

Transportation Disadvantaged Coordinating Board Agenda

Date / Time: June 8, 2020 | 10 AM

The Transportation Disadvantaged Coordination Board (TDCB) serves to identify local service needs and provide information, advice, and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the TD program. The TDCB focuses on compliance with state requirements for TD planning and ensuring that public transportation is accessible to everyone, including the transportation disadvantaged. TDCB membership is composed of several representatives such as: health and human services agencies, the elderly and disabled, citizens, and the private transportation industry and is established pursuant to Rule 41- 2.012(3), Florida Administrative Code (FAC).

Call Regular Meeting to Order

Proper Noticing, Roll-Call, Determination of Quorum

Lake County TDCB Chair, Commissioner Leslie Campione

I. AGENDA UPDATE

Proposed revisions to today's Agenda.

II. OPPORTUNITY FOR PUBLIC COMMENT (on agenda items or general comments)

III. ACTION ITEMS

A. CONSENT AGENDA:

- i. *Approval of December 2, 2019 Meeting Minutes and Public Hearing Meeting Minutes*
- ii. *Annual update and approval of the Transportation Disadvantaged Coordinating Board Bylaws: Staff recommends no changes to the Bylaws*
- iii. *Annual update and approval of the Transportation Disadvantaged Coordinating Board Grievance Procedures: Staff recommends no changes to the Grievance Procedures*

Staff recommends approval of the CONSENT AGENDA as presented

B. Review & Approval of FY 2020/21 Rate Calculation Model for Transportation Disadvantaged Trust Fund Trips for Lake County

CTC staff will present the FY 2020/21 Rate Calculation Model for TD Trust Fund trips. The Commission has established the Rate Calculation Model, which is utilized for the development of rates for transportation services that are arranged or provided by the Lake County CTC. The rates were approved by the Commission for further review by the TDCB. Once reviewed and approved, the rates will be included in the Transportation Disadvantaged Service Plan (TDSP) update. The rates for the upcoming fiscal year will remain at \$26.18 per one-way ambulatory passenger TD Trust Fund trip. The rate will change from \$45.88 to \$44.88 per wheelchair passenger.

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Staff recommends approval of the FY 2020/21 Rate Calculation Model for TD Trust Fund Trips.

C. Review & Approval of the Transportation Disadvantaged Service Plan (TDSP) Annual Update
(pages)

MPO staff is tasked with jointly developing and annually updating the TDSP with the Community Transportation Coordinator and the Transportation Disadvantaged Coordinating Board. Annual updates are due prior to the end of the grant agreement period (June 30). Staff will present the recommended annual updates to the TDSP.

The TDSP updates include:

- *TD Trust Fund trip rates for FY 2020/21.*
- *Change the current ADA 30-minute window to match the LakeXpress hour window.*
- *Change the Dialysis return 30-minute window to match the TD hour window.*
- *Change the co-pay to no pay, no transport. Currently we transport even if they do not pay.*
- *Updated Appendix B - Annual Performance Report for FY 2018/19.*
- *Updated Appendix C – Paratransit Vehicle Inventory*
- *Updated Appendix D – FDOT Annual Certification for 2019*
- *Updated Appendix E – Rate Model for FY 20-21*

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

D. CTC Evaluation for FY 19-20

The Transportation Disadvantaged Coordinating Board is tasked with annually reviewing the Community Transportation Coordinator (CTC) and evaluating the operations and the performance of the CTC. MPO staff is tasked with providing support to the CTC Evaluation Subcommittee in conducting the evaluation. The evaluation includes: (1) information from the latest Annual Operating Report (FY 2018/19), (2) the monitoring of contractors, (3) surveying of riders, contractors, and purchasing agencies (4) on-site observations of the system, (5) review of rider applications and (6) review of driver files. The CTC Evaluation Subcommittee recommendations will be presented for review and approval

IV. DISCUSSION ITEMS

Recommendation for approval is requested for discussion Items.

A. COVID-19 Transit Response

With the onslaught of COVID-19 pandemic, Lake County Transit swung into action to ensure everyone's safety. Discussions with our Contractor and Emergency Operations started on March 24, 2020. The following was implemented on April 1, 2020:

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- All fares are suspended on LakeXpress and Lake County Connection.
- Lake County Connection ran a modified schedule for essential trips only for medical, nutritional, and work.
- Lake County Connection ridership drops by 51%.
- LakeXpress running full service; however, riders are being asked to enter through the rear door. If anyone needed the ramp, they will be able to access it through the front door.
- LakeXpress ridership drop by 55%.
- Notice placed on buses to inform riders about social distancing and a plan was set in place to ensure no more than 10 passengers on board a bus at a time. However, there were no occurrences of 10 or more riders at a time.
- All vehicles are being sanitized every night.
- Hand sanitizing stations have been installed in all transit vehicles for drivers and public use.
- Communication to passenger and employees on a continuous basis.
- Personal Protection supplies were provided to the drivers (N95 masks and gloves). Replacements were on backorder for a time.
- Driver barriers installed in all fixed route and paratransit vehicles.
- A bus was secured for EOC to transport COVID-19 patient that were released from the hospital to a quarantined place for homeless people.
- Worked with contractor and a dialysis facility to determine the safest plan to transport COVID-19 patients to receive dialysis.
- Staff also attended industry webinars / conference calls.
- Continue to review monitoring guidance provided from the CDC, Lake County Emergency Operations Center, and the Lake County Health Department.
- Fare have been reinstated for LakeXpress and Lake County Connection as of Monday, June 1, 2020.

V. REPORTS

- A. Florida CTD – Kyle Mills
- B. FDOT – Jo Santiago
- C. Lake County CTC – Amy Bradford
- D. McDonald Transit – Lake County Connection – Ricky Mack
- E. Lake Sumter MPO – Mike Woods

VI. BOARD MEMBER COMMENTS

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VII. ADJOURNMENT

VIII. NEXT MEETING: August 24, 2020 @ 10 AM

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



AGENDA

LAKE COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

**Monday, December 2, 2019
Immediately Following the Annual Public Hearing at 10 a.m.
Lake~Sumter MPO, 225 W. Guava Street, Suite 217, Lady Lake, FL**

Members Present

Sheri Peterson
Jo Santiago
Jessie Riddle
Mark Godinez
Marsha Bukala
Steve Homan
Tamyika Young

Representing

Dept. of Children & Families
FDOT
Vocational Rehabilitation/Dept. of Education
Veterans Services
Citizens Advocate/User of System
Florida Dept. of Elder Affairs
Florida Agency for Health Care Administration

Members Absent

Leslie Campione, Chairman
E. Scott Pfender
Leshia Buchbinder
Jim Lowe
Linda Diaz
Colleen Kollmann
Gustavo Henriquez
David Taylor

Representing

Lake~Sumter MPO
Public Education Community
Children at Risk Representative
CAA/Economically Disadvantaged
Persons over 60, representing elderly
Person with a Disability representing Disabled
Workforce Development
Medical Community

Staff Present

Mike Woods
Doris LeMay
Brian Hutt

Representing

Lake~Sumter MPO
Lake~Sumter MPO
Lake~Sumter MPO

CALL REGULAR MEETING TO ORDER

Mike Woods asked for volunteer to Chair the meeting due to the absence of a Chair and Vice-Chair. Sheri Peterson volunteered to chair the meeting and was approved by a 7-0 vote. The meeting of the Lake County Transportation Disadvantaged Coordinating Board (TDCB) was called to order at 10:38 a.m. by Sheri Peterson. Staff announced that the meeting was properly noticed, the roll was called, at which time it was noted that a quorum was present. (7 Voting members).

I. AGENDA UPDATE - None

II. OPPORTUNITY FOR PUBLIC COMMENT (on agenda items or general comments)

Patricia Mason, a Lady Lake resident made statement about a safety issue on Del Mar Dr. in Lady Lake for handicapped persons who needed to walk that route. There are no sidewalks along the street. Additionally there were issues with the paratransit service when getting picked up from appointments. A bus driver named George was commended for his efforts to provide service.

There were no further public comments.

III. ACTION ITEMS

A. Approval of the Transportation Disadvantage Coordinating Board June 10, 2019 Meeting Minutes.

Staff requests approval of the Lake County Transportation Disadvantage Coordinating Board June 10, 2019 Meeting Minutes as presented.

Approval of June 10, 2019 Meeting Minutes

On a motion by Jo Santiago, seconded by Marsha Bukala and carried unanimously by a 7-0 vote, the Board approved the June 10, 2019 minutes as presented.

B. Appoint Transportation Disadvantage Coordinating Board Vice-Chair For The Year 2020

The current vice-chair is Lesha Buchbinder, Executive Director, Early Learning Coalition of Lake County. Per the bylaws the Board must annually appoint a vice chair. *Section 3: Vice-Chairperson: The TDCB shall hold an organizational meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chairperson shall be elected by a majority vote of the voting TDCB members present. The Vice-Chairperson's term of office shall be for one (1) year starting with the first meeting after his/her election, but the Vice-Chairperson may be re-elected to an additional term or terms of office. In the event of the Chairperson's absence, the Vice-Chairperson shall assume the duties of the Chairperson and conduct the meeting.*

Staff requests nomination of a vice-chair.

A motion to retain Lesha Buchbinder as vice-chair was made by Jo Santiago, seconded by Tamyika Young and carried unanimously by a 7-0 vote.

C. Approval of 2020 Transportation Disadvantaged Coordinating Board Meeting Schedule

Staff recommends four (4) meeting dates in 2020 during the months of April, June, August and November. The dates are recommended in order to accommodate the due dates for required items to be sent to the TD Commission. Staff recommends the meetings to be held on Mondays at 10:00 a.m. at the Lake~Sumter Metropolitan Planning Organization (LSMPO) offices in Leesburg. The proposed dates are as follows (see attachment):

1. April 13, 2020
2. June 8, 2020
3. August 24, 2020
4. November 9, 2020

On a motion by Jo Santiago, seconded by Marsha Bukala and carried unanimously by a 7-0 vote, the 2020 Transportation Disadvantaged Coordinating Board Meeting Schedule was approved as presented.

D. Annual Appointment of Grievance Subcommittee Members

Per the Grievance Procedures, *the Grievance Subcommittee shall consist of five voting members annually appointed by the board.* The Grievance Subcommittee meets as needed. We are required to appoint Grievance Subcommittee Members annually.

Current members include:

1. Chair Campione,
2. Steve Homan,
3. Colleen Kollman
4. Lesha Buchbinder

TDCB members are requested to consider volunteering for appointment to the subcommittee. Motion to appoint Grievance Subcommittee members.

Jo Santiago volunteered to join the Grievance Subcommittee as a fifth member.

A motion to accept Jo Santiago as the fifth member and retain the existing four members was made by Steve Homan, seconded by Marsha Bukala and carried unanimously by a 7-0 vote.

E. Annual Appointment of the Bylaws Subcommittee Members

Per the TDCB Bylaws, *the Bylaws subcommittee shall consist of at least 2 voting members and is appointed annually by the Board.*

Current members include:

1. Chair Campione
2. Lesha Buchbinder

A motion to retain the current members was made by Steve Homan, seconded by Mark Godinez and carried unanimously by a 7-0 vote.

F. Review of Lake County CTC FY 2018/19 Annual Operations Report

CTC staff will present the Lake County CTC FY 2018/19 Annual Operations Report (AOR). The Florida Commission for the Transportation Disadvantaged (CTD) requires this report be submitted by September 15 of each year. The CTD uses these forms to gather information in order: (1) to accurately reflect each CTC's operating data, (2) to provide a statewide operational profile of the Florida Coordinated Transportation System, and (3) to evaluate certain performance aspects of the coordinated systems individually and as a whole. The CTD also uses data collected in this report to substantiate the need to seek additional funds. The Lake County CTC must support all information submitted in this report with documentation substantiating the data's compliance with the state requirements. TDCB review is required. CTC staff will provide information during their presentation.

Motion to Accept the Lake County CTC FY 2018/19 AOR.

Amy Bradford presented a synopsis of the updates to the AOR and stated that the updates were slight changes the made the report more acceptable to reviewing agencies.

A motion to accept the AOR as presented was made by Steve Homan, seconded by Jo Santiago and carried unanimously by a 7-0 vote.

G. Review of Lake County CTCC Agreement Application, Using LifeStream Behavioral Center, Inc.

The FDOT Grant Application deadline is January 24, 2020. Staff recommends approval of the grant document (see attachment). Once reviewed and approved, the item will be placed on the BCC meeting agenda for approval on January 14, 2020.

Motion to Accept the Lake County CTCC Agreement Application, using LifeStream Behavioral Center, Inc.

Amy Bradford presented a synopsis of the Lake County CTCC Agreement Application stating that it was a coordination contract to get 5310 funding. They are adding disadvantage school student to the trips. This addition of users benefits the funding amount for Lake County TD service. Additional discussion continued.

A motion to accept the Lake County CTCC Agreement Application as presented was made by Jo Santiago, seconded by Steve Homan and carried unanimously by a 7-0 vote.

IV. DISCUSSION ITEMS

A. CTC staff will discuss FY 2020-2021 Section 5310, Section 5311 and Section 5339 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 three wheelchair positions for an approximate cost of \$297,015 for a total Grant request of \$291,046 with a local match of \$29,702.

2. 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 Operating Grant for \$675,000 this includes the local match of \$337,500. This grant will provide approximately 23,275 paratransit trips.

3. 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 \$494,500 this includes a local match of \$247,250. This grant will provide approximately 7,262 rural paratransit trips and fixed route service in rural area of South Lake County.

Amy Bradford presented a synopsis of the grant updates.

B. Open forum for board members to discuss important items for the year 2020.

Brian Hutt was introduced to the board by Mike Woods.

Mike Woods raised the issue of new technologies that are upcoming that will affect transit.

Marsha Bukala mentioned innovations being instituted by the Utah disabled program.

V. PRESENTATIONS

None

VI. REPORTS

- A. Florida CTD - None
- B. FDOT - Jo Santiago provided updates.
- C. Lake County Transit Operator (RATP Dev.) – None
- D. Lake County CTC – Amy Bradford provided updates
- E. Lake~Sumter MPO – Mike Woods provided various updates.

VII. BOARD MEMBER COMMENTS - None

VIII. ADJOURNMENT

Sheri Peterson closed the meeting at 11:13 a.m.

IX. NEXT MEETING: April 13, 2020 @ 10:00 a.m. - Lake~Sumter MPO, Leesburg

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
Minutes – Annual Public Hearing
Monday, December 2, 2019
Lake~Sumter MPO
225 W. Guava Street, Suite 217, Lady Lake, FL 32159**

Members Present

Sheri Peterson
Jo Santiago
Jessie Riddle
Mark Godinez
Marsha Bukala
Steve Homan
Tamyika Young

Representing

Dept. of Children & Families
FDOT
Vocational Rehabilitation/Dept. of Education
Veterans Services
Citizens Advocate/User of System
Florida Dept. of Elder Affairs
Florida Agency for Health Care Administration

Members Absent

Leslie Campione, Chairman
E. Scott Pfender
Leshia Buchbinder
Jim Lowe
Linda Diaz
Colleen Kollmann
Gustavo Henriquez
David Taylor

Representing

Lake~Sumter MPO
Public Education Community
Children at Risk Representative
CAA/Economically Disadvantaged
Persons over 60, representing elderly
Person with a Disability representing Disabled
Workforce Development
Medical Community

Staff Present

Mike Woods
Doris LeMay
Brian Hutt

Representing

Lake~Sumter MPO
Lake~Sumter MPO
Lake~Sumter MPO

CALL TO ORDER ANNUAL PUBLIC HEARING

Mike Woods asked for volunteer to Chair the meeting due to the absence of a Chair and Vice-Chair. Sheri Peterson volunteered to chair the meeting and was approved by a 7-0 vote. The meeting of the Lake County Transportation Disadvantaged Coordinating Board (TDCB) was called to order at 10:29 a.m. by Sheri Peterson. Staff announced that the meeting was properly noticed, the roll was called, at which time it was noted that a quorum was present. (7 Voting members).

PUBLIC COMMENT PERIOD: There were public comments by two citizens as follows:

Marsha Bukala stated that there was a safety issue on Del Mar Dr. in Lady Lake for handicapped persons who needed to walk that route. There are no sidewalks along the street. Additionally there were issues with the paratransit service when getting picked up from appointments. A bus driver named George was commended for his efforts to provide service.

Patricia Mason, a Lady Lake resident reiterated the safety issue on Del Mar Dr. as well as the paratransit issues raised by Marsh Bukala.

There were no further public comments.

ADJOURNMENT

Sheri Peterson closed the meeting at 10:38 a.m.

Chairman Leslie Campione

Date

Worksheet for Multiple Service Rates

CTC: **Lake County Board** Version 1.4
 County: **Lake County**

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

SECTION I: Services Provided

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

Ambulatory	Wheelchair	Stretcher	Group
- Yes - No	- Yes - No	- Yes - No	- Yes - No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

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

Ambulatory	Wheelchair	Stretcher	Group
- Yes - No	- Yes - No	- Yes - No	- Yes - No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service

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

Ambulatory	Wheelchair	Stretcher	Group
- Yes - No	- Yes - No	- Yes - No	- Yes - No

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

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

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

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

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

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

SECTION III: Escort Service

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

- Yes
- No

Skip #2 - 4 and Section IV and Go to Section V

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

- Pass. Trip
- Pass. Mile

Leave Blank

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

Leave Blank

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

Leave Blank

SECTION IV: Group Service Loading

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

Do NOT Complete Section IV

..... And what is the projected total number of Group Vehicle Revenue Miles?

Loading Rate 0.80 to 1.00

SECTION V: Rate Calculations for Multiple Services:

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

- * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
- * Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2020 - 2021			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	746,100	659,968	86,132	Leave Blank	0
Rate per Passenger Mile =		\$2.61	\$4.47	\$0.00	\$0.00
		per passenger per group			
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	67,016	48,134	18,882	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$26.18	\$44.88	\$0.00	\$0.00
		per passenger per group			
2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services....		Combination Trip and Mile Rate			
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile for Balance =		Leave Blank	Leave Blank	Leave Blank	\$0.00
		\$2.61	\$4.47	\$0.00	\$0.00
		per passenger per group			

Rates if No Revenue Funds Were Identified As Subsidy Funds				
	Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =	\$5.58	\$9.57	\$0.00	\$0.00
per passenger per group				
Rate per Passenger Trip =	\$56.02	\$96.04	\$0.00	\$0.00
per passenger per group				

Program These Rates Into Your Medicaid Encounter Data

Lake County Connection Performance Measures
as of June 8, 2020

Valid Complaints Type	Fiscal Year												Fiscal Year 2018-2019	
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr		2019-2020
Service	1	0	0	1	0	0	1	0	3	5	2	0	14	11
Policy	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Vehicle	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	1	1	0	1	0	0	1	0	3	5	2	0	14	11
Total Trips Provided	8,734	7,815	8,057	8,446	7,220	8,773	7,734	7,688	8,011	7,840	6,271	4,042	90,631	97,334
% of Complaints	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

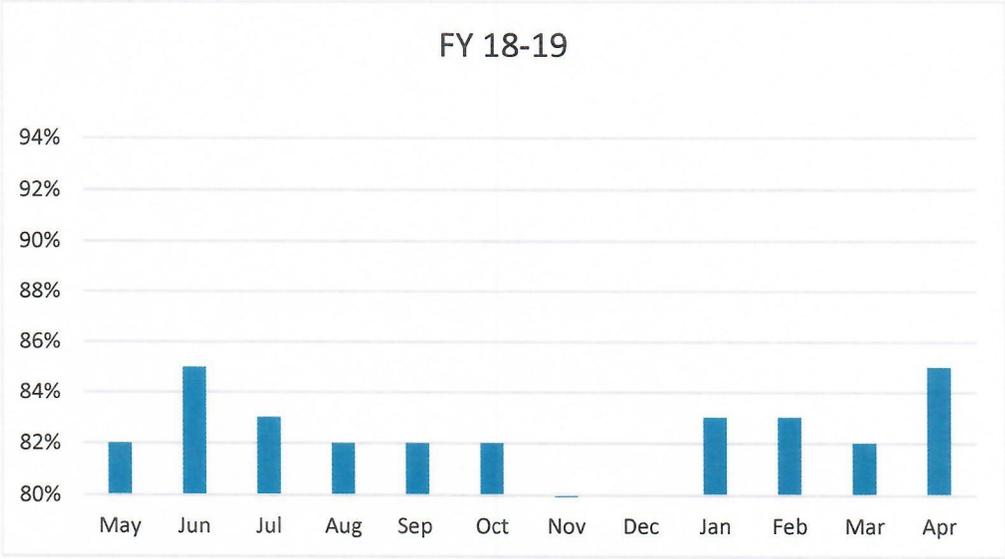
Non Valid Complaints	0	3	0	1	3	3	3	0	2	0	0	0	15	15
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Commendations

CTC	0	0	0	0	1	0	0	0	0	0	0	1	2	8
Operator	7	7	5	1	4	2	2	3	0	0	0	1	32	46
Contractors	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Lake County Connection On Time Performance June 8, 2020

On-Time Pickups



The Contract requirement for On-Time Performance is 95%

May-19	82%
Jun-19	85%
Jul-19	83%
Aug-19	82%
Sep-19	82%
Oct-19	82%
Nov-19	79%
Dec-19	80%
Jan-20	83%
Feb-20	83%
Mar-20	82%
Apr-20	85%

Lake County Connection - Performance Measures
as of June 8, 2020

	Monthly Contract Amount - Lake County Connections												
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
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	\$ 237,941.55	\$ 220,421.25	\$ 220,012.24	\$ 189,200.76	\$ 161,792.12	\$ 251,220.62	\$ 220,972.84	\$ 220,224.56	\$ 228,944.90	\$ 224,685.46	\$ 224,685.46	\$ 188,067.00	\$ 2,175,416.30
LCC Fuel Cost	\$ 44,571.99	\$ 36,694.42	\$ 45,588.09	\$ 41,318.17	\$ 35,994.60	\$ 31,127.12	\$ 41,413.30	\$ 37,236.14	\$ 35,974.23	\$ 36,072.80	\$ 35,974.23	\$ 36,072.80	\$ 385,990.86
LCC Maintenance	\$ 55,524.73	\$ 60,170.52	\$ 51,772.95	\$ 50,577.92	\$ 55,225.82	\$ 36,887.82	\$ 48,916.20	\$ 45,357.23	\$ 53,310.94	\$ 54,534.72	*	*	\$ 512,278.85
Co. Grant Match	*	*	*	*	*	*	*	*	*	*	*	*	\$ -
Co. Contribution	*	*	*	*	*	*	*	*	*	*	*	*	\$ -

*Due to a change in billing of the FDOT 5311 Grant, we are not able to provide the County Grant Match and the County Contribution amount at this time.

	Monthly Contract Amount - LakeXpress												
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
LX Budget	\$ 124,293.67	\$ 113,156.79	\$ 124,452.18	\$ 124,293.67	\$ 124,293.67	\$ 124,293.67	\$ 124,293.67	\$ 124,293.67	\$ 124,293.67	\$ 124,293.67	\$ 124,293.67	\$ 124,293.67	\$ 1,480,545.67
LX Requested	\$ 124,293.67	\$ 113,156.79	\$ 125,791.58	\$ 125,999.90	\$ 132,119.13	\$ 132,119.13	\$ 114,778.95	\$ 120,430.17	\$ 120,484.65	\$ 115,074.96	\$ 124,293.67	\$ 124,293.67	\$ 1,203,732.93
LX Fuel Cost	\$ 27,889.76	\$ 23,877.31	\$ 27,489.66	\$ 28,189.02	\$ 24,240.25	\$ 24,508.03	\$ 31,063.82	\$ 28,045.89	\$ 30,063.86	\$ 30,180.77	\$ 30,180.77	\$ 30,180.77	\$ 275,548.37
LX Maintenance	\$ 55,769.26	\$ 136,040.08	\$ 56,995.73	\$ 79,872.60	\$ 51,620.52	\$ 67,099.80	\$ 44,848.22	\$ 80,987.91	\$ 75,680.59	\$ 48,338.66	\$ 48,338.66	\$ 48,338.66	\$ 697,253.37

	Monthly Contract Amount - Paisley Deviated Fixed Route												
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Paisley Budget	\$ 1,666.67	\$ 1,666.66	\$ 1,666.66	\$ 1,666.66	\$ 1,666.66	\$ 1,666.66	\$ 1,666.67	\$ 1,666.67	\$ 1,666.67	\$ 1,666.67	\$ 1,666.67	\$ 1,666.67	\$ 20,000.00
Paisley Requested	\$ 1,638.14	\$ 1,314.21	\$ 1,320.38	\$ 1,628.88	\$ 1,308.04	\$ 1,488.63	\$ 1,905.48	\$ 1,480.05	\$ 1,880.45	\$ 1,377.09	\$ 1,666.67	\$ 1,666.67	\$ 15,341.35

Trips to Veterans Clinics and Hospitals

	Trips to Veterans Clinics and Hospitals												
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Clermont	11	9	10	8	12	11	11	5	10	4	4	0	93
Gainesville	2	0	2	2	0	6	5	2	4	4	2	1	30
Orlando	2	2	132	114	0	113	121	120	113	89	116	100	1,132
Summerfield	20	8	0	4	4	2	2	12	10	12	6	0	80
Tavares	9	13	21	12	13	16	6	18	8	6	9	0	131
TOTAL	44	32	165	140	139	148	143	157	145	115	137	101	1,466

Co-Pays

	Paratransit Co-pays Collected												
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
CTD	\$ 2,879.00	\$ 2,811.00	\$ 2,375.00	\$ 2,297.00	\$ 2,377.00	\$ 2,254.00	\$ 2,024.00	\$ 2,205.40	\$ 2,279.10	\$ 2,293.60	\$ 1,839.00	\$ -	\$ 25,634.10
FDOT	\$ 2,811.00	\$ 1,936.00	\$ 2,711.00	\$ 3,282.00	\$ 2,457.00	\$ 3,487.75	\$ 2,834.39	\$ 2,578.50	\$ 3,693.05	\$ 2,523.70	\$ 1,325.45	\$ -	\$ 29,639.84
ADA	\$ 3,253.50	\$ 2,945.50	\$ 2,992.75	\$ 3,153.00	\$ 2,846.90	\$ 3,395.00	\$ 2,799.75	\$ 2,971.50	\$ 2,901.25	\$ 2,856.55	\$ 2,019.45	\$ -	\$ 32,135.15
Other	\$ -	\$ -	\$ -	\$ 2.00	\$ -	\$ 4.00	\$ -	\$ -	\$ -	\$ 2.00	\$ -	\$ -	\$ 8.00
TOTAL	\$ 8,943.50	\$ 7,692.50	\$ 8,078.75	\$ 8,734.00	\$ 7,680.90	\$ 9,140.75	\$ 7,658.14	\$ 7,755.40	\$ 8,873.40	\$ 7,675.85	\$ 5,183.90	\$ -	\$ 87,417.09

Paratransit Co-pays Expected to Pay

	Paratransit Co-pays Expected to Pay												
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
CTD	\$ 3,755.00	\$ 3,709.00	\$ 3,304.00	\$ 3,273.00	\$ 3,412.00	\$ 3,301.00	\$ 3,173.00	\$ 3,330.00	\$ 3,344.00	\$ 3,469.00	\$ 3,750.00	\$ -	\$ 37,820.00
FDOT	\$ 4,437.00	\$ 3,426.00	\$ 4,080.00	\$ 4,472.00	\$ 3,264.00	\$ 4,682.00	\$ 3,936.00	\$ 3,555.00	\$ 3,810.00	\$ 3,528.00	\$ 2,115.00	\$ -	\$ 41,305.00
ADA	\$ 4,618.00	\$ 4,234.00	\$ 4,306.00	\$ 4,420.00	\$ 3,982.00	\$ 4,378.00	\$ 4,520.00	\$ 4,438.00	\$ 4,392.00	\$ 3,848.00	\$ -	\$ -	\$ 43,136.00
Other	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 46.00	\$ -	\$ 2.00	\$ -	\$ -	\$ -	\$ -	\$ 48.00
TOTAL	\$ 12,810.00	\$ 11,369.00	\$ 11,690.00	\$ 12,165.00	\$ 10,658.00	\$ 12,407.00	\$ 11,629.00	\$ 11,325.00	\$ 11,546.00	\$ 10,845.00	\$ 5,865.00	\$ -	\$ 122,309.00

DIFF. SHORTAGE												
May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
\$ 3,866.50	\$ 3,676.50	\$ 3,611.25	\$ 3,431.00	\$ 2,977.10	\$ 3,266.25	\$ 3,970.86	\$ 3,569.60	\$ 2,672.60	\$ 3,169.15	\$ 681.10	\$ -	\$ 34,891.91

No Shows

	No Shows												
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
# No Shows	253	226	220	253	226	257	280	309	315	292	338	139	3,108
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

Hardship Applications

	Hardship Applications												
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Approved	18	9	4	18	9	9	4	1	9	13	6	0	100
Declined	3	0	2	3	0	0	0	0	0	9	12	0	29

Lake County Connection Accident Report FY 19-20

Preventable Accidents	Person Only	Vehicle Only	Person and Vehicle
May-19		1	
June-19		1	
July-19	1	2	
August-19		3	
September-19			
October-19		1	
November-19		3	
December-19		3	
January-20		2	
February-20		1	
March-20			
April-20			
Total	1	17	0

Non Preventable Accidents	Person Only	Vehicle Only	Person and Vehicle
May-19		1	
June-19		2	
July-19		1	
August-19	1		
September-19	1		
October-19		2	
November-19	2	1	
December-19		1	
January-20	1		
February-20			
March-20		1	
April-20	1		
Total	6	9	0

LAKE COUNTY COMMUNITY TRANSPORTATION COORDINATOR

May 1, 2019 through April 30, 2020

TRIPS	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
Total Reservations	9,991	8,907	9,325	9,710	8,373	10,114	9,054	9,005	9,464	9,270	7,740	4,762	105,715
Passenger Cancellations	(1,004)	(866)	(985)	(946)	(855)	(1,084)	(1,040)	(1,008)	(1,138)	(1,138)	(1,131)	(581)	(11,776)
Passenger No Shows	(253)	(226)	(283)	(318)	(298)	(257)	(280)	(309)	(315)	(292)	(338)	(139)	(3,308)
TOTAL COMPLETED TRIPS	8,734	7,815	8,057	8,446	7,220	8,773	7,734	7,688	8,011	7,840	6,271	4,042	90,631

NO SHOWS BY FUNDING	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
ADA	64	65	91	116	95	91	105	132	113	77	88	50	1,087
CTD	82	80	105	111	91	87	81	88	68	99	100	63	1,055
Med Waiver	26	6	11	4	5	8	5	6	15	10	7	1	104
Med Waiver - CDC Plus	-	1	-	-	49	-	-	-	2	-	4	-	56
MFCS (Meal Sites)	52	50	39	52	28	40	32	44	46	38	31	-	452
FDOT 5311	29	24	37	35	30	31	57	39	71	68	108	25	554
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL	253	226	283	318	298	257	280	309	315	292	338	139	3,308

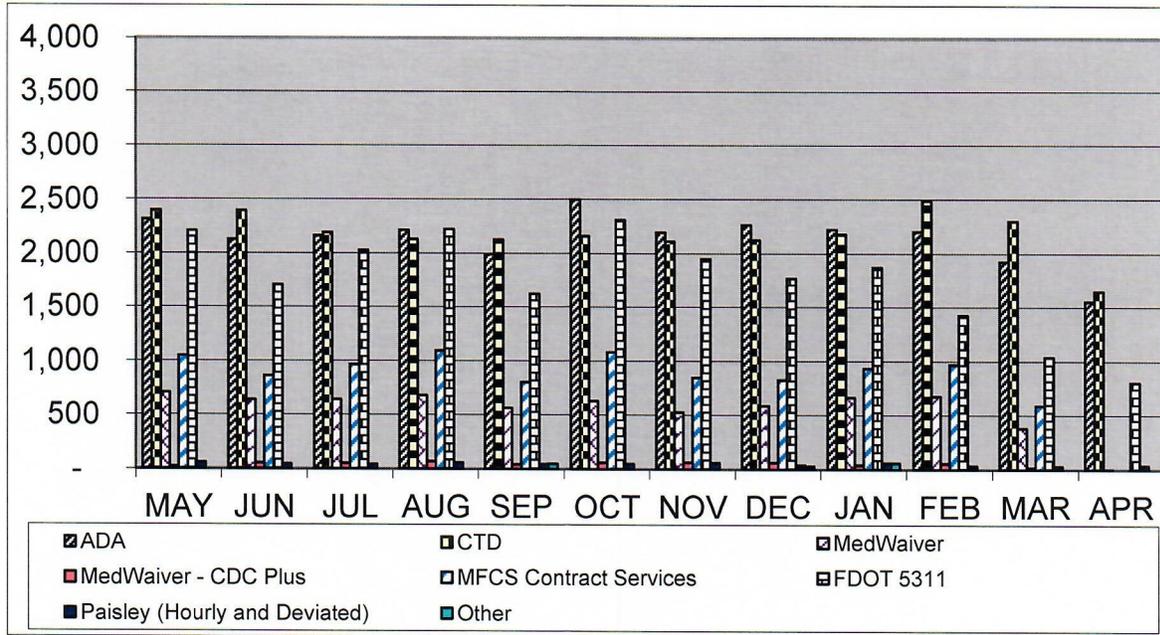
FUNDING SOURCE	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
ADA	2,309	2,124	2,155	2,210	1,991	2,496	2,189	2,263	2,219	2,197	1,924	1,550	25,627
CTD	2,395	2,394	2,187	2,127	2,124	2,157	2,110	2,123	2,174	2,487	2,299	1,645	26,222
MedWaiver	705	638	640	678	560	630	522	584	663	675	377	4	6,676
MedWaiver - CDC Plus	18	51	46	64	37	57	58	60	39	52	16	-	498
MFCS Contract Services	1,048	863	967	1,097	804	1,083	849	828	935	972	587	-	10,033
FDOT 5311	2,205	1,705	2,024	2,218	1,618	2,306	1,950	1,767	1,870	1,424	1,040	807	20,934
Paisley (Hourly and Deviated)	54	40	38	52	42	44	56	36	56	33	28	36	515
Other	-	-	-	-	44	-	-	27	55	-	-	-	126
TOTAL ACTUAL COUNTY TRIPS	8,734	7,815	8,057	8,446	7,220	8,773	7,734	7,688	8,011	7,840	6,271	4,042	90,631

PASSENGER TYPES	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
Elderly - Low Income	2,269	1,971	2,149	2,095	1,759	1,058	1,852	1,743	1,841	1,787	1,419	944	20,887
Elderly - Disabled	451	459	391	529	443	563	510	611	562	622	609	632	6,382
Elderly - Low Income & Disabled	572	477	588	606	535	359	533	518	505	536	359	212	5,800
Elderly - Other	2,022	1,872	1,809	1,992	1,692	1,307	1,780	1,724	1,749	1,705	1,404	836	19,892
Children - Low Income	-	-	-	-	-	-	-	-	-	-	-	-	-
Children - Disabled	-	-	-	-	17	20	13	13	16	18	6	-	103
Children - Low Income & Disabled	-	-	-	-	-	-	-	-	-	-	-	-	-
Children - Other	-	-	-	-	1	12	2	2	-	-	-	-	17
Other - Low Income	1,360	1,108	1,101	1,149	907	2,141	878	843	963	914	706	426	12,496
Other Disabled	582	540	526	522	458	508	514	563	595	599	514	254	6,175
Other Low Income & Disabled	324	351	359	362	325	657	329	394	415	403	271	167	4,357
Other Other	1,154	1,037	1,134	1,191	1,083	2,148	1,323	1,277	1,365	1,256	983	571	14,522
TOTAL	8,734	7,815	8,057	8,446	7,220	8,773	7,734	7,688	8,011	7,840	6,271	4,042	90,631

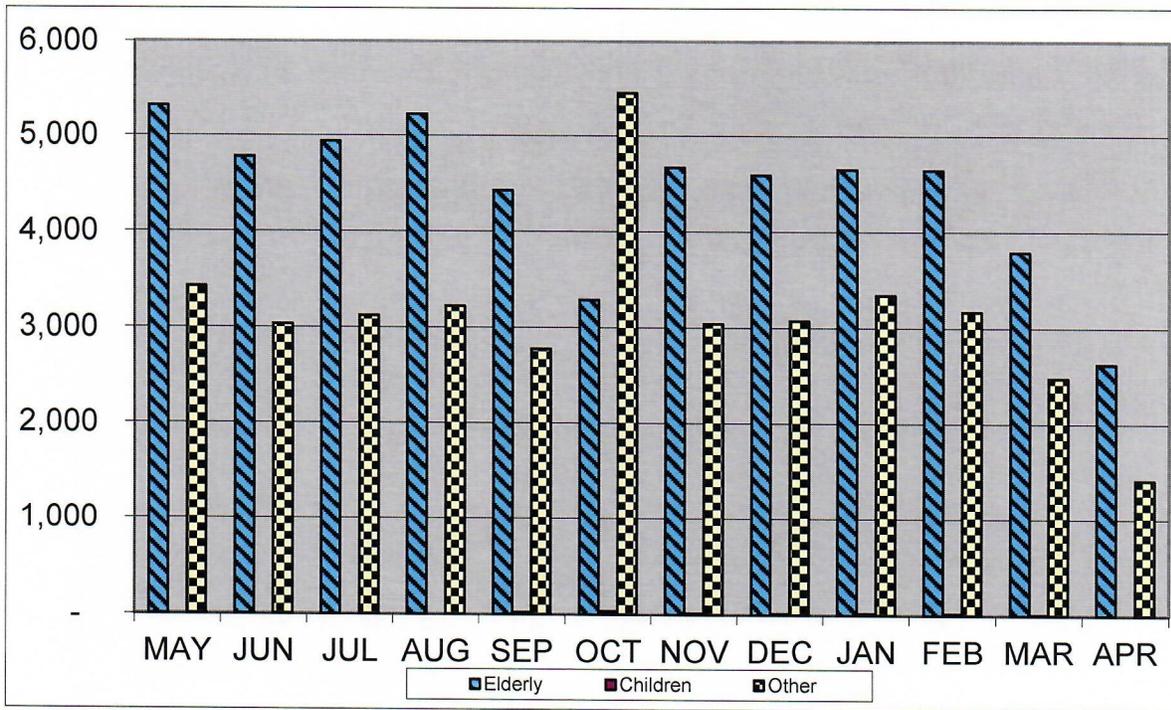
TRIP PURPOSE	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
MEDICAL	5,108	4,739	4,788	4,682	4,068	4,814	4,541	4,375	4,371	4,167	3,839	3,350	52,842
EMPLOYMENT	679	498	548	708	622	820	659	642	742	745	607	314	7,584
EDUCATION/TRAINING	1,089	982	987	1,093	963	1,245	927	972	1,094	1,171	670	72	11,265
NUTRITIONAL	1,238	1,067	1,107	1,343	1,008	1,323	1,109	1,080	1,097	1,155	832	239	12,598
OTHER	620	529	627	620	559	571	498	619	707	602	323	67	6,342
TOTAL	8,734	7,815	8,057	8,446	7,220	8,773	7,734	7,688	8,011	7,840	6,271	4,042	90,631

OTHER DATA	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
Unduplicated Trips	612	610	597	607	629	635	618	623	624	588	519	282	6,944
Unmet Trip Requests	-	-	-	-	-	-	-	-	-	-	-	-	-
Number of Roadcalls	17	6	11	5	3	2	5	6	3	3	1	2	64
Total Vehicle Revenue Miles	92,135	83,131	87,862	92,285	78,782	93,451	81,516	80,054	82,520	80,039	66,759	46,569	965,103
Total Vehicle Miles	112,345	102,421	110,497	113,555	96,056	113,407	98,924	97,023	98,893	96,151	81,265	60,670	1,181,207
Number of Accidents	2	3	4	4	-	3	6	4	3	1	1	1	32
Number of Vehicles	38	38	41	41	41	41	41	41	41	45	45	45	35
Number of Ambulatory Trips	5,884	5,228	5,438	5,679	4,874	6,050	5,142	5,154	5,564	5,483	4,121	2,206	60,823
Number of Wheelchair Trips	2,796	2,547	2,581	2,715	2,304	2,679	2,436	2,498	2,391	2,324	2,122	1,800	29,193
Number of Stretcher Trips	-	-	-	-	-	-	-	-	-	-	-	-	-
Number of Full-time Drivers	30	34	30	30	30	26	24	22	25	23	25	22	27
Number of Driver Hours	7,030	-	7,131	6,056	5,953	6,911	6,140	6,156	6,178	6,025	5,256	4,535	67,370
Number of Reservationists	3	3	3	3	3	2	2	3	3	3	3	3	3
Number of Dispatchers	3	3	3	3	3	2	2	2	2	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	5	5	5	5	6	6	6	6	6	6	6	5
Number of Operations	6	6	5	5	6	6	6	6	6	6	6	6	6
Number of Administration Support	1	1	1	1	1	1	1	1	1	1	1	1	1
Number of Management	4	4	4	5	5	5	5	5	5	5	5	5	5
Number of Escorts	2,023	1,935	1,919	1,933	1,639	1,941	1,813	1,877	1,820	1,869	1,528	1,361	21,658

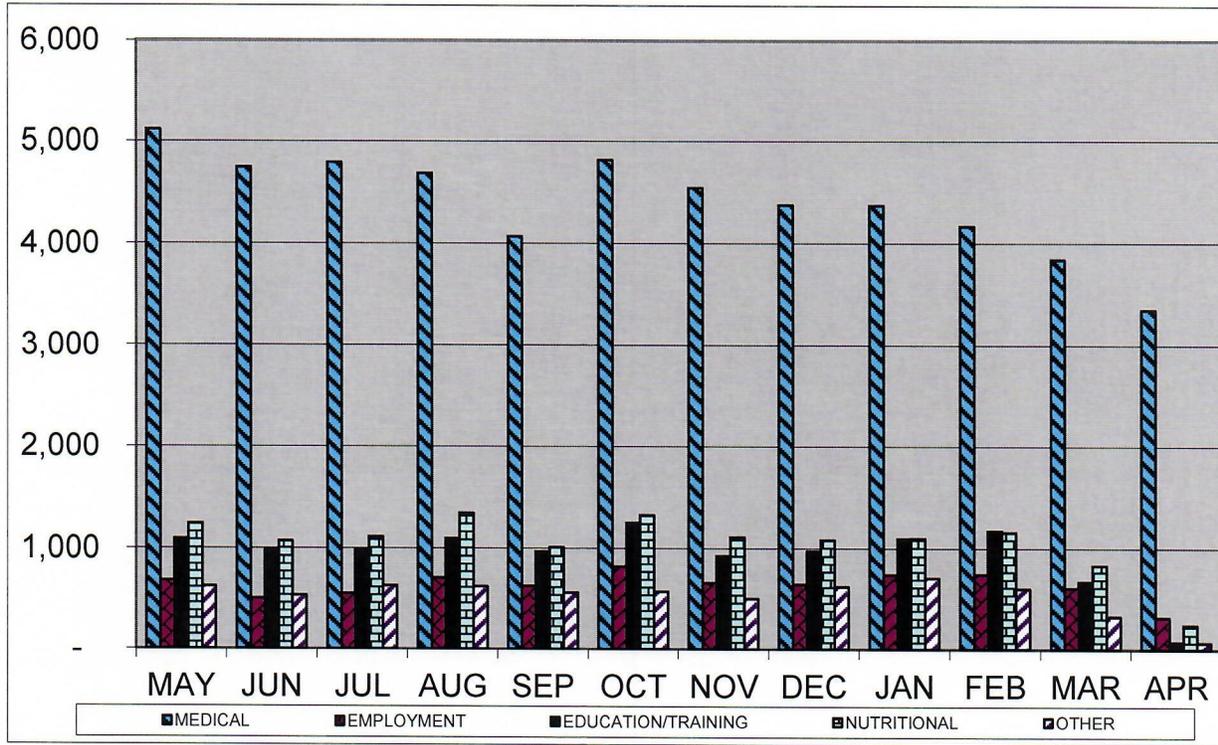
Community Transportation Coordinator Monthly Report FY 18-19 Funding Source



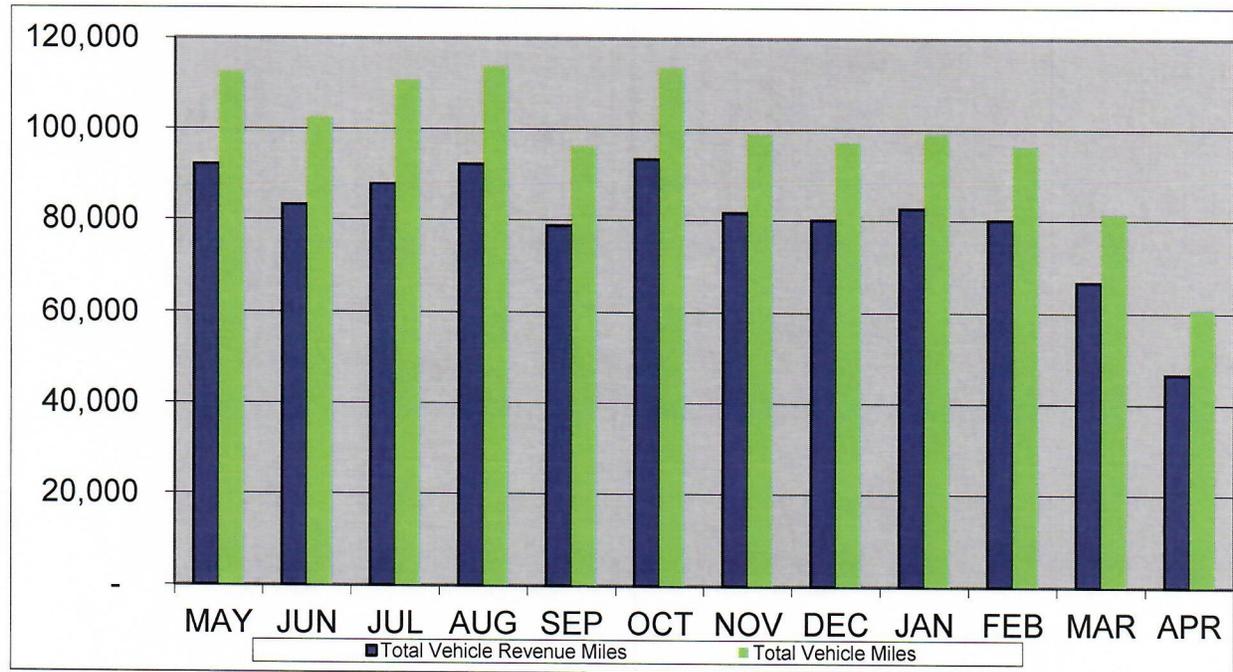
Passenger Types



**Community Transportation Coordinator Monthly Report
FY 18-19
Trip Purposes**



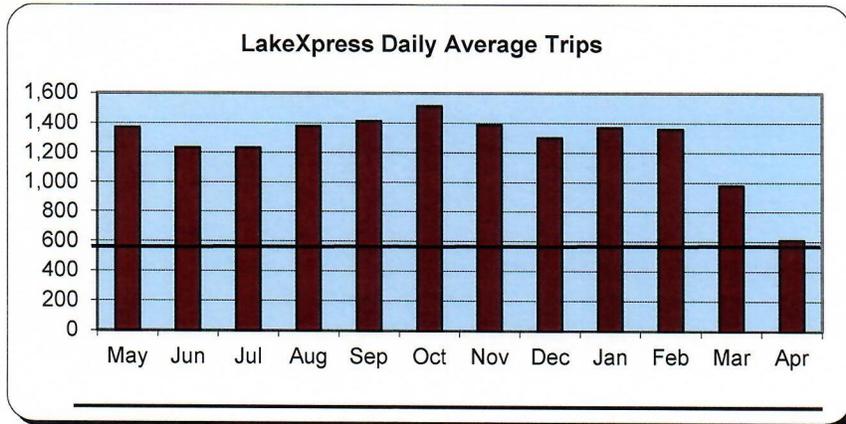
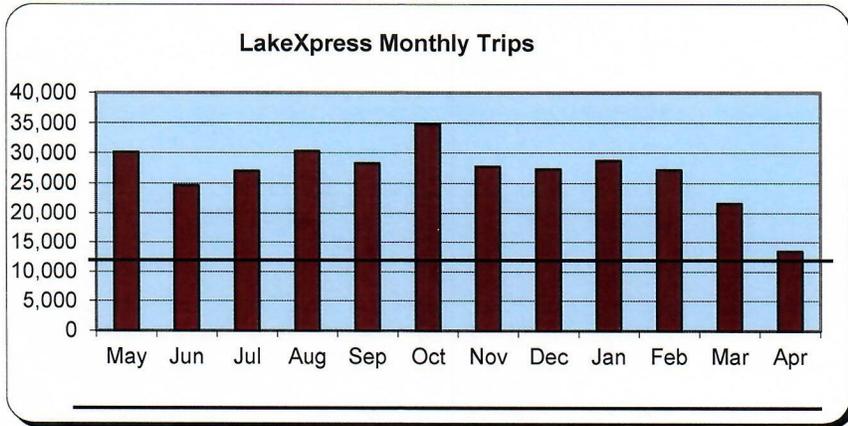
Vehicle Miles



LakeXpress Daily Averages for FY 19-20

MONTH	TOTAL TRIPS	DAILY TRIP AVERAGE	FARE BOX
May-19	30,098	1,368.09	\$ 11,134.03
Jun-19	24,588	1,229.40	\$ 9,893.99
Jul-19	27,038	1,229.00	\$ 10,586.87
Aug-19	30,308	1,377.64	\$ 11,543.17
Sep-19	28,284	1,414.20	\$ 10,321.18
Oct-19	34,842	1,514.87	\$ 11,813.36
Nov-19	27,759	1,388.00	\$ 10,875.72
Dec-19	27,318	1,301.00	\$ 10,640.72
Jan-20	28,733	1,368.24	\$ 11,646.00
Feb-20	27,185	1,359.25	\$ 10,490.59
Mar-20	21,553	979.68	\$ 7,840.15
Apr-20	13,396	608.91	\$ -
Total	321,102	1,415.31	\$ 116,785.78

LakeXpress Monthly Reports for FY 19-20



Lake County Transit Report Comparison Summary for February 2019 and February 2020

Description	Feb-19	Feb-20
Completed Trips	9,478	9,679
Total Vehicle Miles	100,898	96,151
Total Revenue Vehicle Miles	82,827	80,039
Total Revenue Hours	6,236	5,117
Vehicles Operated in Maximum Service	30	25
Accidents/Incidents (Preventative and Non-Preventative)	0 Preventable and 2-Non Preventable Accidents	2-Preventative; 0-Non-Preventative
On Time Performance - Standard 95%	85%	83%
Call Hold Times	Average hold time is 1.35 minutes	Average hold time is 1.33 minutes
Invoice Amount	\$220,279.50	\$224,685.46
Cost per mile	\$2.66	\$2.81
Cost per trip	\$23.24	\$23.21
Compliments	0	0
Complaints	1 Valid Complaints	5-Valid Complaints