



Transportation Disadvantaged Coordinating Board Agenda

Date / Time: December 4, 2023, | 10 AM

Lake County TDCB Committee Meeting - December 2023

Dec 4, 2023, 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).

I. 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

II. AGENDA UPDATE

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

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III. 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.

IV. CONSENT ITEMS

A. Approval of September 18, 2023, Quarterly Meeting Minutes

Attachment A: September 18, 2023, Lake County TDCB Quarterly Meeting Minutes

V. ACTION ITEMS

A. Selection of Lake County TDCB Vice-Chair

The TDCB shall hold an organizational meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chair shall be elected by a vote of the voting TDCB members. The Vice-Chair's term of office shall be for one (1) year starting with the first meeting after his/her election, but the Vice-Chair may be re-elected to an additional term or terms of office. In the event of the Chair's absence, the Vice-Chair shall assume the duties of the Chair and conduct the meeting.

Lesha Buchbinder is the current Vice-Chair.

B. Review and Approval of the Lake County CTC Annual Operating Report (AOR)

The Florida Commission for the Transportation Disadvantaged (CTD) requires the Annual Operating Report to be submitted by September 15 of each year. The CTD evaluates and compiles the operating data provided by all CTCs, which is utilized to substantiate the need to seek Transportation Disadvantaged funds from the Florida Legislature.

The CTD AOR reflects the Office of Transit Services operating data for FY 2022-2023.

Attachment B: Lake County Transit AOR FY 2022-23

VI. DISCUSSION ITEMS

Recommendation for approval is requested for Discussion Items.

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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. Follow Up Items

This will be a recurring agenda item that provides a status update on items discussed at previous quarterly meetings.

- ADA compliance for ADA trip reservations
- Opportunities to expand partnership with Division of Vocational Rehabilitation
- Lake County Transit website and TD eligibility application accessibility
- Transit Report format

C. Section 5310/5311 Grant Applications

The Section 5310 and 5311 grant programs, described below, provide federal formula funding for transit-related activities. Lake County Transit has the opportunity to apply for these grants.

- **FDOT Section 5310:** Programs for capital projects, designed and carried out to meet special needs of elderly and individuals with disabilities.

The Office of Transit Services is seeking approval from the Board of County Commissioners to apply for the FDOT Section 5310 Capital Grant for the purchase of four (4) 23' Turtle Top Cutaway buses at a cost of \$180,115 each, for a total of \$720,460. The local match for the Capital Grant is \$72,046. In addition, Transit Services will seek approval from the Lake County Board of County Commissioners to apply for the FDOT Section 5310 Operating Grant for a total of \$800,000, with a County local match of \$400,000. The complete FDOT Section 5310 Grant total Transit Services is seeking is \$1,520,460. The Federal share is \$976,368, the State share is \$72,046, and the County local share is \$472,046.

- **FDOT Section 5311:** Formula program that funds capital and operating assistance in rural areas.

The Office of Transit Services is seeking approval from the Lake County Board of County Commissioners to apply for the FDOT 5311 Operating grant for a total of \$800,000, with a County local match of \$400,000. The complete FDOT Section 5311 Operating Grant total is \$800,000. The Federal share is \$400,000, and the County local share is \$400,000.

D. Annual Review of CTC Coordination Contracts

- Crystal Lake/Attain, Inc.
- Beacon College

Transportation Disadvantaged Coordinating Board Agenda

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- Building Block Ministries
- Central Florida Group Homes
- Life Care Services
- Love Thy Neighbor
- Sunrise Arc
- United Way of Lake and Sumter Counties

E. Upcoming Agenda Items

- Transportation Disadvantaged Service Plan
- CTC Evaluation
- Public Hearing

F. Board Membership Updates

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

G. “Why It Matters To Me”

This will be a recurring agenda item which focuses on various aspects of TD planning and why it is important to the Board members.

- Michael Woods will discuss his experience participating in New Vision for Independence’s annual Close Your Eyes event for White Cane Day.

H. Upcoming Conferences/Meetings/Events

- Florida Commission for the Transportation Disadvantaged Quarterly Business Meeting – December 11, 2023, Online Meeting
- Transportation Day at the Florida Capital – January 18, 2024
- Florida Triple Crown Rodeo – April 19 & 20, 2024, Jacksonville
- FPTA/FDOT/CUTR Professional Development Workshop & Safety Summit – June 2-5, 2024, Tampa
- FPTA/CTD Annual Conference and EXPO – September 22-25, 2024, West Palm Beach

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VII. REPORTS

- A. FDOT – Jamie Ledgerwood
- B. Lake County CTC – Amy Bradford, [Lake County Transit Report \(Attachment C\)](#)
- C. RATP Dev – Anthony Heyward
- D. Lake-Sumter MPO Quarterly Progress Report – Michael Woods, [MPO Quarterly Progress Report \(Attachment D\)](#)

VIII. BOARD MEMBER COMMENTS

IX. ADJOURNMENT

X. NEXT MEETING: March 4, 2024

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 September 18, 2023
Lake~Sumter MPO
1300 Citizens Blvd., Suite 175 Leesburg, FL 34748

Members Present	Representing
Jamie Kersey Ledgerwood	FDOT
Kirk Armstrong	Veterans Service Office Representing Veterans
Timothy Bridges	FL Association CAA/Economically Disadvantaged
Rebecca Matthews	Person with a Disability representing Disabled
Chantel Buck	Citizens Advocate
Lesha Buchbinder, Vice Chair	Children at Risk
Steve Homan	FL Department of Elder Affairs
Emilio Santiago	Florida Agency for Healthcare Administration
Gustavo Henriquez	Regional Workforce Development Board

Members Absent	Representing
Leslie Campione, Chair	Lake~Sumter MPO
Sheri Peterson	Department of Children & Families
Scott Pfender	Public Education/Lake County Schools
Jennilyn Green	Vocational Rehabilitation/Dept. of Education
Linda Diaz	Persons over 60, representing elderly
Cyndi North	Citizens Advocate/User of System

Staff Present	Representing
Michael Woods	Lake~Sumter MPO
Doris LeMay	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 Vice Chair Lesha Buchbinder. A moment of silence followed by the Pledge of Allegiance. Staff announced that the meeting was properly noticed, and a quorum was present. (5 Voting members present – 4 online).

I. AGENDA UPDATE - None

II. OPPORTUNITY FOR PUBLIC COMMENT (on agenda items or general comments) – Lynn Thibodeau, Lake Sumter Interagency Transition Council. BeBe Chudeusz inquiring about prior day reservation policy and hours of operation. Desiree Robles – Inquired about transportation for students in transition.

III. CONSENT AGENDA

A. Approval of June 12, 2023, Quarterly Meeting Minutes

Chantel Buck made a motion to approve item A, seconded by Jamie Ledgerwood and carried unanimously by an 5-0 vote, the Board approved Item A of the Consent Agenda as presented.

IV. ACTION ITEMS:

A. Subcommittee Annual Appointment

- a. The Grievance Subcommittee consists of five members and is fully staffed: Chair Leslie Campione, Lesha Buchbinder, Steve Homan, Jamie Ledgerwood, and Chantel Buck
- b. The Bylaws Subcommittee consists of three members and is fully staffed: Chair Leslie Campione, Lesha Buchbinder, and Chantel Buck
- c. The CTC Evaluation Subcommittee consists of three members and is fully staffed: Chair Leslie Campione, Lesha Buchbinder, and Jamie Ledgerwood
- d. The Ridership Subcommittee consists of three members and is fully staffed: Chair Leslie Campione, Jim Lowe, and Chantel Buck

On a motion by Jamie Ledgerwood, seconded by Gustavo Henriquez and carried unanimously by an 5-0 vote, the Board approved all current members to be reappointed.

V. DISCUSSION ITEMS:

- A. Review and discussion of the Commission for the Transportation Disadvantaged (CTD) Ombudsman Report – Michael Woods
- B. Actual Expenditure Report Review – Michael Woods
- C. Lake County 2023 Transit Development Plan Major Update – Ryan Suarez, Kimley Horn & Associates, Inc.
- D. Board Membership Updates – Michael Woods
- E. Upcoming Annual Public Hearing – Michael Woods
- F. Upcoming Conferences/Meetings/Events – Michael Woods

VI. REPORTS

- A. FDOT -Jamie Kersey Ledgerwood
- B. Lake County CTC – Amy Bradford
- C. RATP Dev – Lake County Connection – Anthony Heyward
- D. Lake Sumter MPO Quarterly Progress Report – Michael Woods

VII. BOARD MEMBER COMMENTS

Lesha Buchbinder gave grant update. Chantel Buck asked for a follow up section On the agendas. White Cane Safety Day – October 16th. Recognition for TD Drivers. Emilio Santiago thanked Board.

VIII. ADJOURNMENT

IX. NEXT MEETING: December 4, 2023 @ 10AM

There being no further business to discuss, the meeting adjourned at 11:32.

Chairman Campione

Date



CTC Organization

County: Lake

Fiscal Year: 7/1/2022 - 6/30/2023

CTC Status: In Progress

CTD Status: Pending Submission

Date Initiated: 9/8/2023

CTC Organization Name: Lake County Board of County Commissioners

Address: 2440 US Highway 441/27

City: Fruitland

State: FL

Zip Code: 34731

Organization Type: County

Network Type: Complete Brokerage

Operating Environment: Rural

Transportation Operators: Yes

Number of Transportation Operators: 1

Coordination Contractors: Yes

Number of Coordination Contractors: 10

Provide Out of County Trips: Yes

Local Coordinating Board (LCB) Chairperson: Leslie Campione

CTC Contact: Jill Brown

CTC Contact Title: Lake County Transit Services Director

CTC Contact Email: jill.brown@lakecountyfl.gov

Phone: (352) 901-0606

CTC Certification

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

CTC Representative (signature): _____

LCB Certification

I, Leslie Campione, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): _____



Organization – Coordination Contractor

County: Lake

CTC Status: In Progress

CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 7/1/2022 - 6/30/2023

Upload Date: 9/8/2023

Coordination Contractor Name: Life Care Services
Address: 306 Amanda Lane
City: Leesburg
State: FL
Zip Code: 34748
Organization Type: Private For Profit
Operating Environment: Rural
Provide Out of County Trips: Yes
Who Do You Serve: Persons with Disabilities
Contact Person: Cheryl Williams
Contact Title: Owner
Contact Email: lifecareservices306@gmail.com
Phone: (352) 787-0307

Coordination Contractor Certification

By submission of this form, I, Cheryl Williams, as the authorized representative of Life Care Services, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



Organization – Coordination Contractor

County: Lake

CTC Status: In Progress

CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 7/1/2022 - 6/30/2023

Upload Date: 9/8/2023

Coordination Contractor Name: Love Thy Neighbor
Address: 2106 Butler Street
City: Leesburg
State: FL
Zip Code: 34748
Organization Type: Private For Profit
Operating Environment: Rural
Provide Out of County Trips: Yes
Who Do You Serve: Persons with Disabilities Group Home
Contact Person: Wandretta L. Dudley
Contact Title: Owner
Contact Email: dud1820@aol.com
Phone: (352) 409-0919

Coordination Contractor Certification

By submission of this form, I, Wandretta L. Dudley, as the authorized representative of Love Thy Neighbor, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



Organization – Coordination Contractor

County: Lake

CTC Status: In Progress

CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 7/1/2022 - 6/30/2023

Upload Date: 9/8/2023

Coordination Contractor Name: Attain, Inc.
Address: 2710 Staten Avenue
City: Orlando
State: FL
Zip Code: 32804
Organization Type: Private Non Profit
Operating Environment: Rural
Provide Out of County Trips: Yes
Who Do You Serve: Developmentally Disabled
Contact Person: Joe DeFalco
Contact Title: Facilities & Transportation Manager
Contact Email: jdefalco@myattain.org
Phone: (845) 729-8024

Coordination Contractor Certification

By submission of this form, I, Joe DeFalco, as the authorized representative of Attain, Inc. , hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



Organization – Coordination Contractor

County: Lake

CTC Status: In Progress

CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 7/1/2022 - 6/30/2023

Upload Date: 9/8/2023

Coordination Contractor Name: Beacon College
Address: 105 East Main St.
City: Leesburg
State: FL
Zip Code: 34748
Organization Type: Private Non Profit
Operating Environment: Rural
Provide Out of County Trips: Yes
Who Do You Serve: Persons with Disabilities
Contact Person: Eric Johnston
Contact Title: Director of Transportation
Contact Email: ejohnston@beaconcollege.edu
Phone: (352) 638-9784

Coordination Contractor Certification

By submission of this form, I, Eric Johnston, as the authorized representative of Beacon College, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



Organization – Coordination Contractor

County: Lake

CTC Status: In Progress

CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 7/1/2022 - 6/30/2023

Upload Date: 9/8/2023

Coordination Contractor Name: Building Blocks Ministries
Address: 548 South Highway 27, Suite B & C
City: Minneola
State: FL
Zip Code: 34715
Organization Type: Private Non Profit
Operating Environment: Rural
Provide Out of County Trips: No
Who Do You Serve: Developmentally Disabled
Contact Person: Paula Whetro
Contact Title: Executive Director
Contact Email: pw@buildingblocksministries.com
Phone: (352) 536-9264

Coordination Contractor Certification

By submission of this form, I, Paula Whetro, as the authorized representative of Building Blocks Ministries, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



Organization – Coordination Contractor

County: Lake

CTC Status: In Progress

CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 7/1/2022 - 6/30/2023

Upload Date: 9/8/2023

Coordination Contractor Name: Central Florida Group Homes - DSI Management
Address: 1890 State Road 436, Suite 300
City: Orlando
State: FL
Zip Code: 32792
Organization Type: Private Non Profit
Operating Environment: Rural
Provide Out of County Trips: Yes
Who Do You Serve: Persons with Disabilities
Contact Person: Marilou Arlandson and Kenneth Schultz
Contact Title: Accountant and President
Contact Email: marlandson@d-s-i.com
Phone: (321) 280-7023

Coordination Contractor Certification

By submission of this form, I, Marilou Arlandson and Kenneth Schultz, as the authorized representative of Central Florida Group Homes - DSI Management, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



Organization – Coordination Contractor

County: Lake

CTC Status: In Progress

CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 7/1/2022 - 6/30/2023

Upload Date: 9/8/2023

Coordination Contractor Name: Sunrise Arc
Address: 35201 Radio Road
City: Leesburg
State: FL
Zip Code: 34788
Organization Type: Private Non Profit
Operating Environment: Rural
Provide Out of County Trips: Yes
Who Do You Serve: Adults with intellectual and developmental disabilities
Contact Person: Bob Stanford
Contact Title: VP of Programs & Operations
Contact Email: bstanford@sunrisearc.org
Phone: (352) 787-3079

Coordination Contractor Certification

By submission of this form, I, Bob Stanford, as the authorized representative of Sunrise Arc, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



Organization – Coordination Contractor

County: Lake

CTC Status: In Progress

CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 7/1/2022 - 6/30/2023

Upload Date: 9/8/2023

Coordination Contractor Name: United Way of Lake and Sumter Counties
Address: 32644 Blossom Lane
City: Leesburg
State: FL
Zip Code: 34788
Organization Type: Private Non Profit
Operating Environment: Rural
Provide Out of County Trips: Yes
Who Do You Serve: Veterans, their families, cares givers, seniors, Persons with Disabilities
Contact Person: Tracey Schoonmaker
Contact Title: Mission United Coordinator
Contact Email: tschoonmaker@uwls.org
Phone: (352) 787-7530

Coordination Contractor Certification

By submission of this form, I, Tracey Schoonmaker, as the authorized representative of United Way of Lake and Sumter Counties, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



CTC Trips

County: Lake

CTC Status: In Progress

CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Pending Submission

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	626	N/A	626	604	N/A	604
Complementary ADA Service	19,036	N/A	19,036	18,777	N/A	18,777
Paratransit						
Ambulatory	30,126	64,821	94,947	23,519	62,731	86,250
Non-Ambulatory	10,199	1,224	11,423	9,536	1,132	10,668
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	59,987	66,045	126,032	52,436	63,863	116,299
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	0	N/A	0	52,436	N/A	52,436
Total - Contracted Transportation Operator Trips	0	0	0	52,436	0	52,436
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	0	0	0	6,869	6,869
Agency for Persons with Disabilities (APD)	4,348	30,525	34,873	2,635	32,652	35,287
Comm for the Transportation Disadvantaged (CTD)	25,489	N/A	25,489	19,321	N/A	19,321
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	2,480	0	2,480	2,515	0	2,515
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	7,970	0	7,970	8,582	0	8,582
Local Government	19,698	0	19,698	19,381	0	19,381
Local Non-Government	1	35,520	35,521	1	24,342	24,343
Other Federal & State Programs	1	0	1	1	0	1
Total - Revenue Source	59,987	66,045	126,032	52,436	63,863	116,299



CTC Trips (cont'd)

County: Lake

CTC Status: In Progress

CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Pending Submission

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	36,904	1,364	38,268	32,665	490	33,155
Children At Risk	1	0	1	7	0	7
Persons With Disabilities	7,195	64,681	71,876	7,974	63,185	71,159
Low Income	11,858	0	11,858	5,715	0	5,715
Other	4,029	0	4,029	6,075	188	6,263
Total - Passenger Type	59,987	66,045	126,032	52,436	63,863	116,299
Trip Purpose - One Way						
Medical	33,609	1,191	34,800	33,017	7,986	41,003
Employment	4,952	279	5,231	3,951	70	4,021
Education/Training/Daycare	10,493	35,039	45,532	6,381	31,260	37,641
Nutritional	4,984	4,088	9,072	5,340	3,789	9,129
Life-Sustaining/Other	5,949	25,448	31,397	3,747	20,758	24,505
Total - Trip Purpose	59,987	66,045	126,032	52,436	63,863	116,299
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	722	491	1,213	648	1,076	1,724
Total - UDPHC	722	491	1,213	648	1,076	1,724
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	N/A	0
No Shows	1,740	N/A	1,740	1,900	N/A	1,900
Customer Feedback						
Complaints	7	N/A	7	6	N/A	6
Commendations	10	N/A	10	6	N/A	6



Coordination Contractor Trips (cont'd)

County: Lake **CTC Status:** In Progress **CTC Organization:** Lake County Board of County Commissioners
Fiscal Year: 07/01/2022 - 06/30/2023 **Upload Date:** 9/8/2023 **Coordination Contractor:** Life Care Services

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	42	42
Low Income	0	0
Other	0	0
Total - Passenger Type	42	42
Trip Purpose - One Way		
Medical	42	42
Employment	0	0
Education/Training/Daycare	0	0
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	42	42
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	4	4
Total - UDPHC	4	4
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



Coordination Contractor Trips

County: Lake **CTC Status:** In Progress **CTC Organization:** Lake County Board of County Commissioners
Fiscal Year: 07/01/2022 - 06/30/2023 **Upload Date:** 9/8/2023 **Coordination Contractor:** Love Thy Neighbor

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	140	423
Non-Ambulatory	80	194
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	220	617
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	220	617
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	0	0
Local Government	0	0
Local Non-Government	0	0
Other Federal & State Programs	0	0
Total - Revenue Source	220	617



Coordination Contractor Trips (cont'd)

County: Lake **CTC Status:** In Progress **CTC Organization:** Lake County Board of County Commissioners
Fiscal Year: 07/01/2022 - 06/30/2023 **Upload Date:** 9/8/2023 **Coordination Contractor:** Beacon College

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	31,679	23,874
Low Income	0	0
Other	0	0
Total - Passenger Type	31,679	23,874
Trip Purpose - One Way		
Medical	308	306
Employment	279	21
Education/Training/Daycare	4,054	1,307
Nutritional	2,009	1,761
Life-Sustaining/Other	25,029	20,479
Total - Trip Purpose	31,679	23,874
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	315	241
Total - UDPHC	315	241
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



Coordination Contractor Trips (cont'd)

County: Lake **CTC Status:** In Progress **CTC Organization:** Lake County Board of County Commissioners
Fiscal Year: 07/01/2022 - 06/30/2023 **Upload Date:** 9/8/2023 **Coordination Contractor:** Building Blocks Ministries

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	7,987	7,343
Low Income	0	0
Other	0	0
Total - Passenger Type	7,987	7,343
Trip Purpose - One Way		
Medical	0	0
Employment	0	0
Education/Training/Daycare	7,987	7,343
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	7,987	7,343
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	21	241
Total - UDPHC	21	241
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



Coordination Contractor Trips (cont'd)

County: Lake	CTC Status: In Progress	CTC Organization: Lake County Board of County Commissioners
Fiscal Year: 07/01/2022 - 06/30/2023	Upload Date: 9/8/2023	Coordination Contractor: Central Florida Group Homes - DSI Management

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	5,041	4,831
Low Income	0	0
Other	0	0
Total - Passenger Type	5,041	4,831
Trip Purpose - One Way		
Medical	0	0
Employment	0	0
Education/Training/Daycare	5,041	4,831
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	5,041	4,831
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	12	11
Total - UDPHC	12	11
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



CTC Vehicles & Drivers

County: Lake

CTC Status: In Progress

CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Pending Submission

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	7,273	N/A	7,273	7,334	N/A	7,334
Complementary ADA Service Miles	274,556	N/A	274,556	283,977	N/A	283,977
Paratransit Miles	583,433	259,245	842,678	497,515	313,091	810,606
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	865,262	259,245	1,124,507	788,826	313,091	1,101,917
Roadcalls & Accidents						
Roadcalls	43	6	49	51	5	56
Chargeable Accidents	19	0	19	11	0	11
Vehicle Inventory						
Total Number of Vehicles	43	39	82	43	49	92
Number of Wheelchair Accessible Vehicles	43	13	56	43	13	56
Drivers						
Number of Full Time & Part Time Drivers	29	158	187	25	163	188
Number of Volunteer Drivers	0	0	0	0	0	0



Coordination Contractor Vehicles & Drivers

County: Lake

CTC Status: In Progress

CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 07/01/2022 - 06/30/2023

Upload Date: 9/8/2023

Coordination Contractor: Life Care Services

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	1,305	1,305
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	1,305	1,305
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	1	1
Number of Wheelchair Accessible Vehicles	0	0
Drivers		
Number of Full Time & Part Time Drivers	3	3
Number of Volunteer Drivers	0	0



Coordination Contractor Vehicles & Drivers

County: Lake

CTC Status: In Progress

CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 07/01/2022 - 06/30/2023

Upload Date: 9/8/2023

Coordination Contractor: Attain, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	62,870	63,734
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	62,870	63,734
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	8	8
Number of Wheelchair Accessible Vehicles	0	0
Drivers		
Number of Full Time & Part Time Drivers	89	89
Number of Volunteer Drivers	0	0



CTC Revenue Sources

County: Lake

CTC Status: In Progress

CTC Organization: Lake County Board of
County Commissioners

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Pending Submission

Revenue Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 84,533	\$ 84,533
Agency for Persons with Disabilities (APD)	\$ 56,679	\$ 464,760	\$ 521,439	\$ 14,865	\$ 397,888	\$ 412,753
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 25,284	\$ 0	\$ 25,284	\$ 26,408	\$ 0	\$ 26,408
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 739,308	N/A	\$ 739,308	\$ 694,076	N/A	\$ 694,076
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 1,613,721	\$ 0	\$ 1,613,721	\$ 2,083,506	\$ 0	\$ 2,083,506
49 USC 5310	\$ 80,541	\$ 0	\$ 80,541	\$ 16,861	\$ 0	\$ 16,861
49 USC 5311	\$ 331,066	\$ 0	\$ 331,066	\$ 365,620	\$ 0	\$ 365,620
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 376,850	\$ 0	\$ 376,850	\$ 320,690	\$ 0	\$ 320,690
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 1,044,640	\$ 0	\$ 1,044,640	\$ 408,958	\$ 0	\$ 408,958
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 94,709	\$ 0	\$ 94,709	\$ 86,494	\$ 0	\$ 86,494
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 40,763	\$ 317,576	\$ 358,339	\$ 83,034	\$ 333,912	\$ 416,946
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 36,064	\$ 0	\$ 36,064
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 4,403,561	\$ 782,336	\$ 5,185,897	\$ 4,136,576	\$ 816,333	\$ 4,952,909



Coordination Contractor Revenue Sources

County: Lake **CTC Status:** In Progress **CTC Organization:** Lake County Board of County Commissioners
Fiscal Year: 07/01/2022 - 06/30/2023 **Upload Date:** 9/8/2023 **Coordination Contractor:** Life Care Services

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 8,400	\$ 8,400
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 8,400	\$ 8,400



Coordination Contractor Revenue Sources

County: Lake **CTC Status:** In Progress **CTC Organization:** Lake County Board of County Commissioners
Fiscal Year: 07/01/2022 - 06/30/2023 **Upload Date:** 9/8/2023 **Coordination Contractor:** Attain, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 130,915	\$ 127,257
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 130,915	\$ 127,257



CTC Expense Sources

County: Lake

CTC Status: In Progress

CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Pending Submission

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 169,050	\$ 303,444	\$ 472,494	\$ 151,881	\$ 386,092	\$ 537,973
Fringe Benefits	\$ 62,062	\$ 4,848	\$ 66,910	\$ 48,675	\$ 10,696	\$ 59,371
Services	\$ 1,644,508	\$ 5,352	\$ 1,649,860	\$ 894,335	\$ 8,233	\$ 902,568
Materials & Supplies Consumed	\$ 512,004	\$ 273,814	\$ 785,818	\$ 350,137	\$ 236,608	\$ 586,745
Utilities	\$ 9,075	\$ 15,414	\$ 24,489	\$ 6,703	\$ 7,442	\$ 14,145
Casualty & Liability	\$ 25,062	\$ 181,385	\$ 206,447	\$ 7,943	\$ 117,618	\$ 125,561
Taxes	\$ 0	\$ 6,366	\$ 6,366	\$ 0	\$ 1,863	\$ 1,863
Miscellaneous	\$ 0	\$ 0	\$ 0	\$ 0	\$ 504	\$ 504
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 12,600	\$ 12,600	\$ 0	\$ 12,600	\$ 12,600
Capital Purchases	\$ 820,682	\$ 0	\$ 820,682	\$ 448,417	\$ 73,171	\$ 521,588
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 9,396	\$ 9,396	\$ 0	\$ 0	\$ 0
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	\$ 1,981,800	N/A	\$ 1,981,800	\$ 1,875,783	N/A	\$ 1,875,783
Total - Expense Sources	\$ 5,224,243	\$ 812,619	\$ 6,036,862	\$ 3,783,874	\$ 854,827	\$ 4,638,701



Coordination Contractor Expense Sources

County: Lake

CTC Status: In Progress

CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 07/01/2022 - 06/30/2023

Upload Date: 9/8/2023

Coordination Contractor: Life Care Services

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 0	\$ 1,803
Fringe Benefits	\$ 0	\$ 0
Services	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 3,710	\$ 4,085
Utilities	\$ 1,020	\$ 0
Casualty & Liability	\$ 2,512	\$ 2,512
Taxes	\$ 200	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 7,442	\$ 8,400



Coordination Contractor Expense Sources

County: Lake **CTC Status:** In Progress **CTC Organization:** Lake County Board of County Commissioners
Fiscal Year: 07/01/2022 - 06/30/2023 **Upload Date:** 9/8/2023 **Coordination Contractor:** Love Thy Neighbor

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 0	\$ 0
Fringe Benefits	\$ 0	\$ 0
Services	\$ 360	\$ 2,574
Materials & Supplies Consumed	\$ 31,554	\$ 8,721
Utilities	\$ 13,200	\$ 3,800
Casualty & Liability	\$ 37,992	\$ 5,749
Taxes	\$ 5,900	\$ 1,620
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 89,006	\$ 22,464



Coordination Contractor Expense Sources

County: Lake

CTC Status: In Progress

CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 07/01/2022 - 06/30/2023

Upload Date: 9/8/2023

Coordination Contractor: Attain, Inc.

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 70,200	\$ 85,526
Fringe Benefits	\$ 0	\$ 0
Services	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 46,303	\$ 27,954
Utilities	\$ 0	\$ 0
Casualty & Liability	\$ 7,200	\$ 8,523
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 5,244
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 6,000	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 129,703	\$ 127,247



Coordination Contractor Expense Sources

County: Lake **CTC Status:** In Progress **CTC Organization:** Lake County Board of County Commissioners
Fiscal Year: 07/01/2022 - 06/30/2023 **Upload Date:** 9/8/2023 **Coordination Contractor:** Central Florida Group Homes - DSI Management

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 11,164	\$ 11,426
Fringe Benefits	\$ 1,898	\$ 1,943
Services	\$ 4,092	\$ 4,334
Materials & Supplies Consumed	\$ 12,232	\$ 11,410
Utilities	\$ 1,194	\$ 1,374
Casualty & Liability	\$ 3,546	\$ 5,386
Taxes	\$ 70	\$ 7
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 12,600	\$ 12,600
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 46,796	\$ 48,480

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	1,213



Trips By Type of Service	2021	2022	2023	Vehicle Data	2021	2022	2023
Fixed Route (FR)	0	0	0	Vehicle Miles	1,416,081	1,101,917	1,124,507
Deviated FR	482	604	626	Roadcalls	89	56	49
Complementary ADA	19,767	18,777	19,036	Accidents	11	11	19
Paratransit	110,494	96,918	106,370	Vehicles	124	92	82
TNC	0	0	0	Drivers	226	188	187
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	130,743	116,299	126,032				

Passenger Trips By Trip Purpose	2021	2022	2023
Medical	53,310	41,003	34,800
Employment	4,779	4,021	5,231
Ed/Train/DayCare	43,696	37,641	45,532
Nutritional	7,882	9,129	9,072
Life-Sustaining/Other	21,076	24,505	31,397
TOTAL TRIPS	130,743	116,299	126,032

Financial and General Data	2021	2022	2023
Expenses	\$5,048,027	\$4,638,701	\$6,036,862
Revenues	\$5,045,933	\$4,952,909	\$5,185,897
Commendations	15	6	10
Complaints	5	6	7
Passenger No-Shows	1,601	1,900	1,740
Unmet Trip Requests	0	0	0

Passenger Trips By Revenue Source	2021	2022	2023
CTD	22,287	19,321	25,489
AHCA	42,072	6,869	0
APD	17,532	35,287	34,873
DOEA	0	2,515	2,480
DOE	0	0	0
Other	48,852	52,307	63,190
TOTAL TRIPS	130,743	116,299	126,032

Performance Measures	2021	2022	2023
Accidents per 100,000 Miles	0.78	1.00	1.69
Miles between Roadcalls	15,911	19,677	22,949
Avg. Trips per Passenger	79.48	67.46	103.90
Cost per Trip	\$38.61	\$39.89	\$47.90
Cost per Paratransit Trip	\$38.61	\$39.89	\$47.90
Cost per Total Mile	\$3.56	\$4.21	\$5.37
Cost per Paratransit Mile	\$3.56	\$4.21	\$5.37

Trips by Provider Type	2021	2022	2023
CTC	0	0	59,987
Transportation Operator	51,683	52,436	0
Coordination Contractor	79,060	63,863	66,045
TOTAL TRIPS	130,743	116,299	126,032

Lake County Transit Report

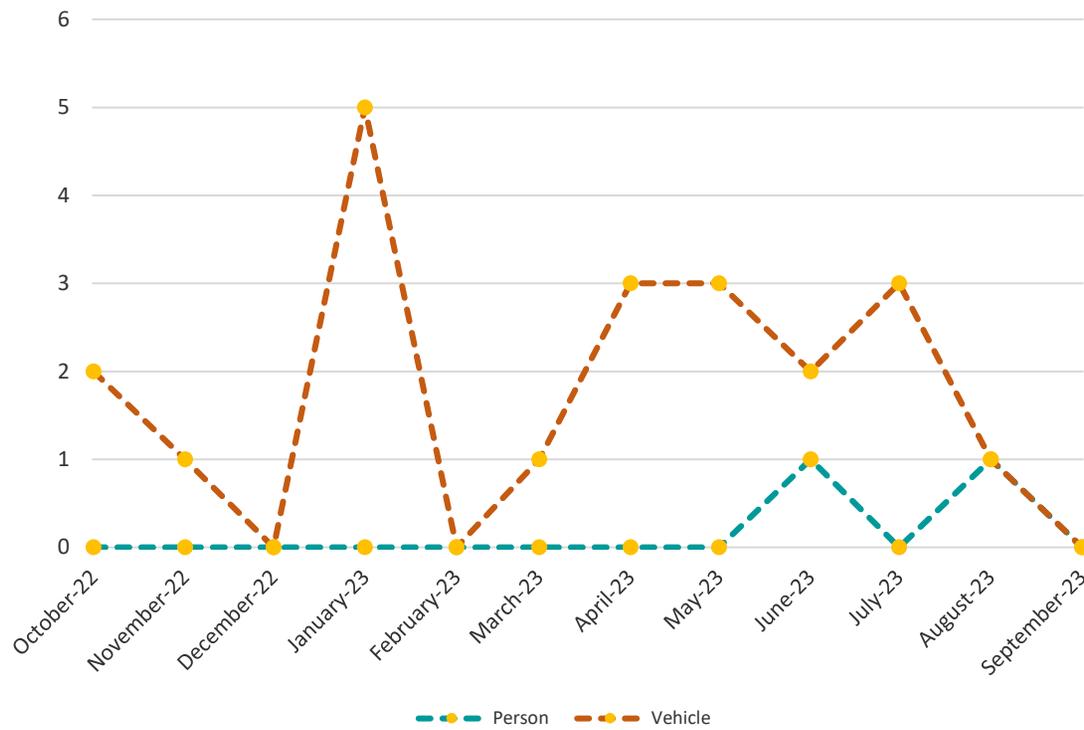
December 4, 2023

The data contained herein has been provided by Lake County Transit.

Table 1: Lake County Connection Preventable Accidents

	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Total
Person	0	0	0	0	0	0	0	0	1	0	1	0	2
Vehicle	2	1	0	5	0	1	3	3	2	3	1	0	21

Figure 1: Lake County Connection Preventable Accidents

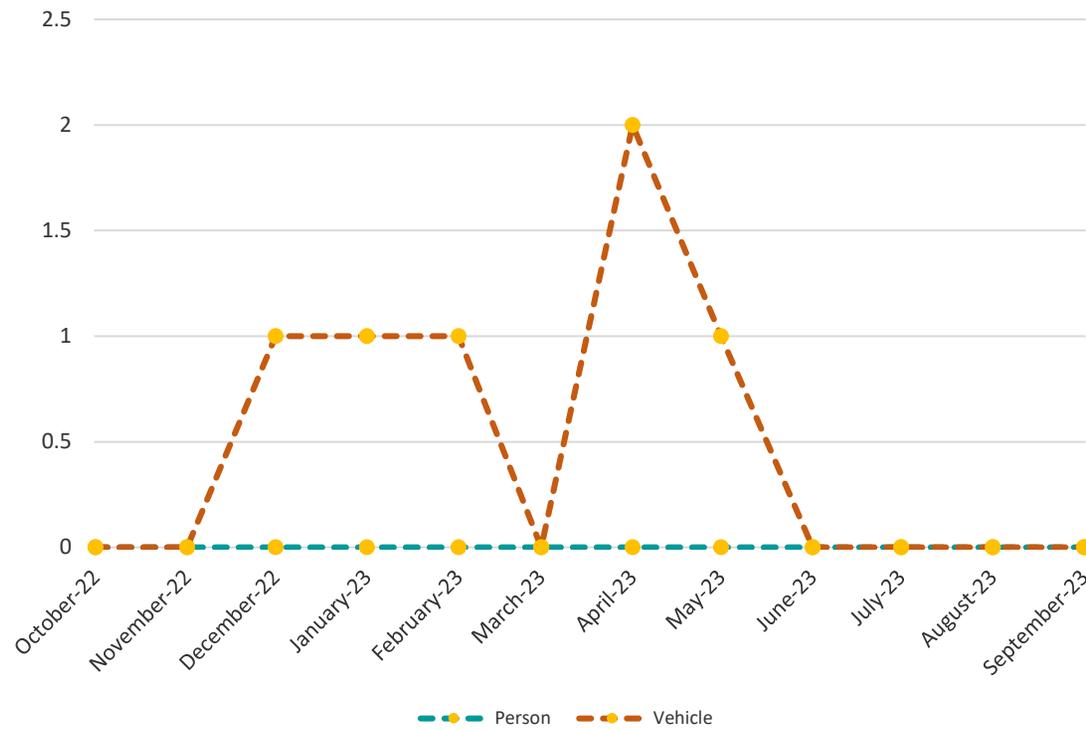


Source: 01 Accident Report 12-04-23.xlsx

Table 2: Lake County Connection Non-Preventable Accidents

	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Total
Person	0	0	0	0	0	0	0	0	0	0	0	0	0
Vehicle	0	0	1	1	1	0	2	1	0	0	0	0	6

Figure 2: Lake County Connection Non-Preventable Accidents

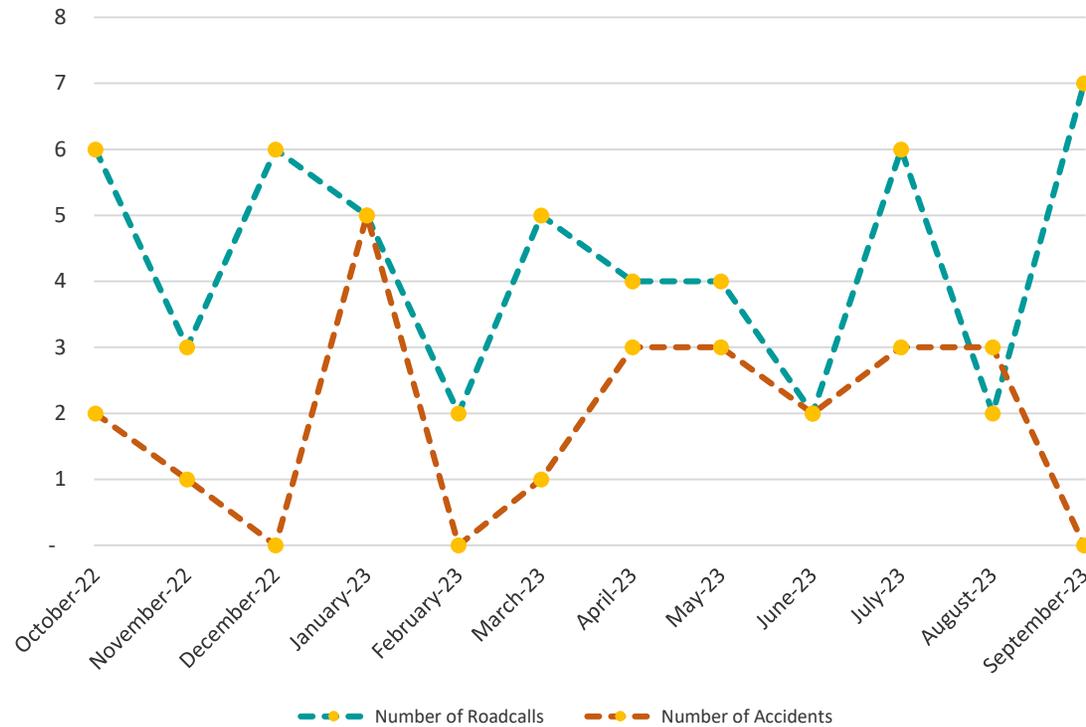


Source: 01 Accident Report 12-04-23.xlsx

Table 3: Preventable Accidents and Roadcalls

	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Total
Number of Roadcalls	6	3	6	5	2	5	4	4	2	6	2	7	52
Number of Accidents	2	1	-	5	-	1	3	3	2	3	1	-	21

Figure 3: Preventable Accidents and Roadcalls

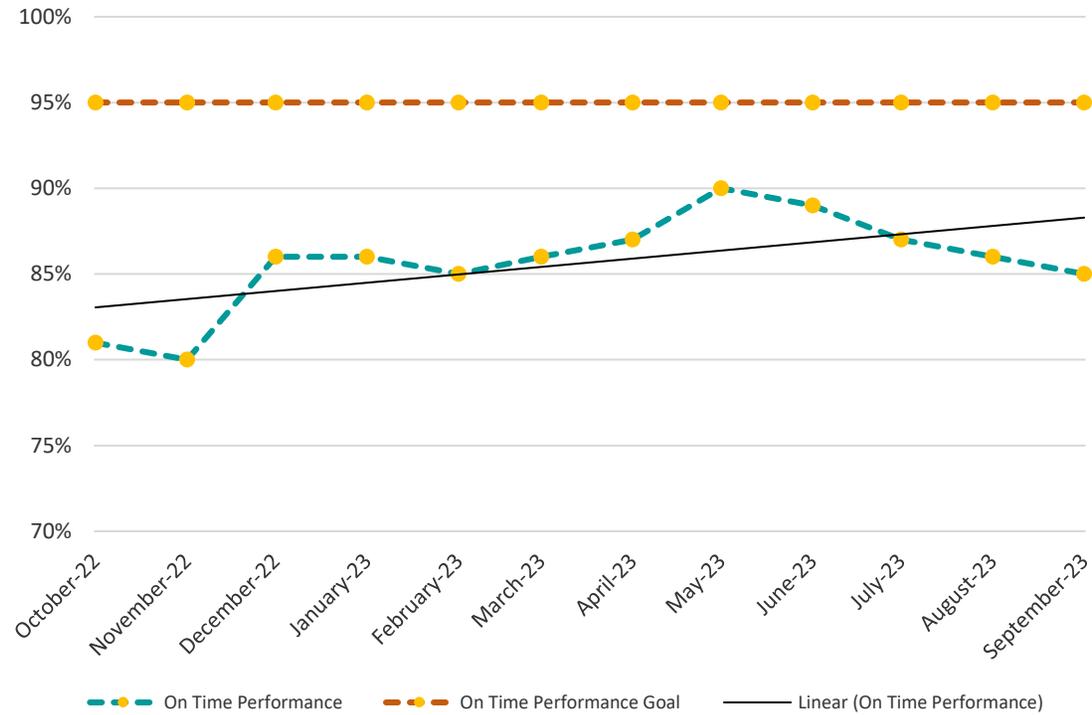


Source: 02 CTC AOR Monthly Report 12-04-23v2.xlsx

Table 4: Lake County Connection On Time Performance (OTP)

	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
On Time Performance	81%	80%	86%	86%	85%	86%	87%	90%	89%	87%	86%	85%
On Time Performance Goal	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

Figure 4: Lake County Connection On Time Performance

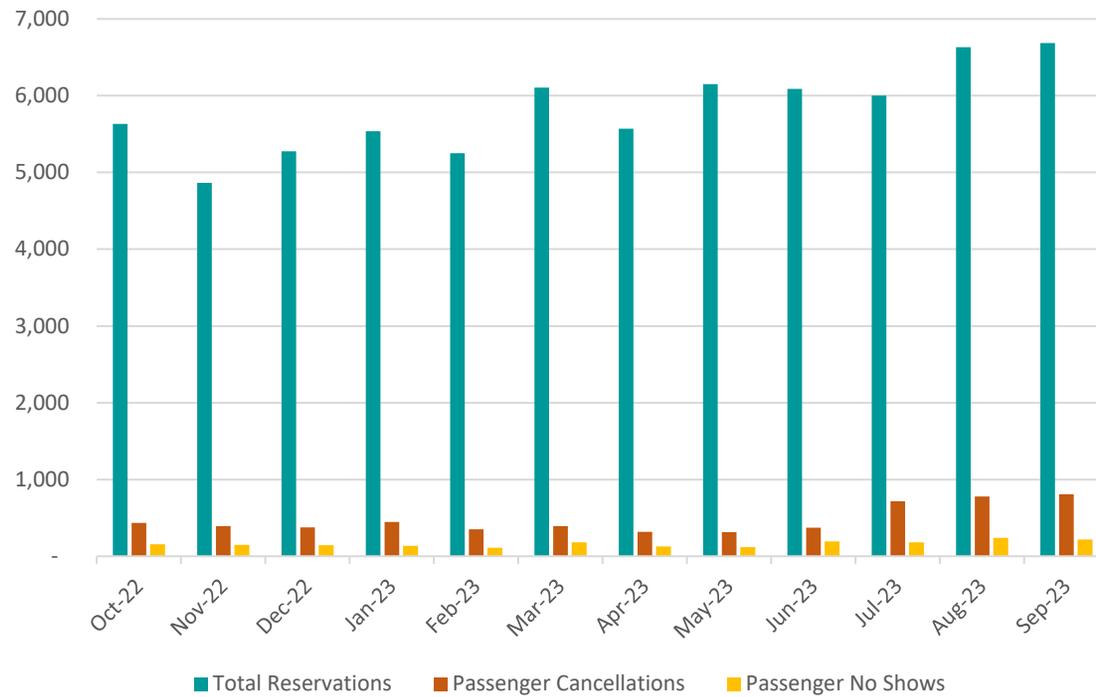


Source: 05 LCC OTP Report 12-04-23.xlsx

Table 5: Lake County Transit Trips

	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Total
Total Reservations	5,632	4,864	5,277	5,538	5,252	6,106	5,571	6,151	6,088	6,001	6,632	6,688	69,800
Passenger Cancellations	433	392	376	447	351	392	317	313	370	716	778	809	5,694
Passenger No Shows	157	147	144	137	110	181	126	119	194	180	238	219	1,952

Figure 5: Lake County Transit Trips

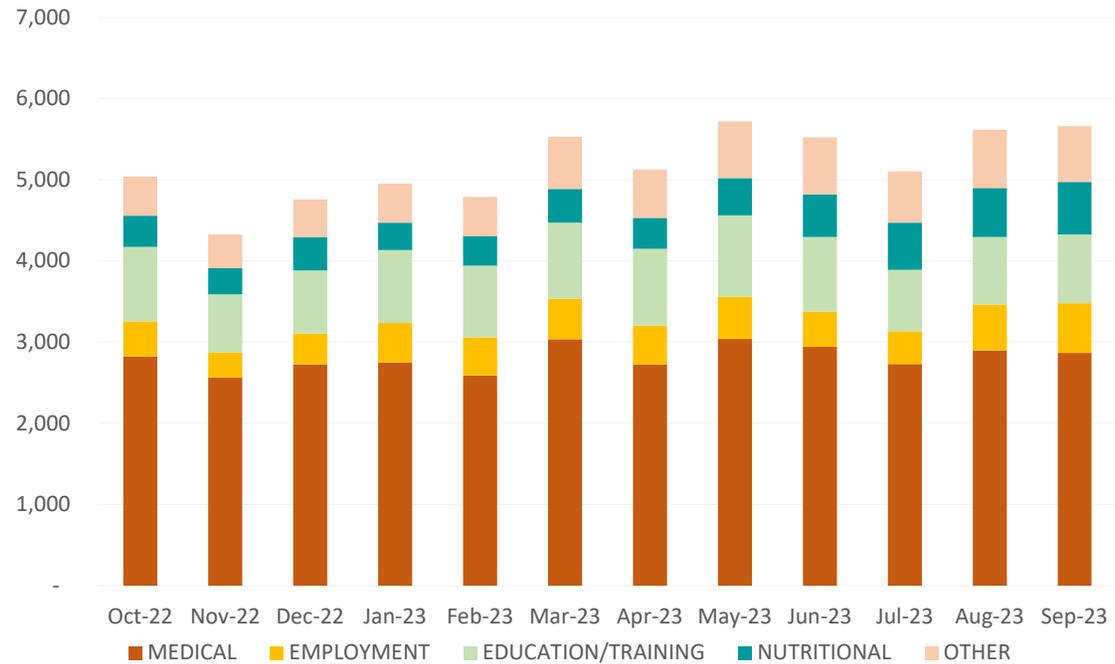


Source: 02 CTC AOR Monthly Report 12-04-23.xlsx

Table 6: Trip Purpose

Trip Purpose	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Total
Medical	2,825	2,564	2,726	2,749	2,589	3,038	2,722	3,042	2,943	2,732	2,898	2,868	33,696
Employment	432	311	380	489	470	496	482	516	434	401	566	612	5,589
Education/Training	915	713	777	895	884	938	945	1,004	920	757	831	848	10,427
Nutritional	386	325	410	339	360	414	383	460	525	583	606	646	5,437
Other	484	412	464	482	488	647	596	697	702	632	715	686	7,005
Total	5,042	4,325	4,757	4,954	4,791	5,533	5,128	5,719	5,524	5,105	5,616	5,660	62,154

Figure 6: Trip Purpose

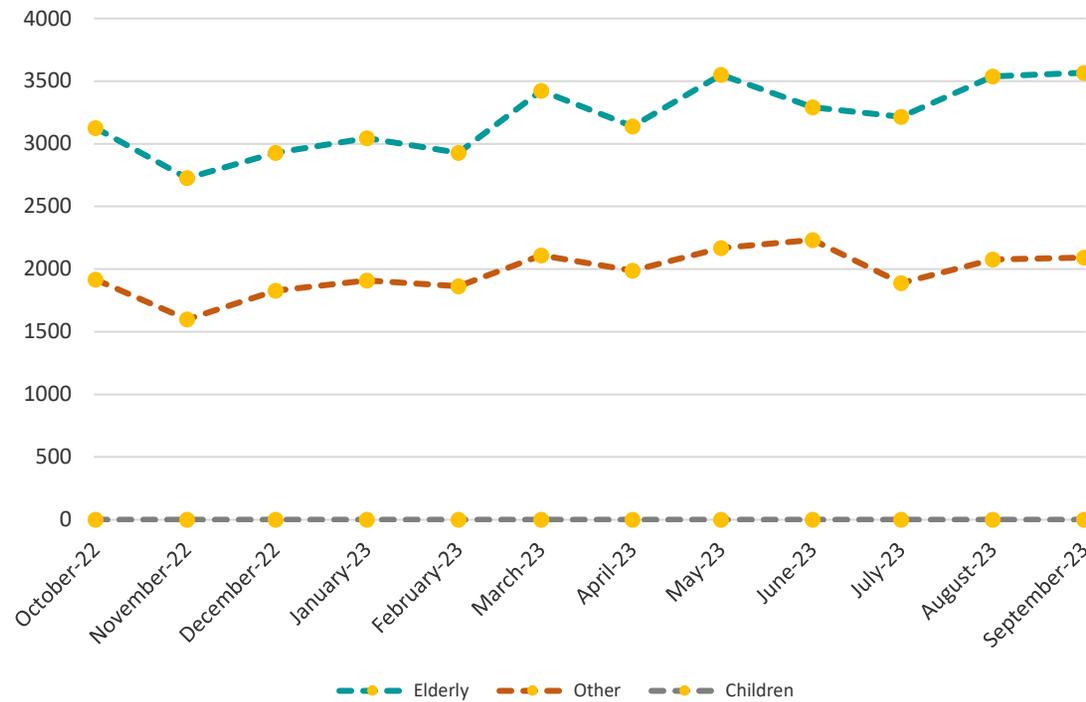


Source: 02 CTC AOR Monthly Report 12-04-23.xlsx

Table 7: Passenger Types

Passenger Type	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Total
Elderly	3,126	2,726	2,929	3,045	2,927	3,424	3,139	3,551	3,291	3,216	3,538	3,567	38,479
Other	1,916	1,599	1,828	1,909	1,864	2,109	1,989	2,168	2,233	1,889	2,078	2,093	23,675
Children	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	5,042	4,325	4,757	4,954	4,791	5,533	5,128	5,719	5,524	5,105	5,616	5,660	62,154

Figure 7: Passenger Types

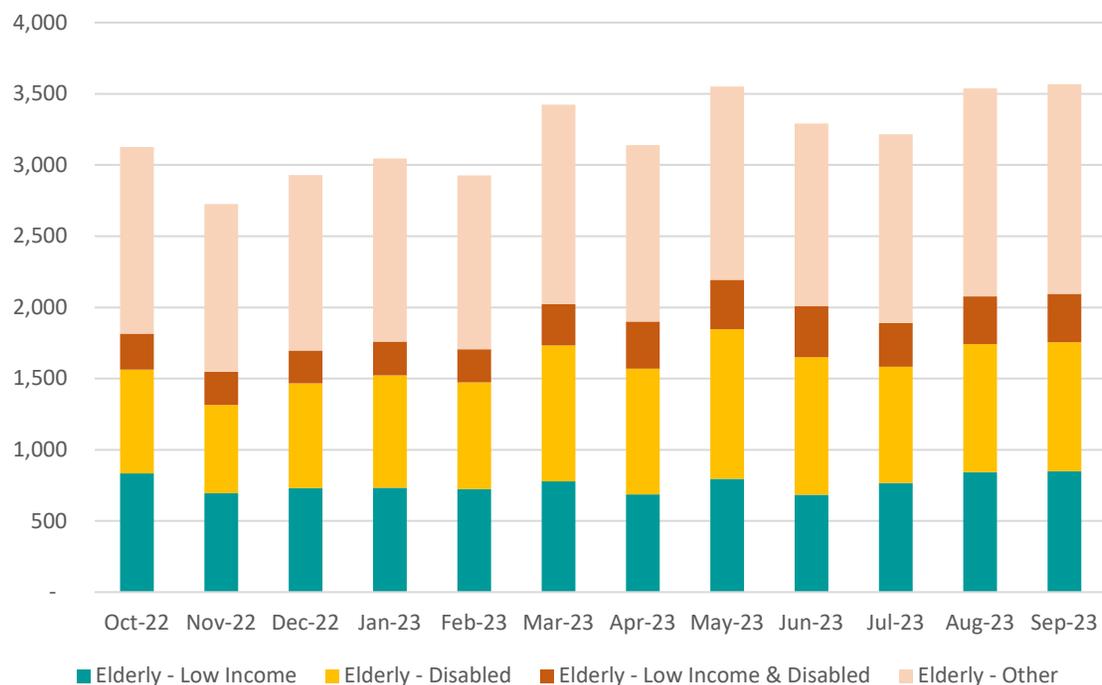


Source: 02 CTC AOR Monthly Report 12-04-23.xlsx

Table 8: Lake County Connection Passenger Types – Elderly

Passenger Type	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Total
Elderly - Low Income	834	695	730	734	725	778	686	796	684	766	842	849	9,119
Elderly - Disabled	729	620	737	788	748	955	884	1,051	965	817	899	906	10,099
Elderly - Low Income & Disabled	253	232	230	237	233	291	331	347	359	306	337	340	3,496
Elderly - Other	1,310	1,179	1,232	1,286	1,221	1,400	1,238	1,357	1,283	1,327	1,460	1,472	15,765

Figure 8: Lake County Connection Passenger Types - Elderly

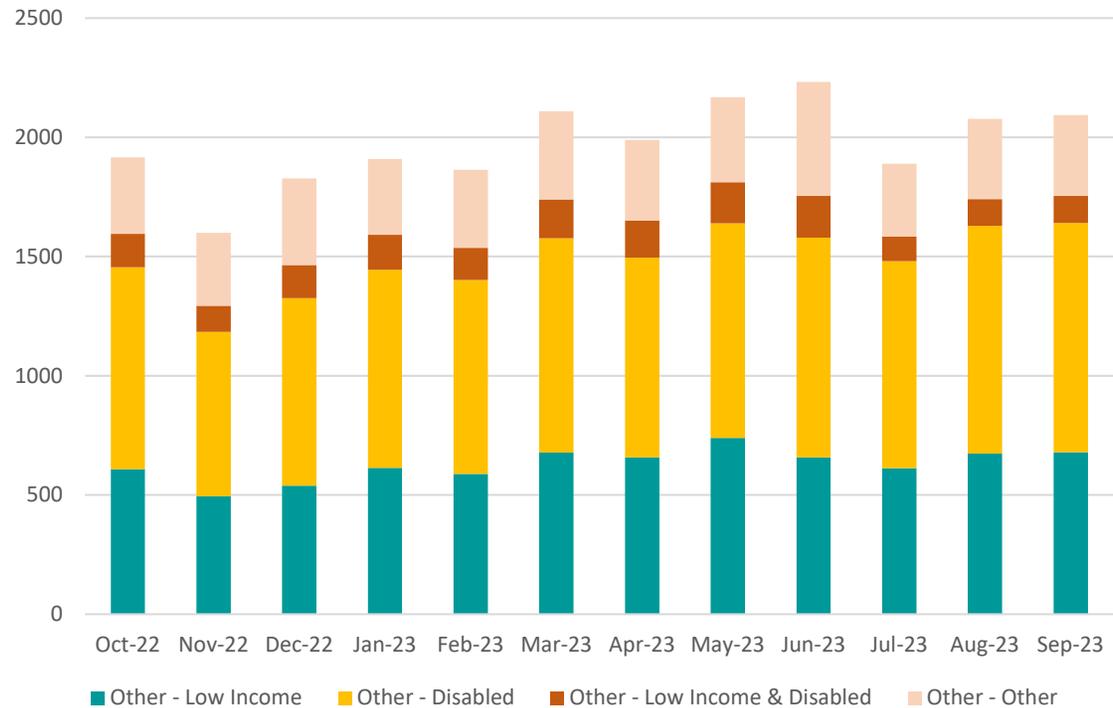


Source: 02 CTC AOR Monthly Report 12-04-23.xlsx

Table 9: Lake County Connection Passenger Types – Other

Passenger Type	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Total
Other - Low Income	608	495	539	614	589	678	658	740	658	613	674	679	7,545
Other - Disabled	847	689	787	830	813	899	837	899	922	868	955	962	10,308
Other - Low Income & Disabled	141	110	139	147	135	163	156	173	174	102	112	113	1,665
Other - Other	320	305	363	318	327	369	338	356	479	306	337	339	4,157

Figure 9: Lake County Connection Passenger Types - Other

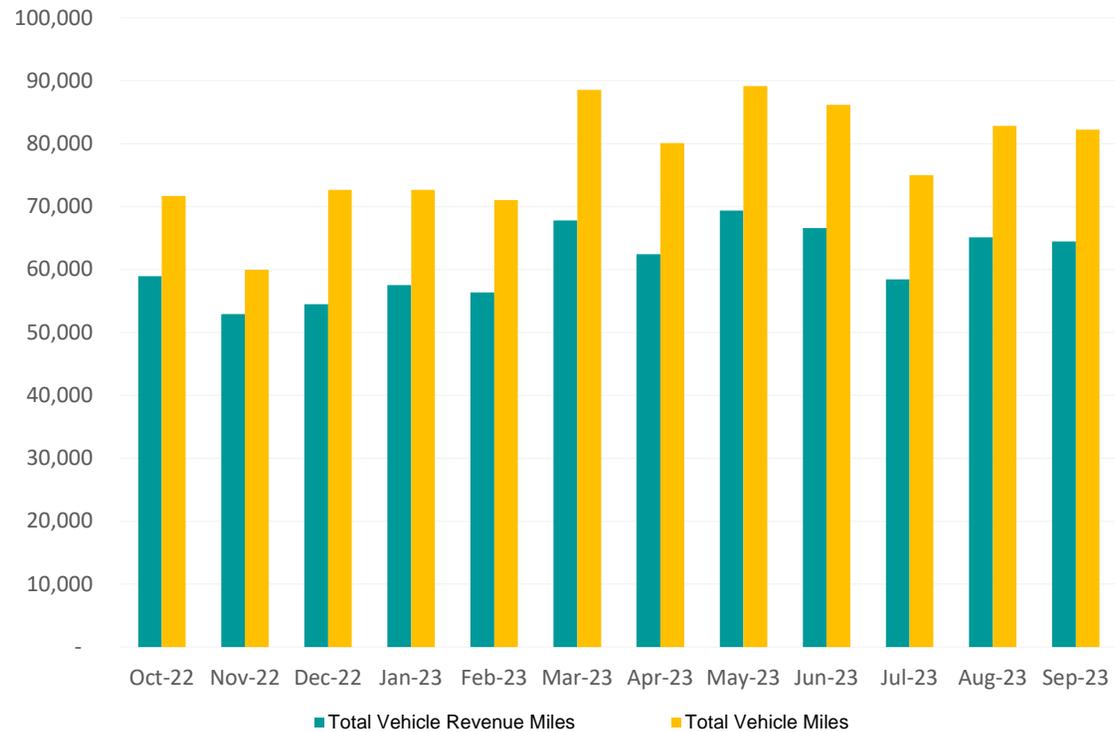


Source: 02 CTC AOR Monthly Report 12-04-23.xlsx

Table 10: Vehicle Miles

	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Total
Total Vehicle Revenue Miles	58,942	52,942	54,476	57,504	56,344	67,818	62,442	69,383	66,565	58,436	65,114	64,479	734,445
Total Vehicle Miles	71,684	59,956	72,645	72,677	71,018	88,542	80,087	89,135	86,190	74,996	82,844	82,199	931,973

Figure 10: Vehicle Miles

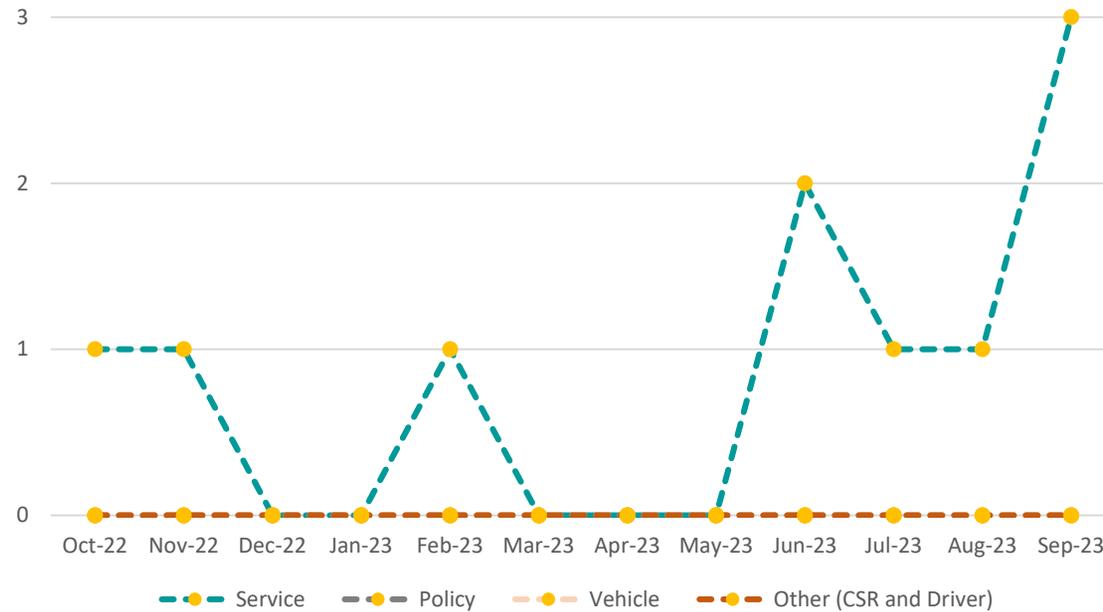


Source: 02 CTC AOR Monthly Report 12-04-23.xlsx

Table 11: Valid Complaints

Complaint Type	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Total
Service	1	1	0	0	1	0	0	0	2	1	1	3	10
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	0	0	0	0	0	0	0	0	0	0
Total Valid Complaints	1	1	0	0	1	0	0	0	2	1	1	3	10

Figure 11: Valid Complaints

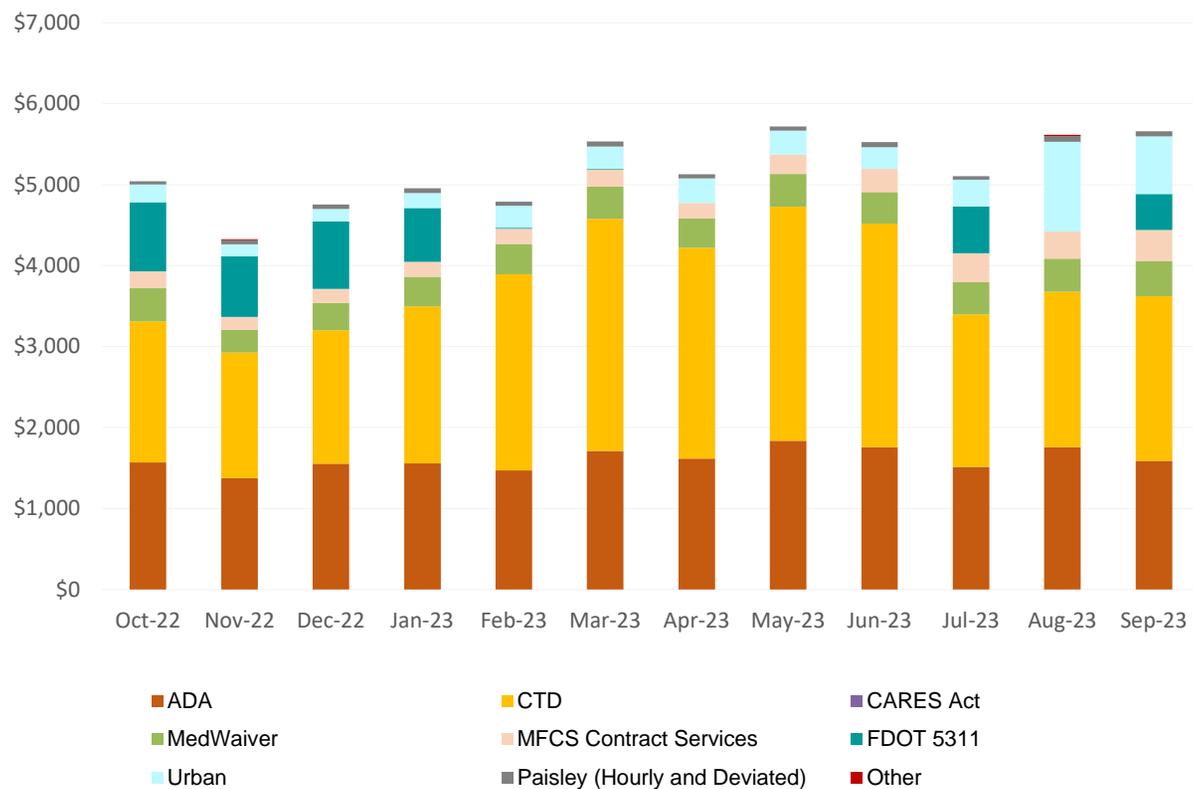


Source: 04 Complaint Report 12-04-23.xlsx

Table 12: Lake County Connection Funding Source

Funding Source	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Total
ADA	1,571	1,376	1,555	1,558	1,470	1,710	1,615	1,836	1,757	1,516	1,757	1,589	19,310
CTD	1,742	1,549	1,645	1,938	2,423	2,867	2,605	2,892	2,762	1,883	1,921	2,034	26,261
CARES Act	0	0	0	0	0	0	0	0	0	0	0	0	0
MedWaiver	407	284	339	365	375	397	365	406	390	395	409	434	4,566
MFCS Contract Services	208	159	175	185	189	213	190	238	288	361	333	384	2,923
FDOT 5311	854	744	832	664	9	9	0	0	0	578	0	443	4,133
Urban	221	152	153	186	274	273	301	297	265	330	1109	714	4,275
Paisley (Hourly & Deviated)	39	52	58	58	51	64	52	50	62	42	70	62	660
Other	0	9	0	0	0	0	0	0	0	0	17	0	26
Total Actual County Trips	5,042	4,325	4,757	4,954	4,791	5,533	5,128	5,719	5,524	5,105	5,616	5,660	62,154

Figure 12: Lake County Connection Funding Source

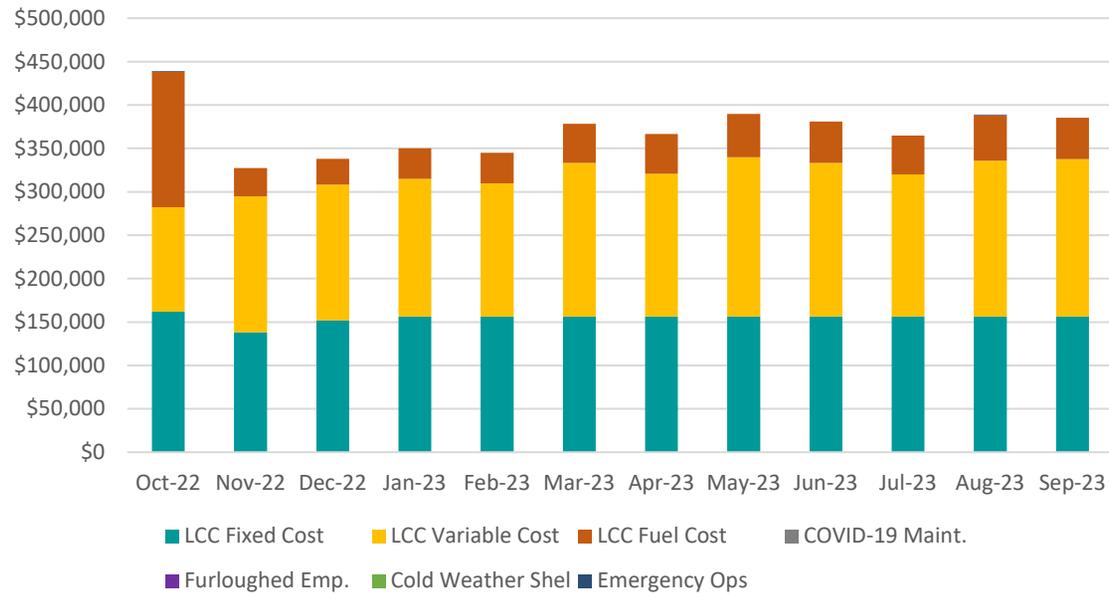


Source: 02 CTC AOR Monthly Report 12-04-23.xlsx

Table 13: Lake County Connection Contract Amount

	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Total
LCC Fixed Cost	\$161,897	\$138,274	\$152,060	\$156,403	\$156,403	\$156,403	\$156,403	\$156,403	\$156,403	\$156,403	\$156,403	\$156,403	\$1,859,859
LCC Variable Cost	\$120,230	\$156,403	\$156,403	\$158,435	\$153,386	\$176,977	\$164,259	\$183,449	\$176,750	\$163,839	\$179,469	\$181,151	\$1,970,751
LCC Fuel Cost	\$156,403	\$32,674	\$29,435	\$35,497	\$35,303	\$45,051	\$45,941	\$50,085	\$47,949	\$44,502	\$52,558	\$47,892	\$623,290
COVID-19 Maint.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Furloughed Emp.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Cold Weather Shel	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Emergency Ops	\$759	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$565	\$0	\$1,324
Total Expense	\$439,289	\$327,351	\$337,897	\$350,334	\$345,093	\$378,431	\$366,603	\$389,937	\$381,102	\$364,744	\$388,995	\$385,447	\$4,455,224

Figure 13: Lake County Connection Contract Amount

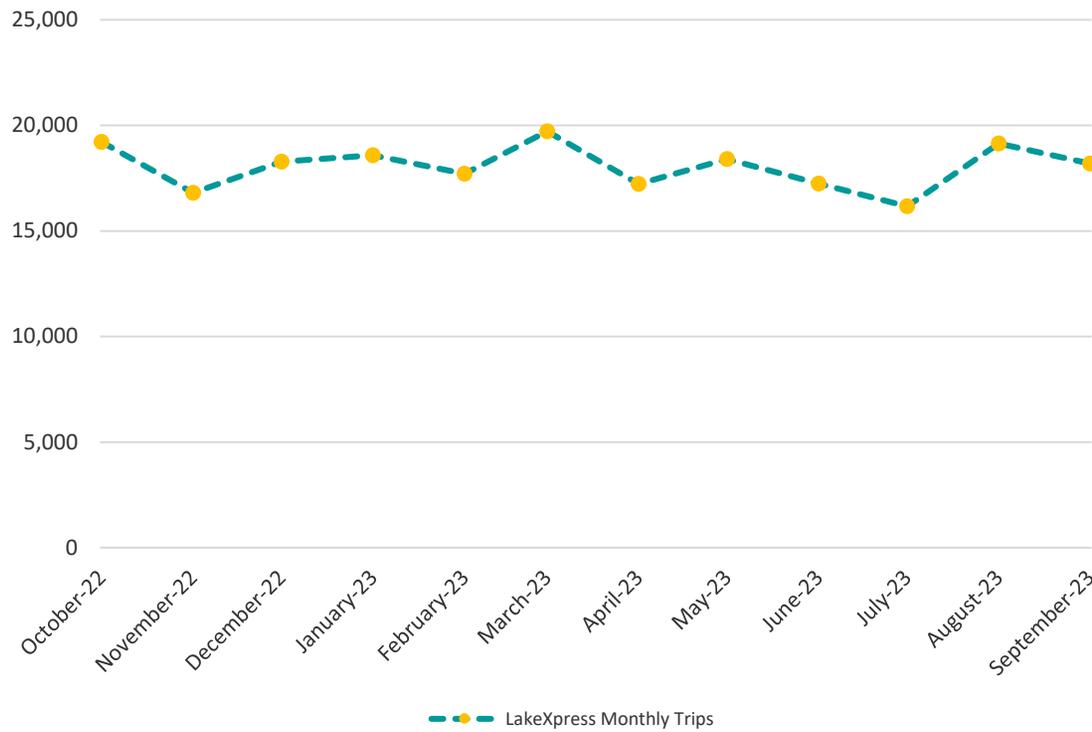


Source: 07 Performance Measures Report 12-04-23.xlsx

Table 14: LakeXpress Monthly Trips

	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Total
LakeXpress Monthly Trips	19,223	16,805	18,288	18,583	17,711	19,717	17,227	18,409	17,246	16,165	19,146	18,187	216,707

Figure 14: LakeXpress Monthly Trips

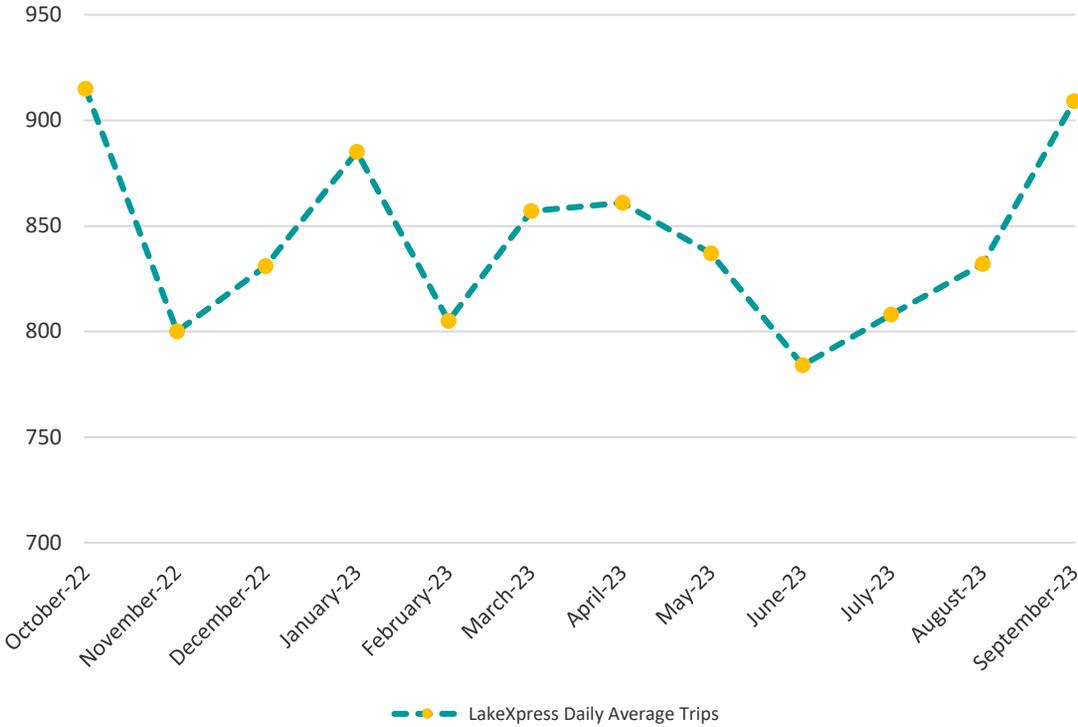


Source: 06 LX Monthly Trip Report 12-04-23.xlsx

Table 15: LakeXpress Daily Average Trips

	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
LakeXpress Daily Average Trips	915	800	831	885	805	857	861	837	784	808	832	909

Figure 15: LakeXpress Daily Average Trips

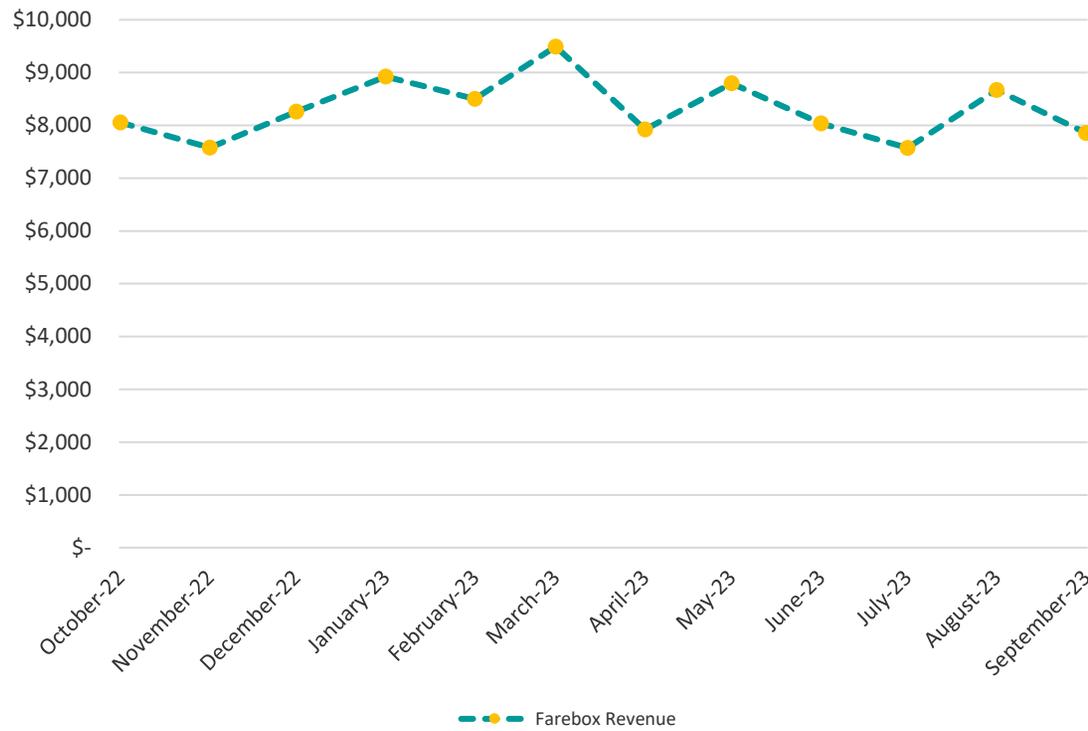


Source: 06 LX Monthly Trip Report 12-04-23.xlsx

Table 16: LakeXpress Farebox Revenue

	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Total
Farebox Revenue	\$8,056	\$7,575	\$8,261	\$8,920	\$8,502	\$9,492	\$7,920	\$8,797	\$8,034	\$7,573	\$8,667	\$7,858	\$99,656

Figure 16: LakeXpress Farebox Revenue

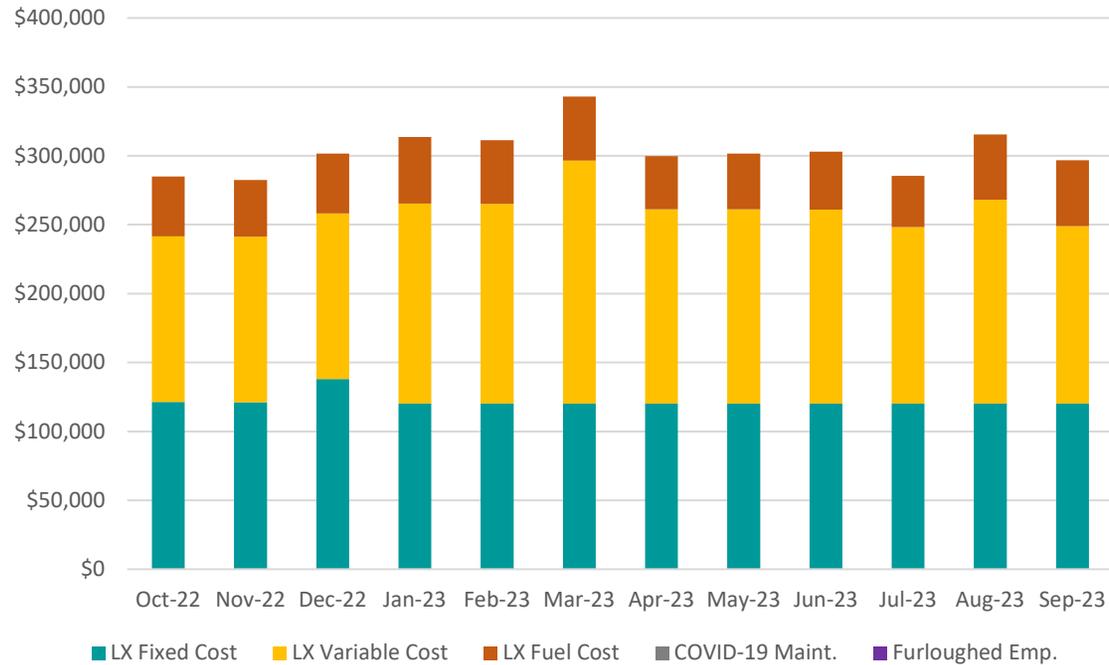


Source: 06 LX Monthly Trip Report 12-04-23.xlsx

Table 17: LakeXpress Contract Amount

	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Total
LX Fixed Cost	\$121,308	\$121,123	\$138,037	\$120,230	\$120,230	\$120,230	\$120,230	\$120,230	\$120,230	\$120,230	\$120,230	\$120,230	\$1,462,536
LX Variable Cost	\$120,230	\$120,230	\$120,230	\$145,037	\$144,940	\$176,204	\$140,867	\$140,893	\$140,725	\$127,912	\$147,774	\$128,620	\$1,653,662
LX Fuel Cost	\$43,495	\$41,193	\$43,321	\$48,314	\$46,235	\$46,559	\$38,616	\$40,545	\$41,938	\$37,342	\$47,499	\$47,892	\$522,948
COVID-19 Maint.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Furloughed Emp.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Expense	\$285,033	\$282,546	\$301,588	\$313,581	\$311,405	\$342,993	\$299,713	\$301,668	\$302,892	\$285,484	\$315,502	\$296,742	\$3,639,145

Figure 17: LakeXpress Contract Amount



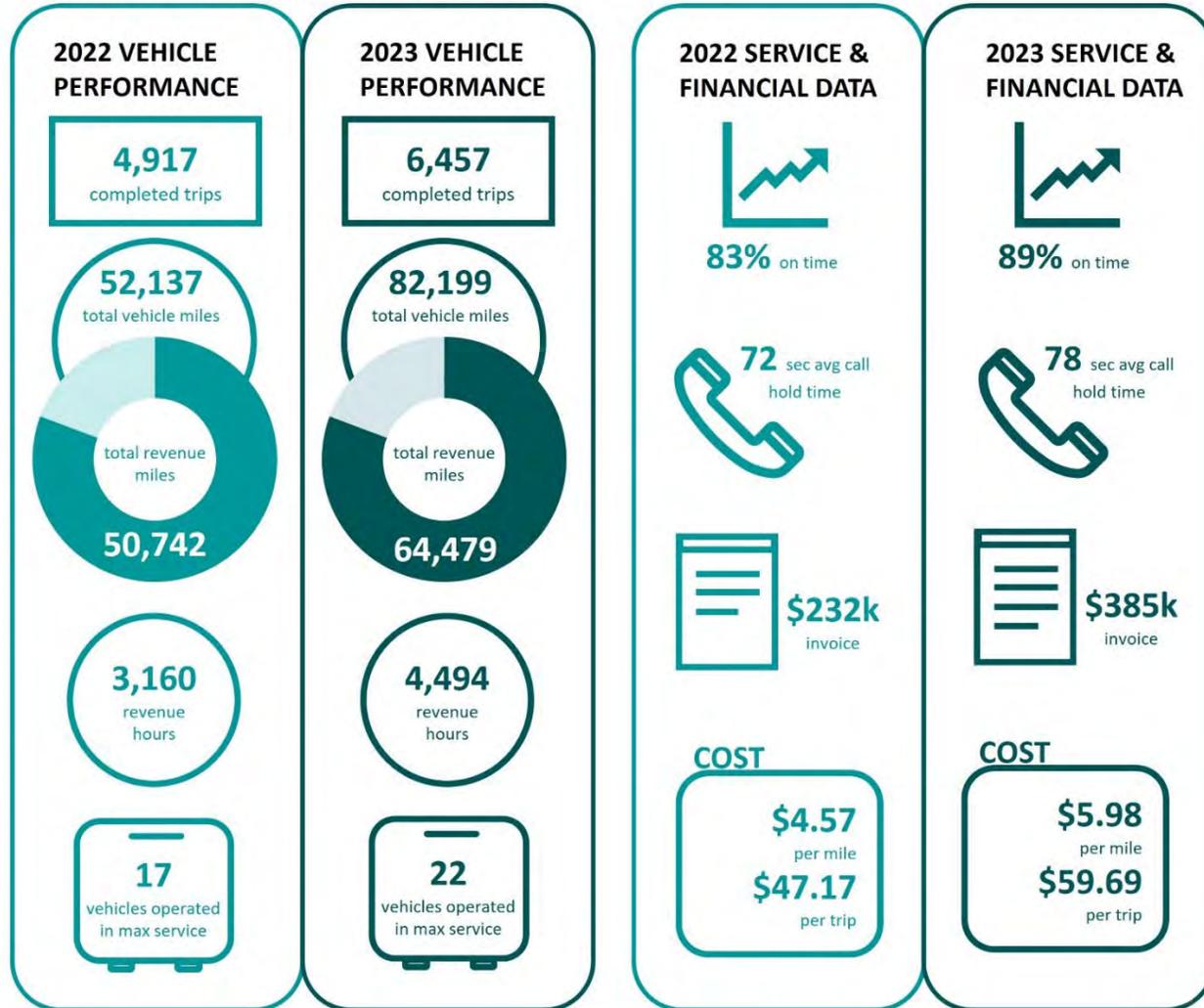
Source: 07 Performance Measures Report 12-04-23.xlsx

Table 18: Lake County Transit Annual Comparison Summary

Description	September 2022	September 2023	Change
Completed Trips	4,917	6,457	31.3%
Total Vehicle Miles	52,137	82,199	57.7%
Total Revenue Vehicle Miles	50,742	64,479	27.1%
Total Revenue Hours	3,160	4,494	42.2%
Vehicles Operated in Maximum Service	17	22	29.4%
On Time Performance - Standard 90%	83%	89%	7.2%
Call Hold Times (Seconds)	1:12	1:18	8.3%
Invoice Amount	\$231,952.31	\$385,446.63	66.2%
Cost per mile	\$4.57	\$5.98	30.8%
Cost per trip	\$47.17	\$59.69	26.5%

Figure 18: Lake County Transit Annual Comparison Summary

Selected Lake County Transit Metrics
September 2022 and September 2023 Comparison



Source: 03 Comparison Report 12-04-23.xlsx



Lake County Transportation Disadvantaged Coordinating Board

Member Training



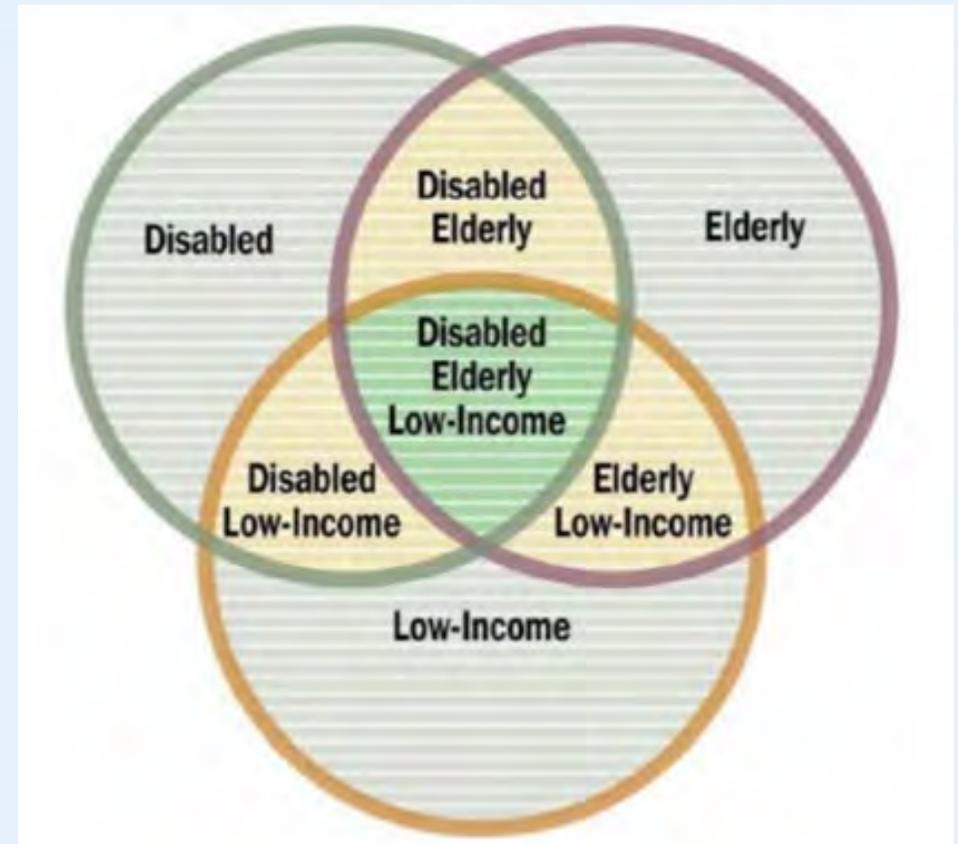


Transportation Disadvantaged Program



Transportation Disadvantaged (TD) Population

Persons who because of physical or mental disability, income status, or age, are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are high-risk (411.202, F.S.).



Commission for the Transportation Disadvantaged (CTD)

Independent state agency created to accomplish the coordination of transportation services provided to the transportation disadvantaged population.



The Coordinated System

- **Commission for the Transportation Disadvantaged (CTD):** the state-level board that develops policies and procedures for the coordination of services to the TD population
- **Community Transportation Coordinator (CTC):** responsible for providing and/or contracting for transportation services within a county or multi-county service area.
- **Transportation Operators:** provide TD services in its designated service area.
- **Designated Official Planning Agencies (DOPA):** conducts and coordinates planning activities for the local TD program.
- **Local Coordinating Board (LCB)*:** serves as a local advisory body to CTD and assists the CTC in identifying the local service needs and providing information, advice and direction on the coordination of TD services.

**In Lake County, the LCB is referred to as the Transportation Disadvantaged Coordinating Board (TDCB).*



Florida's Coordinated Transportation System Organizational Structure

Transportation Disadvantaged Riders

Independent State Agency

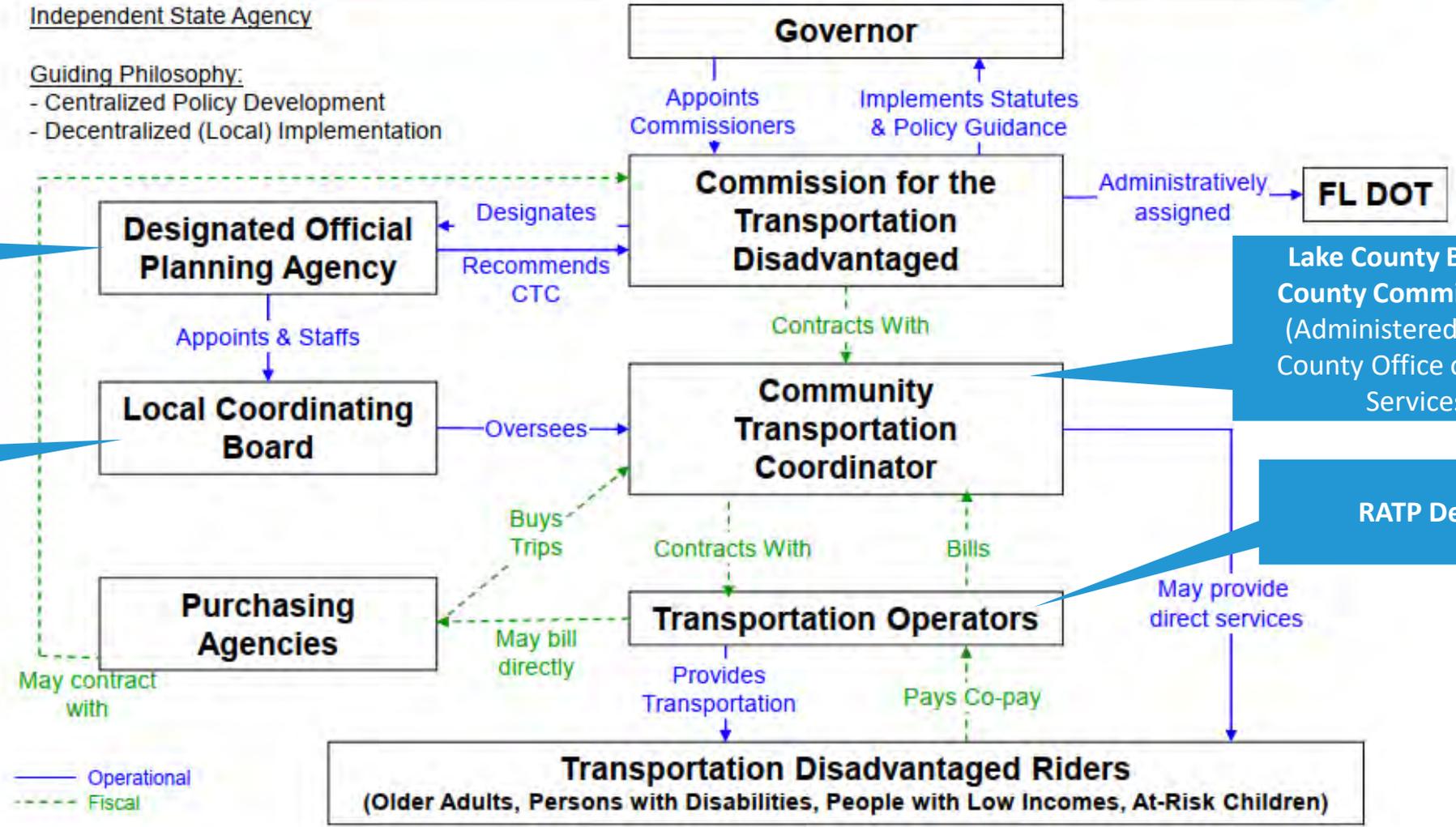
- Guiding Philosophy:
- Centralized Policy Development
 - Decentralized (Local) Implementation

Lake-Sumter MPO

Lake County TDCB

Lake County Board of County Commissioners (Administered by Lake County Office of Transit Services)

RATP Dev.



Transportation Disadvantaged Riders
 (Older Adults, Persons with Disabilities, People with Low Incomes, At-Risk Children)



Transportation Disadvantaged Coordinating Board (TDCB) Overview





TDCB Overview

- Board membership represents local stakeholders and is appointed by planning agency.
- Meets quarterly and provides guidance on local coordination of transportation services.
- Serves as the local advisory body to the Commission.

TDCB Duties

- Assist Community Transportation Coordinator (CTC) in establishing guidelines and trip priorities
- Evaluate CTC annually
- Review and approve Transportation Disadvantaged Service Plan (TDSP)
- Review and approve Memorandum of Agreement (MOA) between CTC and Commission
- Appoint Grievance Committee to process and investigate complaints
- Review and recommend other funding applications
- Review strategies of service provision to the area
- Review and approve Annual Operating Report (AOR)
- Hold annual Public Hearing
- Evaluate multicounty or regional transportation opportunities
- Review coordination contracts

Key Approval Items

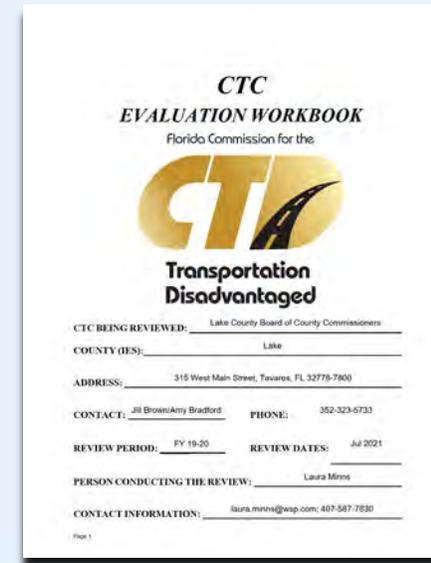
Transportation Disadvantaged Service Plan (TDSP)

Outlines TD services and service partners in Lake County



Community Transportation Coordinator (CTC) Evaluation

Annual evaluation of the CTC's performance conducted by the TDCB



Voting Members

- Chair
- Florida Department of Transportation
- Florida Department of Children and Families
- Public Education Community
- Vocational Rehabilitation/FL Dept. of Education
- Veterans Service Office
- Florida Association for Community Action/Economically disadvantaged
- Person over 60, representing elderly
- Person with a disability, representing disabled
- Citizen advocate
- Citizen advocate/user of system
- Children at risk representative
- Florida Department of Elder Affairs
- Local Private For-Profit Transportation
- Florida Agency for Health Care Administration
- Workforce Development
- Medical Community



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.

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.

Termination of Membership

- A member of the TDCB may resign at any time by giving notice in writing to the Chairperson.
- 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.

Officers

■ Chairperson

- » Elected official from Lake County appointed by MPO.
- » Presides at all meetings, reviews and sign the official meeting minutes, and is responsible for all notices and agendas for future meetings.
- » Serves until the elected term of office has expired or otherwise replaced by the M.P.O.

■ Vice-Chairperson:

- » Elected annually by majority vote of the voting TDCB members
- » One (1) year term starting with the first meeting after their election
- » 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.



Committees

- Grievance Subcommittee
- Bylaws Subcommittee
- Community Transportation Coordinator (CTC) Evaluation Subcommittee
- Ridership Subcommittee



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.

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.



Fiscal Year 23-24 Quarterly Meetings

- **Quarter 1 Meeting:** September 18, 2023
- **Quarter 2 Meeting:** December 4, 2023
- **Quarter 3 Meeting:** March 4, 2024
- **Quarter 4 Meeting:** June 10, 2024



Contact Information





Lake~Sumter MPO Contact Information

Lake-Sumter MPO

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Leesburg, FL 34748

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Fax: (352) 315-0993

E-mail: Michael.Woods@LakeSumterMPO.com



Questions?

TD Planner

Kelsey Peterson

Email: Kelsey.Peterson@wsp.com

Phone: (305) 514-3174





Glossary



GLOSSARY

The following glossary is intended to coordinate terminology within the Florida Coordinated Transportation System. It is imperative that when certain words or phrases are used, the definition must be universally acknowledged.

Accidents: when used in reference to the AOR, the total number of reportable accidents that occurred whereby the result was either property damage of \$1000.00 or more, or personal injury that required evacuation to a medical facility, or a combination of both.

Actual Expenditure Report (AER): an annual report completed by each state member agency and each official planning agency, to inform the Commission in writing, before September 15 of each year, of the specific amount of funds the agency expended for transportation disadvantaged services.

Advance Reservation Service: shared or individual paratransit service that is readily delivered with at least prior day notification, seven days a week, 24 hours a day.

Agency: an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private non-profit transportation service providing entity.

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.

Annual Performance Report (APR): an annual report issued by the Commission for the Transportation Disadvantaged that combines all the data submitted in the Annual Operating Reports and the Commissions Annual Report.

Automotive Service Excellence (ASE): a series of tests that certify the skills of automotive technicians in a variety of maintenance areas.

Availability: a measure of the capability of a transportation system to be used by potential riders, such as the hours the system is in operation, the route spacing, the seating availability, and the pick-up and delivery time parameters.

Bus: any motor vehicle designed for carrying more than 10 passengers and used for the transportation of persons for compensation.

Bus Lane: a street or highway lane intended primarily for buses, either all day or during specified periods, but used by other traffic under certain circumstances.

Bus Stop: a waiting, boarding, and disembarking area, usually designated by distinctive signs and by curbs or pavement markings.

Center for Urban Transportation Research (CUTR): a research group located at the University of South Florida's College of Engineering.

Certified Minority Business Enterprise (CMBE): any small business concern which is organized to engage in commercial transactions, which is domiciled in Florida, and which is at least 51 percent owned by minority persons and whose management and daily operations are controlled by such persons. These businesses should be certified by the Florida Department of Management Services.

Chapter 427, Florida Statutes: the Florida statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.

Commendation: : any documented compliment of any aspect of the coordinated system, including personnel, vehicle, service, etc.

Commercial Drivers License (CDL): a license required if a driver operates a commercial motor vehicle, including a vehicle that carries 16 or more passengers (including the driver), or a vehicle weighing more than 26,000 pounds.

Commission: the Florida Commission for the Transportation Disadvantaged (CTD) as authorized in Section 427.013, Florida Statutes.

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.

Competitive Procurement: obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines, as established in accordance with Chapter 287, Florida Statutes.

Complaint: any documented customer concern involving timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies.

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 who receives transportation disadvantaged funds and performs some, if not all of, its own 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 own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.

Deadhead: the miles or hours that a vehicle travels when out of revenue service. From dispatch point to first pick-up, and from last drop-off to home base, or movements from home base to maintenance garage or fuel depot, and return.

Demand Response: a paratransit service that is readily delivered with less than prior day notification, seven days a week, 24 hours a day. This service can be either an individual or shared ride.

Designated Service Area: a geographical area subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

Deviated Fixed-Route Service: Any system of transporting individuals, including the provision of designated public transportation service by public entities and the provision of transportation service by private entities, including, but not limited to, specific public transportation service which is not a fixed-route system.

Disabled Passenger: anyone with a physical or mental impairment that substantially limits at least one of the major life activities (i.e., caring for ones self, walking, seeing, hearing, speaking, learning).

Dispatcher: the person responsible for having every scheduled run leave the yard or garage on time and maintain a schedule, matching the work force with the work load on a minute-by-minute basis. In demand-response transportation, the person who assigns the customers to vehicles and notifies the appropriate drivers.

Driver Hour: the period of one hour that a person works whose main responsibility is to drive vehicles.

Economies of Scale: cost savings resulting from combined resources (e.g., joint purchasing agreements that result in a lower cost per gallon or quantity discount for fuel).

Effectiveness Measure: a performance measure that indicates the level of consumption per unit of output. Passenger trips per vehicle mile is an example of an effectiveness measure.

Efficiency Measure: a performance measure that evaluates the level of resources expended to achieve a given level of output. An example of an efficiency measure is operating cost per vehicle mile.

Emergency: any occurrence, or threat thereof, whether accidental, natural or caused by man, in war or in peace, which results or may result in substantial denial of services to a designated service area for the transportation disadvantaged.

Emergency Fund: transportation disadvantaged trust fund monies set aside to address emergency situations and which can be utilized by direct contract, without competitive bidding, between the Commission and an entity to handle transportation services during a time of emergency.

Employees: the total number of persons employed in an organization.

Fixed Route: (also known as Fixed Route/Fixed Schedule) service in which the vehicle (s) repeatedly follows a

consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the users request (e.g. conventional city bus, fixed guide-way).

Florida Administrative Code (FAC): a set of administrative codes regulating the State of Florida.

Florida Coordinated Transportation System (FCTS): a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.

Florida Department of Transportation (FDOT): a governmental entity. The Commission for the Transportation Disadvantaged is housed under the Florida Department of Transportation for administrative purposes.

Florida Statutes (FS): the laws governing the State of Florida.

Full Time Equivalent (FTE): a measure used to determine the number of employees based on a 40-hour work week. One FTE equals 40 work hours per week.

Fully Allocated Costs: the total cost, including the value of donations, contributions, grants or subsidies, of providing coordinated transportation, including those services which are purchased through transportation operators or provided through coordination contracts.

General Trips: passenger trips by individuals to destinations of their choice, not associated with any agency program.

Goal: broad conditions that define what the organization hopes to achieve.

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.

In Service: the time a vehicle begins the route to provide transportation service to the time the route is completed.

In-Take Clerk/Reservationist: an individual whose primary responsibility is to accept requests for trips, enter dates on requests, determine eligibility and provide customer service.

Latent Demand: demand that is not active (i.e., the potential demand of persons who are not presently in the market for a good or service).

Limited Access: the inability of a vehicle, facility or equipment to permit entry or exit to all persons. Lack of accessibility of vehicle, facility or other equipment.

Load Factor: the ratio of use to capacity of equipment or a facility during a specified time period.

Local Coordinating Board (LCB): an entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to provide assistance to the community transportation coordinator concerning the coordination of transportation disadvantaged services.

Local Government: an elected and/or appointed public body existing to coordinate, govern, plan, fund, and administer public services within a designated, limited geographic area of the state.

Local Government Comprehensive Plan: a plan that meets the requirements of Chapters 163.3177 and 163.3178, Florida Statutes.

Management Information System (MIS): the mechanism that collects and reports key operating and financial information for managers on a continuing and regular basis.

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 area-wide 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 official planning agency referred to in Chapter 427, F.S.

Network type: describes how a community transportation coordinator provides service, whether as a complete brokerage, partial brokerage, or sole provider.

Non-coordinated Trip: a trip provided by an agency, entity, or operator who is in whole or in part subsidized by local, state, or federal funds, and who does not have coordination/operator contract with the community transportation coordinator.

Non-sponsored Trip: transportation disadvantaged services that are sponsored in whole by the Transportation Disadvantaged Trust Fund.

Objective: specific, measurable conditions that the organization establishes to achieve its goals.

Off Peak: a period of day or night during which travel activity is generally low and a minimum of transit service is operated.

Official Planning Agency (OPA): the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.

Operating Cost: the sum of all expenditures that can be associated with the operation and maintenance of the system during the particular period under consideration.

Operating Cost per Driver Hour: operating costs divided by the number of driver hours, a measure of the cost efficiency of delivered service.

Operating Cost per Passenger Trip: operating costs divided by the total number of passenger trips, a measure of the efficiency of transporting riders. One of the key indicators of

comparative performance of transit properties since it reflects both the efficiency with which service is delivered and the market demand for the service.

Operating Cost per Vehicle Mile: operating costs divided by the number of vehicle miles, a measure of the cost efficiency of delivered service.

Operating Environment: describes whether the community transportation coordinator provides service in an urban or rural service area.

Operating Expenses: sum of all expenses associated with the operation and maintenance of a transportation system.

Operating Revenues: all revenues and subsidies utilized by the operator in the provision of transportation services.

Operating Statistics: data on various characteristics of operations, including passenger trips, vehicle miles, operating costs, revenues, vehicles, employees, accidents, and roadcalls.

Operator Contract: a written contract between the community transportation coordinator and a transportation operator to perform transportation services.

Organization Type: describes the structure of a community transportation coordinator, whether it is a private-for-profit, private non-profit, government, quasi-government, or transit agency.

Paratransit: elements of public transit that provide service between specific origins and destinations selected by the individual user with such service being provided at a time that

is agreed upon between the user and the provider of the service. Paratransit services are provided by sedans, vans, buses, and other vehicles.

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.

Passenger Miles: a measure of service utilization which represents the cumulative sum of the distances ridden by each passenger. This is a duplicated mileage count. For example: If 10 people ride together for 10 miles, there would be 100 passenger miles.

Passenger Trip: a unit of service provided each time a passenger enters the vehicle, is transported, then exits the vehicle. Each different destination would constitute a passenger trip. This unit of service is also known as a one-way passenger trip.

Passenger Trips per Driver Hour: a performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of driver hours.

Passenger Trips per Vehicle Mile: a performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of vehicle miles.

Performance Measure: statistical representation of how well an activity, task, or function is being performed. Usually computed from operating statistics by relating a measure of service output or utilization to a measure of service input or cost.

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.

Program Trip: a passenger trip supplied or sponsored by a human service agency for the purpose of transporting clients to and from a program of that agency (e.g., sheltered workshops, congregate dining, and job training).

Public Transit: means the transporting of people by conveyances or systems of conveyances traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmental or privately owned. Public transit specifically includes those forms of transportation commonly known as paratransit.

Purchased Transportation: transportation services provided for an entity by a public or private transportation provider based on a written contract.

Request for Proposals (RFP): a competitive procurement process.

Request for Qualifications (RFQ): a competitive procurement process.

Reserve Fund: transportation disadvantaged trust fund monies set aside each budget year to insure adequate cash is available for incoming reimbursement requests when estimated revenues do not materialize.

Revenue Hours: total vehicle hours used in providing passenger transportation, excluding deadhead time.

Revenue Miles: the total number of paratransit service miles driven while TD passengers are riding on the vehicles. This figure should be calculated from first passenger pick-up until the last passenger drop-off, excluding any breaks in actual passenger transport. For example: if 10 passengers rode 10 miles together, there would be 10 revenue miles.

Ridesharing: the sharing of a vehicle by clients of two or more agencies, thus allowing for greater cost efficiency and improved vehicle utilization.

Roadcall: any in-service interruptions caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Roadcalls exclude accidents.

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.

Scheduler: a person who prepares an operating schedule for vehicles on the basis of passenger demand, level of service, and other operating elements such as travel times or equipment availability.

Shuttle: a transit service that operates on a short route, or in a small geographical area, often as an extension to the service of a longer route.

Sole Source: (also referred to as Sole Provider) network type in which the CTC provides all of 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).

Standard: something established by authority, custom, or general consent as a model or example.

Stretcher Service: a form of non-emergency paratransit service whereby the rider is transported on a stretcher, litter, gurney, or other device that does not meet the dimensions of a wheelchair as defined in the Americans with Disabilities Act.

Subscription Service: a regular and recurring service in which schedules are prearranged, to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location, and then returned to the point of origin in the same manner.

System Safety Program Plan (SSPP): a documented organized approach and guide to accomplishing a system safety program set forth in Florida Rule 14-90.

Total Fleet: this includes all revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sale, etc.

Total Quality Management (TQM): a management philosophy utilizing measurable goals and objectives to achieve quality management practices.

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 Funds: local government, state, or available federal funds that are for the transportation of the transportation disadvantaged. Such funds may include, but are not limited to, funds for planning, Medicaid transportation, administration, operation, procurement, and maintenance of vehicles or equipment and capital investments. Transportation disadvantaged funds do not include funds for the transportation of children to public schools.

Transportation Disadvantaged Population: (formerly referred to as TD Category II) persons, including children, who, because of disability, income status, or inability to drive due to age or disability are unable to transport themselves.

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: 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 persons transportation costs which are not sponsored by an agency.

Transportation Network Carrier (TNC): is a company which hires people to give rides to others in their own personal cars 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.

Transportation Operator Contract: the Commission's standard coordination/operator contract between the community transportation coordinator and the transportation operator that outlines the terms and conditions for any services to be performed.

Trend Analysis: a common technique used to analyze the performance of an organization over a period of time.

Trip Priorities: methods for restricting or rationing trips.

Trip Sheet: a record kept of specific information required by ordinance, rule or operating procedure for a period of time worked by the driver of a public passenger vehicle in demand-response service. Also known as a driver log.

U.S. Department of Health and Human Services (USDHHS): a federal agency regulating health and human services.

U.S. Department of Transportation (USDOT): a federal agency regulating the transportation field.

Unduplicated Passenger Head Count (UPHC): the actual number of people that were provided paratransit transportation services, not including personal care attendants, non-paying escorts, or persons provided fixed schedule/fixed route service.

Unmet Trip Requests/Unmet Need: the number of trips desired but not provided because of insufficient service supply, most commonly due to lack of adequate funding.

Urbanized Area: a city (or twin cities) that has a population of 50,000 or more (central city) and surrounding incorporated

and unincorporated areas that meet certain criteria of population size or density.

Van Pool: a prearranged ride-sharing service in which a number of people travel together on a regular basis in a van. Van pools are commonly a company-sponsored van that has a regular volunteer driver.

Vehicle Inventory: an inventory of vehicles used by the CTC, transportation operators, and coordination contractors for the provision of transportation disadvantaged services.

Vehicle Miles: the total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.

Vehicle Miles per Vehicle: a performance measure used to evaluate resource utilization and rate of vehicle depreciation, calculated by dividing the number of vehicle miles by the total number of vehicles.

Vehicles: number of vehicles owned by the transit agency that are available for use in providing services.

Volunteers: individuals who do selected tasks for the community transportation coordinator or its contracted operator, for little or no compensation.

Will-Calls: trips that are requested on a demand response basis, usually for a return trip. The transportation provider generally knows to expect a request for a will-call trip, but cannot schedule the trip in advance because the provider does not know the exact time a passenger will call to request his/her trip.