



LAKE COUNTY  
FLORIDA

September 14, 2016

Bill Hearndon, Project Manager – Area 4  
Florida Commission for the  
Transportation Disadvantaged  
605 Suwannee Street, MS-49  
Tallahassee, FL 32399-0450

Re: Lake County Annual Operating Report for FY 15-16 Executed

Dear Mr. Hearndon:

Enclosed please find one (1) original fully executed Annual Operating Report for FY 15-16 from the Lake County, Florida Community Transportation Coordinator.

Should you have any questions, please do not hesitate to contact me at 352-323-5723.

Sincerely,

Amy Bradford  
Transportation Representative

Cc: Tomika Monterville, Transit Division Manager  
David Hope, Transit Operations Manager

Enclosure: Lake County Annual Operating Report for FY 15-16

TRANSIT DIVISION | *A division of the Community Services Department*  
MAILING • P.O. BOX 7800 • TAVARES, FL 32778  
PHYSICAL • 2440 U.S. HIGHWAY 441/27 • FRUITLAND PARK, FL 34731  
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*Board of County Commissioners • [www.lakecountyfl.gov](http://www.lakecountyfl.gov)*

# FLCTD

## Annual Operations Report

### Section I: Face Sheet

County: Lake	Fiscal Year: July 1, 2015 - June 30, 2016
Status: Ready	
Report Date:	09/06/2016
Period Covered:	July 1, 2015 - June 30, 2016
Coordinator's Name:	Lake County Board of County Commissioners
Address:	P.O. Box 7800
City:	Tavares
Zip Code:	32778-7800
Service Area:	Lake
Contact Person:	Tomika Monterville
Title:	Lake County Transit Division Manager
Phone:	(352) 323 - 5733
Fax:	(352) 323 - 5755
Email:	tmonterville@lakecountyfl.gov
Network Type:	Complete Brokerage
Organization Type:	County

**CTC Certification:**

I, Tomika Monterville, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature)

 9/2/16

**LCB Statement:**

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

LCB Signature



**FLCTD**  
**Annual Operations Report**  
**Section II: General Info**

County: **Lake**

Fiscal Year: **July 1, 2015 - June 30, 2016**

Status: **Ready**

**Section II: Coordinated System General Information**

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

Number of Private Non-Profits: 2

Number of Private For-Profits: 11

**Public Entities:**

School Board: 0

Municipality: 0

County: 0

Transit Authority: 0

Other: 0

**Total: 13**

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

12

**FLCTD**  
**Annual Operations Report**  
**Section III: Passenger Trip Info**

County: <b>Lake</b>		Fiscal Year: <b>July 1, 2015 - June 30, 2016</b>	
<b>Status: Ready</b>			
<b>Section III: Passenger Trip Information</b>			
<b>1a. One-Way Passenger Trips</b>			
<b>Type of Service</b>	<b>Service Area</b>		
<b>Fixed Route/Fixed Schedule</b>	<b>Within</b>	<b>Outside</b>	<b>Total</b>
Daily Trip Tickets	0	0	0
Weekly Passes	0	0	0
Monthly Passes	0	0	0
<b>Deviated Fixed Route Service</b>	636	0	636
<b>Paratransit</b>			
Ambulatory	72168	54967	127135
Non-Ambulatory	21525	5200	26725
Stretcher	26	0	26
<b>Other Services</b>			
School Board Trips	37972	0	37972
<b>Total Trips</b>	<b>132327</b>	<b>60167</b>	<b>192494</b>
<b>1b. How many of the total trips were provided by contracted transportation providers (do not include the CTC, if the CTC provides transportation services)?</b>			132327
<b>1c. How many of the total trips were provided by coordination contractors?</b>			60167
<b>2. One-Way Trips by Funding Source</b>			
Agency for Health Care Administration			11931
Agency for Persons with Disabilities			56375
Agency for Workforce Innovation			0
Commission for the Transportation Disadvantaged			30144
Department of Children and Families			0
Department of Community Affairs			0
Department of Education			0
Department of Elder Affairs			12722
Department of Health			0

Department of Juvenile Justice	0
Florida Department of Transportation	29867
Local Government	38608
Local Non-Government	12847
Other Federal Programs	0
<b>Total:</b>	192494
<b>3. One-Way Trips by Passenger Type</b>	
Was this information obtained by sampling?	yes
<b>Elderly</b>	
Low Income:	20729
Disabled:	11683
Low Income and Disabled:	22410
Other:	6032
<b>Children</b>	
Low Income:	505
Disabled:	315
Low Income and Disabled:	6050
Other:	22238
<b>Other</b>	
Low Income:	21855
Disabled:	13571
Low Income and Disabled:	58846
Other:	8260
<b>Total:</b>	192494
<b>4. One-Way Passenger Trips - by Purpose</b>	
Was this information obtained by sampling?	yes
Medical Purpose	66679
Employment Purpose	30383
Education/Training/Daycare Purpose	57931
Nutritional Purpose	17958
Life-Sustaining/Other Purpose	19543
<b>Total:</b>	192494
<b>5. Unduplicated Passenger Head Count</b>	
5a. Paratransit/Deviated Fixed Route/ School Brd	7850

5b. Fixed Route	0
<b>Total:</b>	7850
<b>6. Number of Unmet Trip Requests</b>	
	549
<b>Unmet Trip Requests by Type of Trip</b>	
Unmet Medical	549
Unmet Employment	0
Unmet Education/Training/Daycare	0
Unmet Nutritional	0
Unmet Life-Sustaining/Other	0
<b>Reason Trip was Denied (Optional)</b>	
Lack of Funding:	0
Lack of Vehicle Availability:	300
Lack of Driver Availability:	249
Other:	0
<b>7.) Number of Passenger No-shows</b>	
	4753
<b>Passenger No-Shows by Funding Source (optional)</b>	
CTD:	1447
AHCA:	1077
AWI:	0
DCF:	0
APD:	330
DOE:	0
DOEA:	471
Other:	1428
<b>8. Complaints</b>	
Complaints by Service	25
Complaints by Policy	0
Complaints by Vehicle	1
Complaints by Other	3
<b>Complaint Total:</b>	29
<b>9. Commendations</b>	
Commendations by CTC	0

Commendations by Transportation Providers	2
Commendations by Coordination Contractors	0
<b>Total Commendations:</b>	<b>2</b>

**FLCTD**  
**Annual Operations Report**  
**Section IV: Vehicle Info**

County: <b>Lake</b>		Fiscal Year: <b>July 1, 2015 - June 30, 2016</b>	
<b>Status: Ready</b>			
<b>Section IV: Vehicle Information</b>			
<b>1. Mileage Information</b>			
	<b>Vehicle Miles</b>		<b>Revenue Miles</b>
CTC:	0		0
Transportation Providers:	1268641		1031183
Coordination Contractors:	402085		398051
School Bus Utilization Agreement:	0		0
<b>Total:</b>	<b>1670726</b>		<b>1429234</b>
<b>2. Roadcalls</b>			
	40		
<b>3. Accidents</b>			
	<b>Chargeable</b>		<b>Non-Chargeable</b>
Total Accidents Person Only:	0		7
Total Accidents Vehicle Only:	12		8
Total Accidents Person & Vehicle:	1		0
<b>Total Accidents:</b>	<b>13</b>		<b>15</b>
<b>Grand Total:</b>	<b>28</b>		
<b>4. Total Number of Vehicles</b>			
	90		
		<b>Count</b>	<b>Percentage</b>
a. Total vehicles that are wheelchair accessible:		56	62.00%
b. Total vehicles that are stretcher equipped:		2	2.00%



**FLCTD**  
**Annual Operations Report**  
**Section V: Employee Info**

County: <b>Lake</b>		Fiscal Year: <b>July 1, 2015 - June 30, 2016</b>	
<b>Status: Ready</b>			
<b>Section V: Employee Information</b>			
<b>1. CTC and Transportation Provider Employee Information</b>			
			<b>Hours</b>
Full-Time Drivers	41		89253
Part-Time Drivers	6		4797
Volunteer Drivers	0		0
<b>Total Hours:</b>			94050
Maintenance Employees	0		
Dispatchers	2		
Schedulers	1		
Call Intake/Reserv./Cust. Serv.	2		
Other Operations Employees	2		
			<b>Hours</b>
Other Volunteers	0		0
Administrative Support	1		
Management Employees	3		
<b>Total</b>	58		
<b>2. Coordination Contractors Employee Information</b>			
			<b>Hours</b>
Full-Time Drivers	2		4160
Part-Time Drivers	35		21067
Volunteer Drivers	0		0
<b>Total Hours:</b>			25227
Maintenance Employees	2		
Dispatchers	1		
Schedulers	0		
Call Intake/Reserv./Cust. Serv.	1		

Other Operations Employees	0	
		<b>Hours</b>
Other Volunteers	0	0
Administrative Support	6	
Management Employees	11	
<b>Total</b>	<b>58</b>	
		<b>TOTAL HOURS: 119277</b>

**FLCTD**  
**Annual Operations Report**  
**Section VI: Revenue Sources**

County: Lake		Fiscal Year: July 1, 2015 - June 30, 2016	
Status: Ready			
<b>Section VI: Financial Data</b>			
<b>1. Detailed Revenue and Trips Provided by Funding Source</b>			
Revenue Source	CTC and Transportation Providers	Coordination Contractors	TOTAL REVENUES
<b>Agency for Health Care Administration</b>			
Medicaid Non-Emergency	\$270,509.00	\$0.00	\$270,509.00
Medicaid Non-Emergency (under fixed fee service with AHCA)	\$0.00	\$0.00	\$0.00
<b>Agency for Persons with Disabilities</b>			
Comm Care for Dis Adults/Aging & Adult Services	\$0.00	\$0.00	\$0.00
Developmental Services	\$102,736.00	\$430,743.00	\$533,479.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Agency for Workforce Innovation</b>			
WAGES/Workforce Board	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Commission for the Transportation Disadvantaged</b>			
Non-Sponsored Trip Program	\$671,713.00	\$0.00	\$671,713.00
Non-Sponsored Cap. Equip.	\$0.00	\$0.00	\$0.00
Rural Capital Equip.	\$143,361.00	\$0.00	\$143,361.00
TD Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Children and Families</b>			
Alcohol, Drug Abuse & Mental Health Program	\$0.00	\$0.00	\$0.00
Family Safety & Preservation	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Community Affairs</b>			
Community Services	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Education</b>			
Carl Perkins Vocational Ed. Act	\$0.00	\$0.00	\$0.00
Division of Blind Services	\$0.00	\$0.00	\$0.00

Vocational Rehabilitation	\$0.00	\$0.00	\$0.00
Day Care Programs	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Elder Affairs</b>			
Older Americans Act	\$120,859.00	\$0.00	\$120,859.00
Community Care for the Elderly	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Health</b>			
Children's Medical Services	\$0.00	\$0.00	\$0.00
Office of Disability Deter.	\$0.00	\$0.00	\$0.00
County Public Health Unit	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Juvenile Justice</b>			
(specify)	\$0.00	\$0.00	\$0.00
<b>Department of Transportation</b>			
49 USC 5307 (Section 9)	\$0.00	\$0.00	\$0.00
49 USC 5310 (Section 16)	\$1,032,068.00	\$0.00	\$1,032,068.00
49 USC 5311 (Section 18)	\$287,954.00	\$0.00	\$287,954.00
490USC 5311(f) (Section 18i)	\$0.00	\$0.00	\$0.00
Block Grant	\$519,170.00	\$0.00	\$519,170.00
Service Development	\$0.00	\$0.00	\$0.00
Commuter Assistance Program	\$0.00	\$0.00	\$0.00
Other DOT (Specify)	\$0.00	\$0.00	\$0.00
<b>Local Government</b>			
School Board Service	\$598,396.00	\$0.00	\$598,396.00
Complementary ADA Service	\$0.00	\$0.00	\$0.00
County Cash	\$1,014,171.00	\$0.00	\$1,014,171.00
County In-Kind	\$0.00	\$0.00	\$0.00
City Cash	\$0.00	\$0.00	\$0.00
City In-Kind	\$0.00	\$0.00	\$0.00
Other Cash (specify)	\$0.00	\$0.00	\$0.00
Other In-Kind (specify)	\$0.00	\$0.00	\$0.00
<b>Local Non-Government</b>			
Farebox	\$94,963.00	\$0.00	\$94,963.00
Donations, Contributions	\$0.00	\$0.00	\$0.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$66,579.00	\$256,275.00	\$322,854.00
<b>Other Federal or State Programs</b>			

(specify)	\$0.00	\$0.00	\$0.00
(specify)	\$0.00	\$0.00	\$0.00
(specify)	\$0.00	\$0.00	\$0.00
<b>GRAND TOTAL:</b>			
	\$4,922,479.00	\$687,018.00	\$5,609,497.00

**FLCTD**  
**Annual Operations Report**  
**Section VII: Expense Sources**

County: Lake		Fiscal Year: July 1, 2015 - June 30, 2016	
Status: Ready			
Section VII: Financial Data			
<b>2. Expense Sources</b>			
<b>Expense Item</b>	<b>Community Transportation Coordinator</b>	<b>Coordination Contractor</b>	<b>TOTAL EXPENSES</b>
Labor (501):	\$158,685.00	\$315,659.00	\$474,344.00
Fringe Benefits (502):	\$56,301.00	\$10,820.00	\$67,121.00
Services (503):	\$666,100.00	\$408.00	\$666,508.00
Materials and Supplies Cons. (504):	\$573,023.00	\$201,726.00	\$774,749.00
Utilities (505):	\$3,268.00	\$20,139.00	\$23,407.00
Casualty and Liability (506):	\$13,307.00	\$84,554.00	\$97,861.00
Taxes (507):	\$141.00	\$1,657.00	\$1,798.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$1,901,760.00	\$0.00	\$1,901,760.00
Miscellaneous (509):	\$30,003.00	\$8,466.00	\$38,469.00
Interest (511):	\$0.00	\$0.00	\$0.00
Leases and Rentals (512):	\$1,510.00	\$3,750.00	\$5,260.00
Annual Depreciation (513):	\$425,416.00	\$39,839.00	\$465,255.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$0.00	\$0.00	\$0.00
<b>GRAND TOTAL:</b>	<b>\$3,829,514.00</b>	<b>\$687,018.00</b>	<b>\$4,516,532.00</b>