203</b>	<b>231</b>	<b>259</b>	<b>207</b>	<b>231</b>	<b>246</b>	<b>208</b>	<b>2,654</b>

FUNDING SOURCE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL
ADA	388	835	345	239	304	635	566	669	326	1,168	1,266	1,182	7,923
Medicaid	-	-	-	-	-	-	-	-	-	-	-	-	-
CTD	2,319	2,329	2,278	2,348	2,351	2,414	2,388	2,441	2,374	2,525	2,597	2,533	28,897
MedWaiver	688	617	538	670	616	671	740	749	592	689	735	574	7,879
MedWaiver - CDC Plus	20	16	16	14	18	14	10	26	18	20	24	14	210
MFCS Contract Services	1,010	903	805	1,014	1,000	1,047	1,038	1,181	1,232	1,276	1,282	1,124	12,912
FDOT 5311	2,770	2,034	2,494	2,684	2,684	2,994	2,968	3,172	3,172	2,236	2,653	1,982	31,843
Paisley (Hourly and Deviated)	40	52	54	36	50	34	38	34	44	34	42	34	492
Other (County)	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>TOTAL ACTUAL COUNTY TRIPS</b>	<b>7,235</b>	<b>6,786</b>	<b>6,530</b>	<b>7,005</b>	<b>7,023</b>	<b>7,809</b>	<b>7,748</b>	<b>8,272</b>	<b>7,758</b>	<b>7,948</b>	<b>8,599</b>	<b>7,443</b>	<b>90,156</b>

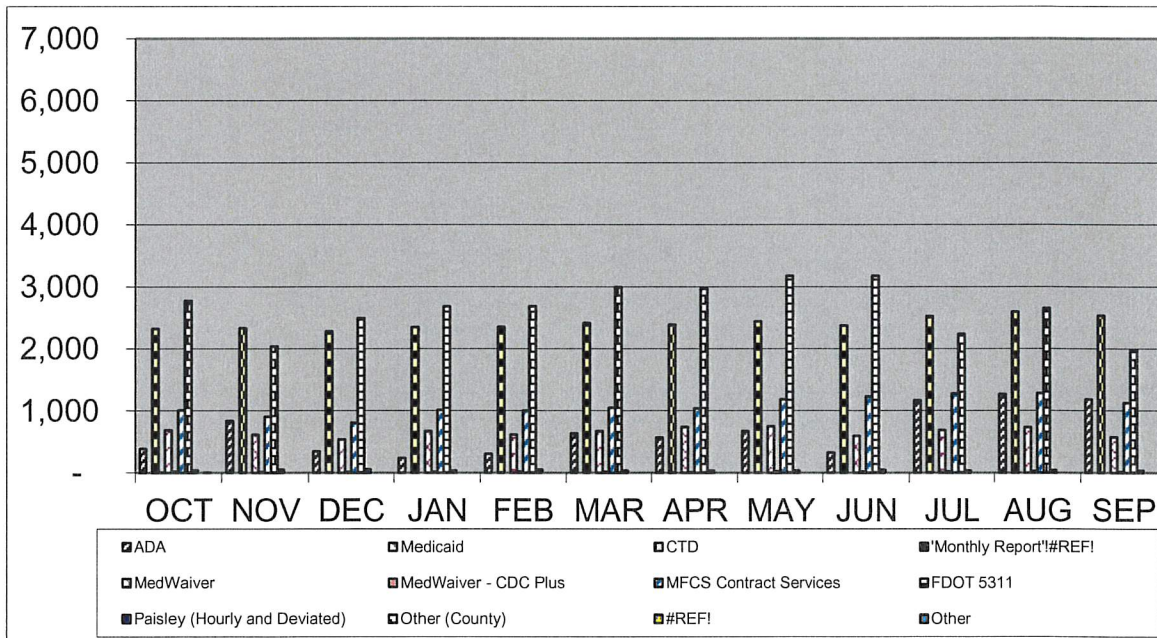
PASSENGER TYPES	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL
Elderly - Low Income	2,374	2,393	2,344	2,363	2,210	2,192	2,171	2,271	2,179	2,338	2,610	2,391	27,836
Elderly - Disabled	207	144	145	204	200	222	238	225	232	195	209	213	2,434
Elderly - Low Income & Disabled	630	554	556	580	515	553	552	631	611	529	528	403	6,642
Elderly - Other	1,249	1,137	961	995	1,192	1,573	1,606	1,741	1,886	1,860	1,891	1,601	17,692
Children - Low Income	-	-	-	-	-	-	-	-	-	-	-	-	-
Children - Disabled	-	-	-	-	-	-	-	-	-	-	-	-	-
Children - Low Income & Disabled	-	-	-	-	-	-	-	-	-	-	-	-	-
Children - Other	17	14	3	14	29	26	34	28	6	1	30	38	240
Other - Low Income	1,315	1,165	1,172	1,272	1,231	1,248	1,146	1,234	958	1,098	1,348	1,276	14,463
Other Disabled	353	320	283	362	339	407	436	454	336	383	387	288	4,348
Other Low Income & Disabled	229	215	233	199	223	260	215	295	267	263	255	206	2,860
Other Other	861	844	833	1,016	1,084	1,328	1,350	1,393	1,283	1,281	1,341	1,027	13,641
<b>TOTAL</b>	<b>7,235</b>	<b>6,786</b>	<b>6,530</b>	<b>7,005</b>	<b>7,023</b>	<b>7,809</b>	<b>7,748</b>	<b>8,272</b>	<b>7,758</b>	<b>7,948</b>	<b>8,599</b>	<b>7,443</b>	<b>90,156</b>

TRIP PURPOSE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL
MEDICAL	3,827	3,771	3,677	3,731	3,798	4,311	4,104	4,305	4,324	4,206	4,438	3,944	48,436
EMPLOYMENT	723	630	601	792	845	794	808	914	656	723	904	697	9,087
EDUCATION/TRAINING	1,064	926	831	926	904	1,072	1,194	1,210	926	1,130	1,248	1,032	12,463
NUTRITIONAL	1,287	1,175	1,095	1,244	1,225	1,333	1,331	1,479	1,474	1,530	1,570	1,390	16,133
OTHER	334	284	326	312	251	299	311	364	378	359	439	380	4,037
<b>TOTAL</b>	<b>7,235</b>	<b>6,786</b>	<b>6,530</b>	<b>7,005</b>	<b>7,023</b>	<b>7,809</b>	<b>7,748</b>	<b>8,272</b>	<b>7,758</b>	<b>7,948</b>	<b>8,599</b>	<b>7,443</b>	<b>90,156</b>

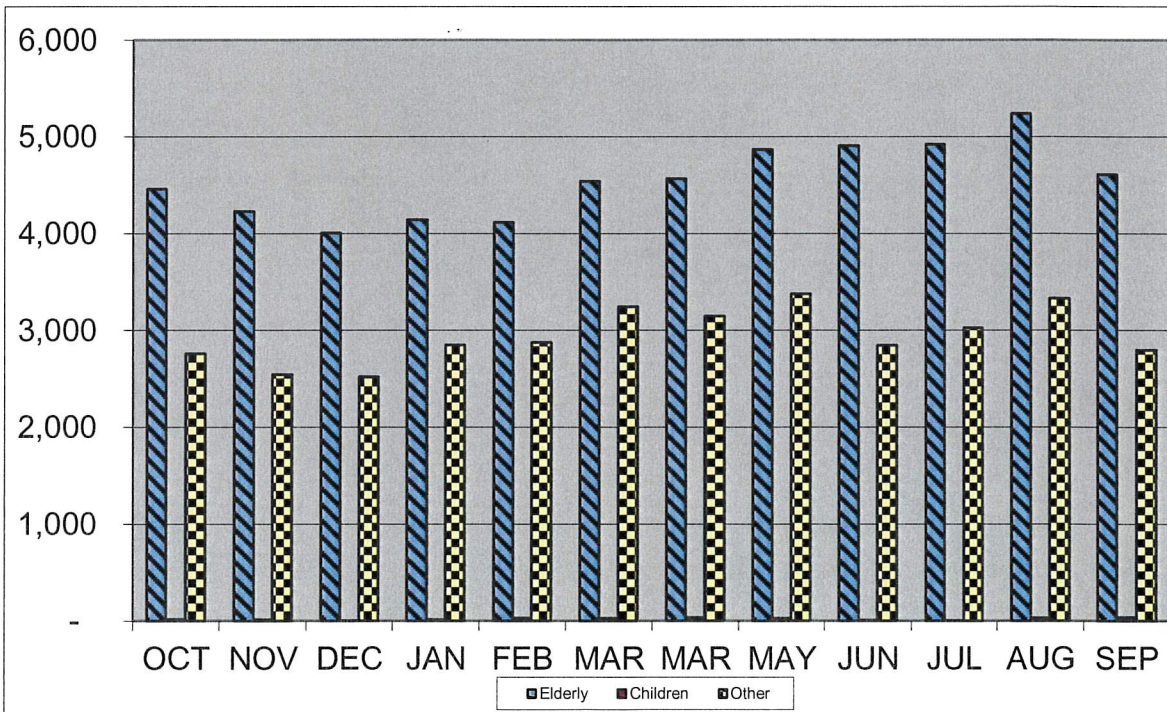
OTHER DATA	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL
Unduplicated Trips	537	551	537	557	555	590	613	604	592	591	659	668	7,054
Unmet Trip Requests	-	-	-	-	-	-	-	-	-	-	-	-	-
Number of Roadcalls	3	1	3	2	3	4	1	2	13	8	6	5	51
Total Vehicle Revenue Miles	80,587	75,818	73,176	77,617	75,942	86,164	83,777	89,171	80,800	83,246	90,529	79,317	976,144
Total Vehicle Miles	97,896	91,921	90,004	95,244	92,678	105,109	101,093	109,313	98,974	100,686	108,919	95,722	1,187,559
Number of Accidents	1	2	1	1	3	3	1	2	3	2	3	-	22
Number of Vehicles	30	32	32	32	37	37	37	37	37	38	38	38	35
Number of Ambulatory Trips	5,467	5,015	4,749	5,286	5,307	5,827	5,650	6,105	5,606	5,784	6,251	5,297	66,344
Number of Wheelchair Trips	1,769	1,771	1,781	1,719	1,716	1,982	2,098	2,167	2,152	2,130	2,306	2,112	23,703
Number of Stretcher Trips	-	-	-	-	-	-	-	-	-	-	-	-	-
Number of Full-time Drivers	25	28	27	27	29	27	28	29	26	25	25	27	27
Number of Driver Hours	6,196	5,896	5,921	6,131	5,913	6,571	6,207	6,628	6,299	5,907	6,408	5,765	73,842
Number of Reservationists	3	3	3	3	3	3	3	3	3	3	3	3	3
Number of Dispatchers	2	2	2	2	3	3	3	3	3	3	3	3	3
Number of Schedulers	1	1	1	1	1	1	1	1	1	1	1	1	1
Number of Maintenance Personnel	6	6	5	6	7	7	7	7	7	5	4	4	6
Number of Operations	5	5	5	5	5	6	5	5	5	5	5	5	5
Number of Administration Support	1	1	1	1	1	1	1	1	1	1	1	1	1
Number of Management	5	5	5	5	5	5	5	5	5	5	5	5	5
Number of Escorts	1,312	1,259	1,301	1,268	1,338	1,610	1,662	1,681	1,542	1,498	1,640	1,537	17,648



## Community Transportation Coordinator Monthly Report FY 17-18 Funding Source

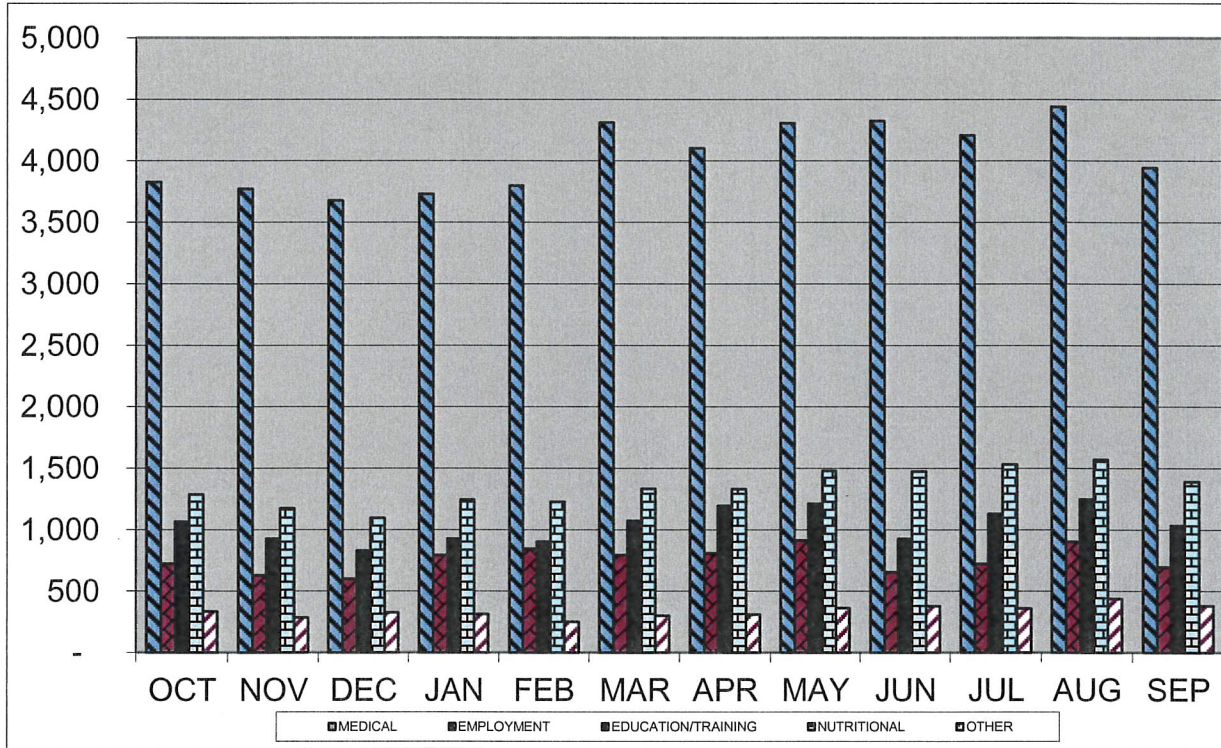


## Passenger Types

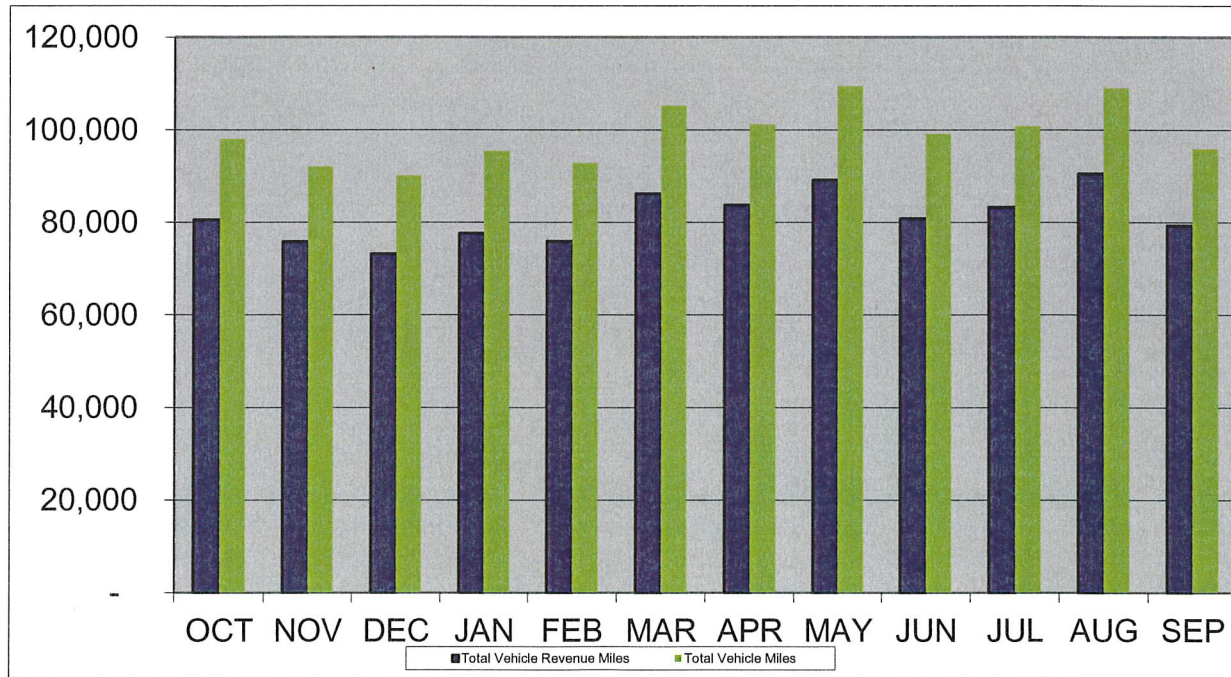




**Community Transportation Coordinator Monthly Report  
FY 17-18  
Trip Purposes**



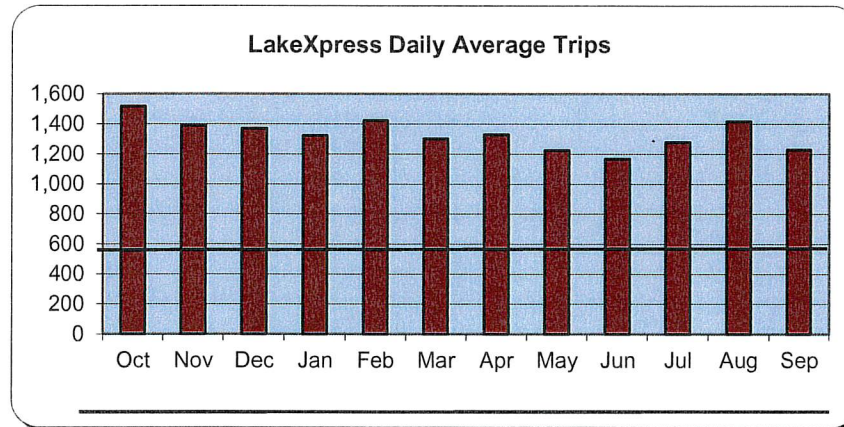
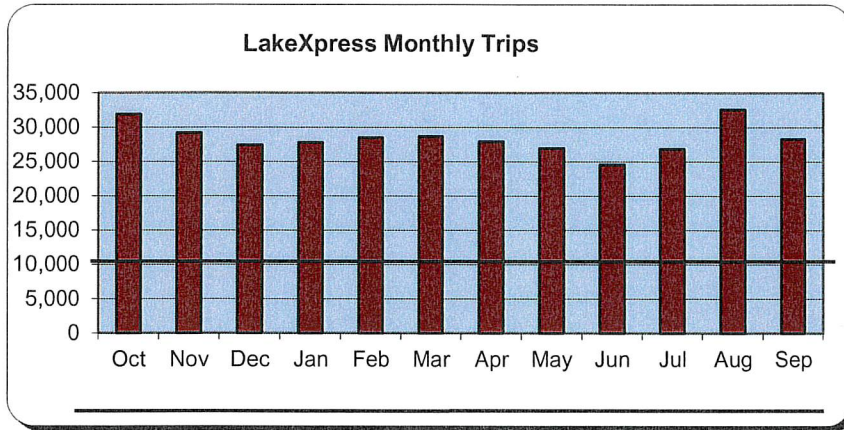
**Vehicle Miles**



### LakeXpress Daily Averages for FY 17-18

<b>MONTH</b>	<b>TOTAL TRIPS</b>	<b>DAILY TRIP AVERAGE</b>	<b>FARE BOX</b>
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	\$ 13,990.22
May-18	26,973	1,226.05	\$ 11,013.71
Jun-18	24,551	1,169.10	\$ 11,363.72
Jul-18	26,854	1,278.76	\$ 11,042.07
Aug-18	32,596	1,417.22	\$ 13,067.80
Sep-18	28,313	1,231.00	\$ 10,335.65
<b>Total</b>	<b>340,650</b>	<b>1,348.46</b>	<b>\$ 142,156.92</b>

## LakeXpress Monthly Reports for FY 17-18







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

Description	Sep-17	Sep-18
Completed Trips	6,009	10,799
Number of Medicaid Trips	0	0
Total Vehicle Miles	77,277	95,722
Total Revenue Vehicle Miles	60,529	79,317
Total Revenue Hours	4,062	5,963
Vehicles Operated in Maximum Service	30	27
Accidents/Incidents (Preventative and Non-Preventative)	2 Preventable and 1 Non Preventable Accidents	0 Preventable and Non Preventable Accidents
On Time Performance - Standard 95%	65%	87%
Call Hold Times	No data	Average hold time is 1.40 minutes
Invoice Amount	\$138,999.75	\$168,294.56
Cost per mile	\$1.80	\$1.76
Cost per trip	\$23.13	\$15.58
Compliments	0	3
Complaints	0 Valid Complaints	1 Valid Complaints

### Travel Training Update

Staff will be participating in the Element of Travel Training Online Course that has been extended to December 2018.

**Local Program Administrative Support Grant Agreement Tasks  
Quarterly Progress Report**

<b>Local Program Administrative Support Program Agency</b>	Lake County Board of County Commissioners	<b>County</b>	Lake
		<b>Invoice #</b>	Q1
<b>Reporting Period</b>	July 1, 2018 through September 30, 2018	<b>Grant #</b>	G0Y17

<b>I</b>	<b>PROGRAM MANAGEMENT</b>	<b>PROGRESS</b>
A.	Develop and maintain a process for the <b>appointment and reappointment of voting and non-voting members</b> to the local coordinating board. (41-2.012, FAC)	No activity this quarter.
B.	Prepare <b>agendas</b> for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 2)	Agenda and meeting packet was prepared as outline by the LCB Planning Agency Operating Guidelines for the September 10, 2018 LCB Meeting.
C.	Prepare official <b>minutes</b> of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 2)	Agenda and Meeting Minutes prepared and attached.
D.	Provide at least one <b>public workshop</b> annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 3)	Agenda and Meeting Minutes prepared and attached.
E.	Provide staff support for <b>committees</b> of the local coordinating board. (Task 2)	Staff provided support to the LCB during the September 10, 2018 meeting.
F.	Develop and update annually <b>by-laws</b> for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 4)	The LCB elected a new subcommittee in order to review and update the Bylaws at the September 10, 2018 LCB Meeting.
G.	Develop, annually update, and implement local coordinating board <b>grievance procedures</b> in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 5)	The LCB elected a new subcommittee in order to review and update the Grievance Procedures at the September 10, 2018 LCB Meeting.
H.	Provide the Commission with a current <b>membership roster and mailing list</b> of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 2)	Updated LCB Membership roster and mailing list is attached.
I.	Provide <b>public notice</b> of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 2)	Public Notice of the September 10, 2018 LCB Meeting was published in the Lake Sentinel and a copy is being provided for your review.
J.	Review and comment on the <b>Annual Operating Report</b> for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 6)	The LCB reviewed, provided comment and approved the Annual Operating Report at their regular meeting on September 10, 2018.

K.	Report the <b>actual expenditures</b> (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 7)	The Annual Expenditures were submitted on September 15, 2018.
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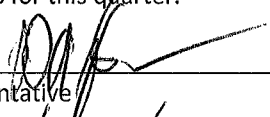
II.	SERVICE DEVELOPMENT	PROGRESS
A.	Jointly, with the community transportation coordinator and the local coordinating board, develop the <b>Transportation Disadvantaged Service Plan (TDSP)</b> following CTD guidelines. (Task 1)	The TDSP kick-off meeting took place at the September 10, 2018 LCB meeting. The LS MPO and the CTC are working with CUTR who is handling the major update of Lake County's TDSP. It is anticipated the final TDSP will be reviewed and possibly approved at the December 10, 2018 LCB quarterly meeting.
B.	Encourage integration of "transportation disadvantaged" issues into <b>local and regional comprehensive plans</b> . Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS)	No activity this quarter.
C.	Encourage the local community transportation coordinator to work cooperatively with <b>regional workforce boards</b> established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS)	No activity this quarter.

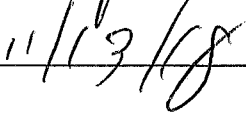
III.	TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	PROGRESS
A.	Provide the LCB with <b>quarterly reports</b> of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 8)	Discussion took place at the September 10, 2018 LCB meeting regarding the support and participation of the CTC in the upcoming Mobility Week October 29 - November 2, 2018.
B.	Attend at least one <b>Commission-sponsored training</b> , including but not limited to, the CTD's regional meetings, the CTD's annual training workshop, or other sponsored training. (Task 9)	No activity this quarter.
C.	Attend at least one <b>CTD meeting</b> each year within budget/staff/schedule availability.	No activity this quarter.
D.	Notify CTD staff of local <b>TD concerns</b> that may require special investigations.	No activity this quarter.
E.	Provide <b>training</b> for newly-appointed LCB members. (Task 2)	No activity this quarter.
F.	Provide <b>assistance</b> to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	LS MPO is assisting the CTC with the development of the Major Update of the TDSP.
G.	To the extent feasible, collect and review <b>proposed funding applications</b> involving "TD" funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	No activity this quarter.
H.	Assist the CTD in <b>joint reviews</b> of the CTC.	No activity this quarter.
I.	Ensure the LCB annually reviews <b>coordination contracts</b> to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.	The LCB reviewed, approved and recommended to the Lake County Board of County Commissioners the request from Crystal Lake Supportive Environments. Inc, d/b/a Attain, Inc. for a Coordination Agreement with the LC BoCC.
J.	Implement recommendations identified in the CTD's <b>QAPE</b> reviews.	No activity this quarter.

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

No activity this quarter.

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

  
\_\_\_\_\_  
Representative

  
\_\_\_\_\_  
Date

## LAKE ~ SUMTER MPO PROJECT UPDATES – December 2018

- **US 301 Project Development and Environment (PD&E) Study (Sumter County)**

US 301 is being studied from SR 44 in Wildwood south to C-470 (west) in Sumterville. The study will lead to specific operational improvements and design improvements to the interchange of US 301 and Florida's Turnpike and to the intersection of US 301 and SR 44. The study is also examining the concept of a new alignment east and south of Coleman. The planning effort is being coordinated with other Sumter County projects including the I-75/CR 514 proposed interchange and the C-470 study. Public Alternatives Meeting #2 was held in May. A public hearing on the recommended alternatives will be held in summer 2018. The preferred design alternative will be presented for public comments at the Hearing. At the end of the study in spring 2019, a recommended design alternative will be selected, and all engineering and environmental reports will be finalized. The project is funded for the design phase in FY 2019/20.

A **Public Hearing** will be held on Monday, Dec. 3, 2018. The hearing will begin as an open house at 5:30 p.m. with a formal presentation at 6 p.m.

**Location: Trinity Baptist Church - Fellowship Hall**

**Address: 3305 E. CR 468, Wildwood, FL 34785**

**Time: 5:30 p.m.**

**Presentation: 6 p.m.**

**For More information please visit the Project Website: [US301\\_Sumter.com](http://US301_Sumter.com)**

- **I-75/CR 514 PD&E Study (Sumter County near Coleman)**

The Florida Department of Transportation (FDOT), District 5 has initiated a Project Development & Environment (PD&E) Study to evaluate a new interchange near the Interstate 75 (I-75) at County Road (C.R.) 514 (Warm Springs Avenue) overpass. The project area is located approximately 4.0 miles south of the I-75 and Florida Turnpike interchange and approximately 3.5 miles north of the I-75 at C.R. 470 interchange in Sumter County. The project limits extend north and south along I-75 at C.R. 514 and along C.R. 514 from 0.5 mile west of I-75 east 0.75 mile to the C.R. 525 Extension.

C.R. 514 is a two-lane, undivided, local roadway that crosses over I-75 at the project location. The purpose of this project is to improve the existing transportation network and support regional travel demand by providing additional access to I-75 at C.R. 514. The planned Florida Crossroads Industrial Activity Center (FCIAC) will serve as an intermodal freight logistics center and distribution hub, contributing to projected future travel demand in the region. In addition, residential development is expanding from the north and east toward the project area, increasing the amount of traffic in the region. The existing transportation network facilities in the project and surrounding area will be unable to support projected future demand.

Project webpage: [http://www.cflroads.com/project/435476-1/I-75\\_at\\_C\\_R\\_514](http://www.cflroads.com/project/435476-1/I-75_at_C_R_514)

- **C-470 PD&E Study**

FDOT is nearing completion of a Project Development and Environment Study for C-470 in Sumter County east into Lake County across Florida's Turnpike. The study is examining future needs for the roadway through 2040. The study is also part of an initiative to have 470 in both counties designated as a state road from I-75 in Sumter County east to US 27 in Lake County. A public hearing was held in April on the recommended alternatives. The study is now in final documentation phase and concludes this month. The project is funded for the design phase in FY 2019/20.

Project webpage: [http://www.cflroads.com/project/434912-1/C\\_-\\_470\\_PD\\_E\\_Study](http://www.cflroads.com/project/434912-1/C_-_470_PD_E_Study)

- **Wekiva Parkway Project**

The Central Florida Expressway Authority is now constructing all remaining segments in Orange County and new SR 453 from Orange County into Lake County from SR 429 to SR 46. The FDOT has moved into the construction phase for segments of SR 46, SR 429, and CR 46A in Lake County.

Project Website: <http://wekivaparkway.com/fdot-projects.php>

- **Trails: Central Florida C2C Trail and Wekiva Trail**

Because of the Central Florida MPO Alliance prioritization of Regional Trails, almost all phases of the C2C Trail have received advancements of funding from FDOT for each needed phase in both counties. The FDOT recently announced forthcoming programming of the subsequent phases of each segment of the C2C. Only the segment through downtown Groveland is absent from the FDOT Work Program. Meanwhile, the Wekiva Trail has two segments out of four segments committed for construction to be complete by 2019/20. The other two segments are now in the design phase. Project website: <http://www.floridasuntrail.com/>

- **Lake-Orange Parkway & Schofield Road Concepts (US 27 to SR 429)**

The Central Florida Expressway Authority is preparing to start a Feasibility, Project Development and Environment (PD&E) Study for the Lake / Orange Connector. The study will take a fresh look at previously studied alignment alternatives seeking to promote regional connectivity via a limited access facility.

CFX will be providing more information on this study once it gets underway. Public involvement and intergovernmental coordination will be a crucial part of this study.

Two options are being examined to construct roads between US 27 south of Clermont east to existing interchanges with SR 429. The northern corridor, Wellness Way, would connect to the New Independence Parkway interchange. The corridor to the south would connect to the Schofield Road interchange.

Project website: <https://www.cfxway.com/agency-information/plans-studies/project-studies/lake-orange-connector-study/>

- **SR 50 PD&E Study**

SR 50 is being studied from US 301 in Hernando County east to CR 33 in Mascotte. The Project Development and Environment Study is examining safety and capacity needs and will take into account the environmental issues relative to the Green Swamp and the Withlacoochee State Forest. The study commenced in January and the first public meeting was held in July. The study will conclude at the end of 2018.

The Florida Department of Transportation (FDOT) will hold two public hearings for the State Road (S.R.) 50 Project Development and Environment (PD&E) Study. The PD&E Study recommends the widening of S.R. 50 to four lanes from U.S. 301 in Hernando County to County Road (C.R.) 33 in Lake County, a distance of 20 miles. The need for these improvements includes roadway capacity and safety. For convenience purposes, the FDOT has scheduled these hearings on the following dates/times:

**Public Hearing #1**

**Tuesday, Nov. 27, 2018**

**Mascotte Civic Center**

**121 N Sunset Ave.,**

**Mascotte, FL 34753**

**From 5:30 p.m. to 7:30 p.m.**

[SR 50 PD&E Newsletter](#)

**Public Hearing #2**

**Thursday, November 29, 2018**

**Ridge Manor Community Center**

**34240 Cortez Blvd.**

**Dade City, FL 33523**

**From 5:30 p.m. to 7:30 p.m.**

Project website: [http://www.cflroads.com/project/435859-](http://www.cflroads.com/project/435859-1/SR_50_PD_E_Study_from_US_301_in_Hernando_County_to_CR_33_in_Lake_County)

[1/SR\\_50\\_PD\\_E\\_Study\\_from\\_US\\_301\\_in\\_Hernando\\_County\\_to\\_CR\\_33\\_in\\_Lake\\_County](http://www.cflroads.com/project/435859-1/SR_50_PD_E_Study_from_US_301_in_Hernando_County_to_CR_33_in_Lake_County)

- **Complete Streets Projects**

The MPO is managing two Complete Streets projects, East Ave. in Clermont and US 301 in Wildwood. Both projects are in the initial study phases and will be completed by June 2019.