



Transportation Disadvantaged Coordinating Board Agenda

Date / Time: June 2, 2025, | 10 AM

Lake County TDCB Committee Meeting - June 2025

June 2, 2025, 10:00 AM – 12:00 PM (America/New York)

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The Transportation Disadvantaged Coordinating 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

Invocation / Pledge of Allegiance

Proper Noticing

Roll Call

Determination of Quorum

Chair Announcements Lake County TDCB Chair, Commissioner Leslie Campione

I. AGENDA UPDATE

A. Proposed revisions to today's agenda (if any)

Transportation Disadvantaged Coordinating Board Agenda

Date / Time: June 2, 2025, | 10 AM

II. OPPORTUNITY FOR PUBLIC COMMENT (ON AGENDA ITEMS OR GENERAL COMMENTS)

At this point in the meeting, the Board will hear citizens' questions, comments, and concerns. If the issue raised is not on today's Agenda, the Board will not take action at this meeting. Questions may be answered by staff or referred for appropriate staff action. If further action is necessary, the item may be placed on a future Board agenda. Public comment shall be limited to three minutes per person.

III. CONSENT AGENDA

- A. Approval of March 3, 2025, Quarterly Meeting Minutes

Attachment A: March 3, 2025, Lake County TDCB Quarterly Meeting Minutes

- B. Approval of Lake County TDCB Bylaws

Attachment B: Lake County TDCB Bylaws

- C. Approval of Lake County Grievance Procedures

Attachment C: Lake County TDCB Grievance Procedures

IV. ACTION ITEMS

- A. **Approval of FY 2024-2025 Community Transportation Coordinator Evaluation**

The TDCB is tasked with annually reviewing the Community Transportation Coordinator (CTC) and evaluating the CTC's operations and performance. MPO staff is tasked with providing support to the CTC Evaluation Subcommittee in conducting the evaluation. The evaluation includes an assessment of compliance with Chapter 427 F.S., Rule 41-2 F.A.C., Commission and local standards, and the Americans with Disabilities Act (ADA), as well as onsite observations and rider surveys.

The CTC Evaluation Subcommittee suggestions and recommendations will be presented for review and approval.

Attachment D: Lake County FY 2024-2025 CTC Evaluation Workbook

- B. **Approval of FY 2025 Transportation Disadvantaged Service Plan Annual Update**

The Lake-Sumter MPO and CTC are required to develop a Transportation Disadvantaged Service Plan (TDSP) every five years and update the plan annually, with review and approval from the TDCB. The current TDSP was updated in FY 2024 and is therefore due for an annual update in FY 2025. The FY 2025 annual update includes all required annual updates, as well as other changes as needed. These revisions are summarized in Attachment F: FY 2025 Transportation Disadvantaged Service Plan Annual Update Revision Log. The FY 2025 TDSP Annual Update will be presented for review and approval.

Transportation Disadvantaged Coordinating Board Agenda

Date / Time: June 2, 2025, | 10 AM

[*Attachment E: FY 2025 Transportation Disadvantaged Service Plan Annual Update*](#)

[*Attachment F: FY 2025 Transportation Disadvantaged Service Plan Annual Update
Revision Log*](#)

C. Approval of FY 2026 Meeting Calendar

The proposed TDCB meeting dates for FY 2026 are:

- Q1 TDCB Meeting: September 15, 2025
- Q2 TDCB Meeting: December 8, 2025
- Q3 TDCB Meeting: March 2, 2026
- Annual Public Hearing: March 2, 2026
- Q4 TDCB Meeting: June 1, 2026

V. DISCUSSION ITEMS

A. Review and discussion of the Commission for the Transportation Disadvantaged (CTD) Ombudsman Report

The Lake County TDCB is required to review the CTD Ombudsman's Report quarterly. The CTD received no calls for Lake County this quarter.

B. Greivance Subcommittee Report

The Grievance Subcommittee met on May 13th, 2025, to discuss a grievance filed by Mrs. Laura Patel regarding her denial of re-eligibility for TD services. Mrs. Patel was approved for ADA services, but her application for TD services was denied in writing by Lake County Transit Management (LCTM). Mrs. Patel appealed the decision on January 31, 2025, and after speaking with Mrs. Patel and reviewing her application, the Office of Transit Services denied her appeal in writing on February 25, 2025. The reasons cited for the denial of her appeal were that Mrs. Patel's income exceeds the adjusted 200% poverty threshold, is under the age of 60, and does not lack access to other transportation options. Mrs. Patel had previously been eligible under the Mary Bennett Rule but is no longer eligible due to the rule change in 2023, which restricted Mary Bennett eligibility to those who are \$5,000 or less over the 200 percent poverty level. Mrs. Patel filed a formal grievance with the Lake County Office of Transit Services on April 15, 2025, and provided justification on why she feels she meets the eligibility criteria due to her disability and lack of access to other means of transportation.

The Grievance Subcommittee Report includes a summary of the discussion, the recommendations, and additional documentation pertaining to the grievance.

[*Attachment G: May 13, 2025, Greivance Subcommittee Report*](#)

Transportation Disadvantaged Coordinating Board Agenda

Date / Time: June 2, 2025, | 10 AM

C. Discussion to Establish Scope of New Subcommittee

The TDCB has had ongoing conversations regarding Lake County Transit's Mary Bennett Rule, which allows persons receiving dialysis treatment, as well as those with long-term medical conditions such as cancer treatments, heart conditions, diabetes, neuropathy, etc., that require ongoing treatment to qualify for services if they are \$5,000 or less over the 200 percent poverty level. The TDCB has determined that this issue requires more detailed discussion than regular meetings allow for and has requested that a new subcommittee be established to further examine potential changes to the Mary Bennett Rule and make recommendations to the TDCB.

The purpose of this discussion is to clearly define the scope and purpose of the new subcommittee so that the TDCB can vote on members at the FY 2026 Q1 TDCB meeting.

D. Follow Up Items

This will be a recurring agenda item that provides a status update on items discussed at previous quarterly meetings. The attached Follow Up Log provides an update on the items below:

1. Eligibility application updates
2. Proposed updates to Mary Bennet Rule
3. Implementing a cap on life sustaining trips
4. Accessibility updates to no show door hanger
5. Operator training on customers with disabilities
6. New scheduling system
7. Potential policy for riders who need to use the bathroom while on the bus

[*Attachment H: June 2, 2025, Lake County TDCB Agenda Follow Up Log*](#)

E. Board Membership Updates

There have been no recent changes to the Lake County TDCB membership.

F. Upcoming Conferences/Meetings/Events

- Florida CTD Quarterly Business Meeting – June TBD, 2025
- FPTA Annual Conference – September 2-4, 2025, St. Petersburg Beach

VI. REPORTS

A. FDOT – Jamie Ledgerwood

B. Lake County CTC – Amy Bradford

- [*Lake County Transit Report \(Attachment I\)*](#)

C. RATP Dev – Ola Adelekan, General Manager

Transportation Disadvantaged Coordinating Board Agenda

Date / Time: June 2, 2025, | 10 AM

- D.** Lake-Sumter MPO Quarterly Progress Report – Michael Woods, *MPO Quarterly Progress Report (Attachment J)*

VII. OPPORTUNITY FOR PUBLIC COMMENT (ON AGENDA ITEMS OR GENERAL COMMENTS)

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VIII. BOARD MEMBER COMMENTS

IX. ADJOURNMENT

X. NEXT MEETING: September 15, 2025 (pending approval)

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.



Lake County Transportation Disadvantaged Coordinating Board
Minutes March 3, 2025
Lake~Sumter MPO
1300 Citizens Blvd., Suite 175 Leesburg, FL 34748

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Members Present
Leslie Campione, Chair
Jamie Kersey Ledgerwood
Kimberly Mummey
E. Scott Pfender
Rebecca Matthews
Chantel Buck
Cyndi North
Lesha Buchbinder, Vice Chair
Steve Homan
Emilio Santiago
Gustavo Henriquez

Representing
Lake~Sumter MPO
FDOT
Dept. of Children & Families
Public Education Community
Person with a Disability representing Disabled
Citizens Advocate
Citizens Advocate/User of System
Children at Risk Representative
Florida Dept. of Elder Affairs
Florida Agency for Healthcare Administration
Regional Workforce Development Board

Members Absent
Jennilyn Green
Kirk Armstrong
Timothy Bridges
Joanne Seagle

Representing
Vocational Rehabilitation/Dept. of Education
Veterans Service Office Representing Veterans
FL Association CAA/Economically Disadvantaged
Persons over 60, representing elderly

Staff Present
Michael Woods
Doris LeMay

Representing
Lake~Sumter MPO
Lake~Sumter MPO

CALL TO ORDER

The meeting of the Lake County Transportation Disadvantaged Coordinating Board (TDCB) was called to order at 10:00 a.m. by Chair Leslie Campione. A moment of silence followed by the Pledge of Allegiance. Staff announced that the meeting was properly noticed, and a quorum was present. (8 Voting members present).

I. AGENDA UPDATE - None

II. OPPORTUNITY FOR PUBLIC COMMENT (on agenda items or general comments) – V. Anderson complemented drivers- Wait times lengthy. W Mckenzie Complemented drivers – Question about not being able to be picked up for certain functions. Unpleasant Dispatcher. K. Delmonaco – Training Drivers

III. ACTION ITEMS:

A. Approval of December 2, 2024, Quarterly Meeting Minutes
Lesha Buchbinder made a motion to approve item A with the correction of Lesha Buchbinder as Vice Chair, seconded by Scott Pfender and carried unanimously by an 8-0 vote, the Board approved Item A of the Consent Agenda with the correction of Lesha Buchbinder as Vice Chair.

IV. DISCUSSION ITEMS:

- A. Review and discussion of the Commission for the Transportation Disadvantaged (CTD) Ombudsman Report – Michael Woods
- B. Follow Up Items – Kelsey Peterson, WSP, Bill Hearndon & Amy Bradford Lake County Transit
- C. FY2025 Transportation Disadvantaged Service Plan Annual Update – Kelsey Peterson, WSP
- D. FY2025 Community Transportation Coordinator Evaluation – Kelsey Peterson, WSP
- E. FY2025 Annual Public Hearing – Kelsey Peterson, WSP
- F. Board Membership Updates – None
- G. Upcoming Conferences/Meetings/Event

V. REPORTS

- A. FDOT -Jamie Kersey Ledgerwood
- B. Lake County CTC – Amy Bradford
- C. RATP Dev – Lake County Connection – Ola Adelekan, General Manager
- D. Lake Sumter MPO Quarterly Progress Report – Michael Woods

VI. OPPORTUNITY FOR PUBLIC COMMENT None

VII. BOARD MEMBER COMMENTS – Cyndi North – Late arrival times to appointments – Dignity to riders/service animals. Rebecca Matthews – P/U and Drop off times/ issues.

VII. ADJOURNMENT: There being no further business to discuss, the meeting adjourned at 12:26.

IX. NEXT MEETING: June 10, 2024 @ 10AM

Chairman Campione

Date

BYLAWS OF THE LAKE COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

ARTICLE I: PREAMBLE

The following sets forth the Bylaws which shall guide the functioning of the Lake County Transportation Disadvantaged Coordinating Board. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes (F.S.), and Chapter 41-2, Florida Administrative Code (F.A.C.), governing the coordination of transportation services provided to the transportation disadvantaged.

ARTICLE II: NAME AND PURPOSE

Section 1: Name: The Coordinating Board shall be the Lake County Transportation Disadvantaged Coordinating Board, hereinafter referred to as the TDCB.

Section 2: Purpose: Pursuant to F.S. 427.0157, the primary purpose of the TDCB is to develop local service needs and to provide information, advice, and direction to the Community Transportation Coordinator (C.T.C.) on the coordination of services to be provided to the transportation disadvantaged.

ARTICLE III: MEMBERSHIP

Section 1: Appointment of Members: In accordance with F.S. 427.0157 and Rule 41-2.012, F.A.C., members of the TDCB shall be appointed by the Lake-Sumter Metropolitan Planning Organization, hereinafter referred to as the M.P.O.

Section 2: Voting Members: In accordance with Rule 41-2.012(3), F.A.C., in addition to the Chairperson, the following agencies or groups shall be represented on the TDCB as voting members:

1. A local representative of the Florida Department of Transportation.
2. A local representative of the Florida Department of Children & Families;
3. A local representative of the Public Education Community may include but is not limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible.
4. A local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services representing the Department of Education;
5. A person recommended by the local Veterans Service Office representing the veterans of the County;
6. A person who is recognized by the Florida Association for Community Action (President) as representing the economically disadvantaged in the County;
7. A person over sixty years of age representing the elderly in the County.
8. A person with a disability representing the disabled in the County;
9. A citizen's advocate representative in Lake County;
10. A citizen's advocate representative in Lake County who uses the transportation services of the system as that person's primary means of transportation;
11. A local representative for children at risk;
12. A local representative of the Florida Department of Elder Affairs;

13. An experienced representative of the local private for-profit transportation industry or, in an area where such a representative is not available, a local private non-profit representative except where the said representative is also the C.T.C.;
14. A local representative of the Florida Agency for Health Care Administration;
15. A representative of the Regional Workforce Development Board established in Chapter 445, F.S.; and
16. A representative of the local medical community may include. Still, it is not limited to kidney dialysis centers, long-term care facilities, assisted living facilities, hospitals, local health departments, or other home and community-based services.

Section 3: Alternate Members: All members of the TDCB may have their agency or organization designate, in writing, an alternate who may vote only in the absence of that member. All members not representing an agency or organization may have an alternate appointed by the M.P.O, who may vote only in the absence of that member.

Section 4: Technical Advisors – Non-voting Members: Non-voting technical advisors may be approved upon a majority vote of a quorum of the TDCB members to provide the TDCB with technical advice.

Section 5: Terms of Appointment: Except for the Chairperson and state agency representatives, the members of the TDCB shall be appointed for three (3) year terms. The Chairperson shall serve until the elected term of office has expired or until the M.P.O. Individuals replacing the Chairperson may be reappointed to serve an additional three (3) year term. No employee of a C.T.C. shall serve as a voting member of the TDCB in an area where the C.T.C. serves.

Section 6: Termination of Membership: A member of the TDCB may resign at any time by giving notice in writing to the Chairperson. Unless otherwise specified in such notice, the resignation shall take effect when the Chairperson receives it. Each member of the TDCB is expected to demonstrate their interest in the TDCB's activities by attending the scheduled meetings. If a voting member cannot attend a meeting, they should ensure that their alternate will attend. The M.P.O. shall review and consider rescinding the appointment of any voting member of the TDCB who fails to attend three (3) consecutive meetings. The TDCB shall notify the Florida Transportation Disadvantaged Commission (Commission) of any agency voting member or their alternate failing to attend three (3) consecutive meetings.

ARTICLE IV: OFFICERS AND DUTIES

Section 1: Officers: The officers of the TDCB shall include a Chairperson and a Vice-Chairperson.

Section 2: Chairperson: The M.P.O. shall appoint an elected official from Lake County to serve as the official Chairperson for all TDCB meetings. The Chairperson shall preside at all meetings, review and sign the official meeting minutes, and be responsible for all notices and agendas for future meetings. The Chairperson shall serve until the elected term of office has expired or otherwise replaced by the M.P.O., in accordance with Rule 41-2.012(4), F.A.C.

Section 3: Vice-Chairperson: The TDCB shall hold an organizational meeting each year to elect a Vice-Chairperson. A majority vote of the voting TDCB members present shall elect the Vice-Chairperson. The Vice-Chairperson's term of office shall be for one (1) year starting with the first meeting after their 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.

Section 4: Absence of Chairperson and Vice Chairperson: In the event of the TDCB Chairperson's and the Vice-Chairperson's absence, the TDCB will, if a quorum is present, elect a voting member of the TDCB to assume the duties of the Chairperson for that meeting and conduct the meeting.

ARTICLE V: COORDINATING BOARD MEETINGS

Section 1: Regular Meetings: The TDCB shall meet as often as necessary in order to meet its responsibilities. However, as required by Section 427.0157, F.S. and Rule 41-2.012(5), F.A.C., it shall meet at least quarterly. All meetings, including committee meetings, shall function under Florida's "Government in the Sunshine Law."

Section 2: Notice of Meetings and Meeting Agendas: A notice stating the date, time, and place of each meeting shall be publicly advertised and sent to all TDCB members and other interested parties at least fourteen (14) days in advance of the meeting. A meeting agenda shall be sent to all TDCB members and other interested parties at least seven (7) days in advance of each meeting. They shall be made available to the public at least four (4) days in advance of the meeting in accordance with the M.P.O. Public Participation Policy (Section 6.0, Lake~Sumter M.P.O. Bylaws). Agenda changes may be made at any meeting by a two-thirds (2/3) vote of the TDCB members present, provided that all agenda changes are made in accordance with the M.P.O. Public Participation Policy (Section 6.0, Lake~Sumter M.P.O. Bylaws).

Section 3: Emergency Meetings: If determined by the Chairperson to be necessary, the Chairperson may call an emergency meeting. A notice stating the emergency meeting's date, time, and place shall be publicly advertised and sent to all TDCB members and other interested parties at least seven (7) days, if possible, in advance of the meeting. A meeting agenda shall be sent to all TDCB members as soon as possible.

Section 4: Quorum: At all meetings of the TDCB, the presence of a majority of the currently seated members shall be necessary and sufficient to constitute a quorum for the business transaction.

Section 5: Voting: Unless otherwise expressly required by law or these Bylaws, all matters to be voted on shall be decided by a majority vote of those TDCB members present. TDCB members can participate in meetings via conference call. However, a physical quorum must be present to vote for the business transaction.

Section 6: Public Participation: All TDCB meetings shall be held in accordance with the M.P.O. Public Participation Policy (Section 6.0, Lake~Sumter M.P.O. Bylaws).

ARTICLE VI: STAFF

The M.P.O. shall provide the TDCB with sufficient staff support and resources to enable the TDCB to fulfill its responsibilities as outlined in Chapter 427, F.S., and Chapter 41-2, F.A.C. This includes providing sufficient staff to manage and oversee the responsibilities of the TDCB. This includes but is not limited to assistance in the scheduling of meetings, preparing meeting agenda packets, training board members, evaluating cost-effectiveness, reviewing the local Transportation Disadvantaged Service Plan (TDSP), and other necessary administrative duties as appropriate.

ARTICLE VII: COORDINATING BOARD DUTIES

Section 1: Coordinating Board Duties: Pursuant to F.S. 427.0157 and Rule 41-2.012, the TDCB shall perform the following duties:

1. Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission and the Chairperson of the M.P.O.;
2. Review and approve the C.T.C.'s Memorandum of Agreement and the C.T.C.'s Transportation Disadvantaged Service Plan (TDSP) prior to submittal to the Commission;
3. Continuously evaluate services provided under the approved Service Plan. Annually, provide the M.P.O. with an evaluation of the C.T.C.'s performance in general and relative to Commission standards and the completion of current Service Plan elements. Recommendations relative to performance and the renewal of the C.T.C.'s Memorandum of Agreement shall be included in the report;
4. In cooperation with the C.T.C., review and provide recommendations to the Commission and the M.P.O. on all applications for local government, state, or federal funds relating to the transportation of the transportation disadvantaged in Lake County to ensure that any expenditures within the County are provided most cost-effectively and efficiently;
5. Review the coordination strategies of service provision to the transportation disadvantaged in the County to seek innovative ways to improve cost-effectiveness, efficiency, safety, working hours, and types of service to increase ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area C.T.C.s and consolidation of adjacent designated service areas when it is appropriate and cost-effective to do so;
6. Appoint a Grievance Subcommittee to serve as a mediator to process, investigate and decide grievances or complaints from agencies, users, and potential users of the system and the C.T.C. in the County, and make recommendations to the Coordinating Board for improvement of service. The Coordinating Board shall establish procedures to provide regular opportunities for grievances and issues to be brought before the committee and to address them in a timely manner. The Coordinating Board shall hear grievances and appeals itself as provided for in the grievance procedures. Members appointed to the Subcommittee shall be voting members of the Coordinating Board;
7. Annually review coordination contracts to advise the C.T.C. whether the continuation of said contract provides the most cost-effective and efficient transportation available;
8. Review and approve the C.T.C.s Annual Operating Report by September 15th of each year;
9. Review and approve the TDSP for consistency with approved minimum guidelines and the goals and objectives of the Coordinating Board. The TDSP shall include a vehicle inventory of those vehicles purchased with transportation-disadvantaged funds;
10. Assist the C.T.C. in establishing eligibility guidelines and priorities with regard to the recipients of nonsponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund monies;
11. Hold at least one public hearing per year for the purpose of receiving input on unmet needs or any other areas that relate to the local transportation services;
12. Work cooperatively with regional workforce boards established in Chapter 445, F.S., to assist in the development of innovative transportation services for participants in the welfare transition program; and

13. Evaluate multi-county or regional transportation opportunities.

ARTICLE VIII: COMMITTEES

Section 1: Grievance Subcommittee: The Grievance Subcommittee shall be appointed and function pursuant to Grievance Procedures adopted by the TDCB.

Section 2: Other Committees: Other committees may be designated by the Chairperson as necessary to investigate and report on specific subject areas of interest to the TDCB and to deal with administrative and legislative matters.

ARTICLE IX: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES

The M.P.O. authorizes the TDCB to communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with Chapter 427, F.S., and Chapter 41-2, F.A.C.

ARTICLE X: AMENDMENTS

The Bylaws shall be reviewed, updated (if necessary), and adopted annually.

ARTICLE XI: CERTIFICATION

The undersigned hereby certifies that they are the Chairperson of the Lake County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true, and corrected copy of the Bylaws of this Coordinating Board as adopted by Lake County Transportation Disadvantaged Coordinating Board on the 8th day of June 2020.

LAKE COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

Leslie Campione, Chairman

GRIEVANCE PROCEDURES OF THE LAKE COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

ARTICLE I: PREAMBLE

The following sets forth the grievance procedures of the Lake County Transportation Disadvantaged Coordinating Board (TDCB), serving to assist the Lake-Sumter Metropolitan Planning Organization (MPO). The intent is to provide policies and procedures pursuant to Chapter 427, Florida Statutes, and Rule 41-2.012, Florida Administrative Code, for the resolution of formal grievances concerning paratransit services from agencies, users, potential users, sub-contractors, and other interested parties.

ARTICLE II: GRIEVANCE SUBCOMMITTEE NAME, PURPOSE, AND MEMBERSHIP

Section 1: Name: The name of the subcommittee to process and investigate grievances or complaints and make recommendations for the Lake County TDCB shall be the Grievance Subcommittee.

Section 2: Purpose: The primary purpose of the Grievance Subcommittee is to process and investigate grievances or complaints from agencies, users, transportation operators, potential users of the system and the Community Transportation Coordinator (CTC), to review and make recommendations, as necessary, for amendments to paratransit eligibility guidelines, and to make recommendations to the TDCB for improvement of services. The Grievance Subcommittee shall meet as often as necessary to process grievances and complaints in a timely manner.

Section 3: Membership: The Grievance Subcommittee shall consist of five (5) voting members chosen from the TDCB. The TDCB shall approve the Grievance Subcommittee appointees by a two-thirds (2/3) vote of a quorum of the members present and voting. The members of the Grievance Subcommittee shall be appointed at the first quarterly meeting and shall serve for a period of one year.

ARTICLE III: DEFINITIONS

Section: 1: Definitions: For the purpose of the TDCB and the Grievance Subcommittee, the following definitions shall apply:

1. *Community Transportation Coordinator (CTC)*: The Lake County Board of County Commissioners serves as the CTC for Lake County.
2. *Formal Grievance*: A formal grievance is a **written complaint** to document any concerns or an unresolved service complaint regarding the operation or administration of Transportation Disadvantaged Program and/or ADA services by the Transportation Operator, CTC, MPO or the TDCB. The grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible. Formal Grievances may include, but are not limited to:
 - a. Chronic or recurring or unresolved Service Complaints.

- b. Violations of specific laws governing the provision of Transportation Disadvantaged services (i.e., Chapter 427 of the Florida Statutes, Chapter 41-2 of the Florida Administrative Code and accompanying documents, Sunshine Law and/or ADA violations).
 - c. Contract disputes (Agencies/Operators).
 - d. Bidding disputes.
 - e. Agency compliance.
 - f. Conflicts of interest.
 - g. Supplanting of funds.
 - h. Billing and/or accounting procedure violation.
 - i. Denials of applications for paratransit services.
3. *Service Complaints:* Service complaints are routine incidents that occur on a daily basis that are reported to the CTC, Operator, drivers or dispatchers, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. Service standards are established by the CTC and the TDCB. Service complaints may include, but are not limited to:
- a. Late trips (late pickup, late drop off, and/or late returns).
 - b. No-show by Transportation Operator.
 - c. No-show by client.
 - d. Client Behavior.
 - e. Driver Behavior.
 - f. Passenger discomfort.
 - g. Refusal of service to client for any reason.

ARTICLE IV: GRIEVANCE AND COMPLAINT PROCEDURES

Section 1: General: The following procedures are established to provide regular opportunities for grievances and appeals to be brought before the Grievance Subcommittee and the TDCB.

Section 2: Filing a Grievance: Should a grievant wish to file a formal grievance, the grievant shall provide a written statement of their grievance, containing the name, address, telephone number and any other contact information for the grievant, a clear and concise statement of the grounds for the grievance, supporting documentation, if any, and an explanation of the improvements needed to address the complaint by the grievant. Assistance in filing a formal grievance shall be provided by the Lake-Sumter MPO staff, if requested by the grievant.

The grievance shall be sent to the Transit Division Manager for the CTC, who shall render a decision in writing within fifteen (15) days of receipt of the grievance, giving the grievant an explanation of the facts that lead to the CTC's decision, providing any suggestions for resolution and providing information as to the appeals process. If the grievant is not satisfied with the decision or proposed resolution of the CTC Transit Division Manager, the grievant may appeal by sending the written formal grievance, the CTC response and any information or documentation the grievant wishes to add for scheduling of a hearing before the Grievance Subcommittee for the TDCB, at the following address:

Lake~Sumter Metropolitan Planning Organization
Attn: Transportation Disadvantaged Coordinating Board, Grievance Subcommittee
1300 Citizens Boulevard, Suite 175, Leesburg, FL 34748

Within seven (7) working days following the date of receipt of the formal grievance, the MPO shall schedule a meeting of the Grievance Subcommittee, unless there is a TDCB meeting that is scheduled within thirty (30) days of the date of the MPO's receipt of the formal grievance, in which case the MPO may schedule the formal grievance to be heard directly by the TDCB at that upcoming meeting. The process outlined in Section 3 of these procedures shall be utilized in such an instance.

If there is no TDCB meeting that is scheduled within thirty (30) days of the date of the MPO's receipt of the formal grievance, then the MPO shall ensure that the meeting of the Grievance Subcommittee to hear the grievance within thirty (30) days of receipt of the formal grievance to address it and any other appeal from any other party received by the MPO at least fourteen (14) days prior to the meeting of the Subcommittee.

The Grievance Subcommittee shall send a notice of the scheduled meeting in writing to the grievant. The notices shall clearly state:

- a. The date, time, and location of the meeting; and
- b. The purpose of the discussion and a statement of issues involved.

The Grievance Subcommittee shall have the power to process and investigate formal grievances and make recommendations to the TDCB or to the Commission, when local resolution cannot be found, for improvement of service. Within fifteen (15) days of the meeting of the Subcommittee, the Subcommittee shall render a recommendation in writing to the grievant. Written recommendations shall include the following information:

- a. A statement that a meeting was held in which the involved parties, their representatives, and witnesses were given an opportunity to present their position; and
- b. A statement that clearly defines the issues discussed; and
- c. The recommendation of the Grievance Subcommittee based on the information presented.

The Grievance Subcommittee shall submit a report to the TDCB for the TDCB's information and review at the next regularly scheduled TDCB meeting, containing a brief summary of each grievance and the Subcommittee's recommendation. All documents pertaining to the grievance process will be made available, upon request of the grievant, in a format accessible to persons with disabilities.

Section 3: Grievances Before and Appeals to the TDCB: The TDCB may hear grievances scheduled before it by MPO staff pursuant to Section 2 of these procedures. In addition, the grievant may appeal the written recommendation of the Grievance Subcommittee to the TDCB, if the grievant is not satisfied with the recommendation or proposed resolution of the Grievance Subcommittee, by notifying the MPO, in writing, that the grievant wishes to appeal the recommendation of the Grievance Subcommittee.

Assistance in filing a grievance or an appeal shall be provided by staff to the MPO, if requested. The grievance or appeal shall be heard at the next regularly scheduled TDCB meeting, and the grievant shall be notified in writing of the date, time, and place of the TDCB meeting where the grievance or appeal shall be heard. This written notice shall be mailed at least ten (10) days in advance of the meeting. The TDCB shall render its written recommendation as to the grievance or appeal within fifteen (15) days of the regularly scheduled TDCB meeting when the grievance or appeal was heard. A copy of the written recommendation made by the TDCB shall be mailed to the grievant.

Section 4: Notices: All written correspondence between the Grievance Subcommittee, MPO and the TDCB to the grievant/appellant shall be sent via email or USPS Return Receipt service. All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

Section 5: Commission for Transportation Disadvantaged: If the grievant is dissatisfied with the recommendation of the TDCB, he/she may continue the process with the Florida Commission for the Transportation Disadvantaged Ombudsman Program. The customer may begin this process by contacting the Commission Ombudsman through the TD Helpline at (800) 983-2435 or e-mail: CTDOmbudsman@dot.state.fl.us or via mail at: Florida Commission for the Transportation Disadvantaged, 605 Suwannee St., MS-49, Tallahassee, FL 32399-0450 or online at www.fdot.gov/ctd.

ARTICLE V: SCHEDULED MEETINGS

When a meeting of the Grievance Subcommittee is necessary, staff to the MPO shall schedule a meeting for the Grievance Subcommittee.

ARTICLE VI: RECORDS RETENTION

Records retention shall be in accordance with the retention schedules prescribed by the Secretary of State of the State of Florida.

ARTICLE VII: AMENDMENTS

The TDCB Grievance Procedures may be amended by a two-thirds (2/3) vote of a quorum of the members of the TDCB present and voting, provided the proposed change(s) is/are made available for review to all members at least seven (7) days in advance of the meeting.

ARTICLE VIII: CERTIFICATION

The undersigned hereby certifies that he/she is the Chair of the TDCB and that the foregoing is a full, true and correct copy of the Grievance procedures of this TDCB as adopted by the TDCB on the 11th day of March 2019.

Leslie Campione, Chair
Lake County
Transportation Disadvantaged Coordinating Board



Name: _____ Today's Date: _____

Physical Address: _____

Mailing Address (if different): _____

Home Telephone: _____ Other Telephone: _____

Email Address: _____

Date of Grievance: _____ Approximate Time: _____

Are you filing this grievance on your own behalf? _____

If not, please supply the name and relationship of the person for whom you are registering this grievance:

Grievance Statement: _____

Signature: _____ Date: _____

Below to be Filled out by Lake County Transit:

Report Received By: _____ Date: _____

Action/Results: _____

CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: _____

COUNTY (IES): _____

ADDRESS: _____

CONTACT: _____ **PHONE:** _____

REVIEW PERIOD: _____ **REVIEW DATES:** _____

PERSON CONDUCTING THE REVIEW: _____

CONTACT INFORMATION: _____

INTRODUCTION AND BRIEFING:

The evaluation of the Lake County Community Transportation Coordinator (CTC) is conducted annually by the Transportation Disadvantaged Coordinating Board (TDCB) with the guidance of the Lake~Sumter Metropolitan Planning Organization (MPO) staff.

The Lake County County Board of County Commissioners (BOCC) is the designated CTC for Lake County. On March 15, 2023 the Florida Commission for the Transportation Disadvantaged extended Lake County's CTC designation effective July 1, 2023 through June 30, 2028. Lake County BOCC selected RATP Dev USA as its transit provider for LakeXpress fixed route and Lake County Connection paratransit services. The current contract was originally entered into on October 7, 2022 for an initial five (5) year term with the option for two (2) subsequent one (1) year renewals.

The purpose of the annual review is to evaluate the CTC's performance. The evaluation ensures quality of service is being obtained and that it is being provided in the most cost effective, efficient, and unduplicated manner. The evaluation also ensures that all requirements are met in providing provision of any services by operators and coordination contractors in the coordinated system.

The evaluation was conducted utilizing the Commission for the Transportation Disadvantaged CTC Evaluation Workbook. The workbook outlines the formal process for evaluation of the CTC. The evaluation addresses the following areas:

- Entrance Interview and General Questions
- Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
- Compliance with the Americans with Disabilities Act
- Surveys: Riders, Contractors, and Purchasing Agencies
- On-site Observation of the System
- Findings and Recommendations

The CTC is in compliance with most applicable regulations, with only one finding. The finding falls under Compliance with 41-2.006(2), Safety Standards (F.A.C.). Updated driver's licenses and medical certificates were missing from several Operator files. The CTC was able to confirm that copies of driver's licenses and medical certificates were completed, but not yet filed, and was able to provide copies after the site visit. While the finding was resolved, the recommendation is to file updated documents in a timely manner, and to review Operator files on a regular basis to monitor and ensure compliance.

The rider surveys provided additional insight into the CTC's operations. Overall, riders who took the survey appreciate and depend on the service, with many of the riders using the service for medical-related trips. Some riders are happy with the service, while other riders would like to see certain aspects of the service improve, such as the application and renewal process, the scheduling process, on-time performance, and customer service. Riders reported being the most satisfied with driver behavior and least satisfied with wait times for pick ups.

Several of the survey comments pointed to a desire for improved customer experience, with one survey respondent noting that he called to report on issue with his trip and never received a follow up call. After discussing this with the CTC, it seems that the respondent reached out to the Operator, and the CTC only interacted with this individual after it was brought to their attention through the survey. The CTC Evaluation Subcommittee recognizes that the CTC provides a number of ways for customers to provide feedback or make complaints and therefore suggests that the CTC assess whether the complaint procedures could be more clearly communicated to the public to ensure a shared understanding of how complaints will be handled.

The evaluation report and recommendations to the CTC will be presented for approval at the June 2, 2025 TDCB meeting. The final workbook with the recommendations/commendations will be transmitted to the Florida Commission for the Transportation Disadvantaged and the Sumter County CTC by MPO staff. The CTC will forward a status report to the Lake~Sumter MPO within 30 working days, which will be presented at the next TDCB meeting. The TDCB will continue utilizing the use of CTC reports at quarterly meetings to assist with evaluating the CTC's performance.

LCB EVALUATION WORKBOOK

ITEM	PAGE
REVIEW CHECKLIST _____	3
EVALUATION INFORMATION _____	5
ENTRANCE INTERVIEW QUESTIONS _____	6
GENERAL QUESTIONS _____	9
CHAPTER 427, F.S. _____	13
RULE 41-2, F.A.C. _____	22
COMMISSION STANDARDS _____	32
LOCAL STANDARDS _____	33
AMERICANS WITH DISABILITIES ACT _____	36
FY GRANT QUESTIONS _____	42
STATUS REPORT _____	43
ON-SITE OBSERVATION _____	45
SURVEYS _____	47
LEVEL OF COST WORKSHEET # 1 _____	52
LEVEL OF COMPETITION WORKSHEET #2 _____	53
LEVEL OF AVAILABILITY WORKSHEET #3 _____	55

REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

- ☐ APR Data Pages
- ☐ QA Section of TDSP
- ☐ Last Review (Date:_____)
- ☐ List of Omb. Calls
- ☐ QA Evaluation
- ☐ Status Report (from last review)
- ☐ AOR Submittal Date
- ☐ TD Clients to Verify
- ☐ TDTF Invoices
- ☐ Audit Report Submittal Date

ITEMS TO REVIEW ON-SITE:

- ☐ SSPP
- ☐ Policy/Procedure Manual
- ☐ Complaint Procedure
- ☐ Drug & Alcohol Policy (see certification)
- ☐ Grievance Procedure
- ☐ Driver Training Records (see certification)
- ☐ Contracts
- ☐ Other Agency Review Reports
- ☐ Budget
- ☐ Performance Standards
- ☐ Medicaid Documents

ITEMS TO REQUEST:

- ☐ **REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY** (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)
- ☐ **REQUEST INFORMATION FOR CONTRACTOR SURVEY** (Contractor Name, Phone Number, Address and Contact Name)
- ☐ **REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY** (Purchasing Agency Name, Phone Number, Address and Contact Name)
- ☐ **REQUEST ANNUAL QA SELF CERTIFICATION** (Due to CTD annually by January 15th).
- ☐ **MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED** (Only if purchased after 1992 and privately funded).

INFORMATION OR MATERIAL TO TAKE WITH YOU:

- ☐ Measuring Tape
- ☐ Stop Watch

EVALUATION INFORMATION

An LCB review will consist of, but is not limited to the following pages:

1	Cover Page
5 - 6	Entrance Interview Questions
12	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
13	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
19	Insurance
23	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
25 - 29	Commission Standards and Local Standards
39	On-Site Observation
40 – 43	Surveys
44	Level of Cost - Worksheet 1
45- 46	Level of Competition – Worksheet 2
47 - 48	Level of Coordination – Worksheet 3

Notes to remember:

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

- ☐ Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- ☐ The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- ☐ Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
 - ☐ Following up on the Status Report from last year and calls received from the Ombudsman program.
 - ☐ Monitoring of contractors.
 - ☐ Surveying riders/beneficiaries, purchasers of service, and contractors
-
- ☐ The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
 - ☐ Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
 - ☐ Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- ☐ RURAL ☐ URBAN

2. ORGANIZATION TYPE:

- ☐ PRIVATE-FOR-PROFIT
- ☐ PRIVATE NON-PROFIT
- ☐ GOVERNMENT
- ☐ TRANSPORTATION AGENCY

3. NETWORK TYPE:

- ☐ SOLE PROVIDER
☐ PARTIAL BROKERAGE
☐ COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?
(Recent APR information may be used)

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost			
Medicaid			
Quality of Service			
Service Availability			
Toll Permit			
Other			

GENERAL QUESTIONS

Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.

1. DESIGNATION DATE OF CTC:
2. WHAT IS THE COMPLAINT PROCESS?

IS THIS PROCESS IN WRITTEN FORM? ☐ Yes ☐ No
(Make a copy and include in folder)

Is the process being used? ☐ Yes ☐ No

3. DOES THE CTC HAVE A COMPLAINT FORM? ☐ Yes ☐ No
(Make a copy and include in folder)
4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S
UNIFORM SERVICE REPORTING GUIDEBOOK?

☐ Yes ☐ No

5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?
☐ Yes ☐ No

Review completed complaint forms to ensure the resolution section is being filled out and follow-up is provided to the consumer.

6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?
☐ Yes ☐ No

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?

8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE
OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL
COMPLAINT FILE/PROCESS?

☐ Yes ☐ No

If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?
☐ Yes ☐ No If yes, what type?
10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?
☐ Yes ☐ No
11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?
☐ Yes ☐ No
12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

Please Verify These Passengers Have an Eligibility Application on File:

TD Eligibility Verification			
Name of Client	Address of client	Date of Ride	Application on File?

13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?
15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?
16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?
17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?
18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

GENERAL QUESTIONS

Findings:

Recommendations:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC contracts for compliance with 427.0155(1), F.S.

“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”

ARE YOUR CONTRACTS UNIFORM? ☐ Yes ☐ No

IS THE CTD’S STANDARD CONTRACT UTILIZED? ☐ Yes ☐ No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?

☐ Yes ☐ No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)

☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC last AOR submittal for compliance with 427. 0155(2)
“Collect Annual Operating Data for submittal to the Commission.”

REPORTING TIMELINESS

Were the following items submitted on time?

a. Annual Operating Report ☐ Yes ☐ No

Any issues that need clarification? ☐ Yes ☐ No

Any problem areas on AOR that have been re-occurring?

List:

b. Memorandum of Agreement - N/A ☐ Yes ☐ No

c. Transportation Disadvantaged Service Plan ☐ Yes ☐ No

d. Grant Applications to TD Trust Fund ☐ Yes ☐ No

e. All other grant application (____%) ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.

“Review all transportation operator contracts annually.”

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued to the operator? ☐ Yes ☐ No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued? ☐ Yes ☐ No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]

“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

Rule 41-2.012(5)(b): *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

☐ N/A

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

☐ Yes ☐ No

If YES, what is the goal?

Is the CTC accomplishing the goal? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5).

“Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.”

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include all funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec.16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)

☐ Yes ☐ No

If Yes, describe the application review process.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)? ☐ Yes ☐ No

If no, is the planning agency currently reviewing applications for TD funds?
☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review priorities listed in the TDSP, according to Chapter 427.0155(7).

“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”

REVIEW THE QA SECTION OF THE TDSP (ask CTC to explain):

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

HOW ARE THESE PRIORITIES CARRIED OUT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Ensure CTC compliance with the delivery of transportation services, 427.0155(8).

“Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).”

Review the Operational section of the TDSP

1. Hours of Service:

2. Hours of Intake:

3. Provisions for After Hours Reservations/Cancellations?

4. What is the minimum required notice for reservations?

5. How far in advance can reservations be place (number of days)?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the cooperative agreement with the local WAGES coalitions according to Chapter 427.0155(9).

“Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants.”

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL WAGES COALITION?

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

CHAPTER 427

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(1), Minimum Insurance Compliance

“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

☐ Yes ☐ No

If yes, was this approved by the Commission? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(2), Safety Standards.
“...shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C.”

Date of last SSPP Compliance Review _____, *Obtain a copy of this review.*

Review the last FDOT SSPP Compliance Review, if completed in over a year, check drivers' records. If the CTC has not monitored the operators, check drivers' files at the operator's site.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

☐ Yes ☐ No

DRIVER REQUIREMENT CHART

[illegible]

Sample Size:	1-20 Drivers – 50-100%	21-100 Drivers – 20-50%	100+ Drivers – 5-10%
---------------------	------------------------	-------------------------	----------------------

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(3), Drug and Alcohol Testing

“...shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing...”

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- ☐ FTA (Receive Sect. 5307, 5309, or 5311 funding)
- ☐ FHWA (Drivers required to hold a CDL)
- ☐ Neither

REQUEST A COPY OF THE DRUG & ALCOHOL POLICY AND LATEST COMPLIANCE REVIEW.

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: _____

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? ☐ Yes ☐ No
 (Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

RULE 41-2

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Commission Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	
Vehicle Cleanliness	
Passenger/Trip Database	

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

COMMISSION STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Local Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	
CPR/1st Aid	
Driver Criminal Background Screening	
Rider Personal Property	
Advance reservation requirements	
Pick-up Window	

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

LOCAL STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE
AVAILABLE UPON REQUEST? ☐ Yes ☐ No

ARE ACCESSIBLE FORMATS ON THE SHELF? ☐ Yes ☐ No

IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIAL
PRODUCED IN A TIMELY FASHION UPON REQUEST?

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?
☐ Yes ☐ No

IS THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH
THE OFFICE PHONE NUMBER? ☐ Yes ☐ No

Florida Relay System:
Voice- 1-800-955-8770
TTY- 1-800-955-8771

EXAMINE OPERATOR MANUALS AND RIDER INFORMATION. DO CURRENT
POLICIES COMPLY WITH ADA PROVISION OF SERVICE REQUIREMENTS
REGARDING THE FOLLOWING:

Provision of Service	Training Provided	Written Policy	Neither
Accommodating Mobility Aids			
Accommodating Life Support Systems (O ₂ Tanks, IV's...)			
Passenger Restraint Policies			
Standee Policies (persons standing on the lift)			
Driver Assistance Requirements			
Personal Care Attendant Policies			
Service Animal Policies			
Transfer Policies (From mobility device to a seat)			
Equipment Operation (Lift and securement procedures)			
Passenger Sensitivity/Disability Awareness Training for Drivers			

RANDOMLY SELECT ONE OR TWO VEHICLES PER CONTRACTOR (DEPENDING ON SYSTEM SIZE) THAT ARE IDENTIFIED BY THE CTC AS BEING ADA ACCESSIBLE AND PURCHASED WITH PRIVATE FUNDING, AFTER 1992. CONDUCT AN INSPECTION USING THE ADA VEHICLE SPECIFICATION CHECKLIST.

INSPECT FACILITIES WHERE SERVICES ARE PROVIDED TO THE PUBLIC (ELIGIBILITY DETERMINATION, TICKET/COUPON SALES, ETC...).

IS A RAMP PROVIDED? ☐ Yes ☐ No

ARE THE BATHROOMS ACCESSIBLE? ☐ Yes ☐ No

Bus and Van Specification Checklist

Name of Provider:

Vehicle Number (either VIN or provider fleet number):

Type of Vehicle: ☐ Minivan ☐ Van ☐ Bus (>22')
 ☐ Minibus (<= 22') ☐ Minibus (>22')

Person Conducting Review:

Date:

Review the owner's manual, check the stickers, or ask the driver the following:

- ☐ The lift must have a weight limit of at least 600 pounds.
- ☐ The lift must be equipped with an emergency back-up system (in case of loss of power to vehicle). Is the pole present?
- ☐ The lift must be "interlocked" with the brakes, transmission, or the door, so the lift will not move unless the interlock is engaged. Ensure the interlock is working correctly.

Have the driver lower the lift to the ground:

- ☐ Controls to operate the lift must require constant pressure.
- ☐ Controls must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.
- ☐ Sufficient lighting shall be provided in the step well or doorway next to the driver, and illuminate the street surface around the lift, the lighting should activate when the door/lift is in motion. Turn light switch on, to ensure lighting is working properly.

Once the lift is on the ground, review the following:

- ☐ Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- ☐ Side barriers must be at least 1 ½ inches high.
- ☐ The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- ☐ The platform must be slip-resistant.
- ☐ Gaps between the platform and any barrier must be no more than 5/8 of an inch.
- ☐ The lift must have two handrails.
- ☐ The handrails must be 30-38 inches above the platform surface.
- ☐ The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- ☐ The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.

- ☐ If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long.
- ☐ Lifts may be marked to identify the preferred standing position (suggested, not required)

Have the driver bring the lift up to the fully raised position (but not stowed):

- ☐ When in the fully raised position, the platform surface must be horizontally within 5/8 inch of the floor of the vehicle.
- ☐ The platform must not deflect more than 3 degrees in any direction. To test this, stand on the edge of the platform and carefully jump up and down to see how far the lift sways.
- ☐ The lift must be designed to allow boarding in either direction.

While inside the vehicle:

- ☐ Each securement system must have a clear floor area of 30 inches wide by 48 inches long.
- ☐ The securement system must accommodate all common wheelchairs and mobility aids.
- ☐ The securement system must keep mobility aids from moving no more than 2 inches in any direction.
- ☐ A seat belt and shoulder harness must be provided for each securement position, and must be separate from the security system of the mobility aid.

Vehicles under 22 feet must have:

- ☐ One securement system that can be either forward or rear-facing.
- ☐ Overhead clearance must be at least 56 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

Vehicles over 22 feet must have:

- ☐ Must have 2 securement systems, and one must be forward-facing, the other can be either forward or rear-facing.
- ☐ Overhead clearance must be at least 68 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.
- ☐ Aisles, steps, and floor areas must be slip resistant.
- ☐ Steps or boarding edges of lift platforms must have a band of color which contrasts with the step/floor surface.

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

Table 1. ADA Compliance Review - Provider/Contractor Level of Service Chart

Name of Service Provider/ Contractor	Total # of Vehicles Available for CTC Service	# of ADA Accessible Vehicles	Areas/Sub areas Served by Provider/Contractor

BASED ON THE INFORMATION IN TABLE 1, DOES IT APPEAR THAT INDIVIDUALS REQUIRING THE USE OF ACCESSIBLE VEHICLES HAVE EQUAL SERVICE?

☐ Yes ☐ No

ADA COMPLIANCE

Findings:

Recommendations:

FY ____/____ GRANT QUESTIONS

**The following questions relate to items specifically addressed in the FY _
____/____ Trip and Equipment Grant.**

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS? (Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY _____)

☐ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE? (Section 14.80: Accidents, T/E Grant, and FY _____)

☐ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN \$1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT? (Section 14.80: Accidents, T/E Grant, and FY _____)

☐ Yes ☐ No

STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW: _____

STATUS REPORT DATED: _____

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time? ☐ Yes ☐ No - How many minutes late/early?

Did the driver provide any passenger assistance? ☐ Yes ☐ No

Was the driver wearing any identification? ☐ Yes: ☐ Uniform ☐ Name Tag
☐ ID Badge ☐ No

Did the driver render an appropriate greeting?

☐ Yes ☐ No ☐ Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

☐ Yes ☐ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☐ Yes ☐ No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

☐ Yes ☐ No

Does the vehicle have working heat and air conditioning?

☐ Yes ☐ No

Does the vehicle have two-way communications in good working order?

☐ Yes ☐ No

If used, was the lift in good working order?

☐ Yes ☐ No

Was there safe and appropriate seating for all passengers?

☐ Yes ☐ No

Did the driver properly use the lift and secure the passenger?

☐ Yes ☐ No

If No, please explain:

CTC: _____ County: _____

Date of Ride: _____

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

RIDER/BENEFICIARY SURVEY

Staff making call: _____

County: _____

Date of Call: / /

Funding Source: _____

1) Did you receive transportation service on _____? ☐ Yes or ☐ No

2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☐ No

If so, how much?

3) How often do you normally obtain transportation?

☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?

☐ Yes

☐ No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

☐ None

☐ 3-5 Times

☐ 1-2 Times

☐ 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

☐ Ineligible

☐ Space not available

☐ Lack of funds

☐ Destination outside service area

☐ Other _____

5) What do you normally use the service for?

☐ Medical

☐ Education/Training/Day Care

☐ Employment

☐ Life-Sustaining/Other

☐ Nutritional

6) Did you have a problem with your trip on _____?

☐ Yes. If yes, please state or choose problem from below

☐ No. If no, skip to question # 6

What type of problem did you have with your trip?

☐ Advance notice

☐ Cost

☐ Pick up times not convenient

☐ Late pick up-specify time of wait

☐ Assistance

☐ Accessibility

☐ Service Area Limits

☐ Late return pick up - length of wait

☐ Drivers - specify

☐ Reservations - specify length of wait

☐ Vehicle condition

☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Additional Comments:

Contractor Survey

_____County

Contractor name (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

☐ Yes ☐ No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

☐ Yes ☐ No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

☐ Yes ☐ No

If yes, is the phone number posted the CTC's?

☐ Yes ☐ No

4. Are the invoices you send to the CTC paid in a timely manner?

☐ Yes ☐ No

5. Does the CTC give your facility adequate time to report statistics?

☐ Yes ☐ No

6. Have you experienced any problems with the CTC?

☐ Yes ☐ No

If yes, what type of problems?

Comments:

PURCHASING AGENCY SURVEY

Staff making call: Kelsey Peterson

Purchasing Agency name: You Thrive Florida (Mid Florida Community Services - DOEA)

Representative of Purchasing Agency: Yomaira Cornier

1) Do you purchase transportation from the coordinated system?

☒ YES

☐ NO If no, why?

2) Which transportation operator provides services to your clients?

Lake County Transit

3) What is the primary purpose of purchasing transportation for your clients?

☐ Medical

☐ Employment

☐ Education/Training/Day Care

☒ Nutritional

☐ Life Sustaining/Other

4) On average, how often do your clients use the transportation system?

☐ 7 Days/Week

☐ 1-3 Times/Month

☐ 1-2 Times/Week

☐ Less than 1 Time/Month

☒ 3-5 Times/Week

5) Have you had any unresolved problems with the coordinated transportation system?

☐ Yes

☒ No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

☐ Advance notice requirement [specify operator (s)]

☐ Cost [specify operator (s)]

☐ Service area limits [specify operator (s)]

☐ Pick up times not convenient [specify operator (s)]

☐ Vehicle condition [specify operator (s)]

☐ Lack of passenger assistance [specify operator (s)]

☐ Accessibility concerns [specify operator (s)]

☐ Complaints about drivers [specify operator (s)]

☐ Complaints about timeliness [specify operator (s)]

☐ Length of wait for reservations [specify operator (s)]

☐ Other [specify operator (s)] _____

7) Overall, are you satisfied with the transportation you have purchased for your clients?

☒ Yes

☐ No If no, why? _____

Level of Cost Worksheet 1

See Appendix D

Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit				
Private For-Profit				
Government				
Public Transit Agency				
Total				

2. How many of the operators are coordination contractors? _____

3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? _____

Does the CTC have the ability to expand? _____

4. Indicate the date the latest transportation operator was brought into the system. _____

5. Does the CTC have a competitive procurement process? _____

6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators?

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

	Capabilities of operator
	Age of company
	Previous experience
	Management
	Qualifications of staff
	Resources
	Economies of Scale
	Contract Monitoring
	Reporting Capabilities
	Financial Strength
	Performance Bond
	Responsiveness to Solicitation

	Scope of Work
	Safety Program
	Capacity
	Training Program
	Insurance
	Accident History
	Quality
	Community Knowledge
	Cost of the Contracting Process
	Price
	Distribution of Costs
	Other: (list)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? _____

How many responded? _____

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)? _____

Level of Availability (Coordination)

Worksheet 3

Planning – What are the coordinated plans for transporting the TD population?

Public Information – How is public information distributed about transportation services in the community?

Certification – How are individual certifications and registrations coordinated for local TD transportation services?

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

Reservations – What is the reservation process? How is the duplication of a reservation prevented?

Trip Allocation – How is the allocation of trip requests to providers coordinated?

Scheduling – How is the trip assignment to vehicles coordinated?

Transport – How are the actual transportation services and modes of transportation coordinated?

Dispatching – How is the real time communication and direction of drivers coordinated?

General Service Monitoring – How is the overseeing of transportation operators coordinated?

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?

Trip Reconciliation – How is the confirmation of official trips coordinated?

Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?

Reporting – How is operating information reported, compiled, and examined?

Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

APPENDIX A: Complaint Process

ILLNESS

CTC Standard: If the customer becomes ill, or notices another passenger who appears ill, the customer should immediately inform the driver.

SURVEYS

CTC Standard: Customers must 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 dialysis or other prolonged medical treatment programs. Detailed personal information must be submitted for consideration of a hardship waiver.

CLOSEST FACILITY

CTC Standard: All passengers of the Transportation Disadvantaged program will be required to be transported to the closest facility provided the customer's insurance is accepted at the location and the facility has availability to accommodate the customer's needs. This includes all customers under all programs, except the Americans with Disabilities Act program. Customers 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 customer stranded at a location. If a customer does not return home by the normal time, immediately contact Lake County Connection at (352) 741-2612.

SCHEDULING AND CANCELLING TRIPS

CTC Standard: If a customer is in the care of a guardian and does not have the physical or cognitive capabilities to schedule or cancel their trips, their guardian must notify the operator of those concerns when the customers sign up for service.

4.1.13 LOCAL COMPLAINT AND GRIEVANCE PROCEDURE/PROCESS

A complaint is defined as 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 its 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 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 complaint by phone, scheduling software, e-mail, or fax to start 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 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. 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. The customer will be informed of their right to contact the TD Ombudsman hotline at (800) 983-2435 if they are not satisfied with the resolution of the complaint.
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 after receipt of the complaint.

It is important to note that in addition to a timely follow-up and resolution to a 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 monthly, along with the resolutions of the complaints.

4.1.14 COMMUNITY TRANSPORTATION COORDINATOR MONITORING PROCEDURES OF OPERATORS AND COORDINATION CONTRACTORS

4.1.14.1 Operator Monitoring

Lake County Transit annually reviews all contractors. As part of the review, LCT staff provides operators with a written letter, a proposed inspection date and a checklist of requested documents, which include employee files, compliance files, and employee training courses. Following the review, Lake County Transit provides the operator with a report, who then has 30 days to respond and provide proof that any deficiencies have been remedied.

4.1.14.2 Coordination Contractor Monitoring and Evaluation Criteria

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



Lake County Office of Transit Services Complaint Form

Office of Transit Services

P.O. Box 7800

Tavares, FL 32778-7800

Operation Hours: 8 am to 5 pm

Monday – Friday

INTRODUCTION (Please type or print your information clearly)

Lake County Office of Transit Services is committed to providing safe and reliable Transit options within Lake County. Customers of Lake County Connection or LakeXpress are a fundamental aspect of our business and as such, their feedback is crucial to the growth and development Lake County's transportation services.

The Lake County Office of Transit Services Customer Complaint Policy has been established to ensure that passengers have an easy and accessible way to provide feedback to Lake County Office Transit Services regarding complaints, comments, suggestions, or concerns. A complaint form is available upon request.

All incident-related complaints must be filed within 180 days from the date of the incident. Feedback sent via e-mail, mail, or fax will receive a response within ten business days.

PART 1 – GENERAL INFORMATION – TYPE Check One – ADA ☐ Title VI ☐ EEO ☐ DBE ☐ Other ☐

See next page for definitions

Name:

Address:

City:

State: FL

Zip

Telephone:

Mobile:

Fax:

Transit Service – Check all that applies:

LakeXpress:

☐

Lake County Connection:

☐

Is the reason for this complaint related to an employee? ☐ Yes ☐ No If so, please complete the following:

Employee:

Route:

Incident Date, Time & Location:

Would you like a return call? ☐ Yes ☐ No

Is the basis of this complaint based on a protected Civil Rights Class, if so what type? (Check all that apply)

☐ Race ☐ Color ☐ National Origin ☐ Creed ☐ Sex ☐ Sexual Orientation ☐ Military Status

☐ Honorably Discharged Veteran ☐ The Presence of any Sensory, Mental, or Physical Disability

☐ Use of trained Guide Dog or Service Animal by a Person with a Disability

Please describe the nature of the complaint or the events that took place:

PART II - CERTIFICATION

I certify that the information on this form and any attachments are true and correct to the best of my knowledge.

Complainant's Signature

Date

If you are not satisfied with the final outcome, you have the right to file a complaint for appeal with one of the following organizations: Lake Sumter Metropolitan Planning Organization, Florida Commission for the Transportation Disadvantaged, Florida Department of Transportation or Federal Transit Administration

For Administrative Use Only:			
INVESTIGATION RESULTS:			
<u>ACTION TAKEN:</u>			
Investigated By:	Driver/Employee:	Vehicle No.	Date of Response:
Valid/Invalid:	Driver Counseled:	Response By:	
Date Logged:	Disciplinary Action:	Response Type:	
(Phone, fax, reported.)			
COMPLAINANT NOTIFIED BY TELEPHONE BY: _____ DATE: _____ TIME: _____			
COMMENTS:			

Definitions:

- [Americans with Disabilities Act \(ADA\)](#): prohibits discrimination based on disability
- [Title VI](#): prohibits discrimination based on race, color, or national origin
- [Equal Employment Opportunity \(EEO\)](#): prohibits discrimination toward an employee or job applicant based on race, color, religion, national origin, sex, age or disability. FTA investigates systemic charges of discrimination involving a transit agency's employment policies and practices. All individual complaints of discrimination must go to the [Equal Employment Opportunity Commission \(EEOC\)](#).
- [Disadvantaged Business Enterprise \(DBE\)](#): requires FTA funding recipients to comply with the DBE regulations (49 CFR Part 26).

APPENDIX B: Observational Rides

#1

Page 1

Q1	Date / Time	04/07/2025 10:15 AM
Date of Observation:		

Q2
Please list any special guests that were present:
Darlene

Q3
Pick-up and drop off location:
Lakeshore Drive Tavares and drop off Walmart in Mt Dora

Q4	
Number of passengers picked up and dropped off	
Non-ambulatory	1
Total	1

Q5	Yes, they were on time for all pick-ups
Was the driver on time (within one hour of the rider's pick up time)?	

Q6	Yes,
Did the driver provide any assistance	Additional comments:: Helped load her cart.

Q7	Uniform,
Was the driver wearing any identification?	ID Badge

Q8

Yes

Did the driver render an appropriate greeting?

Q9

Yes

If the CTC has a policy on seatbelts, did the driver ensure the passengers were properly belted?

Q10

Yes

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

Q11

Yes

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

Q12

Yes

Does the vehicle have working heat and air conditioning?

Q13

Yes

Does the vehicle have two-way communications in good working order?

Q14

Not applicable

If used, was the lift/ramp in good working order?

Q15

Yes

Was there safe and appropriate seating for all passengers?

Q16

Not applicable

Did the driver properly use the lift and secure the passenger?

Q17

Please share any other comments you have below:

She is very happy with her ride and ver pleased.

#2

Page 1

Q1

Date / Time

04/07/2025 10:30 AM

Date of Observation:

Q2**Respondent skipped this question**

Please list any special guests that were present:

Q3

Pick-up and drop off location:

Pick up at Mt. Dora Walmart/ drop off

Q4

Number of passengers picked up and dropped off

Ambulatory

1

Total

1**Q5**

Was the driver on time (within one hour of the rider's pick up time)?

Yes, they were on time for all pick-ups,

If no, how many minutes late or early?:

She was picked up about 2 hrs early, driver had her pick up at 12:05 but she was outside waiting.

Q6**Yes**

Did the driver provide any assistance

Q7

Was the driver wearing any identification?

Uniform,**ID Badge**

Q8

Yes

Did the driver render an appropriate greeting?

Q9

Yes

If the CTC has a policy on seatbelts, did the driver ensure the passengers were properly belted?

Q10

Yes

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

Q11

Yes

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

Q12

Yes

Does the vehicle have working heat and air conditioning?

Q13

Yes

Does the vehicle have two-way communications in good working order?

Q14

Yes

If used, was the lift/ramp in good working order?

Q15

Yes

Was there safe and appropriate seating for all passengers?

Q16

Yes

Did the driver properly use the lift and secure the passenger?

Q17

Please share any other comments you have below:

Client was waiting at Walmart after driver had dropped off his previous client there, this client said she requested early pick up. Driver noted her request was put in for a 12:05 pick up but it's 10:30 so driver took her and advised her that he has other pickup/drop offs to go to before he can drop her off due to the scheduling. Client was fine with this.

#3

Page 1

Q1

Date / Time

04/07/2025 11:00 AM

Date of Observation:

Q2**Respondent skipped this question**

Please list any special guests that were present:

Q3

Pick-up and drop off location:

Church in Tavares

Q4

Number of passengers picked up and dropped off

Ambulatory

1

Total

1**Q5**

Was the driver on time (within one hour of the rider's pick up time)?

Yes, they were on time for all pick-ups,

If no, how many minutes late or early?:

15 minutes early

Q6**Yes**

Did the driver provide any assistance

Q7

Was the driver wearing any identification?

Uniform,**ID Badge**

Q8 Yes

Did the driver render an appropriate greeting?

Q9 Yes

If the CTC has a policy on seatbelts, did the driver ensure the passengers were properly belted?

Q10 Yes

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

Q11 Yes

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

Q12 Yes

Does the vehicle have working heat and air conditioning?

Q13 Yes

Does the vehicle have two-way communications in good working order?

Q14 Yes

If used, was the lift/ramp in good working order?

Q15 Yes

Was there safe and appropriate seating for all passengers?

Q16 Yes

Did the driver properly use the lift and secure the passenger?

Q17

Please share any other comments you have below:

Client Harry was pickup at the church for his meals, he said first driver was late dropping him off at the church and seemed a little upset because he missed some activities. I helped him complete the rider survey due to his disability.

#4

Summary of all observations for the day

Page 1

Q1	Date / Time	04/07/2025 10:00 AM
Date of Observation:		

Q2	Respondent skipped this question
Please list any special guests that were present:	

Q3
Pick-up and drop off location:
Pick up and drop off Trans Dev facility in Tavares.

Q4	
Number of passengers picked up and dropped off	
Ambulatory	1
Non-ambulatory	5
Total	6

Q5	Yes, they were on time for all pick-ups
Was the driver on time (within one hour of the rider's pick up time)?	

Q6	Yes
Did the driver provide any assistance	

Q7	Uniform,
Was the driver wearing any identification?	ID Badge

Q8 Yes

Did the driver render an appropriate greeting?

Q9 Yes

If the CTC has a policy on seatbelts, did the driver ensure the passengers were properly belted?

Q10 Yes

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

Q11 Yes

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

Q12 Yes

Does the vehicle have working heat and air conditioning?

Q13 Yes

Does the vehicle have two-way communications in good working order?

Q14 Yes

If used, was the lift/ramp in good working order?

Q15 Yes

Was there safe and appropriate seating for all passengers?

Q16 Yes

Did the driver properly use the lift and secure the passenger?

Q17

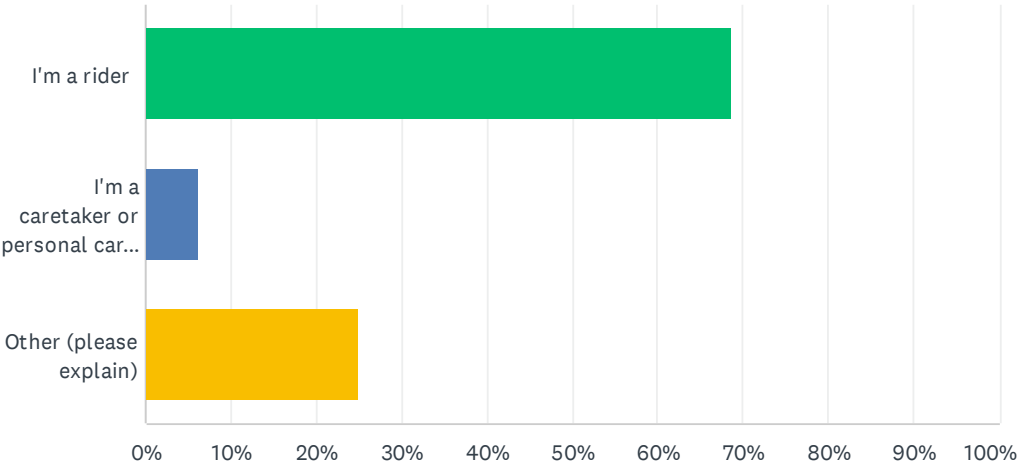
Please share any other comments you have below:

Nadeem was very professional and patient.

APPENDIX C: Rider Survey Results

Q1 Please identify how you use Lake County Connection’s transportation disadvantaged services.

Answered: 16 Skipped: 0

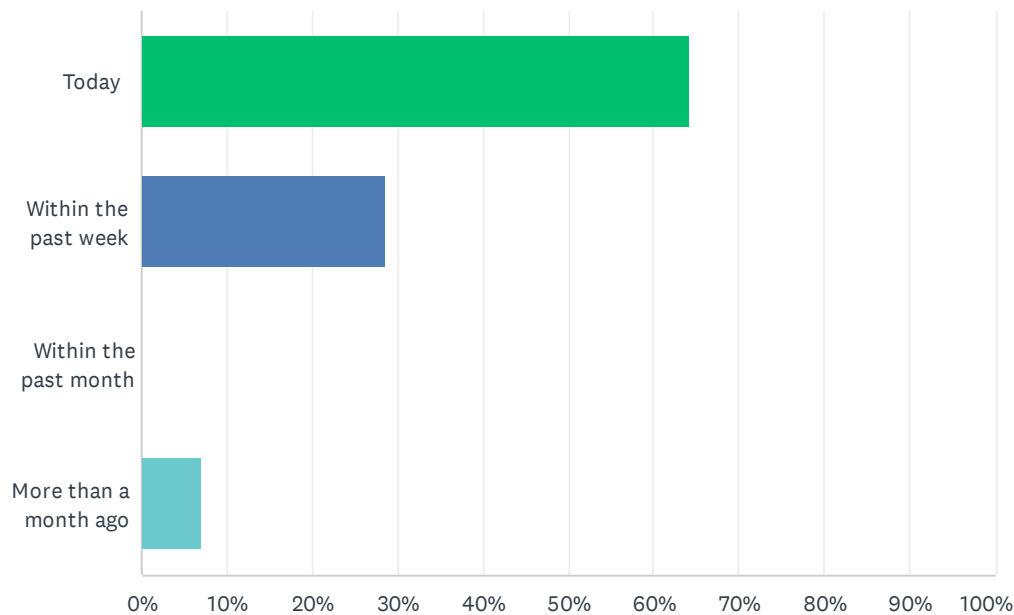


ANSWER CHOICES	RESPONSES	
I'm a rider	68.75%	11
I'm a caretaker or personal care attendant (PCA) of a rider	6.25%	1
Other (please explain)	25.00%	4
TOTAL		16

#	OTHER (PLEASE EXPLAIN)	DATE
1	I have never used your service. I live near the intersection of CR 561 and SR33 (near extreme south side of Lake County). So far spouse and friends provide my transportation.	4/7/2025 8:01 PM
2	Did not know about it	4/7/2025 12:53 PM
3	FDOT observer, speaking with Harry	4/7/2025 11:15 AM
4	I am a Blind non-Rider. With a Caretaker who also is a non,- rider. Due to cumbersome and difficult application!	4/7/2025 10:57 AM

Q2 When was the last time that you received transportation service from Lake County Connection?

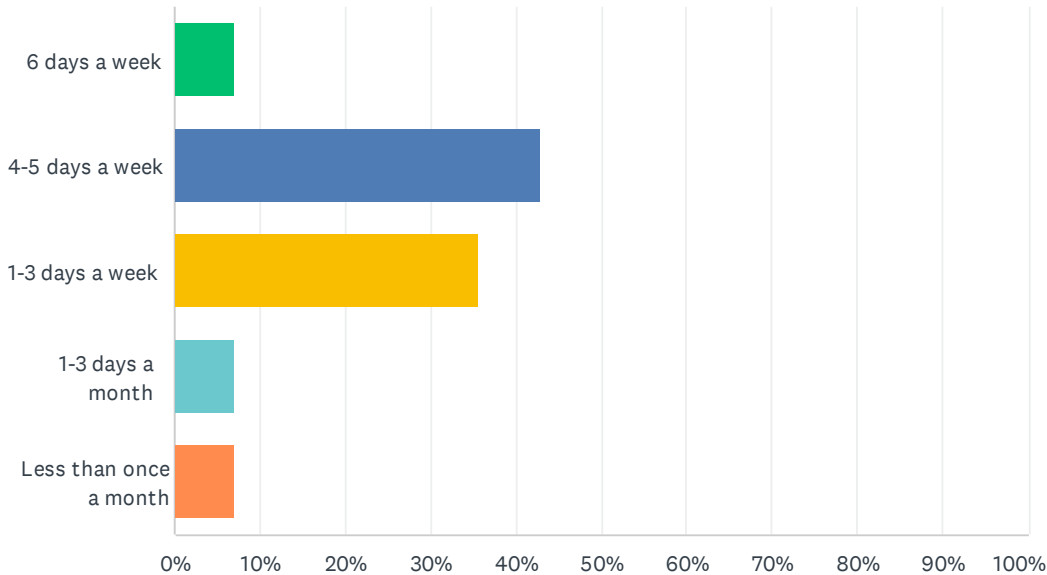
Answered: 14 Skipped: 2



ANSWER CHOICES	RESPONSES	
Today	64.29%	9
Within the past week	28.57%	4
Within the past month	0.00%	0
More than a month ago	7.14%	1
TOTAL		14

Q3 Thinking about the past 6 months, how often do you normally use Lake County Connection’s transportation disadvantaged services?

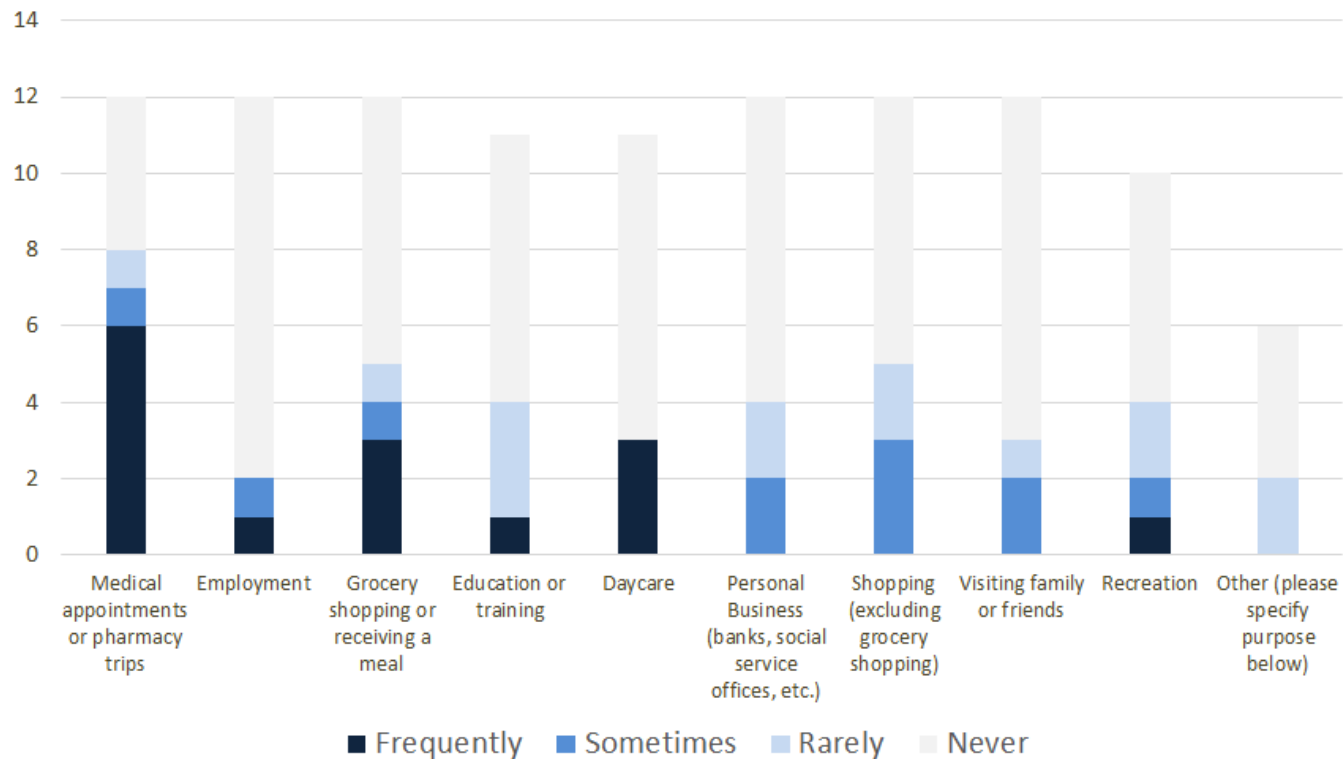
Answered: 14 Skipped: 2



ANSWER CHOICES	RESPONSES	
6 days a week	7.14%	1
4-5 days a week	42.86%	6
1-3 days a week	35.71%	5
1-3 days a month	7.14%	1
Less than once a month	7.14%	1
TOTAL		14

Q4 Thinking about the last 6 months, how often do you use the service for each of the following purposes?

Answered: 15 Skipped: 1



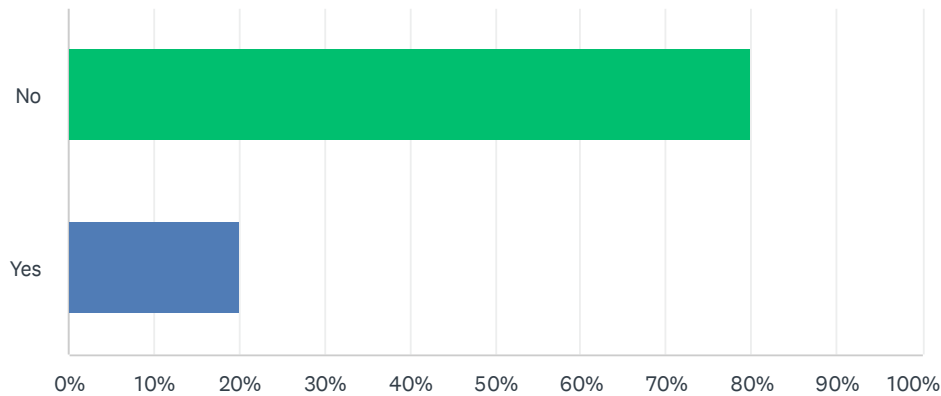
2025 Lake County Connection Rider Survey

	FREQUENTLY	SOMETIMES	RARELY	NEVER	TOTAL
Medical appointments or pharmacy trips	50.00% 6	8.33% 1	8.33% 1	33.33% 4	12
Employment	8.33% 1	8.33% 1	0.00% 0	83.33% 10	12
Grocery shopping or receiving a meal	25.00% 3	8.33% 1	8.33% 1	58.33% 7	12
Education or training	9.09% 1	0.00% 0	27.27% 3	63.64% 7	11
Daycare	27.27% 3	0.00% 0	0.00% 0	72.73% 8	11
Personal Business (banks, social service offices, etc.)	0.00% 0	16.67% 2	16.67% 2	66.67% 8	12
Shopping (excluding grocery shopping)	0.00% 0	25.00% 3	16.67% 2	58.33% 7	12
Visiting family or friends	0.00% 0	16.67% 2	8.33% 1	75.00% 9	12
Recreation	10.00% 1	10.00% 1	20.00% 2	60.00% 6	10
Other (please specify purpose below)	0.00% 0	0.00% 0	33.33% 2	66.67% 4	6

#	OTHER / ADDITIONAL COMMENTS	DATE
1	I do not know of my options in this area.	4/7/2025 8:05 PM
2	I would...but 12 pages of Application process. Plus medical page. I EVEN CALLED For help	4/7/2025 11:00 AM
3	I use it for dialysis 3X times a week round trip. It is literally my life line	3/30/2025 2:23 PM
4	Dialysis patient in need of reliable transportation to dialysis session and from the dialysis center back home.	3/26/2025 3:23 PM
5	Dialysis patient who requires this service to get me to life-saving treatments	3/26/2025 2:44 PM

Q5 Within the last 6 months, have you been denied transportation services by Lake County?

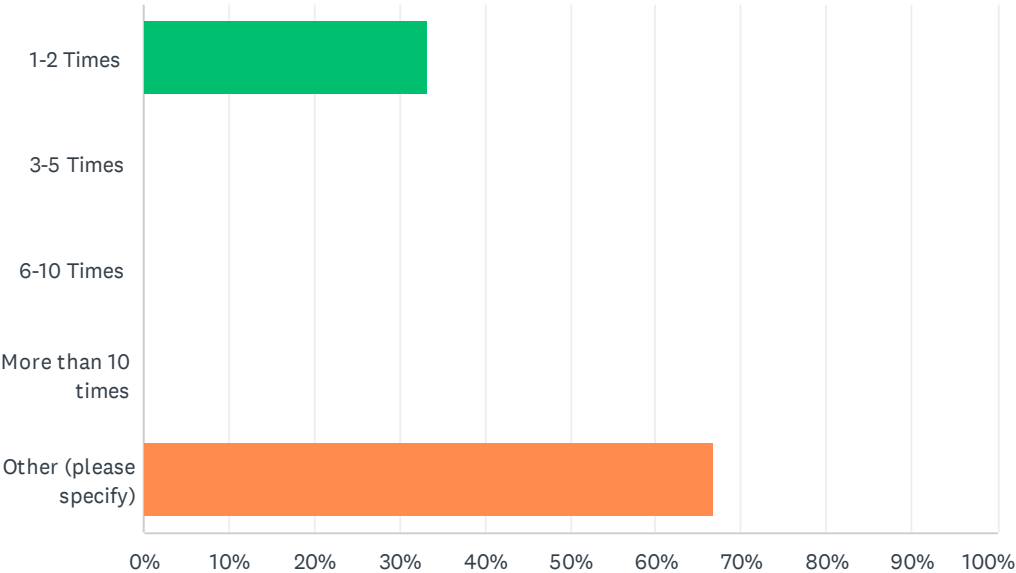
Answered: 15 Skipped: 1



ANSWER CHOICES	RESPONSES	
No	80.00%	12
Yes	20.00%	3
TOTAL		15

Q6 How many times in the last 6 months have you been denied transportation services?

Answered: 3 Skipped: 13

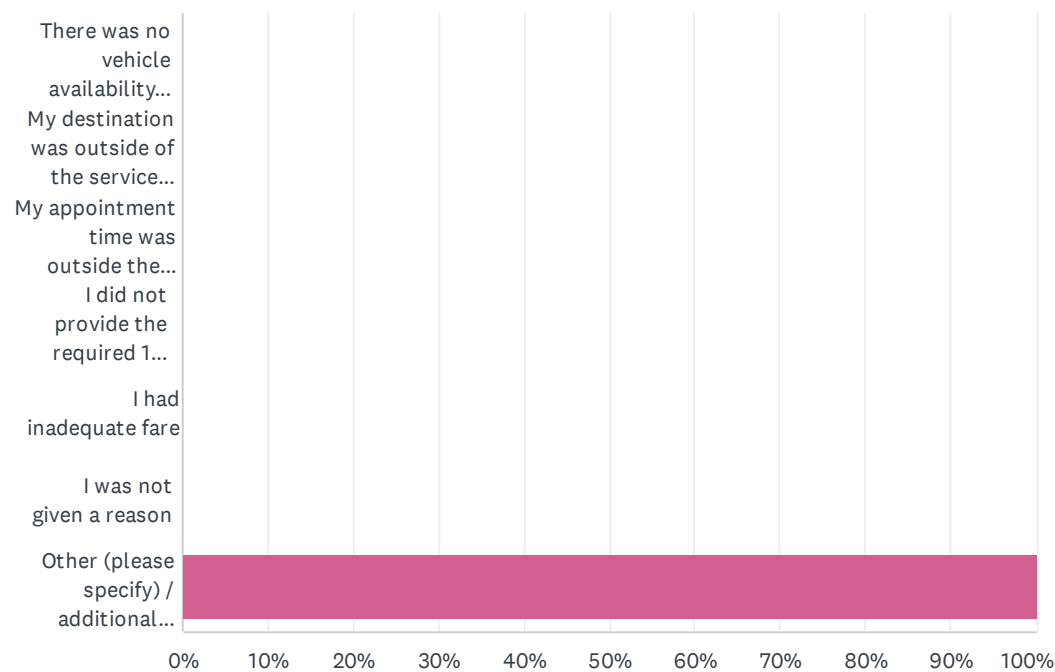


ANSWER CHOICES	RESPONSES	
1-2 Times	33.33%	1
3-5 Times	0.00%	0
6-10 Times	0.00%	0
More than 10 times	0.00%	0
Other (please specify)	66.67%	2
TOTAL		3

#	OTHER (PLEASE SPECIFY)	DATE
1	All services are denied to me and my caretaker	4/7/2025 11:01 AM
2	Never denied	3/31/2025 3:38 PM

Q7 What was the reason given for being denied transportation services?
Please check all that apply.

Answered: 3 Skipped: 13

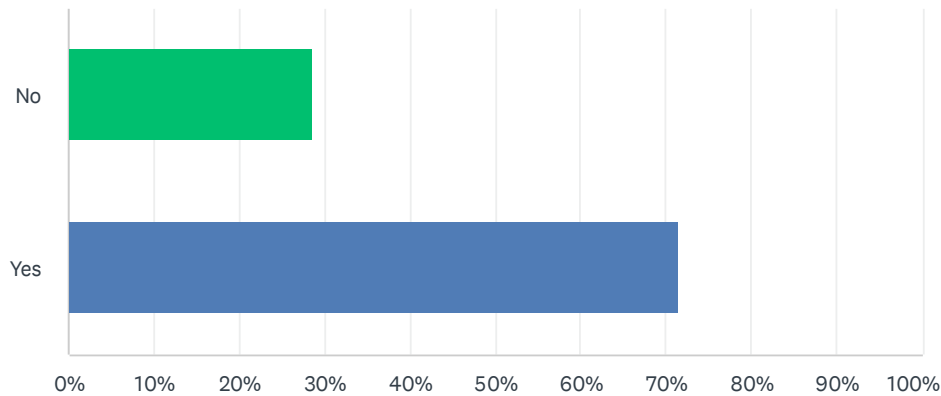


ANSWER CHOICES	RESPONSES	
There was no vehicle availability at the time of my requested trip	0.00%	0
My destination was outside of the service area	0.00%	0
My appointment time was outside the service hours	0.00%	0
I did not provide the required 1 business day advance notice	0.00%	0
I had inadequate fare	0.00%	0
I was not given a reason	0.00%	0
Other (please specify) / additional comments	100.00%	3
Total Respondents: 3		

#	OTHER (PLEASE SPECIFY) / ADDITIONAL COMMENTS	DATE
1	12 pages of Application for a BLIND DISABLED PERSON	4/7/2025 11:02 AM
2	I needed to go to a specific library for a program/ event, but they would not take me there.	4/7/2025 8:54 AM
3	Never denied	3/31/2025 3:38 PM

Q8 Have you had any problems with trips within the past 6 months?

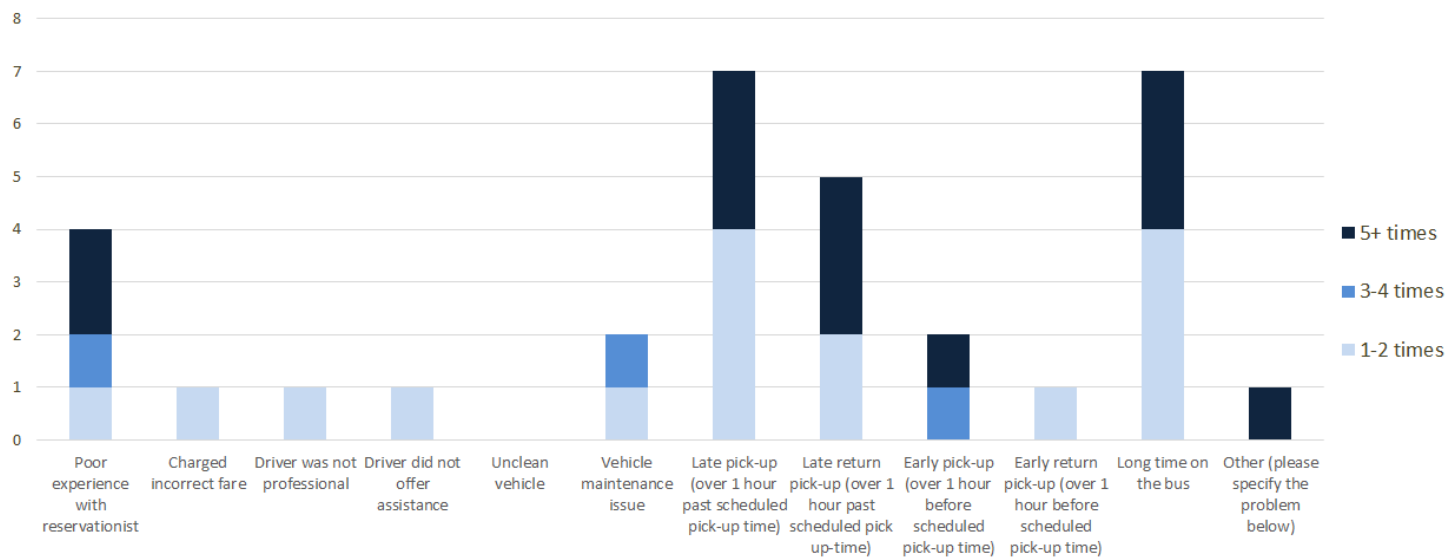
Answered: 14 Skipped: 2



ANSWER CHOICES	RESPONSES	
No	28.57%	4
Yes	71.43%	10
TOTAL		14

Q9 What type of problems have you experienced in the past 6 months?
Please check all that apply.

Answered: 9 Skipped: 7



2025 Lake County Connection Rider Survey

	1-2 TIMES	3-4 TIMES	5+ TIMES	TOTAL
Poor experience with reservationist	25.00% 1	25.00% 1	50.00% 2	4
Charged incorrect fare	100.00% 1	0.00% 0	0.00% 0	1
Driver was not professional	100.00% 1	0.00% 0	0.00% 0	1
Driver did not offer assistance	100.00% 1	0.00% 0	0.00% 0	1
Unclean vehicle	0.00% 0	0.00% 0	0.00% 0	0
Vehicle maintenance issue	50.00% 1	50.00% 1	0.00% 0	2
Late pick-up (over 1 hour past scheduled pick-up time)	57.14% 4	0.00% 0	42.86% 3	7
Late return pick-up (over 1 hour past scheduled pick up-time)	40.00% 2	0.00% 0	60.00% 3	5
Early pick-up (over 1 hour before scheduled pick-up time)	0.00% 0	100.00% 1	0.00% 0	1
Early return pick-up (over 1 hour before scheduled pick-up time)	100.00% 1	0.00% 0	0.00% 0	1
Long time on the bus	57.14% 4	0.00% 0	42.86% 3	7
Other (please specify the problem below)	0.00% 0	0.00% 0	100.00% 1	1

#	OTHER / ADDITIONAL COMMENTS	DATE
1	was late to work.	4/16/2025 8:33 AM
2	Harry said he was late being picked up today, says driver was new and he was late getting to his Meals at the church.	4/7/2025 11:23 AM
3	Why would you group individuals utilizing your service for medical reasons with riders who are doing personal errand or out shopping, especially when the casual riders seem to get dropped off before patients with specific scheduled appointment time? Seems like extremely poor management and awful customer service.	3/26/2025 3:26 PM
4	Drivers are great whoever does the scheduling has no clue about the local geography ... extremely dissatisfied with whoever decides who should be picked up Why would you mix patients needing to get to medical and dialysis appointments with people visiting relatives or heading to Publix or Walmart? Overall, consideration for riders with medical needs SUCKS!!!	3/26/2025 2:50 PM

Q10 Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Answered: 14 Skipped: 2



2025 Lake County Connection Rider Survey

	1	2	3	4	5	6	7	8	9	10
Eligibility application or renewal	27.27% 3	0.00% 0	0.00% 0	9.09% 1	9.09% 1	0.00% 0	0.00% 0	9.09% 1	18.18% 2	27.27% 3
Reservation process	30.77% 4	0.00% 0	0.00% 0	7.69% 1	7.69% 1	7.69% 1	7.69% 1	15.38% 2	7.69% 1	15.38% 2
Cost of service	0.00% 0	23.08% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	15.38% 2	0.00% 0	61.54% 8
Convenience of pick-up times	16.67% 2	0.00% 0	8.33% 1	8.33% 1	16.67% 2	8.33% 1	8.33% 1	8.33% 1	8.33% 1	16.67% 2
Driver behavior	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	16.67% 2	25.00% 3	58.33% 7
Wait times for pick-up	16.67% 2	8.33% 1	8.33% 1	0.00% 0	33.33% 4	8.33% 1	8.33% 1	0.00% 0	8.33% 1	8.33% 1
Length of time on the bus	23.08% 3	0.00% 0	7.69% 1	0.00% 0	15.38% 2	15.38% 2	7.69% 1	7.69% 1	7.69% 1	15.38% 2
Communication/information about service	25.00% 3	0.00% 0	16.67% 2	0.00% 0	8.33% 1	0.00% 0	0.00% 0	25.00% 3	8.33% 1	16.67% 2
Overall experience	18.18% 2	0.00% 0	0.00% 0	9.09% 1	18.18% 2	0.00% 0	0.00% 0	27.27% 3	0.00% 0	27.27% 3

#	ADDITIONAL COMMENTS	DATE
1	Church registers and pays for his service due to veteran disability.	4/7/2025 11:27 AM
2	Angelo is delightful and respectful. A+ on diligence and promptness. He is awesome!	3/31/2025 4:19 PM
3	The driver is excellent. Very friendly and courteous.	3/31/2025 3:40 PM
4	Need to hire more drivers	3/30/2025 2:25 PM
5	I am grateful for having the door-to-door bus service. It is the only means of transportation most of us have.	3/28/2025 3:50 PM
6	Honestly, your one hour window is a joke. Isn't it a way to manipulate how you report on your on-time metrics? Seriously, if you are 55 minutes beyond your pick up time, you can still report you are on time. What a joke.	3/26/2025 3:29 PM
7	A 1-hour window is ridiculous With proper scheduling and sensitivity to medical needs, a 15-minute "window" should be the norm.	3/26/2025 2:53 PM

Q11 Why is this service important to you?

Answered: 14 Skipped: 2

#	RESPONSES	DATE
1	Because I do not drive	4/16/2025 8:35 AM
2	I have no need for this service YET. Failing eyesight may change that.	4/7/2025 8:09 PM
3	Employment	4/7/2025 5:01 PM
4	This service is important due to his disability.	4/7/2025 11:28 AM
5	I am a Homebound Blind disabled person with no vehicle	4/7/2025 11:04 AM
6	Disabled	4/7/2025 9:02 AM
7	Keeps me involved in life with a bit of independence on the side. Thank you!	3/31/2025 4:21 PM
8	Unable to drive.	3/31/2025 3:40 PM
9	On time service	3/30/2025 2:26 PM
10	I don't have money for a taxi or Uber. I have a personal relationship with the drivers I enjoy.	3/28/2025 3:53 PM
11	So I can remain active while I can not drive	3/27/2025 4:44 PM
12	I can no longer drive as I am losing my vision. Without the service, I would not be able to go to Dr. appts., buy groceries and get medications I need.	3/27/2025 7:23 AM
13	Required to make medical appointment which is dialysis three times a week. Late pickups en route to dialysis are extremely inconvenient and cause stress on the patient and may require the center to adjust their schedule, the post-dialysis pickup is equally important because of how tired and fatigued a dialysis patient is after treatment. Does anyone at your company actually care about their patients	3/26/2025 3:33 PM
14	Unable to drive for medical reasons	3/26/2025 2:54 PM

Q12 Would you like to provide any additional comments?

Answered: 10 Skipped: 6

#	RESPONSES	DATE
1	Not all drivers provide help, some do. picked up early and had to p/u everyone and wait for them to be dropped off and then late to work!!!	4/16/2025 8:43 AM
2	The application and renewal process needs to be easier. You have wonderful drivers. Scheduling rides and paying needs to be through our phones. Knowing when the bus will arrive for pickup needs to be real time, like school buses	4/7/2025 5:06 PM
3	Please let us use your service.	4/7/2025 11:04 AM
4	N/A	4/7/2025 9:02 AM
5	Keep up the good work!	3/31/2025 4:21 PM
6	We appreciate the service and our driver!	3/31/2025 3:41 PM
7	It's a needed service with nice and helpful people.	3/28/2025 3:55 PM
8	No	3/27/2025 4:44 PM
9	What more can I add? Your service is unreliable. Your business model is atrocious. Whoever runs your company should look in the mirror. I have the deepest empathy for the poor drives who need to deal with unhappy customers brought on by schedulers who have no idea of the geography they are working with, the dispatch people who refuse to provide accurate information when customers call and the overall poor management responsible for this mess.	3/26/2025 3:44 PM
10	Additional comment: drivers are great. overall service including scheduling, dispatch, customer service absolutely sucks Executives of this sort-ass company should actually spend a week (or more) scheduling a pick-ups to Experience just how awful this service is.	3/26/2025 2:58 PM

Q13 Do you have any feedback on your experience taking this survey?

Answered: 8 Skipped: 8

#	RESPONSES	DATE
1	no.	4/16/2025 8:43 AM
2	I am appreciative of this service, however, there is a lot of room for improvement.	4/7/2025 5:07 PM
3	No	4/7/2025 9:03 AM
4	It works fine!	3/31/2025 4:22 PM
5	I like the way the survey was presented with the options to select.	3/31/2025 3:42 PM
6	No	3/27/2025 4:44 PM
7	Does ths survey really matter? If it does, then you will call me to explaining how you awill improve on all your shortcomings. A month or so, I had a horrible experience where my ride back home was 2.5 hours LATE. I spoke with custoer service who took a complaint and said she would get back to me. Never heard a word. Ron O'Koren 252.874.6728 if anyone is a position of authority would like to actually discuss this.	3/26/2025 3:49 PM
8	Survey is fine but I doubt it will be used to improve your dreadful service	3/26/2025 2:58 PM

#1

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 26, 2025 2:41:18 PM
Last Modified: Wednesday, March 26, 2025 2:58:34 PM
Time Spent: 00:17:16
IP Address: 172.56.74.221

Page 2

Q1 I'm a rider

Please identify how you use Lake County Connection's transportation disadvantaged services.

Page 3

Q2 Today

When was the last time that you received transportation service from Lake County Connection?

Page 4

Q3 6 days a week

Thinking about the past 6 months, how often do you normally use Lake County Connection's transportation disadvantaged services?

Page 5

Q4

Thinking about the last 6 months, how often do you use the service for each of the following purposes?

Medical appointments or pharmacy trips	Frequently
Employment	Never
Grocery shopping or receiving a meal	Never
Education or training	Never
Daycare	Never
Personal Business (banks, social service offices, etc.)	Never
Shopping (excluding grocery shopping)	Never
Visiting family or friends	Never
Other / additional comments	Dialysis patient who requires this service to get me to life-saving treatments

Page 6

Q5**No**

Within the last 6 months, have you been denied transportation services by Lake County?

Page 7

Q6**Respondent skipped this question**

How many times in the last 6 months have you been denied transportation services?

Page 8

Q7**Respondent skipped this question**

What was the reason given for being denied transportation services? Please check all that apply.

Page 9

Q8**Yes**

Have you had any problems with trips within the past 6 months?

Page 10

Q9

What type of problems have you experienced in the past 6 months? Please check all that apply.

Poor experience with reservationist	5+ times
Late pick-up (over 1 hour past scheduled pick-up time)	5+ times
Late return pick-up (over 1 hour past scheduled pick up-time)	5+ times
Long time on the bus	5+ times
Other (please specify the problem below)	5+ times
Other / additional comments	Drivers are great whoever does the scheduling has no clue about the local geography ... extremely dissatisfied with whoever decides who should be picked up Why would you mix patients needing to get to medical and dialysis appointments with people visiting relatives or heading to Publix or Walmart? Overall, consideration for riders with medical needs SUCKS!!!

Page 11

Q10

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Eligibility application or renewal	1
Reservation process	1
Cost of service	2
Convenience of pick-up times	1
Driver behavior	10
Wait times for pick-up	1
Length of time on the bus	1
Communication/information about service	1
Overall experience	1
Additional Comments	A 1-hour window is ridiculous With proper scheduling and sensitivity to medical needs, a 15-minute "window" should be the norm.

Page 12

Q11

Why is this service important to you?

Unable to drive for medical reasons

Page 13

Q12

Would you like to provide any additional comments?

Additional comment: drivers are great. overall service including scheduling, dispatch, customer service absolutely sucks Executives of this sort-ass company should actually spend a week (or more) scheduling a pick-ups to Experience just how awful this service is.

Page 14

Q13

Do you have any feedback on your experience taking this survey?

Survey is fine but I doubt it will be used to improve your dreadful service

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 26, 2025 3:20:39 PM
Last Modified: Wednesday, March 26, 2025 3:49:36 PM
Time Spent: 00:28:56
IP Address: 24.48.137.204

Page 2

Q1 I'm a rider

Please identify how you use Lake County Connection's transportation disadvantaged services.

Page 3

Q2 Today

When was the last time that you received transportation service from Lake County Connection?

Page 4

Q3 1-3 days a week

Thinking about the past 6 months, how often do you normally use Lake County Connection's transportation disadvantaged services?

Page 5

Q4

Thinking about the last 6 months, how often do you use the service for each of the following purposes?

Medical appointments or pharmacy trips	Frequently
Employment	Never
Grocery shopping or receiving a meal	Never
Education or training	Never
Daycare	Never
Personal Business (banks, social service offices, etc.)	Never
Shopping (excluding grocery shopping)	Never
Visiting family or friends	Never
Recreation	Never
Other (please specify purpose below)	Never
Other / additional comments	Dialysis patient in need of reliable transportation to dialysis session and from the dialysis center back home.

Page 6

Q5**No**

Within the last 6 months, have you been denied transportation services by Lake County?

Page 7

Q6**Respondent skipped this question**

How many times in the last 6 months have you been denied transportation services?

Page 8

Q7**Respondent skipped this question**

What was the reason given for being denied transportation services? Please check all that apply.

Page 9

Q8

Yes

Have you had any problems with trips within the past 6 months?

Page 10

Q9

What type of problems have you experienced in the past 6 months? Please check all that apply.

Poor experience with reservationist	5+ times
Vehicle maintenance issue	3-4 times
Late pick-up (over 1 hour past scheduled pick-up time)	5+ times
Late return pick-up (over 1 hour past scheduled pick up-time)	5+ times
Long time on the bus	5+ times
Other / additional comments	Why would you group individuals utilizing your service for medical reasons with riders who are doing personal errand or out shopping, especially when the casual riders seem to get dropped off before patients with specific scheduled appointment time? Seems like extremely poor management and awful customer service.

Page 11

Q10

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Reservation process	1
Cost of service	2
Convenience of pick-up times	1
Driver behavior	9
Wait times for pick-up	1
Length of time on the bus	1
Communication/information about service	1
Overall experience	1
Additional Comments	Honestly, your one hour window is a joke. Isn't it a way to manipulate how you report on your on-time metrics? Seriously, if you are 55 minutes beyond your pick up time, you can still report you are on time. What a joke.

Page 12

Q11

Why is this service important to you?

Required to make medical appointment which is dialysis three times a week. Late pickups en route to dialysis are extremely inconvenient and cause stress on the patient and may require the center to adjust their schedule, the post-dialysis pickup is equally important because of how tired and fatigued a dialysis patient is after treatment. Does anyone at your company actually care about their patients

Page 13

Q12

Would you like to provide any additional comments?

What more can I add? Your service is unreliable. Your business model is atrocious. Whoever runs your company should look in the mirror. I have the deepest empathy for the poor drives who need to deal with unhappy customers brought on by schedulers who have no idea of the geography they are working with, the dispatch people who refuse to provide accurate information when customers call and the overall poor management responsible for this mess.

Page 14

Q13

Do you have any feedback on your experience taking this survey?

Does this survey really matter? If it does, then you will call me to explain how you will improve on all your shortcomings. A month or so, I had a horrible experience where my ride back home was 2.5 hours LATE. I spoke with customer service who took a complaint and said she would get back to me. Never heard a word. Ron O'Koren 252.874.6728 if anyone in a position of authority would like to actually discuss this.

#3

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, March 27, 2025 7:12:04 AM
Last Modified: Thursday, March 27, 2025 7:23:17 AM
Time Spent: 00:11:12
IP Address: 71.54.161.160

Page 2

Q1 I'm a rider

Please identify how you use Lake County Connection's transportation disadvantaged services.

Page 3

Q2 Within the past week

When was the last time that you received transportation service from Lake County Connection?

Page 4

Q3 1-3 days a week

Thinking about the past 6 months, how often do you normally use Lake County Connection's transportation disadvantaged services?

Page 5

Q4

Thinking about the last 6 months, how often do you use the service for each of the following purposes?

Medical appointments or pharmacy trips	Frequently
Employment	Never
Grocery shopping or receiving a meal	Frequently
Education or training	Never
Daycare	Never
Personal Business (banks, social service offices, etc.)	Never
Shopping (excluding grocery shopping)	Sometimes
Visiting family or friends	Never
Recreation	Never

Page 6

Q5

No

Within the last 6 months, have you been denied transportation services by Lake County?

Page 7

Q6

Respondent skipped this question

How many times in the last 6 months have you been denied transportation services?

Page 8

Q7

Respondent skipped this question

What was the reason given for being denied transportation services? Please check all that apply.

Page 9

Q8

Yes

Have you had any problems with trips within the past 6 months?

Page 10

Q9

What type of problems have you experienced in the past 6 months? Please check all that apply.

Late pick-up (over 1 hour past scheduled pick-up time)	1-2 times
Late return pick-up (over 1 hour past scheduled pick up-time)	5+ times

Page 11

Q10

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Eligibility application or renewal	8
Reservation process	7
Cost of service	10
Convenience of pick-up times	5
Driver behavior	10
Wait times for pick-up	3
Length of time on the bus	9
Communication/information about service	3

Page 12

Q11

Why is this service important to you?

I can no longer drive as I am losing my vision. Without the service, I would not be able to go to Dr. appts., buy groceries and get medications I need.

Page 13

Q12

Respondent skipped this question

Would you like to provide any additional comments?

Page 14

Q13

Respondent skipped this question

Do you have any feedback on your experience taking this survey?

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, March 27, 2025 4:40:09 PM
Last Modified: Thursday, March 27, 2025 4:44:05 PM
Time Spent: 00:03:56
IP Address: 67.8.243.172

Page 2

Q1 I'm a rider

Please identify how you use Lake County Connection's transportation disadvantaged services.

Page 3

Q2 Today

When was the last time that you received transportation service from Lake County Connection?

Page 4

Q3 4-5 days a week

Thinking about the past 6 months, how often do you normally use Lake County Connection's transportation disadvantaged services?

Page 5

Q4

Thinking about the last 6 months, how often do you use the service for each of the following purposes?

Medical appointments or pharmacy trips	Never
Employment	Never
Grocery shopping or receiving a meal	Never
Education or training	Never
Daycare	Frequently
Personal Business (banks, social service offices, etc.)	Never
Shopping (excluding grocery shopping)	Never
Visiting family or friends	Never
Recreation	Frequently

Page 6

Q5

No

Within the last 6 months, have you been denied transportation services by Lake County?

Page 7

Q6

Respondent skipped this question

How many times in the last 6 months have you been denied transportation services?

Page 8

Q7

Respondent skipped this question

What was the reason given for being denied transportation services? Please check all that apply.

Page 9

Q8

No

Have you had any problems with trips within the past 6 months?

Page 10

Q9

Respondent skipped this question

What type of problems have you experienced in the past 6 months? Please check all that apply.

Page 11

Q10

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Eligibility application or renewal	9
Reservation process	5
Cost of service	10
Convenience of pick-up times	9
Driver behavior	10
Wait times for pick-up	5
Length of time on the bus	7
Communication/information about service	9
Overall experience	8

Page 12

Q11

Why is this service important to you?

So I can remain active while I can not drive

Page 13

Q12

Would you like to provide any additional comments?

No

Page 14

Q13

Do you have any feedback on your experience taking this survey?

No

#5

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, March 28, 2025 3:25:47 PM
Last Modified: Friday, March 28, 2025 3:57:01 PM
Time Spent: 00:31:14
IP Address: 67.235.156.47

Page 2

Q1 I'm a rider

Please identify how you use Lake County Connection's transportation disadvantaged services.

Page 3

Q2 Today

When was the last time that you received transportation service from Lake County Connection?

Page 4

Q3 4-5 days a week

Thinking about the past 6 months, how often do you normally use Lake County Connection's transportation disadvantaged services?

Page 5

Q4

Thinking about the last 6 months, how often do you use the service for each of the following purposes?

Medical appointments or pharmacy trips	Frequently
Employment	Never
Grocery shopping or receiving a meal	Frequently
Education or training	Rarely
Daycare	Never
Personal Business (banks, social service offices, etc.)	Sometimes
Shopping (excluding grocery shopping)	Sometimes
Visiting family or friends	Never
Recreation	Rarely
Other (please specify purpose below)	Never

Page 6

Q5

No

Within the last 6 months, have you been denied transportation services by Lake County?

Page 7

Q6

Respondent skipped this question

How many times in the last 6 months have you been denied transportation services?

Page 8

Q7

Respondent skipped this question

What was the reason given for being denied transportation services? Please check all that apply.

Page 9

Q8

No

Have you had any problems with trips within the past 6 months?

Page 10

Q9

Respondent skipped this question

What type of problems have you experienced in the past 6 months? Please check all that apply.

Page 11

Q10

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Eligibility application or renewal	10
Reservation process	8
Cost of service	10
Convenience of pick-up times	7
Driver behavior	10
Wait times for pick-up	6
Length of time on the bus	8
Communication/information about service	8
Overall experience	8
Additional Comments	I am grateful for having the door-to-door bus service. It is the only means of transportation most of us have.

Page 12

Q11

Why is this service important to you?

I don't have money for a taxi or Uber. I have a personal relationship with the drivers I enjoy.

Page 13

Q12

Would you like to provide any additional comments?

It's a needed service with nice and helpful people.

Page 14

Q13

Respondent skipped this question

Do you have any feedback on your experience taking this survey?

#6

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Sunday, March 30, 2025 2:20:04 PM
Last Modified: Sunday, March 30, 2025 2:25:58 PM
Time Spent: 00:05:53
IP Address: 172.226.188.130

Page 2

Q1 I'm a rider

Please identify how you use Lake County Connection's transportation disadvantaged services.

Page 3

Q2 Within the past week

When was the last time that you received transportation service from Lake County Connection?

Page 4

Q3 4-5 days a week

Thinking about the past 6 months, how often do you normally use Lake County Connection's transportation disadvantaged services?

Page 5

Q4

Thinking about the last 6 months, how often do you use the service for each of the following purposes?

Medical appointments or pharmacy trips	Frequently
Employment	Never
Grocery shopping or receiving a meal	Never
Education or training	Never
Daycare	Never
Personal Business (banks, social service offices, etc.)	Never
Shopping (excluding grocery shopping)	Never
Visiting family or friends	Never
Recreation	Never
Other / additional comments	I use it for dialysis 3X times a week round trip. It is literally my life line

Page 6

Q5**No**

Within the last 6 months, have you been denied transportation services by Lake County?

Page 7

Q6**Respondent skipped this question**

How many times in the last 6 months have you been denied transportation services?

Page 8

Q7**Respondent skipped this question**

What was the reason given for being denied transportation services? Please check all that apply.

Page 9

Q8**Yes**

Have you had any problems with trips within the past 6 months?

Page 10

Q9

What type of problems have you experienced in the past 6 months? Please check all that apply.

Poor experience with reservationist	3-4 times
Charged incorrect fare	1-2 times
Late pick-up (over 1 hour past scheduled pick-up time)	1-2 times
Late return pick-up (over 1 hour past scheduled pick up-time)	1-2 times
Early return pick-up (over 1 hour before scheduled pick-up time)	1-2 times
Long time on the bus	1-2 times

Page 11

Q10

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Eligibility application or renewal	4
Reservation process	4
Cost of service	8
Convenience of pick-up times	4
Driver behavior	8
Wait times for pick-up	2
Length of time on the bus	6
Communication/information about service	3
Overall experience	4
Additional Comments	Need to hire more drivers

Page 12

Q11

Why is this service important to you?

On time service

Page 13

Q12

Respondent skipped this question

Would you like to provide any additional comments?

Page 14

Q13

Respondent skipped this question

Do you have any feedback on your experience taking this survey?

#7

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, March 31, 2025 3:34:18 PM
Last Modified: Monday, March 31, 2025 3:42:23 PM
Time Spent: 00:08:05
IP Address: 24.48.136.84

Page 2

Q1 I'm a caretaker or personal care attendant (PCA) of a rider
Please identify how you use Lake County Connection's transportation disadvantaged services.

Page 3

Q2 Today
When was the last time that you received transportation service from Lake County Connection?

Page 4

Q3 4-5 days a week
Thinking about the past 6 months, how often do you normally use Lake County Connection's transportation disadvantaged services?

Page 5

Q4

Thinking about the last 6 months, how often do you use the service for each of the following purposes?

Medical appointments or pharmacy trips	Never
Employment	Never
Grocery shopping or receiving a meal	Never
Education or training	Never
Daycare	Frequently
Personal Business (banks, social service offices, etc.)	Never
Shopping (excluding grocery shopping)	Never
Visiting family or friends	Never
Recreation	Never

Page 6

Q5

Yes

Within the last 6 months, have you been denied transportation services by Lake County?

Page 7

Q6

Other (please specify):
Never denied

How many times in the last 6 months have you been denied transportation services?

Page 8

Q7

Other (please specify) / additional comments:
Never denied

What was the reason given for being denied transportation services? Please check all that apply.

Page 9

Q8

No

Have you had any problems with trips within the past 6 months?

Page 10

Q9

Respondent skipped this question

What type of problems have you experienced in the past 6 months? Please check all that apply.

Page 11

Q10

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Eligibility application or renewal	10
Reservation process	10
Cost of service	10
Convenience of pick-up times	10
Driver behavior	10
Wait times for pick-up	10
Length of time on the bus	10
Communication/information about service	10
Overall experience	10
Additional Comments	The driver is excellent. Very friendly and courteous.

Page 12

Q11

Why is this service important to you?

Unable to drive.

Page 13

Q12

Would you like to provide any additional comments?

We appreciate the service and our driver!

Page 14

Q13

Do you have any feedback on your experience taking this survey?

I like the way the survey was presented with the options to select.

#8

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, March 31, 2025 4:13:21 PM
Last Modified: Monday, March 31, 2025 4:21:55 PM
Time Spent: 00:08:33
IP Address: 72.239.65.43

Page 2

Q1 I'm a rider

Please identify how you use Lake County Connection's transportation disadvantaged services.

Page 3

Q2 Today

When was the last time that you received transportation service from Lake County Connection?

Page 4

Q3 4-5 days a week

Thinking about the past 6 months, how often do you normally use Lake County Connection's transportation disadvantaged services?

Page 5

Q4

Thinking about the last 6 months, how often do you use the service for each of the following purposes?

Medical appointments or pharmacy trips	Never
Employment	Never
Grocery shopping or receiving a meal	Never
Education or training	Never
Daycare	Frequently
Personal Business (banks, social service offices, etc.)	Never
Shopping (excluding grocery shopping)	Never
Visiting family or friends	Never
Recreation	Never

Page 6

Q5

No

Within the last 6 months, have you been denied transportation services by Lake County?

Page 7

Q6

Respondent skipped this question

How many times in the last 6 months have you been denied transportation services?

Page 8

Q7

Respondent skipped this question

What was the reason given for being denied transportation services? Please check all that apply.

Page 9

Q8

No

Have you had any problems with trips within the past 6 months?

Page 10

Q9

Respondent skipped this question

What type of problems have you experienced in the past 6 months? Please check all that apply.

Page 11

Q10

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Eligibility application or renewal	10
Reservation process	10
Cost of service	10
Convenience of pick-up times	10
Driver behavior	10
Wait times for pick-up	9
Length of time on the bus	10
Communication/information about service	10
Overall experience	10
Additional Comments	Angelo is delightful and respectful. A+ on diligence and promptness. He is awesome!

Page 12

Q11

Why is this service important to you?

Keeps me involved in life with a bit of independence on the side. Thank you!

Page 13

Q12

Would you like to provide any additional comments?

Keep up the good work!

Page 14

Q13

Do you have any feedback on your experience taking this survey?

It works fine!

#9

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 07, 2025 8:37:04 AM
Last Modified: Monday, April 07, 2025 9:02:51 AM
Time Spent: 00:25:46
IP Address: 172.56.73.232

Page 2

Q1 I'm a rider

Please identify how you use Lake County Connection's transportation disadvantaged services.

Page 3

Q2 Today

When was the last time that you received transportation service from Lake County Connection?

Page 4

Q3 1-3 days a week

Thinking about the past 6 months, how often do you normally use Lake County Connection's transportation disadvantaged services?

Page 5

Q4

Thinking about the last 6 months, how often do you use the service for each of the following purposes?

Medical appointments or pharmacy trips	Frequently
Employment	Never
Grocery shopping or receiving a meal	Sometimes
Education or training	Frequently
Daycare	Never
Personal Business (banks, social service offices, etc.)	Sometimes
Shopping (excluding grocery shopping)	Sometimes
Visiting family or friends	Sometimes
Recreation	Sometimes

Page 6

Q5

Yes

Within the last 6 months, have you been denied transportation services by Lake County?

Page 7

Q6

1-2 Times

How many times in the last 6 months have you been denied transportation services?

Page 8

Q7

Other (please specify) / additional comments:

What was the reason given for being denied transportation services? Please check all that apply.

I needed to go to a specific library for a program/ event, but they would not take me there.

Page 9

Q8

Yes

Have you had any problems with trips within the past 6 months?

Page 10

Q9

What type of problems have you experienced in the past 6 months? Please check all that apply.

Poor experience with reservationist	1-2 times
Driver was not professional	1-2 times
Driver did not offer assistance	1-2 times
Vehicle maintenance issue	1-2 times
Late pick-up (over 1 hour past scheduled pick-up time)	1-2 times
Long time on the bus	1-2 times

Page 11

Q10

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Reservation process	6
Cost of service	10
Convenience of pick-up times	3
Driver behavior	9
Wait times for pick-up	5
Length of time on the bus	6
Communication/information about service	5
Overall experience	8

Page 12

Q11

Why is this service important to you?

Disabled

Page 13

Q12

Would you like to provide any additional comments?

N/A

Page 14

Q13

Do you have any feedback on your experience taking this survey?

No

#10

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 07, 2025 10:54:03 AM
Last Modified: Monday, April 07, 2025 11:04:49 AM
Time Spent: 00:10:45
IP Address: 174.58.219.108

Page 2

Q1 Please identify how you use Lake County Connection's transportation disadvantaged services.	Other (please explain): I am a Blind non-Rider. With a Caretaker who also is a non,-rider. Due to cumbersome and difficult application!
--	--

Page 3

Q2 When was the last time that you received transportation service from Lake County Connection?	More than a month ago
---	------------------------------

Page 4

Q3 Thinking about the past 6 months, how often do you normally use Lake County Connection's transportation disadvantaged services?	Less than once a month
--	-------------------------------

Page 5

Q4

Thinking about the last 6 months, how often do you use the service for each of the following purposes?

Medical appointments or pharmacy trips	Never
Employment	Never
Grocery shopping or receiving a meal	Never
Daycare	Never
Personal Business (banks, social service offices, etc.)	Never
Shopping (excluding grocery shopping)	Never
Visiting family or friends	Never
Recreation	Never
Other (please specify purpose below)	Never
Other / additional comments	I would...but 12 pages of Application process. Plus medical page. I EVEN CALLED For help

Page 6

Q5

Yes

Within the last 6 months, have you been denied transportation services by Lake County?

Page 7

Q6

Other (please specify):

How many times in the last 6 months have you been denied transportation services?

All services are denied to me and my caretaker

Page 8

Q7

Other (please specify) / additional comments:

What was the reason given for being denied transportation services? Please check all that apply.

12 pages of Application for a BLIND DISABLED PERSON

Page 9

Q8

Yes

Have you had any problems with trips within the past 6 months?

Page 10

Q9 Respondent skipped this question

What type of problems have you experienced in the past 6 months? Please check all that apply.

Page 11

Q10

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Eligibility application or renewal	1
Reservation process	1
Cost of service	2

Page 12

Q11

Why is this service important to you?

I am a Homebound Blind disabled person with no vehicle

Page 13

Q12

Would you like to provide any additional comments?

Please let us use your service.

Page 14

Q13 Respondent skipped this question

Do you have any feedback on your experience taking this survey?

#11

INCOMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 07, 2025 11:13:04 AM
Last Modified: Monday, April 07, 2025 11:28:11 AM
Time Spent: 00:15:07
IP Address: 174.228.177.143

Page 2

Q1	Other (please explain):
Please identify how you use Lake County Connection's transportation disadvantaged services.	FDOT observer, speaking with Harry

Page 3

Q2	Today
When was the last time that you received transportation service from Lake County Connection?	

Page 4

Q3	1-3 days a week
Thinking about the past 6 months, how often do you normally use Lake County Connection's transportation disadvantaged services?	

Page 5

Q4	
Thinking about the last 6 months, how often do you use the service for each of the following purposes?	
Grocery shopping or receiving a meal	Frequently

Page 6

Q5	No
Within the last 6 months, have you been denied transportation services by Lake County?	

Page 7

Q6

Respondent skipped this question

How many times in the last 6 months have you been denied transportation services?

Page 8

Q7

Respondent skipped this question

What was the reason given for being denied transportation services? Please check all that apply.

Page 9

Q8

Yes

Have you had any problems with trips within the past 6 months?

Page 10

Q9

What type of problems have you experienced in the past 6 months? Please check all that apply.

Late pick-up (over 1 hour past scheduled pick-up time)	5+ times
Late return pick-up (over 1 hour past scheduled pick up-time)	1-2 times
Long time on the bus	1-2 times
Other / additional comments	Harry said he was late being picked up today, says driver was new and he was late getting to his Meals at the church.

Page 11

Q10

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Eligibility application or renewal	9
Reservation process	9
Cost of service	10
Convenience of pick-up times	6
Driver behavior	9
Wait times for pick-up	5
Length of time on the bus	5
Communication/information about service	8
Overall experience	10
Additional Comments	Church registers and pays for his service due to veteran disability.

Page 12

Q11

Why is this service important to you?

This service is important due to his disability.

Page 13

Q12

Respondent skipped this question

Would you like to provide any additional comments?

Page 14

Q13

Respondent skipped this question

Do you have any feedback on your experience taking this survey?

#12

INCOMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 07, 2025 12:52:00 PM
Last Modified: Monday, April 07, 2025 12:54:32 PM
Time Spent: 00:02:31
IP Address: 174.58.245.177

Page 2

Q1 Other (please explain):
Please identify how you use Lake County Connection's Did not know about it
transportation disadvantaged services.

Page 3

Q2 Respondent skipped this question
When was the last time that you received transportation
service from Lake County Connection?

Page 4

Q3 Respondent skipped this question
Thinking about the past 6 months, how often do you
normally use Lake County Connection's transportation
disadvantaged services?

Page 5

Q4 Respondent skipped this question
Thinking about the last 6 months, how often do you use the
service for each of the following purposes?

Page 6

Q5 Respondent skipped this question
Within the last 6 months, have you been denied
transportation services by Lake County?

Page 7

Q6

Respondent skipped this question

How many times in the last 6 months have you been denied transportation services?

Page 8

Q7

Respondent skipped this question

What was the reason given for being denied transportation services? Please check all that apply.

Page 9

Q8

Respondent skipped this question

Have you had any problems with trips within the past 6 months?

Page 10

Q9

Respondent skipped this question

What type of problems have you experienced in the past 6 months? Please check all that apply.

Page 11

Q10

Respondent skipped this question

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Page 12

Q11

Respondent skipped this question

Why is this service important to you?

Page 13

Q12

Respondent skipped this question

Would you like to provide any additional comments?

Page 14

Q13

Respondent skipped this question

Do you have any feedback on your experience taking this survey?

#13

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 07, 2025 4:43:24 PM
Last Modified: Monday, April 07, 2025 5:07:13 PM
Time Spent: 00:23:49
IP Address: 172.56.74.133

Page 2

Q1 I'm a rider

Please identify how you use Lake County Connection's transportation disadvantaged services.

Page 3

Q2 Today

When was the last time that you received transportation service from Lake County Connection?

Page 4

Q3 4-5 days a week

Thinking about the past 6 months, how often do you normally use Lake County Connection's transportation disadvantaged services?

Page 5

Q4

Thinking about the last 6 months, how often do you use the service for each of the following purposes?

Medical appointments or pharmacy trips	Rarely
Employment	Frequently
Grocery shopping or receiving a meal	Rarely
Education or training	Rarely
Daycare	Never
Personal Business (banks, social service offices, etc.)	Rarely
Shopping (excluding grocery shopping)	Rarely
Visiting family or friends	Rarely
Recreation	Rarely
Other (please specify purpose below)	Rarely

Page 6

Q5

No

Within the last 6 months, have you been denied transportation services by Lake County?

Page 7

Q6

Respondent skipped this question

How many times in the last 6 months have you been denied transportation services?

Page 8

Q7

Respondent skipped this question

What was the reason given for being denied transportation services? Please check all that apply.

Page 9

Q8

Yes

Have you had any problems with trips within the past 6 months?

Page 10

Q9

What type of problems have you experienced in the past 6 months? Please check all that apply.

Long time on the bus **5+ times**

Page 11

Q10

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Eligibility application or renewal	1
Reservation process	1
Cost of service	10
Convenience of pick-up times	5
Driver behavior	10
Wait times for pick-up	5
Length of time on the bus	5
Communication/information about service	1
Overall experience	5

Page 12

Q11

Why is this service important to you?

Employment

Page 13

Q12

Would you like to provide any additional comments?

The application and renewal process needs to be easier.
You have wonderful drivers.
Scheduling rides and paying needs to be through our phones.
Knowing when the bus will arrive for pickup needs to be real time, like school buses

Page 14

Q13

Do you have any feedback on your experience taking this survey?

I am appreciative of this service, however, there is a lot of room for improvement.

#14

INCOMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 07, 2025 7:55:28 PM
Last Modified: Monday, April 07, 2025 8:09:45 PM
Time Spent: 00:14:16
IP Address: 71.214.2.140

Page 2

Q1 Please identify how you use Lake County Connection's transportation disadvantaged services.	Other (please explain): I have never used your service. I live near the intersection of CR 561 and SR33 (near extreme south side of Lake County). So far spouse and friends provide my transportation.
--	---

Page 3

Q2 When was the last time that you received transportation service from Lake County Connection?	Respondent skipped this question
---	----------------------------------

Page 4

Q3 Thinking about the past 6 months, how often do you normally use Lake County Connection's transportation disadvantaged services?	Respondent skipped this question
--	----------------------------------

Page 5

Q4 Thinking about the last 6 months, how often do you use the service for each of the following purposes?	
Other (please specify purpose below)	Never
Other / additional comments	I do not know of my options in this area.

Page 6

Q5

No

Within the last 6 months, have you been denied transportation services by Lake County?

Page 7

Q6

Respondent skipped this question

How many times in the last 6 months have you been denied transportation services?

Page 8

Q7

Respondent skipped this question

What was the reason given for being denied transportation services? Please check all that apply.

Page 9

Q8

Respondent skipped this question

Have you had any problems with trips within the past 6 months?

Page 10

Q9

Respondent skipped this question

What type of problems have you experienced in the past 6 months? Please check all that apply.

Page 11

Q10

Respondent skipped this question

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Page 12

Q11

Why is this service important to you?

I have no need for this service YET. Failing eyesight may change that.

Page 13

Q12

Respondent skipped this question

Would you like to provide any additional comments?

Page 14

Q13

Respondent skipped this question

Do you have any feedback on your experience taking this survey?

#15

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, April 16, 2025 8:30:18 AM
Last Modified: Wednesday, April 16, 2025 8:43:23 AM
Time Spent: 00:13:04
IP Address: 71.1.151.214

Page 2

Q1 I'm a rider

Please identify how you use Lake County Connection's transportation disadvantaged services.

Page 3

Q2 Within the past week

When was the last time that you received transportation service from Lake County Connection?

Page 4

Q3 1-3 days a month

Thinking about the past 6 months, how often do you normally use Lake County Connection's transportation disadvantaged services?

Page 5

Q4 Thinking about the last 6 months, how often do you use the service for each of the following purposes?

Employment Sometimes

Page 6

Q5 No

Within the last 6 months, have you been denied transportation services by Lake County?

Page 7

Q6

Respondent skipped this question

How many times in the last 6 months have you been denied transportation services?

Page 8

Q7

Respondent skipped this question

What was the reason given for being denied transportation services? Please check all that apply.

Page 9

Q8

Yes

Have you had any problems with trips within the past 6 months?

Page 10

Q9

What type of problems have you experienced in the past 6 months? Please check all that apply.

Late pick-up (over 1 hour past scheduled pick-up time)	1-2 times
Long time on the bus	1-2 times
Other / additional comments	was late to work.

Page 11

Q10

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Eligibility application or renewal	5
Reservation process	8
Cost of service	8
Convenience of pick-up times	8
Driver behavior	8
Wait times for pick-up	7
Length of time on the bus	1
Communication/information about service	8
Overall experience	5

Page 12

Q11

Why is this service important to you?

Because I do not drive

Page 13

Q12

Would you like to provide any additional comments?

Not all drivers provide help, some do. picked up early and had to p/u everyone and wait for them to be dropped off and then late to work!!!

Page 14

Q13

Do you have any feedback on your experience taking this survey?

no.

#16

INCOMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 25, 2025 3:20:31 PM
Last Modified: Friday, April 25, 2025 3:21:47 PM
Time Spent: 00:01:16
IP Address: 147.161.136.81

Page 2

Q1 I'm a rider

Please identify how you use Lake County Connection's transportation disadvantaged services.

Page 3

Q2 Within the past week

When was the last time that you received transportation service from Lake County Connection?

Page 4

Q3 1-3 days a week

Thinking about the past 6 months, how often do you normally use Lake County Connection's transportation disadvantaged services?

Page 5

Q4 Thinking about the last 6 months, how often do you use the service for each of the following purposes?

Medical appointments or pharmacy trips	Sometimes
Education or training	Rarely
Personal Business (banks, social service offices, etc.)	Rarely
Shopping (excluding grocery shopping)	Rarely
Visiting family or friends	Sometimes
Other (please specify purpose below)	Rarely

Page 6

Q5

No

Within the last 6 months, have you been denied transportation services by Lake County?

Page 7

Q6

Respondent skipped this question

How many times in the last 6 months have you been denied transportation services?

Page 8

Q7

Respondent skipped this question

What was the reason given for being denied transportation services? Please check all that apply.

Page 9

Q8

Yes

Have you had any problems with trips within the past 6 months?

Page 10

Q9

What type of problems have you experienced in the past 6 months? Please check all that apply.

Early pick-up (over 1 hour before scheduled pick-up time)	3-4 times
---	------------------

Page 11

Q10

Thinking about the last 6 months, please rate your satisfaction with the following on a scale of 1 to 10, with 1 being least satisfied and 10 being most satisfied.

Length of time on the bus	3
---------------------------	----------

Page 12

Q11

Respondent skipped this question

Why is this service important to you?

Page 13

Q12

Respondent skipped this question

Would you like to provide any additional comments?

Page 14

Q13

Respondent skipped this question

Do you have any feedback on your experience taking this survey?

APPENDIX D: Level of Cost Worksheet 1



CTC Expense Sources

County: Lake

CTC Status: Approved

CTC Organization: Lake County Board of
County Commissioners

Fiscal Year: 07/01/2023 - 06/30/2024

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Expense Sources						
Labor	\$ 382,289	\$ 288,640	\$ 670,929	\$ 169,050	\$ 303,444	\$ 472,494
Fringe Benefits	\$ 149,077	\$ 1,789	\$ 150,866	\$ 62,062	\$ 4,848	\$ 66,910
Services	\$ 2,094,425	\$ 7,848	\$ 2,102,273	\$ 1,644,508	\$ 5,352	\$ 1,649,860
Materials & Supplies Consumed	\$ 553,011	\$ 277,058	\$ 830,069	\$ 512,004	\$ 273,814	\$ 785,818
Utilities	\$ 8,678	\$ 28,288	\$ 36,966	\$ 9,075	\$ 15,414	\$ 24,489
Casualty & Liability	\$ 50,893	\$ 297,271	\$ 348,164	\$ 25,062	\$ 181,385	\$ 206,447
Taxes	\$ 0	\$ 7,627	\$ 7,627	\$ 0	\$ 6,366	\$ 6,366
Miscellaneous	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 12,600	\$ 12,600	\$ 0	\$ 12,600	\$ 12,600
Capital Purchases	\$ 823,050	\$ 6,661	\$ 829,711	\$ 820,682	\$ 0	\$ 820,682
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 6,000	\$ 6,000	\$ 0	\$ 9,396	\$ 9,396
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 2,211,451	N/A	\$ 2,211,451	\$ 1,981,800	N/A	\$ 1,981,800
Total - Expense Sources	\$ 6,272,874	\$ 933,782	\$ 7,206,656	\$ 5,224,243	\$ 812,619	\$ 6,036,862



Lake County Transportation Disadvantaged Service Plan (FY 2023/24 – FY 2027/28)

Lake~Sumter Metropolitan Planning
Organization

Adopted June 12, 2023

Updated June 10, 2024

Proposed Update on June 2, 2025



www.LakeSumterMPO.com

Contents

1	Local Coordinating Board Membership Certification	7
2	Roll Call Voting Sheet.....	8
3	Development Plan	9
3.1	<i>Introduction to the Service Area</i>	<i>9</i>
3.1.1	Background of the TD Program.....	9
3.1.2	Community Transportation Coordinator Designation Date and History.....	9
3.1.3	Organization Chart.....	11
3.1.4	Consistency Review of Other Plans.....	12
3.1.5	Public Participation	21
3.2	<i>Service Area Profile/Demographics</i>	<i>24</i>
3.2.1	Service Area Description.....	24
3.2.2	Demographics.....	27
3.3	<i>Service Analysis</i>	<i>41</i>
3.3.1	Trend Analysis	41
3.3.2	Peer Review Analysis	42
3.3.3	Forecasts of Transportation Disadvantaged Population	44
3.3.4	Needs Assessment	48
3.3.5	Barriers to Coordination	48
3.4	<i>Goals, Objectives, and Strategies</i>	<i>50</i>
4	Service Plan	51
4.1	<i>Operations.....</i>	<i>51</i>
4.1.1	Types, Hours, and Days of Service	51
4.1.2	Accessing Services	52
4.1.3	Transportation Operators and Coordination Contractors.....	55
4.1.4	Public Transit Utilization	55
4.1.5	School Bus Utilization	56
4.1.6	Vehicle Inventory	56
4.1.7	Public Transportation Agency Safety Plan (PTASP)	57

4.1.8	Intercounty Services	57
4.1.9	Emergency Preparedness and Response	57
4.1.10	Educational Efforts and Public Outreach	58
4.1.11	Acceptable Alternatives	58
4.1.12	Service Standards	58
4.1.13	Local Complaint and Grievance Procedure/Process	72
4.1.14	Community Transportation Coordinator Monitoring Procedures of Operators and Coordination Contractors	73
4.2	<i>Cost/Revenue Allocation and Rate Structure Justification</i>	<i>74</i>
4.2.1	Lake County Fare Policy	75
5	Quality Assurance.....	77
5.1	Overview	77
5.2	Summary of FY 2024 – FY 2025 CTC Evaluation Results.....	77
Appendix A:	Acronyms.....	79
Appendix B:	Glossary.....	81
Appendix C:	LakeXpress Route Maps and Schedules	84
Appendix D:	Private Provider Inventory	93
Appendix E:	Annual Operating Report (FY 2024)	95
Appendix F:	Trend Analysis Graphs	96
Appendix G:	Goals, Objectives, Strategies, and Implementation Schedule	99
Appendix H:	Paratransit Vehicle Inventory.....	108
Appendix I:	Public Transportation Agency Safety Plan (PTASP) Approval.....	110
Appendix J:	Lake County Connection Customer Survey Results.....	112
Appendix K:	Lake County TDCB Grievance Procedures	116
Appendix L:	Rate Model Worksheets (FY 2025-2026)	121
Appendix M:	TD Bus Pass Program	124

Tables

Table 3-1: Lake County Population by Jurisdiction, 2020.....	25
Table 3-2: Comparison of Population and Population Density for Lake County and Florida	28
Table 3-3: Age Distribution in Lake County and Florida	28
Table 3-4: Household Income in Lake County and Florida (In 2021 inflation-adjusted dollars)	30
Table 3-5: Poverty Status in the Past 12 Months in Lake County and Florida.....	30
Table 3-6: Health and Human Services 2025 Poverty Guidelines (200%).....	32
Table 3-7: Population with a Disability in Lake County and Florida	32
Table 3-8: Employment Status of Population 16 years and older for Lake County and Florida	34
Table 3-9: Average Annual Wages in Lake County and Florida, 2021 (Preliminary).....	35
Table 3-10: Employers in Lake County with over 500 Employees.....	36
Table 3-11: Owner and Renter Occupied Housing Units in Lake County and Florida	36
Table 3-12: Names and Locations of Local Colleges and Universities	37
Table 3-13: Percentages of Educational Attainment in Lake County and Florida.....	38
Table 3-14: Vehicle Availability in Occupied Housing Units for Lake County and Florida	38
Table 3-15: Travel Time to Work in Lake County and Florida.....	39
Table 3-16: Means of Transportation to Work (16 Years and Older) in Lake County and Florida	39
Table 3-17: Lake County Connection Major Trip Generators	40
Table 3-18: Lake County Trend Analysis (FY 2018-2022).....	41
Table 3-19: Peer CTC Characteristics (FY 2022).....	43
Table 3-20: Demographic Comparison of Peer CTCs.....	43
Table 3-21: Performance Measures for Peer CTCs (FY 2022).....	44
Table 3-22: TD Population Estimates	45
Table 3-23: Critical Need Population	46
Table 3-24: Critical Need Trip Demand	47
Table 4-1: CTC Coordination Contractors.....	55
Table 4-2: LakeXpress Annual Ridership	56
Table 4-3: CTC Rate Structure 2025-2026	74
Table 4-4: LakeXpress Fare Structure.....	75
Table 4-5: Lake County Connection Fare Structure.....	76

Table 5-1: Non-Emergency Medical / Stretcher & Wheelchair Services.....	93
Table 5-2: Taxi Cab Services	93
Table 5-3: Limousine and Airport Shuttles.....	94
Table 5-4: Lake County Paratransit Vehicle Inventory.....	108
Table 5-5: Paratransit Replacement Schedule	109

Figures

Figure 3-1: Organizational Chart.....	11
Figure 3-2: Lake County Location.....	24
Figure 3-3: Lake County Municipal Boundaries	26
Figure 3-4: Lake County 2030 Adopted Future Land Use Map	27
Figure 3-5: Geographic Distribution of Population 65 Years and Older in Lake County.....	29
Figure 3-6: Geographic Distribution of Population Below the Poverty Level.....	31
Figure 3-7: Geographic Distribution of Population with a Disability in Lake County	33
Figure 3-8: Average Annual Employment in Lake County, 2021 (Preliminary).....	34
Figure 3-9: Comparison of Occupied Housing Units (Year Structure Built) in Lake County and Florida	37
Figure 3-10: Lake County Commuter Flows for Residents and Workers.....	40
Figure 3-11: Potential TD Population.....	46
Figure 3-12: Critical Need Trip Rates.....	47
Figure 5-1: LakeXpress Route 1 Map and Schedule	84
Figure 5-2: LakeXpress Route 1A Map and Schedule.....	85
Figure 5-3: LakeXpress Route 2 Map and Schedule	86
Figure 5-4: LakeXpress Route 3 Map and Schedule	87
Figure 5-5: LakeXpress Route 4 Map and Schedule	88
Figure 5-6: LakeXpress Route 50 Map and Schedule	89
Figure 5-7: LakeXpress Route 55 Map and Schedule	90
Figure 5-8: South Lake Xpress Map and Schedule	91
Figure 21: 27 Xpress Map and Schedule.....	92

TDSP Revision History

Version	Date	Description
Version 1.0	June 12, 2023	Lake County Transportation Disadvantaged Service Plan document development for FY 23-24 to FY 27-28
Version 2.0	June 10, 2024	Lake County Transportation Disadvantaged Service Plan Annual Update for FY 2024
Version 3.0	June 2, 2025	Lake County Transportation Disadvantaged Service Plan Annual Update for FY 2025

1 LOCAL COORDINATING BOARD MEMBERSHIP CERTIFICATION

Name: Lake~Sumter Metropolitan Planning Organization

Address: 1300 Citizens Blvd, Suite 175, Leesburg, FL 34748

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), Florida Administrative Code (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
Chairperson, Lake~Sumter MPO	Comm. Leslie Campione	N/A
Vice Chair, Children at Risk Representative	Lesha Buchbinder	Timothy Layne
Florida Department of Transportation (FDOT)	Jamie Ledgerwood	Carlos Colon
Department of Children & Families	Sheri Peterson	Kimberly Mummey
Public Education Community	E. Scott Pfender	Lori Mattox
Vocational Rehabilitation/Florida Dept. of Education	Jennilyn Green	Roselle Paala
Veterans Service Office	Kirk Armstrong	Stephanie Glass
Florida Association for Community Action / Economically Disadvantaged	Jim Lowe	Timothy Bridges
Persons over 60, representing Elderly	Joanne Seagle	N/A
Person with a Disability representing Disabled	Rebecca Matthews	N/A
Citizens Advocate	Chantel Buck	N/A
Citizens Advocate/User of System	Cyndi North	N/A
Florida Department of Elder Affairs (DOEA)	Steve Homan	Gary Heaps
Local For-Profit Transportation	Vacant	N/A
Florida Agency for Health Care Administration	Emilio Santiago	Gisela Ruiz
Workforce Development	Gustavo Henriquez	Donna Andrews
Medical Community	Vacant	N/A

2 ROLL CALL VOTING SHEET

Approval of Lake County's Transportation Disadvantaged Service Plan Annual Update

MEMBER	REPRESENTING	YES	NO	ABSENT
Comm. Leslie Campione	Chairperson, Lake~Sumter MPO			
Lesha Buchbinder	Vice Chair, Children at Risk Representative			
Jamie Ledgerwood	Florida Department of Transportation (FDOT)			
Sheri Peterson	Department of Children & Families			
E. Scott Pfender	Public Education Community			
Jennilyn Green	Vocational Rehabilitation/Florida Dept. of Education			
Kirk Armstrong	Veterans Service Office			
Jim Lowe	Florida Association for Community Action / Economically Disadvantaged			
Joanne Seagle	Persons over 60, representing Elderly			
Rebecca Matthews	Person with a Disability representing Disabled			
Chantel Buck	Citizens Advocate			
Cyndi North	Citizens Advocate/User of System			
Steve Homan	Florida Department of Elder Affairs (DOEA)			
Vacant	Local For-Profit Transportation			
Emilio Santiago	Florida Agency for Health Care Administration			
Gustavo Henriquez	Workforce Development			
Vacant	Medical Community			

The Transportation Disadvantaged Coordinating Board hereby certifies that an annual evaluation of the Community Transportation Coordinator (CTC) was conducted consistent with the policies of the Commission for the Transportation Disadvantaged (CTD) 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 June 10, 2024.

Date

Commissioner Leslie Campione, TDCB Chair

Approved by the Commission for the Transportation Disadvantaged

Date

Karen Somerset, Interim Executive Director, CTD

3 DEVELOPMENT PLAN

3.1 Introduction to the Service Area

3.1.1 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 (CTD)) 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 LCBs implement the TD program in designated service areas.

CTCs are business units or local public transportation providers responsible for providing or arranging the delivery of transportation services to the TD population. The TD population consists of “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 (TDTF). 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 annually by the Legislature. 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 – percent of the population that are seniors, persons with disabilities or low income
- Equity – equal share to each county

3.1.2 COMMUNITY TRANSPORTATION COORDINATOR DESIGNATION DATE 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 (BOCC) and the East Central Florida Regional Planning Council. In November 1990, Lake Sumter Mental Health Center and Hospital was recommended by the Lake County BOCC, 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 BOCC 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 (LCT).

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.

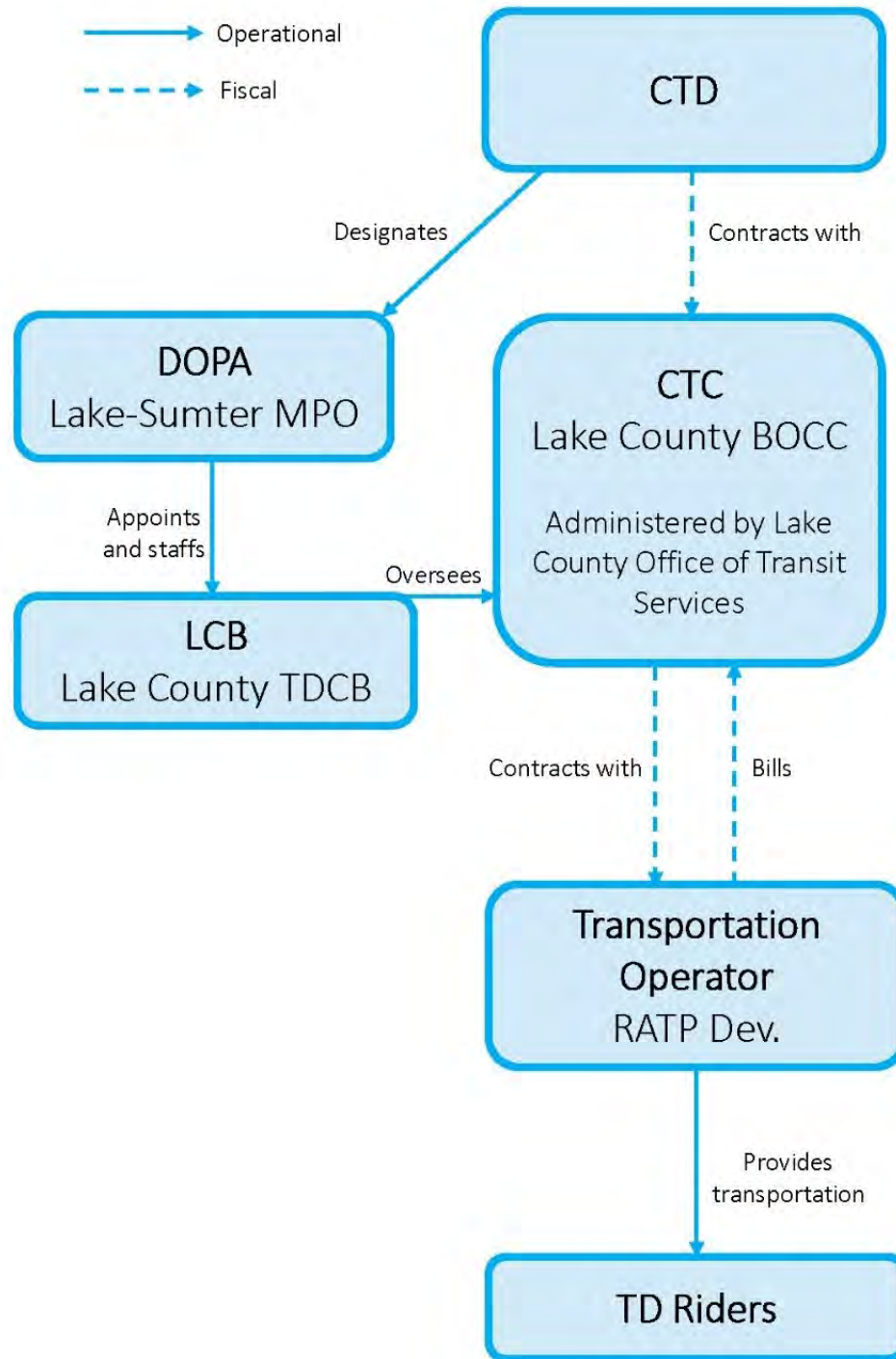
The Lake~Sumter Metropolitan Planning Organization (LSMPO or MPO) began serving as the Planning Agency for Lake County on April 25, 2005. In its role as the designated official planning agency (DOPA), the MPO has responsibility for recommending a CTC for Lake County, which it first did in 2001, and for subsequent five-year terms. At its March 15, 2023, meeting, the CTD approved the MPO's recommendation to designate the Lake County BOCC to continue to serve as the CTC through June 30, 2028.

A new transportation contractor was selected by the CTC in 2017. Effective March 6, 2017, McDonald transit, now known as RATP Dev, began management of and operations for LakeXpress fixed route and Lake County Connection paratransit services. In 2022, RATP Dev USA was selected through a competitive process and awarded a second five-year contract to continue to provide Lake County Connection services.

3.1.3 ORGANIZATION CHART

Figure 3-1 displays the organizational structure of entities involved in the delivery of TD services in Lake County.

Figure 3-1: Organizational Chart



3.1.4 CONSISTENCY REVIEW OF OTHER PLANS

Local and regional plans were reviewed to ensure consistency with the Transportation Disadvantaged Service Plan (TDSP). The plans listed below were reviewed during the preparation of this TDSP and include language that aligns with the TDSP.

3.1.4.1 Lake County Comprehensive Plan

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

The County shall protect the long-term viability of residential neighborhoods by regulating existing and future development to ensure quality design and provide for compatibility with surrounding land uses.

- » **Policy I-7.2.7 Location of Higher Density Residential and Age Restricted Communities:** 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 Reduction of Emissions from the Transportation Sector:** 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.

- **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 Encourage Alternative Modes of Transportation:** 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 Establish Public Transit Zones and Fixed Route Public Transit:** 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 Transportation System Management:** 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 Promote Transportation Demand Management:** 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 Neighborhood Connectivity:** 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 Support Quality of Environment:** Lake County shall consider public transit, paratransit 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 Reduce Vehicular Pollutant Emission Levels:** 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 Transportation/Land Development Coordination:** 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 Transportation System Coordination:** Lake County shall coordinate with the Lake~Sumter Metropolitan Planning Organization, [Central Florida] 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, 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 Transit Supportive Areas:** 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 Fixed Route Public Transit:** 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 Level of Service:** The level of service for transit shall be the FDOT “Transit quality level of service.”
- » **Policy VIII-2.2.4 Promotion of Transit Services:** 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 Paratransit System Management:** 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 Coordination with Private Providers:** 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 Accessible Transit System:** 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 Local, State or National States of Emergency:** 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, if both state and federal funding assistance decrease or are found to be inadequate.

- » **Policy VIII-3.3.8 Ensure Accessibility to Public Transit:** 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 Designation of Future Enhanced Transit Corridors:** Lake County shall evaluate the feasibility of the designation of future enhanced high-capacity mass transit corridors.
- » **Policy VIII-3.3.10 Identification of Future Enhanced Transit Corridors:** 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.

3.1.4.2 Lake~Sumter MPO 2045 Long Range Transportation Plan

- **GOAL 1:** Support Economic Success and Community Values
 - » **Objective 1.2:** Enhance access to major employment centers.
 - » **Objective 1.3:** Coordinate regional transportation planning efforts and local comprehensive planning efforts.
 - » **Objective 1.5:** Address Environmental Justice in all appropriate aspects of MPO planning.
- **GOAL 2:** Promote Safety and Security
 - » **Objective 2.1:** Prioritize investments to reduce crash-related fatalities for all modes of transportation.
 - » **Objective 2.2:** Prioritize investments to reduce crash-related serious injuries for all modes of transportation.
- **GOAL 4:** Improve Mobility
 - » **Objective 4.1:** Improve transportation options available.
 - » **Objective 4.3:** Maintain or enhance Transit service.
 - » **Objective 4.4:** Balance regional capacity needs with human scale accessibility needs (Complete Streets).
- **GOAL 5:** System Preservation
 - » **Objective 5.2:** Maintain Transit assets.

3.1.4.3 City of Mount Dora 2045 Comprehensive Plan

- **GOAL- TRANSPORTATION MOBILITY ELEMENT**

To develop a comprehensive transportation system which safely, conveniently, and efficiently serves the travel needs in the Mount Dora area, while protecting established neighborhoods and retaining the character of the area

3.1.4.4 City of Leesburg Growth Management

- **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 Lake County Transit of any proposed traffic generators/attractors submitted to the City for review.
- » **Policy 1.5.5:** The City shall work with Lake County Transit 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.

3.1.4.5 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 landowners 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.

3.1.4.6 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.

3.1.4.7 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.

3.1.4.8 Tavares Comprehensive Plan 2040

■ GOAL – TRANSPORTATION AND MOBILITY

Provide a safe, efficient, and integrated transportation and mobility network that provides connections to employment, services, and activity centers within the city; meets the existing and future needs of all users through a variety of reliable mobility options; complements the City’s economic development strategy; and protects the City’s neighborhoods and natural environment.

- **Objective 2-1 – Coordination of Mobility and Land Use**

Implement a coordinated and integrated mobility network that is consistent with and supports the adopted Future Land Use Map, and the goals, objectives, and policies of the Land Use Element.

- » **Policy 2-1.1:** The City shall integrate future land use decisions with mobility through standards within the land development regulations and the implementation of policies that promote development compatible with the provision of mobility options.
- » **Policy 2-1.3:** The City shall encourage development and redevelopment that includes multimodal connectivity within and between land uses, increases vehicular trip capture, promotes the use of other modes, and decreases vehicle miles traveled.
- » **Policy 2-1.5:** The City shall encourage an interconnected, gridded street network where appropriate through standards requiring development and redevelopment to provide connections to other streets.

- **Objective 2-2 – Reliable Mobility Options**

Provide a reliable mobility network that includes accessible, attractive, economic transportation options for pedestrians, bicycles, transit, and motor vehicles.

- » **Policy 2-2.1:** In determining its overall mobility needs, the City shall collaborate with its strategic partners to identify a range of projects to provide facilities for all users; implement procedures to evaluate the mobility impacts of development and redevelopment; identify opportunities for new bicycle/pedestrian infrastructure and transit service; and identify opportunities to maximize existing roadways without increasing laneage.
- » **Policy 2-2.2:** The City shall prioritize mobility with consideration to sustainability, environmental, social, and accessibility factors through reference to the following hierarchy as a guideline for prioritizing projects. Where adequate facilities may exist for all modes, the improvement and integration of existing facilities will be prioritized based upon the same hierarchy:
 - a. Walking
 - b. Bicycling and nonmotorized vehicles
 - c. Public transit (bus and rail)
 - d. Service and freight
 - e. High occupancy vehicles
 - f. Taxis, ridesharing, private transit
 - g. Registered low-speed vehicles, neighborhood electric vehicles, golf carts
 - h. Single-occupancy automobiles

3.1.4.9 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:** Improve 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.

3.1.4.10 2045 Florida Transportation Plan

- **GOAL:** Safety and Security for Florida's Residents, Visitors, And Businesses
 - » **Objective:** Eliminate transportation-related fatalities and serious injuries
 - » **Objective:** Reduce the number of crashes and other safety incidents on the transportation system
- **GOAL:** Connected, Efficient, And Reliable Mobility for People and Freight
 - » **Objective:** Increase the reliability and efficiency of people and freight trips
 - » **Objective:** Increase alternatives to single occupancy vehicles
- **GOAL:** Transportation Choices That Improve Equity and Accessibility
 - » **Objective:** Increase access to jobs, education, health, and other services for all residents

3.1.5 PUBLIC PARTICIPATION

Throughout the year, the MPO provides numerous opportunities to share information and gain public input on its projects and initiatives. The primary opportunity for public participation is through the quarterly LCB (referred to as Transportation Disadvantaged Coordinating Board, or TDCB, in Lake County) meetings, which are open to the public and include a regular agenda item for public comments, as well as through the annual public hearing. The powers and duties of LCBs (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 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 regarding the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund grant funds
5. Review the coordination strategies of service provision to the transportation disadvantaged in the designated service area
6. Evaluate multicounty or regional transportation opportunities
7. Work cooperatively with local workforce development boards established in Chapter 445 to aid 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 Elder 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.
- Representative of the local medical community, including kidney dialysis centers, long-term care facilities, assisted living facilities, hospitals, local health department or other home and community-based services, etc.

The LCB meets virtually and in person at the Lake~Sumter MPO administrative office at 1300 Citizens Boulevard, Leesburg, FL 34748. The office is an accessible location and is 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. The meeting agenda and information about how to participate are posted to the website at least one week before.

In accordance with the Lake~Sumter MPO's Public Participation Plan, a publicly noticed TDCB meeting and annual public hearing will be held on June 2, 2025. The public hearing includes an open public comment period where members of the public can provide comments in person, virtually, or through written comments.

Five (5) public comments were received at TDCB meetings throughout the year. The comments included feedback on long wait times, driver training, the ability to go to specific facilities, scheduling, and the eligibility applications. Two (2) of the comments included praise for the drivers. The CTC did not conduct the Lake County Connection Rider Survey this year, but the previous year's survey results are included in Appendix J: Lake County Connection Customer Survey Results.

A high-level overview of proposed updates to the TDSP was presented at the March 3, 2025, meeting. Public comments received throughout the year, including as part of the CTC Evaluation, were also considered during this Annual Update. The Final Draft of the TDSP Annual Update will be presented to the TDCB for approval on June 2, 2025 and will continue to be amended annually to include minor updates, including updates to all key data. The next new TDSP will be developed in FY 2028, aligning with the new Memorandum of Agreement between the CTC and CTD.

For more information about the Lake~Sumter Metropolitan Planning Organization or to learn about ways to get involved, please contact:



Lake~Sumter MPO Office

1300 Citizens Boulevard

Leesburg, FL 34748

Phone: (352) 315-0170

Fax: (352) 315-0993

Email: MWoods@LakeSumterMPO.com

Web: www.LakeSumterMPO.com

3.2 Service Area Profile/Demographics

3.2.1 SERVICE AREA DESCRIPTION

Lake County is located in Central Florida and is included in the Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area (see Figure 3-2). According to the U.S. Census Bureau, Lake County's total land area is 951.55 square miles.

3.2.1.1 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. The City of 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 2020, that number had declined to 8,766 acres. Due to the historic freezes of 1983, 1985, and 1989, once-productive citrus groves began selling quickly, 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.

Figure 3-2: Lake County Location



3.2.1.2 Governmental and Institutional Descriptions

Lake County is served by a BOCC representing five (5) districts in the County. Elected by the County at large, each Commissioner serves a four-year term, and the elected terms are staggered among the Commission Districts so that the entire Commission will never be first-year officials at the same time. As shown in Table 3-1 below, there are ten (10) municipalities in Lake County. The City of Clermont is the most populated (11.2 percent of the County's total population) followed by the City of Leesburg at seven (7) percent and the City of Eustis at six (6) percent.

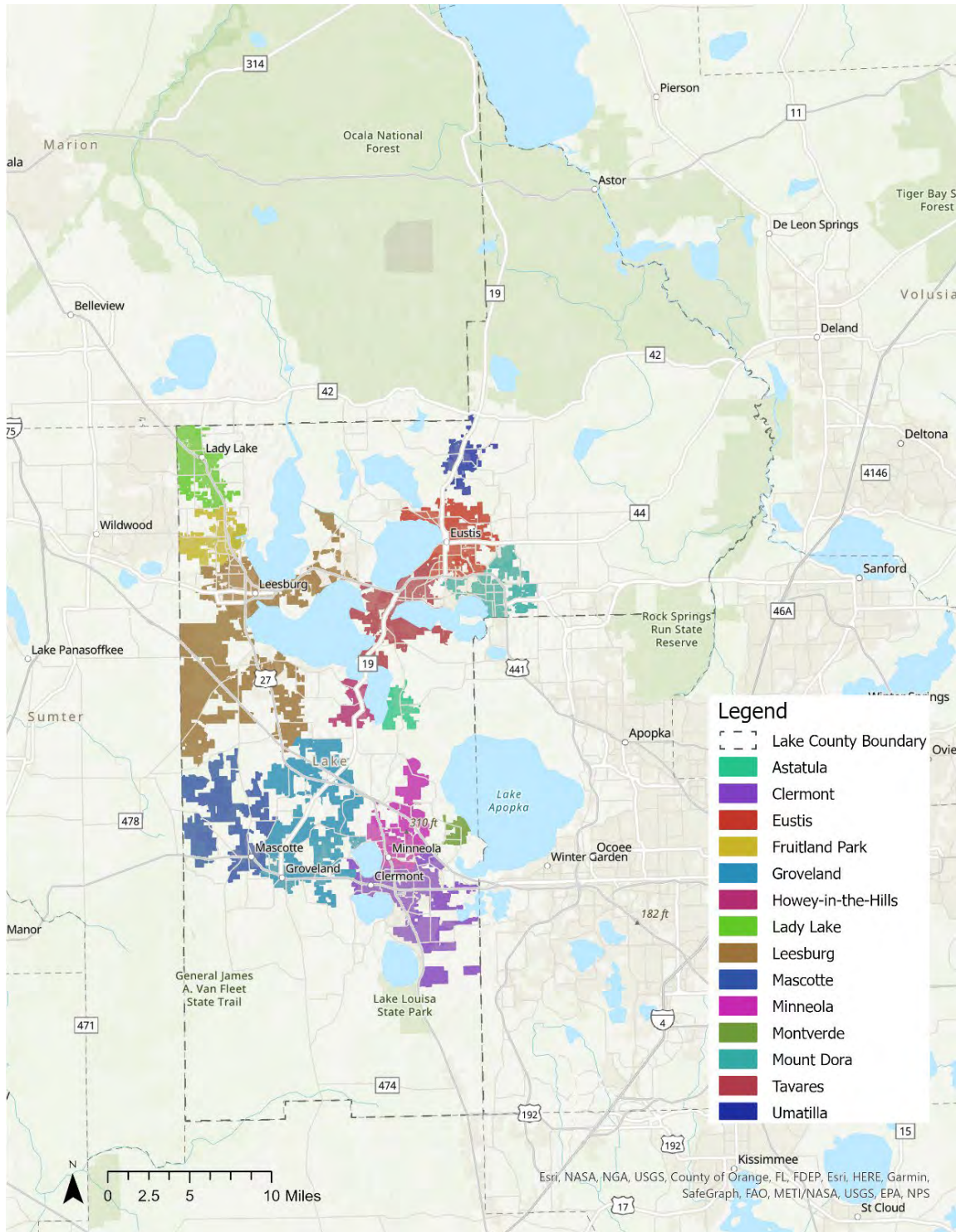
Table 3-1: Lake County Population by Jurisdiction, 2020

Jurisdiction	Population	Percent
City of Clermont	43,021	11.2%
City of Eustis	23,189	6.0%
City of Fruitland Park	8,325	2.1%
City of Groveland	18,505	4.8%
City of Leesburg	27,000	7.0%
City of Mascotte	6,609	1.7%
City of Minneola	13,843	3.6%
City of Mount Dora	16,341	4.2%
City of Tavares	19,003	4.9%
City of Umatilla	3,685	.95%
Unincorporated Lake County	204,435	53.2%
TOTAL	383,956	100%

Source: U.S. Census Bureau, Population, Census, April 1, 2020

The unincorporated areas of Lake County comprise 53 percent of the total County population. Figure 3-3 below displays Lake County's city boundaries and the unincorporated areas of the County.

Figure 3-3: Lake County Municipal Boundaries



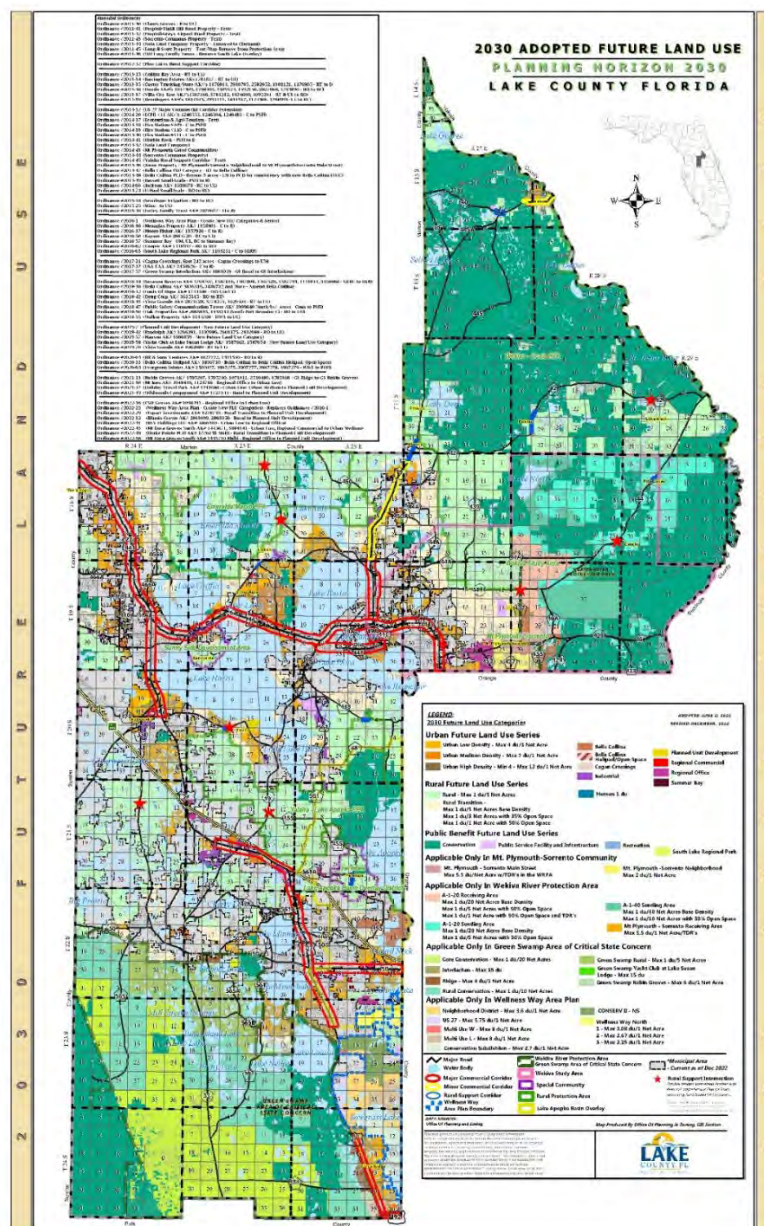
Source: Lake County GIS City Limits data

3.2.2 DEMOGRAPHICS

3.2.2.1 Land Use

As shown in Figure 3-4 below, widely dispersed rural land uses (green shaded areas) are predominant in Lake County. Urban low and medium designations (orange) in the Clermont area are 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 and around the Okahumpka census-designated place (CDP). Urban land use designations are also generally concentrated along U.S. 441 in and around the City of Leesburg, the Silver Lake CDP, and the City of Tavares and north along S.R. 19 in the City of Umatilla area.

Figure 3-4: Lake County 2030 Adopted Future Land Use Map



Source: Lake County Planning and Zoning Department

3.2.2.2 Population/Composition

As of the 2020 United States Census, there were 383,956 people, 137,446 households, and 94,332 families residing in the County with a population density of 403.5 per square mile. As shown in Table 3-2, Lake County's population and population density have both increased since 2010, with the population increasing at a higher rate than the State of Florida.

Table 3-2: Comparison of Population and Population Density for Lake County and Florida

	2010 Population	2010 Population Density	2020 Population	2020 Population Density	Population Growth (2010-2020)
Lake County	297,052	316.6	383,956	403.5	29.3%
Florida	18,801,310	350.6	21,538,187	401.4	14.6%

Source: U.S. Census Bureau Quick Facts, Lake County; U.S. Census Bureau Quick Facts, Florida

Three (3) of the four (4) populations eligible for TD services that are captured in the US Census are older adults, individuals with disabilities, and low-income individuals. The tables and figures below show how these demographics in Lake County compare to the State of Florida, as well as the geographic distribution of these populations within Lake County.

AGE

Compared to the State of Florida, the population in Lake County has a higher median age (46.8) and about 26 percent of the population is over 65 years of age (see Table 3-3).

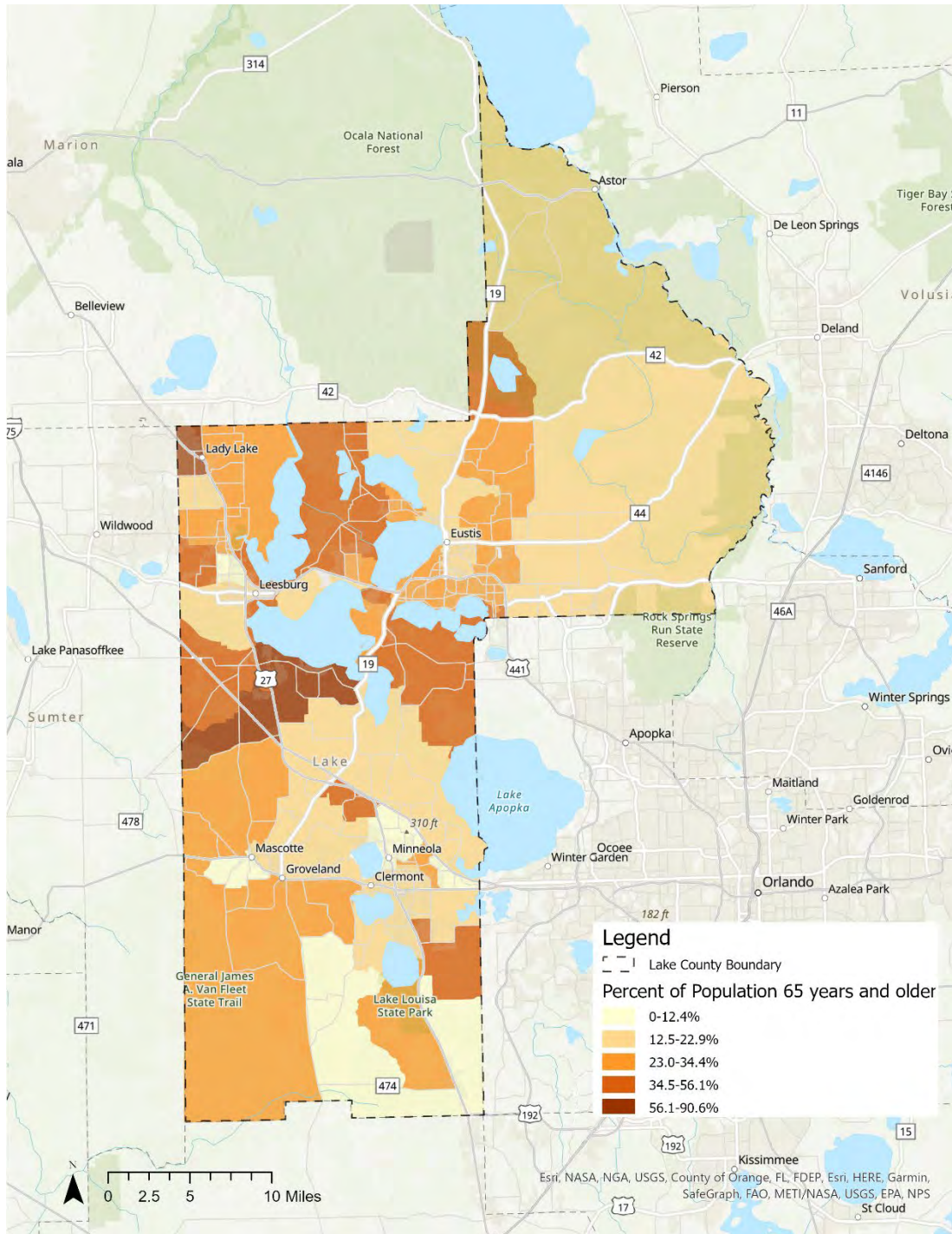
Table 3-3: Age Distribution in Lake County and Florida

	Lake County	Florida
Under 5 years	4.8%	5.2%
5 to 17 years	14.5%	14.7%
18 to 24 years	6.6%	8.1%
25 to 44 years	22.0%	25.2%
45 to 54 years	12.0%	12.8%
55 to 64 years	13.8%	13.6%
65 to 74 years	14.5%	11.4%
75 years and over	11.9%	8.9%
Median age (years)	46.8	42.3

Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates Table S0601

The census tracts with the highest percentage of population above 65 years old are located in Leesburg, Lady Lake, and unincorporated parts of the County south of Leesburg, as shown in Figure 3-5 below.

Figure 3-5: Geographic Distribution of Population 65 Years and Older in Lake County



Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates, Table S0101

INCOME AND POVERTY STATUS

The median household income in Lake County is \$60,013, which is slightly lower than the median household income in Florida of \$61,777 (see Table 3-4).

Table 3-4: Household Income in Lake County and Florida (In 2021 inflation-adjusted dollars)

	Lake County	Florida
Less than \$10,000	4.3%	5.9%
\$10,000 to \$14,999	3.4%	3.9%
\$15,000 to \$24,999	8.6%	8.6%
\$25,000 to \$34,999	11.2%	9.3%
\$35,000 to \$49,999	13.3%	13.0%
\$50,000 to \$74,999	19.9%	18.2%
\$75,000 to \$99,999	14.1%	12.8%
\$100,000 to \$149,999	14.7%	14.7%
\$150,000 to \$199,999	5.8%	6.3%
\$200,000 or more	4.6%	7.3%
Median income (dollars)	\$60,013	\$61,777

Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates, Table S1901

While the median household income is slightly lower in Lake County compared to Florida, the percentage of population living below the poverty level is lower in Lake County (10.7 percent) than in Florida (13.1 percent), as shown in Table 3-5.

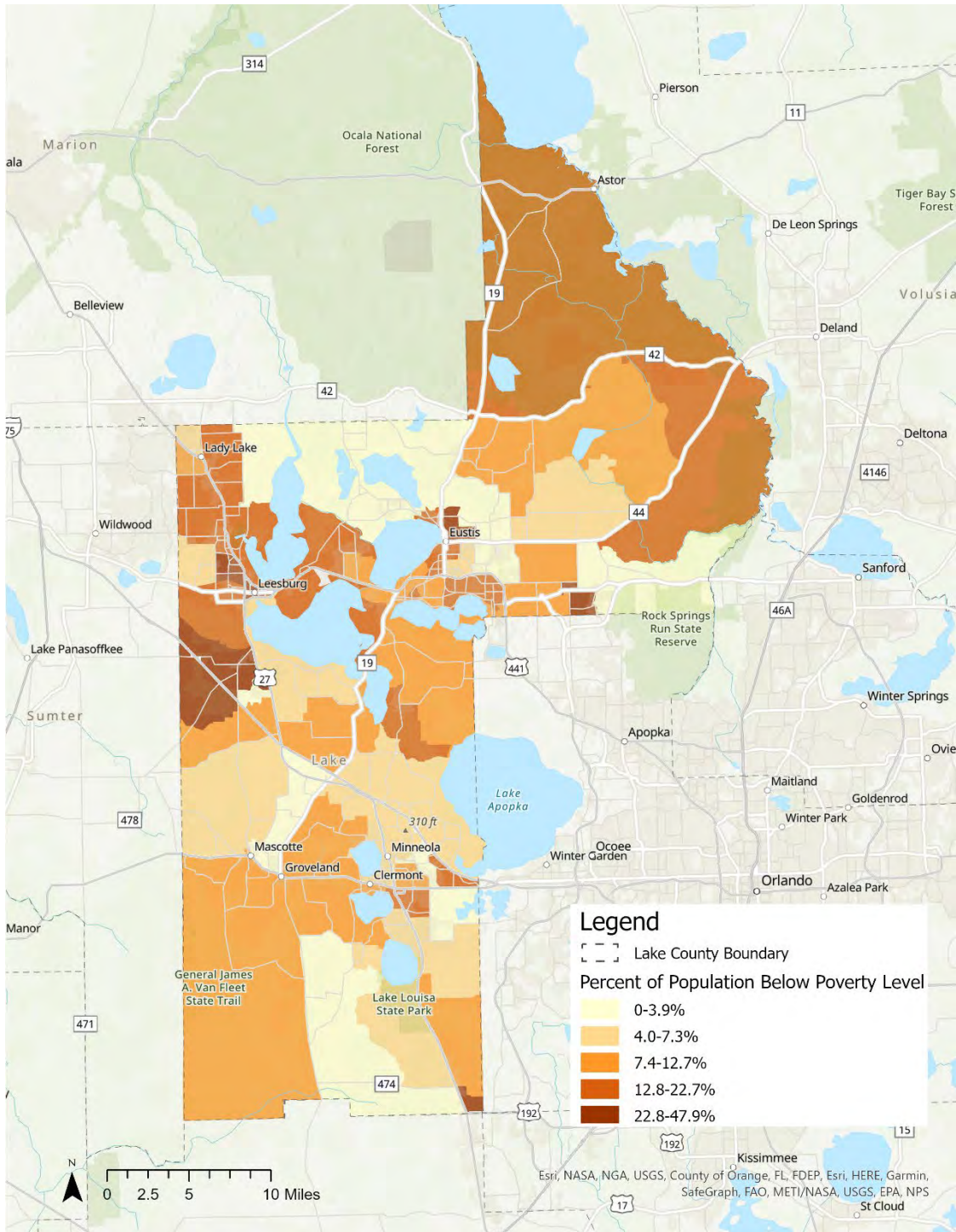
Table 3-5: Poverty Status in the Past 12 Months in Lake County and Florida

	Lake County	Florida
Below 100 percent of the poverty level	10.7%	13.1%
100 to 149 percent of the poverty level	9.1%	9.2%
At or above 150 percent of the poverty level	80.2%	77.7%

Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates, Table S0601

The census tracts with the highest percentage of the population living below the poverty level are primarily located in the central and northern parts of the County, particularly in Leesburg and Eustis, as shown below in Figure 3-6.

Figure 3-6: Geographic Distribution of Population Below the Poverty Level



Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates, Table S0601

In Lake County, Transportation Disadvantaged eligibility criteria is based on having an income status that is at least 200 percent below the poverty level. The Health and Human Services (HHS) 2024 Poverty Guidelines are shown below in Table 3-6.

Table 3-6: Health and Human Services 2025 Poverty Guidelines (200%)

Persons in Family/Household	Poverty Guideline
1	\$31,300
2	\$42,300
3	\$53,300
4	\$64,300
5	\$75,300
6	\$86,300
7	\$97,300
8	\$108,300

Source: Office of the Assistant Secretary for Planning and Evaluation HHS Poverty Guidelines for 2025.

<https://aspe.hhs.gov/sites/default/files/documents/dd73d4f00d8a819d10b2fdb70d254f7b/detailed-guidelines-2025.pdf>

DISABILITY STATUS

Within Lake County, about 16 percent of the population has some type of disability, compared to 13.4 percent in Florida (Table 3-7).

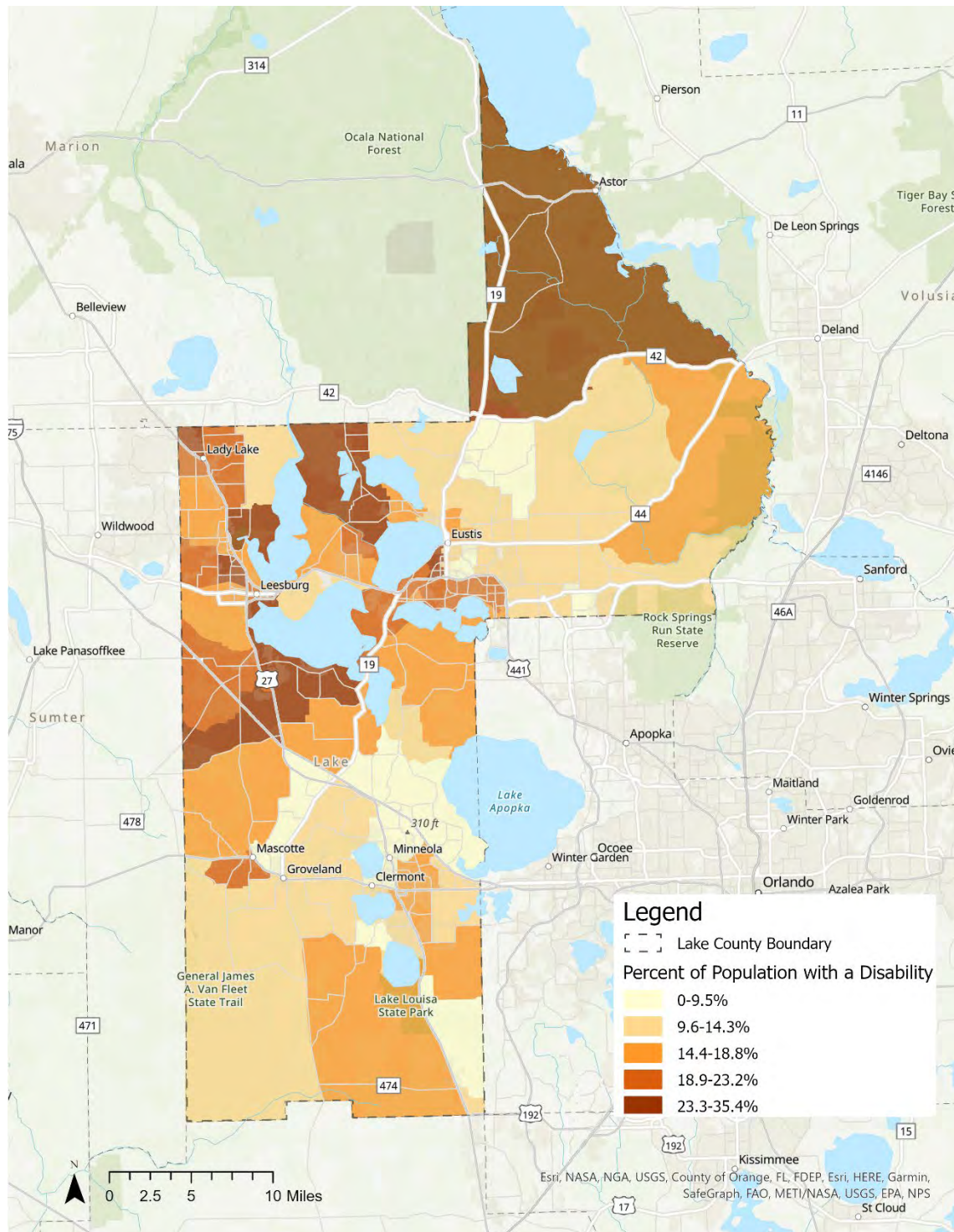
Table 3-7: Population with a Disability in Lake County and Florida

	Lake County	Florida
Population with a disability	60,139	2,818,838
Percent with a disability	16.2%	13.4%

Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates, Table S1810

As shown in Figure 3-7, the census tracts with the highest population with a disability are the unincorporated northern and central parts of the County and Lady Lake.

Figure 3-7: Geographic Distribution of Population with a Disability in Lake County



Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates, Table S1810

3.2.2.3 Employment

Lake County has a higher percentage of the population not in the labor force compared to the State of Florida, as shown below in Table 3-8. The unemployment rate is similar but slightly higher than Florida's at 3.3 percent.

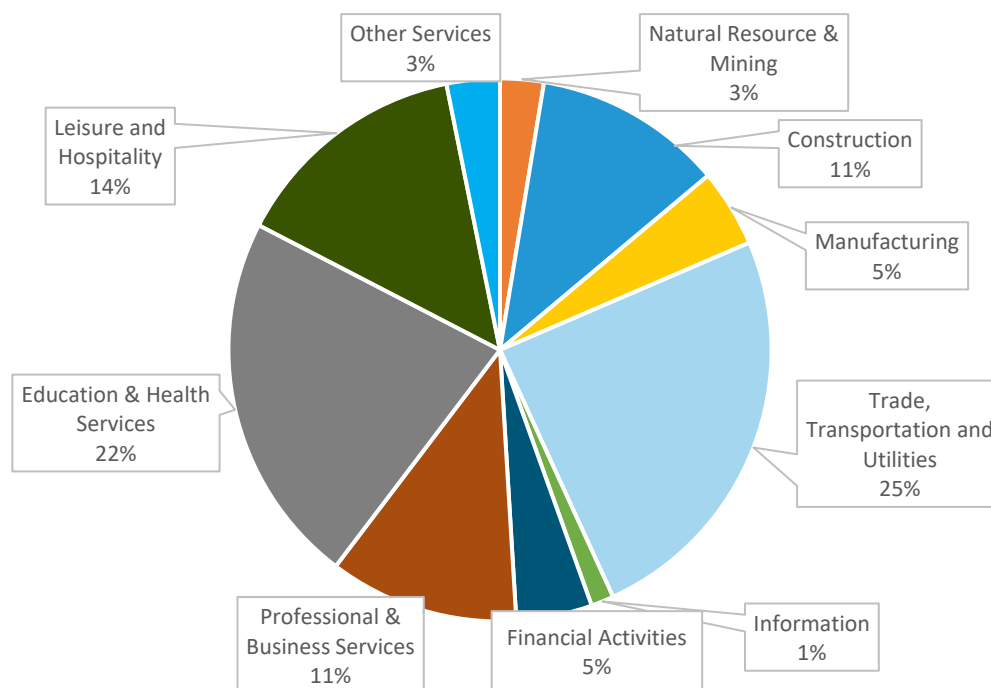
Table 3-8: Employment Status of Population 16 years and older for Lake County and Florida

	Lake County	Florida
Employed	50.8%	55.9%
Unemployed	3.3%	3.1%
Armed Forces	0.1%	0.4%
Not in Labor Force	45.8%	40.6%

Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates, Table DP03

Top employment industries in Lake County include Trade, Transportation, and Utilities (22 percent), Education and Health Services (20 percent) and Leisure and Hospitality (13 percent), as shown in Figure 3-8 below.

Figure 3-8: Average Annual Employment in Lake County, 2021 (Preliminary)



Source: Florida Office of Economic and Demographic Research, County Profiles, December 2022, <http://edr.state.fl.us/Content/area-profiles/county/lake.pdf>.

As shown in Table 3-9, the average annual wages across all industries in Lake County is \$45,319, which is lower than the average for Florida (\$60,299). In Lake County, the Information industry has the highest average annual wages at \$68,715 while the Leisure and Hospitality industry has the lowest annual wages at \$22,440.

Table 3-9: Average Annual Wages in Lake County and Florida, 2021 (Preliminary)

Industry	Lake County	Florida
All industries	\$45,319	\$60,299
Natural Resource & Mining	\$43,355	\$42,128
Construction	\$56,304	\$59,088
Manufacturing	\$54,103	\$69,997
Trade, Transportation and Utilities	\$40,498	\$53,763
Information	\$68,715	\$104,461
Financial Activities	\$56,625	\$93,945
Professional & Business Services	\$51,407	\$74,786
Education & Health Services	\$51,405	\$59,043
Leisure and Hospitality	\$22,440	\$31,029
Other Services	\$34,504	\$44,107
Government	\$47,961	\$61,210

Source: Florida Office of Economic and Demographic Research, County Profiles, December 2022, <http://edr.state.fl.us/Content/area-profiles/county/lake.pdf>.

Top employers within Lake County are shown below in Table 3-10. Employers with over 1,000 employees include Publix, AdventHealth Waterman, UF Health Leesburg Hospital, Orlando Health South Lake Hospital, and Walmart Supercenters.

Table 3-10: Employers in Lake County with over 500 Employees

Employer	Number of Employees
Publix Supermarkets	1000+ employees
AdventHealth Waterman	1000+ employees
UF Health Leesburg Hospital	1000+ employees
Orlando Health South Lake Hospital	1000+ employees
Walmart Supercenters	500 – 1000 employees
The Villages of Lake-Sumter Inc.	500 – 1000 employees
Cornerstone Hospice & Palliative Care	500 – 1000 employees
Lowe's Home Improvement Centers	500 – 1000 employees
Lifestream Behavioral Center	500 – 1000 employees
Carroll Fulmer Logistics Corporation	500 – 1000 employees
Home Depot Home Improvement Centers	500 – 1000 employees

Source: Elevate Lake Economic Development, <https://elevatelake.com/communityprofile/industry/majoremployers>.

3.2.2.4 Housing

In Lake County, about 75 percent of the occupied housing units are owner-occupied, compared to 66.5 percent in Florida (Table 3-11).

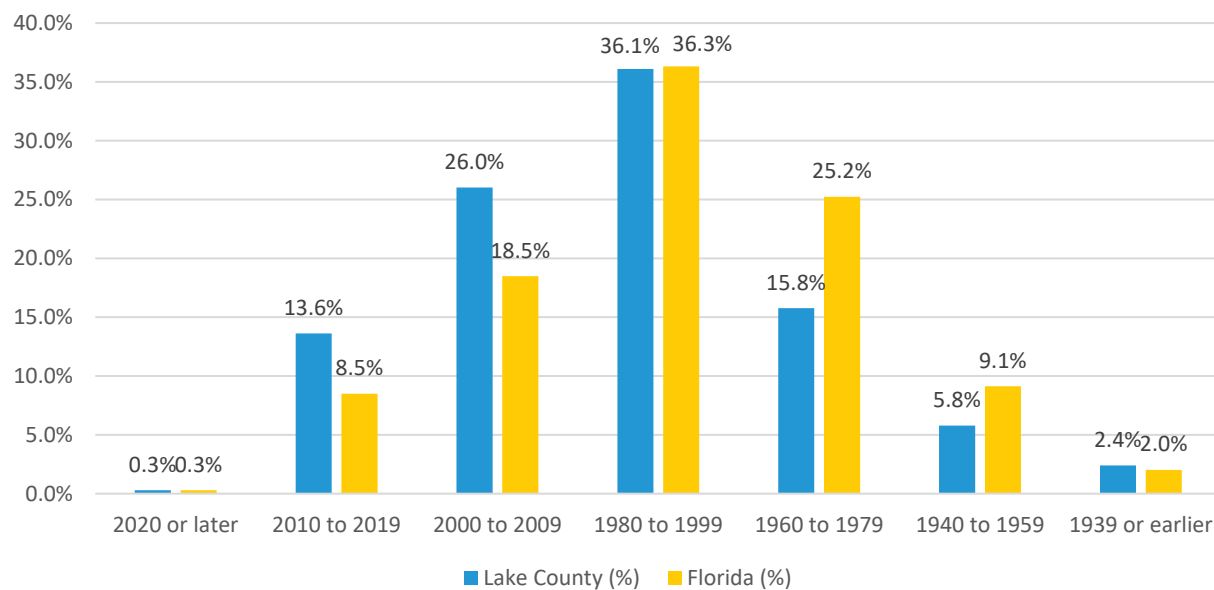
Table 3-11: Owner and Renter Occupied Housing Units in Lake County and Florida

	Lake County	Lake County (%)	Florida	Florida (%)
Owner Occupied	112,605	75.3%	5,420,631	66.5%
Renter Occupied	36,850	24.7%	2,736,789	33.5%
Total Occupied Housing Units	149,455	100.0%	8,157,420	100.0%

Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates, Table S2504

Lake County's housing stock is younger compared to Florida's overall housing stock (see Figure 3-9). Almost 40 percent of the occupied housing units in Lake County were built after 2000, compared to about 27 percent in Florida.

Figure 3-9: Comparison of Occupied Housing Units (Year Structure Built) in Lake County and Florida



Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates, Table S2504

3.2.2.5 Education

Lake County is served by one public college (Lake-Sumter State College), two (2) smaller technical colleges, and one (1) private liberal arts school (Beacon College) dedicated to students with learning disabilities (Table 3-12).

Table 3-12: Names and Locations of Local Colleges and Universities

Institution	Location
Lake-Sumter State College	Leesburg/Clermont
Beacon College	Leesburg
Southern Technical College	Tavares/Orlando/Sanford
Lake Technical College for Advanced Manufacturing	Eustis/Clermont/Tavares

Source: <https://elevatelake.com/businesssupport/workforcedevelopment>

Table 3-13 below displays the educational attainment of Lake County and Florida residents. Lake County is similar to the State across most categories, but approximately six (6) percent fewer residents have undergraduate or graduate degrees compared to residents in Florida.

Table 3-13: Percentages of Educational Attainment in Lake County and Florida

Population 25 years and over	Lake County	Florida
Less than 9th grade	2.70%	4.40%
9th to 12th grade, no diploma	6.90%	6.60%
High school graduate (includes equivalency)	31.30%	27.90%
Some college, no degree	22.00%	19.50%
Associate degree	11.80%	10.10%
Bachelor's degree	16.00%	19.80%
Graduate or professional degree	9.20%	11.70%

Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates, Table S1501

3.2.2.6 Travel Patterns

In Lake County, 4.4 percent of occupied housing units have no vehicle available, compared to 6.0 percent in Florida (Table 3-14).

Table 3-14: Vehicle Availability in Occupied Housing Units for Lake County and Florida

Vehicles Available	Lake County	Florida
No vehicle available	4.4%	6.0%
1 vehicle available	39.1%	38.8%
2 vehicles available	37.3%	38.4%
3 or more vehicles available	19.2%	16.8%
Total Occupied Housing Units	100.0%	100.0%

Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates, Table S2504

The average commute time for Lake County residents is slightly less than for workers across the State, with the most significant difference (4.1 percent higher) for Lake County residents traveling 30 to 34 minutes (Table 3-15).

Table 3-15: Travel Time to Work in Lake County and Florida

Travel Time to Work*	Lake County	Florida
Less than 10 minutes	8.90%	10.90%
10 to 14 minutes	11.20%	12.40%
15 to 19 minutes	14.70%	12.60%
20 to 24 minutes	15.50%	12.00%
25 to 29 minutes	6.90%	5.30%
30 to 34 minutes	16.80%	12.70%
35 to 44 minutes	8.00%	10.60%
45 to 59 minutes	9.40%	13.00%
60 or more minutes	8.40%	10.50%
Mean travel time to work (minutes)	27.9	29.7

Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates, Table S0801

*For workers 16 years and older who did not work from home

Table 3-16 displays the travel modes utilized by Lake County and Florida commuters. Compared to the State of Florida, fewer Lake County workers use public transportation for work trips at 0.2 percent versus 1.4 percent, respectively.

Table 3-16: Means of Transportation to Work (16 Years and Older) in Lake County and Florida

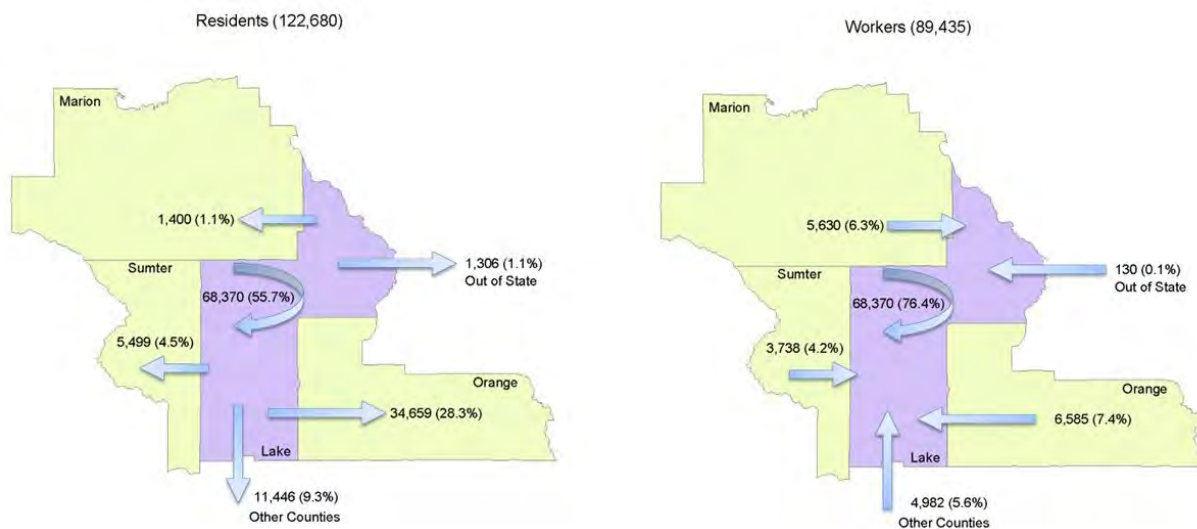
Mode	Lake County	Florida
Drove alone	78.40%	76.10%
Carpooled	9.00%	9.00%
Public transportation (excluding taxicab)	0.20%	1.40%
Walked	1.00%	1.30%
Bicycle	0.30%	0.50%
Taxicab, motorcycle, or other means	1.60%	1.80%
Worked from home	9.60%	9.90%

Source: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates, Table S0801

Figure 3-10 shows the commuter flow for workers that *reside* in Lake County and work both in and out of Lake County (residents) and for workers that *work* in Lake County and live in and out of Lake County (workers). This data relies upon the latest available dataset of Census Transportation Planning Products (CTPP), based on 2012-2016 ACS data. As shown below, most workers who live in Lake County also work in Lake County (55.7 percent). Orange County accounts for the largest share of workers who live in Lake County

but work outside the County (28.3 percent). Of workers that are employed in Lake County, most also live in Lake County (76.4 percent). Of the 23.6 percent of employees who commute to Lake County from other counties, most come from Orange County (7.4 percent).

Figure 3-10: Lake County Commuter Flows for Residents and Workers



Source: U.S. Census Bureau, 2012-2016 ACS/CTPP Data, <https://fdotwww.blob.core.windows.net/sitefinity/docs/default-source/planning/demographic/county2county.pdf>.

3.2.2.7 Major Trip Generators and Attractors

Lake County's Route Match software provides origin and destination data, which offers insight into significant trip generators and attractors. Table 3-17 below shows the top ten trip generators/attractors for Lake County Connection, with most trips being to Dialysis Centers.

Table 3-17: Lake County Connection Major Trip Generators

Rank	Facility	Trips	% of Service
1	Davita Tavares Dialysis	2,327	6.7%
2	FMC Mohawk Dialysis	1,486	4.3%
3	MFCS/Lb	1,356	3.9%
4	Sunrise	1,292	3.7%
5	ARA Clermont Dialysis	1,272	3.7%
6	Davita Leesburg Dialysis	1,253	3.6%
7	Building Blocks	1,126	3.3%
8	FMC Clermont West	990	2.9%
9	FMC Lady Lake - Dialysis	933	2.7%
10	South Lake Hospital	852	2.5%

Source: Route Match, Lake County Transit

3.2.2.8 Inventory of Available Transportation Services

LakeXpress, Lake County's fixed route system, operates seven (7) regular fixed routes and two (2) express routes. These routes are shown in Appendix C: LakeXpress Route Maps and Schedules.

An inventory of alternate transportation services in Lake County is included in Appendix D: Private Provider Inventory.

3.3 Service Analysis

3.3.1 TREND ANALYSIS

A trend analysis was completed to compare the performance of Lake County Connection over five (5) years (FY 2018-2022). Table 3-18 depicts the performance indicators and measures for each of the five (5) fiscal years, as well as the trend over the past five years and between the last two fiscal years. The source for each of these data sets is the Annual Operating Report (AOR), based on locally reported data released by the CTD. Appendix E: Annual Operating Report (FY 2024) contains the most recent AOR. Graphs depicting the trend between FY 2018 to FY 2022 are included in Appendix F: Trend Analysis Graphs.

Table 3-18: Lake County Trend Analysis (FY 2018-2022)

Measure	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 18-22 Trend	FY 21-22 Trend
Total Passenger Trips	153,217	192,137	208,819	130,743	116,299	↓	↓
Total Vehicles	75	85	107	124	92	↑	↓
Total Vehicle Miles	1,520,198	1,698,369	2,021,637	1,416,081	1,101,917	↓	↓
Cost Per Paratransit Trip	\$32.59	\$28.31	\$22.28	\$38.61	\$39.89	↑	↑
Cost Per Total Mile	\$3.28	\$3.20	\$2.30	\$3.56	\$4.21	↑	↑
Accidents Per 100,000 Vehicle Miles	1.51	0.65	1.14	0.78	1.00	↓	↑
Vehicle Miles Between Road Calls	37,078	33,301	45,946	15,911	19,677	↓	↑
Complaints	21	14	13	5	6	↓	↔
Passenger No-Shows	2,612	2,890	3,140	1,601	1,900	↓	↑
Unmet Trip Requests	0	0	0	0	0	↔	↔
Drivers	183	200	180	226	188	↑	↓

Source: CTD Annual Performance Reports, FY 2018-2022

Table 3-18 shows that the CTC's total passenger trips and vehicle miles increased from FY 2018 to FY 2020. However, both trips and vehicle miles decreased in FY 2021 due to the COVID-19 pandemic. Passenger trips decreased by 37.4 percent from FY 2020 to FY 2021, and 11 percent from FY 2021 to FY 2022. Total vehicle miles decreased by 30 percent from FY 2020 to FY 2021 and 22.2 percent from FY 2021 to FY 2022. Corresponding with the decrease in vehicle miles and trips, the cost per mile and cost per trip increased in FY 2021 and FY 2022 after decreasing the two years prior.

The number of accidents has gone up and down over the past five (5) fiscal years but most recently increased from 0.78 accidents to 1.00 per 100,000 miles in FY 2022. This increase was addressed in the CTC Evaluation and is a result of lower miles due to decreased ridership and driver turnover. Similarly, the number of vehicle miles between road calls has varied over the past five (5) years and increased by 23.7 percent from FY 2021 to FY 2022. However, the miles between road calls are still substantially lower than in pre-COVID years.

The number of passenger no-shows increased from FY 2018 to FY 2021 and then decreased by 49 percent in FY 2021. Passenger no-shows increased in FY 2022 but have stayed below pre-COVID levels. Complaints decreased from FY 2018 to FY 2021 and increased slightly in FY 2022, from five (5) to six (6) complaints. Over the past five (5) fiscal years, there have been no unmet trip requests. The number of vehicles increased from FY 2018 to FY 2021 but decreased by 25.8 percent in FY 2022. The number of drivers increased in FY 2019 and FY 2021 but decreased by 16.8 percent in FY 2022, aligning with national trends.

3.3.2 PEER REVIEW ANALYSIS

The Lake County CTC was compared to its CTC peers, which were selected based on the similarity of the following characteristics:

- County Size
- System Size
- Service Area Designation
- Organization Type
- Network Type

The selected peer CTCs are listed in Table 3-19 along with key characteristics.

Table 3-19: Peer CTC Characteristics (FY 2022)

Characteristics	Lake	Citrus	Flagler	Marion	Saint Johns	Sumter
County Size ¹	383,956	153,843	115,378	375,908	273,425	129,752
Total Trips	116,299	91,403	79,995	70,758	128,242	44,336
Number of TD Passengers Served	1,724	917	2,342	1,550	3,259	145
Service Area Designation	Rural	Rural	Rural	Rural	Rural	Rural
Organization Type	County	County	County	Private Non-Profit	Private Non-Profit	County
Network Type	Complete Brokerage	Partial Brokerage	Sole Source	Partial Brokerage	Sole Source	Complete Brokerage

Sources: CTD Annual Performance Report, FY 2022; ¹ U.S. Census Bureau, 2020 Decennial Census

3.3.2.1 Peer Demographics Comparison

Table 3-20 provides a demographic comparison of Lake County to its peer CTCs. Overall, Lake County is more populated and geographically more significant, with a higher population density than its peers. The median age, individuals below the poverty level, and median household income for Lake County are slightly lower than its peers, while the population with a disability and households without access to a vehicle are about the same as its peers.

Table 3-20: Demographic Comparison of Peer CTCs

Measure	Lake	Citrus	Flagler	Marion	Saint Johns	Sumter	Peer Average
Total County Population ¹	383,956	153,843	115,378	375,908	273,425	129,752	209,661
Square miles (land area) ¹	951.6	581.9	486.2	1588.4	600.6	557.1	762.9
Population Density (pop/sq. mile)	403.5	264.4	237.3	236.7	455.2	232.9	285.3
Median Age	46.8	56.8	52	48.3	43.8	68.1	53.8
Population with a Disability	16.2%	21.0%	15.0%	16.5%	10.7%	18.1%	16.3%
Individuals Below Poverty Level	10.7%	14.9%	11.1%	14.6%	7.7%	9.7%	11.6%
Median Household Income	\$60,013	\$48,664	\$62,305	\$50,808	\$88,794	\$63,323	\$62,779
Households with No Access to a Vehicle	4.0%	3.9%	5.0%	4.9%	2.7%	3.6%	4.0%

Sources: U.S. Census Bureau, 2017-2021 ACS 5-Year Estimates; ¹ U.S. Census Bureau, 2020 Decennial Census, QuickFacts

3.3.2.2 Peer Performance Measures Comparison

Compared to the peer agencies, Lake County provides more passenger trips, has more service vehicles, and covers more miles (Table 3-21). However, the cost per trip, cost per mile, and passenger no-shows are higher, as well as road calls and accidents per mile, compared to the peer agencies.

Lake County had no unmet trip requests during FY 2022, while the average unmet trip request across all peers was 893. Lake County also had fewer complaints compared to its peers. While Lake County has more drivers than its peers, Lake County Connection continues to experience a driver shortage relative to demand, as many transit agencies across the country have also reported.

Table 3-21: Performance Measures for Peer CTCs (FY 2022)

Measure	Lake	Citrus	Flagler	Marion	Saint Johns	Sumter	Peer Average
Total Passenger Trips	116,299	91,403	79,995	70,758	128,242	44,336	82,947
Total Vehicles	92	58	33	65	37	21	43
Total Vehicle Miles	1,101,917	526,307	652,564	907,333	974,342	405,956	693,300
Cost Per Paratransit Trip	\$39.89	\$25.92	\$23.35	\$56.27	\$28.83	\$26.91	\$32.26
Cost Per Total Mile	\$4.21	\$4.50	\$2.86	\$4.39	\$3.79	\$2.94	\$3.70
Accidents Per 100,000 Vehicle Miles	1.00	0.00	0.00	0.33	0.31	0.00	0.13
Vehicle Miles Between Road Calls	19,677	87,718	217,521	151,222	162,390	0	123,770
Complaints	6	29	22	10	8	0	14
Passenger No-Shows	1,900	840	3,147	2,262	727	722	1,540
Unmet Trip Requests	0	120	1,516	0	0	2,830	893
Drivers	188	46	26	59	56	21	42

Source: CTD Annual Performance Report, FY 2022

3.3.3 FORECASTS OF TRANSPORTATION DISADVANTAGED POPULATION

As part of the TDSP major update, the CTD requires forecasts of the TD population to anticipate future demands for TD service and plan accordingly for operating and capital needs. The current ridership forecasting model was developed by the Center for Urban Transportation Research (CUTR) for the CTD in 2013. The forecasting model utilizes data from the following sources: 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 (BEBR) County Population Projections, and the National Household Travel Survey (NHTS). These sources help convey economic trends, population growth, and the changing demographic composition of the population.

The population estimates for the TD population are shown below in Table 3-22, using data from the 2021 U.S. Census Bureau American Community Survey, 1-year estimates (the most current data available when the Major TDSP Update was completed). The forecasting model relies on data from Table B18130, which only has 1-year estimates.

Table 3-22: TD Population Estimates

County Population by Age	Total Population by Age	% of Total Population	Population Below Poverty Level by Age	% of Total Population Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Population with a Disability by Age	Total Population with Disability and Below Poverty Level by Age	% Total Population with a Disability and Below Poverty Level by Age
< 5 Years of Age	18,048	4.6%	3,133	0.8%	0	0.0%	0	0.00%
5-17	57,043	14.6%	6,420	1.6%	6,208	1.6%	698	0.18%
18-34	67,398	17.3%	5,197	1.3%	4,477	1.1%	183	0.05%
35-64	143,068	36.7%	15,093	3.9%	21,415	5.5%	5,180	1.33%
Total Non-Elderly	285,557	73.3%	29,843	7.7%	32,100	8.2%	6,061	1.55%
65-74	57,350	14.7%	3,152	0.8%	10,625	2.7%	756	0.19%
75+	46,884	12.0%	2,856	0.7%	19,271	4.9%	2,090	0.54%
Total Elderly	104,234	26.7%	6,008	1.5%	29,896	7.7%	2,846	0.73%
Total	389,791	100%	35,851	9.2%	61,996	15.9%	8,907	2.29%

Source: U.S. Census Bureau, 2021 ACS 1-year estimates, Table B18130

As defined by the CTD, the potential TD population (formerly referred to as Category I TD population) consists of all disabled, elderly, low-income and children who are high-risk or at risk. To ensure individuals who fall into two (2) or more categories (e.g., low-income and disabled) are not counted twice, the overlapping population must be eliminated as shown in Figure 3-11 below.

Figure 3-11: Potential TD Population



Source: Forecasting Paratransit Services Demand – Review and Recommendations, Final Report, June 2013, <https://ctd.fdot.gov/docs/DoingBusinessDocs/ParatransitDemandFinalReport05-31-13FINAL.pdf>

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 in Table 3-23. The total populations with a severe disability are calculated using estimated percentages of populations with a severe disability by age group.

Table 3-23: Critical Need Population

County Population 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 Population 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	6,208	4.20%	261	0.46%	-	-
18-34	4,477	6.30%	282	0.42%	-	-
35-64	21,415	13.84%	2,964	2.07%	-	-
Total Non-Elderly	32,100	-	3,507	1.23%	28.60%	1,003
65-74	10,625	27.12%	2,882	5.02%	-	-
75+	19,271	46.55%	8,971	19.13%	-	-
Total Elderly	29,896	-	11,853	11.37%	11.70%	1,387
Total	61,996	-	15,360	3.94%	-	2,390

Source: U.S. Census Bureau, 2011 ACS 1-year estimates, Table B18130; 2010 U.S. Census Bureau’s Survey of Income and Program Participation (SIPP)

The next step of the demand methodology utilizes National Household Travel Survey (NHTS) trip rates to forecast the potential trip demand for the critical need population. As shown below in Figure 3-12, there is an estimated potential demand of 9,907 trips per day for the critical need population.

Figure 3-12: Critical Need Trip Rates

		Critical Need - Severely Disabled TD Population		
		Not Low Income	Low Income	Totals
Non-Elderly		2,504	1,003	3,507
Elderly		10,465	1,387	11,852
TOTAL		12,969	2,390	15,359

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

Low Income & Not Disabled = C + F	
Assumes	26,944
27.2% xx % without auto access	7,329
65.8% xx % without transit access	4,821

CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION		
Calculation of Daily Trips		
Total Actual Critical TD Population	Daily Trip Rates Per Person	Total Daily Trips
Severely Disabled	0.049	753
Low Income ND	1.899	9,155
Totals		9,907

Source: U.S. Census Bureau, 2021 ACS 1-year estimates, Table B18130; National Household Travel Survey Trip Rates

Based on the medium projections of population forecasts prepared by the BEBR, the future potential demand for critical need transportation is calculated. The forecasted potential demand for critical need transportation in Lake County through 2031 is anticipated to continually increase, as shown below in Table 3-24.

Table 3-24: Critical Need Trip Demand

Critical Need TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031
Total Critical TD Population											
Disabled	15,359	15,670	15,988	16,313	16,643	16,981	17,325	17,677	18,035	18,401	18,775
Low Income Not Disabled No Auto/Transit	4,821	4,919	5,018	5,120	5,224	5,330	5,438	5,548	5,661	5,776	5,893
Total Critical Need TD Population	20,180	20,589	21,007	21,433	21,867	22,311	22,764	23,225	23,696	24,177	24,668
Daily Trips – Critical Need TD Population											
Severely Disabled	753	768	783	799	816	832	849	866	884	902	920
Low Income - Not Disabled - No Access	9,155	9,341	9,530	9,723	9,921	10,122	10,327	10,537	10,750	10,968	11,191
Total Daily Trips Critical Need TD Population	9,907	10,075	10,245	10,418	10,594	10,782	10,973	11,167	11,365	11,566	11,747
Annual Trips	3,021,757	3,072,825	3,124,755	3,177,564	3,231,265	3,288,458	3,346,664	3,405,900	3,466,184	3,527,35	3,582,918

Source: U.S. Census Bureau, 2021 ACS 1-year estimates, Table B18130; Bureau of Economic and Business Research 2025-2050 Projections, February 2022

3.3.4 NEEDS ASSESSMENT

The current population of Lake County is 383,956, according to the 2020 Census. Based on the BEBR population projections (medium estimates) for 2025-2050, the population of Lake County is expected to increase by about 10 percent between 2025 and 2030 from an estimated population of 442,700 to a projected population of 487,600.

As compared to the Florida average of 21.1 percent, Lake County has 26.5 percent (approximately five (5) percent more) residents ages 65 years and older (which increases disability rates due to age). With the population increases and the demographic characteristics of the current population, the potential annual trip demand for disadvantaged transportation services is estimated to increase by nine (9) percent over the next five (5) years (from 3,124,755 in 2023 to 3,405,900 in 2028), as described in the TD Population Forecasting methodology above.

The County's system-wide service levels will require monitoring of ridership needs and system capacity. Increased service levels generated by population growth and TD demand are expected, and the CTC will need to proactively plan for scalable service modifications.

Current gaps in transportation services and capital needs

- Replacement of older Glaval paratransit vehicles with new Turtle Top buses.
- Weekend and after-hour service is limited.
- Out-of-county service is limited to medical trips.
- The TD eligibility process can be challenging, particularly for those with visual impairments, as well as those with permanent disabilities who have to reapply biannually.
- The current scheduling software is past its useful life and is in the process of being updated

3.3.5 BARRIERS TO COORDINATION

To meet the demand for transit service for the TD population, the coordinated approach to transportation provides an opportunity to improve service delivery. To successfully provide cost-efficient transportation for the disadvantaged population the barriers to coordination must be identified. Several barriers currently exist that present challenges for the TD program:

1. Lack of Information and Coordination with Community Agencies

Awareness of the TD program may inhibit cooperation between human services and transportation agencies. One of the significant benefits of a coordination board is that bringing a diverse group together allows participants to learn how each agency operates, develop working relationships, and make a concerted effort to achieve community goals. Community resources and strategies could be utilized to promote and improve the TD program, such as:

- » Elected Officials
- » Public Hearings
- » Community-Based Organizations, including The Salvation Army and Local Charities

- » County Departments, including Human Services, Community Action, and Veterans Affairs
- » Print Collateral such as Transit Handbooks, Maps, and Riders Guides
- » CTC and MPO Websites
- » Travel Training
- » Community Events

Reporting requirements for public transportation providers are extensive as compared to those imposed on human services agencies that fund transportation as an ancillary service. Transportation providers allocate costs per trip, while human services providers often do not. To increase the number of coordination agreements, the CTC should continue working with human services agencies to improve the reporting process and requirements to encourage participation in the coordinated system.

2. Advanced Reservation Requirements

Currently, all TD services require an advanced reservation of one (1) business day. Based on customer feedback, the requirement for advanced reservations was decreased from 48-hours advanced notice in 2023. This requirement complies with 41-2.006(4)(x) of the Florida Administrative Code, which states that CTC's must establish a minimum 24-hour advanced notification time to obtain services. Nonetheless, the inability to schedule same day service may be a barrier for some.

The CTD can further support the CTC by sharing the forthcoming reports on best practices and technology improvements for the provision of paratransit services. These reports can serve as a resource on what technologies and operational best practices could be considered to improve the customer scheduling experience.

3. Lack of Sufficient Funding

Currently, the program budget limits the service hours and ability to meet demand for service. As one strategy to expand service hours, the CTC pursued discretionary grant funding through the CTD Innovative Service Development (ISD) grant to develop an On-Demand Pilot Program that would provide services on nights, weekends, and holidays by partnering with a Transportation Network Company (TNCs). This type of program would also have the potential to help address demand and enhance the flexibility and convenience of scheduling a ride. However, the CTC did not receive any bids from TNCs and was not able to implement the program. Additionally, the ISD grant opportunities are highly competitive and only awarded annually at the start of each fiscal year, which presents challenges for service planning. The CTD could assist by expanding ISD grant durations and award amounts throughout the State.

4. Bus Operator Shortage

The lack of bus operators is one factor that has impacted on-time performance and the overall ability to provide optimal service. While the bus operator shortage is an industry-wide challenge,

increased funding could support recruitment and retainment by allowing the service provider to competitively compensate bus operators.

5. TD Eligibility Process

Lake County Connection's current TD eligibility form is a 14-page fillable pdf that must be mailed or scanned and emailed to the CTC. While this allows applicants to fill out the application on a computer, this process can be challenging for customers, particularly those with visual impairments. Customers have noted that the length and requirements of the application, combined with the need to reapply biannually, make the eligibility process cumbersome. The CTC updated the application in 2025 to reflect current information and make the form more user friendly. Based on feedback from the public and TDCB, the CTC is also examining the potential for a submittal option that would allow applicants to upload the application and required documents directly to their website. The CTC's recent policy change allowing electronic signatures will also help to simplify this process for applicants. However, the CTC requirement for including a copy of a photo ID in the application will pose additional challenges for Customers with vision impairments.

6. Infrastructure Improvements

Accessibility of pedestrian facilities is critical for accessing public transit services, particularly for the TD community. The CTC can continue working with the MPO to encourage pedestrian infrastructure improvements from residential areas to the fixed-route bus service area and to increase the accessibility of fixed-route bus stops and amenities.

3.4 Goals, Objectives, and Strategies

To implement the TDSP, the CTC and Lake Sumter MPO have identified goals, objectives, and strategies. The goals are as follows:

1. Provide an efficient, effective, and fully coordinated transportation system to meet the mobility needs of the transportation disadvantaged in Lake County.
2. Provide the most cost-effective provision of transportation disadvantaged services.
3. For all transportation services that are operated, ensure a high level of service is provided, maintained, and improved as necessary.
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.
5. Ensure the safety of the passengers, drivers, the general public, and property in the delivery of all transportation services.

Each goal corresponds with objectives, or actions that can be taken to achieve the goal, and associated strategies, which are actions taken to achieve the objectives. The goals, objectives, and strategies, as well as the responsible party and timeline for implementation, are outlined in Appendix G: Goals, Objectives, Strategies, and Implementation Schedule

4 SERVICE PLAN

4.1 Operations

4.1.1 TYPES, HOURS, AND DAYS OF SERVICE

Lake County's Public Transportation services are offered to passengers whose rides are paid for by a sponsoring agency and state and federal grants. 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 possibility that trips may be prioritized based on trip purpose due to funding reductions experienced by most sponsoring agencies. The prioritization format has been approved by the Ridership Subcommittee of the TDCB and is described below in Section 4.1.2.2. It should be noted that FDOT Section 5311-funded trips and trips provided under the Americans with Disabilities Act (ADA) may not be prioritized. While trip prioritization may be enacted in the future, the CTC has yet to have any unmet trip demand within the most recent five-year period.

The CTC operates its paratransit services under the name of Lake County Connection (LCC) and has contracted with RATP Dev USA effective March 6, 2017, to serve as the County's provider. Through a competitive process in 2022, RATP Dev USA was selected and awarded a second five-year contract to continue to provide Lake County Connection services. Pick up times for transportation disadvantaged services are from 5:00 am until 7:00 pm, Monday through Friday, except dialysis transportation, which is also provided on Saturdays. Services are limited to dialysis trips only on Martin Luther King Day, Memorial Day, Independence Day, and Labor Day. Services are not provided on New Year's Day, Thanksgiving Day, and Christmas Day. The Lake County Connection office and reservation hours are 8:00 am until 5:00 pm, Monday through Friday, excluding selected holidays. ADA hours of operation are the same as the LakeXpress published bus schedules when those individual routes are operating. Currently, the earliest LakeXpress route begins service at 5:30 am and the latest route operates until 9:58 pm. The current CTC vehicle inventory consists of 86 vehicles. Lake County Connection, through its contracted provider, operates 44 vehicles, and the CTCs coordination contractors use 42 vehicles.

Return trips from both destinations leave when all passengers are finished with their appointments but must leave by 2:00 pm. However, accommodation for late return trips with advanced notification to the reservation system may be provided. All passengers are advised of this stipulation and are strongly encouraged to make out-of-county appointments before 10:00 am. 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 starts a one-hour window in which a passenger should be ready to travel and expect the driver to arrive. Schedules are developed to allow multi-loading and passengers to get to their destinations

DID YOU KNOW?

Lake County Connection's service area is Lake County, but out-of-area medical trips are provided to Gainesville, Orlando, Wildwood, and Oxford on Tuesdays and Thursdays.

on time. Under certain circumstances, pick-up times may need to be negotiated with customers to allow more efficient scheduling. Pick-up window adjustments of up to one (1) hour may be required depending on the travel distance and the number of passengers transported.

The driver can arrive up to one (1) hour past the scheduled pick-up time and still be considered “on time” if the passenger arrives at their destination on time. The pick-up time is developed considering factors such as the time the passenger needs to reach their destination, traffic delays, inclement weather conditions, and the multi-loading of other passengers. The one-hour return window applies to TD and ADA passengers. Lake County Connection will pick up all passengers within 60 minutes of their scheduled return pick-up time. Should a driver arrive early for a pick-up, passengers cannot be forced to be ready or leave earlier than their scheduled pick-up time. The early arrival of a driver for a pick-up when a passenger is not willing to leave early does not constitute a “no-show” for the passenger.

When making a reservation for service, travel times may vary based on the distance of the trips. Examples of travel times are as follows:

- Nine (9) miles or less – up to a 60-minute travel time
- Nine (9) miles to 18 miles – up to a 90-minute travel time
- 18 miles or longer – up to a 120-minute travel time

4.1.2 ACCESSING SERVICES

There is a one (1) business day advance reservation requirement for Transportation Disadvantaged trips. However, same-day requests for urgent care service will be accepted if vehicles and drivers are available. Other services will be considered depending on the nature of the request and the availability of resources. The non-ADA transportation services are available only for residents of Lake County unless an agreement exists with another CTC.

Customer Service Representatives (CSRs) have been instructed to listen to every request, discuss the circumstances with the passenger and determine whether the reservation can be accommodated. An alternate day or time is offered if the reservation time is unavailable. The CTC may authorize a trip outside these parameters when extraordinary situations arise.

Phone reservations can be made by contacting Lake County Connection at (352) 742-2612, TTY at (800) 955-8771 or Florida Relay at (800) 955-5770.

4.1.2.1 Eligibility

Lake County provides transportation services under several different funding sources which are available to anyone who meets the qualifications for the respective sponsoring agency or program. Medicaid Beneficiaries must contact their Medicaid Representative to request information about their Medicaid Broker transportation provider. Lake County Connection does not provide Medicaid-sponsored non-emergency transportation services.

Eligibility for Transportation Disadvantaged Paratransit Service is limited to individuals who meet the definition of transportation disadvantaged as defined by Florida Statute 427.011(1): “Persons who because of physical or mental disability, income status, or age, or are unable to transport themselves or to purchase

transportation and are, therefore, dependent upon others to obtain access to health care, employment, shopping, social activities, or other life-sustaining activities, or children who are disabled or high-risk or at-risk as defined in s. 411.202, F.S.”

To determine if an applicant meets the TD program eligibility criteria, the applicant must:

1. Have no other means of transportation available to them (including LakeXpress fixed route bus service) and not have access to a household member’s automobile and cannot purchase transportation, and are therefore, transportation dependent on others; and
2. Have a documented household income which does not exceed 200% of the Department of Health and Human Services poverty guidelines (<https://aspe.hhs.gov/poverty-guidelines>).

The Transportation Disadvantaged Program is a funding source of last resort. If a customer is receiving funding from another agency such as the Agency for Persons with Disabilities (APD) Medicaid Waiver Program or is on a waiting list, then the customer would have to use the Medicaid Waiver Program funding for transportation services. However, if a developmentally disabled customer does not receive transportation services from any other program, they may request the use of Transportation Disadvantaged Program funding through the eligibility application process.

The Mary Bennet Rule

The Mary Bennet Rule allows persons receiving dialysis treatment, as well as those with long-term medical conditions such as cancer treatments, heart conditions, diabetes, neuropathy, etc., that require ongoing treatment to qualify for services if they are \$5,000 or less over the 200 percent poverty level.

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

The acceptable proof of household income is Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), Pension Statement, Bank Statement(s), or paycheck stubs for the most recent four-week period, etc.

Non-eligible, general public 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 Connection unless they meet an exception on the eligibility application.

4.1.2.2 Prioritization

The TDCB, through a subcommittee, sets prioritization guidelines when the demand for trips exceeds the CTC’s capacity to provide such service. If trip prioritization is needed, the CTC will notify riders by phone as they call in to make reservations, and the Customer Service Representative will also inform them of the trip prioritization. The following priorities would be implemented if needed:

1. **Medical:** Trips for medical reasons. Medical reasons include trips to the doctor, dentist, chiropractor, hospital, or to purchase prescriptions. This also includes trips to receive kidney dialysis or cancer treatment.

2. **Nutritional:** Trips for reasons of receiving a meal, nutritional benefits, food stamps, or grocery shopping. Meals on Wheels should not be included in this category.
3. **Employment (In-County Only):** Trips 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.
4. **Training/Education:** Trips to or from a college, Vo-tech, or any other facility whose purpose is to train, teach, or educate people, including day care for children (but excluding transportation to schools).
5. **Personal/Other:** Trips to conduct personal business (e.g., banks, social service offices, visiting spouse/parent in a 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.

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

- **Door-to-Door:** Service is provided from the door of the trip origination to the door of the destination. Due to safety precautions, 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, securement of wheelchair devices, storage of mobility assistive devices, and closing the vehicle door.

If necessary (and if 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 (1) step and will not push a wheelchair through sand, grass, or mud.

Drivers must ring the bell or knock on the door of each customer's home if the customer is not waiting outside.

Drivers shall not blow the horn of the vehicle unless there is an unsafe condition, fence or other barrier preventing access. If the passenger does not respond, Lake County Connection office staff will call the passenger using the telephone number on file.

- **Roadway 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 unless the road is privately maintained and the responsibility of property owners.
- **ADA:** According to the Americans with Disabilities Act of 1990 (ADA), one personal care attendant is allowed to travel at no charge with an eligible passenger.

- **Additional Passengers:** Up to two children under the age of six (6) may travel with each eligible adult with prior approval. Due to the nature of door-to-door transportation, other exceptions will be considered with prior approval.

4.1.3 TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS

Within the Lake County Coordinated Transportation System, RATP Dev USA is the private-for-profit operator under contract with Lake County to operate Lake County Connection paratransit services. There are also seven (7) coordination contractors operating within the System as shown in Table 4-1 below.

Table 4-1: CTC Coordination Contractors

Coordination Contractors	Services	Contact	Customers
Beacon College	Demand Response	Eric Johnston	Physically/Developmentally Disabled
Building Blocks Ministries	Demand Response	Paula Whetro	Developmentally Disabled
Central Florida Group Homes	Demand Response	Marilou Arlandson	Developmentally Disabled
Crystal Lake Support Environment. LLC d/b/a Attain, Inc.	Demand Response	Joe DeFalco	Physically/Developmentally Disabled
Life Care Services	Demand Response	Cheryl Williams	Developmentally Disabled
Love Thy Neighbor	Demand Response	Lynn Dudley	Developmentally Disabled
Sunrise Arc	Demand Response	Bob Stanford	Developmentally Disabled

Source: Coordination Contractor Agreements

4.1.4 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 (5) routes in the northern portion of the County: Route 1, Route 1A, Route 2, Route 3, and Route 4. These routes serve The Villages, Lady Lake, Fruitland Park, Leesburg, Tavares, Eustis, Mount Dora, Umatilla, Altoona, and Zellwood.

LakeXpress also operates three (3) routes in South Lake County: Route 50, Route 55, and the South Lake Express. Route 50 serves Mascotte, Groveland, Clermont, and Winter Garden. This route connects to LYNX Link 105 in Winter Garden. Lake County operates the South Lake Express from US-192 to the Clermont Park and Ride and the Route 55 circulator in Four Corners during morning and evening peak times, Monday through Friday.

LakeXpress Routes

- **Route 1:** Leesburg to Eustis
- **Route 1A:** The Villages to Leesburg
- **Route 2:** Leesburg Circulator
- **Route 3:** Mount Dora Circulator
- **Route 4:** Altoona to Zellwood
- **Route 50:** Mascotte to Winter Garden
- **Route 55:** Four Corners to U.S. Highway 192
- **South Lake Express:** Clermont to Four Corners
- **27 Xpress:** Leesburg to Clermont

LakeXpress operates the 27 Xpress between Clermont and Leesburg, which includes transfers to Route 1, Route 1A, Route 2, Route 50, and the South Lake Xpress, offering connections between the northern and southern parts of the County. Additionally, LYNX operates the LYNX Link 55 (W. US-192/Four Corners) on weekends and holidays, which connects to Route 55. 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.

As shown in Table 4-2, LakeXpress ridership declined in FY 2020 and FY 2021 due to the COVID-19 pandemic, aligning with national trends. However, LakeXpress ridership has been increasing year over year since FY 2021.

Table 4-2: LakeXpress Annual Ridership

Fiscal Year	Ridership
FY 2019	359,528
FY 2020	262,108
FY 2021	183,525
FY 2022	198,078
FY 2023	216,707
FY 2024	223,244

Source: Route Match Software Reports

4.1.5 SCHOOL BUS UTILIZATION

Lake County does not utilize school buses within the Coordinated System. Efforts to contract with the school board have not been successful, as the peak time usage of the school buses is the same peak time need as that of the CTC.

4.1.6 VEHICLE INVENTORY

There are a total of 85 paratransit vehicles operating in the Lake County coordinated system. Coordination contractors operate 44 vehicles, including 10 wheelchair accessible vehicles. Lake County Connection currently operates 41 wheelchair accessible vehicles. The Lake County Connection vehicle inventory is included in Appendix H: Paratransit Vehicle Inventory.

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 meeting 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 more complex. Appendix H: Paratransit Vehicle Inventory, Table 5-5 also includes an estimated replacement schedule based on model year and projected mileage. As Lake County 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.

4.1.7 PUBLIC TRANSPORTATION AGENCY SAFETY PLAN (PTASP)

The System Safety Program Plan (SSPP) has now been integrated into the Public Transportation Agency Safety Plan (PTASP), in accordance with the Federal Transit Administration's (FTA) requirement for all federal recipients. The cover and signature page of Lake County's CTC Public Transportation Agency Safety Plan (PTASP) is included in Appendix I: Public Transportation Agency Safety Plan (PTASP) Approval.

4.1.8 INTERCOUNTY SERVICES

The Lake County CTC provides passengers with medical trips to Gainesville (Alachua County), Orlando (Orange County), Wildwood, and Oxford (Sumter County) on Tuesday and Thursday, based on demand.

In addition, the Transportation Disadvantaged Program services are provided to The Villages in Summerfield, Lake-Sumter Landing, into Sumter County on CR 466 east of Buena Vista, 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 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.

4.1.9 EMERGENCY PREPAREDNESS AND RESPONSE

The CTC is the primary agency responsible for transporting special needs customers during a natural disaster or other emergencies. The CTC is part of the County Emergency Management Plan and is part of the Logistic Team as Emergency Support Function 1 (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 customers to and from designated shelters.
- Participating in agency and county drills and exercises.

4.1.10 EDUCATIONAL EFFORTS AND PUBLIC OUTREACH

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 serve 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 and radio to market transit in Lake County.

Lake County Transit and their contractor's staff man tables at festivals, events, and the LCT sponsored annual "Stuff the Bus!" food drive event.

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 Office of Transit Services has implemented the Easter Seals Project Action Travel Training Certification program and has been providing Travel Training services to Lake County Connection customers and local schools to support students with special needs. 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 also conducts satisfaction surveys of its customers. The surveys request customer feedback regarding all aspects of the transportation services provided by the CTC. The CTC most recently conducted customer surveys in October and November 2023; the survey results are included in Appendix J: Lake County Connection Customer Survey Results. This marketing/diagnostic tool will continue to be utilized regularly, with the results being documented for the improvement of all transportation services.

4.1.11 ACCEPTABLE ALTERNATIVES

Any agency that purchases or provides transportation for persons who are transportation disadvantaged utilizing TD funds is 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 buses; emergency medical vehicles; and in instances where the CTC determines that it is unable to provide or arrange the required service.

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

4.1.12 SERVICE STANDARDS

Service standards have been jointly developed by the TDCB, the Lake~Sumter MPO, and the CTC, which are consistent with those of the CTD. 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. Key pick-up policies are identified immediately below, and CTC standards follow.

- Door-to-door services are offered to individuals who are transportation disadvantaged according to Florida Statutes Chapter 427 and who cannot access or navigate the fixed route.
- The driver will assist the customer to the main door of multi-floor medical buildings.
- At the customer's residence, the customer is expected to be waiting on the first floor. The driver will not enter the residence.
- 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.

4.1.12.1 Drug and Alcohol

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

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

4.1.12.2 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/Personal care attendant (PCA), or dependent children will be permitted to be transported at no additional fare. The CTC may allow additional family members to travel with a customer under unique circumstances if space is available.

4.1.12.3 Child Restraint Devices

Rule 41-2.006 (4) © 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 and installing the child restraint device. The driver will ensure that the child restraint device is properly installed.

4.1.12.4 Passenger Property

Rule 41-2.006 (4) (d) Passenger property that can be carried by the passenger and/or driver in one (1) 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 limit of five (5) bags that do not exceed 20 pounds each. Passengers' personal belongings do not include wheelchairs, child seats, stretchers, secured oxygen, personal assistance devices or intravenous devices.

4.1.12.5 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.

4.1.12.6 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 outlined as a section in the local Transportation Disadvantaged Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the Local Coordinating Board. 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) complaint per 1,000 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, as well as notice that they may contact the Commission's Ombudsman Program if they are not satisfied with the resolution.

4.1.12.7 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. Medical trips are made to Gainesville, Orlando, Wildwood, and Oxford on Tuesdays and Thursdays. Transportation Disadvantaged services will be provided into Sumter County as stated under Inter County Services. Other requests for out-of-service area trips shall be provided when approved by the sponsoring agency or CTC.

4.1.12.8 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: All vehicles operated within the coordinated system 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.

4.1.12.9 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 correct operator invoices shall be paid in accordance with the Prompt Payment Act.

4.1.12.10 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 accessible to the CTC on each rider being transported within the system. A separate database shall be maintained for special needs customers enrolled with Lake County Emergency Management.

4.1.12.11 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, or 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 / personal care attendant (PCA), or child, and no more passengers than the registered passenger seating and standing capacity shall be scheduled or transported in a vehicle at any time.

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

4.1.12.13 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 in the vehicle. Assisted access must be in a dignified manner. Drivers may not assist a wheelchair up or down more than one step unless it can be performed safely as determined by the passenger, guardian, and driver.

CTC Standard: The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The assistance shall include opening the vehicle door, fastening safety belts or wheelchair 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 a wheelchair up or down more than one (1) step.

4.1.12.14 Smoking, Eating, and Drinking in 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 in 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 or for medical needs.

4.1.12.15 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, each customer must be ready to board the vehicle when the vehicle arrives at their origin, unless the bus arrives earlier than the scheduled pick-up time.

A no-show is defined as the failure of a passenger to board the vehicle for a scheduled trip. This assumes the vehicle arrived at the prescribed pick-up location within the pick-up time and the passenger is not present for the appointment or fails to respond within five (5) minutes of the vehicle's arrival time. Passengers that do not timely cancel trips create an undue hardship for other passengers of the ride-share program and create an unnecessary expense for the program.

For nursing home passengers and dialysis patients, the wait time may be adjusted to take into consideration the population that is being served.

Drivers must exit the vehicle and ring the doorbell or knock on the door before leaving a door hanger or declaring the customer is a no-show. If the driver does not physically go to the customer's door and ring the doorbell or knock on the door, then the passenger cannot be considered a no-show. However, if there is a dangerous dog, 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. If the passenger cannot be reached a no-show will be assessed.

No-shows or late cancellations are not counted when there are situations beyond the rider's control that prevent the rider from notifying us that the trip cannot be taken, such as:

- » Medical emergency/hospitalization
- » Family emergency
- » Sudden illness or change in condition
- » An appointment that runs unexpectedly late without sufficient notice

No-shows or late cancellations are not counted when the missed trip is due to a Lake County Connection error, such as:

- » Drivers arriving and departing before the pickup window begins
- » Drivers arriving late (after the end of the pickup window)
- » Drivers arrive within the pickup window but depart without waiting the required five minutes

Repeated intentional or regular no-shows will result in a suspension of the passenger's transportation service.

The third no-show within a 30-day period will trigger a review of the rider's record to allow for a more detailed look before a suspension is proposed. The frequency of trips along with the number of missed trips will be used to determine a no-show percentage rate.

For the number of no-shows to be considered excessive, it must be at least two (2) times the current year's average no-show percentage. For example, if the transit system's average no-show rate is currently 5 percent, an excessive amount would be considered 10 percent or greater.

At the month's end, passengers recorded as having three (3) or more no-shows will be reviewed to identify the passenger's trip and no-show history and their frequency of travel. Each no-show will

be verified to determine the circumstance of the missed trip. Initially, a warning letter will be issued to try to modify the behavior. If the problem continues, a progressive suspension length will be as follows:

- » First Suspension will be for five (5) days
- » Second Suspension, within one (1) year, will be for 10 days
- » Third Suspension, within one (1) year, will be for 15 days
- » Four (4) and any subsequent Suspensions, within one (1) year, will be for 30 days

POLICY FOR DISPUTING SPECIFIC NO-SHOWS OR LATE CANCELLATIONS

Passengers wishing to dispute specific no-shows or late cancellations must do so within 30 days of receiving the initial warning letter. Passengers should contact the Lake County Connection Office Manager to explain the circumstance and request the removal of the no-show or late cancellation.

POLICY FOR APPEALING PROPOSED SUSPENSIONS

Passengers wishing to appeal suspensions under this policy have the right to file an appeal request, which must be in writing by letter or via email. Passengers must submit a written appeal request within 60 days of receiving suspension letters. Passengers who miss the appeal request deadline will be suspended from Lake County Connection on the date listed on the suspension notice. All suspension appeals follow Lake County Connection's appeal policy.

HOW TO AVOID NO-SHOW/LATE CANCELLATION SITUATIONS

- » Review times and dates with the Lake County Connection Customer Service Representative or Dispatcher to be sure you understand the 60-minute pickup window and when to expect the bus.
- » When you no longer need the ride, call Lake County Connection at 352-742-2612 immediately to let them know the ride is no longer needed.
- » Remember to cancel all trips scheduled for that day. If all trips are not cancelled, you will be charged a no-show for the remaining trips on the schedule.
- » Be prepared to board within five minutes of the arrival of the vehicle.

4.1.12.16 Two-Way Communication

Rule 41-2.006 (4) (p) All vehicles providing service within the coordinated system shall be equipped with two-way communications in good working order and be always audible to the driver to the base.

CTC Standard: Lake County adheres to this rule and all Lake County Connection vehicles are equipped with two-way radios. Cell phones may need to be used when traveling outside the County.

4.1.12.17 Vehicle Air Conditioning/Heating

Rule 41-2.006 (4) (q) All vehicles ordered or put into service after the 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 conditions, the vehicle shall be removed from service until the problem is remedied.

4.1.12.18 First Aid

Rule 41-2.006 (4) The 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.

4.1.12.19 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.

4.1.12.20 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 checks be completed on all paratransit drivers. The background check shall include an FBI Background Check, as well as a Florida Department of Law Enforcement (FDLE) Background check, to meet the requirements of the Jessica Lunsford Act for the Agency for Persons with Disabilities, Florida DOEA, and a local criminal history check.

4.1.12.21 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 a percentage of total trips that will be placed on the fixed route system.

CTC Standard: The CTC has established that if a customer is denied ADA transportation service the fixed route service is available to them. It is impossible to establish a percentage of total trips that will be provided by the fixed route system, as there is no way to document those trips transitioned from the coordinated system. The CTC shall transition identified trips to fixed route bus service whenever possible.

4.1.12.22 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 92-percent on-time performance for all completed trips on Lake County Connection.

4.1.12.23 Advance Reservation Requirements

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

CTC Standard: The CTC has established a one (1) day advance reservation requirement.

4.1.12.24 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.

4.1.12.25 Reliability of Vehicles/Road calls

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

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

4.1.12.26 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 (3) 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 customers are on hold.

4.1.12.27 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. Note: 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.

4.1.12.28 Additional CTC Standards

SAFETY EQUIPMENT

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

TRIP CANCELLATION

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

Agencies, group homes, or guardians must inform the CTC of any restrictions on their customers 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, the passenger will be considered a "no-show" and subject to the "no-show" suspension policy.

Suspensions will not be imposed for circumstances beyond the passenger's standard 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
- » Sudden death in the immediate family or household

EXCESSIVE TIMELY CANCELLATIONS

CTC Standard: All cancellations must be made at least two hours prior to the pickup time to avoid having a trip categorized as a "No-Show." A cancellation made at the door (unable to pay the required fare or refusal to board a vehicle that has arrived within the pickup window) is also considered a late cancellation/no-show. Passengers are not responsible for "no-shows" resulting from their sudden illness, family or personal emergency or other unforeseen reasons for which a timely cancellation notice cannot be made.

Additionally, transit connection or appointment delays, extreme weather conditions, operator error, or any other unexpected events that may create a significant delay that prohibits taking the trip as scheduled.

MINIMUM AGE

CTC Standard: A person must be at least 16 years of age to ride without an adult on the Transportation Disadvantaged System.

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 customer 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 customer arrives at their destination late because of an issue with the operator, then steps must be made to adjust the pick-up time for that customer. It is the CTC’s objective that the customer 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 customer or any other customer 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 customer be placed on will-call. For instance, if a dialysis patient’s 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 customer to be ready early and then be placed on will call. The operator will make every effort to pick up that customer as soon as possible.

MOBILITY DEVICES

CTC Standard: CTC vehicles are designed to accommodate wheelchairs and other mobility devices. As long as the passenger is able to safely navigate the manual or motorized mobility aid on and off of the ramp or lift without exceeding the manufacturer’s maximum weight limit, Lake County Connection can transport the device. If the wheelchair or mobility device exceeds the size that can be accommodated on a wheelchair lift or ramp or cannot fit within the securement area in the vehicle, transportation service may be denied until the passenger obtains a mobility device that meets these criteria.

BARIATRIC TRANSPORTATION

CTC Standard: CTC vehicles are designed to meet the Americans with Disabilities Act (ADA) requirements. When a person and their equipment exceed the lift weight requirements this places them and the driver at risk. Passengers that are able to may board separately from their device in instances where the weight limit may be exceeded. Attempts may be made to get Lake County Emergency Medical Services to provide such services when a customer exceeds the limitation of the lift or ramp equipment, and the CTC is unable to safely transport the customer.

PERSONAL HYGIENE

CTC Standard: Passengers are requested to respect fellow passengers, maintain reasonable standards of personal cleanliness and hygiene, and practice common health courtesies when traveling while suffering from ailments such as the common cold. In addition, 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 as a courtesy to passengers with chemical sensitivity or environmental illnesses.

Shirts, shoes, or other footwear must be worn when transported, except for specific medical conditions.

When using the bus, passengers with health-related open sores and wounds must ensure that all sores and injuries are adequately covered. Passengers with open sores and wounds shall be transported unless their medical condition directly threatens 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 occurs while at the bus stop. Passengers may also be requested to exit the bus if leakage or dripping happens after boarding. Such leakage or dripping can create a biohazard for other passengers on the bus.

The existence of wounds and sores may limit securement on some securement points. Nevertheless, 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. Customers must ride in the vehicle that is sent to transport them. Special requests for specific vehicles and drivers cannot be honored unless there are extenuating circumstances to transport the customer safely and the CTC has the resources available to accommodate such a request. Passengers should understand they may also be scheduled to ride with service animals of other customers.

During a natural disaster, riders need to be aware that they may travel with customers 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 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.

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 another 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 the customer's appointment is running later than expected, and there is a chance that they will not be ready for their scheduled return trip, customers should contact Lake County Connection by phone as soon as possible to inform them of their status.

REPORTING AN INCIDENT

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

- » The customer's name, address, and phone number
- » The date, time, and location of the incident
- » The vehicle number and driver's name
- » If it is concerning office staff, the name of the employee and the date and time of contact with that person
- » A detailed explanation of the incident or suggestion

The CTC submits quarterly adverse incident reports to the CTD in compliance with the model procedures for receiving and investigating reports of adverse incidents related to paratransit services provided to persons with disabilities, which were approved at the December 11, 2024 Commission meeting.

REPLACEMENT BUS

CTC Standard: In case of a bus breakdown, Lake County Connection will send a replacement vehicle as soon as possible.

SUSPENSION FROM SERVICE

CTC Standard: Customers 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: 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 is disruptive, behaves offensively or could jeopardize 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, including 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 determined by the CTC to be an interruption to services.
- d. Failing to submit an application: Customers may be suspended for not recertifying or providing additional information to determine if the customer qualifies for services.

ILLNESS

CTC Standard: If the customer becomes ill, or notices another passenger who appears ill, the customer should immediately inform the driver.

SURVEYS

CTC Standard: Customers must 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 dialysis or other prolonged medical treatment programs. Detailed personal information must be submitted for consideration of a hardship waiver.

CLOSEST FACILITY

CTC Standard: All passengers of the Transportation Disadvantaged program will be required to be transported to the closest facility provided the customer's insurance is accepted at the location and the facility has availability to accommodate the customer's needs. This includes all customers under all programs, except the Americans with Disabilities Act program. Customers 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 customer stranded at a location. If a customer does not return home by the normal time, immediately contact Lake County Connection at (352) 741-2612.

SCHEDULING AND CANCELLING TRIPS

CTC Standard: If a customer is in the care of a guardian and does not have the physical or cognitive capabilities to schedule or cancel their trips, their guardian must notify the operator of those concerns when the customers sign up for service.

4.1.13 LOCAL COMPLAINT AND GRIEVANCE PROCEDURE/PROCESS

4.1.13.1 C TC Complaint Process

A complaint is defined as 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 its 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 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 complaint by phone, scheduling software, e-mail, or fax to start 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 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. 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. The customer will be informed of their right to contact the TD Ombudsman hotline at (800) 983-2435 if they are not satisfied with the resolution of the complaint.

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 after receipt of the complaint.

It is important to note that in addition to a timely follow-up and resolution to a 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 monthly, along with the resolutions of the complaints.

4.1.13.2 Grievance Procedures

Customers, agencies, transportation operators, potential users of the system, and the CTC may file a formal grievance to document any concerns or an unresolved service complaint regarding the operation or administration of the TD program and/or ADA services by the transportation operator, CTC, MPO, or TDCB. The current approved Grievance Procedures are included in Appendix K: Lake County TDCB Grievance Procedures.

4.1.14 COMMUNITY TRANSPORTATION COORDINATOR MONITORING PROCEDURES OF OPERATORS AND COORDINATION CONTRACTORS

4.1.14.1 Operator Monitoring

Lake County Transit annually reviews all contractors. As part of the review, LCT staff provides operators with a written letter, a proposed inspection date and a checklist of requested documents, which include employee files, compliance files, and employee training courses. Following the review, Lake County Transit provides the operator with a report, who then has 30 days to respond and provide proof that any deficiencies have been remedied.

4.1.14.2 Coordination Contractor Monitoring and Evaluation Criteria

Each coordination contractor is evaluated on an annual basis, similar to the annual review for operators. 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 purpose (i.e., medical, nutritional, employment and educational).
 - » Total dollars billed while operating under the coordinated system.
 - » Total accidents and road calls.
 - » 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 Public Transportation Agency Safety Plan (PTASP).
 - Compliance with the insurance requirements of maintaining minimum liability coverage in the amount of \$200,000 for any one person and \$300,000 per occurrence.
 - Compliance with all standards and performance requirements of the CTC and the TDCB approved TDSP.

4.2 Cost/Revenue Allocation and Rate Structure Justification

In June 2024, the TDCB approved the FY 2024/2025 Rate Calculation Model for TD Trust Fund Trips. Rates charged to individual agencies that either subsidize or purchase transportation for their customers are based on the cost of providing service to the agencies' customers. 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 4-3 below displays the CTC's current rate structure. The detailed Rate Model Worksheets are included in Appendix L: Rate Model Worksheets (FY 2025-2026).

Table 4-3: CTC Rate Structure 2025-2026

	Type	Rate
Non- Sponsored	Ambulatory	\$41.64
	Wheelchair	\$71.38
Non- Sponsored with No Subsidy	Ambulatory	\$81.47
	Wheelchair	\$139.67
Agency for Persons with Disabilities	0-6 Miles	\$9.05
	7-16 Miles	\$11.31
	17+ Miles	\$16.96
Fixed Route Operator Reimbursement Rates (FY 2025)	Monthly Base Rate	\$129,561.05
	Revenue Hour Rate	\$44.55
	Monthly Base Rate	\$168,541.95

Type		Rate
Paratransit Operator Reimbursement Rates (FY 2025)	Per Trip Rate	\$34.43

Sources: CTD Rate Model – Agreement with APD – Agreement with Contractor

4.2.1 LAKE COUNTY FARE POLICY

The current fare policy for the LakeXpress fixed route service and Lake County Connection paratransit services are shown in Table 4-4 and Table 4-5 below.

The 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 fixed-route bus pass at no cost. Eligible customers may receive a free 30-day, ten non-consecutive days, or an all-day bus pass. Details of this program can be found in Appendix M: TD Bus Pass Program.

Table 4-4: LakeXpress Fare Structure

Category	Base Fare	Reduced Rate ¹
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 ²	\$0.00	\$0.00
Ride Free- ³	\$0.00	\$0.00
TD Bus Pass ⁴	\$0.00	\$0.00

¹Seniors 60 years + 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

²One per trip

³Students with valid school ID or proof of enrollment, and children under 5 years of age with fare-paying chaperone

⁴Qualified low-income individuals are eligible to receive a free 30-day, 10 non-consecutive day, or all-day bus pass

Source: LakeXpress Bus Schedules

The Lake County Connection fare structure applies for all paratransit trips, except agency-purchased trips through APD or DOE. To ensure consistent and fair transportation services to all passengers, everyone is expected to pay the applicable fare upon boarding the Lake County Connection vehicle. Passengers will be notified of the scheduled fare when booking their trips. The trip will only be provided if the passenger has the fare or a hardship waiver.

All eligible Transportation Disadvantaged and ADA passengers can use their paratransit ID cards to ride the LakeXpress service for free. The paratransit ID cards must be active, no expired ID cards will be accepted.

Table 4-5: Lake County Connection Fare Structure

Category	Fare
Lake County-One Way	\$2.00
Orlando-One Way ¹	\$5.00
Gainesville-One Way ¹	\$10.00
Oxford-One Way ¹	\$5.00
Wildwood-One Way ¹	\$5.00
LakeXpress TD Bus Pass ²	Free
¹ Medical appointments only, Tuesday and Thursday ² Qualified low-income individuals are eligible to receive a free 30-day, ten non-consecutive day, or all-day buss pass	

Source: Lake County Connection Rider's Guide

5 QUALITY ASSURANCE

5.1 Overview

The TDCB annually evaluates the Lake County CTC with guidance from 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 427.0155 (3) – CTC Monitoring of Contracted Operators
- Chapter 427.0155 (4) – Utilization of school buses and public transportation services
- Rule 41-2.006 (1) – Insurance
- Rule 41-2.011 (2) – Cost-effectiveness of Coordination Contractors and Transportation Alternatives
- Commission Standards and Local Standards
- Onsite Observation
- Surveys of riders/beneficiaries and purchasers of service
- Level of Cost, Level of Competition, and Level of Coordination Worksheets

The CTC Evaluation Sub-committee performs the evaluation and presents the CTC evaluation report in its entirety during a quarterly TDCB 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.

5.2 Summary of FY 2024 – FY 2025 CTC Evaluation Results

The CTC is in compliance with most applicable regulations, with only one finding. The finding falls under Compliance with 41-2.006(2), Safety Standards (F.A.C.). Updated driver's licenses and medical certificates were missing from several Operator files. The CTC was able to confirm that copies of driver's licenses and medical certificates were completed, but not yet filed, and was able to provide copies after the site visit. The recommendation is to file updated documents in a timely manner, and to review Operator files on a regular basis to monitor and ensure compliance.

The rider surveys provided additional insight into the CTC's operations. Overall, riders who took the survey appreciate and depend on the service, with many of the riders using the service for medical-related trips. Some riders are happy with the service, while other riders would like to see certain aspects of the service improve, such as the application and renewal process, the scheduling process, on-time performance, and customer service. Riders reported being the most satisfied with driver behavior and least satisfied with wait times for pick ups.

Several of the survey comments pointed to a desire for improved customer experience, with one survey respondent noting that he called to report on issue with his trip and never received a follow up call. After discussing this with the CTC, it seems that the respondent reached out to the Operator, and the CTC only interacted with this individual after it was brought to their attention through the survey. The CTC Evaluation Subcommittee recognizes that the CTC provides a number of ways for customers to provide feedback or make complaints and therefore suggests that the CTC assess whether the complaint procedures could be more clearly communicated to the public to ensure a shared understanding of how complaints will be handled.

The evaluation report and recommendations to the CTC will be presented by the CTC Evaluation Subcommittee at the June 2, 2025 TDCB meeting. The final workbook with the recommendations/commendations were transmitted to the Florida Commission for the Transportation Disadvantaged and the Sumter County CTC by MPO staff. The CTC will forward a status report to the TDCB within 30 working days.

APPENDIX A: ACRONYMS

Acronym	Description
ACS	American Community Survey
ADA	Americans with Disabilities Act of 1990
APD	Agency for Persons with Disabilities
BEBR	Bureau of Economic and Business Research
BOCC	Board of County Commissioners
COVID-19	Coronavirus Disease of 2019
CSR	Customer Service Representative
CTC	Community Transportation Coordinator
CTD	Commission for Transportation Disadvantaged
CTPP	Census Transportation Planning Products
CUTR	Center for Urban Transportation Research
d/b/a	doing business as
DOEA	Department of Elder Affairs
DOPA	Designated Official Planning Agency
ESF 1	Emergency Support Function 1
FAC	Florida Administrative Code
FDLE	Florida Department of Law Enforcement
FDOT	Florida Department of Transportation
FS	Florida Statutes
FTA	Federal Transit Administration
LCB	Local Coordinating Board
LCT	Lake County Transit
LSMPO	Lake~Sumter Metropolitan Planning Organization
MPO	Metropolitan Planning Organization
NHTS	National Household Travel Survey
nka	now known as
PCA	Personal Care Attendant

Acronym	Description
SIPP	Survey of Income and Program Participation
SSDI	Social Security Disability Insurance
SSI	Supplemental Security Income
SSPP	System Safety Program Plan
TD	Transportation Disadvantaged
TDCB	Transportation Disadvantaged Coordinating Board
TDSP	Transportation Disadvantaged Service Plan
TDTF	Transportation Disadvantaged Trust Fund
TNC	Transportation Network Company
TTY	Teletypewriter

APPENDIX B: GLOSSARY

The following definitions are from the CTD 2022 Annual Performance Report:

Americans with Disabilities Act (ADA): a federal law, P.L. 101-336, signed by the President of the United States on July 26, 1990, providing protection for persons with disabilities.

Annual Operating Report (AOR): an annual report prepared by the community transportation coordinator detailing its designated service area operating statistics for the most recent operating year.

Chapter 427, Florida Statutes: the Florida statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.

Commission for the Transportation Disadvantaged (Commission): an independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged. Replaced the Coordinating Council on the Transportation Disadvantaged.

Community Transportation Coordinator (CTC): (formerly referred to as coordinated community transportation provider) a transportation entity competitively procured or recommended by the appropriate official planning agency and local Coordinating Board and approved by the Commission, to ensure that safe, quality coordinated transportation services are provided or arranged in a cost-effective manner to serve the transportation disadvantaged in a designated service area.

Complete (or Full) Brokerage: type of CTC network in which the CTC does not provide any on-street transportation services itself, but contracts with transportation operators or coordination contractors for the delivery of all transportation services.

Coordinated Transportation System: includes the CTC, the transportation operators, and coordination contractors under contract with the CTC, the official planning agency, and Local Coordinating Board involved in the provision of service delivery to the transportation disadvantaged within the designated service area.

Coordinated Trips: passenger trips provided by or arranged through a CTC.

Coordinating Board: an entity in each designated service area composed of representatives who provide assistance to the community transportation coordinator relative to the coordination of transportation disadvantaged services.

Coordination: the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost-effective, safe, efficient, and reduces fragmentation and duplication of services. Coordination is not the same as total consolidation of transportation disadvantaged services in any given service area.

Coordination Contract: a written contract between the community transportation coordinator and an agency that receives transportation disadvantaged funds and performs some, if not all of, its services, as well as services to others, when such service has been analyzed by the CTC and proven to be a safer, more effective, and more efficient service from a total system perspective. The Commission's standard contract reflects the specific terms and conditions that will apply to those agencies who perform their transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.

Florida Administrative Code (FAC): a set of administrative codes regulating the State of Florida.

Florida Statutes (FS): the laws governing the State of Florida.

Grievance Process or Procedure: a formal grievance is a written complaint to document any concern or an unresolved service complaint regarding the separation or administration of TD service by the Transportation Operator, Community Transportation Coordinator, designated official planning agency, or local Coordinating Board. Provides a channel for the adjustment of grievances through discussions at progressively higher levels of authority, culminating in mediation, if necessary.

Local Coordinating Board (LCB): an entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to aid the community transportation coordinator concerning the coordination of transportation disadvantaged services. In Lake County, the LCB is referred to as the Transportation Disadvantaged Coordinating Board (TDCB).

Memorandum of Agreement (MOA): the state contract included in the transportation disadvantaged service plan for transportation disadvantaged services purchased by federal, state, or local government transportation disadvantaged funds. This agreement is between the Commission and the community transportation coordinator and recognizes the community transportation coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

Metropolitan Planning Organization (MPO): the areawide organization responsible for conducting the continuous, cooperative, and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C. s. 134, as provided in 23 U.S.C. s. 104(f)(3). Also serves as the designated official planning agency referred to in Chapter 427, F.S.

Non-sponsored Trip: transportation disadvantaged services that are sponsored in whole by the Transportation Disadvantaged Trust Fund.

Partial Brokerage: type of CTC network in which the CTC provides some of the on-street transportation services and contracts with one or more other transportation operators, including coordination contractors, to provide the other portion of the on-street transportation disadvantaged services, including coordination contractors.

Potential TD Population: (formerly referred to as TD Category I) includes persons with disabilities, senior citizens, low-income persons, and high-risk or at-risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.

Rule 41-2, F.A.C.: the rule adopted by the Commission for the Transportation Disadvantaged to implement provisions established in Chapter 427, F.S.

Sole Source: (also referred to as Sole Provider) network type in which the CTC provides all the transportation disadvantaged services.

Sponsored Trip: a passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).

System Safety Program Plan (SSPP): a documented organized approach and guide to accomplishing a system safety program set forth in Florida Rule 14-90.

Transportation Alternative: those specific transportation services that are approved by rule to be acceptable transportation alternatives, and defined in s. 427.018, F. S.

Transportation Disadvantaged (TD): those persons, including children as defined in s. 411.202 F.S., who because of physical or mental disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available. These persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities.

Transportation Disadvantaged Service Plan (TDSP): a five-year implementation plan, with annual updates developed by the CTC and the planning agency which contains the provisions of service delivery in the coordinated transportation system. The plan shall be reviewed and recommended by the Local Coordinating Board.

Transportation Disadvantaged Trust Fund (TDTF): a fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited will be appropriated by the legislature to the Commission to carry out the Commission's responsibilities. Funds that are deposited may be used to subsidize a portion of a transportation disadvantaged person's transportation costs that are not sponsored by an agency.

Transportation Network Company (TNC): a company that provides prearranged transportation services for compensation using an online-enabled application or platform (such as smartphone apps) to connect drivers using their personal vehicles with passengers for a fee, or fare.

Transportation Operator: a public, private for-profit, or private non-profit entity engaged by the community transportation coordinator to provide service to the transportation disadvantaged pursuant to an approved coordinated transportation system transportation disadvantaged service plan.

APPENDIX C: LAKEXPRESS ROUTE MAPS AND SCHEDULES

Figure 5-1: LakeXpress Route 1 Map and Schedule

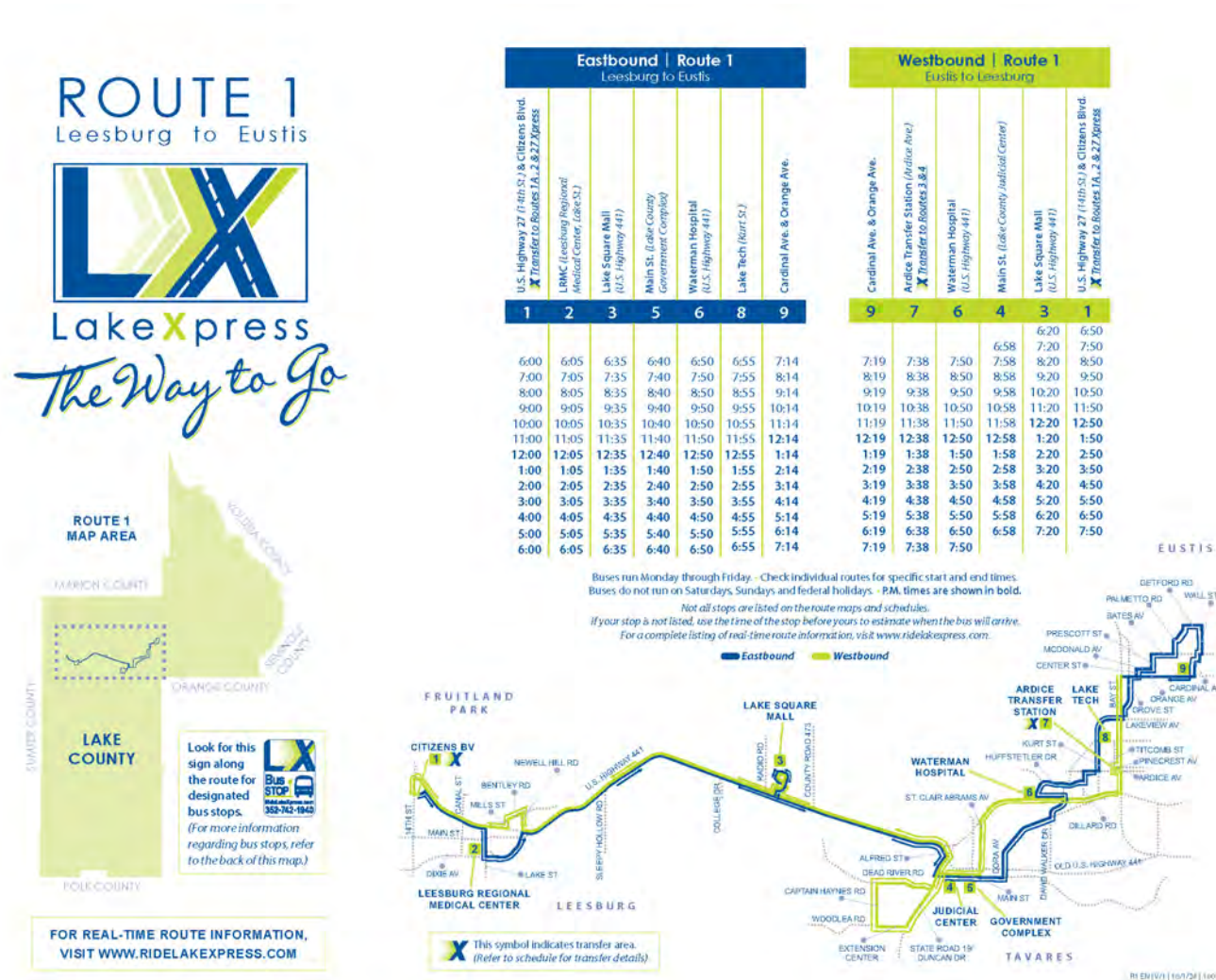
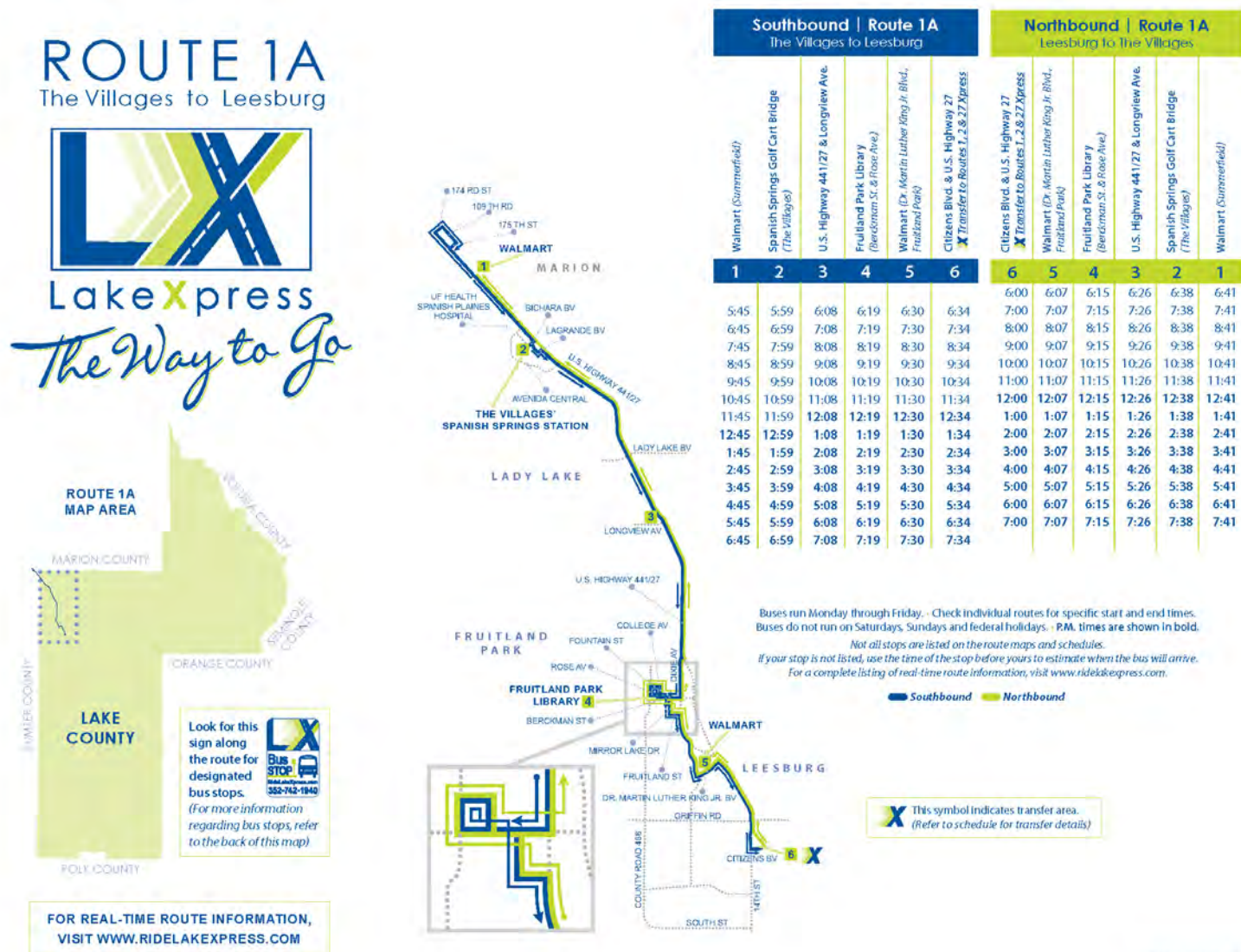


Figure 5-2: LakeXpress Route 1A Map and Schedule



RIA-FN-107 | 10/24 | 500

Figure 5-3: LakeXpress Route 2 Map and Schedule

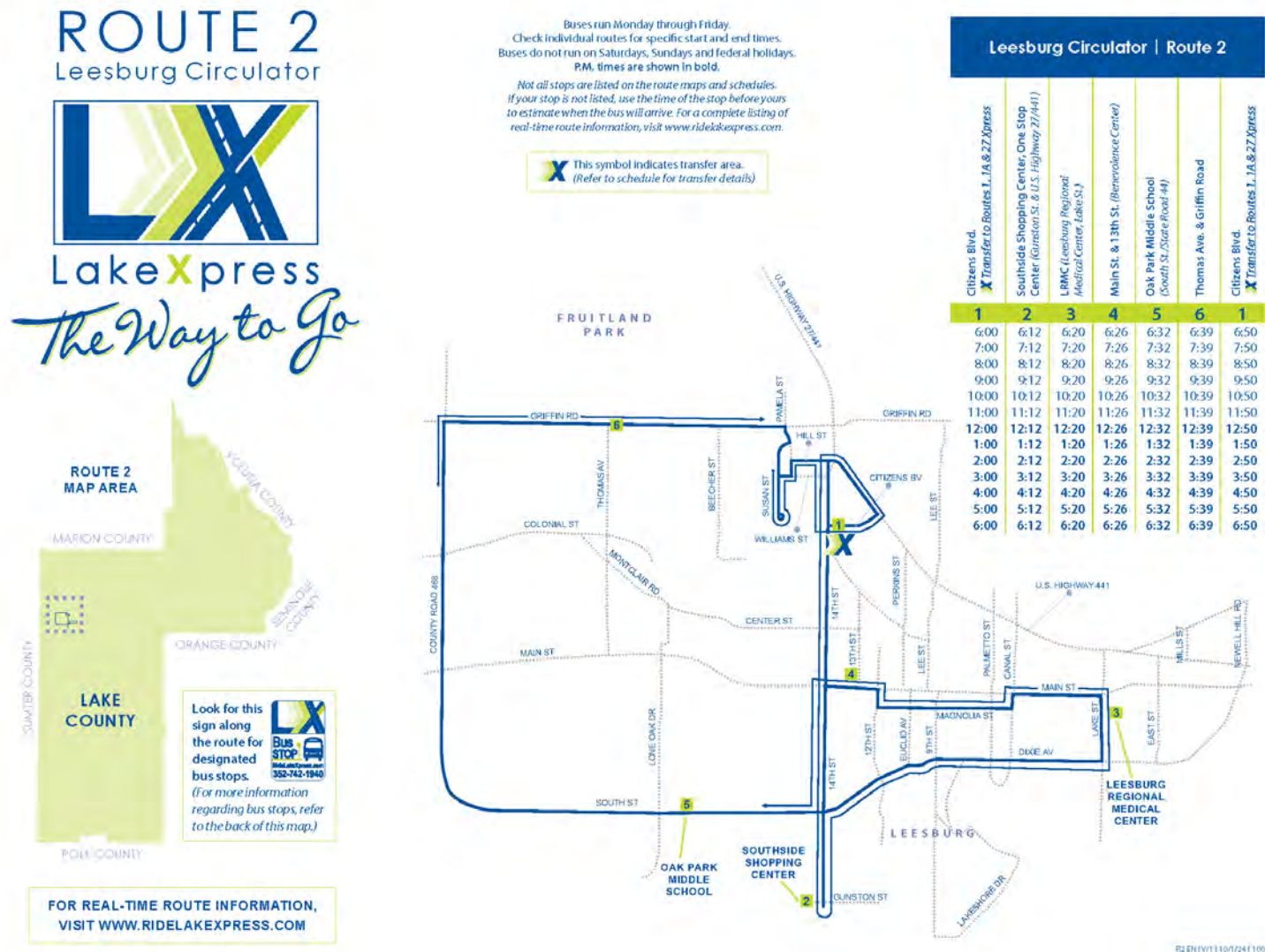
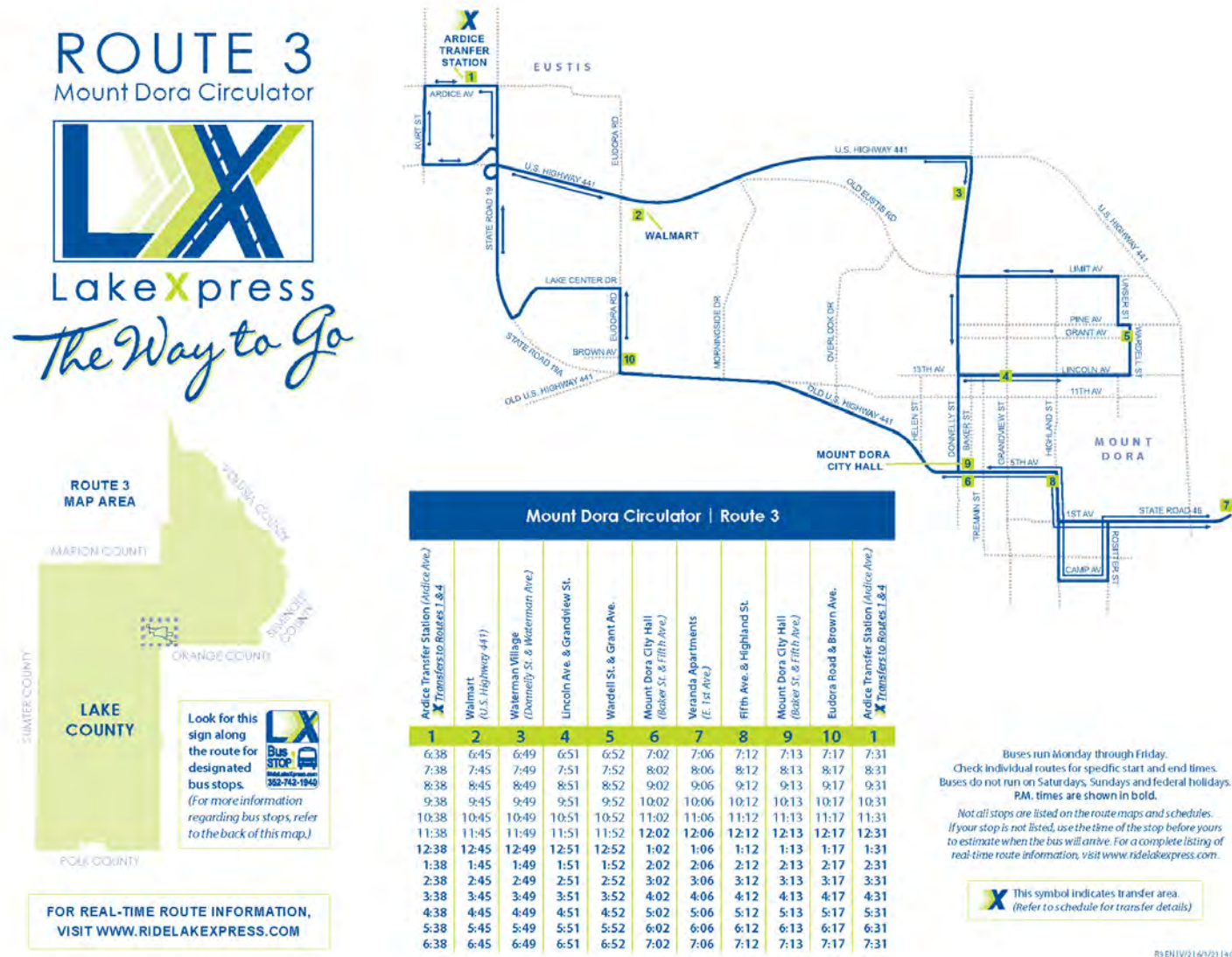


Figure 5-4: LakeXpress Route 3 Map and Schedule



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Figure 5-5: LakeXpress Route 4 Map and Schedule

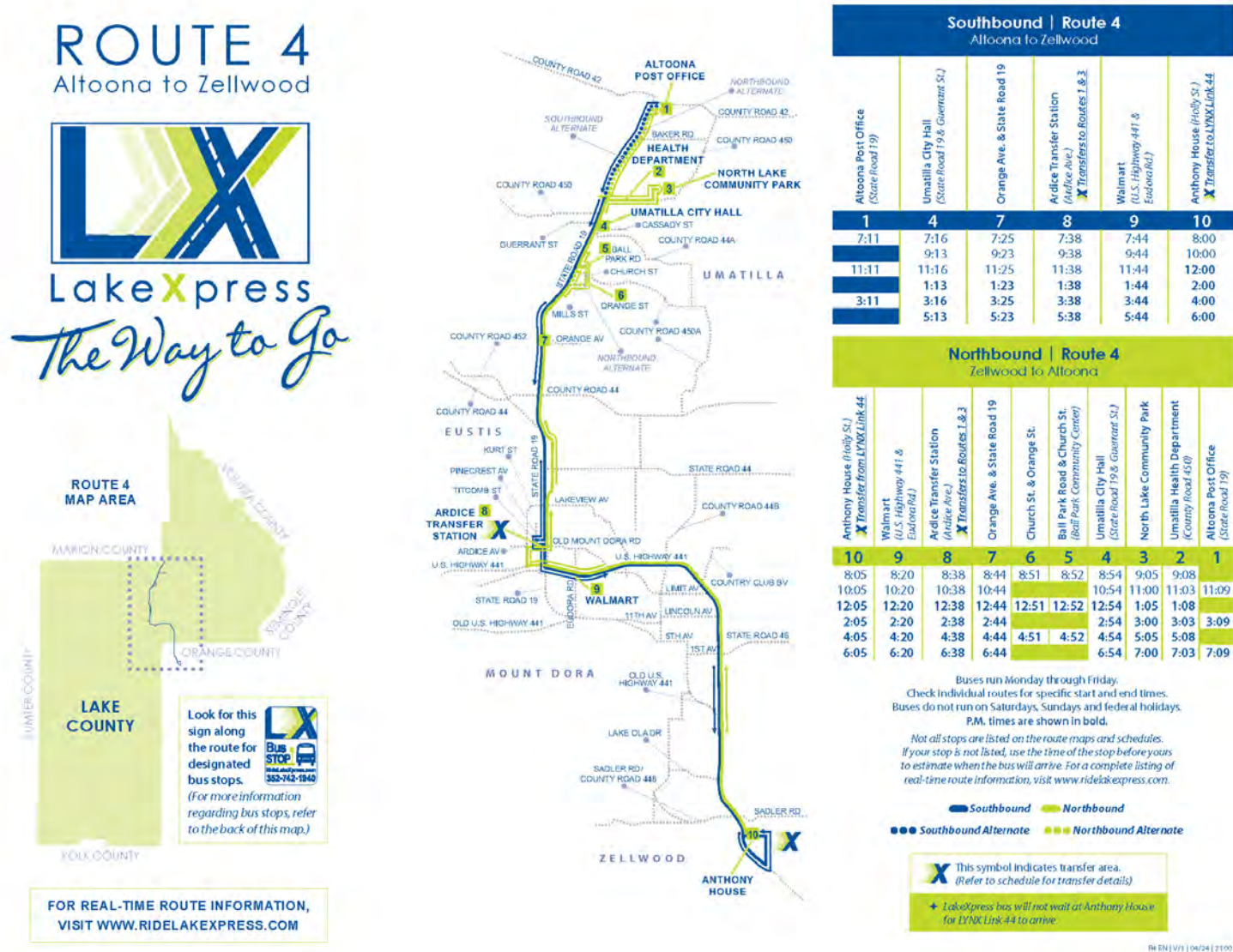


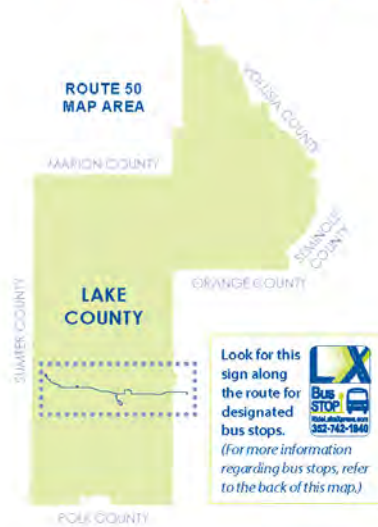
Figure 5-6: LakeXpress Route 50 Map and Schedule

ROUTE 50

Mascotte to Winter Garden



LakeXpress
The Way to Go



FOR REAL-TIME ROUTE INFORMATION,
VISIT WWW.RIDELAKEEXPRESS.COM

Look for this sign along the route for designated bus stops.
(For more information regarding bus stops, refer to the back of this map.)



Eastbound | Route 50

Mascotte to Winter Garden

Mascotte Civic Center & City Hall (Sunset Ave.)	Groveland City Hall (State Road 50 & Lake Ave.)	Dunkin' Donuts (County Road 955A & State Road 50)	12th St. & State Road 50	Walmart (U.S. Highway 27 & Johns Lake Rd.)	Clermont Park & Ride	South Lake Hospital	Target - Lake-Summer State College (Citrus Tower Blvd. & Don Wickham Dr.)	Lake Blvd. & State Road 50	Shoppes At West Point I (State Road 50)
1	2	3	4	5	7	8	9	10	11
5:30	5:36	5:42	5:47	5:57	6:00	6:08	6:11	6:22	6:30
6:30	6:36	6:42	6:47	6:57	7:00	7:08	7:11	7:22	7:30
7:30	7:36	7:42	7:47	7:57	8:00	8:08	8:11	8:22	8:30
8:30	8:36	8:42	8:47	8:57	9:00	9:08	9:11	9:22	9:30
9:30	9:36	9:42	9:47	9:57	10:00	10:08	10:11	10:22	10:30
10:30	10:36	10:42	10:47	10:57	11:00	11:08	11:11	11:22	11:30
11:30	11:36	11:42	11:47	11:57	12:00	12:08	12:11	12:22	12:30
12:30	12:36	12:42	12:47	12:57	1:00	1:08	1:11	1:22	1:30
1:30	1:36	1:42	1:47	1:57	2:00	2:08	2:11	2:22	2:30
2:30	2:36	2:42	2:47	2:57	3:00	3:08	3:11	3:22	3:30
3:30	3:36	3:42	3:47	3:57	4:00	4:08	4:11	4:22	4:30
4:30	4:36	4:42	4:47	4:57	5:00	5:08	5:11	5:22	5:30
5:30	5:36	5:42	5:47	5:57	6:00	6:08	6:11	6:22	6:30
6:30	6:36	6:42	6:47	6:57	7:00	7:08	7:11	7:22	7:30
7:30	7:36	7:42	7:47	7:57	8:00	8:08	8:11	8:22	8:30

Westbound | Route 50

Winter Garden to Mascotte

Shoppes At West Point I (State Road 50)	Target - Lake-Summer State College (Hancock Road & Legends Way)	South Lake Hospital	Clermont Park & Ride	South Lake Plaza - Winn-Dixie (State Road 50 & Rowan Ave.)	12th St. & State Road 50	Dunkin' Donuts (County Road 955A & State Road 50)	Groveland City Hall (State Road 50 & Lake Ave.)	Mascotte Civic Center & City Hall (Sunset Ave.)
11	10	9	8	7	6	4	3	2
5:30	5:37	5:46	5:49	6:00	6:03	6:08	6:14	6:20
6:30	6:37	6:46	6:49	7:00	7:03	7:08	7:14	7:20
7:30	7:37	7:46	7:49	8:00	8:03	8:08	8:14	8:20
8:30	8:37	8:46	8:49	9:00	9:03	9:08	9:14	9:20
9:30	9:37	9:46	9:49	10:00	10:03	10:08	10:14	10:20
10:30	10:37	10:46	10:49	11:00	11:03	11:08	11:14	11:20
11:30	11:37	11:46	11:49	12:00	12:03	12:08	12:14	12:20
12:30	12:37	12:46	12:49	1:00	1:03	1:08	1:14	1:20
1:30	1:37	1:46	1:49	2:00	2:03	2:08	2:14	2:20
2:30	2:37	2:46	2:49	3:00	3:03	3:08	3:14	3:20
3:30	3:37	3:46	3:49	4:00	4:03	4:08	4:14	4:20
4:30	4:37	4:46	4:49	5:00	5:03	5:08	5:14	5:20
5:30	5:37	5:46	5:49	6:00	6:03	6:08	6:14	6:20
6:30	6:37	6:46	6:49	7:00	7:03	7:08	7:14	7:20
7:30	7:37	7:46	7:49	8:00	8:03	8:08	8:14	8:20
8:30	8:37	8:46	8:49	9:00				

Buses run Monday through Friday. - Check individual routes for specific start and end times. Buses do not run on Saturdays, Sundays and federal holidays. - P.M. times are shown in bold.

Not all stops are listed on the route maps and schedules.

If your stop is not listed, use the time of the stop before yours to estimate when the bus will arrive. For a complete listing of real-time route information, visit www.ridelakeexpress.com.



Figure 5-7: LakeXpress Route 55 Map and Schedule

ROUTE 55

Four Corners to U.S. Highway 192



LakeXpress
The Way to Go



Look for this sign along the route for designated bus stops.
(For more information regarding bus stops, refer to the back of this map.)

FOR REAL-TIME ROUTE INFORMATION,
VISIT WWW.RIDELAKEEXPRESS.COM

Eastbound Route 55 Four Corners to U.S. Highway 192				Westbound Route 55 U.S. Highway 192 to Four Corners					
Orlando Health South Lake Hospital (Cogan Ridge Blvd. & Cogan View Rd.) X Transfer from South Lake Xpress	Town Center Blvd. & Oaks Apartments	U.S. Highway 192 & Ball Blvd.	W. Irlo Bronson Memorial Highway & Legacy Blvd. X Transfer to LYNX Link 55	W. Irlo Bronson Memorial Highway & Legacy Blvd. X Transfer from LYNX Link 55	U.S. Highway 192 & Ball Blvd.	U.S. Highway 192 & Town Center Blvd.	U.S. Highway 27 & Cogan Crossing Blvd.	Cogan Valley Way & Cogan View Rd.	Orlando Health South Lake Hospital (Cogan Ridge Blvd. & Cogan View Rd.) X Transfer to South Lake Xpress
1	2	6	7	7	6	5	4	3	1
6:00	6:02	6:04	6:06	6:15	6:19	6:20	6:22	6:26	6:28
6:30	6:32	6:34	6:36	6:45	6:49	6:50	6:52	6:56	6:58
7:00	7:02	7:04	7:06	7:15	7:19	7:20	7:22	7:26	7:28
7:30	7:32	7:34	7:36	7:45	7:49	7:50	7:52	7:56	7:58
8:00	8:02	8:04	8:06	8:15	8:19	8:20	8:22	8:26	8:28
8:30	8:32	8:34	8:36	8:45	8:49	8:50	8:52	8:56	8:58
5:00	5:02	5:04	5:06	5:15	5:19	5:20	5:22	5:26	5:28
5:30	5:32	5:34	5:36	5:45	5:49	5:50	5:52	5:56	5:58
6:00	6:02	6:04	6:06	6:15	6:19	6:20	6:22	6:26	6:28
6:30	6:32	6:34	6:36	6:45	6:49	6:50	6:52	6:56	6:58
7:00	7:02	7:04	7:06	7:15	7:19	7:20	7:22	7:26	7:28
7:30	7:32	7:34	7:36	7:45	7:49	7:50	7:52	7:56	7:58
8:00	8:02	8:04	8:06	8:15	8:19	8:20	8:22	8:26	8:28
8:30	8:32	8:34	8:36	8:45	8:49	8:50	8:52	8:56	8:58
9:00	9:02	9:04	9:06	9:15	9:19	9:20	9:22	9:26	9:28
9:30	9:32	9:34	9:36	9:45	9:49	9:50	9:52	9:56	9:58

Buses run Monday through Friday • Check individual routes for specific start and end times.
Buses do not run on Saturdays, Sundays and federal holidays. • PM times are shown in bold.

Not all stops are listed on the route maps and schedules.
If your stop is not listed, use the time of the stop before yours to estimate when the bus will arrive.
For a complete listing of real-time route information, visit www.ridelakeexpress.com.



X This symbol indicates transfer area.
(Refer to schedule for transfer details)

RS 5-01 | 3/21 | 10/01/24 | 100

Figure 5-8: South Lake Xpress Map and Schedule

SOUTH LAKE X P R E S S

Clermont to Four Corners



LakeXpress
The Way to Go



**SOUTH LAKE
EXPRESS
MAP AREA**

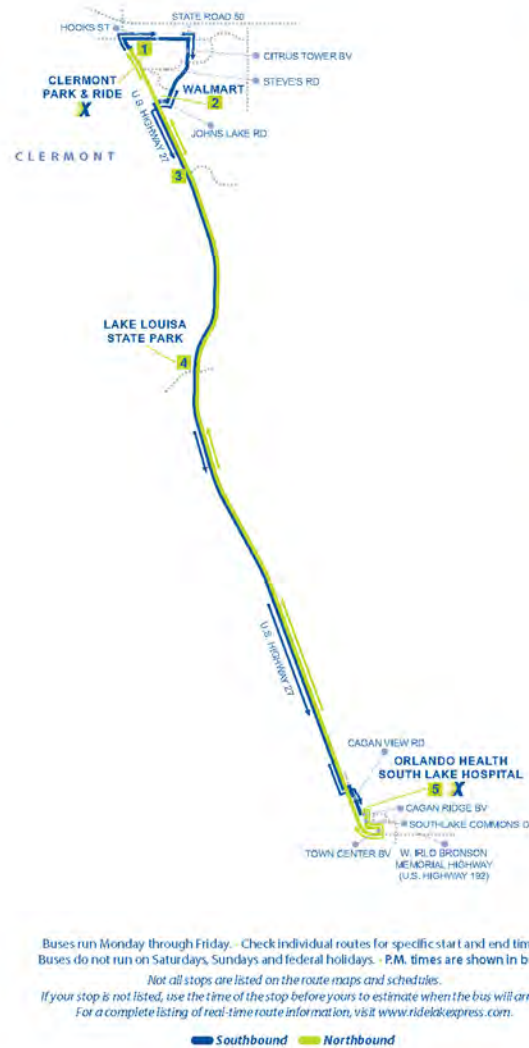
**LAKE
COUNTY**

Look for this sign along the route for designated bus stops.
(For more information regarding bus stops, refer to the back of this map.)



352-742-1940

**FOR REAL-TIME ROUTE INFORMATION,
VISIT WWW.RIDELAKEEXPRESS.COM**



Buses run Monday through Friday. Check individual routes for specific start and end times. Buses do not run on Saturdays, Sundays and federal holidays. P.M. times are shown in bold.

Not all stops are listed on the route maps and schedules.

If your stop is not listed, use the time of the stop before yours to estimate when the bus will arrive.

For a complete listing of real-time route information, visit www.ridelakexpress.com.

Southbound | South Lake Xpress

Clermont to Four Corners

Clermont Park & Ride X Transfer to Route 50 & 27 Xpress	Walmart (U.S. Highway 27 & Johns Lake Rd.)	Lake Louisa State Park	Orlando Health South Lake Hospital (Cagay Ridge Blvd. & Cagay View Rd.) X Transfer to Route 55
1	2	4	5
7:00	7:04	7:12	7:24
8:00	8:04	8:12	8:24
9:00	9:04	9:12	9:24
5:00	5:04	5:12	5:24
6:00	6:04	6:12	6:24
7:00	7:04	7:12	7:24

Northbound | South Lake Xpress

Four Corners to Clermont

Orlando Health South Lake Hospital (Cagay Ridge Blvd. & Cagay View Rd.) X Transfer from Route 55	U.S. Highway 27 & Kings Ridge Blvd.	Walmart (U.S. Highway 27 & Johns Lake Rd.)	Clermont Park & Ride X Transfer to Route 50 & 27 Xpress
5	3	2	1
7:30	7:49	7:52	7:54
8:30	8:49	8:52	8:54
9:30	9:49	9:52	9:54
5:30	5:49	5:52	5:54
6:30	6:49	6:52	6:54
7:30	7:49	7:52	7:54

X This symbol indicates transfer area.
(Refer to schedule for transfer details)

RSE EN101 | 10/1/24 | 300

Figure 9: 27 Xpress Map and Schedule



APPENDIX D: PRIVATE PROVIDER INVENTORY

Table 5-1: Non-Emergency Medical / Stretcher & Wheelchair Services

Name	Location	Contact Information
AAWW Transport	Lake County	407-421-0298
Affinity Transportation Service, LLC.	Tavares	352-630-0297
All Central Florida Transportation	2280 W. Old US Hwy. 441, Mount Dora	352-877-9755
AdventHealth Waterman (Formerly Florida Hospital Waterman)	Tavares	352-253-3882
Black Coach Transportation, LLC.	Summerfield, Lady Lake, Fruitland Park, Leesburg	352-461-7174
G.C.O. Non-Emergency Medical Transport	Lake County and surrounding areas	352-240-1124
Interstate Non Emergency Medical	Lake and Sumter Counties	352-323-8999
Leopard Transport	Marion, Sumter, and Lake	352-812-1670
Rite Way Transportation	11245 Tuscarora Ln, Minneola Clermont	352-516-8229
Stellar Transport	Lake and Sumter Counties	352-995-9595
We Care Specialty Transport	Central Florida	352-989-6956

Table 5-2: Taxi Cab Services

Name	Location	Contact Information
ABC Taxi	1223 Pamela St Apt 10 A, Leesburg, FL 34748	352-744-1211
Acme	14834 Lee Rd., Groveland	352-638-4711
All City Cab	1007 Eustis Grove St., Eustis	352-602-5810
Angie's Taxi	1411 E. Main St., Leesburg	352-396-7649
Central Taxi	32424 Quiet Harbor Ave, Leesburg	352-365-2676
Central Taxi	2 E Main St, Mount Dora	352-383-7433
Clermont Yellow Cab	821 Oakley Seaver Dr., Clermont	352-577-8294
Eustis Taxi	252 Ardice Ave, Eustis	352-357-3671
For a Ride Taxi Service	2987 Palmetto Road, Mount Dora	904-523-5969
Karen's Taxi & Shuttle Service	Leesburg	352-553-5220
Lake Airport Shuttle and Taxi	1208 Lee St., #25, Leesburg	352-434-9568
Lady Lake Taxi	Lady Lake	352-751-2345

Name	Location	Contact Information
Lilly's Taxi	336 Sandy Oak Cir, Leesburg	352-636-2602
Lucky's Taxi	703 Chuck St., Lady Lake	352-617-2008
Mr. Taxi	911 Sutherland Ct., Leesburg	352-365-2676 or 352-396-7337
No Limit Taxi	Leesburg	352-321-9333
Rocket Taxi	Golden Triangle area	352-602-0582

Table 5-3: Limousine and Airport Shuttles

Name	Location	Contact Information
Elite Transportation by George	Lake County and nearby areas	352-470-5473
Lake Airport Shuttle and Taxi	1208 Lee St, #25, Leesburg	352-434-9568
Lake Limo, Inc (Airport & WC)	321 Southridge Industrial Drive, Tavares	352-742-2808
Transcour Limo Service	1400 Longville Cir, Tavares	407-595-6355
Village Airport Van	121 W Hermosa St, Lady Lake	352-241-2000
Workman Transportation	The Villages	352-259-9398

APPENDIX E: ANNUAL OPERATING REPORT (FY 2024)

County: Lake
 CTC: Lake County Board of County Commissioners
 Contact: Jill Brown
 2440 US Highway 441/27
 Fruitland, FL 34731
 352-901-0606
 Email: jill.brown@lakecountyfl.gov

Demographics
 Number
 Total County Population 0
 Unduplicated Head Count 1,306



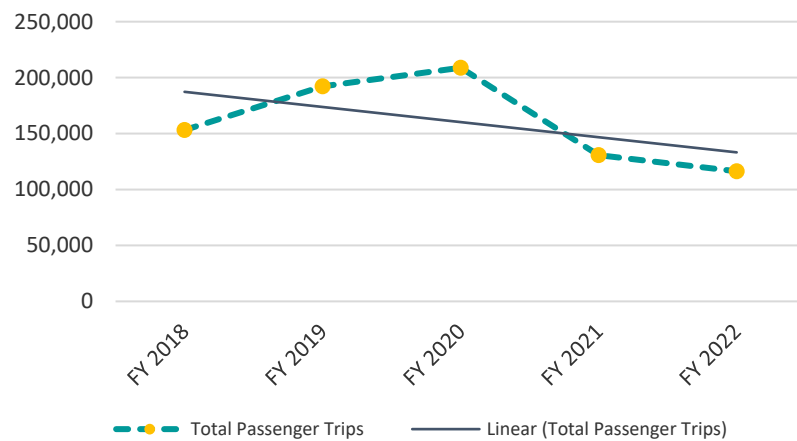
Trips By Type of Service				Vehicle Data			
	2022	2023	2024		2022	2023	2024
Fixed Route (FR)	0	0	0	Vehicle Miles	1,101,917	1,124,507	1,298,896
Deviated FR	604	626	560	Roadcalls	56	49	37
Complementary ADA	18,777	19,036	19,557	Accidents	11	19	13
Paratransit	96,918	106,370	115,261	Vehicles	92	82	86
TNC	0	0	0	Drivers	188	187	166
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	116,299	126,032	135,378				
Passenger Trips By Trip Purpose				Financial and General Data			
Medical	41,003	34,800	29,474	Expenses	\$4,638,701	\$6,036,862	\$7,206,656
Employment	4,021	5,231	8,129	Revenues	\$4,952,909	\$5,185,897	\$7,347,402
Ed/Train/DayCare	37,641	45,532	45,589	Commendations	6	10	5
Nutritional	9,129	9,072	13,129	Complaints	6	7	12
Life-Sustaining/Other	24,505	31,397	39,057	Passenger No-Shows	1,900	1,740	2,355
TOTAL TRIPS	116,299	126,032	135,378	Unmet Trip Requests	0	0	0
Passenger Trips By Revenue Source				Performance Measures			
CTD	19,321	25,489	26,050	Accidents per 100,000 Miles	1.00	1.69	1.00
AHCA	6,869	0	0	Miles between Roadcalls	19,677	22,949	35,105
APD	35,287	34,873	35,871	Avg. Trips per Passenger	67.46	103.90	103.66
DOEA	2,515	2,480	5,384	Cost per Trip	\$39.89	\$47.90	\$53.23
DOE	0	0	0	Cost per Paratransit Trip	\$39.89	\$47.90	\$53.23
Other	52,307	63,190	68,073	Cost per Total Mile	\$4.21	\$5.37	\$5.55
TOTAL TRIPS	116,299	126,032	135,378	Cost per Paratransit Mile	\$4.21	\$5.37	\$5.55
Trips by Provider Type							
CTC	0	0	0				
Transportation Operator	52,436	59,987	67,037				
Coordination Contractor	63,863	66,045	68,341				
TOTAL TRIPS	116,299	126,032	135,378				

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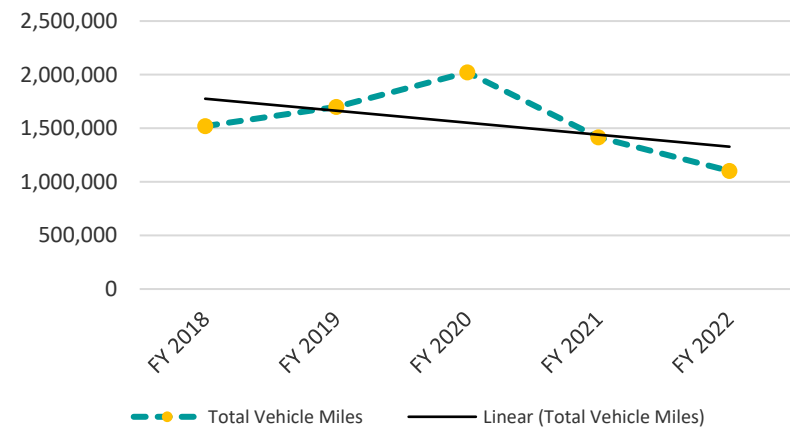
Page 49 of 49

APPENDIX F: TREND ANALYSIS GRAPHS

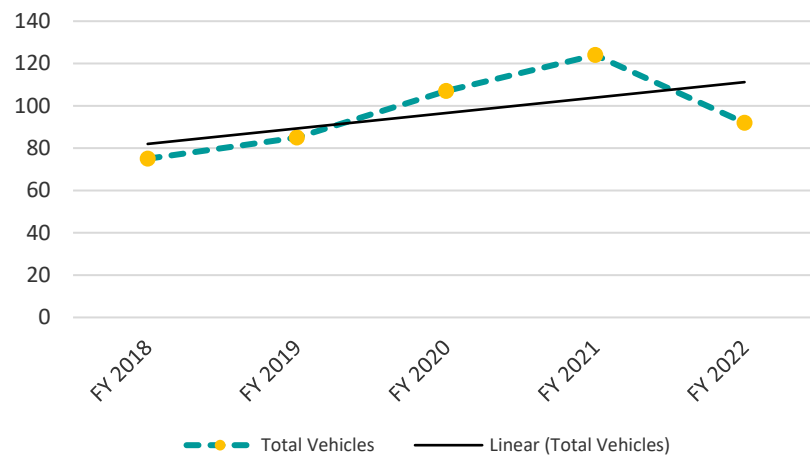
Total Passenger Trips



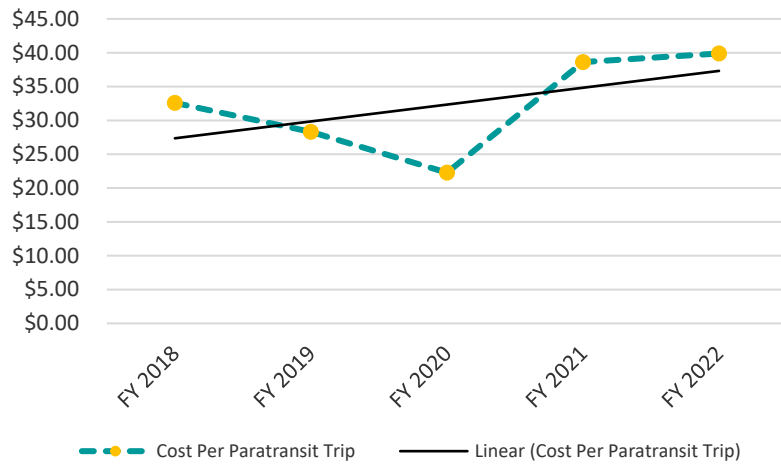
Total Vehicle Miles



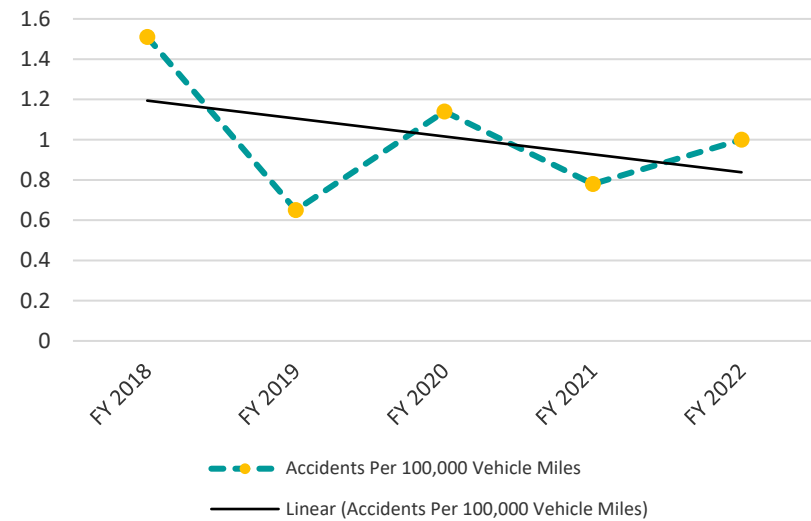
Total Vehicles



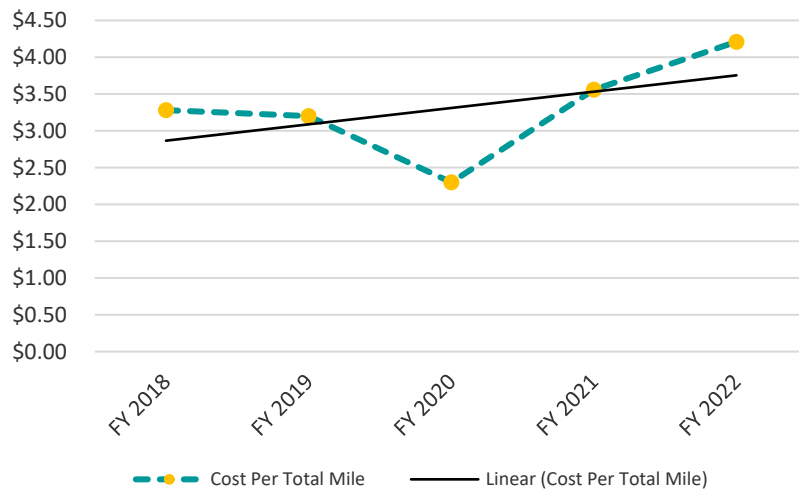
Cost Per Paratransit Trip



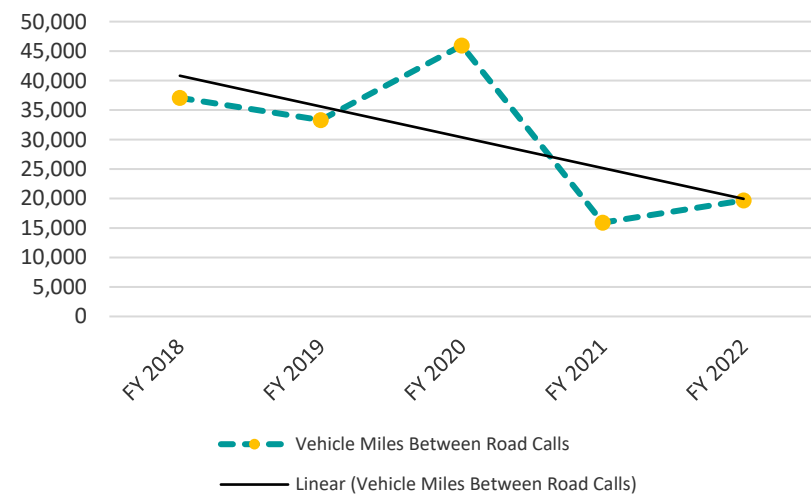
Accidents Per 100,000 Vehicle Miles



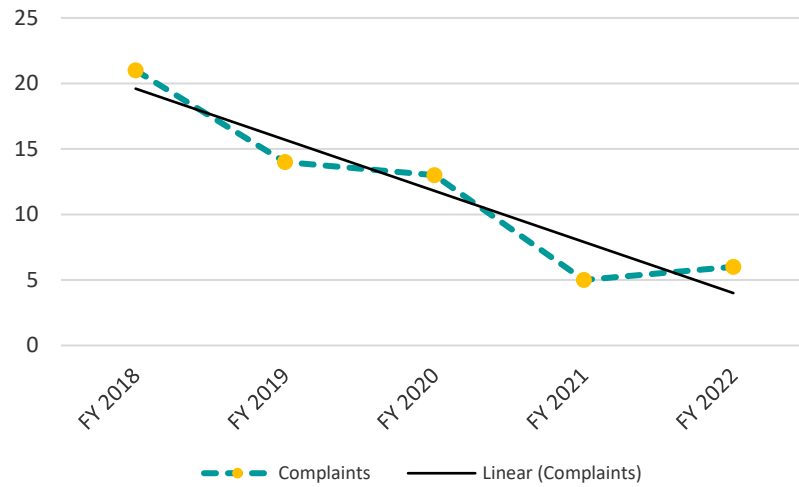
Cost Per Total Mile



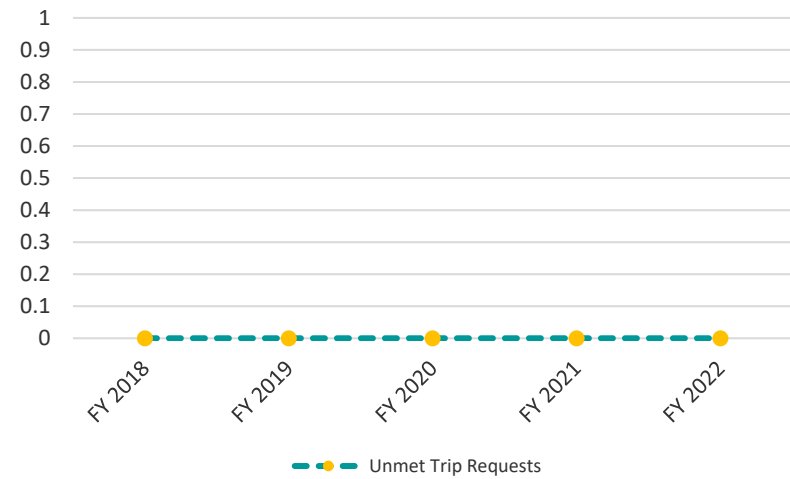
Vehicle Miles Between Road Calls



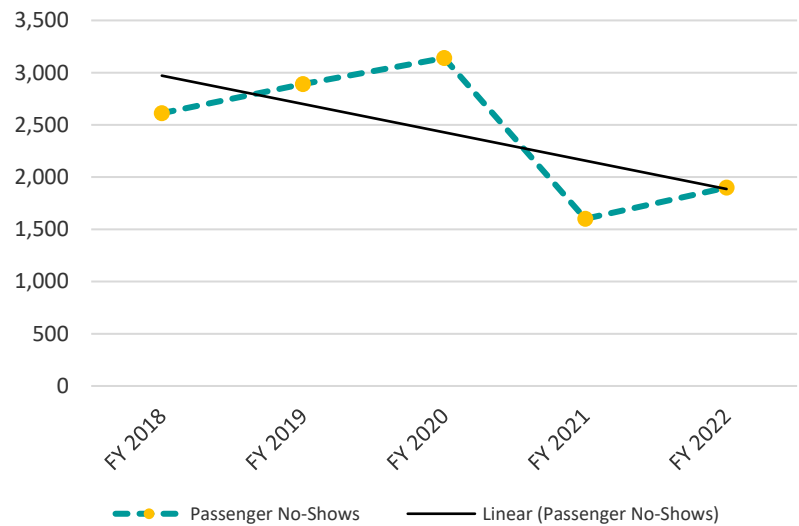
Complaints



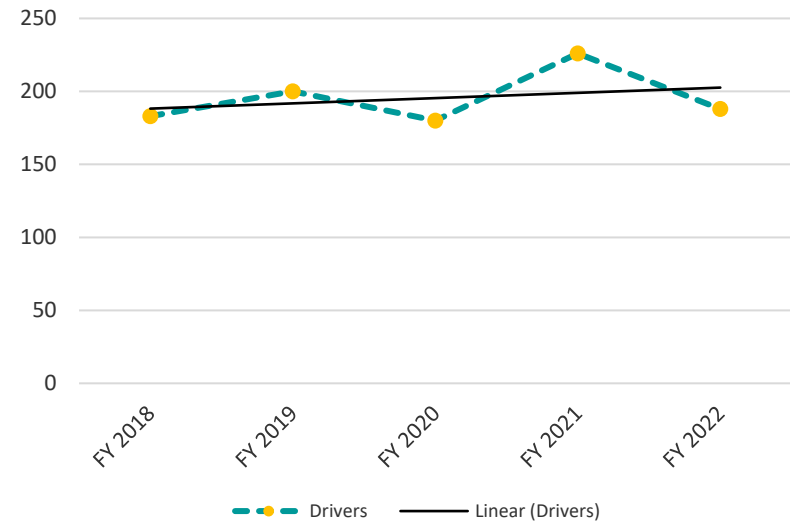
Unmet Trip Requests



Passenger No-shows



Drivers



APPENDIX G: GOALS, OBJECTIVES, STRATEGIES, AND IMPLEMENTATION SCHEDULE

Goal	Objective	Strategy	Responsible Agency	Timeline	FY25 Implementation
1. Provide an efficient, effective, and fully coordinated transportation system to meet the mobility needs of the transportation disadvantaged in Lake County.	1.1. Provide the needed vehicle capacity to meet the demand for transportation disadvantaged services.	1.1.1. Annually develop and update transit capital acquisition/replacement plan.	CTC	Annually in September/October	Update current capital replacement plan using 2025 TAM Narrative
		1.1.2. Monitor demand versus available vehicle capacity as part of performance monitoring.	CTC	Monthly	Receive monthly reports from Operator
	1.2. Ensure both fixed route and paratransit systems continue to remain responsive to the needs of the transportation disadvantaged population and the community.	1.2.1. Maintain adequate, experienced, and trained staff needed to operate, maintain, and administer all coordinated system functions.	CTC	Ongoing	Ongoing
		1.2.2. Provide connectivity throughout the County with a focus on major attractors and other transportation options or modes.	CTC	Ongoing	Ongoing
		1.2.3. Annually review ADA, agency, and TD trips to determine major system attractors and the availability of multi-modal options within those areas.	CTC/MPO	Annually with the TDSP Update	Reviewed as part of annual TDSP update
	1.3. Maximize coordination with public and private agencies and other transportation operators serving Lake County.	1.3.1. Pursue all available funding opportunities at the federal, state, and local levels, and from private sources. Annually track and report potential new funding sources as part of the TDSP update.	CTC/MPO	Annually with the TDSP Update	Anticipate applying for ISD grant in FY2026
		1.3.2. Maximize existing coordination contracts and execute new ones where feasible, needed, and cost-effective.	CTC	Ongoing	Ongoing
		1.3.3. Consider new contracts with TNC's, when possible.	CTC	Q4 of 2026 and ongoing thereafter	Anticipate applying for ISD grant in FY2026

Goal	Objective	Strategy	Responsible Agency	Timeline	FY25 Implementation
	1.4. Reduce the duplication of transportation disadvantaged services provided within and outside the County.	1.4.1. Pursue coordination with transportation providers in Lake County and other Counties (e.g., Marion, Sumter, and Orange).	CTC/Operator	Upon customer request and need	N/A
	1.5. Bring all social service organizations that provide transportation into the coordinated system through purchase of service contracts, coordination contracts, and/or joint use agreements.	1.5.1. Ensure cooperation between all social service transit providers including private sector providers and the CTC.	CTC/MPO	Ongoing	Ongoing
	1.6. Identify and address actual or perceived barriers the regarding coordination of transportation services in Lake County.	1.6.1. Research and discuss potential barriers to coordination with social service transit providers and users.	CTC/MPO	Ongoing	Ongoing
	1.7. Evaluate and educate transportation disadvantaged customers who are capable of using the existing fixed route services.	1.7.1. Provide mobility management training for transportation disadvantaged customers that want to make use of other transportation services within the region.	CTC/Operator	Ongoing as customers request or are identified as potential candidates	Ongoing
		1.7.2. Develop strategies to transition customers from TD trips to the fixed route service whenever possible.	CTC/MPO	Ongoing	Ongoing
	2.1. Maximize the multi-loading of vehicle trips to reduce the cost per trip to maximize efficiency.	2.1.1. Track and monitor all trips quarterly using transportation scheduling software.	CTC/MPO	Quarterly with the TDCB Report and Annually with the TDSP updates	Trip data reported quarterly at TDCB meetings
2. Provide the most cost-effective provision of transportation disadvantaged services.		2.1.2. Monitor and report the number of passenger trips per hour. Include the annual report in the TDSP.	CTC	Quarterly with the TDCB Report and Annually with the TDSP updates	1.42 passenger trips per hour for FY2023-2024. Waiting on FY2024-2025 data

Goal	Objective	Strategy	Responsible Agency	Timeline	FY25 Implementation
	2.2. Reduce the duplication of transportation disadvantaged services provided within the County.	2.2.1. Continue to explore multi-loading opportunities such as 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).	CTC/Operator	Quarterly data reviews	Quarterly data reviews
		2.2.2. Continue to use Intelligent Transportation Systems (ITS), Global Positioning Systems (GPS), Mobile Data Terminals (MDTs), Computer Aided Dispatch (CAD), and Automatic Vehicle Location (AVL) on all new buses to assist with the coordination of services and reduce duplications for a more coordinated process.	CTC/Operator	Ongoing daily	Ongoing
	2.3. Determine the most cost-effective types of public/private transportation services to meet the projected demand within specified service areas.	2.3.1. Conduct quarterly brainstorming sessions with the MPO, County, and municipal staff to identify cost-saving initiatives.	CTC/MPO	Quarterly at the TDCB	Quarterly at TDCB meetings
		2.3.2. Encourage Section 5310 grant recipients to participate in the coordination of transportation disadvantaged services and maximize the use of their vehicles.	CTC	Annually with the renewal of the Coordination Agreement	Coordination Contractors, including those who receive Section 5310 grant funding, were renewed on July 21, 2023
		2.3.3. Continue to monitor and report cost per trip and work to operate as efficiently as possible.	CTC	Quarterly with the TDCB Report	Included in quarterly Transit Report
		2.3.4. Annually review trip rates to ensure program sustainability.	CTC	Annually through the CTD's Rate Model Worksheet	Reviewed as part of annual TDSP update
		2.3.5. Ensure all paratransit customers are subject to recertification every two years.	CTC	Ongoing with customers' eligibility expiration	Ongoing

Goal	Objective	Strategy	Responsible Agency	Timeline	FY25 Implementation
		2.3.6. Promote the fixed route bus pass program to reduce paratransit trips and increase customer mobility options.	CTC/MPO	Ongoing review with customers' eligibility application	Ongoing
	2.4. Improve cost-effectiveness through a reduction in energy demand as feasible.	2.4.1. Continue to evaluate the purchase of alternative fuel vehicles as needed.	CTC	As vehicle replacement or expansion is required	Replacing five Glaval buses from the fleet with five new 2025 – 23' Turtle Top buses. Staff is in the process of removing five older Glaval buses from the fleet.
3. For all transportation services that are operated, ensure a high level of service is provided, maintained, and improved as necessary.	3.1. Maintain on-time performance at 92 percent.	3.1.1. Maintain a minimum number of drivers to prevent negative consequences when drivers are absent. Have relief drivers available.	CTC/Operator	Ongoing recruitment and training efforts	Operator currently has 30 paratransit drivers (as of 5/19/25).
		3.1.2. Ensure that scheduling is done in a manner that allows the most efficient use of all vehicles. Work with scheduling software vendor to ensure the most current scheduling tools/modules are being utilized.	CTC/Operator	Ongoing with daily scheduling and quarterly with the TDCB report	Transitioned scheduling software from RouteMatch to TripSpark Novus in June 2025.
	3.2. Ensure all performance criteria are maintained.	3.2.1. Continue to monitor and report performance indicators monthly. These include on-time performance, unduplicated passengers, cost per passenger trip and cost per vehicle mile.	CTC/MPO	Quarterly with the TDCB report	TDCB reviews Transit Report at quarterly meetings
		3.2.2. Continue to conduct weekly staff/customer service meetings to fully review complaints. Report findings to affected parties and take corrective action, as necessary.	CTC/MPO	Ongoing weekly	Ongoing
	3.3. Maximize customer comfort and safety.	3.3.1. Randomly select a preset number of riders bi-monthly to conduct a post-trip rider phone survey and/or online survey tool.	CTC/MPO	Annually	Rider Surveys are conducted annually by the CTC and by the MPO/TDCB CTC evaluation.

Goal	Objective	Strategy	Responsible Agency	Timeline	FY25 Implementation
		3.3.2. Regularly inspect operator and coordination contract vehicles, monitor drivers, and adhere to the drug and alcohol program.	CTC	Annually in the Spring with 14-90 compliance monitoring	At this time no dates have been selected for the 2025 Coordination Contractors review.
		3.3.3. Monitor and track safety-related comments and complaints and seek ways to minimize them.	CTC/Operator	Monthly Safety Committee meetings	Monthly Safety Committee meetings
		3.3.4. Utilize "mystery riders" and cameras to ensure accountability of staff to riders.	CTC	Ongoing weekly	Ongoing
		3.3.5. Maintain and analyze accident records to determine future actions deemed necessary to improve the overall safety record.	CTC/Operator/MPO	Monthly Safety Committee meetings	Monthly Safety Committee meetings
		3.3.6. Maintain the quality of vehicles by replacing older high-mileage vehicles.	CTC	As vehicles meet minimum life age and mileage and as funding is available	5 paratransit vehicles will be retired in the near future.
		3.3.7. Ensure that services are provided in a safe and secure manner in accordance with CTD and FDOT standards and recommendations.	CTC/Operator	Monthly Safety Committee meetings and annual 14-90 compliance reviews	Monthly Safety Committee meetings
	3.4. Increase avenues for customers to access information on the coordinated transportation system.	3.4.1. Distribute schedules and system information in public places throughout the County for residents and visitors (e.g., shopping centers, chamber of commerce, clubs, and community associations, etc.)	CTC/Operator/MPO	Ongoing as needed, requested, or identified	LakeXpress schedules have been placed in Libraries and County facilities and they are online at ridelakexpress.com
		3.4.2. Develop an on-going public involvement process through surveys, discussion groups, interviews, public workshops, presentations to community groups marketing efforts and other promotional activities.	CTC/MPO	Annual customer surveys, and upon need or request	CTC conducted rider surveys in Oct-Nov 2023; MPO conducted CTC Evaluation survey in Feb-March 2024

Goal	Objective	Strategy	Responsible Agency	Timeline	FY25 Implementation
		3.4.3. Pursue public outreach opportunities through community associations and organizations, (e.g., newsletters, radio, television, print media, internet, and social marketing).	CTC/Operator/MPO	Ongoing upon need identification or request	CTC has conducted public outreach for the TDP, TDSP, Fare Analysis, Community Resource Fairs, and various presentations
		3.4.4. Encourage public outreach assistance from the TDCB and the CTD and obtain resources to expand marketing efforts.	CTC/MPO	Ongoing through quarterly TDCB and CTD meetings	MPO requested TDCB assistance in promoting CTC Evaluation Survey and annual Public Hearing
		3.4.5. Ensure that all websites and other electronic media are compliant with Section 508 of the Rehabilitation Act as amended in 1998.	CTC/MPO	Routinely monitored as items are added or changed or reported by the community	In process of reviewing website accessibility
		3.4.6. Update the Rider's Guide annually to reflect changes in policies and procedures.	CTC/Operator	Annually, or as need is identified	Rider's Guide will be updated once new scheduling software is implemented
		3.4.7. Conduct informational and travel training workshops and training for organizations that serve persons with disabilities.	CTC/Operator/MPO	Ongoing as requested or need identified	Ongoing
		3.4.8. Distribute information to human service agencies in accessible formats.	CTC	Ongoing as requested or need identified	Ongoing
		3.4.9. Promote new and existing services in Lake County through participation in community events such as FDOT's annual Mobility Week campaign.	CTC/MPO	Ongoing as requested or need identified	CTC hosted the following events in 2024: FDOT Mobility Week: Stuff the Bus Food Drive, two (2) LakeXpress Customer Appreciation Days, Pedestrian and Bicycle Safety with LakeXpress, and Try Transit Thursday with LakeXpress

Goal	Objective	Strategy	Responsible Agency	Timeline	FY25 Implementation
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.	3.5. 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.	3.5.1. Coordinate with the Lake~Sumter MPO in the utilization of its transit planning funds to support/improve transit planning in Lake County.	CTC	Ongoing as need is identified	Ongoing
		3.5.2. Work with local agencies to continue to ensure sufficient funding is available to provide agency trips and coordinate data collection/sharing to ensure adequate information is available for grant applications.	CTC	Ongoing as requested or need identified	Work with Mid Florida Meal Sites, Agency for Persons with Disabilities, FDOT, CTD, and FTA
		3.5.3. Educate the general public and local decision-makers on the importance of public transportation and the need for local financial support.	CTC/MPO	Ongoing as opportunity arises, requested, or need identified	Updated online information
		3.5.4. Coordinate with the MPO on the TAM Plan and the LOPP to achieve capital funding.	CTC/MPO	Annually with updates to the TAM Plan and LOPP	The Transit Asset Management (TAM) Plan will be updated in 2025.
	4.1. Improve local knowledge of the benefits of transit-supportive areas and land uses.	4.1.1. 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 as opportunity identified or requested	Ongoing
		4.1.2. Promote model land use regulations that encourage transit patronage through transit-supportive areas and Transit Oriented Development (TOD).	CTC/MPO	Ongoing as opportunity identified or requested	Ongoing
		4.1.3. 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 as identified or requested, and funding availability	Ongoing
	4.2. Improve public transportation connections to other modes of transportation.	4.2.1. Improve transit infrastructure along existing and future public transportation corridors.	CTC/MPO	Ongoing as identified or requested, and funding availability	Ongoing

Goal	Objective	Strategy	Responsible Agency	Timeline	FY25 Implementation
	4.3. Provide opportunities for ADA and TD passengers to safely access multi-modal corridors.	4.2.2. Ensure connectivity of infrastructure to current and future public transportation.	CTC/MPO	Ongoing as identified or requested, and funding availability	Ongoing
		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.	CTC	Ongoing as identified through the application process or staff data review or as requested	Ongoing
		4.3.2. Continue to utilize a 100% accessible fleet.	CTC	Ongoing as vehicles are replaced or added	All revenue vehicles are accessible
		4.3.3. Review and update the inventory of potential bus stops and shelters including ADA accessibility improvements along fixed routes.	CTC	Ongoing as identified or requested, and funding availability	In FY 2024, 27 ADA compliant bus pads and 8 bus shelters were installed. Additional bus pads and shelters will be installed in FY2025 pending funding availability.
		4.3.4. Ensure all new bus stops and shelter are accessible to persons with disabilities and meet ADA Accessibility Guidelines (ADAAG) compliance requirements.	CTC	Ongoing as identified or requested, and funding availability	All bus stops and amenities are inspected at least annually for ADA compliance and repair, replacement, or removal as needed. Most recent review of stops took place in Spring 2025.
5. Ensure the safety of the passengers, drivers, the general public and property in the delivery of all	5.1. Promote and educate the general public about the importance of transit safety.	5.1.1. Establish a culture of safety with Bus Operators that permeates throughout the organization and maintains the safety targets of the agency PTASP (if applicable).	CTC	Ongoing daily safety efforts and monthly safety meetings	Ongoing
		5.1.2. Promote educational campaigns about transit, pedestrian, and bicycle safety.	CTC/MPO	Ongoing as opportunity requested or identified	CTC hosted Pedestrian and Bicycle Safety event during 2024 FDOT Mobility Week

Goal	Objective	Strategy	Responsible Agency	Timeline	FY25 Implementation
transportation services.		5.1.3. Maintain a transit accident and incident database to effectively evaluate all events in order to establish corrective actions.	CTC/MPO	Monthly safety committee meetings	Monthly safety committee meetings

APPENDIX H: PARATRANSIT VEHICLE INVENTORY

Table 5-4: Lake County Paratransit Vehicle Inventory

No. of Veh.	Unit #	Year	Make	Model	Lift/Ramp	Mileage (As of 2/28/25)	Funding Source	Owner
1	28629	2015	Glaval	Universal	Lift	249,742	FDOT	LCBCC
2	28630	2015	Glaval	Universal	Lift	243,095	FDOT	LCBCC
3	28632	2015	Glaval	Universal	Lift	230,867	FDOT	LCBCC
4	28633	2015	Glaval	Universal	Lift	248,059	FDOT	LCBCC
5	28646	2015	Glaval	Universal	Lift	278,851	FDOT	LCBCC
6	28650	2015	Glaval	Universal	Lift	257,968	FDOT	LCBCC
7	28652	2015	Glaval	Universal	Lift	223,695	FDOT	LCBCC
8	28654	2015	Glaval	Universal	Lift	229,251	FDOT	LCBCC
9	29204	2017	Nations U4X	U4X Van	Lift	164,842	CTD	LCBCC
10	29205	2017	Nations U4X	U4X Van	Lift	130,704	CTD	LCBCC
11	29228	2017	Turtle Top	Odyssey	Lift	219,523	FDOT	LCBCC
12	29235	2017	ADA Cara	Van	Ramp	90,288	FTA	LCBCC
13	29236	2017	ADA Cara	Van	Ramp	133,195	FTA	LCBCC
14	29237	2017	ADA Cara	Van	Ramp	66,745	FTA	LCBCC
15	29238	2017	ADA Cara	Van	Ramp	90,888	FTA	LCBCC
16	29467	2017	Turtle Top	Odyssey	Lift	218,586	FDOT	LCBCC
17	29468	2017	Turtle Top	Odyssey	Lift	255,696	FDOT	LCBCC
18	29501	2017	Turtle Top	Odyssey	Lift	185,231	FDOT	LCBCC
19	29502	2017	Turtle Top	Odyssey	Lift	240,509	FDOT	LCBCC
20	29636	2018	ADA Cara	Van	Ramp	71,130	FDOT	LCBCC
21	29651	2018	Turtle Top	Odyssey	Lift	200,515	FDOT	LCBCC
22	29652	2018	Turtle Top	Odyssey	Lift	268,094	FDOT	LCBCC
23	29654	2018	Turtle Top	Odyssey	Lift	252,859	FDOT	LCBCC
24	29834	2018	Turtle Top	Odyssey	Lift	199,588	FDOT	LCBCC

No. of Veh.	Unit #	Year	Make	Model	Lift/Ramp	Mileage (As of 2/28/25)	Funding Source	Owner
25	30393	2019	Turtle Top	Odyssey	Lift	208,074	FTA	LCBCC
26	30394	2019	Turtle Top	Odyssey	Lift	195,659	FTA	LCBCC
27	30396	2019	Turtle Top	Odyssey	Lift	240,056	FTA	LCBCC
28	30488	2018	ADA Cara	Van	Ramp	69,278	FDOT	LCBCC
29	30489	2018	ADA Cara	Van	Ramp	50,609	FDOT	LCBCC
30	30490	2018	ADA Cara	Van	Ramp	60,120	FDOT	LCBCC
31	30503	2019	Turtle Top	Odyssey	Lift	118,515	FDOT	LCBCC
32	30504	2019	Turtle Top	Odyssey	Lift	166,944	FDOT	LCBCC
33	30507	2019	Turtle Top	Odyssey	Lift	145,087	FDOT	LCBCC
34	30719	2020	Turtle Top	Odyssey	Lift	119,504	FDOT	LCBCC
35	30720	2020	Turtle Top	Odyssey	Lift	114,932	FDOT	LCBCC
36	30759	2020	Turtle Top	Odyssey	Lift	125,182	FDOT	LCBCC
37	31124	2021	Turtle Top	Odyssey	Lift	88,848	LCBCC	LCBCC
38	32034	2024	Turtle Top	Odyssey	Lift	3,640	FDOT	LCBCC
39	32035	2024	Turtle Top	Odyssey	Lift	10,121	FDOT	LCBCC
40	32036	2024	Turtle Top	Odyssey	Lift	9,338	FDOT	LCBCC
41	32173	2025	Turtle Top	Odyssey	Lift	1,293	FDOT	LCBCC

Table 5-5: Paratransit Replacement Schedule

Fiscal Year	No. of Vehicles
FY 2023- 2024	5
FY 2024- 2025	6
FY 2025- 2026	7

Source: Lake County Transit

APPENDIX I: PUBLIC TRANSPORTATION AGENCY SAFETY PLAN (PTASP) APPROVAL



Public Transportation Agency Safety Plan (PTASP)



Lake County Office of Transit Services

MAN-SMS-101
Tavares, Florida

Revision 2
November 2024



Signature Page

Below is the contract organization Accountable Executive and SMS Manager approval for this Safety Management System (SMS) manual. Electronic verification of approvals is maintained within the Office of Transit Services.

Contract Organization	Location	Accountable Executive ¹	SMS Manager ¹
Lake County Office of Transit Services	2440 U.S. Highway 441/27 Fruitland Park, Florida 34731	Jill Brown Transit Director	Bill Hearndon Transit Operations Supervisor

¹ The Accountable Executive and the Chief Safety Officer/SMS Manager are assigned to these roles based on the job titles of "Transit Director" and "Transit Operations Supervisor," respectfully, and are outlined in their job descriptions. The job description further prohibits these roles from being assigned or delegated to others.

Revision Process

The SMS Manual Revision process consists of submitting a Change Request Form. The requestor shall complete the form in the revision description, detail any known or potential regulatory or operational impact, and process change or other consequence of the revision.

APPENDIX J: LAKE COUNTY CONNECTION CUSTOMER SURVEY RESULTS



Rider Survey Results

You have been invited to take part in our Rider Survey. We want to make every effort possible to meet your expectations. Please take a moment to answer a few questions about your experience with LAKE COUNTY CONNECTION (LCC). There is no costs to you. When you are done, simply place the completed survey in the self-addressed, stamped envelope and place in the mail. THANK YOU!
20 Surveys Returned

1. Rider Information

1. How long have you been a Lake County Connection rider? ____ years ____ months See responses below.
2. How often do you use Lake County Connection?
 - ☐ 6 to 7 days a week - 6 responses
 - ☐ 3 to 5 days a week - 7 responses
 - ☐ 1 to 2 days a week - 4 responses
 - ☐ Other Less than once a week - 3 resp
3. What type of trips do you normally take?
 - ☐ Medical - 14 responses
 - ☐ Nutritional - 7 responses
 - ☐ Employment - 3 responses
 - ☐ Educational/Training/Day care - 4 responses
 - ☐ Life Sustaining (Personal) - 6 responses
 - ☐ Other - 2 responses
4. Have you ever been refused transportation services?
 - ☐ Yes - 2 responses
 - ☐ No (skip to question 5) - 18 responses
- A. How many times in the last 6 months have you been refused transportation services?
 - ☐ None -
 - ☐ 1 or 2 times - 1 response
 - ☐ 3 to 5 times - 1 resp
 - ☐ 6 to 10 times
 - ☐ More than 10 times
- B. What was the reason given for refusing you transportation services?
 - ☐ Ineligible
 - ☐ Lack of Funds - 1 response
 - ☐ Other _____
 - ☐ Space not available
 - ☐ Destination outside of service area - 1 resp

2. Customer Service

5. What is your average call hold time?
 - ☐ Less than 3 minutes - 8 responses
 - ☐ 4 to 5 minutes - 8 responses
 - ☐ 6 to 10 minutes - 6 responses
 - ☐ More than 10 minutes -
6. How would you rate LCC reservation agents?
 - ☐ Friendly, courteous, and helpful - 17 resp
 - ☐ Average - 1 response
 - ☐ Varies on each call - 2 responses
 - ☐ Poor service -
7. Are problems solved quickly?
 - ☐ All of the time - 10 responses
 - ☐ Most of the time - 8 responses
 - ☐ Occasionally - 2 responses
 - ☐ None of the time
8. Are complaints handled in a satisfactory manner?
 - ☐ Strongly Agree - 8 responses
 - ☐ Agree - 10 responses
 - ☐ Disagree - 1 response
 - ☐ Strongly Disagree -

3. Drivers

9. Drivers are courteous:

- ☐ All of the time - 16 responses
- ☐ Most of the time - 3 responses
- ☐ Occasionally
- ☐ None of the time - 1 response

11. Do drivers generally know how to use vehicle equipment?

- ☐ Yes - 20 responses
- ☐ No

10. Drivers practice safe driving:

- ☐ All of the time - 15 responses
- ☐ Most of the time - 4 responses
- ☐ Occasionally
- ☐ None of the time
- ☐ Does this include the speed limit? - 1 resp

12. Drivers provide assistance to passengers:

- ☐ All of the time - 15 responses
- ☐ Most of the time - 5 responses
- ☐ Occasionally
- ☐ None of the time

4. Travel

13. I am picked up on time:

- ☐ All of the time - 5 responses
- ☐ Most of the time - 13 responses
- ☐ Occasionally - 2 responses
- ☐ None of the time

14. I am dropped off on time:

- ☐ All of the time - 5 responses
- ☐ Most of the time - 11 responses
- ☐ Occasionally - 2 responses
- ☐ None of the time
- ☐ Usually early - 1 response

15. I am dropped off at the correct location:

- ☐ All of the time - 16 responses
- ☐ Most of the time - 1 response
- ☐ Occasionally
- ☐ None of the time

16. Travel time meets your expectations:

- ☐ Strongly Agree - 7 responses
- ☐ Agree - 10 responses
- ☐ Disagree - 1 response
- ☐ Strongly Disagree

5. Vehicles

17. Vehicles are clean:

- ☐ All of the time - 14 responses
- ☐ Most of the time - 4 responses
- ☐ Occasionally - 1 response
- ☐ None of the time

18. Does the heat and air conditioning work well:

- ☐ All of the time - 11 responses
- ☐ Most of the time - 8 responses
- ☐ Occasionally
- ☐ None of the time

19. Is there a sign comments / complaints / commendations sign posted on the bus?

- ☐ Yes - 15 responses
- ☐ No - 1 response
- ☐ Other - Don't remember - 1 response
- ☐ Other - Visually impaired - 1 response

20. Vehicles are comfortable:

- ☐ Yes - 20 responses
- ☐ No

6. Comments:

1. I am very satisfied with everything.
2. Barbara, Driver, is exceptionally nice and accommodating.
3. Once Dispatch did not relay the message, we were ready for pick up, otherwise it's a great service.
4. Very satisfied with the service, thank you!
5. Riding Connections has been a real lifesaver for me. I reside 10 minutes out from bus stops. Drivers help me with groceries on and off the bus. I am an elderly senior and very grateful! Thanks!
6. The problem I have is I am being picked up way too early a lot of times and myself and the driver have had to sit in the parking lot for almost an hour. It is wasted time for both the driver and me. Perhaps the drivers work orders could be more planned out in advance to put him and his passenger all about the same area. (No name or address was provided, so staff cannot respond).
7. I did my best answering the survey. I am totally blind.
8. I am very happy and blessed to have a pickup like I do with Lake County Transit.
9. Sometimes I call the dispatcher and ask how long it is going to be for the driver to get to my house but the dispatcher answers in a nasty way.
10. We are very happy with the service. The drivers and dispatch are professional and courteous. Thank you for providing my mom with a pleasant experience daily.
11. Miss Mae, picks me up on time, every day. She is a good driver; she is friendly and courteous. I know I can count on her to get me to my job in the morning on time and drop me off to my home in a very timely manner in the afternoon as well.
12. I am grateful for the service and the drivers for their friendly courtesy.
13. I stopped driving at age 92 when my car was hit by two different drivers backed into me. I drove home and announced I was not driving any more, hence your bus and one or two larger buses. I've gone on cruises, to all my errands, to day trips in Central Florida and I'm planning the gym and trips to recreation areas by bus. I like your service, the trips I take, the friendly helpful folks and understand sometimes there are delays. I'm mostly healthy with no chronic disease but "I have a serious case of osteo arthritis, with a tendency to fall."
14. When calling for appointment time or how far out is the driver, dispatch is courteous.
15. I am so thankful for Lake Connection. I have a better quality of life.

How long have you been a Lake County Connection rider?

2 Months - 1

1 Year - 4

2 Years - 4

3 Years - 1

4 Years - 1

6 Years - 1

9 Years - 1

10 Years - 1

12 Years - 1

14 Years - 1

15 Years - 1

17 Years - 1

APPENDIX K: LAKE COUNTY TDCB GRIEVANCE PROCEDURES

GRIEVANCE PROCEDURES OF THE LAKE COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

ARTICLE I: PREAMBLE

The following sets forth the grievance procedures of the Lake County Transportation Disadvantaged Coordinating Board (TDCB), serving to assist the Lake-Sumter Metropolitan Planning Organization (MPO). The intent is to provide policies and procedures pursuant to Chapter 427, Florida Statutes, and Rule 41-2.012, Florida Administrative Code, for the resolution of formal grievances concerning paratransit services from agencies, users, potential users, sub-contractors, and other interested parties.

ARTICLE II: GRIEVANCE SUBCOMMITTEE NAME, PURPOSE, AND MEMBERSHIP

Section 1: Name: The name of the subcommittee to process, investigate, hear and decide grievances or complaints for the Lake County TDCB shall be the Grievance Subcommittee.

Section 2: Purpose: The primary purpose of the Grievance Subcommittee is to process, investigate, hear and decide grievances or complaints from agencies, users, transportation operators, potential users of the system and the Community Transportation Coordinator (CTC), to review and make recommendations, as necessary, for amendments to paratransit eligibility guidelines, and to make recommendations to the TDCB for improvement of services. The Grievance Subcommittee shall meet as often as necessary to process grievances and complaints in a timely manner.

Section 3: Membership: The Grievance Subcommittee shall consist of five (5) voting members chosen from the TDCB. The TDCB shall approve the Grievance Subcommittee appointees by a two-thirds (2/3) vote of a quorum of the members present and voting. The members of the Grievance Subcommittee shall be appointed at the first quarterly meeting and shall serve for a period of one year.

ARTICLE III: DEFINITIONS

Section: 1: Definitions: For the purpose of the TDCB and the Grievance Subcommittee, the following definitions shall apply:

1. *Community Transportation Coordinator (CTC)*: The Lake County Board of County Commissioners serves as the CTC for Lake County.
2. *Formal Grievance*: A formal grievance is a **written complaint** to document any concerns or an unresolved service complaint regarding the operation or administration of Transportation Disadvantaged Program and/or ADA services by the Transportation Operator, CTC, MPO or the TDCB. The grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible. Formal Grievances may include, but are not limited to:
 - a. Chronic or recurring or unresolved Service Complaints.

- b. Violations of specific laws governing the provision of Transportation Disadvantaged services (i.e., Chapter 427 of the Florida Statutes, Chapter 41-2 of the Florida Administrative Code and accompanying documents, Sunshine Law and/or ADA violations).
 - c. Contract disputes (Agencies/Operators).
 - d. Bidding disputes.
 - e. Agency compliance.
 - f. Conflicts of interest.
 - g. Supplanting of funds.
 - h. Billing and/or accounting procedure violation.
 - i. Denials of applications for paratransit services.
3. *Service Complaints:* Service complaints are routine incidents that occur on a daily basis that are reported to the CTC, Operator, drivers or dispatchers, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. Service standards are established by the CTC and the TDCB. Service complaints may include, but are not limited to:
- a. Late trips (late pickup, late drop off, and/or late returns).
 - b. No-show by Transportation Operator.
 - c. No-show by client.
 - d. Client Behavior.
 - e. Driver Behavior.
 - f. Passenger discomfort.
 - g. Refusal of service to client for any reason.

ARTICLE IV: GRIEVANCE AND COMPLAINT PROCEDURES

Section 1: General: The following procedures are established to provide regular opportunities for grievances and appeals to be brought before the Grievance Subcommittee and the TDCB.

Section 2: Filing a Grievance: Should a grievant wish to file a formal grievance, the grievant shall provide a written statement of their grievance, containing the name, address, telephone number and any other contact information for the grievant, a clear and concise statement of the grounds for the grievance, supporting documentation, if any, and an explanation of the improvements needed to address the complaint by the grievant. Assistance in filing a formal grievance shall be provided by the Lake-Sumter MPO staff, if requested by the grievant.

The grievance shall be sent to the Transit Division Manager for the CTC, who shall render a decision in writing within fifteen (15) days of receipt of the grievance, giving the grievant an explanation of the facts that lead to the CTC's decision, providing any suggestions for resolution and providing information as to the appeals process. If the grievant is not satisfied with the decision or proposed resolution of the CTC Transit Division Manager, the grievant may appeal by sending the written formal grievance, the CTC response and any information or documentation the grievant wishes to add for scheduling of a hearing before the Grievance Subcommittee for the TDCB, at the following address:

Lake-Sumter Metropolitan Planning Organization
Attn: Transportation Disadvantaged Coordinating Board, Grievance Subcommittee
1300 Citizens Boulevard, Suite 175, Leesburg, FL 34748

Within seven (7) working days following the date of receipt of the formal grievance, the MPO shall schedule a meeting of the Grievance Subcommittee, unless there is a TDCB meeting that is scheduled within thirty (30) days of the date of the MPO's receipt of the formal grievance, in which case the MPO may schedule the formal grievance to be heard directly by the TDCB at that upcoming meeting. The process outlined in Section 3 of these procedures shall be utilized in such an instance.

If there is no TDCB meeting that is scheduled within thirty (30) days of the date of the MPO's receipt of the formal grievance, then the MPO shall ensure that the meeting of the Grievance Subcommittee to hear the grievance within thirty (30) days of receipt of the formal grievance to address it and any other appeal from any other party received by the MPO at least fourteen (14) days prior to the meeting of the Subcommittee.

The Grievance Subcommittee shall send a notice of the scheduled meeting in writing to the grievant. The notices shall clearly state:

- a. The date, time, and location of the meeting; and
- b. The purpose of the discussion and a statement of issues involved.

The Grievance Subcommittee shall have the power to hear and decide formal grievances. Within fifteen (15) days of the meeting of the Subcommittee, the Subcommittee shall render a decision in writing to the grievant. Written decisions shall include the following information:

- a. A statement that a meeting was held in which the involved parties, their representatives, and witnesses were given an opportunity to present their position; and
- b. A statement that clearly defines the issues discussed; and
- c. The decision of the Grievance Subcommittee based on the information presented.

The Grievance Subcommittee shall submit a report to the TDCB for the TDCB's information and review at the next regularly scheduled TDCB meeting, containing a brief summary of each grievance and the Subcommittee's decision. All documents pertaining to the grievance process will be made available, upon request of the grievant, in a format accessible to persons with disabilities.

Section 3: Grievances Before and Appeals to the TDCB: The TDCB may hear grievances scheduled before it by MPO staff pursuant to Section 2 of these procedures. In addition, the grievant may appeal the written decision of the Grievance Subcommittee to the TDCB, if the grievant is not satisfied with the decision or proposed resolution of the Grievance Subcommittee, by notifying the MPO, in writing, that the grievant wishes to appeal the decision of the Grievance Subcommittee.

Assistance in filing a grievance or an appeal shall be provided by staff to the MPO, if requested. The grievance or appeal shall be heard at the next regularly scheduled TDCB meeting, and the grievant shall be notified in writing of the date, time, and place of the TDCB meeting where the grievance or appeal shall be heard. This written notice shall be mailed at least ten (10) days in

advance of the meeting. The TDCB shall render its written decision as to the grievance or appeal within fifteen (15) days of the regularly scheduled TDCB meeting when the grievance or appeal was heard. A copy of the written decision made by the TDCB shall be mailed to the grievant.

Section 4: Notices: All written correspondence between the Grievance Subcommittee, MPO and the TDCB to the grievant/appellant shall be sent via email or USPS Return Receipt service. All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

Section 5: Commission for Transportation Disadvantaged: If the grievant is dissatisfied with the decision of the TDCB, he/she may continue the process with the Florida Commission for the Transportation Disadvantaged Ombudsman Program. The customer may begin this process by contacting the Commission Ombudsman through the TD Helpline at (800) 983-2435 or e-mail: CTDOmbudsman@dot.state.fl.us or via mail at: Florida Commission for the Transportation Disadvantaged, 605 Suwannee St., MS-49, Tallahassee, FL 32399-0450 or online at www.fdot.gov/ctd.

ARTICLE V: SCHEDULED MEETINGS

When a meeting of the Grievance Subcommittee is necessary, staff to the MPO shall schedule a meeting for the Grievance Subcommittee.

ARTICLE VI: RECORDS RETENTION

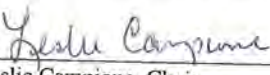
Records retention shall be in accordance with the retention schedules prescribed by the Secretary of State of the State of Florida.

ARTICLE VII: AMENDMENTS

The TDCB Grievance Procedures may be amended by a two-thirds (2/3) vote of a quorum of the members of the TDCB present and voting, provided the proposed change(s) is/are made available for review to all members at least seven (7) days in advance of the meeting.

ARTICLE VIII: CERTIFICATION

The undersigned hereby certifies that he/she is the Chair of the TDCB and that the foregoing is a full, true and correct copy of the Grievance procedures of this TDCB as adopted by the TDCB on the 11th day of March 2019.



Leslie Campione, Chair
Lake County
Transportation Disadvantaged Coordinating Board



LAKE COUNTY GRIEVANCE FORM

Name: _____ Today's Date: _____

Physical Address: _____

Mailing Address (if different): _____

Home Telephone: _____ Other Telephone: _____

Email Address: _____

Date of Grievance: _____ Approximate Time: _____

Are you filing this grievance on your own behalf? _____

If not, please supply the name and relationship of the person for whom you are registering this grievance: _____

Grievance Statement: _____

Signature: _____ Date: _____

Below to be Filled out by Lake County Transit:

Report Received By: _____ Date: _____

Action/Results: _____

APPENDIX L: RATE MODEL WORKSHEETS (FY 2025-2026)

Worksheet for Program-wide Rates

CTC: Lake County Board Version 1.4
County: Lake County

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

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES

Total Projected Passenger Miles = 766,222

Rate Per Passenger Mile = \$ 4.24

Total Projected Passenger Trips = 66,265

Rate Per Passenger Trip = \$ 49.07

Fiscal Year

2025 - 2026

Avg. Passenger Trip Length = 11.6 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 8.30

Rate Per Passenger Trip = \$ 96.01

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

Vehicle Miles

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

Vehicle Revenue Miles (VRM)

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

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

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

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

CTC: Lake County B0 version 1.4

County: Lake County

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

SECTION I: Services Provided

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

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> 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
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> 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
<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No

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

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	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 II for Ambulatory Service	Go to Section II 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

Worksheet for Multiple Service Rates

CTC: Lake County Bd 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 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 0.95 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:			
		2025	2026		
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	766,222	574,858	191,364	Leave Blank	Leave Blank
Rate per Passenger Mile =		\$3.60	\$6.17	\$0.00	\$0.00
		per passenger per group			
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	66,265	49,715	16,550	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$41.64	\$71.38	\$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) =					\$0.00
Rate per Passenger Mile for Balance =		\$3.60	\$6.17	\$0.00	\$0.00
		per passenger per group			

Worksheet for Multiple Service Rates

CTC: Lake County Bd 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

Rate per Passenger Mile =

Rate per Passenger Trip =

Rates if No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
\$7.05	\$12.08	\$0.00	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$81.47	\$139.67	\$0.00	\$0.00	\$0.00
			per passenger	per group

Program These Rates into Your Medicaid Encounter Data

APPENDIX M: TD BUS PASS PROGRAM



LAKE COUNTY TRANSPORTATION DISADVANTAGED (TD) BUS PASS PROGRAM

What is the Bus Pass Program?

A fixed-route bus pass is 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 not currently eligible for TD service, you may request a Paratransit Eligibility Application by calling 352.742.1940 or download an application at 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 you are a current TD eligible passenger and wish to utilize the LakeXpress bus service even though you reside past the $\frac{3}{4}$ mile requirement for the LakeXpress fixed route service, you may skip steps 1-3 above and simply call the Customer Service Center to obtain a TD bus pass.

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.

FY 2025 Lake County Transportation Disadvantaged Service Plan (TDSP) Revision Log

#	Page #	Section	Update
1	1	0. Cover	Added "Proposed Update on June 2, 2025"
2	2-5	0. Table of Contents	Updated Table of Contents
3	6	0. TDSP Revision History	Added new line for 2025 update
4	7	1. Local Coordinating Board Membership Certification	Updated membership
5	23	3.1.5. Public Participation	Updated summary of public participation for past year
6	32	3.2.2.2 Population/Composition	Updated HHS Poverty Guidelines (200%) with 2025 data
7	40	3.2.2.7 Major Trip Generators and Attractors	Updated based on scheduling software data
8	41	3.2.2.8 Inventory of Available Transportation Services	Updated number of LakeXpress routes from eight to nine
9	48	3.3.4 Needs Assessment	<ul style="list-style-type: none"> Removed: "Fixed route service connections between north and south county routes are limited." (due to addition of 27 Xpress) Added: "The current scheduling software is past its useful life and is in the process of being updated."
10	49-50	3.3.5 Barriers to Coordination	<ul style="list-style-type: none"> Updated Advanced Reservation Requirements to reference Florida Administrative Code Updated language about ISD grant and eligibility process to reflect changes over past year
11	51	4.1.1 Types, Hours, and Days of Service	<ul style="list-style-type: none"> Updated vehicle inventory Added the specific days that out-of-area medical trips are provided (Tuesdays and Thursdays)
12	52-53	4.1.2.1 Eligibility	Updated eligibility criteria to align with updated eligibility application
13	53-54	4.1.2.1 Prioritization	Consolidated bulleted prioritization list with CTD definitions to be more concise and improve readability

#	Page #	Section	Update
14	55	4.1.3 Transportation Operators and Coordination Contractors	Removed United Way as a Coordination Contractor
15	55-56	4.1.4 Public Transit Utilization	<ul style="list-style-type: none"> Added 27 Xpress (Leesburg to Clermont) to list of LakeXpress Routes Added FY 2024 LakeXpress Annual Ridership
16	58	4.1.6 Vehicle Inventory / Appendix H	<ul style="list-style-type: none"> Updated text in 4.1.6 to reflect current vehicle inventory
17	57	4.1.7 Public Transportation Agency Safety Plan	Updated language to reflect that System Safety Plan has been incorporated into the PTASP
18	70	4.1.12.28 Additional CTC Standards	Added language about adverse incident reporting in compliance with the CTD's model procedures approved in December 2024
19	73	4.1.13 Local Complaint and Grievance Procedure/ Process	Added language about Grievance Procedures and added current procedures to the Appendix.
20	74-76	4.2 Cost/Revenue Allocation and Rate Structure Justification	<ul style="list-style-type: none"> Updated Table 4-3 to reflect FY2025/2026 Rate Structure Reformatted Section 4.2.1 but no changes to fare policy
21	77-78	5.2 Summary of CTC Evaluation Results	Updated based on FY2024 CTC Evaluation
22	92	Appendix C: LakeXpress Route Maps and Schedules	Added route map and schedule for 27 Xpress and updated all route maps and schedules
23	93-94	Appendix D: Private Provider Inventory	Updated list
24	95	Appendix E: Annual Operating Report (FY 23-24)	Replaced FY 22-23 AOR with FY 23-24 AOR
25	99-107	Appendix G. Goals, Objectives, Strategies, and Implementation Plan	Updated based on FY25 Implementation
26	108-109	Appendix H: Paratransit Vehicle Inventory	<ul style="list-style-type: none"> Updated list in Appendix H to reflect current vehicle inventory Updated Table 5-5: Paratransit Replacement Schedule

#	Page #	Section	Update
27	110-111	Appendix I: Public Transportation Agency Safety Plan (PTASP) Approval	Added current PTASP cover and signature page to Appendix
28	116-120	Appendix K: Lake County TDCB Grievance Procedures	Added Lake County TDCB Grievance Procedures to Appendix
29	121-123	Appendix L: Rate Model Worksheets	Replaced FY 24-25 Rate Model Worksheets with FY 25-26 Rate Model Worksheets



May 23, 2025

Laura Patel
14933 Green Valley Blvd.
Clermont, FL 24711

RE: TDCB Grievance Subcommittee Decision Regarding TD Eligibility

Dear Mrs. Patel,

The Lake County Transportation Disadvantaged Coordinating Board (TDCB) Grievance Subcommittee held a meeting on May 13, 2025 to hear and provide recommendations on the formal grievance you submitted on April 15, 2025, regarding the denial of your re-eligibility for Transportation Disadvantaged (TD) services by the Lake County Office of Transit Services on February 25, 2025.

In accordance with the Lake County TDCB Grievance Procedures:

- a. A meeting was held in which the parties involved were given an opportunity to present their positions. You, as the grievant, attended and presented your case. Representatives from the Lake County Office of Transit Services also participated, and relevant documentation was reviewed in advance by the Subcommittee members.
- b. The issue discussed at the meeting centered on your request to overturn the Office of Transit Services' decision based on your belief that you meet the TD eligibility criteria due to your disability and lack of appropriate transportation options. Specifically, you stated that you use a power wheelchair requiring accessible transportation and you have no other means of this transportation because you are a one-car household and your husband uses the car daily to commute to work. You provided a detailed cost comparison of alternate transportation services, and noted that while you do have the ability to purchase non-emergency medical transportation, it feels unreasonable to pay that much for transportation when you could be putting that money towards your medical needs that are not covered by insurance. You also described the impact that this decision has had on your quality of life and provided details on the addresses you can no longer access using Lake County Connection, due to the addresses being located outside of the ADA corridor. When asked by the Subcommittee if there are different doctors you could go to within the ADA corridor, you noted that there is an alternative for the lab, which would require you to pay a \$40 co-pay, and that there is no acupuncturist within the ADA corridor. You mentioned that you have used ADA services to get to a grocery store and then traveled several miles in your powered wheelchair on the sidewalk or road to reach three of the addresses.

Representatives from the Lake County Office of Transit services provided a brief summary of the correspondence about the grievance and the reason for the denial of your re-eligibility for TD services. They noted that your household income exceeds the poverty level by \$128,080.24, and

that based on the income and expenses information provided in your application, you are financially capable of purchasing non-emergency medical transportation services.

Subcommittee members discussed potential resolutions to address the grievance, including only covering trips to the four medical-related addresses or offering a private pay option, but determined that these options would not comply with the current policy. The Subcommittee also discussed your diligence and detailed documentation, the need for additional funding for the TD program, the changes to the Mary Bennett Rule, and the importance of having users of the system participating in conversations about TD services and policies.

- c. After reviewing all testimony and documentation, including your supplemental materials and the rationale provided by the Office of Transit Services, the Grievance Subcommittee determined that the Office of Transit Services acted in accordance with current eligibility policies. The denial of your re-eligibility was based on having an income above the adjusted 200% poverty level under the Mary Bennett Rule, being under the age of 60, and having access to alternative transportation. Based on this information, the Subcommittee agreed with the Office of Transit Service's decision to deny your TD eligibility at this time.

The Subcommittee is recommending that the TDCB 1) establish an Eligibility Subcommittee; 2) request that a user of the system sit on the Subcommittee, and 3) ask the Subcommittee to assess potential changes to the Mary Bennett policy that balance the needs of the community with fiscal constraints of the program.

If you are dissatisfied with the recommendation of the Lake County TDCB Grievance Subcommittee, you may contact the Florida Commission for Transportation Disadvantaged (CTD) Ombudsman through one of the following methods:

- Phone: (800) 983-2435
- Email: CTDOmbudsman@dot.state.fl.us
- Mail: Florida Commission for the Transportation Disadvantaged, 605 Suwannee St. MS-49, Tallahassee, FL 3299-0450

We appreciate your participation in this process and thank you for your detailed submission and engagement.

Sincerely,



Michael Woods,
Executive Director

Lake~Sumter Metropolitan Planning Organization

1300 Citizens Blvd. Suite 175, Leesburg, FL 34748

P 352-315-0170 | **C** 407-314-4499

Michael.Woods@LakeSumterMPO.com | www.LakeSumterMPO.com

Enclosures: May 13, 2025 Lake County TDCB Grievance Subcommittee Agenda Package

LAKE COUNTY

TDCB Grievance Subcommittee Agenda

Date / Time: May 13, 2025 | 2:30 PM

Lake County TDCB Grievance Subcommittee Meeting

May 13, 2025, 11:00 AM – 12:00 PM (America/New_York)

Please join my meeting from your computer, tablet or smartphone.

<https://meet.goto.com/641308637>

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The Lake County Transportation Disadvantaged Coordinating Board (TDCB) Grievance Subcommittee is tasked with processing, investigating, hearing and deciding grievances or complaints from agencies, users, transportation operators, potential users of the system and the Community Transportation Coordinator (CTC), to review and make recommendations, as necessary, for amendments to paratransit eligibility guidelines, and to make recommendations to the TDCB for improvement of services.

CALL GRIEVANCE SUBCOMMITTEE MEETING TO ORDER

I. GRIEVANCE HEARING

A. Presentation of Grievance

This grievance was filed by Mrs. Laura Patel, who has been a transportation disadvantaged (TD) rider for several years and applied for both ADA and TD programs as part of the re-eligibility process. Mrs. Patel was approved for ADA services, but her application for TD services was denied in writing by Lake County Transit Management (LCTM). Mrs. Patel appealed to LCTM in writing on January 31, 2025. LCTM referred her to the Lake County Office of Transit Services. Mrs. Patel reached out to the Office of Transit Services by telephone in mid-February 2025. After speaking with Mrs. Patel and reviewing her application, the Office of Transit Services denied her appeal in writing on February 25, 2025, and provided information on the appeal process and alternate transportation services in Lake County. The reasons cited for the denial of her appeal were that Mrs. Patel's income exceeds the adjusted 200% poverty threshold, is under the age of 60, and does not lack access to other transportation options. Mrs. Patel had previously been eligible under the Mary Bennett Rule but is no longer eligible due to the rule change in 2023, which restricted Mary Bennett eligibility to those who are \$5,000 or less over the 200 percent poverty level.

LAKE COUNTY

TDCB Grievance Subcommittee Agenda

Date / Time: May 13, 2025 | 2:30 PM

Mrs. Patel then contacted the CTD Ombudsman Helpline and appealed through them. Per recommendation from the CTD, the Office of Transit Services provided Mrs. Patel with a copy of the Grievance Procedures on March 25, 2025. Mrs. Patel filed a formal grievance with the Lake County Office of Transit Services on April 15, 2025, and provided justification on why she feels she meets the eligibility criteria due to her disability and lacking access to other means of transportation. The Office of Transit Services received the grievance on April 17, 2025 and subsequently provided it to the Lake-Sumter MPO to address the grievance. Additional details about the grievance are included in the attached documentation.

The Subcommittee will hear from involved parties, their representatives, and witness who wish to present their position.

Attachment A: Eligibility Appeal Determination, February 25, 2025

Attachment B: Provision of Formal Grievance Procedures, March 25, 2025

Attachment C: Formal Grievance Filed with Office of Transit Services, April 15, 2025

Attachment D: Grievance Submitted to Lake-Sumter MPO, May 7, 2025

Attachment E: Supporting Document from Grievant - Cost of Alternate Transportation Services in Lake County, May 7, 2025

B. Discussion of Grievance

The Subcommittee will discuss the grievance.

C. Decision on Grievance

The Subcommittee will make a decision on the grievance based on the information presented and will render a decision in writing to the grievant within fifteen (15) days of this meeting. The Subcommittee will submit a report containing a brief summary of the grievance and the Subcommittee's decision to the TDCB for the TDCB's information and review at the June 2, 2025, TDCB meeting.

II. ADJOURNMENT

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.



Office of Transit Services
P.O. Box 7800 • 315 W. Main St. • Tavares, FL 32778

February 25, 2025

Certified Mail #: 7017 1070 0001 0951 8067

Laura Patel
14933 Green Valley Blvd.
Clermont, FL 34711

Re: Eligibility Appeal

Dear Mrs. Patel:

The Lake County Office of Transit Services has received your letter dated January 31, 2025, requesting a review of your eligibility application for Transportation Disadvantaged services. The Transportation Disadvantaged Program serves as a funding option of last resort. To qualify, an applicant must meet at least two of the following criteria:

1. The applicant has no other means of transportation available. This includes access to LakeXpress fixed-route bus services (within 1.5 miles of the residence), assistance from a family member or friend, or the financial ability to purchase transportation.
2. The applicant is **60 years of age or older**.
3. The applicant has a **recognized disability**.
4. The applicant's **annual gross household income is at or below 200% of the federal poverty level** established by the Department of Health and Human Services. For a two-person household, this threshold is **\$42,300**.

On June 10, 2024, the Lake County Transportation Disadvantaged Coordinating Board (TDCB) approved an adjustment to the **Mary Bennett Rule**, raising the income threshold by an additional **\$5,000** above the 200% poverty level. For a two-person household, the new limit is **\$47,300**. This rule, introduced in 2013, was designed to assist individuals with chronic illnesses who earn slightly above the income limit but cannot afford transportation services.

P 352.323.5733 • F 352.323.5755
Board of County Commissioners • www.lakecountyfl.gov

Anthony Sabatini
District 1

Sean M. Parks, AICP, QEP
District 2

Kirby Smith
District 3

Leslie Campione
District 4

Timothy Morris
District 5

Appeal Determination

After reviewing your application and the supporting documents faxed to Lake County Transit Management on February 21, 2025, we regret to inform you that you **do not** qualify for the Transportation Disadvantaged Program due to the following:

- Your household income **exceeds** the adjusted 200% poverty level of **\$47,300** by **\$128,080.24**, bringing your total annual household income to **\$175,380.24**. Based on this, you are deemed financially capable of purchasing non-emergency medical transportation services.
- You are **under the age of 60**.
- You do not meet the primary criterion of lacking access to other transportation options.

Appeal Process

If you wish to appeal this decision, you may do so in writing by submitting your appeal to:

Lake~Sumter Metropolitan Planning Organization (MPO)

Attn: Michael Woods, Executive Director

1300 Citizens Blvd., Suite 175

Leesburg, FL 34748

Sincerely,



Jill M. Brown

Director, Office of Transit Services

Enclosures: Alternate Transportation Services in Lake County

Cc: Bill Hearndon, Transit Operations Supervisor, Lake County
Amy Bradford, Paratransit Coordinator, Lake County
Michael Woods, Executive Director, Lake~Sumter MPO
Sheri Powers, Florida Commission for the Transportation Disadvantaged
Kyle Mills, Florida Commission for the Transportation Disadvantaged
Ola Adelekan, General Manager, Lake County Transit Management
Karin Bartley, Office Manager, Lake County Transit Management

Alternate Transportation Services in Lake County

Non-Emergency Medical / Stretcher & Wheelchair Transport

AAWW Transport

Lake County
407-421-0298

Advent Health Transport

Tavares, Golden Triangle Area
352-253-3882

Black Coach Transportation, LLC.

Summerfield, Lady Lake, Fruitland Park, Leesburg
352-467-7174

Eagle Transport

Summerfield, Lady Lake, Fruitland Park, Leesburg
352-516-7031 or 352-427-7723

Interstate Non Emergency Medical

Serves Lake and Sumter Counties
352-323-8999

Leopard Transport

Marion, Sumter and Lake
352-812-1670

Life Alliance

Orange and Lake Counties
407-694-7373

Rite Way Transportation

Minneola, Clermont, Groveland, Mascotte
352-516-8229

Stellar Transport

Lake and Sumter Counties
352-995-9595

Taxi Cabs - Airport Shuttles - Limousine Service

24 HRS Taxi

all of Lake County
321-318-6417

All City Cab

all of Lake County
352-602-5810

Central Taxi

Mount Dora and surrounding area
352-383-7433

Clermont Yellow Cab

Clermont
352-577-8294

Davenport Taxi

Serves south Clermont
407-267-6267

Groome Transport (Airport Shuttle)

The Villages, Lake and Sumter Counties
352-539-9664

Lake Shuttle Service (including Airport Shuttle)

Mount Dora and surrounding area
352-932-2677

Ride N Style Party Bus Limousine Services

Serves Lake County
352-455-7787

Rocket Taxi

Serves Lake County, Golden Triangle area
352-602-0582

Taxi Cab

Clermont
407-800-4944

Download the mobile app

Uber - www.uber.com

Lyft - www.lyft.com



Office of Transit Services

P.O. Box 7800 • 315 W. Main St. • Tavares, FL 32778

March 25, 2025

Laura Patel
14933 Green Valley Blvd.
Clermont, FL 34711

Certified Mail: 7017 1070 0001 0951 8074

Re: Formal Grievance Procedure

Dear Mrs. Patel:

The Florida Commission for the Transportation Disadvantaged Coordinating Board has notified the Lake County Office of Transit Services regarding your request to appeal the transportation disadvantaged eligibility determination made on February 25, 2025.

Enclosed is the Transportation Disadvantaged Coordinating Board (TDCB) Grievance Procedures. Please follow the steps as outlined in the Grievance Procedures. You may utilize an additional page should the Grievance Form not provide enough room for your formal statement.

The next Transportation Disadvantaged Coordinating Board meeting is June 2, 2025. Should you have any questions, please do not hesitate to contact me at 352-323-5733.

Sincerely,

Amy Bradford
Paratransit Coordinator

Enclosures: Grievance Procedures of Lake County TDCB

Cc: Jill Brown, Director, Office of Transit Services, Lake County
Bill Hearndon, Transit Operations Supervisor, Lake County
Michael Woods, Executive Director, Lake~Sumter MPO
Sheri Powers, Florida Commission for the Transportation Disadvantaged
Kyle Mills, Florida Commission for the Transportation Disadvantaged
Ola Adelekan, General Manager, Lake County Transit Management
Karin Bartley, Office Manager, Lake County Transit Management

P 352.323.5733 • F 352.323.5755

Board of County Commissioners • www.lakecountyfl.gov

GRIEVANCE PROCEDURES OF THE LAKE COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

ARTICLE I: PREAMBLE

The following sets forth the grievance procedures of the Lake County Transportation Disadvantaged Coordinating Board (TDCB), serving to assist the Lake-Sumter Metropolitan Planning Organization (MPO). The intent is to provide policies and procedures pursuant to Chapter 427, Florida Statutes, and Rule 41-2.012, Florida Administrative Code, for the resolution of formal grievances concerning paratransit services from agencies, users, potential users, sub-contractors, and other interested parties.

ARTICLE II: GRIEVANCE SUBCOMMITTEE NAME, PURPOSE, AND MEMBERSHIP

Section 1: Name: The name of the subcommittee to process, investigate, hear and decide grievances or complaints for the Lake County TDCB shall be the Grievance Subcommittee.

Section 2: Purpose: The primary purpose of the Grievance Subcommittee is to process, investigate, hear and decide grievances or complaints from agencies, users, transportation operators, potential users of the system and the Community Transportation Coordinator (CTC), to review and make recommendations, as necessary, for amendments to paratransit eligibility guidelines, and to make recommendations to the TDCB for improvement of services. The Grievance Subcommittee shall meet as often as necessary to process grievances and complaints in a timely manner.

Section 3: Membership: The Grievance Subcommittee shall consist of five (5) voting members chosen from the TDCB. The TDCB shall approve the Grievance Subcommittee appointees by a two-thirds (2/3) vote of a quorum of the members present and voting. The members of the Grievance Subcommittee shall be appointed at the first quarterly meeting and shall serve for a period of one year.

ARTICLE III: DEFINITIONS

Section: 1: Definitions: For the purpose of the TDCB and the Grievance Subcommittee, the following definitions shall apply:

1. *Community Transportation Coordinator (CTC)*: The Lake County Board of County Commissioners serves as the CTC for Lake County.
2. *Formal Grievance*: A formal grievance is a **written complaint** to document any concerns or an unresolved service complaint regarding the operation or administration of Transportation Disadvantaged Program and/or ADA services by the Transportation Operator, CTC, MPO or the TDCB. The grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible. Formal Grievances may include, but are not limited to:
 - a. Chronic or recurring or unresolved Service Complaints.

- b. Violations of specific laws governing the provision of Transportation Disadvantaged services (i.e., Chapter 427 of the Florida Statutes, Chapter 41-2 of the Florida Administrative Code and accompanying documents, Sunshine Law and/or ADA violations).
 - c. Contract disputes (Agencies/Operators).
 - d. Bidding disputes.
 - e. Agency compliance.
 - f. Conflicts of interest.
 - g. Supplanting of funds.
 - h. Billing and/or accounting procedure violation.
 - i. Denials of applications for paratransit services.
3. *Service Complaints:* Service complaints are routine incidents that occur on a daily basis that are reported to the CTC, Operator, drivers or dispatchers, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. Service standards are established by the CTC and the TDCB. Service complaints may include, but are not limited to:
- a. Late trips (late pickup, late drop off, and/or late returns).
 - b. No-show by Transportation Operator.
 - c. No-show by client.
 - d. Client Behavior.
 - e. Driver Behavior.
 - f. Passenger discomfort.
 - g. Refusal of service to client for any reason.

ARTICLE IV: GRIEVANCE AND COMPLAINT PROCEDURES

Section 1: General: The following procedures are established to provide regular opportunities for grievances and appeals to be brought before the Grievance Subcommittee and the TDCB.

Section 2: Filing a Grievance: Should a grievant wish to file a formal grievance, the grievant shall provide a written statement of their grievance, containing the name, address, telephone number and any other contact information for the grievant, a clear and concise statement of the grounds for the grievance, supporting documentation, if any, and an explanation of the improvements needed to address the complaint by the grievant. Assistance in filing a formal grievance shall be provided by the Lake-Sumter MPO staff, if requested by the grievant.

The grievance shall be sent to the Transit Division Manager for the CTC, who shall render a decision in writing within fifteen (15) days of receipt of the grievance, giving the grievant an explanation of the facts that lead to the CTC's decision, providing any suggestions for resolution and providing information as to the appeals process. If the grievant is not satisfied with the decision or proposed resolution of the CTC Transit Division Manager, the grievant may appeal by sending the written formal grievance, the CTC response and any information or documentation the grievant wishes to add for scheduling of a hearing before the Grievance Subcommittee for the TDCB, at the following address:

Lake-Sumter Metropolitan Planning Organization
Attn: Transportation Disadvantaged Coordinating Board, Grievance Subcommittee
1300 Citizens Boulevard, Suite 175, Leesburg, FL 34748

Within seven (7) working days following the date of receipt of the formal grievance, the MPO shall schedule a meeting of the Grievance Subcommittee, unless there is a TDCB meeting that is scheduled within thirty (30) days of the date of the MPO's receipt of the formal grievance, in which case the MPO may schedule the formal grievance to be heard directly by the TDCB at that upcoming meeting. The process outlined in Section 3 of these procedures shall be utilized in such an instance.

If there is no TDCB meeting that is scheduled within thirty (30) days of the date of the MPO's receipt of the formal grievance, then the MPO shall ensure that the meeting of the Grievance Subcommittee to hear the grievance within thirty (30) days of receipt of the formal grievance to address it and any other appeal from any other party received by the MPO at least fourteen (14) days prior to the meeting of the Subcommittee.

The Grievance Subcommittee shall send a notice of the scheduled meeting in writing to the grievant. The notices shall clearly state:

- a. The date, time, and location of the meeting; and
- b. The purpose of the discussion and a statement of issues involved.

The Grievance Subcommittee shall have the power to hear and decide formal grievances. Within fifteen (15) days of the meeting of the Subcommittee, the Subcommittee shall render a decision in writing to the grievant. Written decisions shall include the following information:

- a. A statement that a meeting was held in which the involved parties, their representatives, and witnesses were given an opportunity to present their position; and
- b. A statement that clearly defines the issues discussed; and
- c. The decision of the Grievance Subcommittee based on the information presented.

The Grievance Subcommittee shall submit a report to the TDCB for the TDCB's information and review at the next regularly scheduled TDCB meeting, containing a brief summary of each grievance and the Subcommittee's decision. All documents pertaining to the grievance process will be made available, upon request of the grievant, in a format accessible to persons with disabilities.

Section 3: Grievances Before and Appeals to the TDCB: The TDCB may hear grievances scheduled before it by MPO staff pursuant to Section 2 of these procedures. In addition, the grievant may appeal the written decision of the Grievance Subcommittee to the TDCB, if the grievant is not satisfied with the decision or proposed resolution of the Grievance Subcommittee, by notifying the MPO, in writing, that the grievant wishes to appeal the decision of the Grievance Subcommittee.

Assistance in filing a grievance or an appeal shall be provided by staff to the MPO, if requested. The grievance or appeal shall be heard at the next regularly scheduled TDCB meeting, and the grievant shall be notified in writing of the date, time, and place of the TDCB meeting where the grievance or appeal shall be heard. This written notice shall be mailed at least ten (10) days in

advance of the meeting. The TDCB shall render its written decision as to the grievance or appeal within fifteen (15) days of the regularly scheduled TDCB meeting when the grievance or appeal was heard. A copy of the written decision made by the TDCB shall be mailed to the grievant.

Section 4: Notices: All written correspondence between the Grievance Subcommittee, MPO and the TDCB to the grievant/appellant shall be sent via email or USPS Return Receipt service. All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

Section 5: Commission for Transportation Disadvantaged: If the grievant is dissatisfied with the decision of the TDCB, he/she may continue the process with the Florida Commission for the Transportation Disadvantaged Ombudsman Program. The customer may begin this process by contacting the Commission Ombudsman through the TD Helpline at (800) 983-2435 or e-mail: CTDOmbudsman@dot.state.fl.us or via mail at: Florida Commission for the Transportation Disadvantaged, 605 Suwannee St., MS-49, Tallahassee, FL 32399-0450 or online at www.fdot.gov/ctd.

ARTICLE V: SCHEDULED MEETINGS

When a meeting of the Grievance Subcommittee is necessary, staff to the MPO shall schedule a meeting for the Grievance Subcommittee.

ARTICLE VI: RECORDS RETENTION

Records retention shall be in accordance with the retention schedules prescribed by the Secretary of State of the State of Florida.

ARTICLE VII: AMENDMENTS

The TDCB Grievance Procedures may be amended by a two-thirds (2/3) vote of a quorum of the members of the TDCB present and voting, provided the proposed change(s) is/are made available for review to all members at least seven (7) days in advance of the meeting.

ARTICLE VIII: CERTIFICATION

The undersigned hereby certifies that he/she is the Chair of the TDCB and that the foregoing is a full, true and correct copy of the Grievance procedures of this TDCB as adopted by the TDCB on the 11th day of March 2019.



Leslie Campione, Chair
Lake County

Transportation Disadvantaged Coordinating Board



LAKE COUNTY GRIEVANCE FORM

Name: _____ Today's Date: _____

Physical Address: _____

Mailing Address (if different): _____

Home Telephone: _____ Other Telephone: _____

Email Address: _____

Date of Grievance: _____ Approximate Time: _____

Are you filing this grievance on your own behalf? _____

If not, please supply the name and relationship of the person for whom you are registering this grievance:

Grievance Statement: _____

Signature: _____ Date: _____

Below to be Filled out by Lake County Transit:

Report Received By: _____ Date: _____

Action/Results: _____

Fax Cover Page

 Recipient: +1 (352) 323-5755
Lake County Transit

 Date Sent: 04/15/2025

 Number of Pages: 3 (including cover page)


 Sender: Laura Patel -

 Reply-to Email:

 Reply-to Phone: +1 (407) 969-5927

 Reply-to Fax:

 Subject: Lake County Grievance Form

 Message: Form submission for Lake County Transit denial of paratransit transportation - Laura Patel





LAKE COUNTY GRIEVANCE FORM

Name: Laura PatelToday's Date: 4.15.25Physical Address: 14933 Green Valley Blvd. Clermont, FL 34711

Mailing Address (if different): _____

Home Telephone: _____

Other Telephone: 407-969-5927Email Address: lpatel@laurasan.com

Date of Grievance: _____

Approximate Time: _____

Are you filing this grievance on your own behalf? yes

If not, please supply the name and relationship of the person for whom you are registering this grievance: _____

Grievance Statement: I am asking for a reconsideration of TD paratransit eligibility. I feel that I am a client qualified and meet the requirements for this form of transportation. I am hopeful you will agree with this decision based on my statement and explanation.

Signature: Laura PatelDate: 4.15.25Below to be Filled out by Lake County Transit:

Report Received By: _____

Date: _____

Action/Results: _____

April 15, 2025

Laura Patel

14933 Green Valley Blvd.

Clermont, FL 34711

407-969-5927

lpatel@laursan.com

Dear Transit Division Manager,

I wish to file a formal grievance in a written complaint, to ask you to **please** reconsider the decision denying my eligibility for paratransit Transportation Disadvantaged. I was originally denied re-eligibility for Transportation Disadvantaged services in February and then received a denial to my appeal in March. I disagree with this decision. I received notification of the Formal Grievance procedure March 26th. I am following the steps as outlined. This has strongly impacted my quality of life. I have missed and or had to reschedule appointments, unable to attend services or missed opportunities for volunteering, learning & education classes, social engagements and personal shopping. From my experience, the difference between the ADA paratransit and the TD paratransit services is the service area. I have been only able to get to my medical appointments and get services done right along the HWY 50 route. There are 7 addresses that I used to be able to get transportation to, prior to recertification of my eligibility, that I no longer have been to this year. I feel I meet the requirements and qualifications for TD eligibility. I have a medical disability that requires use of a power wheelchair, thus requiring a special form of transportation, and I have no other means of this form of transportation. Transportation from my husband, or family is unavailable. Our 1 car in the household is used daily by my husband to commute to work in Tampa.

I am hopeful that the Transit Division Manager will reconsider my application and grant me eligibility for paratransit TD services. I am confident that this service is essential to enjoy and have a better quality of life, to have the ability to participate fully in my community and pursue my daily activities.

Thank you for your time and consideration.

Sincerely,

Laura Patel

May 7, 2025

Laura Patel

14933 Green Valley Blvd. Clermont, FL. 34711

407-969-5927

lpatel@laursan.com

Dear Lake-Sumter Metropolitan Planning Organization,

I have been diligent and dedicated tireless efforts & time, to obtain TD re-eligibility. I have thoroughly researched and even went outside the offered, recommended list of alternative transportation services. I have included each company's round trip costs and summarized their services that they do, or don't offer. I have attached this information, written on the list offered to me from the previous denial from the Lake County Division Manager. Currently, for the allowed area of transportation, it costs me \$75 monthly, \$950 a year. For the other appointments and services that I need transportation to, if I use the recommended NEMT-Non-Emergency Medical Transportation companies, it will cost me on average for 4 round trips, an additional \$520 a month, \$6240 a year. That money I can use to pay towards the out of pocket or non-covered treatments and prescription medications that I need to take for my chronic health conditions. Having to budget our finances, this causes me the need to choose not to go to these out-of-area appointments and services. There are 7 addresses that I have not been to since my eligibility has not renewed. 4 of these are medical (laboratory, physical therapy, dermatology, and acupuncture). 3 are personal/social services (hair salon, volunteer and education enrichment activities) or visiting family residences. As you review this attachment, I do not need or asking for a reduced/discounted fare for transportation. I am requesting accessible and proper transportation for my needs. I would be willing to pay a higher fare to utilize Lake County Connection Paratransit services.

I feel I meet 2 of the 4 qualifying criterions needed for TD eligibility. 1- I have a recognized disability. My physical disability requires me to use a power wheelchair. This requires a special type of transportation. And 2- I have no other means of appropriate transportation available to me. I am dependent upon your services that have ramp accessibility and can safely and securely transport me to my healthcare, medical, personal appointments & social activities.

I appreciate and am thankful that you have allowed me the opportunity to state my grievance with supported, documented research and for taking the time to reconsider me for TD eligibility, with regards to my certain circumstances.

Sincerely,

Laura Patel

used for RT calculation:

(6.6 miles)

transport power wheel chair 14933 Green Valley Blvd 34711 to 265 Citrus Tower Blvd 34711

Alternate Transportation Services in Lake County

Non-Emergency Medical / Stretcher & Wheelchair Transport

AAWW Transport RT \$175 Lake County 2 hrs 407-421-0298	Advent Health Transport RT \$240 Tavares, Golden Triangle Area 352-253-3882
Black Coach Transportation, LLC. RT \$100 Summerfield, Lady Lake, Fruitland Park, Leesburg 352-467-7174 Fax # IM	Eagle Transport No longer in service Summerfield, Lady Lake, Fruitland Park, Leesburg 352-516-7031 or 352-427-7723
Interstate Non Emergency Medical RT \$250 Serves Lake and Sumter Counties 352-323-8999 IM	Leopard Transport 352 516 7031 RT \$211.57 Marion, Sumter and Lake 352-812-1670 866 204 4000
Life Alliance Orange and Lake Counties 407-694-7373 Not in service	Rite Way Transportation over weight limit w/ power wheel chair Minneola, Clermont, Groveland, Mascotte only reg WC RT \$170 352-516-8229
Stellar Transport Book 2-3 days in advance only can transport reg. wheel chair \$55 + \$3 mile each way Lake and Sumter Counties 352-995-9595 Ambulance w/o service RT \$110 + \$3 mile wheelchair van Orlando \$250 407 785 2208	Sunshine Family Transport 407 799 7269 RT \$220 E. orl First Lake Home Care of Central Orlando 407 434 - 0615 RT \$250 Orlando

Taxi Cabs - Airport Shuttles - Limousine Service Transport regular wheel chair

24 HRS Taxi - in Sanford too far for others all of Lake County 321-318-6417	All City Cab RT \$130 all of Lake County 352-602-5810
Central Taxi \$50 1 way \$100 RT plus wait time Mount Dora and surrounding area 50¢ per minute 352-383-7433	Clermont Yellow Cab driver can't lift WC Clermont 352-577-8294
Davenport Taxi only service Davenport to Cagen's Crossing Serves south Clermont not far from my home 407-267-6267	Groome Transport (Airport Shuttle) only Airport The Villages, Lake and Sumter Counties 352-539-9664
Lake Shuttle Service (including Airport Shuttle) Mount Dora and surrounding area only Airport 352-932-2677	Ride N Style Party Bus Limousine Services Serves Lake County 352-455-7787 IM
Rocket Taxi Serves Lake County, Golden Triangle area 352-602-0582 IM	Taxi Cab Clermont 407-800-4944 IM

Download the mobile app only manual wheelchair
Uber - www.uber.com no handicap accessibility
Lyft - www.lyft.com no guarantee that the driver
will assist with wheelchair.
I have been declined by driver
and had to request a reschedule

Lake County TDCB Agenda Follow Up Log

#	Item	Previous Meeting (3/3/2025)	6/2/2025 Update	Status
1	Eligibility application updates	CTC completed updates to application that were approved at the previous meeting. Working on electronic application, but it will take a little time.	<p>The attached eligibility application has been updated in both English and Spanish and has been in use since March 2025. To date, no feedback has been received regarding the revised application.</p> <p>CTC staff have been actively preparing for the launch of the new scheduling software, which is essential to the performance of Lake County Connection. The software is scheduled to go live on June 2, 2025. Once implementation is complete, staff will coordinate with the Lake County Webmaster to ensure the accessible eligibility application is made available on the website.</p>	Open
2	Proposed updates to Mary Bennett Rule	CTC proposed getting rid of Mary Bennett rule and increasing income threshold for everyone. TDCB discussed other options such as sliding scale, trip prioritization, and increasing trip prices.	<p>There is a discussion item on this agenda to establish a new Subcommittee that would further assess potential changes to the Mary Bennett Rule. The CTC requests that the subcommittee examine the following options:</p> <ul style="list-style-type: none"> • Removing the Mary Bennett Rule 	Open

#	Item	Previous Meeting (3/3/2025)	6/2/2025 Update	Status
			<ul style="list-style-type: none"> Increasing the poverty level threshold Eliminating the income threshold altogether Adjusting poverty level percentage requirements 	
3	Implementing a cap on life-sustaining trips	CTC still capturing data and assessing this option. TDCB approved limiting life-sustaining trips to 12 trips per month at previous meeting but CTC has not been able to implement this change yet due to undergoing multiple reviews at once.	<p>The CTD Biannual Monitoring Review was conducted in May 2025. As of June 2, 2025, staff has not yet had the opportunity to implement the recommended changes.</p> <p>Staff has changed the title of “Life-Sustaining” trips to “Personal/Other” trips to more accurately describe the trip purpose category.</p>	Open
4	Accessibility updates to no show door hanger	CTC working on bright orange no show door hangers. TDCB encouraged using large font (at least 14pt) to be more accessible to individuals who are low vision.	Staff has obtained a copy of the current door hanger from RATP Dev. We are in the process of reviewing and updating the door hanger to include a static QR code for easy access to the document by individuals with low or no vision.	Open
5	Operating training on customers with disabilities	CTC described existing training efforts, which include refresher training at monthly safety meetings. TDCB asked if New Vision staff could attend a monthly meeting to train people on how to provide assistance to riders with visual impairments.	The new General Manager from RATP Dev will be attending to participate in discussions regarding training.	Open
6	New scheduling system	During public comment period, users of the system brought up issues with late pick-ups. CTC noted they	Reservations using the new scheduling software began on Tuesday, May 20th (accepting	Open

#	Item	Previous Meeting (3/3/2025)	6/2/2025 Update	Status
		are in process of implementing new scheduling software, which they hope will help.	reservations up to two weeks in advance). The new scheduling software will become operational for service provision on Monday, June 2, 2025.	
7	Potential policy to address what to do when a rider needs to go to the bathroom while on the bus	During public comment period, users of the system brought up instances where riders needed to go to the bathroom on the bus and driver would not pull over. TDCB asked for consideration of a policy that would address what to do when a rider needs to go to the bathroom while on the bus, with a focus on treating riders with dignity and respect (i.e., using a code to communicate with dispatch if someone has an accident on the bus).	There are ongoing safety and accessibility concerns related to unscheduled bathroom breaks. The new General Manager from RATP Dev will be present to discuss the potential implementation of standardized codes for dispatch to address these situations.	Open

Attachments:

Eligibility Application for Paratransit Revision April 2025 English Final

Eligibility Application for Paratransit Revision April 2025 Spanish Final

ELIGIBILITY APPLICATION FOR SHARED RIDE PARATRANSIT (DOOR-TO-DOOR) SERVICE

INFORMATION ABOUT LAKE COUNTY CONNECTION SERVICES

Lake County Connection paratransit services can be used for health care, nutritional (includes grocery shopping), employment, educational, and personal (social/recreational) trips.

To assist in determining eligibility, applicants may be required to attend an in-person interview. All information provided may be verified and confirmed. Please attach the required supporting documentation as requested within the application.

All users of Lake County Connection are required to complete an application regardless of whether the applicant is new, recertifying, resides in a nursing home, is a dialysis patient, or has a permanent disability. Recertification is required every two years. **A color copy of a government-issued identification card must be submitted with the application.**

ELIGIBILITY CRITERIA

AMERICANS WITH DISABILITIES ACT (ADA) QUALIFICATIONS AND GUIDELINES:

1. This program typically services the urban areas of Lake County and operates in conjunction with LakeXpress (LX) fixed route bus service.
2. This program is for any trips with both the origination and destination locations within three-quarters (3/4) of a mile radius of an LX fixed route bus alignment. This area is known as the ADA Corridor.
3. This program operates on the same days and times as the LX services. Since this program operates in conjunction with the LX fixed route program, this program is only usable if an individual can feasibly make a similar trip utilizing the LX program directly.
4. This program is intended for individuals with a disability or condition that prevents the applicant from independently using the LX fixed route program service all the time, temporarily, or only under certain circumstances. All disabilities and/or conditions must be verified by an acceptable medical professional and documented on the Medical Verification Form (MVF), the last two pages of this application.
5. Disability and/or condition alone does not guarantee eligibility under the ADA program. Eligibility is based on the individual's functional ability to use the LX fixed route program and is not a medical or psychiatric decision.
6. The ADA certification process may involve a telephone interview and/or an in-person functional assessment to determine if and how the applicant's transit needs can be met.
7. All ADA program trips have a required fare of \$2.00 each way. Reduced fares are not available for this program.

TRANSPORTATION DISADVANTAGED (TD) QUALIFICATIONS AND GUIDELINES:

Those eligible for Transportation Disadvantaged Paratransit Service include individuals who are defined in Florida Statute 427.011(1):

To be considered for the transportation disadvantaged program, applicants must be a person who, because of physical or mental disability, income status, or age, or are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, shopping, social activities, or other life-sustaining activities, or children who are disabled or high-risk or at-risk as defined in s. 411.202. F.S.

1. This program typically serves the rural areas of Lake County and allows for transportation beyond three quarters of a mile from the LakeXpress (LX) fixed route. Therefore, this program allows for transportation services that are not covered under the ADA program. All non-essential trips (grocery shopping, recreational, etc.) will be transported to the nearest facility.
2. To determine if an applicant meets the TD program eligibility criteria, the applicant must first have **no other means of transportation available to them (including LakeXpress fixed route bus service)** and does not have access to a household member's automobile and cannot purchase transportation, and are therefore, transportation dependent on others; and have a documented **household income** which does not exceed 200% of the Department of Health and Human Services poverty guidelines (<https://aspe.hhs.gov/poverty-guidelines>).
3. An applicant must provide information and documentation regarding all the criteria fields to make an accurate determination.
4. No other means of transportation available to an individual also includes access to any relative in the household that can operate a vehicle on the applicant's behalf and/or own a vehicle with no operating restrictions. Please note that falsifying ownership of or accessibility to a vehicle is grounds to revoke a current TD applicant's eligibility and may even bar an individual from future service opportunities.
5. Proof of **Household Income** is required for all individuals who earn an income within the household unless there is a legitimate reason that creates a separation of the incomes within the household, such as a renter/tenant relationship.
6. The Florida Transportation Disadvantaged Trust Fund funds this program. Depending on the availability of funds, trips may be denied based on the purpose of the trip. Trip priorities are ranked in order of highest priority as follows: (1) Critical Medical, (2) Other Medical, (3) Nutritional, (4) Employment, (5) Educational, and (6) Personal/Other Trips.
7. The TD program operates Monday through Friday for all trip purposes as available funds allow. Saturday services are provided for critical medical trips (dialysis) only. The program does not provide any services on Sundays.
8. The TD program only provides out-of-county trips to Gainesville, Wildwood, Oxford, and

Orlando on Tuesdays and Thursdays.

9. All TD program trips within the Lake County boundary have a fare of \$2.00 each way. For trips to Gainesville, the fare is \$10.00 each way. The fare for trips to Orlando, Wildwood, and Oxford is \$5.00 each way. Applicants may request a Hardship application that, if eligible, would modify the required fare for specific TD program trips.
10. Passengers must recertify for the TD program every two years to maintain eligibility.

*The Transportation Disadvantaged Ombudsman Helpline is sponsored by the
Florida Commission for the Transportation Disadvantaged*

Ombudsman Helpline: 1-800-983-2435

Hearing and Speech Impaired: Call 711 Florida Relay System

Email: CTDOmbudsman@dot.state.fl.us

Mailing Address: 605 Suwannee Street, MS-49, Tallahassee, Florida 32399-0450

Florida's Transportation Disadvantaged Voluntary Dollar Program

Support someone in need of transportation services. Please check the Transportation Disadvantaged box on your vehicle tag renewal form and donate a dollar. Your donations stay within the County where your vehicle is registered.

TD BUS PASS PROGRAM

1. A fixed-route bus pass is 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.
2. To qualify for the TD Bus Pass Program, you must live in Lake County, have no means of transportation, including family and friends, and have an income at or below 200% of the federal poverty level.

How do I get a TD Bus Pass?

- Complete and mail the application, along with the required Proof of Income to the address shown on the application.
 - To check the status of your application, call (352) 742-2612 three weeks (21 days) after submitting your paperwork.
3. 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.

INSTRUCTIONS FOR COMPLETING THIS APPLICATION

1. Please type or print legibly when completing the application and sign where indicated.
2. Unreadable, incomplete, or unsigned applications will not be accepted and will be returned. If submitting via e-mail, the only acceptable application format is PDF from an actual document scanner. Camera scanners are not accepted.
3. Processing of this application can take up to **21** calendar days. The **21-day** period begins after a complete application is received (includes all required supporting documents to be attached).
4. All applicants will be notified of the eligibility determination by letter or e-mail.
5. Applications will remain active for up to two (2) years.
6. Completing this application does not automatically indicate approval for the ADA, TD, or both programs.
7. To aid with completing this application, sections will be marked with logos. Both programs require some sections, but if an applicant wishes to only apply for just the ADA program or just the TD program, then please complete sections with the following logos:

ADA Program -



TD Program -



Lake County Connection will use the information in this application to provide transportation services only. The information will not be provided to any other person or agency outside the Lake County Transit system.

If you are seeking Medicaid Transportation, please call (866) 762-2237

Florida Relay Voice: (800) 955-5700; TTY: (800) 955-8771

- **What type of paratransit services are you applying for** ☐ **ADA** and/or ☐ **TD?**
- **Are you requesting transportation services for Dialysis or Chemotherapy?** ☐ **Yes** ☐ **No**
- **TD Bus Pass Program** ☐

(See eligibility requirements)

For questions or to submit this application contact our office at:

**Lake County Transit Management
560 East Burleigh Boulevard
Tavares, FL 32778**

(352) 742-2612, Option 2

Fax: (352) 508-1285

lctm@ratpdev.com

Monday through Friday from 8 AM to 5 PM



Section 1 – ADA & TD Program

Last Name: _____ First Name: _____ M.I.: _____

Street Address: _____ Apt #: _____ Bldg. #: _____

City: _____ State: _____ Zip Code: _____

Name of Subdivision, Complex, Facility, or Nearest Intersection/Bus Route:

If the Subdivision, Complex, or Facility is a gated community, please provide the gate code: _____

Mailing Address (if different from the previous page):

☐ Male Date of Birth: _____ SSN: _____

☐ Female Home Phone: _____ Cell Phone: _____

E-mail (optional): _____

Are you a Medicaid Recipient? ☐ Yes ☐ No Medicaid #: _____

Do you require materials or correspondence in an alternative format? ☐ Yes ☐ No

4. If yes, please specify: ☐ Large Print ☐ Audio File ☐ Text File

Emergency Contact

Name	Relationship	Primary Contact Number	Secondary Contact Number

Do you authorize any other person(s) to make travel arrangements on your behalf? If so, please provide the following:

Name	Phone Number

If you reside in a facility (nursing home, assisted living facility, etc.), does the facility have a vehicle to transport residents? ☐ Yes ☐ No

Have you ever been transported by the facility? ☐ Yes ☐ No

List any impairments, disabilities, or other conditions you may have that prevent you from using the LakeXpress fixed route bus service program:

How long have you had this condition? _____ Is your condition permanent? _____

Please indicate below if you use any of the following mobility aides or equipment:

- | | | |
|---|---|---|
| <input type="checkbox"/> Wheelchair | <input type="checkbox"/> Powered Scooter | <input type="checkbox"/> Powered Wheelchair |
| <input type="checkbox"/> Walker | <input type="checkbox"/> Long White Cane | <input type="checkbox"/> Portable Oxygen |
| <input type="checkbox"/> Cane | <input type="checkbox"/> Leg Braces | <input type="checkbox"/> Crutches |
| <input type="checkbox"/> Assisted Walking | <input type="checkbox"/> Needs Personal Care Attendant / Escort | |
| <input type="checkbox"/> Service Animal (describe): _____ | <input type="checkbox"/> Other: _____ | |



Section 2 – ADA Program

ADA Functional Ability

Without the assistance of someone else, can you:

Board a Bus?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Read/Understand directions?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Handle coins and bus transfers?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Travel on a sidewalk?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Travel to the nearest bus stop?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Stand at a bus stop?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Identify the correct bus?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Walk ¾ mile?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Climb a 12-inch step?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Cross a street?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Balance yourself while seated?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Grip handles and railings?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Give your address and phone number?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Recognize landmarks?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Wait outside for more than 15 minutes?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Travel through crowds?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Are you able to travel alone? ☐ Yes ☐ No

If you use a mobility aid, is the doorway/entrance of your residence accessible? ¹ ☐ Yes ☐ No

Have you used or are you currently using the LakeXpress fixed route service? ² ☐ Yes ☐ No

How far can you walk? _____ How far can you walk with a mobility aid? _____

Do you need the wheelchair lift to board the bus? ☐ Yes ☐ No

Do you have any limbs in a cast, brace, fused, or otherwise unbendable? ☐ Yes ☐ No

¹ Note: LCC Drivers cannot assist mobility devices into or out of a residence, up or down stairs, or through grass or sand.

² Note: All LCC and LakeXpress buses are fully accessible with wheelchair lifts/ramps. All LakeXpress buses can kneel for easy access.

If you do not use the LakeXpress service, please read the following statements and check all that apply to you. You may select more than one:

- ☐ I have a temporary disability that prevents me from getting to the bus stop or using the service. I will need ADA service only until I recover.
- ☐ I cannot get to the bus stop.
- ☐ I have a cognitive disability that prevents me from remembering and understanding all I must do to find my way to and from the bus stop and to ride the bus.
- ☐ I have a vision disability, which prevents me from finding my way to and from the bus stop.
- ☐

- ☐ I have a severe medical condition. My condition results in an impairment, which makes it impossible for me to use regular bus service.
- ☐ I have an episodic disability. I can use the LakeXpress fixed route services when I am feeling well, but on bad days, I can't make it to the bus stop or even get on the bus.

NOTE: The Lake County Office of Transit Services offers Travel Training for LakeXpress (LX) fixed route services to teach individuals how to use the LX services. Participation in the Travel Training Program will not affect your eligibility for ADA Paratransit service.

- ☐ Check here if you are interested in receiving additional information on Travel Training.

ADA Paratransit Program requires an accepted licensed medical professional to complete a Medical Verification Form (MVF). The Medical Verification Form (MVF) is this application's last two (2) pages.



Section 3 – TD Program

Is the LakeXpress fixed route service accessible from your home? ☐ Yes ☐ No

Are there any circumstances preventing you from using the LakeXpress bus service? ☐ Yes ☐ No

If yes, please describe: _____

Do you have weekly scheduled medical appointments? ☐ Yes ☐ No

How many medical appointments do you usually have in a month? _____

How do you currently travel to your destination(s)?

☐ Drive yourself ☐ Taxi ☐ Uber/Lyft ☐ LakeXpress ☐ Lake County Connection

☐ Family or Friends ☐ Other (please explain): _____

Do you or anyone in the household currently own a motor vehicle? ☐ Yes ☐ No

If yes, what prevents you or anyone in your household from driving the vehicle? _____

A letter must be provided explaining why any vehicle available in the household is inaccessible to the applicant for transportation needs.

What are the names and ages, including yourself, of the people living in your household? _____

Please indicate the reason you are seeking Transportation Disadvantage (TD) program services (check all that apply):

- ☐ I do not live within the LakeXpress fixed route service area.
- ☐ I am 60 years of age or older.
- ☐ My income level falls below 200% of the current federal poverty guidelines (proof of income is required)
- ☐ I have a recognized disability.
- ☐ Other (please specify): _____

Verification of Income

What is everyone living in the household's combined monthly income? \$ _____

Are you currently receiving public assistance such as food stamps? ☐ Yes ☐ No

Monthly Income Breakdown: Please include all wages, disability payments, Social Security payments, pensions, dividends, investments, etc., that make up your **total gross annual household income**.

To process your application, **proof of income is required of everyone who makes up the total household income.** This information must be submitted with the application.

Please indicate the total household income from each of the below categories:

Salary: \$ _____ SSI: \$ _____ SSDI: \$ _____ Pension: \$ _____

Interest / Dividends: \$ _____ Workman's Comp: \$ _____ Relatives: \$ _____

Other (explain): _____

Total monthly household income: \$ _____

Provide the following acceptable forms of proof for the total household income:

- Two (2) of your most recent Paycheck Stubs (consecutive)
- Two (2) consecutive months of your most recent Bank Statements for all household members
- Social Security Income Verification Notice / Letter
- First (1st) page of your latest Tax Return

- Retirement / Pension Statement
 - Unemployment Compensation Income Verification Notice / Letter
 - Department of Children and Families Benefits Letter
- ***If you are a roomer/boarder, you must provide a statement from your landlord listing the amount you pay for board, utilities, meals, and any other included expenses.***
- ***If you do not have any income, please provide a letter from the individual or facility supporting you.***

Monthly Household Expenses:

Housing: \$ _____ Utilities: \$ _____ Vehicle: \$ _____ Food: \$ _____
 Cable: \$ _____ Phone: \$ _____ Cell Phone: \$ _____ Medical: \$ _____
 Pharmacy: \$ _____ Fuel: \$ _____ Home Insurance: \$ _____
 Car Insurance: \$ _____ Other: _____ Cost \$: _____

Total Monthly Household Expenses: \$ _____

Would you ride LakeXpress if you were provided with a free bus pass? ☐ Yes ☐ No

Application Checklist:

- ☐ Did you attach a color copy of your government-issued identification or driver's license?
- ☐ Did you attach your household proof of income?
- ☐ Did you attach the Medical Verification Form completed by a licensed medical professional?
- ☐ If you are a renter, did you include your Landlord letter?
- ☐ If you or anyone in your household owns a vehicle, did you provide your letter as to why you cannot utilize it?



Section 4 – ADA & TD Program

Certification and Acknowledgement

I understand and affirm that the information provided in this application for either the ADA Program and/or TD Program services is true and correct to the best of my knowledge and will be kept confidential and shared only with medical and transportation professionals involved in evaluating and determining my needs and eligibility for transportation to and from eligible services and appointments.

I understand that providing false or misleading information, making fraudulent claims, or making false statements on behalf of others could constitute a felony under the State of Florida's laws and result in my eligibility status being revoked.

I agree to notify Lake County Connection if there is any change in personal circumstances or personal information such as address or phone number or if I no longer need to use any of the program services applied for. I understand that if I am approved for any program services, I must recertify two years from the date of approval for services, regardless of my previous qualifications for services.

Lake County Board of County Commissioners and our Operator, Lake County Transit Management, Inc., collect your social security number, if applicable, for the following purposes:

- *Identification and Verification*
- *Program Eligibility*
- *Billing and Payments*
- *Benefit Processing*

Social Security numbers may be used as a unique numeric identifier and may be used for search purposes.

Applicant Signature: _____ Date: _____

Signing for Applicant: _____ Date: _____

Relationship to Applicant: _____



Medical Verification Form

If you are applying for ADA Paratransit door-to-door services due to a medically verified physical disability, cognitive condition, or impairment, this Medical Verification Form must be completed and signed by an accepted licensed medical professional.

Accepted medical professionals include:

- Medical Doctor
- Doctor of Osteopathic Medicine
- Doctor of Chiropractic
- Occupational Therapist (Licensed/Registered)
- Audiologist
- Ophthalmologist
- Psychologist
- Licensed Nurse Practitioner
- Registered Nurse
- Physical Therapist
- ARNP

Be sure to print your name, date of birth, and the last 4 digits of your Social Security Number on the form to assist your medical professional.

Last Name: _____ First Name: _____ M.I.: _____

Date of Birth: _____ Last 4 digits of Social Security Number: _____

Applicant's Release

I understand that this evaluation form aims to determine my eligibility for ADA Paratransit door-to-door services. I understand that the information about my disability contained in this application will be kept confidential and shared only with professionals involved in evaluating my eligibility. I authorize my medical representative to release all information regarding my medical condition to Lake County Transit Management, Inc. D.B.A. Lake County Connection. I understand that providing false or misleading information could revoke my eligibility status. I agree to notify Lake County Connection within ten (10) days if circumstances change or I no longer need to use Paratransit services.

Applicant's Signature: _____ Date: _____

Someone may sign on their behalf if the applicant cannot sign this form.

Signing for Applicant: _____

Relationship to Applicant: _____

Date: _____

A Medical Professional must complete the following.

Dear Medical Professional:

This form must be completed to process this applicant's request for Lake County Connection paratransit door-to-door transportation service eligibility.

Only a licensed medical professional who knows the applicant's functional ability to use the LakeXpress fixed route bus service should complete this form. All LakeXpress fixed route vehicles are equipped with wheelchair lifts/ramps, and the buses have automated enunciators that announce all significant landmarks, streets, and intersections.

The information you provide below must be based solely upon the applicant having an actual physical or cognitive limitation preventing the use of the LakeXpress fixed route service or operating a motor vehicle. Diagnosing a potentially limiting illness or condition is not a sufficient determination for paratransit services.

THIS FORM MUST BE COMPLETED BY A MEDICAL PROFESSIONAL AND MUST INCLUDE A VALID MEDICAL LICENSE NUMBER, ADDRESS, PHONE NUMBER, AND THE MEDICAL PROFESSIONAL'S SIGNATURE.

Patient's Name: _____

What is the applicant's disability? _____

How does the condition functionally prevent the applicant from using regular bus services?

Is the condition permanent or temporary? ☐ Permanent ☐ Temporary

If temporary, what is the duration? _____

Medical Professional Information:

Signature of Medical Professional: _____ Date: _____

Medical License Number: _____ State Issued: _____

Print Name: _____ Title: _____

Address: _____ Suite #: _____ Bldg. #: _____

City: _____ State: _____ Zip Code: _____

Phone Number: _____ Extension: _____ Fax Number: _____

E-mail: _____ Contact Person: _____

SOLICITUD DE ELEGIBILIDAD PARA EL SERVICIO DE PARATRÁNSITO COMPARTIDO (PUERTA A PUERTA)

INFORMACIÓN SOBRE LOS SERVICIOS DE CONEXIÓN DEL CONDADO DE LAKE

Los servicios de paratrásito de Lake County Connection pueden utilizarse para viajes de asistencia médica, nutricionales (incluye la compra de comestibles), de empleo, educativos y personales (sociales/recreativos).

Para determinar la elegibilidad, es posible que los solicitantes deban asistir a una entrevista en persona. Se verificará y confirmará toda la información proporcionada. Por favor, adjunte la documentación justificativa requerida.

Todos los usuarios de Lake County Connection deben llenar una solicitud, independientemente de si son nuevos, se están recertificando, viven en una residencia de ancianos, son pacientes de diálisis o tienen una discapacidad permanente. La recertificación es necesaria cada dos años. **Junto con la solicitud, debe presentarse una copia en color de una tarjeta de identificación oficial.**

CRITERIOS DE ELEGIBILIDAD

CALIFICACIONES Y DIRECTRICES DE LA LEY DE ESTADOUNIDENSES CON DISCAPACIDADES (ADA):

1. Este programa normalmente presta servicio en las zonas urbanas del condado de Lake y opera en colaboración con el servicio de autobuses LakeXpress (LX) de ruta fija.
2. Este programa es para viajes cuyo origen y destino se encuentren dentro de un radio de tres cuartos (3/4) de milla de una ruta fija de autobús LX. Esta zona se conoce como el Corredor ADA.
3. Este programa opera en los mismos días y horarios que los servicios de LX. Dado que este programa opera en conjunción con el programa de ruta fija de LX, solo es utilizable si una persona puede realizar un viaje similar utilizando directamente el programa LX.
4. Este programa es para personas con una discapacidad o afección que les impida utilizar de forma independiente el servicio del programa de ruta fija de LX todo el tiempo, temporalmente o solo en determinadas circunstancias. Todas las discapacidades y/o condiciones las debe verificar un profesional médico competente y documentarse en el Formulario de Verificación Médica (MVF), en las dos últimas páginas de esta solicitud.
5. La discapacidad y/o la afección por sí solas no garantizan la elegibilidad para el programa ADA. La elegibilidad se basa en la capacidad funcional de la persona para utilizar el programa de rutas fijas de LX, y no es una decisión médica o psiquiátrica.
6. El proceso de certificación ADA puede requerir una entrevista telefónica y/o una evaluación funcional en persona para determinar si se pueden satisfacer las necesidades de tránsito del solicitante y cómo.
7. Todos los viajes del programa ADA conllevan una tarifa obligatoria de \$2 por trayecto. No hay tarifas reducidas para este programa.

CALIFICACIONES Y DIRECTRICES PARA EL TRANSPORTE DE PERSONAS DESFAVORECIDAS (TD):

El Servicio de Paratransito para Personas Desfavorecidas en el Transporte incluye a las personas que se definen en la Ley 427.011(1) de Florida:

Para ser tenidos en cuenta en el programa de transporte para personas desfavorecidas, los solicitantes deben ser personas que, debido a discapacidad física o mental, bajos ingresos o edad, no pueden transportarse por sí mismas o comprar transporte y, por lo tanto, dependen de otros para acceder a la atención médica, el empleo, las compras, las actividades sociales u otras actividades vitales. También podrán participar niños discapacitados o en situación de riesgo, o en riesgo de exclusión social, según se define en el artículo 411.202. F.S.

1. Este programa por lo general da servicio a las zonas rurales del condado de Lake y permite el transporte más allá de tres cuartos de milla de la ruta fija LakeXpress (LX). Por lo tanto, ofrece servicios de transporte que no están cubiertos por el programa ADA. Todos los viajes no esenciales (compras de comestibles, actividades recreativas, etc.) se realizarán hasta el centro más cercano.
2. Para determinar si un solicitante cumple los criterios de elegibilidad del programa TD, en primer lugar, debe comprobarse si **no dispone de ningún otro medio de transporte (incluido el servicio de autobús de ruta fija LakeXpress)** y si no tiene acceso al automóvil de un miembro de la unidad familiar, por lo que depende del transporte de otras personas; y si sus **ingresos familiares** documentados no superan el 200 % de las directrices de pobreza del Departamento de Salud y Servicios Humanos (<https://aspe.hhs.gov/poverty-guidelines>).
3. El solicitante debe proporcionar información y documentación relativa a todos los criterios para poder tomar una decisión precisa.
4. No tener otro medio de transporte a disposición de una persona también incluye no contar con ningún familiar en el hogar que pueda conducir un vehículo en nombre del solicitante y/o no ser propietario de un vehículo sin restricciones de conducción. Tenga en cuenta que presentar información falsa sobre si es propietario de un vehículo o tiene acceso a él es motivo para revocar la elegibilidad de un solicitante de TD e incluso para excluir a una persona de futuras oportunidades de servicio.
5. El comprobante de los **ingresos del hogar** es necesaria para todas las personas que obtengan ingresos dentro de él, a menos que exista una razón legítima que justifique la separación de los ingresos, como una relación de inquilino/arrendatario.
6. El Fondo Fiduciario de Transporte para Personas Desfavorecidas de Florida financia este programa. Dependiendo de la disponibilidad de fondos, se pueden denegar los viajes si el propósito del viaje no es adecuado. Las prioridades de los viajes se clasifican por orden de mayor prioridad de la siguiente manera: (1) Médico crítico, (2) Otros médicos, (3) Nutricional, (4) Empleo, (5) Educativo y (6) Viajes personales/otros.
7. El programa de TD funciona de lunes a viernes para todos los tipos de viajes, según lo

- permitan los fondos disponibles. Los sábados solo se prestan servicios para viajes médicos críticos (diálisis). El programa no presta servicio los domingos.
8. El programa TD sólo ofrece viajes fuera del condado a Gainesville, Wildwood, Oxford y Orlando los martes y jueves
 9. Todos los viajes del programa TD dentro de los límites del condado de Lake tienen una tarifa de \$2 por trayecto. Para los viajes a Gainesville, la tarifa es de \$10.00 por trayecto. La tarifa para los viajes a Orlando, Wildwood y Oxford es de \$5.00 por trayecto. Los solicitantes que acrediten dificultades económicas podrán solicitar una exención de la tarifa correspondiente a viajes específicos del programa TD.
 10. Para mantener su elegibilidad, los pasajeros deben volver a certificarse en el programa TD cada dos años.

La Línea de Ayuda del Ombudsman para Desfavorecidos en el Transporte está patrocinada por la Comisión de Florida para Personas Desfavorecidas en el Transporte

Línea de ayuda del Ombudsman: 1-800-983-2435

Personas con problemas de audición y del habla: Llamar al 711 Sistema de Retransmisión de Florida

Correo electrónico: CTDOmbudsman@dot.state.fl.us

Dirección postal: 605 Suwannee Street, MS-49, Tallahassee, Florida 32399-0450

Programa Voluntario de Dólares para Personas Desfavorecidas en el Transporte de Florida

Apoye a alguien que necesite servicios de transporte. Marque la casilla de Transporte para Personas Desfavorecidas en el formulario de renovación de la matrícula de su vehículo y done un dólar. Sus donaciones se quedan en el condado donde esté registrado su vehículo.

PROGRAMA DE ABONO DE AUTOBÚS TD

1. Se proporciona un pase de autobús de ruta fija sin costo alguno a las personas que reúnan los requisitos y que no puedan utilizar financieramente el sistema de ruta fija. Los beneficiarios elegibles reciben los pases de autobús únicamente por correo postal. Los pases de autobús TD no pueden recogerse en las instalaciones del Condado.
2. Para acceder al Programa de Bonos de Autobús TD, debe vivir en el condado de Lake, carecer de medios de transporte, incluidos familiares y amigos, y tener ingresos iguales o inferiores al 200% del nivel federal de pobreza.


¿Cómo puedo obtener un abono de autobús TD?


- Llene y envíe por correo la solicitud, junto con el comprobante de ingresos requerido, a la dirección que figura en la solicitud.
- Para verificar el estado de su solicitud, llame al (352) 742-2612 tres semanas (21 días) después de presentar la documentación.

3. Los clientes de TD que cumplan los requisitos pueden recibir un pase de autobús de 30 días, uno de 10 días no consecutivos o uno para todo el día sin costo alguno para el pasajero.

INSTRUCCIONES PARA LLENAR ESTA SOLICITUD

1. Llene la solicitud a máquina o con letra de molde legible y firme donde se indica.
2. Las solicitudes ilegibles, incompletas o sin firmar no serán aceptadas y serán devueltas. Si se envía por correo electrónico, el único formato de solicitud aceptable es el PDF de un escáner de documentos real. No se aceptan escáneres con cámara.
3. La tramitación de esta solicitud puede durar hasta **21** días naturales. El plazo de **21 días** comienza una vez recibida la solicitud completa (incluye todos los documentos justificativos que deben adjuntarse).
4. Se notificará a todos los solicitantes la decisión de elegibilidad por carta o correo electrónico.
5. Las solicitudes permanecerán activas durante un máximo de dos (2) años.
6. Llenar esta solicitud no indica automáticamente la aprobación para los programas ADA, TD o ambos.
7. Para facilitar el llenado de esta solicitud, las secciones estarán marcadas con logotipos. Ambos programas requieren algunas secciones, pero si un solicitante desea solicitar sólo el programa ADA o sólo el programa TD, llene las secciones con los siguientes logotipos:

Programa ADA - 

Programa TD - 

Lake County Connection utilizará la información en esta solicitud para proporcionar servicios de transporte solamente. No se proporcionará esta información a ninguna otra persona o agencia fuera del sistema de Tránsito del Condado Lake.

Si busca transporte de Medicaid, llame al (866) 762-2237

Florida Relay Voice: (800) 955-5700; TTY: (800) 955-8771

- ¿Qué tipo de servicios de paratransito solicita? ☐ ADA y/o ☐ TD
- ¿Está solicitando servicios de transporte para diálisis o quimioterapia? ☐ Sí ☐ No
- Programa abonos de ☐ autobús TD

(Ver requisitos de elegibilidad)

Si tiene alguna pregunta o desea presentar esta solicitud, póngase en contacto con nuestra oficina en:

**Lake County Transit Management
560 East Burleigh Boulevard
Tavares, FL 32778**

**(352) 742-2612, Opción 2
Fax: (352) 508-1285
lctm@ratpdev.com**

De lunes a viernes de 8 AM a 5 PM



Sección 1 - Programa ADA y TD

Apellido: _____ Nombre: _____ M.I.: _____

Dirección: _____ Apto #: _____ Edif. #: _____

Ciudad: _____ Estado: _____ Código postal: _____

Nombre de la subdivisión, complejo, instalación o intersección/ruta de autobús más cercana:

Si la subdivisión, complejo o instalación es una comunidad cerrada, indique el código de la puerta: _____

Dirección postal (si es diferente de la página anterior):

☐ Hombre Fecha de nacimiento: _____ Número de Seguro Social: _____

☐ Mujer Teléfono de casa: _____ Teléfono celular: _____

Correo electrónico (opcional): _____

¿Es usted beneficiario de Medicaid? ☐ Sí ☐ No No. de Medicaid: _____

¿Necesita materiales o correspondencia en un formato alternativo? ☐ Sí ☐ No

4. En caso afirmativo, especifique: ☐ Letra grande ☐ Archivo de audio ☐ Archivo de texto

Contacto en caso de emergencia

Nombre	Relación	Número de contacto principal	Número de contacto secundario

¿Autoriza a alguna(s) otra(s) persona(s) para que hagan los trámites de viaje en su nombre? En caso afirmativo, proporcione la siguiente información:

Nombre	Número de teléfono

Si reside en una institución (residencia de ancianos, centro de vida asistida, etc.), ¿dispone el centro de un vehículo para transportar a los residentes? ☐ Sí ☐ No

¿La institución lo ha transportado alguna vez? ☐ Sí ☐ No

Enumere los impedimentos, discapacidades u otras condiciones que pueda tener y que le impidan utilizar el programa de servicio de autobús de ruta fija de LakeXpress:

¿Desde cuándo padece esta condición? _____ ¿Su condición es permanente? _____

Indique a continuación si utiliza alguno de los siguientes dispositivos o equipos para la movilidad:

- | | | |
|--|--|--|
| <input type="checkbox"/> Silla de ruedas | <input type="checkbox"/> Scooter eléctrico | <input type="checkbox"/> Silla de ruedas eléctrica |
| <input type="checkbox"/> Andadera | <input type="checkbox"/> Bastón blanco largo | <input type="checkbox"/> Oxígeno portátil |
| <input type="checkbox"/> Bastón | <input type="checkbox"/> Refuerzos para piernas | <input type="checkbox"/> Muletas |
| <input type="checkbox"/> Caminar con ayuda | <input type="checkbox"/> Necesita asistente/acompañante de cuidados personales | |
| <input type="checkbox"/> Animal de servicio (describir): _____ | <input type="checkbox"/> Otros: _____ | |



Sección 2 - Programa ADA

Capacidad funcional ADA

Sin la ayuda de otra persona, usted puede:

¿Subir a un autobús?	<input type="checkbox"/> Sí <input type="checkbox"/> No	¿Leer/entender instrucciones?	<input type="checkbox"/> Sí <input type="checkbox"/> No
¿Manejar monedas y trasbordos de autobús?	<input type="checkbox"/> Sí <input type="checkbox"/> No	¿Caminar por una acera?	<input type="checkbox"/> Sí <input type="checkbox"/> No
¿Ir a la parada de autobús más cercana?	<input type="checkbox"/> Sí <input type="checkbox"/> No	¿Pararse en una parada de autobús?	<input type="checkbox"/> Sí <input type="checkbox"/> No
¿Identificar el autobús correcto?	<input type="checkbox"/> Sí <input type="checkbox"/> No	¿Caminar ¾ de milla?	<input type="checkbox"/> Sí <input type="checkbox"/> No
¿Subir un escalón de 12 pulgadas?	<input type="checkbox"/> Sí <input type="checkbox"/> No	¿Cruzar una calle?	<input type="checkbox"/> Sí <input type="checkbox"/> No
¿Mantener el equilibrio mientras está sentado?	<input type="checkbox"/> Sí <input type="checkbox"/> No	¿Agarrarse a asideros y barandillas?	<input type="checkbox"/> Sí <input type="checkbox"/> No
¿Dar su dirección y número de teléfono?	<input type="checkbox"/> Sí <input type="checkbox"/> No	¿Reconocer puntos de referencia?	<input type="checkbox"/> Sí <input type="checkbox"/> No
¿Esperar fuera más de 15 minutos?	<input type="checkbox"/> Sí <input type="checkbox"/> No	¿Viajar entre multitudes?	<input type="checkbox"/> Sí <input type="checkbox"/> No

¿Puede viajar solo? ☐ Sí ☐ No

Si utiliza un dispositivo para la movilidad, ¿la puerta/entrada de su residencia es accesible?¹ ☐ Sí ☐ No

¿Ha utilizado o utiliza actualmente el servicio de ruta fija LakeXpress?² ☐ Sí ☐ No

¿Qué tanto puede caminar? _____ ¿Qué tanto puede caminar con ayuda para la movilidad? _____

¿Necesita el elevador para sillas de ruedas para subir al autobús? ☐ Sí ☐ No

Tiene algún miembro enyesado, ortopédico, fusionado o que no se pueda doblar? ☐ Sí ☐ No

¹ Los conductores de LCC no pueden ayudar a meter o sacar dispositivos de movilidad de una residencia, ni a subir o bajar escaleras, ni a atravesar hierba o arena.

² Nota: Todos los autobuses LCC y LakeXpress son totalmente accesibles con elevadores y rampas para sillas de ruedas. Además, todos los autobuses LakeXpress pueden bajar la altura para facilitar el acceso.

Si no utiliza el servicio LakeXpress, lea las siguientes afirmaciones y marque todas las que se apliquen a su caso. Puede seleccionar más de una:

- ☐ Tengo una discapacidad temporal que me impide llegar a la parada del autobús o utilizar el servicio. Necesitaré el servicio ADA sólo hasta que me recupere.
- ☐ No puedo llegar a la parada del autobús.
- ☐ Tengo una discapacidad cognitiva que me impide recordar y comprender lo que debo hacer para encontrar el camino de ida y vuelta a la parada y para viajar en autobús.
- ☐ Tengo una discapacidad visual que me impide encontrar el camino de ida y vuelta a la parada del autobús.

- ☐ Tengo una afección médica grave. La afección me provoca un impedimento que me imposibilita utilizar el servicio regular de autobuses.
- ☐ Tengo una discapacidad episódica. Puedo utilizar los servicios de ruta fija de LakeXpress cuando me encuentro bien, pero en los días malos no puedo llegar a la parada ni subir al autobús.

NOTA: La Oficina de Servicios de Tránsito del Condado de Lake ofrece formación sobre viajes para los servicios de ruta fija de LakeXpress (LX) para enseñar a las personas a utilizar estos servicios. La participación en el programa no afectará a su derecho a recibir el servicio de Paratransito de la ADA.

- ☐ Marque aquí si desea recibir más información sobre capacitación en materia de viajes.

El Programa de Paratransito de la ADA requiere que un profesional médico autorizado y aceptado llene un Formulario de Verificación Médica (MVF). El Formulario de Verificación Médica (MVF) son las dos (2) últimas páginas de esta solicitud.



Sección 3 - Programa de TD

¿Puede usted acceder al servicio de ruta fija de LakeXpress desde su casa? ☐ Sí ☐ No

¿Existe alguna circunstancia que le impida utilizar el servicio de autobús LakeXpress? ☐ Sí ☐ No

En caso afirmativo, descríbala: _____

¿Tiene citas médicas programadas semanalmente? ☐ Sí ☐ No

¿Cuántas citas médicas suele tener al mes? _____

¿Cómo viaja actualmente a su(s) destino(s)?

☐ Conduce usted mismo ☐ Taxi ☐ Uber/Lyft ☐ LakeXpress ☐ Lake County Connection

☐ Familia o amigos ☐ Otros (explique): _____

¿Usted o alguien de su hogar es dueño actualmente un vehículo de motor? ☐ Sí ☐ No

En caso afirmativo, ¿qué le impide a usted o a alguien de su familia conducir el vehículo? _____

Deberá presentarse una carta en la que se explique por qué el solicitante no puede acceder a ningún vehículo disponible en el hogar para cubrir sus necesidades de transporte.

¿Cuáles son los nombres y edades, incluido usted mismo, de las personas que viven en su hogar?

Por favor, indique la razón por la que solicita los servicios del programa de Transporte para Personas Desfavorecidas (TD) (marque todas las que correspondan):

- ☐ No vivo dentro del área de servicio de rutas fijas de LakeXpress.
- ☐ Tengo 60 años o más.
- ☐ Mi nivel de ingresos es inferior al 200% de las directrices federales de pobreza vigentes (se requiere una prueba de ingresos).
- ☐ Tengo una discapacidad reconocida.
- ☐ Otros (especifique): _____

Verificación de ingresos

Indique los ingresos mensuales combinados de todas las personas que viven en el hogar \$ _____

¿Recibe actualmente asistencia pública, como cupones para alimentos? ☐ Sí ☐ No

Desglose de ingresos mensuales: Por favor, incluya todos los salarios, pagos por incapacidad, pagos del Seguro Social, pensiones, dividendos, inversiones, etc., que componen **el total de los ingresos brutos anuales de su hogar.**

Para tramitar su solicitud, **se requiere un comprobante de ingresos de todas las personas que componen el total de ingresos del hogar.** Esta información debe presentarse junto con la solicitud.

Indique el total de ingresos familiares de cada una de las categorías siguientes:

Salario: \$ _____ SSI: \$ _____ SSDI: \$ _____ Pensión: \$ _____

Intereses/Dividendos: \$ _____ Pago por accidente laboral: \$ _____ Familiares: \$ _____

Otro (explique): _____

Ingresos mensuales totales del hogar: \$ _____

Proporcione las siguientes formas aceptables de comprobante de ingresos totales del hogar:

- Dos (2) de sus Recibos de Sueldo más recientes (consecutivos)
- Dos (2) meses consecutivos de sus Estados de Cuenta Bancarios más recientes de todos los miembros de la unidad familiar
- Aviso / Carta de Verificación de Ingresos del Seguro Social

- Primera (1ra) página de su última Declaración de Impuestos
 - Estado de Cuenta de la Jubilación / Pensión
 - Aviso / carta de Comprobación de Ingresos de la Indemnización por Desempleo
 - Carta de Prestaciones del Departamento de Infancia y Familias
- ***Si es inquilino de una habitación / alojamiento, debe presentar una declaración de su casero en la que figure la cantidad que paga por alojamiento, servicios públicos, comidas y cualquier otro gasto incluido.***
- ***Si no tiene ingresos, proporcione una carta de la persona o institución que le ayuda.***

Gastos mensuales del hogar:

Vivienda: \$ _____ Servicios públicos: \$ _____ Vehículo: \$ _____ Comida: \$ _____
Cable: \$ _____ Teléfono: \$ _____ Teléfono celular: \$ _____ Médico: \$ _____
Farmacia: \$ _____ Combustible: \$ _____ Seguro de hogar: \$ _____
Seguro de coche: \$ _____ Otros: _____ Costo \$: _____

Total de gastos mensuales del hogar: \$ _____

¿Viajaría en LakeXpress si le proporcionaran un pase de autobús gratuito? ☐ Sí ☐ No

Lista de verificación de la solicitud:

- ☐ ¿Adjuntó una copia en color de su identificación oficial o licencia de conducir?
- ☐ ¿Adjuntó el comprobante de ingresos de su hogar?
- ☐ ¿Adjuntó el formulario de verificación médica llenado por un profesional médico autorizado?
- ☐ Si es usted arrendatario, ¿incluyó la carta de la persona que le renta?
- ☐ Si usted o alguien de su familia es dueño de un vehículo, ¿proporcionó su carta indicando por qué no puede utilizarlo?



Sección 4 - Programa ADA y TD

Certificación y reconocimiento

Entiendo y afirmo que la información proporcionada en esta solicitud para los servicios del Programa ADA y/o del Programa TD es verdadera y correcta a mi leal saber y entender, y que se mantendrá confidencial y solo se compartirá con los profesionales médicos y de transporte participantes en la evaluación y determinación de mis necesidades y elegibilidad para el transporte hacia y desde los servicios y citas elegibles.

Entiendo que proporcionar información falsa o engañosa, hacer reclamaciones fraudulentas o declaraciones falsas en nombre de otras personas podría constituir un delito grave según las leyes del Estado de Florida y dar lugar a la revocación de mi estatus de elegibilidad.

Estoy de acuerdo en notificar a Lake County Connection si hay algún cambio en mis circunstancias personales o en la información personal como, por ejemplo, mi dirección o mi número de teléfono, o si ya no necesito utilizar ninguno de los servicios del programa solicitados. Entiendo que, si soy aprobado para cualquier servicio del programa, debo recertificarme dos años después de la aprobación de los servicios, independientemente de mis calificaciones anteriores.

La Junta de Comisionados del Condado Lake y nuestro operador, Lake County Transit Management, Inc., recopilan su número de Seguro Social, si corresponde, para los siguientes fines:

- *Identificación y verificación*
- *Elegibilidad para el programa*
- *Facturación y pagos*
- *Tramitación de prestaciones*

Los números de Seguro Social pueden utilizarse como un identificador numérico único y pueden utilizarse con fines de búsqueda.

Firma del solicitante: _____ Fecha: _____

Firma por el solicitante: _____ Fecha: _____

Relación con el solicitante: _____



Formulario de verificación médica

Si está solicitando los servicios puerta a puerta de Paratrásito ADA debido a una discapacidad física, condición cognitiva o impedimento verificado médicamente, este Formulario de Verificación Médica debe llenarlo y firmarlo un profesional médico autorizado.

Entre los profesionales médicos autorizados se incluyen:

- Médico
- Doctor en medicina osteopática
- Doctor en quiropráctica
- Terapeuta ocupacional (con licencia/registrado)
- Audiólogo
- Oftalmólogo
- Psicólogo
- Enfermera diplomada
- Enfermera titulada
- Fisioterapeuta
- ARNP

Asegúrese de escribir en letra de molde su nombre, fecha de nacimiento y los 4 últimos dígitos de su Número de Seguro Social en el formulario para ayudar a su profesional médico.

Apellido: _____ Nombre: _____ M.I.: _____

Fecha de nacimiento: _____ 4 últimos dígitos del Número de Seguro Social: _____

Descargo de responsabilidad del solicitante

Entiendo que este formulario de evaluación tiene como objetivo determinar mi elegibilidad para los servicios de puerta a puerta de Paratrásito ADA. Entiendo que la información sobre mi discapacidad contenida en esta solicitud se mantendrá confidencial y sólo se compartirá con los profesionales implicados en la evaluación de mi elegibilidad. Autorizo a mi representante médico a divulgar toda la información relativa a mi condición médica a Lake County Transit Management, Inc. D.B.A. Lake County Connection. Entiendo que proporcionar información falsa o engañosa podría revocar mi estatus de elegibilidad. Estoy de acuerdo en notificar a Lake County Connection dentro de diez (10) días si las circunstancias cambian o ya no necesito usar los servicios de Paratrásito.

Firma del solicitante: _____ Fecha _____

Alguien puede firmar en su nombre si el solicitante no puede firmar este formulario.

Firma por el Solicitante: _____

Relación con el solicitante: _____

Fecha: _____

Un profesional médico debe llenar lo siguiente.

Estimado médico:

Este formulario debe llenarse para procesar la solicitud de elegibilidad de este solicitante para el servicio de transporte de puerta a puerta de Lake County Connection.

Solo un profesional médico autorizado que conozca la capacidad funcional del solicitante para utilizar este servicio de autobús de ruta fija debe llenar este formulario. Todos los vehículos de LakeXpress de ruta fija están equipados con elevadores/rampas para sillas de ruedas, y los autobuses disponen de señalizadores automáticos que anuncian todos los puntos de referencia, calles e intersecciones importantes.

La información que proporcione a continuación debe basarse únicamente en que el solicitante tenga una limitación física o cognitiva real que le impida utilizar el servicio de ruta fija de LakeXpress o conducir un vehículo de motor. El diagnóstico de una enfermedad o condición potencialmente limitante no es una determinación suficiente para los servicios de paratransito.

ESTE FORMULARIO LO DEBE LLENAR UN PROFESIONAL MÉDICO Y DEBE INCLUIR UN NÚMERO DE LICENCIA MÉDICA VÁLIDO, DIRECCIÓN, NÚMERO DE TELÉFONO Y LA FIRMA DEL PROFESIONAL MÉDICO.

Nombre del paciente: _____

¿Cuál es la discapacidad del solicitante? _____

¿Cómo impide funcionalmente la afección al solicitante utilizar los autobuses regulares?

¿La afección es permanente o temporal? ☐ Permanente ☐ Temporal

Si es temporal, ¿cuál es su duración? _____

Información profesional médica:

Firma del profesional médico: _____ Fecha: _____

Número de licencia médica: _____ Estado de expedición: _____

Nombre en letra de molde: _____ Título: _____

Dirección: _____ Suite #: _____ Edif. #: _____

Ciudad: _____ Estado: _____ Código postal: _____

Número de teléfono _____ Extensión: _____ Número de fax: _____

Correo electrónico: _____ Persona de contacto: _____

Lake County Transit Report

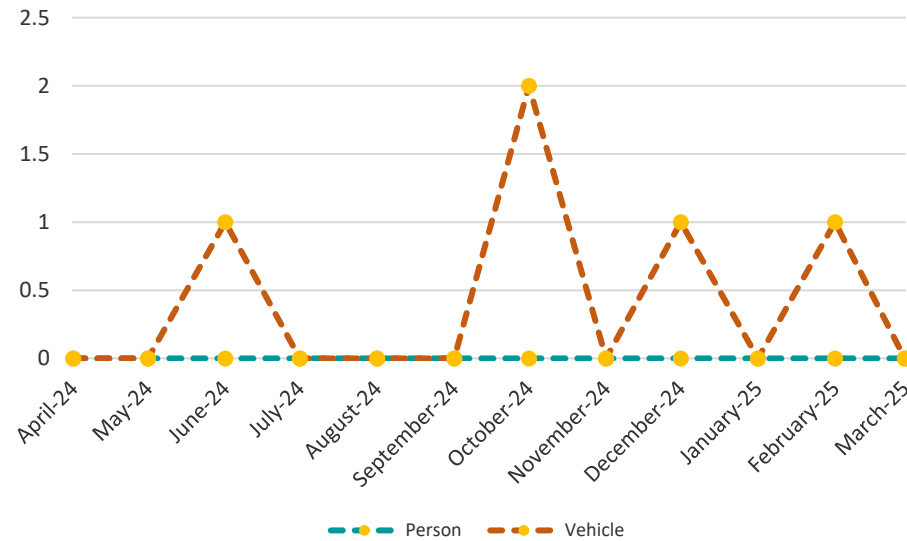
June 2, 2025

The data contained herein has been provided by Lake County Transit.

Table 1: Lake County Connection Preventable Accidents

Month / Year	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Total
Person	0	0	0	0	0	0	0	0	0	0	0	0	0
Vehicle	0	0	1	0	0	0	2	0	1	0	1	0	5
Person and Vehicle	0	0	0	0	0	0	0	0	0	0	0	0	0

Figure 1: Lake County Connection Preventable Accidents

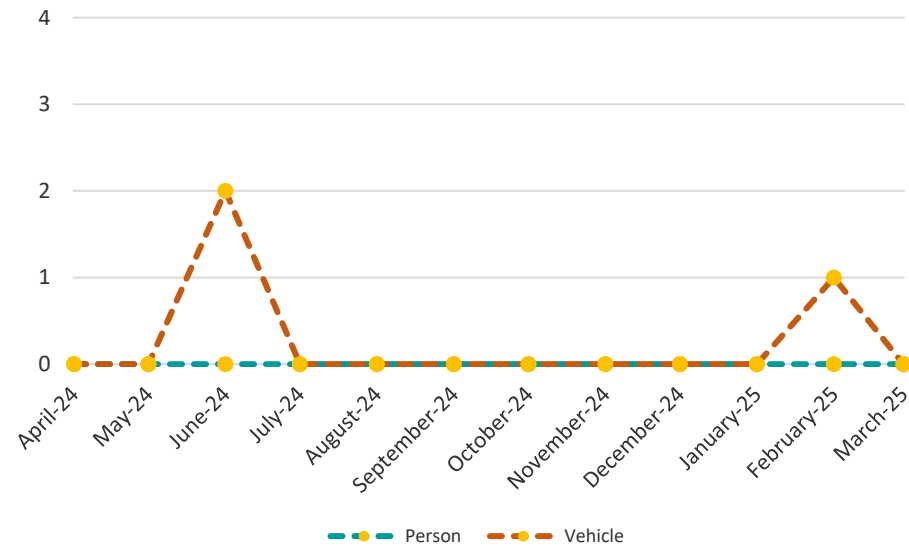


Source: 01 Accident Report 06-02-2025

Table 2: Lake County Connection Non-Preventable Accidents

Month / Year	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-25	Feb-25	Mar-25	Total
Person	0	0	0	0	0	0	0	0	0	0	0	0	0
Vehicle	0	0	2	0	0	0	0	0	0	0	1	0	3
Person and Vehicle	0	0	0	0	0	0	0	0	0	0	0	0	0

Figure 2: Lake County Connection Non-Preventable Accidents

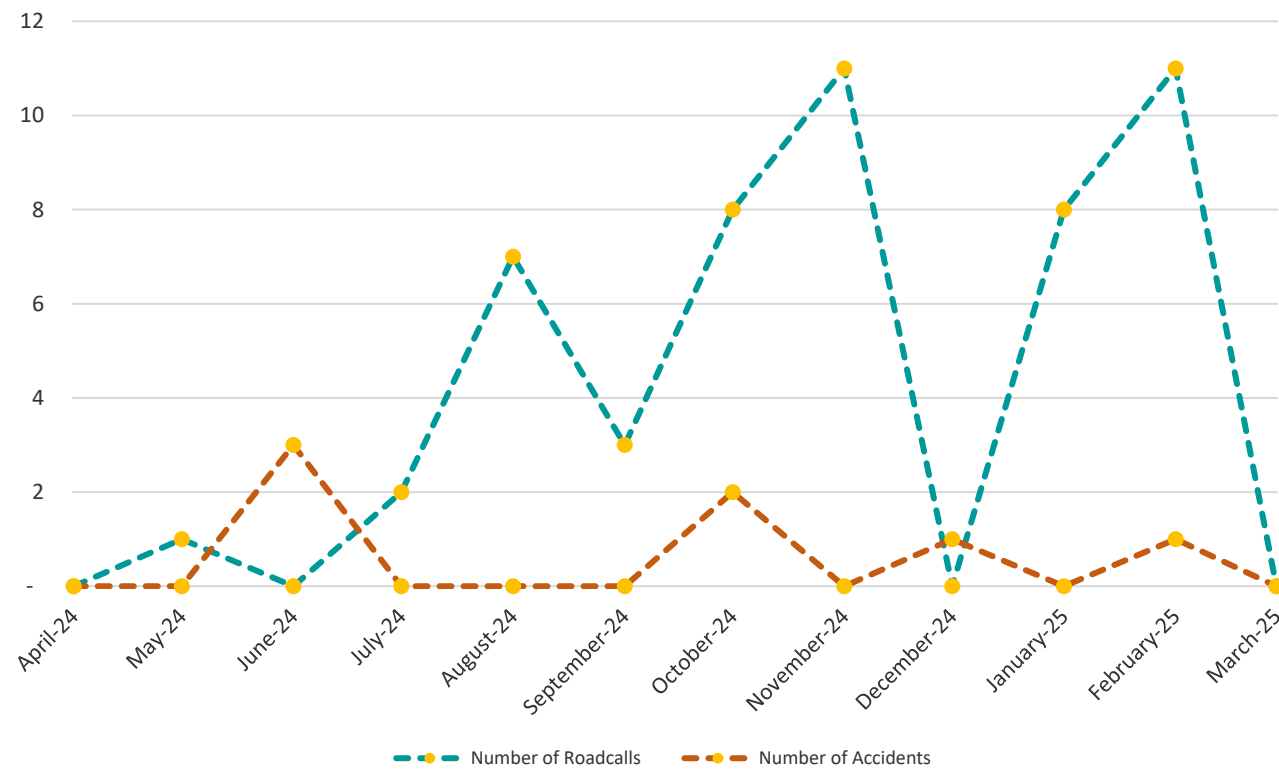


Source: 01 Accident Report 06-02-2025

Table 3: Accidents and Roadcalls

Month/Year	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Total
Number of Roadcalls	-	1	-	2	7	3	8	11	-	8	11	-	51
Number of Accidents	-	-	3	-	-	-	2	-	1	-	1	-	7

Figure 3: Accidents and Roadcalls

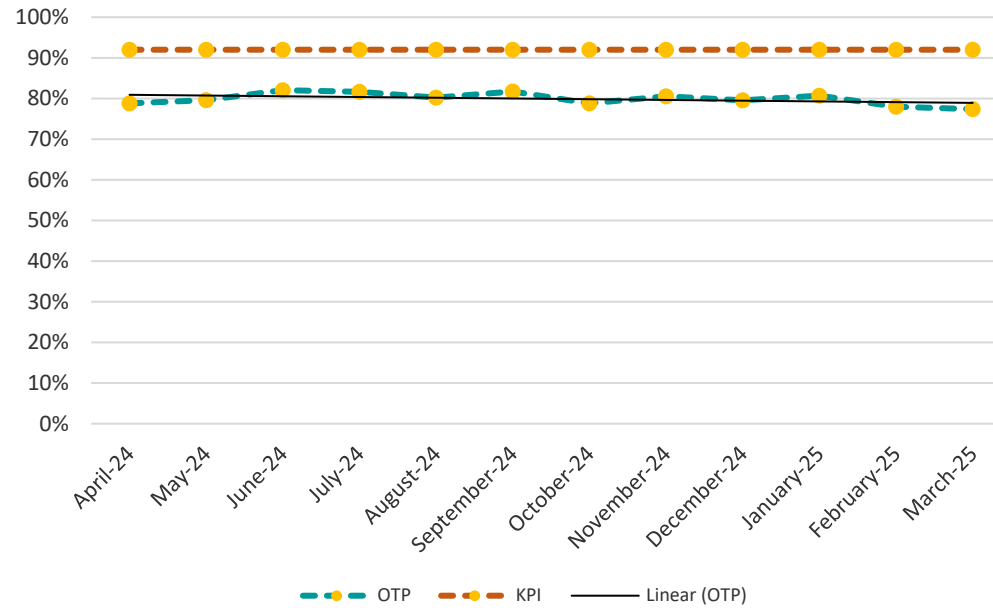


Source: 02 CTC AOR Monthly Report 06-02-2025

Table 4: Lake County Connection On Time Performance (OTP)

Month/Year	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Average
On Time Performance	79%	80%	82%	82%	80%	82%	79%	81%	80%	81%	78%	77%	80%
On Time Performance Goal	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%

Figure 4: Lake County Connection On Time Performance



Source: 05 LCC OTP Report 06-02-2025

Table 5: Lake County Transit Trips

Month/Year	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Total
Total Reservations	7,090	7,328	6,388	7,073	6,952	6,145	6,220	6,029	5,954	6,105	5,987	6,230	77,501
Passenger Cancellations	903	952	835	1,024	960	684	467	377	456	378	303	350	7,689
Passenger No Shows	217	202	212	302	249	216	363	245	256	267	276	275	3,080

Figure 5: Lake County Transit Trips

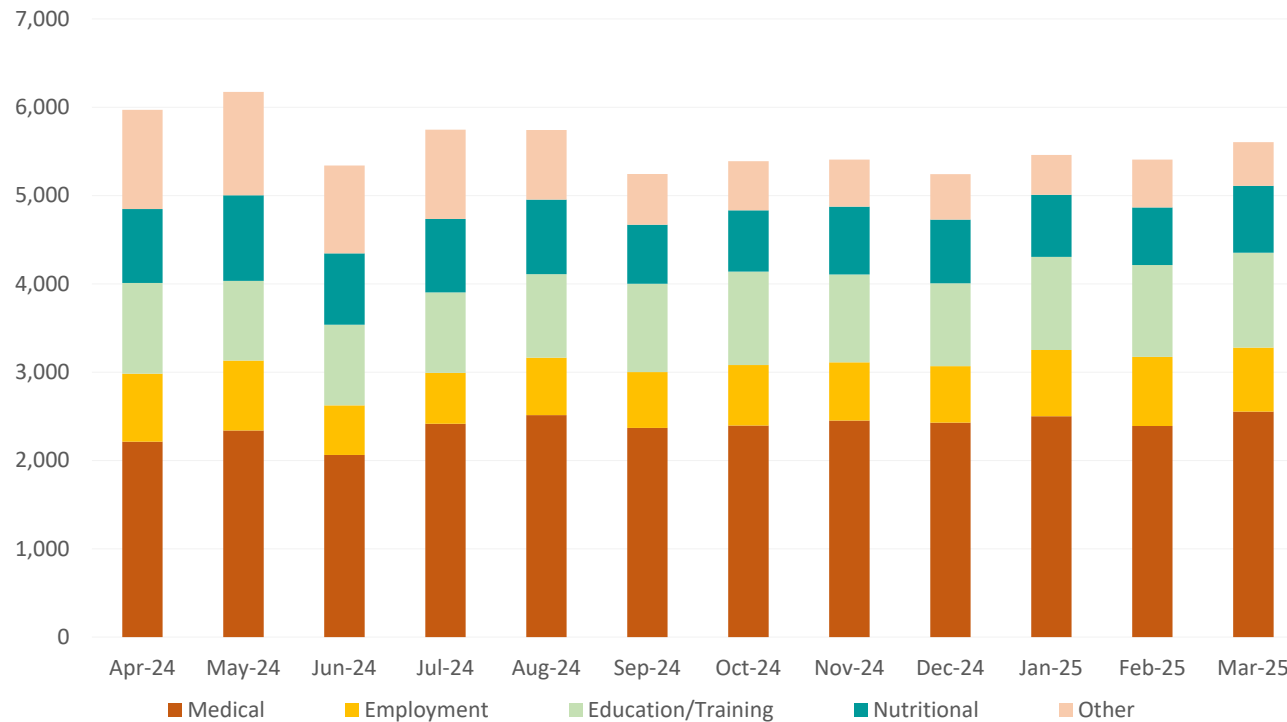


Source: 02 CTC AOR Monthly Report 06-02-2025

Table 6: Trip Purpose

Month/Year	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Total
Medical	2,213	2,339	2,063	2,416	2,513	2,369	2,396	2,452	2,428	2,501	2,390	2,553	28,633
Employment	770	792	561	576	651	633	685	660	640	750	783	726	8,227
Education/Training	1,028	903	914	911	946	1,000	1,058	994	939	1,054	1,040	1,073	11,860
Nutritional	837	969	808	832	844	667	694	769	721	703	652	758	9,254
Other	1,122	1,171	995	1,012	789	576	557	532	514	452	543	495	8,758
Total	5,970	6,174	5,341	5,747	5,743	5,245	5,390	5,407	5,242	5,460	5,408	5,605	66,732

Figure 6: Trip Purpose

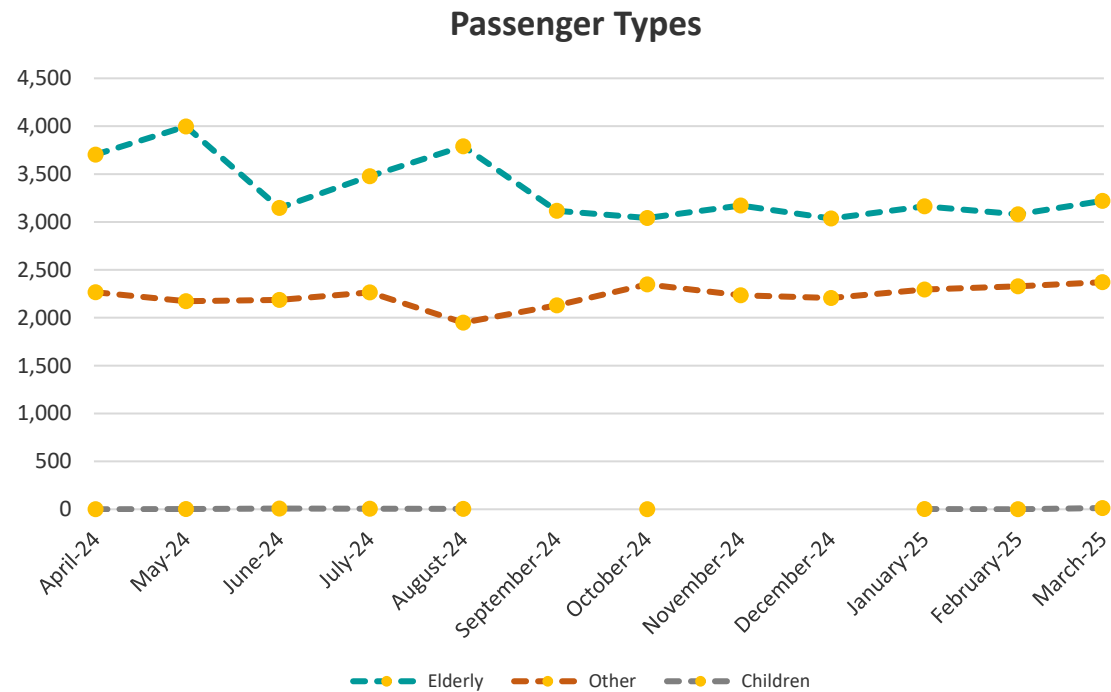


Source: 02 CTC AOR Monthly Report 06-02-2025

Table 7: Passenger Types

Month/Year	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Total
Elderly	3,704	3,998	3,147	3,478	3,790	3,116	3,041	3,172	3,036	3,164	3,080	3,221	39,947
Other	2,266	2,173	2,187	2,264	1,949	2,129	2,349	2,235	2,206	2,294	2,328	2,371	26,751
Children	-	3	7	5	4		-			2	-	13	34
Total	5,970	6,174	5,341	5,747	5,743	5,245	5,390	5,407	5,242	5,460	5,408	5,605	66,732

Figure 7: Passenger Types

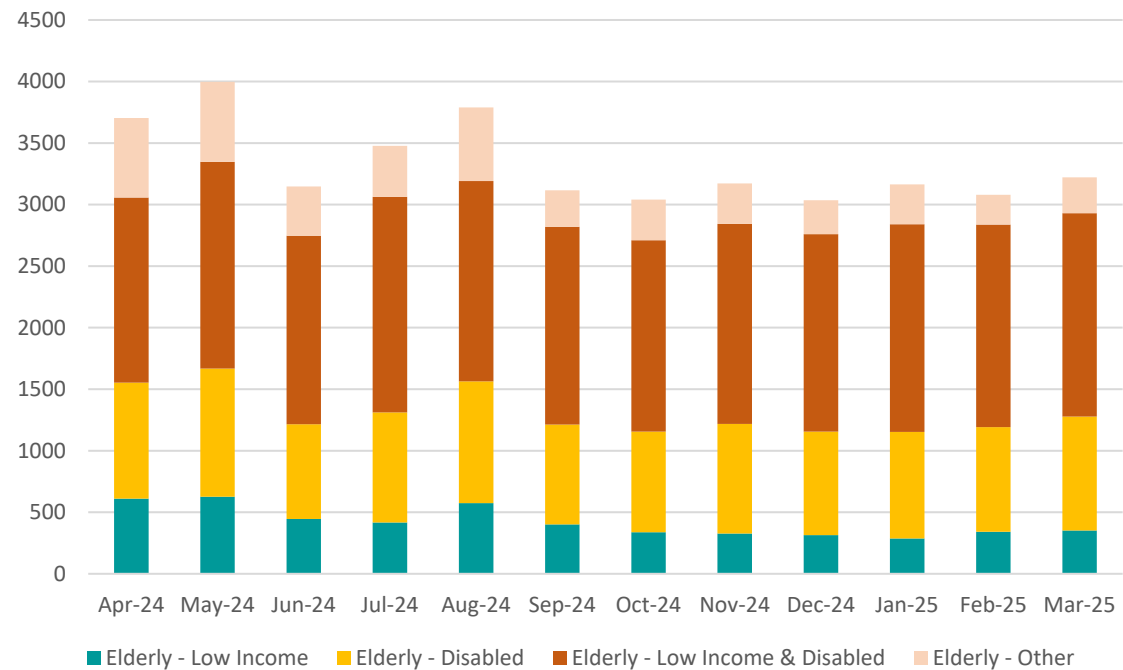


Source: 02 CTC AOR Monthly Report 06-02-2025

Table 8: Lake County Connection Passenger Types – Elderly

Month/Year	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Total
Elderly - Low Income	611	626	445	417	574	401	338	327	314	287	341	352	5,033
Elderly - Disabled	942	1,042	770	895	990	812	818	891	841	866	851	926	10,644
Elderly - Low Income & Disabled	1,504	1,680	1,532	1,751	1,628	1,606	1,554	1,625	1,605	1,688	1,646	1,652	19,471
Elderly - Other	647	650	400	415	598	297	331	329	276	323	242	291	4,799

Figure 8: Lake County Connection Passenger Types – Elderly

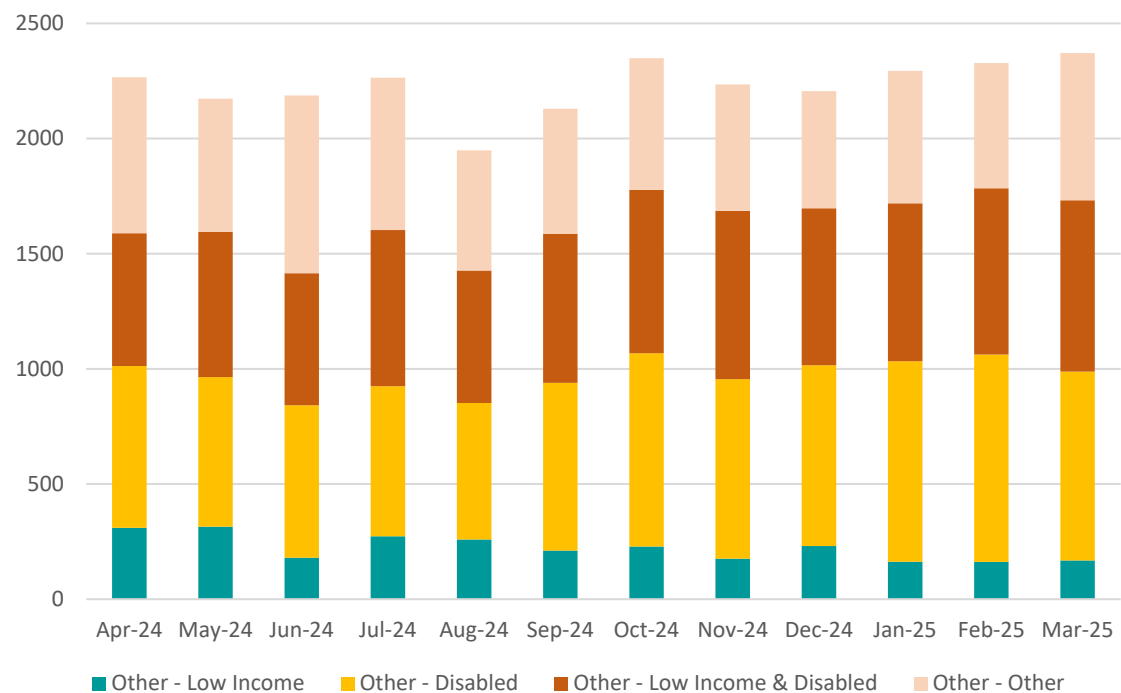


Source: 02 CTC AOR Monthly Report 06-02-2025

Table 9: Lake County Connection Passenger Types – Other

Month/Year	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Total
Other - Low Income	310	315	180	273	259	211	229	176	231	163	162	168	2,677
Other - Disabled	702	649	662	652	593	728	839	779	785	870	900	820	8,979
Other - Low Income & Disabled	577	631	573	678	575	648	709	731	681	686	722	744	7,955
Other - Other	677	578	772	661	522	542	572	549	509	575	544	639	7,140

Figure 9: Lake County Connection Passenger Types – Other

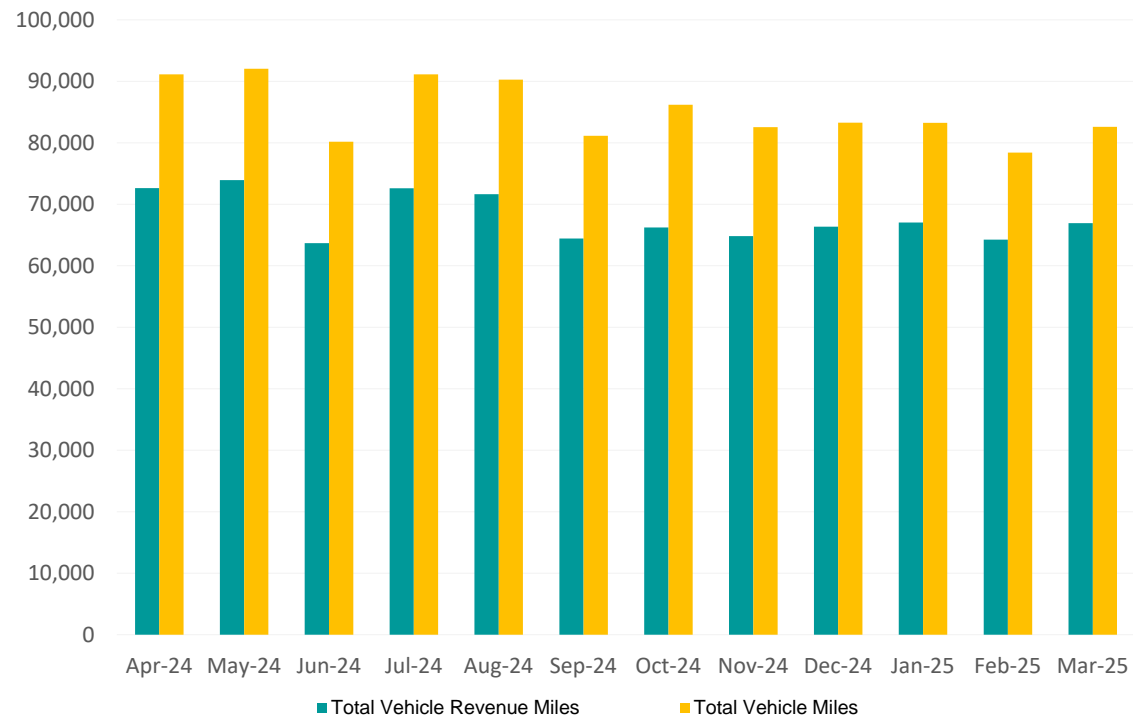


Source: 02 CTC AOR Monthly Report 06-02-2025

Table 10: Vehicle Miles

Month/Year	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Total
Total Vehicle Revenue Miles	72,643	73,938	63,687	72,610	71,633	64,440	66,221	64,816	66,361	67,035	64,256	66,924	814,564
Total Vehicle Miles	91,143	92,043	80,187	91,146	90,270	81,140	86,197	82,558	83,277	83,262	78,398	82,608	1,022,229

Figure 10: Vehicle Miles

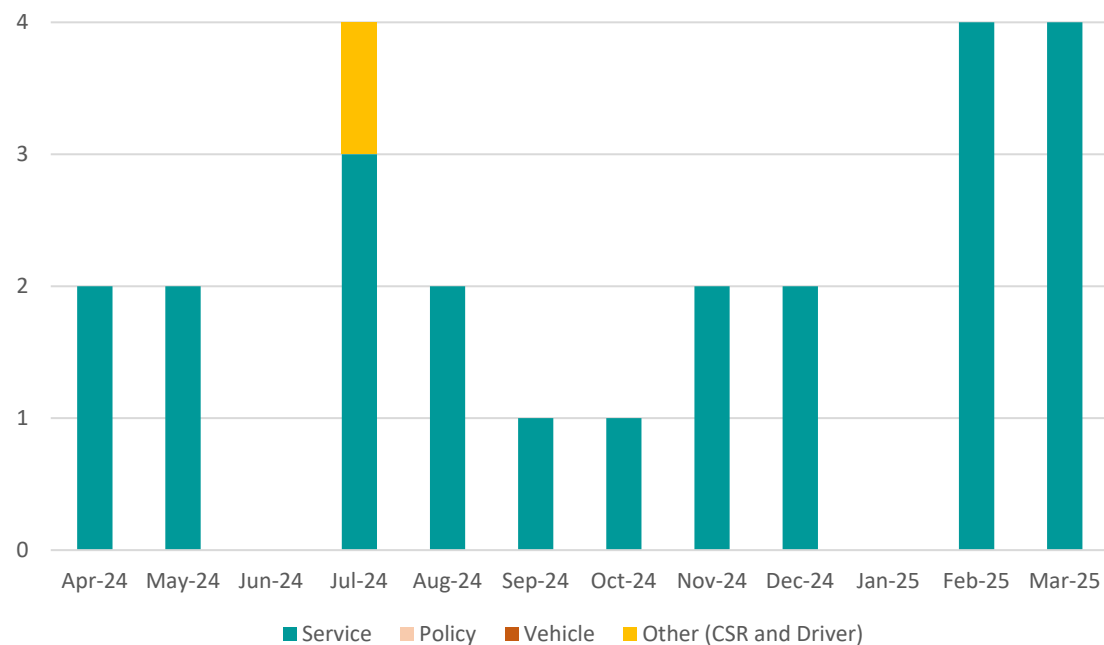


Source: 02 CTC AOR Monthly Report 06-02-2025

Table 11: Valid Complaints

Month/Year	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Total
Service	2	2	0	3	2	1	1	2	2	0	6	6	27
Policy	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
Other (CSR and Driver)	0	0	0	1	0	0	0	0	0	0	0	0	1
Total Valid Complaints	2	2	0	4	2	1	1	2	2	0	6	6	28

Figure 11: Valid Complaints



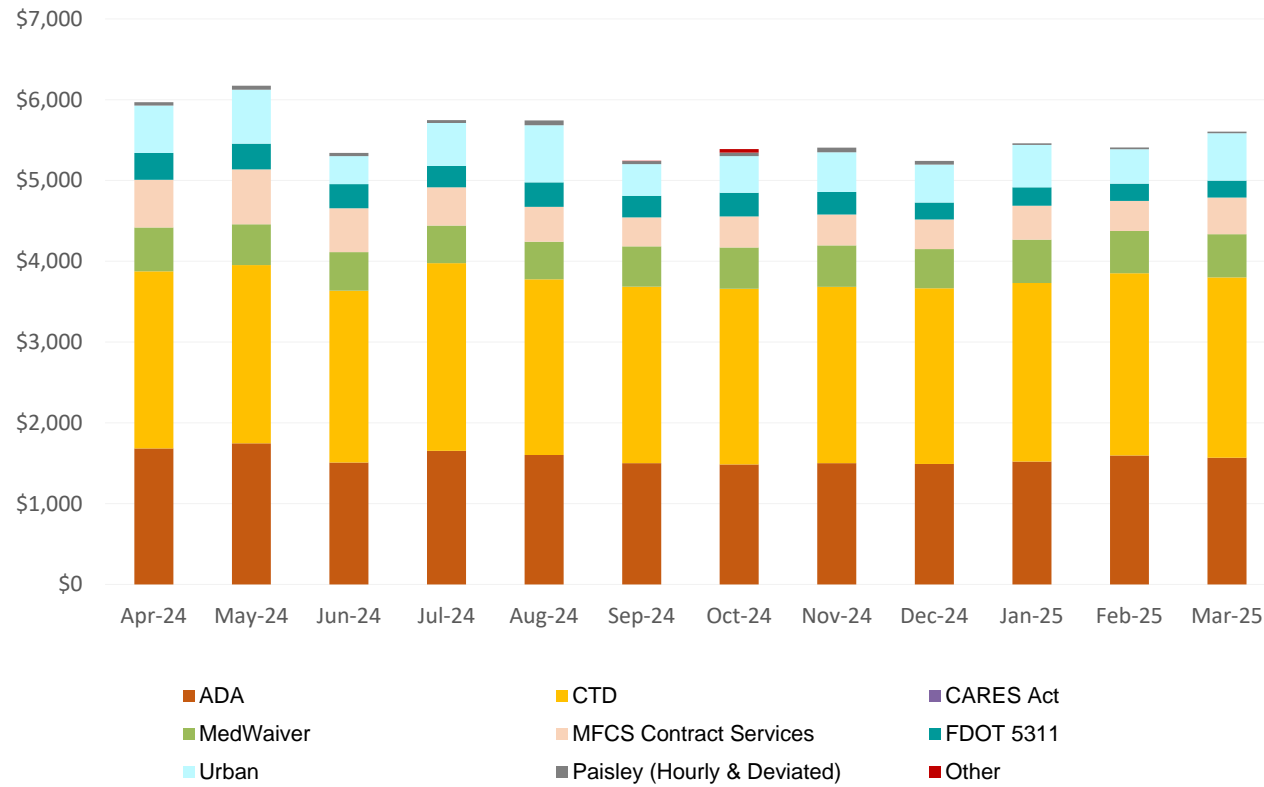
Source: 04 Complaint Report 06-02-2025

Table 12: Lake County Connection Funding Source

Funding Source	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Total
ADA	1,683	1,746	1,510	1,653	1,603	1,501	1,486	1,502	1,492	1,521	1,596	1,568	18,861
CTD	2,193	2,208	2,126	2,324	2,173	2,184	2,174	2,182	2,175	2,211	2,257	2,232	26,439
CARES Act	-	-	-	-	-	-	-	-	-	-	-	-	-
MedWaiver	543	505	478	465	467	499	511	512	485	537	523	536	6,061
MFCS Contract Services	589	678	543	473	431	360	385	383	365	418	371	452	5,448
FDOT 5311	333	320	298	266	303	267	293	280	211	229	215	211	3,226
Urban	587	667	346	530	708	391	453	490	468	525	425	587	6,177
Paisley (Hourly & Deviated)	42	50	40	36	58	39	44	58	46	19	21	19	472
Other	-	-	-	-	-	4	44	-	-	-	-	-	48
Total Actual County Trips	5,970	6,174	5,341	5,747	5,743	5,245	5,390	5,407	5,242	5,460	5,408	5,605	66,732

Source: 02 CTC AOR Monthly Report 06-02-2025

Figure 12: Lake County Connection Funding Source



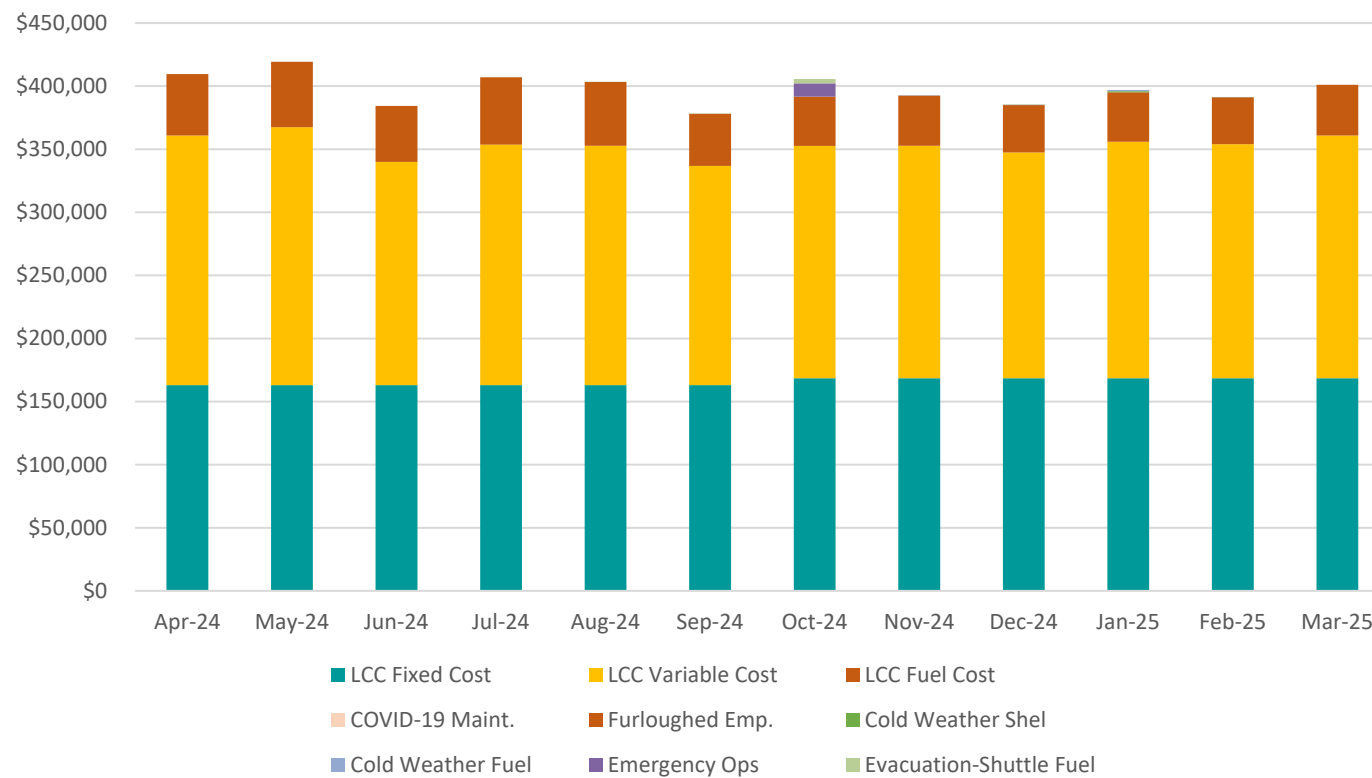
Source: 02 CTC AOR Monthly Report 06-02-2025

Table 13: Lake County Connection Contract Amount

	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Total
LCC Fixed Cost	\$163,048	\$163,048	\$163,048	\$163,048	\$163,048	\$163,048	\$168,542	\$168,542	\$168,542	\$168,542	\$168,542	\$168,542	\$1,989,540
LCC Variable Cost	\$197,817	\$204,358	\$176,894	\$190,576	\$189,708	\$173,724	\$184,063	\$184,166	\$178,898	\$187,334	\$185,474	\$192,326	\$2,245,340
LCC Fuel Cost	\$48,713	\$51,956	\$44,399	\$53,386	\$50,646	\$41,399	\$39,091	\$39,735	\$37,575	\$39,239	\$37,207	\$40,225	\$523,570
COVID-19 Maint.	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-
Furloughed Emp.	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-
Cold Weather Shel	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$928	\$80	\$-	\$1,008
Cold Weather Fuel	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$996	\$118	\$-	\$1,114
Emergency Ops	\$-	\$-	\$-	\$-	\$-	\$-	\$10,558	\$220	\$242	\$-	\$-	\$-	\$11,020
Evacuation-Shuttle Fuel	\$-	\$-	\$-	\$-	\$104	\$157	\$3,338	\$107	\$338	\$-	\$-	\$-	\$4,044

Source: 07 Performance Measures Report 06-02-25

Figure 13: Lake County Connection Contract Amount

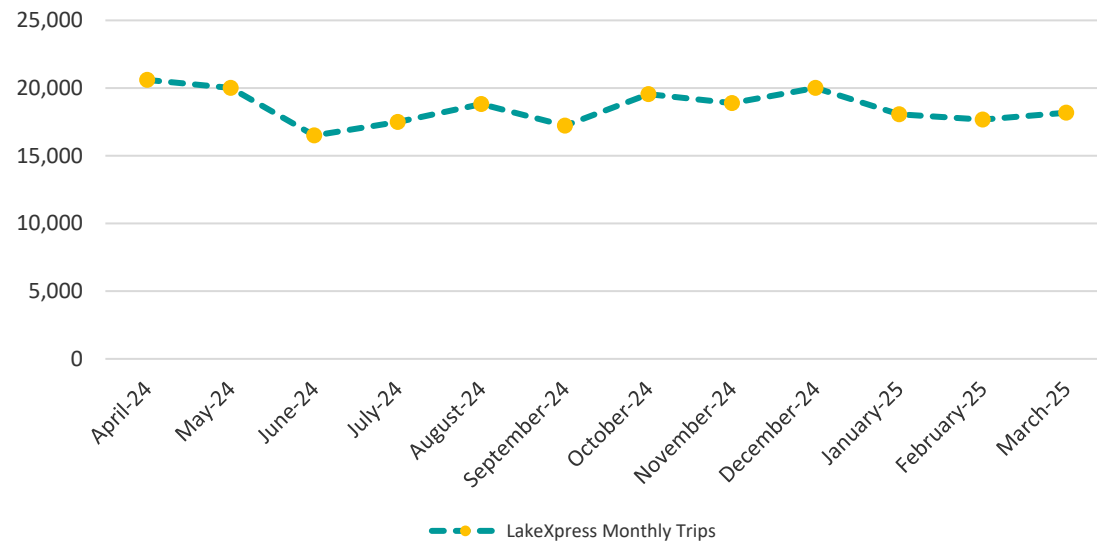


Source: 07 Performance Measures Report 06-02-25

Table 14: LakeXpress Monthly Trips

	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Total
LakeXpress Monthly Trips	20,604	20,009	16,497	17,501	18,822	17,220	19,552	18,887	20,018	18,068	17,673	18,176	223,027

Figure 14: LakeXpress Monthly Trips

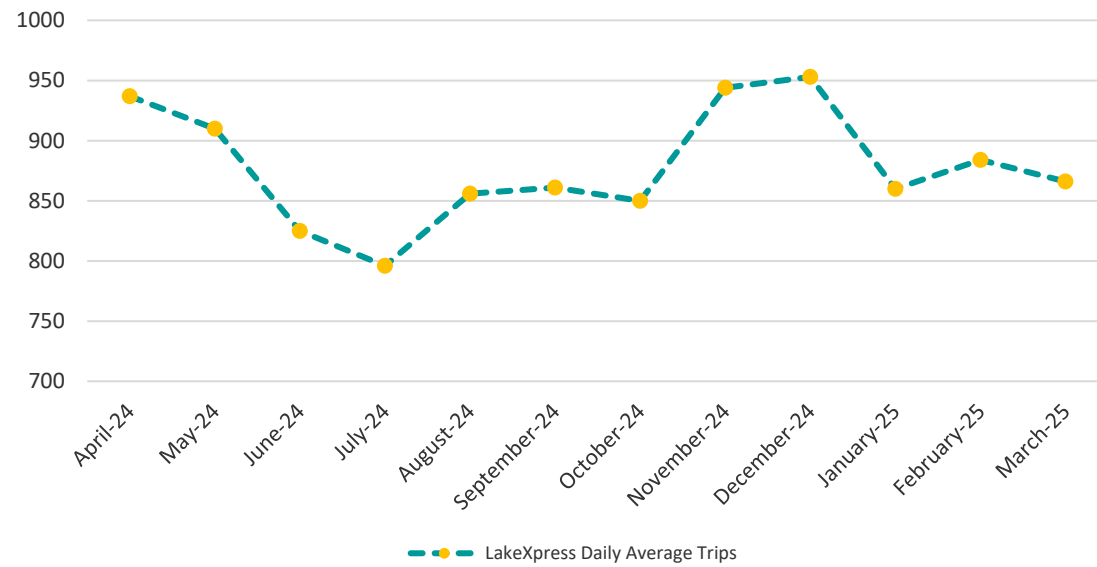


Source: 06 LX Monthly Trip Report 6-02-2025

Table 15: LakeXpress Daily Average Trips

	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Average
LakeXpress Daily Average Trips	937	910	825	796	856	861	850	944	953	860	884	866	879

Figure 15: LakeXpress Daily Average Trips

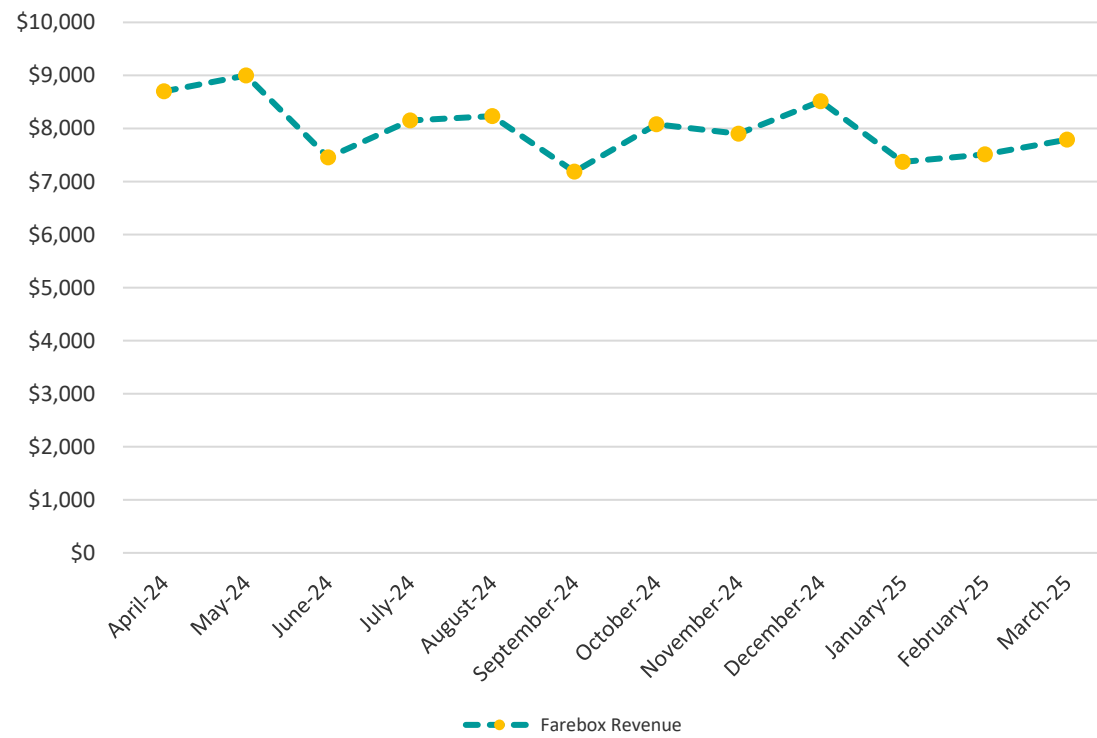


Source: 06 LX Monthly Trip Report 6-02-2025

Table 16: LakeXpress Farebox Revenue

	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Total
Farebox Revenue	\$8,700	\$8,999	\$7,456	\$8,150	\$8,233	\$7,185	\$8,078	\$7,901	\$8,512	\$7,370	\$7,510	\$7,788	\$95,881

Figure 16: LakeXpress Farebox Revenue

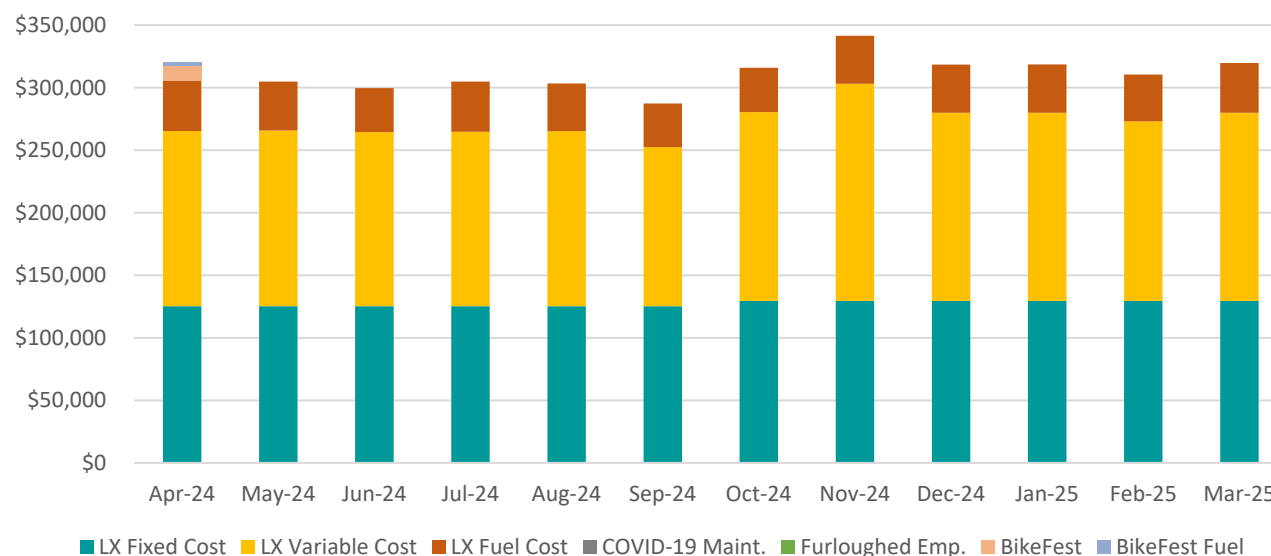


Source: 06 LX Monthly Trip Report 6-02-2025

Table 17: LakeXpress Contract Amount

	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Total
LX Fixed Cost	\$125,338	\$125,338	\$125,338	\$125,338	\$125,338	\$125,338	\$129,561	\$129,561	\$129,561	\$129,561	\$129,561	\$129,561	\$1,529,393
LX Variable Cost	\$140,064	\$140,328	\$139,163	\$139,405	\$139,872	\$127,089	\$150,877	\$173,510	\$150,334	\$150,383	\$143,511	\$150,324	\$1,744,860
LX Fuel Cost	\$40,588	\$39,227	\$35,060	\$40,071	\$38,145	\$34,890	\$35,417	\$38,389	\$38,527	\$38,622	\$37,388	\$39,805	\$456,128
COVID-19 Maint.	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-
Furloughed Emp.	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-
BikeFest	\$11,336	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$11,336
BikeFest Fuel	\$3,001	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$3,001
Total Expense	\$320,327	\$304,892	\$299,562	\$304,814	\$303,354	\$287,317	\$315,856	\$341,460	\$318,422	\$318,566	\$310,460	\$319,690	\$3,744,719

Figure 17: LakeXpress Contract Amount



Source: 07 Performance Measures Report 06-02-25

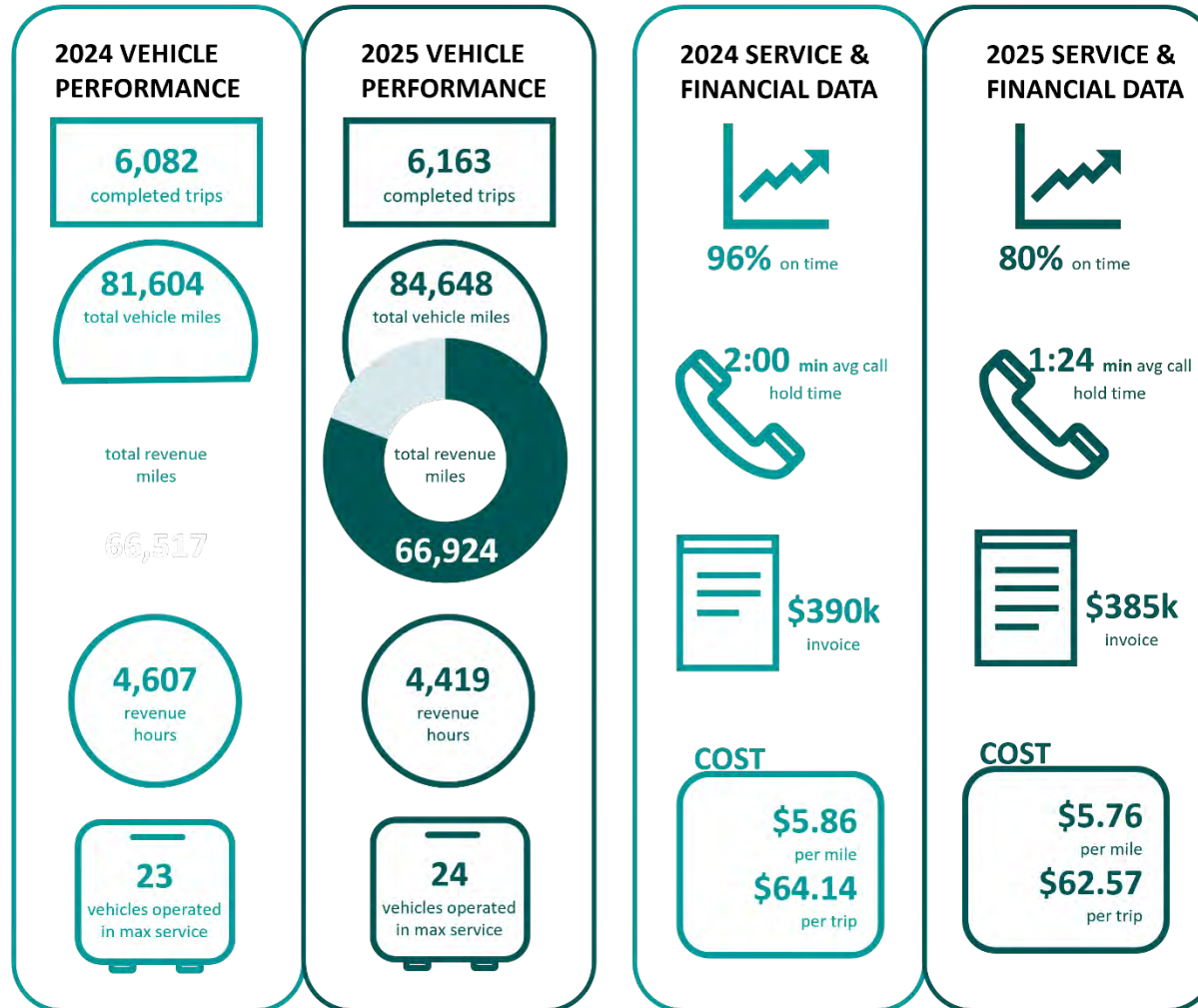
Table 18: Lake County Transit Annual Comparison Summary

Description	Mar-24	Mar-25	Change
Completed Trips	6,082	6,163	1.3%
Total Vehicle Miles	81,604	84,648	3.7%
Total Revenue Vehicle Miles	66,517	66,924	0.6%
Total Revenue Hours	4,607	4,419	-4.1%
Vehicles Operated in Maximum Service	23	24	4.3%
Accidents/Incidents (Preventable)	0	1	N/A
Accidents/Incidents (Non-Preventable)	0	0	0.0%
On Time Performance - Standard 92%	96%	80%	-16.7%
Call Hold Times (Seconds)	2:00	1:24	-30.0%
Invoice Amount	\$390,082.38	\$385,595.24	-1.2%
Cost per mile	\$5.86	\$5.76	-1.8%
Cost per trip	\$64.14	\$62.57	-2.4%
Compliments	0	1	N/A
Complaints (Valid)	0	6	N/A

Source: 03 Comparison Report 06-02-2025

Figure 18: Lake County Transit Annual Comparison Summary

Selected Lake County Transit Metrics
March 2024 and March 2025 Comparison



Source: 03 Comparison Report 06-02-2025



SERVICE AREA/COUNTIES:

LAKE COUNTY

INVOICE NUMBER:

G3019 Q3

INVOICE DATE: *April 14, 2025*

QUARTER SERVICE DATES:

January 1 - March 31, 2025

AGENCY

LAKE-SUMTER METROPOLITAN PLANNING ORGANIZATION

I PROGRAM MANAGEMENT	PROGRESS
A. When necessary and in cooperation with the LCB, solicit and recommend a CTC . The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	The Lake TDCB recommended that Lake County BOCC remain the CTC for the next five years at the March 2023 TDCB meeting.
B. Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board. (41-2.012, FAC)	The MPO maintains all records for appointments to the Lake TDCB
C. Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	The MPO supports all aspects of the quarterly TDCB meetings and adheres to the TDCB guidelines
D. Prepare official minutes 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 3)	The MPO prepares and posts all TDCB meeting materials to the MPO website for public review.
E. Provide at least one public workshop 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 4)	The TDCB Public workshop was held on March 4, 2024, prior to the TDCB quarterly meeting.
F. Provide staff support for committees of the local coordinating board. (Task 3)	The MPO provides support and coordination for the TDCB subcommittees as needed.
G. Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	The TDCB Bylaws are reviewed annually at the fourth quarter TDCB meeting.
H. Develop, annually update, and implement local coordinating board grievance procedures 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 6)	The TDCB Grievance Procedures are reviewed annually at the fourth quarter TDCB meeting.
I. Provide the Commission with a current membership roster and mailing list 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 3)	The current TDCB membership roster is included in this invoice packet.
J. Provide public notice of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	The newspaper public meeting notice is included in this invoice packet.
K. Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	The AOR was reviewed and approved at the second quarter TDCB meeting

L. Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	The AER was submitted to the CTD prior to September 15, 2024, and presented to the TDCB at the September 16, 2024, TDCB meeting.
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II. SERVICE DEVELOPMENT	PROGRESS
A. Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) following CTD guidelines. (Task 1)	The major update to the TDSP was completed and approved at the June 2023 TDCB meeting, the TDSP annual minor update was reviewed and approved at the June 10, 2024, TDCB meeting.
B. Encourage integration of “transportation disadvantaged” issues into local and regional comprehensive plans . 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)	The TDCB is included in the planning process including the Lake County TDP and MPO's 2050 LRTP.
C. Encourage the local community transportation coordinator to work cooperatively with regional workforce boards 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)	The Regional workforce Board is represented on the TDCB

III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	PROGRESS
A. Provide the LCB with quarterly reports of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)	The quarterly Progress Report is included in this invoice packet and is presented to the TDCB each meeting.
B. Attend at least one Commission-sponsored training , including but not limited to, the CTD's regional meetings, the CTD's annual training workshop, or other sponsored training. (Task 10)	MPO staff attended the revised CTD Annual Workshop
C. Attend at least one CTD meeting each year within budget/staff/schedule availability.	MPO Staff attends at least one CTD Business Meeting each year.
D. Notify CTD staff of local TD concerns that may require special investigations.	as needed
E. Provide training for newly-appointed LCB members. (Task 3)	MPO staff provides training for new TDCB members as needed. The MPO developed a TD 101 training packet.
F. Provide assistance 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.	as needed.
G. To the extent feasible, collect and review proposed funding applications 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)	The TDCB reviews all TD grant applications.
H. Ensure the local coordinating board conducts, as a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission's <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)	The TDCB conducted and approved the 2024 CTC evaluation at the 3rd and 4th quarterly meetings.

I. Assist the CTD in joint reviews of the CTC.	as needed.
J. Ensure the LCB annually reviews coordination contracts 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.	Coordination contracts are reviewed annually.
K. Implement recommendations identified in the CTD's QAPE reviews.	ongoing.

Other Items of Development and Update in accordance with Laws, Rules, and Commission policy:

By submission of this Quarterly Report, the information provided is accurate and accountable and corresponds with the activities for this quarter.

Representative

Date: 4/28/2025

Revised: 06/30/2021