



Transportation Disadvantaged Coordinating Board Agenda

Date | Time: December 8, 2025, | 10 AM

Lake County TDCB Committee Meeting – December 2025

December 8, 2025, 10:00 AM – 12:00 PM (America/New_York)

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

CALL REGULAR MEETING TO ORDER

Invocation / Pledge of Allegiance

Proper Noticing

Roll Call

Determination of Quorum

Chair Announcements Lake County TDCB Chair, Commissioner Leslie Campione

I. AGENDA UPDATE

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

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

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

III. CONSENT AGENDA

A. Approval of September 15, 2025, Quarterly Meeting Minutes

Attachment A: September 15, 2025, Lake County TDCB Quarterly Meeting Minutes

IV. 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.

Staff recommends for the current Vice-Chair to be reappointed.

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

The Florida Commission for the Transportation Disadvantaged (CTD) requires that CTCs submit the Annual Operating Report 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 Lake County Transit AOR reflects the Office of Transit Services operating data for FY 2024-2025. The AOR must be approved by the CTD and then reviewed by the TDCB. The CTD has approved the Lake County Transit AOR for FY 2024-2025.

Staff recommends approval of the FY 2024-2025 AOR.

Attachment B: Lake County Transit AOR FY 2024-2025

C. Review and Approval of Updated CTC Evaluation Rider Survey

The CTC Evaluation Rider Survey has been revised based on TDCB member feedback and survey best practices. The updated survey is being presented today for review and approval for use in the FY 2025-26 CTC Evaluation.

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Staff recommends approval of the Draft CTC Evaluation Rider Survey.

D. 2025 Lake County Connection How to Ride Guide

The Lake County Connection (LCC) How to Ride Guide is a document that provides customers with information on how to use LCC. The Guide includes topics such as eligibility, hours of operation and service area, how to reserve a trip, and other relevant policies and procedures. Each year, the Lake County Office of Transit Services reviews the How to Ride Guide and makes necessary updates, if needed. The 2025 How to Ride Guide was revised to reflect the most up to date policies and procedures.

Staff recommends approval of the 2025 How to Ride Guide.

[Attachment C: 2025 Lake County Connection How to Ride Guide](#)

V. DISCUSSION ITEMS

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

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

B. Section 5310/5311 Grant Applications

The Federal Department of Transportation (FDOT) Section 5310 and 5311 grant programs, described below, provide federal formula funding for transit-related activities. Lake County applied for both of 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 applied for a FDOT Section 5310 Capital Grant for the purchase of four Turtle Top Odyssey Cutaway buses. The grant total request is \$732,763 with an 80% Federal share of \$586,210, the 10% State share of \$73,276, and the 10% County match of \$73,277. In addition, the Office of Transit Services applied for a FDOT Section 5310 Operating Grant of \$800,000, with a 50% Federal share of \$400,000 and a 50% County match of \$400,000. In total, the Office of Transit services is applying for \$1,532,763 in FDOT Section 5310 Grant funding.

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

The Office of Transit Services applied for a FDOT 5311 Operating Grant of \$400,000, with a Federal share of \$200,000 and a County local match of \$200,000.

C. Annual Review of CTC Coordination Contracts

A Coordination Contract is a written contract between the CTC 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

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and proven to be a safer, more effective, and more efficient service from a total system perspective. Lake County reviews each Coordination Contractor on an annual basis to evaluate performance and ensure compliance with applicable regulations.

Lake County currently has Coordination Contracts with the following organizations:

- Crystal Lake/Attain, Inc.
- Beacon College
- Building Block Ministries
- Central Florida Group Homes
- Life Care Services
- Love Thy Neighbor
- Sunrise Arc

D. Follow Up Items

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

1. Proposed updates to the Mary Bennett Rule
2. Accessibility updates to no show door hanger
3. New scheduling system
4. Potential policy for riders who need to use the bathroom while on the bus
5. Provide an online method to file a grievance
6. Communication with clients
7. Grouping trips
8. Complaint reporting to the TDCB

Attachment D: December 8, 2025, Lake County TDCB Agenda Follow Up Log

E. Board Membership Updates

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

F. Recent and Upcoming Events

- **CTD Commission Business Meeting** – Week of December 8th, 2025, *Virtual*
- **FDOT Block Grant Application** – March 2026
- **Annual Public Hearing** – March 2nd, 2026
- **Florida Triple Crown Roadeo** – March 6-7th, 2026, Orlando

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VI. REPORTS

- A. FDOT – Jamie Ledgerwood
- B. Lake County CTC – Amy Bradford, [Lake County Transit Report \(Attachment E\)](#)
- C. RATP Dev – Fabien Blackson, Interim General Manager
- D. Lake-Sumter MPO Quarterly Progress Report – Michael Woods, [MPO Quarterly Progress Report \(Attachment F\)](#)

VII. 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.

VIII. BOARD MEMBER COMMENTS

IX. ADJOURNMENT

X. NEXT MEETING: MARCH 2, 2026

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. People 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 15, 2025
Lake~Sumter MPO
1300 Citizens Blvd., Suite 175 Leesburg, FL 34748

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Members Present

Jamie Kersey Ledgerwood
Jeannette Estes
E. Scott Pfender
Jim Lowe
Rebecca Matthews
Chantel Buck
Cyndi North
Steve Homan
Yvelouse Augustin-Leow

Representing

FDOT
Agency for Persons with Disabilities
Public Education Community
FL Association CAA/Economically Disadvantaged
Person with a Disability representing Disabled
Citizens Advocate
Citizens Advocate/User of System
Florida Dept. of Elder Affairs
Florida Agency for Healthcare Administration

Members Absent

Leslie Campione, Chair
Sheri Peterson
Jennilyn Green
Joanne Seagle
Kirk Armstrong
Lesha Buchbinder, Vice Chair
Gustavo Henriquez

Representing

Lake~Sumter MPO
Dept. of Children & Families
Vocational Rehabilitation/Dept. of Education
Persons over 60, representing elderly
Veterans Service Office Representing Veterans
Children at Risk Representative
Regional Workforce Development Board

Staff Present

Michael Woods
Doris LeMay

Representing

Lake~Sumter MPO
Lake~Sumter MPO

CALL TO ORDER

Motion was made by Chantel Buck to nominate Jamie Ledgerwood as the Chair for the September 15, 2025, meeting, seconded by Rebecca Matthews – motion carried by a 7-0 vote.

The meeting of the Lake County Transportation Disadvantaged Coordinating Board (TDCB) was called to order at 10:00 a.m. by Jamie Ledgerwood. Jill Brown read a statement in memory of Bill Hearndon followed by the Pledge of Allegiance. Staff announced that the meeting was properly noticed, and a quorum was present. (7 Voting members present).

I. AGENDA UPDATE - None

- II. OPPORTUNITY FOR PUBLIC COMMENT** – Valerie Anderson, thankful for the transportation service. Made note of early pickups, and late for appointments. Wanda McKensie thanked the drivers. She appreciates the texts and phone calls. Made note of late for appointments. Christie Delmonico questioned if there are any state or federal guidelines for the length of time a passenger can be on the bus. Cyndi North asked about procedure guidelines.

III. CONSENT AGENDA:

- A. Approval of June 2, 2025, Quarterly Meeting Minutes
- B. Approval of June 2, 2025, Annual Public Hearing Minutes
- C. Approval of Amendment to Lake County TDCB Bylaws

Scott Pfender made a motion to approve items A -C of the consent agenda, seconded by Jim Lowe and carried unanimously by an 7-0 vote, the Board approved Items A – C of the Consent Agenda.

IV. ACTION ITEMS:

- A. Grievance Subcommittee Annual Appointment- Kelsey Peterson, WSP provided update. Discussion continued.

Chantel Buck withdrew from the Subcommittee.

Chantel Buck made a motion to appoint Rebecca Matthews to the Grievance Subcommittee, seconded by Jim Lowe and carried unanimously by a 7-0 vote, the Board approved Rebecca Matthews to serve on the Grievance Subcommittee.

- B. Annual Review and Appointment of Other Subcommittees – Kelsey Peterson, WSP provided a brief overview. Discussion continued.

Chantel Buck made a motion to approve the Bylaws, CTC Evaluation, and Ridership Subcommittee members as provided, seconded by Jim Lowe and carried unanimously by a 7-0 vote, the Board approved The Bylaws, CTC Evaluation, and the Ridership Subcommittee members as presented.

- C. Establishment of the Eligibility Subcommittee – Kelsey Peterson, WSP provided update. Discussion continued.

Chantel Buck made a motion to appoint Rebecca Matthews, Cindy North, Jamie Ledgerwood, and Jeannette Estes to serve on the Eligibility Subcommittee, seconded by Scott Pfender and carried unanimously by a 7-0 vote, the Board approved the members of the Eligibility Subcommittee.

V. DISCUSSION ITEMS:

- A. Review and discussion of the Commission for the Transportation Disadvantaged (CTD) Ombudsman Report – Jamie Ledgerwood
- B. Actual Expenditure Report (AER) Review – Kelsey Peterson, WSP
- C. CTC Evaluation Status Report – Amy Bradford
- D. Final Version of Updated Eligibility Application – Kelsey Peterson, WSP
- E. 2050 Long Range Transportation Plan – Melissa Porcaro, HDR
- F. Follow Up Items – Kelsey Peterson, WSP.
- G. Board Member Updates – None
- H. Upcoming Conferences/Meetings/Events

VI. REPORTS

- A. FDOT -Jamie Kersey Ledgerwood
- B. Lake County CTC – Amy Bradford
- C. RATP Dev – Lake County Connection – Fabien Blackson, General Manager
- D. Lake Sumter MPO Quarterly Progress Report – In package

VII. BOARD MEMBER COMMENTS – Jeannette Estes questioned who the Vice Chair Is. Jill Brown update on bus software.

IX. ADJOURNMENT: There being no further business to discuss, the meeting adjourned at 12:03.

X. NEXT MEETING: December 8, 2025 @ 10AM

Chairman Campione

Date



CTC Organization

County: Lake
Fiscal Year: 7/1/2024 - 6/30/2025

CTC Status: Complete
CTD Status: Complete

Date Initiated: 8/20/2025

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: 7
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: Complete

CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 7/1/2024 - 6/30/2025

Upload Date: 8/20/2025

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 Group Home
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: Complete

CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 7/1/2024 - 6/30/2025

Upload Date: 8/20/2025

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: Complete

CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 7/1/2024 - 6/30/2025

Upload Date: 8/20/2025

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: Complete

CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 7/1/2024 - 6/30/2025

Upload Date: 8/20/2025

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: Complete

CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 7/1/2024 - 6/30/2025

Upload Date: 8/20/2025

Coordination Contractor Name: Building Blocks Ministries
Address: 548 South Highway 27, Suite B & C
City: Minneola
State: FL
Zip Code: 34715
Organization Type: Private For 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: Complete

CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 7/1/2024 - 6/30/2025

Upload Date: 8/20/2025

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: Complete

CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 7/1/2024 - 6/30/2025

Upload Date: 8/20/2025

Coordination Contractor Name: Sunrise Arc
Address: 35201 Radio Road
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: 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): _____



CTC Trips

County: Lake

CTC Status: Complete

CTC Organization: Lake County Board of
County Commissioners

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

	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	399	N/A	399	560	N/A	560
Complementary ADA Service	18,634	N/A	18,634	19,557	N/A	19,557
Paratransit						
Ambulatory	36,042	67,440	103,482	35,815	67,793	103,608
Non-Ambulatory	10,930	805	11,735	11,105	548	11,653
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	66,005	68,245	134,250	67,037	68,341	135,378
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)	66,005	N/A	66,005	67,037	N/A	67,037
Total - Contracted Transportation Operator Trips	66,005	0	66,005	67,037	0	67,037
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	6,171	28,465	34,636	5,461	30,410	35,871
Comm for the Transportation Disadvantaged (CTD)	27,130	N/A	27,130	26,050	N/A	26,050
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)	4,937	0	4,937	5,384	0	5,384
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)	8,686	0	8,686	10,008	0	10,008
Local Government	19,080	0	19,080	20,134	0	20,134
Local Non-Government	1	39,780	39,781	0	37,931	37,931
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	66,005	68,245	134,250	67,037	68,341	135,378

CTC Trips (cont'd)

County: Lake

CTC Status: Complete

CTC Organization: Lake County Board of
County Commissioners

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	38,683	0	38,683	41,100	665	41,765
Children At Risk	99	0	99	20	0	20
Persons With Disabilities	18,046	68,245	86,291	14,084	67,676	81,760
Low Income	2,433	0	2,433	4,589	0	4,589
Other	6,744	0	6,744	7,244	0	7,244
Total - Passenger Type	66,005	68,245	134,250	67,037	68,341	135,378
Trip Purpose - One Way						
Medical	30,097	1,333	31,430	28,582	892	29,474
Employment	8,254	85	8,339	7,455	674	8,129
Education/Training/Daycare	12,486	23,472	35,958	10,819	34,770	45,589
Nutritional	8,740	3,944	12,684	8,690	4,439	13,129
Life-Sustaining/Other	6,428	39,411	45,839	11,491	27,566	39,057
Total - Trip Purpose	66,005	68,245	134,250	67,037	68,341	135,378
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	430	511	941	809	497	1,306
Total - UDPHC	430	511	941	809	497	1,306
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	N/A	0
No Shows	3,245	N/A	3,245	2,355	N/A	2,355
Customer Feedback						
Complaints	29	N/A	29	12	N/A	12
Commendations	5	N/A	5	5	N/A	5



Coordination Contractor Trips

County: Lake CTC Status: Complete CTC Organization: Lake County Board of County Commissioners
 Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 8/20/2025 Coordination Contractor: Life Care Services

	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	132	42
Non-Ambulatory	0	0
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	132	42
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)	132	42
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	132	42



Coordination Contractor Trips (cont'd)

County: Lake

CTC Status: Complete

CTC Organization: Lake County Board of
County Commissioners

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/20/2025

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	132	42
Low Income	0	0
Other	0	0
Total - Passenger Type	132	42
Trip Purpose - One Way		
Medical	132	42
Employment	0	0
Education/Training/Daycare	0	0
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	132	42
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	3	4
Total - UDPHC	3	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: Complete CTC Organization: Lake County Board of County Commissioners
 Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 8/20/2025 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	168	833
Non-Ambulatory	86	44
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	254	877
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)	254	877
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	254	877



Coordination Contractor Trips (cont'd)

County: Lake **CTC Status:** Complete **CTC Organization:** Lake County Board of County Commissioners
Fiscal Year: 07/01/2024 - 06/30/2025 **Upload Date:** 8/20/2025 **Coordination Contractor:** Love Thy Neighbor

	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	254	877
Low Income	0	0
Other	0	0
Total - Passenger Type	254	877
Trip Purpose - One Way		
Medical	128	8
Employment	0	0
Education/Training/Daycare	0	78
Nutritional	74	332
Life-Sustaining/Other	52	459
Total - Trip Purpose	254	877
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	10	15
Total - UDPHC	10	15
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: Complete CTC Organization: Lake County Board of County Commissioners
 Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 8/20/2025 Coordination Contractor: Attain, Inc.

	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	14,907	14,211
Non-Ambulatory	0	0
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	14,907	14,211
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)	14,907	14,211
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	14,907	14,211



Coordination Contractor Trips (cont'd)

County: Lake CTC Status: Complete CTC Organization: Lake County Board of County Commissioners
 Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 8/20/2025 Coordination Contractor: Attain, Inc.

	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	14,907	14,211
Low Income	0	0
Other	0	0
Total - Passenger Type	14,907	14,211
Trip Purpose - One Way		
Medical	193	145
Employment	0	0
Education/Training/Daycare	522	12,625
Nutritional	1,513	1,441
Life-Sustaining/Other	12,679	0
Total - Trip Purpose	14,907	14,211
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	24	24
Total - UDPHC	24	24
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: Complete CTC Organization: Lake County Board of County Commissioners
 Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 8/20/2025 Coordination Contractor: Beacon College

	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	35,817	37,191
Non-Ambulatory	0	0
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	35,817	37,191
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)	0	0
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	35,817	37,191
Other Federal & State Programs	0	0
Total - Revenue Source	35,817	37,191



Coordination Contractor Trips (cont'd)

County: Lake **CTC Status:** Complete **CTC Organization:** Lake County Board of County Commissioners
Fiscal Year: 07/01/2024 - 06/30/2025 **Upload Date:** 8/20/2025 **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	35,817	37,191
Low Income	0	0
Other	0	0
Total - Passenger Type	35,817	37,191
Trip Purpose - One Way		
Medical	342	396
Employment	85	674
Education/Training/Daycare	8,020	6,997
Nutritional	2,094	2,383
Life-Sustaining/Other	25,276	26,741
Total - Trip Purpose	35,817	37,191
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	358	372
Total - UDPHC	358	372
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: Complete CTC Organization: Lake County Board of County Commissioners
 Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 8/20/2025 Coordination Contractor: Building Blocks Ministries

	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	8,109	7,118
Non-Ambulatory	141	48
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	8,250	7,166
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)	5,445	7,118
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	2,805	48
Other Federal & State Programs	0	0
Total - Revenue Source	8,250	7,166

Coordination Contractor Trips (cont'd)

County: Lake CTC Status: Complete CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 8/20/2025 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	8,250	7,166
Low Income	0	0
Other	0	0
Total - Passenger Type	8,250	7,166
Trip Purpose - One Way		
Medical	0	0
Employment	0	0
Education/Training/Daycare	8,250	7,166
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	8,250	7,166
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	25	20
Total - UDPHC	25	20
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:** Complete **CTC Organization:** Lake County Board of County Commissioners
Fiscal Year: 07/01/2024 - 06/30/2025 **Upload Date:** 8/20/2025 **Coordination Contractor:** Central Florida Group Homes - DSI Management

	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	4,909	4,793
Non-Ambulatory	0	0
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	4,909	4,793
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)	3,976	4,793
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	933	0
Other Federal & State Programs	0	0
Total - Revenue Source	4,909	4,793



Coordination Contractor Trips (cont'd)

County: Lake **CTC Status:** Complete **CTC Organization:** Lake County Board of County Commissioners
Fiscal Year: 07/01/2024 - 06/30/2025 **Upload Date:** 8/20/2025 **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	4,909	4,793
Low Income	0	0
Other	0	0
Total - Passenger Type	4,909	4,793
Trip Purpose - One Way		
Medical	0	0
Employment	0	0
Education/Training/Daycare	4,909	4,793
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	4,909	4,793
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



Coordination Contractor Trips

County: Lake

CTC Status: Complete

CTC Organization: Lake County Board of
County Commissioners

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/20/2025

Coordination Contractor: Sunrise Arc

	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	3,398	3,605
Non-Ambulatory	578	456
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	3,976	4,061
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)	3,751	3,369
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	225	692
Other Federal & State Programs	0	0
Total - Revenue Source	3,976	4,061



Coordination Contractor Trips (cont'd)

County: Lake

CTC Status: Complete

CTC Organization: Lake County Board of
County Commissioners

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/20/2025

Coordination Contractor: Sunrise Arc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	665
Children At Risk	0	0
Persons With Disabilities	3,976	3,396
Low Income	0	0
Other	0	0
Total - Passenger Type	3,976	4,061
Trip Purpose - One Way		
Medical	538	301
Employment	0	0
Education/Training/Daycare	1,771	3,111
Nutritional	263	283
Life-Sustaining/Other	1,404	366
Total - Trip Purpose	3,976	4,061
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	79	51
Total - UDPHC	79	51
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: Complete

CTC Organization: Lake County Board of
County Commissioners

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	5,817	N/A	5,817	7,411	N/A	7,411
Complementary ADA Service Miles	280,070	N/A	280,070	293,424	N/A	293,424
Paratransit Miles	720,179	263,289	983,468	714,907	283,154	998,061
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	1,006,066	263,289	1,269,355	1,015,742	283,154	1,298,896
Roadcalls & Accidents						
Roadcalls	48	2	50	28	9	37
Chargeable Accidents	5	2	7	10	3	13
Vehicle Inventory						
Total Number of Vehicles	42	41	83	42	44	86
Number of Wheelchair Accessible Vehicles	42	10	52	42	10	52
Drivers						
Number of Full Time & Part Time Drivers	28	121	149	29	137	166
Number of Volunteer Drivers	0	0	0	0	0	0



Coordination Contractor Vehicles & Drivers

County: Lake

CTC Status: Complete

CTC Organization: Lake County Board of
County Commissioners

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/20/2025

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	4,092	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	4,092	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	2	3
Number of Volunteer Drivers	0	0



Coordination Contractor Vehicles & Drivers

County: Lake

CTC Status: Complete

CTC Organization: Lake County Board of
County Commissioners

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/20/2025

Coordination Contractor: Love Thy Neighbor

	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	18,110	65,151
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	18,110	65,151
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	1
Vehicle Inventory		
Total Number of Vehicles	3	6
Number of Wheelchair Accessible Vehicles	2	3
Drivers		
Number of Full Time & Part Time Drivers	10	12
Number of Volunteer Drivers	0	0



Coordination Contractor Vehicles & Drivers

County: Lake CTC Status: Complete CTC Organization: Lake County Board of County Commissioners
Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 8/20/2025 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	59,628	56,844
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	59,628	56,844
Roadcalls & Accidents		
Roadcalls	0	2
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	51	67
Number of Volunteer Drivers	0	0



Coordination Contractor Vehicles & Drivers

County: Lake CTC Status: Complete CTC Organization: Lake County Board of County Commissioners
Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 8/20/2025 Coordination Contractor: Beacon College

	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	63,915	58,816
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	63,915	58,816
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	1	2
Vehicle Inventory		
Total Number of Vehicles	11	11
Number of Wheelchair Accessible Vehicles	5	4
Drivers		
Number of Full Time & Part Time Drivers	6	5
Number of Volunteer Drivers	0	0



Coordination Contractor Vehicles & Drivers

County: Lake

CTC Status: Complete

CTC Organization: Lake County Board of
County Commissioners

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/20/2025

Coordination Contractor: Building Blocks
Ministries

	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	46,895	34,825
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	46,895	34,825
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	3	3
Number of Wheelchair Accessible Vehicles	1	1
Drivers		
Number of Full Time & Part Time Drivers	6	4
Number of Volunteer Drivers	0	0



Coordination Contractor Vehicles & Drivers

County: Lake CTC Status: Complete CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 8/20/2025 Coordination Contractor: Central Florida Group Homes - DSI Management

	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	37,264	28,715
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	37,264	28,715
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	2	2
Number of Wheelchair Accessible Vehicles	0	0
Drivers		
Number of Full Time & Part Time Drivers	4	4
Number of Volunteer Drivers	0	0



Coordination Contractor Vehicles & Drivers

County: Lake

CTC Status: Complete

CTC Organization: Lake County Board of
County Commissioners

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/20/2025

Coordination Contractor: Sunrise Arc

	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	33,385	37,498
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	33,385	37,498
Roadcalls & Accidents		
Roadcalls	2	7
Chargeable Accidents	1	0
Vehicle Inventory		
Total Number of Vehicles	13	13
Number of Wheelchair Accessible Vehicles	2	2
Drivers		
Number of Full Time & Part Time Drivers	42	42
Number of Volunteer Drivers	0	0

CTC Revenue Sources

County: Lake

CTC Status: Complete

CTC Organization: Lake County Board of
County Commissioners

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 83,262	\$ 462,374	\$ 545,636	\$ 68,693	\$ 650,230	\$ 718,923
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)	\$ 95,831	\$ 0	\$ 95,831	\$ 56,532	\$ 0	\$ 56,532
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	\$ 873,678	N/A	\$ 873,678	\$ 826,311	N/A	\$ 826,311
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	\$ 2,242,590	\$ 0	\$ 2,242,590	\$ 3,058,010	\$ 0	\$ 3,058,010
49 USC 5310	\$ 150,000	\$ 0	\$ 150,000	\$ 153,993	\$ 0	\$ 153,993
49 USC 5311	\$ 56,420	\$ 0	\$ 56,420	\$ 153,994	\$ 0	\$ 153,994
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 1,175,322	\$ 0	\$ 1,175,322	\$ 512,864	\$ 0	\$ 512,864
Service Development	\$ 75,511	\$ 0	\$ 75,511	\$ 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	\$ 1,478,768	\$ 0	\$ 1,478,768	\$ 1,470,873	\$ 0	\$ 1,470,873
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	\$ 106,268	\$ 0	\$ 106,268	\$ 112,350	\$ 0	\$ 112,350
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 22,982	\$ 441,274	\$ 464,256	\$ 0	\$ 283,552	\$ 283,552
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 6,360,632	\$ 903,648	\$ 7,264,280	\$ 6,413,620	\$ 933,782	\$ 7,347,402

Coordination Contractor Revenue Sources

County: Lake CTC Status: Complete CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 8/20/2025 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: Complete CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 8/20/2025 Coordination Contractor: Love Thy Neighbor

	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)	\$ 91,289	\$ 233,110
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	\$ 91,289	\$ 233,110

Coordination Contractor Revenue Sources

County: Lake CTC Status: Complete CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 8/20/2025 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)	\$ 107,576	\$ 114,676
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	\$ 107,576	\$ 114,676

Coordination Contractor Revenue Sources

County: Lake CTC Status: Complete CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 8/20/2025 Coordination Contractor: Beacon College

	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)	\$ 0	\$ 0
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	\$ 351,114	\$ 282,632
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 351,114	\$ 282,632

Coordination Contractor Revenue Sources

County: Lake CTC Status: Complete CTC Organization: Lake County Board of County Commissioners

Fiscal Year: 07/01/2024 - 06/30/2025 Upload Date: 8/20/2025 Coordination Contractor: Building Blocks Ministries

	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)	\$ 76,565	\$ 87,232
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	\$ 39,937	\$ 920
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 116,502	\$ 88,152



Coordination Contractor Revenue Sources

County: Lake **CTC Status:** Complete **CTC Organization:** Lake County Board of County Commissioners
Fiscal Year: 07/01/2024 - 06/30/2025 **Upload Date:** 8/20/2025 **Coordination Contractor:** Central Florida Group Homes - DSI Management

	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)	\$ 46,943	\$ 48,528
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	\$ 10,891	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 57,834	\$ 48,528



Coordination Contractor Revenue Sources

County: Lake

CTC Status: Complete

CTC Organization: Lake County Board of
County Commissioners

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/20/2025

Coordination Contractor: Sunrise Arc

	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)	\$ 131,601	\$ 158,284
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	\$ 39,332	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 170,933	\$ 158,284

CTC Expense Sources

County: Lake

CTC Status: Complete

CTC Organization: Lake County Board of
County Commissioners

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Expense Sources						
Labor	\$ 353,467	\$ 390,725	\$ 744,192	\$ 382,289	\$ 288,640	\$ 670,929
Fringe Benefits	\$ 225,004	\$ 2,812	\$ 227,816	\$ 149,077	\$ 1,789	\$ 150,866
Services	\$ 809,464	\$ 4,133	\$ 813,597	\$ 2,094,425	\$ 7,848	\$ 2,102,273
Materials & Supplies Consumed	\$ 527,262	\$ 229,816	\$ 757,078	\$ 553,011	\$ 277,058	\$ 830,069
Utilities	\$ 4,166	\$ 25,720	\$ 29,886	\$ 8,678	\$ 28,288	\$ 36,966
Casualty & Liability	\$ 33,052	\$ 223,542	\$ 256,594	\$ 50,893	\$ 297,271	\$ 348,164
Taxes	\$ 0	\$ 138	\$ 138	\$ 0	\$ 7,627	\$ 7,627
Miscellaneous	\$ 0	\$ 78	\$ 78	\$ 0	\$ 0	\$ 0
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 12,860	\$ 12,860	\$ 0	\$ 12,600	\$ 12,600
Capital Purchases	\$ 788,103	\$ 13,824	\$ 801,927	\$ 823,050	\$ 6,661	\$ 829,711
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 6,000	\$ 6,000
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	\$ 3,620,114	N/A	\$ 3,620,114	\$ 2,211,451	N/A	\$ 2,211,451
Total - Expense Sources	\$ 6,360,632	\$ 903,648	\$ 7,264,280	\$ 6,272,874	\$ 933,782	\$ 7,206,656



Coordination Contractor Expense Sources

County: Lake

CTC Status: Complete

CTC Organization: Lake County Board of
County Commissioners

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/20/2025

Coordination Contractor: Life Care Services

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 0	\$ 0
Fringe Benefits	\$ 0	\$ 0
Services	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 2,656	\$ 3,710
Utilities	\$ 1,002	\$ 1,020
Casualty & Liability	\$ 4,572	\$ 3,470
Taxes	\$ 92	\$ 200
Miscellaneous	\$ 78	\$ 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	\$ 8,400	\$ 8,400



Coordination Contractor Expense Sources

County: Lake

CTC Status: Complete

CTC Organization: Lake County Board of
County Commissioners

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/20/2025

Coordination Contractor: Love Thy Neighbor

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 0	\$ 0
Fringe Benefits	\$ 0	\$ 0
Services	\$ 333	\$ 360
Materials & Supplies Consumed	\$ 9,275	\$ 57,290
Utilities	\$ 23,205	\$ 26,160
Casualty & Liability	\$ 44,652	\$ 142,800
Taxes	\$ 0	\$ 6,500
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 13,824	\$ 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	\$ 91,289	\$ 233,110



Coordination Contractor Expense Sources

County: Lake

CTC Status: Complete

CTC Organization: Lake County Board of
County Commissioners

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/20/2025

Coordination Contractor: Attain, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 70,773	\$ 71,247
Fringe Benefits	\$ 0	\$ 0
Services	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 23,003	\$ 26,881
Utilities	\$ 0	\$ 0
Casualty & Liability	\$ 13,800	\$ 10,548
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 6,000
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	\$ 107,576	\$ 114,676



Coordination Contractor Expense Sources

County: Lake

CTC Status: Complete

CTC Organization: Lake County Board of
County Commissioners

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/20/2025

Coordination Contractor: Beacon College

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 202,328	\$ 133,412
Fringe Benefits	\$ 0	\$ 0
Services	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 94,508	\$ 113,338
Utilities	\$ 0	\$ 0
Casualty & Liability	\$ 54,278	\$ 35,882
Taxes	\$ 0	\$ 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	\$ 351,114	\$ 282,632



Coordination Contractor Expense Sources

County: Lake

CTC Status: Complete

CTC Organization: Lake County Board of
County Commissioners

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/20/2025

Coordination Contractor: Building Blocks
Ministries

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 65,990	\$ 41,929
Fringe Benefits	\$ 0	\$ 0
Services	\$ 900	\$ 900
Materials & Supplies Consumed	\$ 37,555	\$ 30,992
Utilities	\$ 0	\$ 0
Casualty & Liability	\$ 12,057	\$ 14,331
Taxes	\$ 0	\$ 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	\$ 116,502	\$ 88,152



Coordination Contractor Expense Sources

County: Lake

CTC Status: Complete

CTC Organization: Lake County Board of
County Commissioners

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/20/2025

Coordination Contractor: Central Florida Group
Homes - DSI
Management

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 20,081	\$ 10,526
Fringe Benefits	\$ 2,812	\$ 1,789
Services	\$ 2,900	\$ 6,588
Materials & Supplies Consumed	\$ 11,219	\$ 11,375
Utilities	\$ 834	\$ 1,108
Casualty & Liability	\$ 7,128	\$ 4,109
Taxes	\$ 0	\$ 433
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 12,860	\$ 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	\$ 57,834	\$ 48,528



Coordination Contractor Expense Sources

County: Lake

CTC Status: Complete

CTC Organization: Lake County Board of
County Commissioners

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/20/2025

Coordination Contractor: Sunrise Arc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 31,553	\$ 31,526
Fringe Benefits	\$ 0	\$ 0
Services	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 51,600	\$ 33,472
Utilities	\$ 679	\$ 0
Casualty & Liability	\$ 87,055	\$ 86,131
Taxes	\$ 46	\$ 494
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 6,661
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	\$ 170,933	\$ 158,284

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	941



Trips By Type of Service	2023	2024	2025
Fixed Route (FR)	0	0	0
Deviated FR	626	560	399
Complementary ADA	19,036	19,557	18,634
Paratransit	106,370	115,261	115,217
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	126,032	135,378	134,250

Passenger Trips By Trip Purpose	2023	2024	2025
Medical	34,800	29,474	31,430
Employment	5,231	8,129	8,339
Ed/Train/DayCare	45,532	45,589	35,958
Nutritional	9,072	13,129	12,684
Life-Sustaining/Other	31,397	39,057	45,839
TOTAL TRIPS	126,032	135,378	134,250

Passenger Trips By Revenue Source	2023	2024	2025
CTD	25,489	26,050	27,130
AHCA	0	0	0
APD	34,873	35,871	34,636
DOEA	2,480	5,384	4,937
DOE	0	0	0
Other	63,190	68,073	67,547
TOTAL TRIPS	126,032	135,378	134,250

Trips by Provider Type	2023	2024	2025
CTC	0	0	0
Transportation Operator	59,987	67,037	66,005
Coordination Contractor	66,045	68,341	68,245
TOTAL TRIPS	126,032	135,378	134,250

Vehicle Data	2023	2024	2025
Vehicle Miles	1,124,507	1,298,896	1,269,355
Roadcalls	49	37	50
Accidents	19	13	7
Vehicles	82	86	83
Drivers	187	166	149

Financial and General Data	2023	2024	2025
Expenses	\$6,036,862	\$7,206,656	\$7,264,280
Revenues	\$5,185,897	\$7,347,402	\$7,264,280
Commendations	10	5	5
Complaints	7	12	29
Passenger No-Shows	1,740	2,355	3,245
Unmet Trip Requests	0	0	0

Performance Measures	2023	2024	2025
Accidents per 100,000 Miles	1.69	1.00	0.55
Miles between Roadcalls	22,949	35,105	25,387
Avg. Trips per Passenger	103.90	103.66	142.67
Cost per Trip	\$47.90	\$53.23	\$54.11
Cost per Paratransit Trip	\$47.90	\$53.23	\$54.11
Cost per Total Mile	\$5.37	\$5.55	\$5.72
Cost per Paratransit Mile	\$5.37	\$5.55	\$5.72

2025

How To Ride Guide



Lake County Public Transit

A community service provided by the
Lake County Board of County Commissioners

This document is available in other accessible formats upon request.

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Welcome

Welcome to the Lake County Connection (LCC) Program!

This “How To Ride Guide” is designed to help you understand how LCC works and how to use it for your transportation needs. In this Guide, you will find information to help you easily schedule a trip and learn the various policies and procedures for your safety and convenience. Please take the time to read this Guide so you can learn about all the services offered by this program.

This Guide is available in various accessible formats, all online at RideLakeXpress.com or upon request. We want to ensure that everyone can access this critical resource in a way that suits them best.

Introduction

The Lake County Connection (LCC), also known as the Paratransit Program, is a shared-ride, door-to-door transportation service crucial for individuals who lack access to other means of transportation, including Lake County’s Fixed Route Service (LakeXpress). LCC is funded by several vital programs, including the Florida Commission for the Transportation Disadvantaged (TD), Florida Department of Transportation (FDOT), Agency for Persons with Disabilities (APD), You Thrive Florida (Elder Affairs), and Lake County Board of County Commissioners (LCBCC), plays a vital role in providing transportation for medical appointments, nutritional, employment, education, and personal/other trips.

Eligibility

Individuals interested in using the LCC services must apply through a written application process. Once a completed application is received, it may take up to twenty-one (21) calendar days to determine eligibility. A functional assessment, such as an interview, may be required for the eligibility process. If no determination is made within twenty-one (21) days of receipt of all completed forms, LCC service will be provided until a final determination is made. After qualifying for services, **all approved individuals must recertify their eligibility every two years**. If there is a change in address or health condition before the two years, applicants must notify LCC to update this information. To receive an application, please visit our website at RideLakeXpress.com or call LCC Customer Service. LCC is intended to serve a limited group of people, specifically those who have no other means of transportation and qualify under the following programs:

Americans with Disabilities Act (ADA)

A program for individuals whose physical or mental impairment prevents them from using the LakeXpress bus service (fixed route). In addition, the individual origin and destination must be within the ADA corridor, defined as a service corridor extending three-quarters ($\frac{3}{4}$) of a mile on either side of the LakeXpress bus service.

There are three categories under which a person can be eligible for ADA paratransit service:

Category 1

Eligibility includes persons who, due to their disability, are unable to use a regular, accessible bus independently.

Category 2

Eligibility is based on the accessibility of vehicles and terminals/stops (i.e., a person can use the regular bus, but it is not accessible).

Category 3

Eligibility applies to situations where a person is unable to travel independently to or from a bus stop.

A person can receive “conditional” eligibility for ADA paratransit service if they can use the bus under certain conditions but not others. In such situations, eligibility will be determined according to a particular set of circumstances or conditions that pertain to a person’s disability.

If approved for ADA paratransit transportation, you will receive an eligibility ID card and a letter outlining how to use the services.

ADA and TD Eligibility Appeal Process

Under the provisions of the Americans with Disabilities Act of 1990, and the Transportation Disadvantaged Program Florida Statute 427.011(1), you have the right to appeal any determination stating that you are not eligible for the Lake County Connection service or any restrictions that may have been placed upon your use of the service. You must make your appeal within 60 calendar days of receiving your determination letter. A copy of the appeals procedures and the request for appeal form will be included with your letter.

Mail your request for appeal form to:

Lake County Office of Transit Services
ADA and TD Appeals
315 West Main Street
Tavares, Florida 32778

We will review your appeal and will contact you to schedule the hearing, if necessary. Transportation to the hearing will be provided at no cost to the applicant if necessary.

ADA Visitors

Individuals eligible for ADA service in other areas and with documentation may use the LCC service during their visit to Lake County for up to 21 days within any rolling 365-day period. Visitors who do not have documentation of ADA eligibility from another transit agency but can provide documentation of a disability may be eligible to use this service for up to 21 days. For service beyond 21 days, an application will be required. For more information, please contact LCC's Customer Service Department.

Transportation Disadvantaged (TD)

A program for individuals who, because of mental or physical disability, income status, or age, are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to healthcare, employment, education, shopping, social activities, or personal/other activities, or children who are disabled, or high risk or at risk (as defined in §411.202). In addition, the trip origin and/or destination must be outside the three-quarter ($\frac{3}{4}$) mile ADA corridor. These trips are prioritized based on grant funding and availability. Lake County has a TD trip priority list which is Non-Emergency Medical, Nutritional, Employment, Educational, and Personal / Other.

Agencies

A program for individuals whose trips are funded through a negotiated agency contract.

Federal regulations prohibit LCC from providing school transportation to or from public or private grade schools or related activities. This does not apply to colleges, universities, or other educational institutions. In addition, LCC is prohibited from providing charter or private group services.

Destination and Hours of Operation

LCC provides services exclusively to Lake County. Under federal and/or state regulations, certain restrictions may apply to the trips provided, related to travel times or destinations, based on program eligibility.

ADA recipients may only schedule trips that begin and end within the ADA corridor, a three-quarter ($\frac{3}{4}$) mile buffer on either side of an established LakeXpress bus service (fixed route). The hours of operation for ADA are the same as those published in the LakeXpress bus schedule. While you may be certified to ride LCC, all destinations in Lake County may not be within the ADA corridor. If the origin or destination of a trip is outside

of the ADA corridor, the trip will be considered ineligible for the ADA program and classified as a TD trip.

Transportation Disadvantaged recipients can travel Monday through Friday from 5:00 AM to 7:00 PM. Only dialysis trips are provided on Saturdays.

These trips are prioritized based on grant funding availability using the following priority list:

1. Medical: Trips for non-emergency medical reasons. Medical reasons include trips to the doctor, dentist, chiropractor, hospital, or to purchase prescriptions. This also includes trips to receive kidney dialysis or cancer treatment.
2. Nutrition: Trips to the grocery store and to Meal Sites.
3. Employment: Trips to employers within Lake County.
4. Education: Trips to Lake Sumter State College and Lake Tech.
5. Personal / Other: Trips to the bank, post office, social security office, visitation to hospitals, nursing homes, etc. These trips are limited and may not be available every day.

Agency-sponsored trips must be pre-arranged by the agency sponsoring the trip.

Please remember that LCC operates on public roads and highways, and occasionally, vehicles will run behind schedule during peak travel periods, such as special events, rush hour, or inclement weather. To mitigate opportunities for delays, try to avoid peak travel periods from 8:00 AM to 10:00 AM and 2:00 PM to 5:00 PM, Monday through Friday.

The LCC Program observes the following holidays: New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Reservations

All trips require a prior reservation. Please contact LCC between 8:00 AM and 5:00 PM Monday through Friday to make your reservations. Transportation Disadvantaged and ADA trips must be scheduled no later than the day before the requested trip date. They can be scheduled up to two weeks in advance. For an ADA trip request for the day after a weekend or holiday, please follow the voicemail instructions and leave a detailed message with your next-day trip request.

When making a reservation for service, please remember that travel time for your trips will vary based on the trip's distance. Expected travel times are as follows:

- Nine (9) miles or less – up to sixty minutes (60) of travel time.
- Nine (9) miles to eighteen (18) miles – up to sixty (60) minutes of travel time.

- Eighteen (18) miles or longer – up to ninety minutes of travel time
- Thirty (30) miles or longer – up to one hundred (100) and twenty (20) minutes of travel time.

When making a reservation, please have the following information ready:

- Customer's name, date of trip, and exact appointment time.
- Pick up location – address (including building/complex name and unit number), city, and zip code. The pick-up location phone number (work, home, or cell phone).
- Destination – if applicable, name of business or location. Street address (including suite/unit number), city, zip code, and phone number.
- Date of birth (an adult must accompany any child aged 15 and under).
- Whether the customer will utilize a wheelchair or other mobility device.
- Whether a personal care attendant (PCA) or a guest will be traveling.
- Whether the PCA/guest uses a wheelchair or other mobility device.
- Whether the customer or PCA/guest travels with a service animal.
- Other special considerations for the customer when traveling.

Return trip information – please provide the same information as above. The return trip **MUST** be scheduled before the travel date, or it will not be accepted.

Subscriptions Service (Standing Order)

A subscription service or standing order can be established when a customer regularly travels to and from the same destination each week on the same day at the same time. Submitting a standing order will save you time. However, you must contact LCC Customer Service immediately if your plans change to avoid being charged as a no-show. Frequent cancellations and no-shows could result in the termination of a subscription.

Negotiated Trip Times

Occasionally, the exact time you wish to travel may not be available. In that case, Customer Service may offer you other choices up to one hour earlier or one hour later than the time you wish to travel. If you need to arrive at your destination by a specific time, the Customer Service representative will attempt to provide you with a pick-up time

that will ensure you arrive on time. If your travel time is more flexible, please let the Customer Service representative know, and they may suggest an alternative time.

Examples

- The caller requests a trip to get to work by 9:30 AM. If there is no availability for the requested time, the Customer Service representative may offer a drop-off time option based on vehicle availability and the trip's distance, typically between 8:30 AM and 10:30 AM. If the negotiated scheduled time is 8:30 AM, the customer must be ready to board the vehicle between 7:30 AM and 8:30 AM.
- The caller requests a 5:00 PM pick-up. If the requested time is unavailable, the Customer Service Representative may offer a pick-up option based on vehicle availability between 4:00 PM and 6:00 PM. The customer must be ready to board the vehicle upon arrival. The vehicle is considered on time if it arrives within one (1) hour of the scheduled pick-up time.

Fares, Multiple Destinations, and Refusal to Pay

All trips require a fare. The customer will be informed about the fare needed at the time of approval for the paratransit service. Payment of proper fare is required upon boarding the vehicle. The driver will collect the fare from you upon boarding the vehicle. You must have the exact change; drivers do not carry money. Failure to pay the appropriate fare will result in your trip being denied, and you will not receive your scheduled transportation services that day. Fares will depend upon your funding source. See details below:

Americans with Disabilities Act ADA

- The current fare for ADA trips is \$2.00 per trip.
- The fare charged to an ADA-eligible user shall not exceed twice the fare that would be charged to an individual paying full fare (without regard to discounts) for a trip of similar length at the same time of day on the LakeXpress fixed-route system.
- ADA regulations, 49 CFR Part 37, Section 37.131, allow transit agencies to charge a higher fare to a social service or other organization for agency-sponsored trips.
- The fare for guests accompanying ADA-eligible customers shall be the same as that of the ADA-eligible individual, except for Personal Care Attendants (PCAs). PCAs do not pay a fare to ride LCC with an eligible customer.

Transportation Disadvantaged (TD)

The current fares for TD trips are:

- Within Lake County – \$2.00 per trip.
- Outside of Lake County, service is provided on Tuesdays and Thursdays for medical appointments only. Trips provided outside of Lake County may be grouped together for efficiency, therefore travel times and wait times may vary depending on the number of riders that day.
 - \$5 each way.
 - Orlando.
 - Wildwood.
 - Oxford.
 - The Villages (Sumter and Marion Counties (Summerfield))
 - \$10 each way.
 - Gainesville.

The customer must pay the assigned fare if they do not have an approved hardship application.

Travel Assistance

Many of our customers require assistance during their travel. While drivers can provide limited assistance to and from the vehicle, some customers may require more personalized care. This section of the Guide will address customers' needs beyond the driver's responsibility. Customers requiring additional assistance upon reaching their destination must travel with a Personal Care Attendant (PCA) who can provide the necessary support.

Personal Care Attendant (PCA)

A PCA travels with the customer to assist with life functions and to facilitate travel. A PCA request must be indicated on the initial application to be eligible to travel with a customer. Medical documentation stating the reason an Attendant is needed will be required. Only one PCA may ride free of charge. If you require a PCA and your approved application does not include one, please contact LCC Customer Service to inform them and update your application.

Children

A parent or guardian assisting an underage child may not bring additional children unless the other children have a scheduled reservation and will be receiving a service.

Children under five (5) years old and/or weighing forty-five (45) pounds or less will be required to use a child restraint device that must be provided and correctly installed by the accompanying adult or PCA.

Guest for ADA Customers

Guests may accompany ADA customers on a space-available basis. Guests must pay the same fare as the ADA customer and board and disembark from the vehicle at the same location and time as the ADA customer.

Service Animals

A service animal is defined as an animal trained to perform tasks for an individual with a disability. Service animals may ride at no additional charge, but they must be properly controlled. Service animals must remain at the owner's feet or on the owner's lap at all times. Service animals cannot sit on a vehicle seat or obstruct aisle floors and steps to facilitate safe boarding. Customers are responsible for the behavior and hygiene needs of the service animal. LCC service can be refused or discontinued if a service animal is seriously disruptive or poses a threat of violence.

Ready Early, Will Call, Cancellation, and No Show

The Lake County Transportation Disadvantaged and ADA programs operate as a shared ride system. To prevent delays for other customers, each passenger must be ready to board the vehicle upon arrival.

Ready Early

Customers ready before their scheduled pick-up time should contact LCC Customer Service. Customers will be picked up as vehicles become available.

Will Call

If the customer is not ready to return when the service vehicle arrives, they are placed into "will call" status. This means customers "will call" LCC Customer Service when ready. Reasonable efforts will be made to pick up the customer within 90 minutes. Will calls are not accepted from residence. If the customer is not ready within five minutes after the driver notifies the customer that they have arrived, then the customer will be considered a No Show.

Cancellations

All cancellations must be made at least two hours before the scheduled pick-up time to avoid having a trip categorized as a no-show. A cancellation made at the door, inability to pay the required fare, or refusal to board a vehicle that arrived within the pick-up window is also considered a late cancellation no-show. Customers are not responsible for no-shows resulting from sudden illness, family or personal emergencies, or other unforeseen circumstances for which a timely cancellation notice cannot be provided. Additionally, transit connection or appointment delays may occur due to extreme weather conditions, operator error, or any other unexpected events that may create a significant delay or prohibit taking the trip will be excluded from the no-show count.

No Show

A no-show is defined as a customer's failure to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the prescribed pick-up location within the pick-up time, and the customer is not present for the appointment or fails to respond within five (5) minutes of the vehicle's arrival time. Customers who fail to cancel trips they will not use create undue hardship and delays for other ride-share program customers, resulting in unnecessary expenses for the program.

No-shows or late cancellations are not counted when there are situations beyond the customer's control that prevent the customer from notifying us that the trip cannot be taken, such as:

- Medical emergencies/hospitalization.
- Family emergency.
- Sudden illness or change in condition.
- An appointment that runs unexpectedly late without sufficient notice.

No-shows or late cancellations are not counted when the missed trip is due to an LCC error, such as:

- Drivers arriving and departing before the pick-up window begins.
- Drivers arriving late (after the end of the pick-up window).
- Drivers arriving within the pick-up window but departing without waiting the required 5 minutes.

Repeated, intentional, or regular no-shows will result in a suspension of the customer's transportation service.

The third no-show within 30 days will trigger a review of the customer's record to allow for a more detailed look before a suspension is proposed. The frequency and number of missed trips will determine a no-show percentage rate.

For the number of no-shows to be considered excessive, it must be at least two times the current year's average no-show percentage. For example, the transit system's average no-show rate is currently 5%; an excessive amount would be considered 10% or more.

At the end of the month, customers who have been recorded as having three or more no-shows will be reviewed to identify their trip and no-show history, as well as their frequency of travel period. Each no-show will be verified to determine the circumstances of the missed trip.

Initially, a warning letter will be issued to try to modify the behavior. If the problem continues, a progressive suspension length will be as follows:

- The first suspension will be for five (5) days.
- The second suspension, within one year, will be for ten (10) days.
- The third suspension, within a one-year period, will be for fifteen (15) days.
- The fourth suspension and any subsequent suspensions within a one-year period will last 30 days.

Policy for Distributing Specific No-Shows and Late Cancellations

Customers wishing to dispute specific no-shows or late cancellations must do so within 30 days of receiving the initial warning letter. Customers should contact the LCC Office Manager to explain the circumstances and request the removal of the no-show or late cancellation.

Policy for appealing Proposed Suspensions

Customers wishing to appeal suspensions under this policy have the right to submit a written appeal request, which can be sent by letter or email. Customers must submit a written appeal request within 60 days of receiving suspension letters. Customers who miss the appeal request deadline will be suspended from LCC on the date listed on their suspension notice, and all suspension appeals for LCC's appeal process will be denied.

How to Avoid No-Show and Late Cancellation Situations

- Review times and dates with the LCC reservationist or dispatcher to ensure you understand the 60-minute pick-up window and when to expect the bus.
- Call LCC at (352) 742-2612 when you no longer need the ride, then press 1 to speak with a dispatcher. Let them know the specific ride(s) that is(are) no longer needed.
- Remember to cancel all trips scheduled for that day. If any trips are not canceled, you will be charged a no-show fee for the remaining planned trips. Federal Regulations prevent LCC from “assuming” that a customer canceling or no-showing one trip for the day would mean the customer would not need the remainder of their scheduled trips that day. Canceling or no-showing on one trip may result in multiple no-shows if all scheduled trips that are not required are not canceled.
- Be prepared to board within five (5) minutes of the vehicle's arrival.

Drivers

Lake County Board of County Commissioners has contracted with a private transportation provider to provide door-to-door paratransit transportation services. The provider uses lift-equipped vehicles to transport customers. All vehicles are prominently marked with the “Lake County Connection” name and logo.

Drivers are trained to assist those who require help getting in and out of the vehicle. They are not required to assist wheelchairs up or down more than one step, push wheelchairs

through grass or sand, or lift customers into or out of their mobility devices. Drivers do not enter a person's home or room at a living facility, assist customers with personal belongings, or go above the first floor of a multi-level building.

Drivers are expected to:

- Be properly uniformed and carry photographic identification badges.
- Be courteous.
- Drive safely.
- Wear a seat belt.
- Securely tie down wheelchairs.
- Make a good-faith effort to find a customer. Horn honking to notify a customer of their arrival is unacceptable unless there is a dangerous animal or unsafe condition, a locked fence, or other barriers that may prevent them from accessing the customer's home.
- Report any safety hazards including any adverse incident experienced by the customer.

Drivers do not accept tips. Please notify LCC if any driver asks for or accepts a tip.

If a driver or customer acts unreasonably or in a manner contrary to company policies and procedures, the incident should be reported immediately by calling LCC Customer Service.

Customer Rights and Responsibilities

The Florida Commission for the Transportation Disadvantaged has established the following customer rights and responsibilities when utilizing Transportation Disadvantaged services.

Customers have the Right to:

Safety

- Trips in an air-conditioned and heated vehicle.

- Safe, clean, adequately equipped, and smoke-free vehicles.
- Properly fasten the seatbelts and/or mobility device tie-downs.
- Vehicles transfer points that are sheltered, safe, and secure.
- A correctly identified driver.
- Adequate seating should include ample space for service animals.
- Assistance and maneuvering mobility devices up and down a maximum of one step.

Courtesy

- Professional, curious, and properly trained drivers.
- Assistance while getting in and out of the vehicle and to the seat.

Concerns

- File concerns without fear of retaliation.
- Prompt investigations and effective resolutions.
- Current and complete program information.

Service

- Pick-ups within the established pick-up window.
- Expect the driver to wait up to five (5) minutes upon arrival in the pick-up window.
- Be delivered to an appointment on time.
- Be provided with LCC's policy on standing orders/subscription service.
- Be provided with LCC's policy on no-shows.

Customers are responsible for:

Safety

- Be ready and wait for the vehicle in a safe location before the pick-up window for your scheduled appointment time.
- Keep seatbelts and mobility device tie-downs secure until the vehicle comes to a complete stop.
- Remain seated until the vehicle comes to a complete stop at your destination.
- Report any safety hazards, including any adverse incident experienced by the customer.
- Maintain wheelchairs or other mobility aids in good condition.
- Do not tamper with or operate vehicle equipment.
- Child restraint devices must be provided and correctly installed by the accompanying adult or attendant.
- Make LCC aware of customers' physical and/or mental conditions limitations before transport.
- Adhere to policy for violent and/or disruptive behavior.

Courtesy

- Call in trip cancellations. (Refer to the cancellation section.)
- Inform LCC of all pertinent information regarding the trip.
- Present the correct fare.
- Be ready at the time of pick-up.
- Ensure personal and service animal hygiene.
- Be courteous to drivers and fellow customers.

Concerns

- File concerns promptly, providing LCC with pertinent information. (Refer to the concern section below for instructions on how to file a concern.)

Service

- Advise the reservationist of appointment times.

- Inform the reservationist of your intention to travel with a guest, personal care attendant, or service animal.
- Accept a shared ride service on accessible vehicles provided.
- Schedule trip requests by 5:00 PM the day before the trip.
- Provide a mobility device, car seat, and/or personal care attendant.

Furthermore, state law has determined that all customers on paratransit vehicles must wear seatbelts. A customer who refuses to remain seated without wearing a seatbelt will be denied service. If you have medical documentation stating that using seat belts may harm your health, the seat belt regulation will be waived. Please inform the reservationist of your situation when you schedule your first trip. You will be required to provide LCC with written documentation to have the seat belt requirement waived.

Inappropriate or Disruptive Behavior

Customers are not permitted to eat, drink, smoke, or spit on the bus. Exceptions will be made for customers with medical needs requiring drinks or food. Customers are responsible for being considerate of other customers and sharing rides, refraining from excessive noise, constantly changing seats, throwing objects, fighting, sticking their heads or arms out of the windows, and maintaining good behavior and speech. This behavior will not be tolerated; customers who exhibit such behavior may be subject to suspension.

Under the LCC policy, service may be terminated due to threats, violence, or abusive treatment towards the provider or other customers. Service may be refused if a customer engages in violent, seriously disruptive, or illegal conduct. Seriously disruptive conduct does not include behavior or appearance that only offends, makes noise, or inconveniences other customers or employees.

When the Transit Director determines that a suspension will be initiated, the suspension of service will be communicated to the customer or their parent or guardian by phone and/or mail, with a copy sent to the appropriate agency, if applicable.

Other Considerations

Wheelchair Service

LCC vehicles are designed to accommodate wheelchairs and other mobility devices. LCC can transport the device if the customer can safely navigate the manual or motorized mobility aid on and off the ramp or lift without exceeding the lift's capacity. Customers can board separately from their devices if the weight limit is exceeded. If your wheelchair

or mobility device exceeds the size that can be accommodated on a wheelchair lift or ramp or cannot fit within the securement area in the vehicle, transportation with LCC services may be denied until you can obtain a mobility device that meets these criteria.

Additionally, customers in wheelchairs require an accessible boarding area where the lift can be safely deployed. The area leading up to the boarding area must be firm to accommodate the approach to the wheelchair lift. Grass, gravel, and soft sand are not acceptable.

Oxygen Transport

Travel with oxygen equipment is permitted, provided the customer is solely responsible for its safety and use, and the oxygen container(s) can be safely stowed when the vehicle is in motion.

Drivers are not permitted to supply, connect, or disconnect oxygen.

Personal Belongings

Customer property that can be carried by the customer and/or guest in one trip and safely stored in the vehicle shall be allowed; however, there is a five-bag limit, and the bags cannot weigh more than twenty pounds each. Drivers are not allowed to assist customers with personal belongings. If you have difficulty handling your packages, please bring a personal care attendant or guest. Under limited circumstances, the customer may request that the driver assist with their belongings. However, the driver must be able to help the customer and carry the items in a single trip. Personal, two-wheeled, collapsible grocery carts are permitted and encouraged. Large coolers are not allowed. Small animals in designated pet travel cases are permitted if the customer can carry the pet travel case. Any packages or objects belonging to customers cannot block aisles or emergency exits. It is important to remember that LCC is a shared ride system. Customers are prohibited from transporting potentially dangerous items, explosives, flammable liquids, or hazardous materials to themselves, their drivers, or other customers. Customers possessing or using illegal drugs may be denied or terminated from transportation.

Reasonable Modification Request

A reasonable modification request is one that is outside the ordinary for the current service and would necessitate a modification to our policies, practices, and/or procedures to ensure program accessibility. A request can be made electronically through LCC or mailed to our offices.

LCC Title VI Notice

LCC hereby gives public notice of its policy to assure full compliance with Title VI of the Civil Rights Act of 1964. LCC is committed to ensuring that no person is excluded from

participation in or denied the benefits of its services based on race, color, or national origin. Any person who believes that they have, individually or as a member of any specific class of person, been subjected to discrimination based on race, color, or national origin may file a concern with LCC. For more information, visit our website at RideLakeXpress.com or contact LCC Customer Service.

Contact Information

To obtain an application, schedule a trip, or ask any questions, please contact LCC Customer Service at (352) 742-6212. For assistance with the Florida Relay, call (800) 955-8770 for voice or (800) 955-8771 for TTY. LCC Customer Service is available Monday through Friday, 8:00 AM to 5:00 PM. For all emergencies, dial 911.

Concerns

If you experience a problem with any aspect of the service, please call the Lake County Office of Transit Services at (352) 323-5733 or visit RideLakeXpress.com to download and complete the concern form.

If your concern cannot be resolved after contacting the Lake County Office of Transit Services, you may contact the Florida Commission for the Transportation Disadvantaged Ombudsman Helpline at (800) 983-2435.

Customer Feedback

If you experience a problem with any service aspect, you may call or write to the LCC Customer Service department. To send your concern in writing, direct your correspondence to:

Lake County Transit
Customer Service
560 East Burleigh Boulevard
Tavares, Florida 32778

Or call the LCC Customer Service Department at (352) 742-2612.

Please include details such as time, date, location, and a description of the problem you experienced. This will help determine the appropriate personnel to contact to resolve any difficulties you may have as quickly as possible.

If your concern cannot be resolved, you may obtain information on the grievance process by contacting the Lake County Office of Transit Services. The Florida Commission may provide additional assistance for the Transportation Disadvantaged program.

Lake County Office of Transit Services
(352) 323-5733

OR

Florida Commission for the Transportation Disadvantaged's Ombudsman Hotline
(800) 983-2435

Help Someone Get A Ride

Remember to check the box to donate \$1, or more, to the Transportation Disadvantaged Trust Fund the next time you (or a friend or family member) purchase your auto/truck/boat tags. Donated funds will be used to provide transportation services in the local service area where they are collected.

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**Lake County
Office of Transit Services
(352) 323-5733
RideLakeXpress.com
LakeCountyFL.gov**



Lake County TDCB Agenda Follow Up Log, December 8, 2025

#	Item	9/15/2025 Update	12/8/2025 Update	Status
1	Eligibility Application Updates	The new Trip Spark Novus software launched on June 2, 2025. The CTC is working on updating the eligibility application and anticipates providing this to the TDCB at the June 2026 meeting.	The CTC is working on updating the eligibility application and anticipates providing this to the TDCB at the June 2026 meeting.	In Progress
2	Proposed Updates to Mary Bennett Rule	The Eligibility Subcommittee was established during this meeting, and they were directed to review the Mary Bennett Rule.	Proposed updates to the Mary Bennett Rule are pending discussion by the Eligibility Subcommittee, which is expected to meet next quarter. Staff is currently preparing an analysis and memo.	In Progress
3	Accessibility Updates to No Show Door Hanger	The RATP Interim General Manager provided an update, noting that the new door hanger will be a bright color for better visibility, will have a QR code, phone number, website address, and the time the bus showed up.	A copy of the new door hanger from Lake County Transit Management (LCTM) is being provided for your review.	Completed
4	Operator Training regarding Customers with Disabilities	New Vision for Independence provided visual impairment training to Operators and Staff on June 14, 2025. The Interim General Manager of RATP and Chantel Buck noted that they would discuss the potential for future training. A TDCB member and rider noted that she saw an immediate improvement in a lot of drivers.	No further discussion has taken place regarding future training, but RATP Dev remains open to all training opportunities.	Pending
5	New scheduling system	CTC is working with ADA Riders to utilize the Novus Passenger Portal to schedule their own trips. At this time there are only two riders that feel comfortable utilizing this portal.	There are currently two riders utilizing the Passenger Portal. CTC staff has spoken to a few other ADA riders and currently no one else has opted to utilize it.	In Progress
6	Potential policy to address what to do when a rider needs to go to the bathroom while on the bus	The RATP Interim General Manager from RATP Dev was present to discuss this item. He noted that he is open to discussing bathroom stops but foresees issues with scheduling. He said that they could implement codes when discussing accidents on the bus.	We have created, introduced and implemented two new 10-codes based on the question/concerns. Those new 10 codes are as follows: 10-99: Passenger accident on the bus.	Completed

			10-100: Operator/Passenger and/or Service Animals restroom need. (Please note that a passenger restroom request will only be honored when the schedule allows, if a passenger has been on a bus for an extended period of time greater than 60 minutes and still has a distance to travel or only in an emergency). Passenger restroom breaks will disrupt service and cause extensive delays.	
7	Provide an online method to file a grievance	Chantel Buck provided a comment that there should be an online method to file a grievance. The CTC looked at the complaint form online and there is not a fax number nor email address for the complaint to be sent other than the mailing address. The CTC and MPO will coordinate fix this issue.	A complaint can be submitted through info@ridelakexpress.com. Also, the complaint form is located on www.ridelakexpress.com/paratransit/ Complaint form. We will place the fax number on the webpage so that it will be available too. The Grievance Procedures will be updated in June to include an email address for the MPO.	In Progress
8	Update CTC Evaluation Survey	Staff proposed recommendations for how to address the low response rate for the CTC Evaluation Survey, including updating the survey, shortening the survey period, and increasing outreach efforts.	Staff incorporated TDCB member feedback into an updated survey.	Completed
9	Communication with Clients	A TDCB member and TD rider commented that it would be helpful to have better communication to clients and specifically noted the idea of doing a presentation to New Vision clients on how to use the service and on changes to policies and operations.	I am happy to announce that we will establish a monthly community town hall every fourth Wednesday from 12:30(pm) to 02:00(pm), allowing members to speak directly with the	Completed

		The Interim General Manager of RATP Dev stated that they could schedule a presentation and that he is also working to set up a time once a month where customers can come to RATP and speak to him directly.	General Manager about their concerns and ideas.	
10	Grouping Trips	The Interim General Manager of RATP Dev stated that they are going to try to group trips based on type (i.e., dialysis trips together).	We've successfully grouped Long Hauls, Meal Sites, Building Blocks, and Sunrise passengers. Dialysis remains out last hurdle, with door-to-door trips as the main obstacle. Creating a micro transit program for door-to-door service would be the ideal solution.	In Progress
11	Complaint Reporting to the TDCB	A TDCB member asked why complaints aren't presented to the Board. The Interim General Manager of RATP stated that he would provide a record of complaints to Lake County Office of Transit Services so they can be presented at the TDCB meetings.	CTC staff will include a quarterly Complaint report that will be included with the current reports.	Complete

Lake County Transit Report

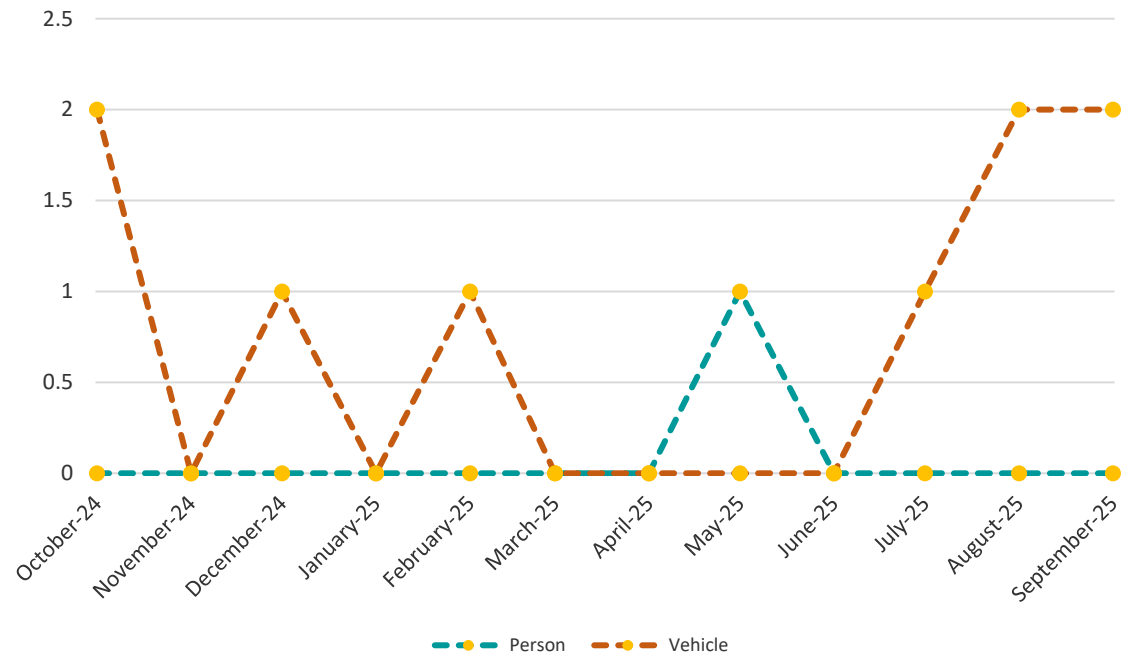
December 8, 2025

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

Table 1: Lake County Connection Preventable Accidents

Month / Year	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Total
Person	0	0	0	0	0	0	0	1	0	0	0	0	1
Vehicle	2	0	1	0	1	0	0	0	0	1	2	2	9
Person and Vehicle	0	0	0	0	0	0	0	0	0	0	0	0	0

Figure 1: Lake County Connection Preventable Accidents

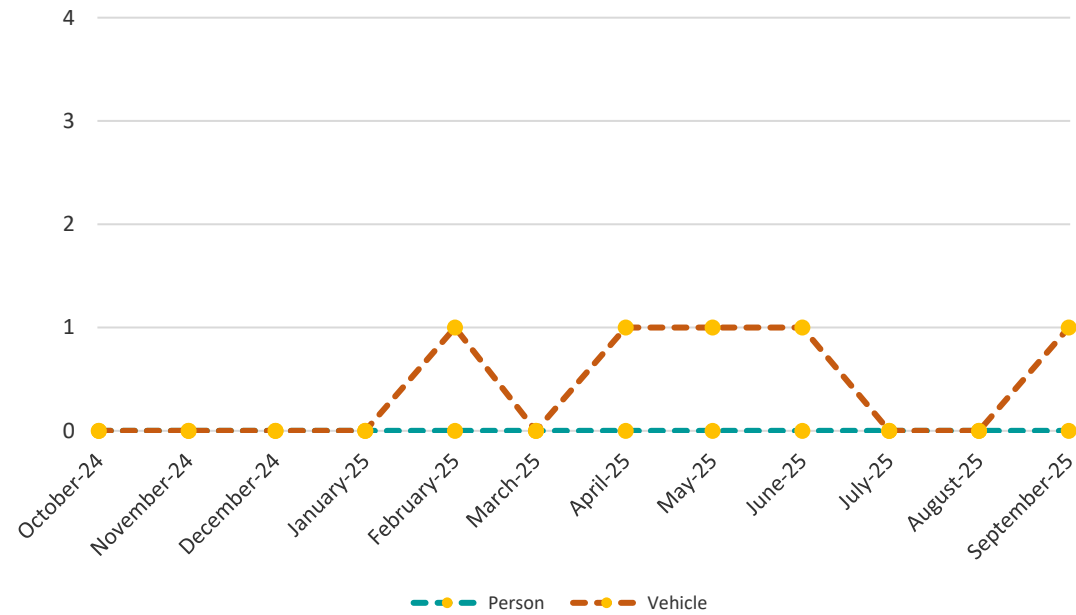


Source: 01 Accident Report 12-08-2025

Table 2: Lake County Connection Non-Preventable Accidents

Month / Year	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Total
Person	0	0	0	0	0	0	0	0	0	0	0	0	0
Vehicle	0	0	0	0	1	0	1	1	1	0	0	1	5
Person and Vehicle	0	0	0	0	0	0	0	0	0	0	0	0	0

Figure 2: Lake County Connection Non-Preventable Accidents

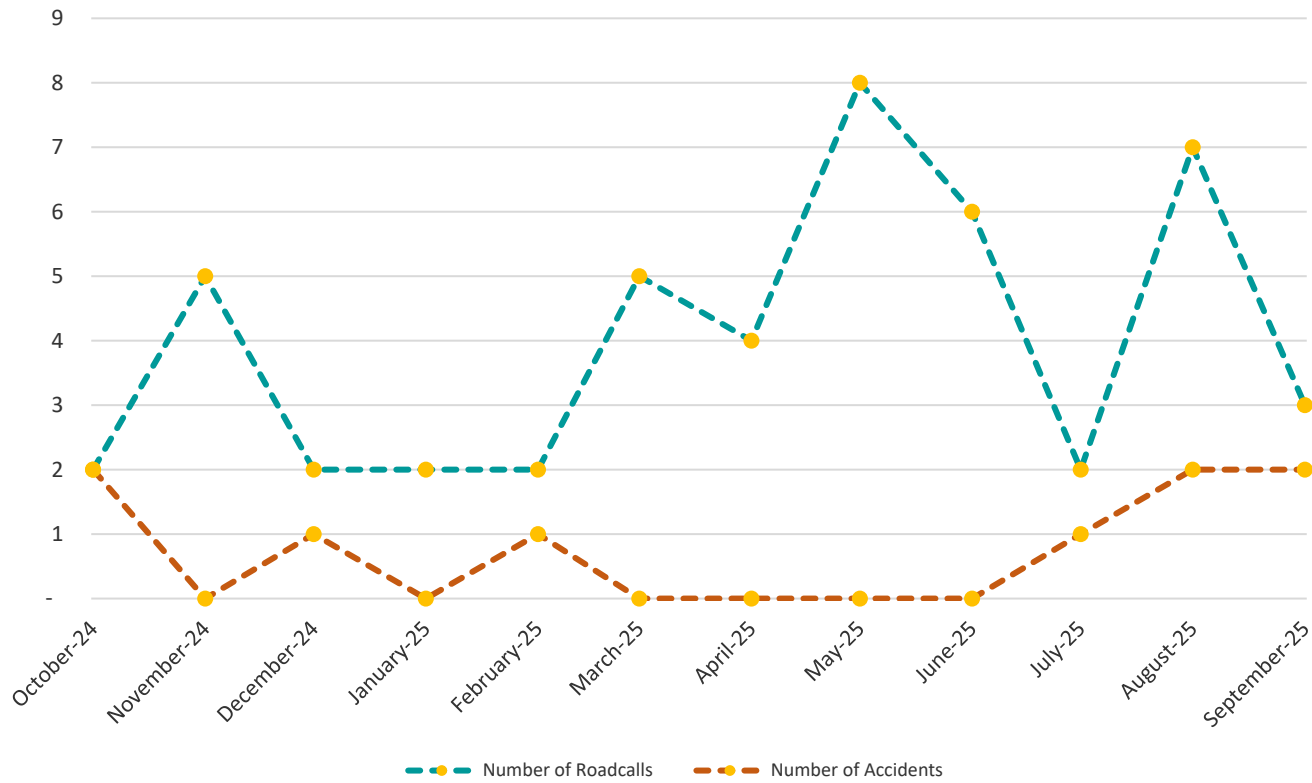


Source: 01 Accident Report 12-08-2025

Table 3: Accidents and Roadcalls

Month/Year	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Total
Number of Roadcalls	2	5	2	2	2	5	4	8	6	2	7	3	48
Number of Accidents	2	-	1	-	1	-	-	-	-	1	2	2	9

Figure 3: Accidents and Roadcalls

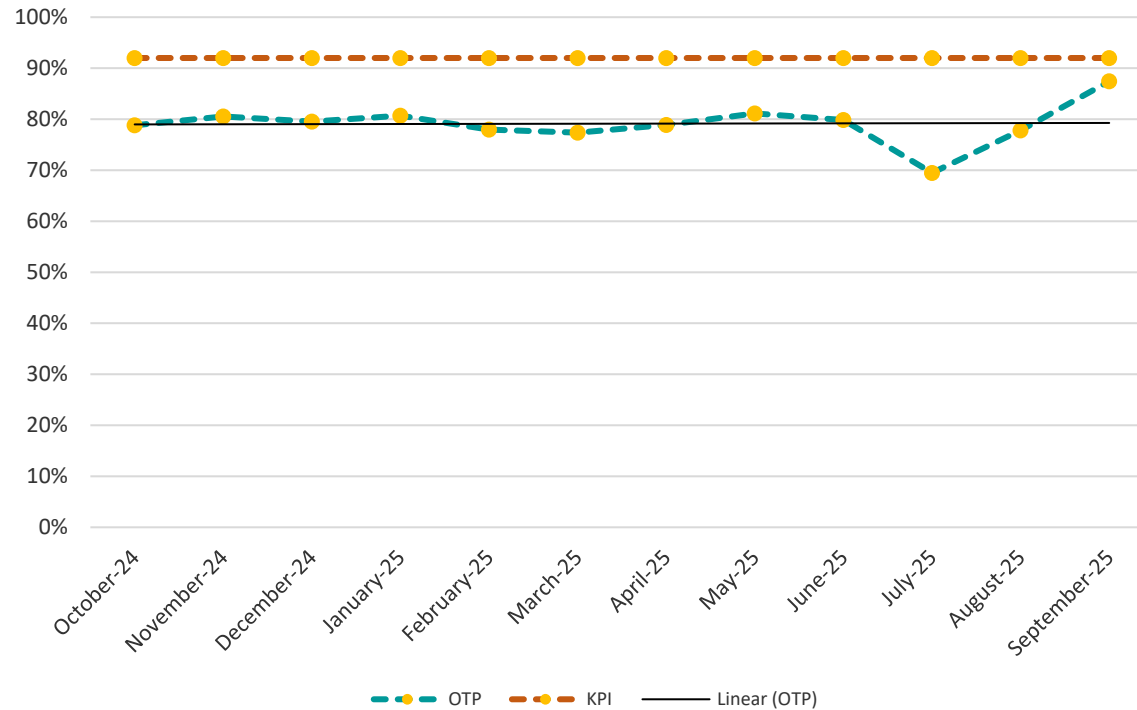


Source: 02 CTC AOR Monthly Report 12-08-2025

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

Month/Year	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Average
On Time Performance	79%	81%	80%	81%	78%	77%	79%	81%	80%	69%	78%	87%	79.1%
On Time Performance Goal	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%

Figure 4: Lake County Connection On Time Performance

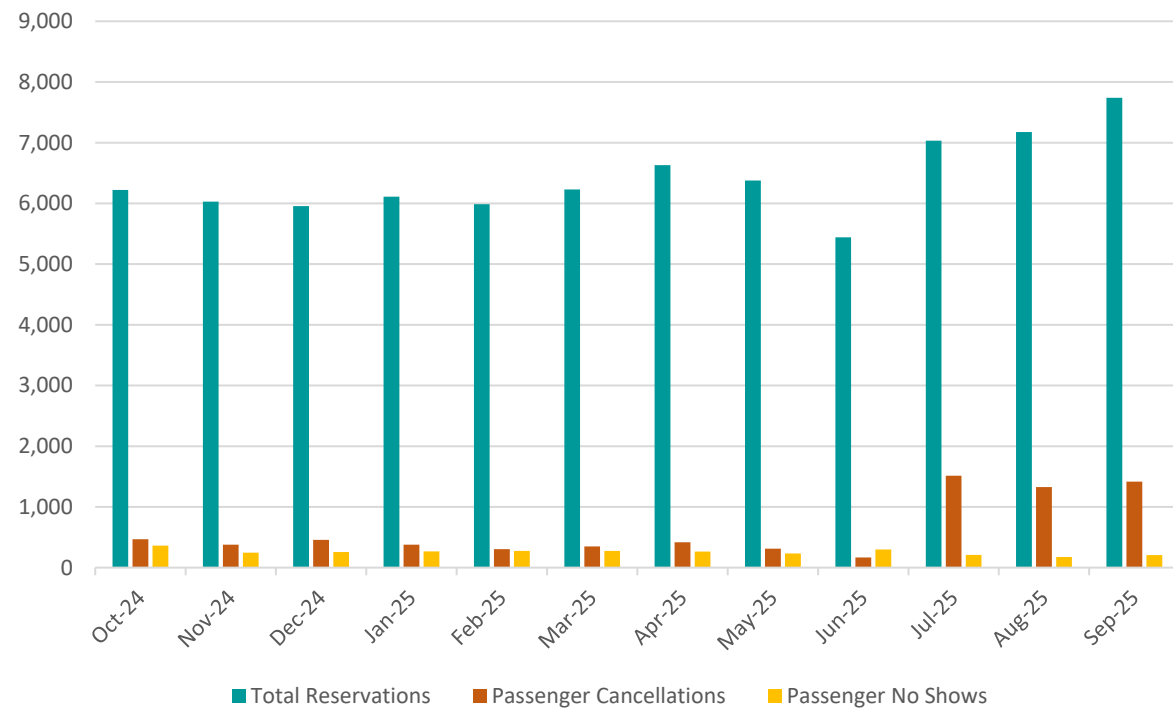


Source: 05 LCC OTP Report 12-08-2025

Table 5: Lake County Transit Trips

Month/Year	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Total
Total Reservations	6,220	6,029	5,954	6,110	5,987	6,230	6,630	6,377	5,440	7,032	7,175	7,739	76,923
Passenger Cancellations	467	377	456	378	303	350	417	313	168	1,514	1,328	1,417	7,488
Passenger No Shows	363	245	256	267	276	275	264	234	298	210	174	207	3,069

Figure 5: Lake County Transit Trips

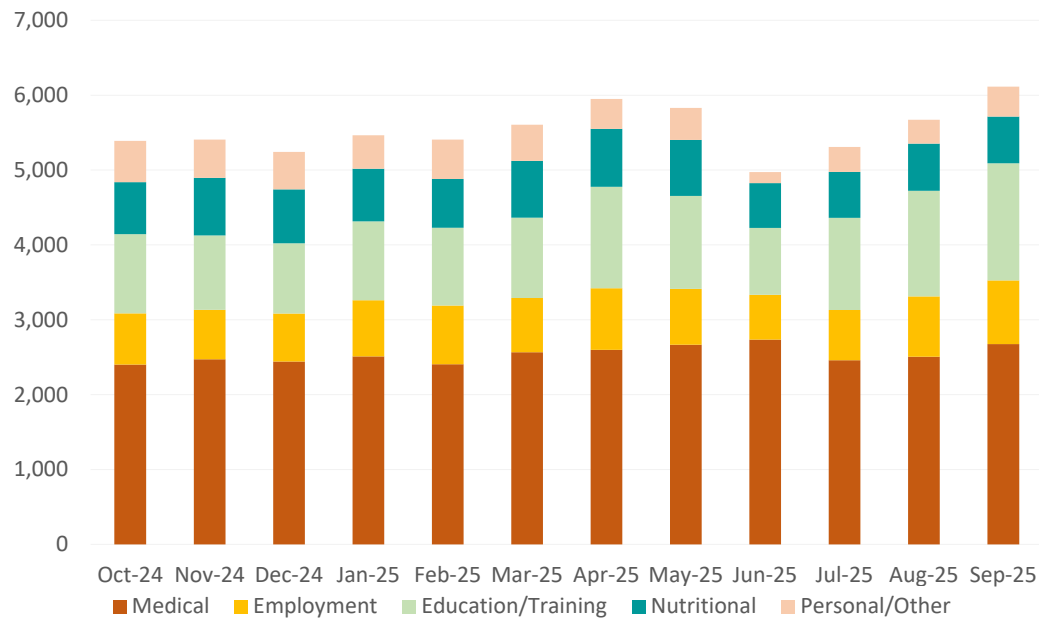


Source: 02 CTC AOR Monthly Report 12-08-2025

Table 6: Trip Purpose

Month/Year	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Total
Medical	2,402	2,473	2,443	2,511	2,407	2,566	2,598	2,667	2,736	2,460	2,508	2,675	30,446
Employment	685	660	640	750	783	726	824	747	597	670	804	851	8,737
Education/Training	1,058	994	939	1,054	1,040	1,073	1,355	1,241	895	1,233	1,412	1,565	13,859
Nutritional	694	769	721	703	652	758	773	747	597	612	629	624	8,279
Personal/Other	551	511	499	447	526	482	399	428	149	333	320	400	5,045
Total	5,390	5,407	5,242	5,465	5,408	5,605	5,949	5,830	4,974	5,308	5,673	6,115	66,366

Figure 6: Trip Purpose

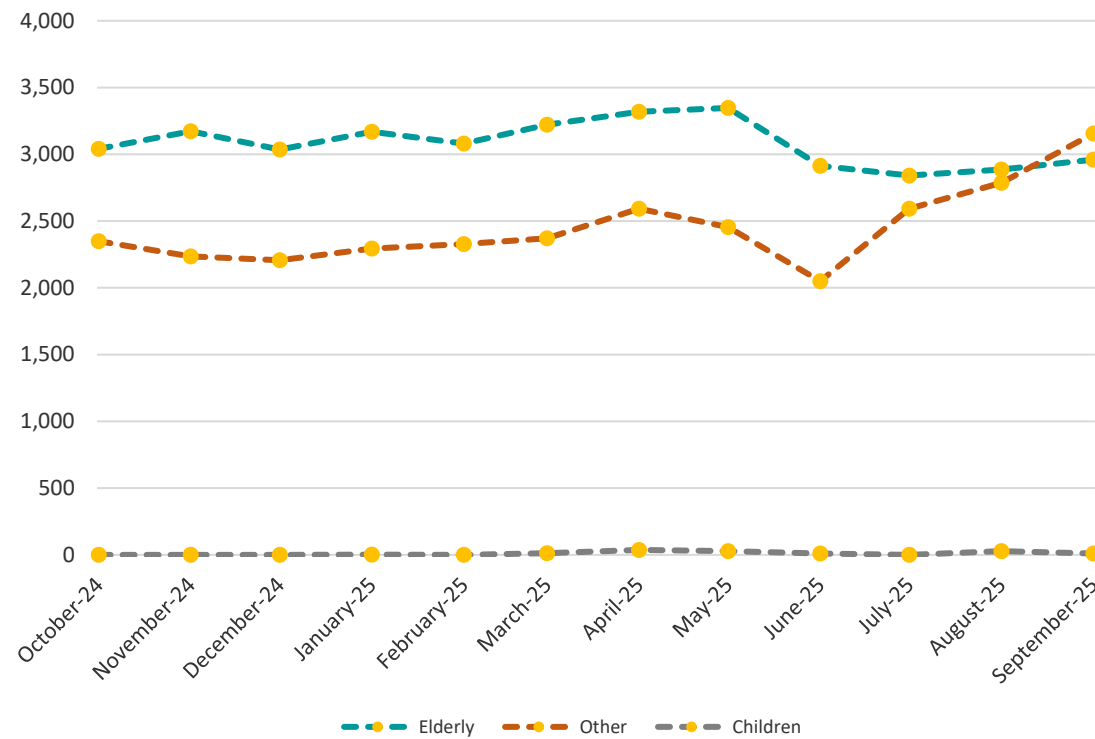


Source: 02 CTC AOR Monthly Report 12-08-2025

Table 7: Passenger Types

Month/Year	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Total
Elderly	3,041	3,172	3,036	3,169	3,080	3,221	3,319	3,347	2,914	2,841	2,886	2,960	36,986
Other	2,349	2,235	2,206	2,294	2,328	2,371	2,593	2,455	2,050	2,593	2,787	3,155	29,416
Children	-	-	-	2	-	13	37	28	10	-	28	10	128
Total	5,390	5,407	5,242	5,465	5,408	5,605	5,949	5,830	4,974	5,434	5,701	6,125	66,530

Figure 7: Passenger Types

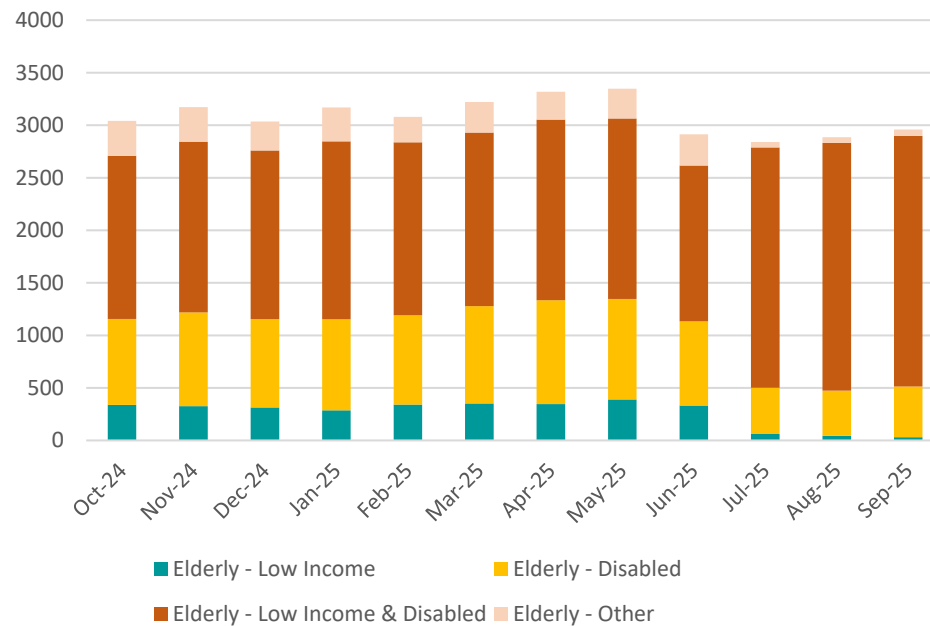


Source: 02 CTC AOR Monthly Report 12-08-2025

Table 8: Lake County Connection Passenger Types – Elderly

Month/Year	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Total
Elderly - Low Income	338	327	314	287	341	352	346	391	333	62	44	31	3,166
Elderly - Disabled	818	891	841	866	851	926	988	955	801	439	430	483	9,289
Elderly - Low Income & Disabled	1,554	1,625	1,605	1,693	1,646	1,652	1,720	1,718	1,483	2,287	2,357	2,385	21,725
Elderly - Other	331	329	276	323	242	291	265	283	297	53	55	61	2,806

Figure 8: Lake County Connection Passenger Types – Elderly

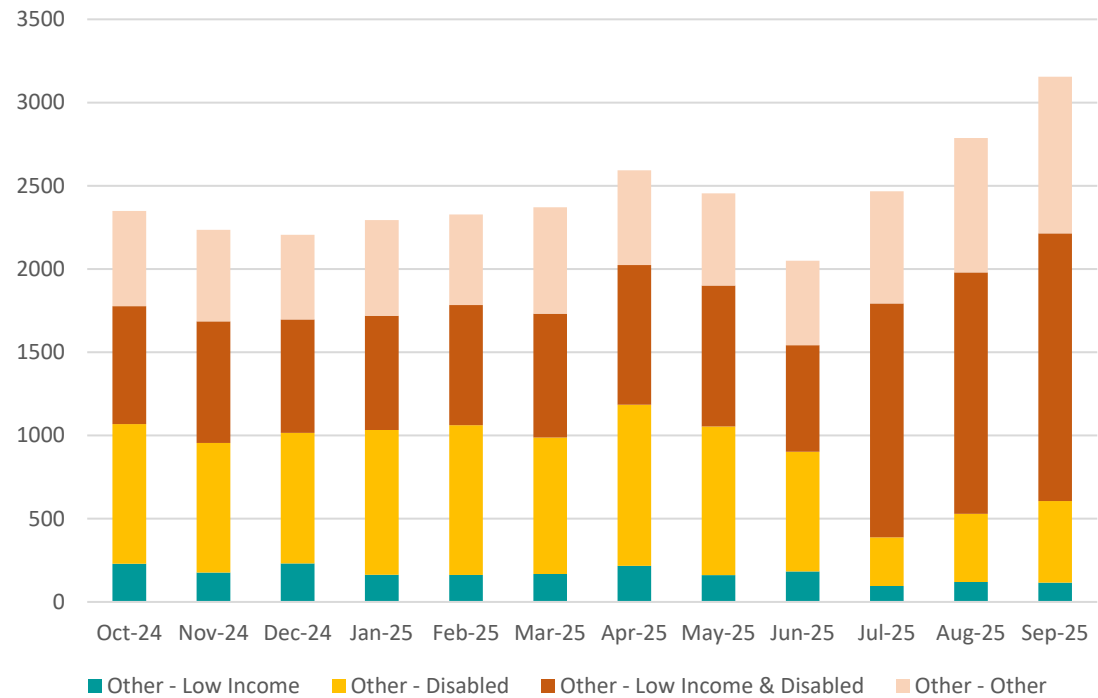


Source: 02 CTC AOR Monthly Report 12-08-2025

Table 9: Lake County Connection Passenger Types – Other

Month/Year	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Total
Other - Low Income	229	176	231	163	162	168	217	161	183	96	120	116	2,022
Other - Disabled	839	779	785	870	900	820	968	893	719	292	409	490	8,764
Other - Low Income & Disabled	709	731	681	686	722	744	839	847	640	1,405	1,451	1,608	11,063
Other - Other	572	549	509	575	544	639	569	554	508	674	807	941	7,441

Figure 9: Lake County Connection Passenger Types – Other

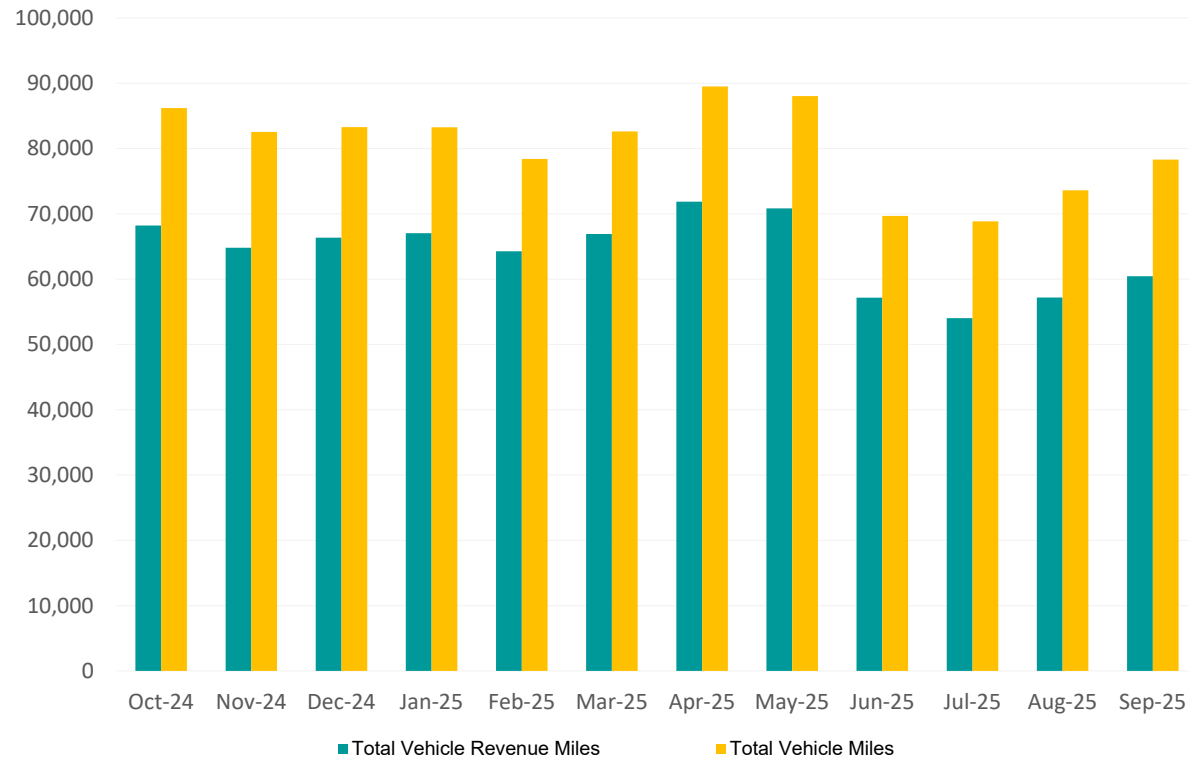


Source: 02 CTC AOR Monthly Report 12-08-2025

Table 10: Vehicle Miles

Month/Year	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Total
Total Vehicle Revenue Miles	68,221	64,816	66,361	67,035	64,256	66,924	71,868	70,824	57,149	54,023	57,180	60,433	769,090
Total Vehicle Miles	86,197	82,558	83,277	83,262	78,398	82,608	89,503	88,032	69,675	68,850	73,593	78,315	964,268

Figure 10: Vehicle Miles

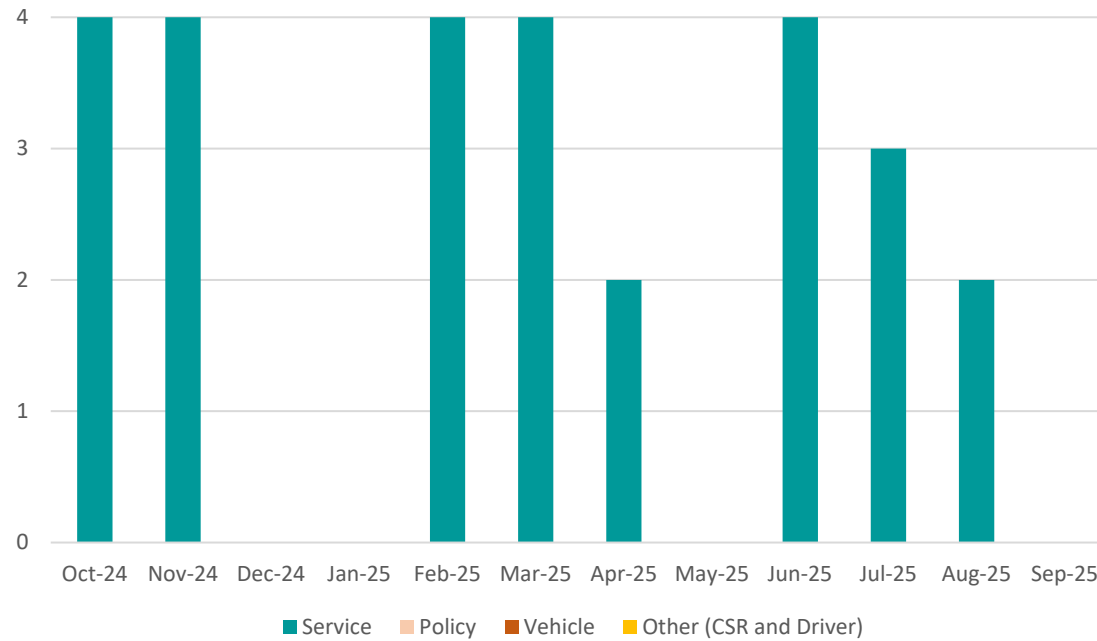


Source: 02 CTC AOR Monthly Report 12-08-2025

Table 11: Valid Complaints

Month/Year	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Total
Service	6	4	0	0	7	6	2	0	5	3	2	0	35
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	6	4	0	0	7	6	2	0	5	3	2	0	35

Figure 11: Valid Complaints



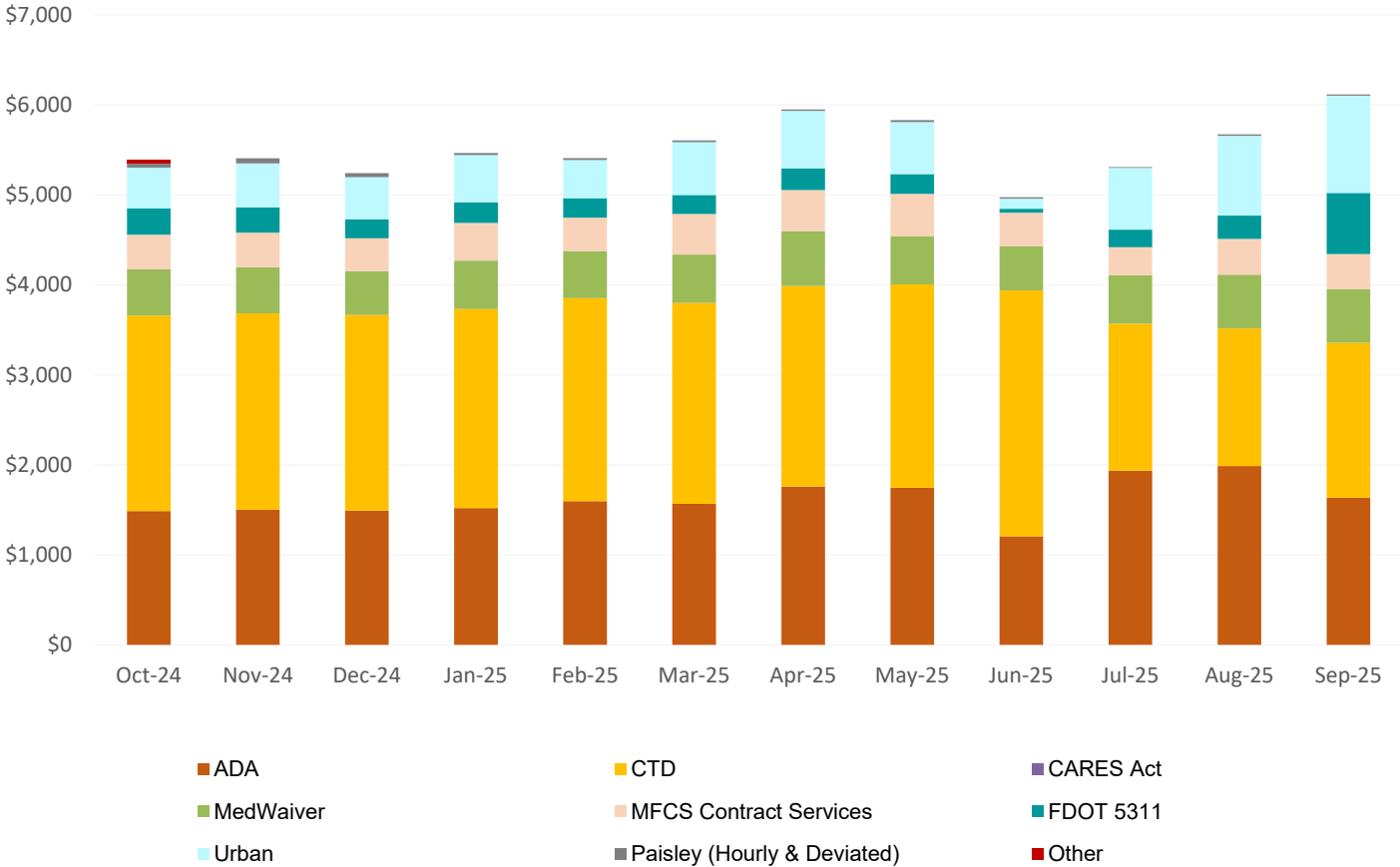
Source: 04 Complaint Report 12-08-2025

Table 12: Lake County Connection Funding Source

Funding Source	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Total
ADA	1,486	1,502	1,492	1,521	1,596	1,568	1,760	1,745	1,207	1,935	1,987	1,635	19,434
CTD	2,174	2,182	2,175	2,211	2,257	2,232	2,228	2,260	2,730	1,633	1,528	1,723	25,333
CARES Act	-	-	-	-	-	-	-	-	-	-	-	-	-
MedWaiver	511	512	485	537	523	536	607	538	491	539	599	595	6,473
MFCS Contract Services	385	383	365	418	371	452	459	467	373	312	396	389	4,770
FDOT 5311	293	280	211	229	215	211	240	220	44	195	259	679	3,076
Urban	453	490	468	525	425	587	639	579	112	685	888	1,081	6,932
Paisley (Hourly & Deviated)	44	58	46	24	21	19	16	21	17	9	16	13	304
Other	44	-	-	-	-	-	-	-	-	-	-	-	44
Total Actual County Trips	5,390	5,407	5,242	5,465	5,408	5,605	5,949	5,830	4,974	5,308	5,673	6,115	66,366

Source: 02 CTC AOR Monthly Report 12-08-2025

Figure 12: Lake County Connection Funding Source



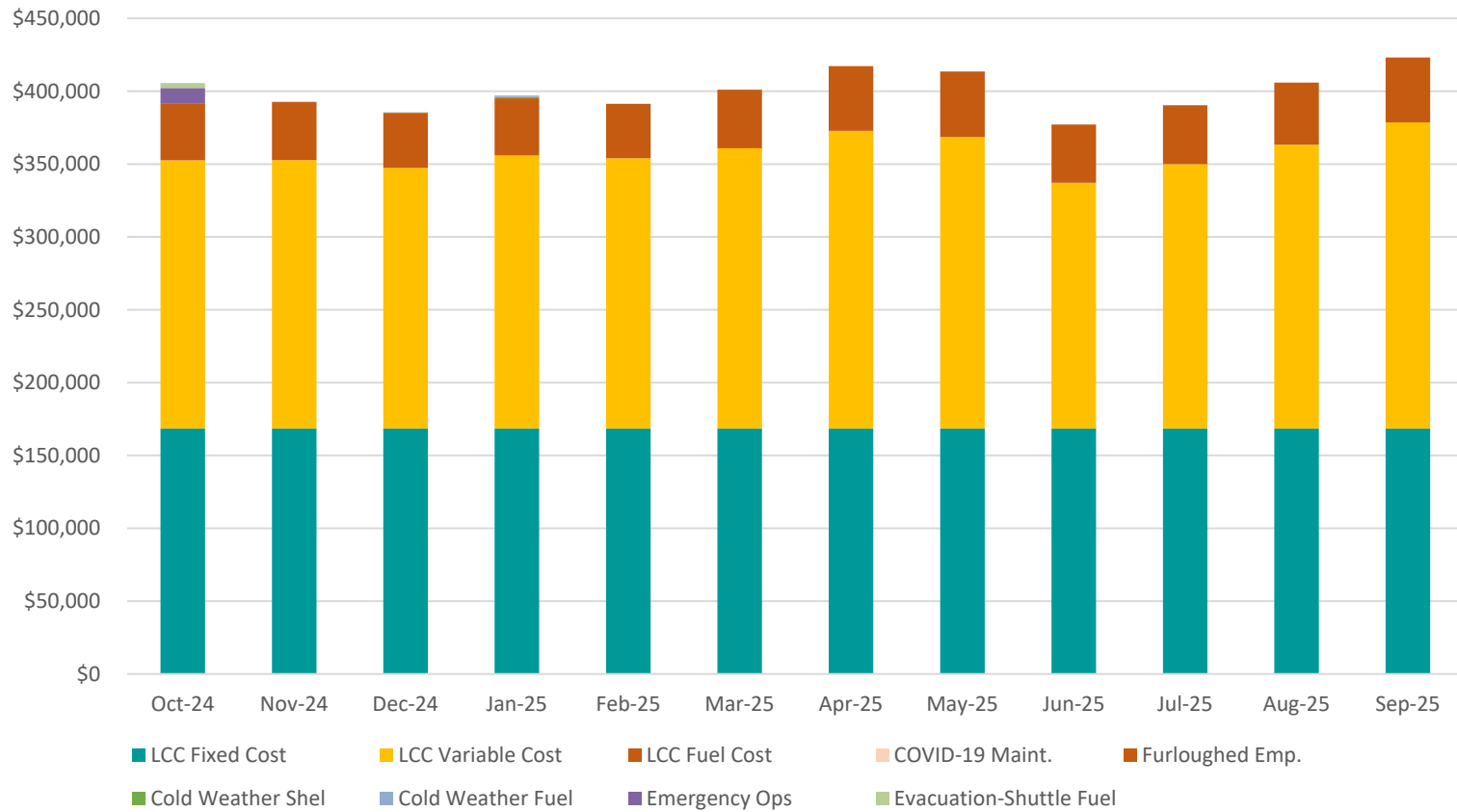
Source: 02 CTC AOR Monthly Report 12-08-2025

Table 13: Lake County Connection Contract Amount

	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Total
LCC Fixed Cost	\$168,542	\$168,542	\$168,542	\$168,542	\$168,542	\$168,542	\$168,542	\$168,542	\$168,542	\$168,542	\$168,542	\$168,542	\$2,022,503
LCC Variable Cost	\$184,063	\$184,166	\$178,898	\$187,334	\$185,474	\$192,326	\$204,273	\$200,004	\$168,638	\$181,377	\$194,771	\$210,092	\$2,271,416
LCC Fuel Cost	\$39,091	\$39,735	\$37,575	\$39,239	\$37,207	\$40,225	\$44,395	\$44,969	\$39,948	\$40,475	\$42,631	\$44,501	\$489,991
COVID-19 Maint.	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-
Furloughed Emp.	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-
Cold Weather Shel	\$-	\$-	\$-	\$928	\$80	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$1,008
Cold Weather Fuel	\$-	\$-	\$-	\$996	\$118	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$1,114
Emergency Ops	\$10,558	\$220	\$242	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$11,020
Evacuation-Shuttle Fuel	\$3,338	\$107	\$338	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$3,783

Source: 07 Performance Measures Report 12-08-25

Figure 13: Lake County Connection Contract Amount

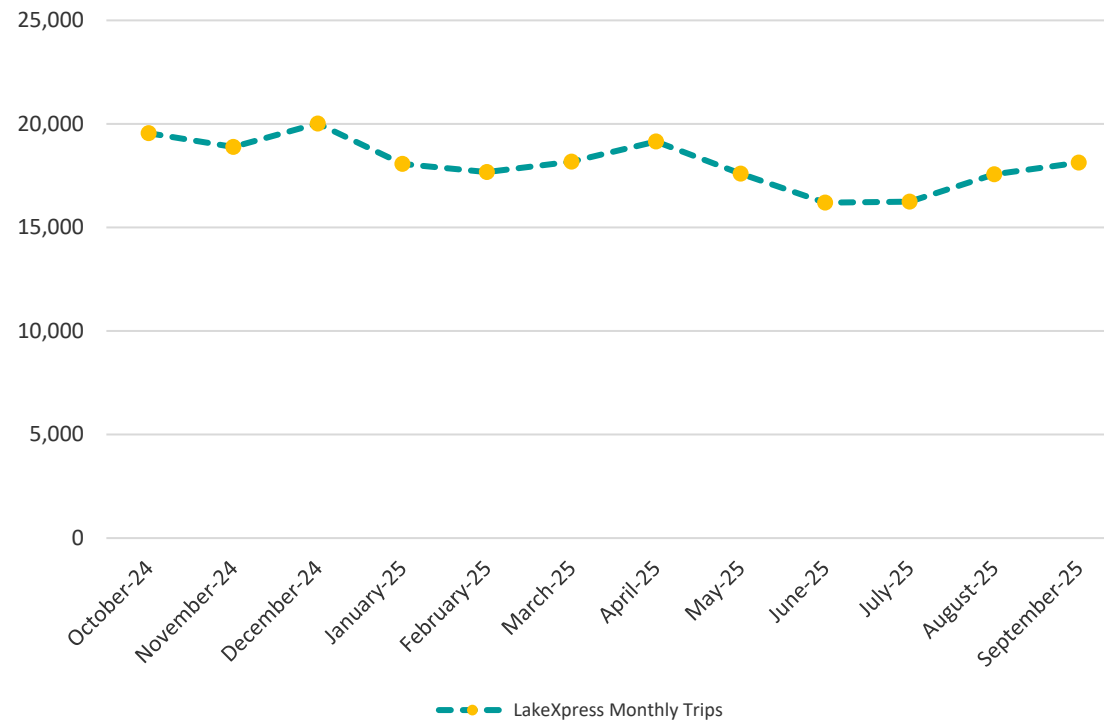


Source: 07 Performance Measures Report 12-08-25

Table 14: LakeXpress Monthly Trips

	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Total
LakeXpress Monthly Trips	19,552	18,887	20,018	18,068	17,673	18,176	19,150	17,598	16,198	16,247	17,570	18,134	217,271

Figure 14: LakeXpress Monthly Trips

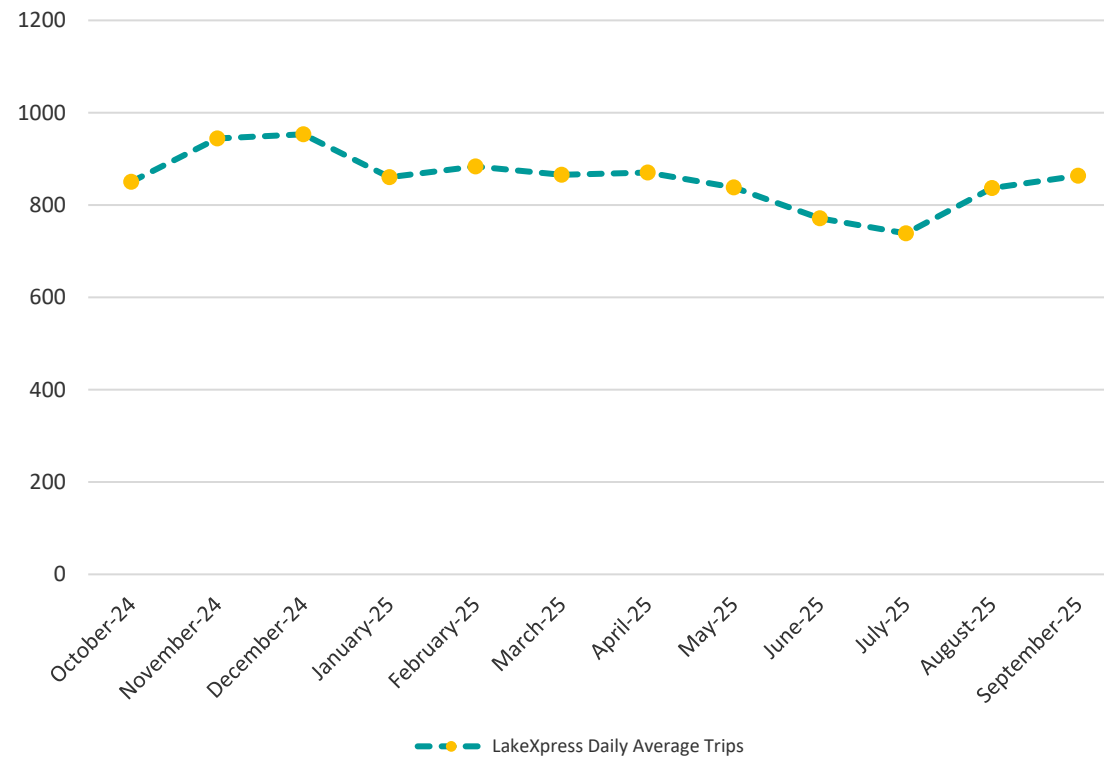


Source: 06 LX Monthly Trip Report 12-08-2025

Table 15: LakeXpress Daily Average Trips

	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Average
LakeXpress Daily Average Trips	850	944	953	860	884	866	870	838	771	739	837	864	856

Figure 15: LakeXpress Daily Average Trips

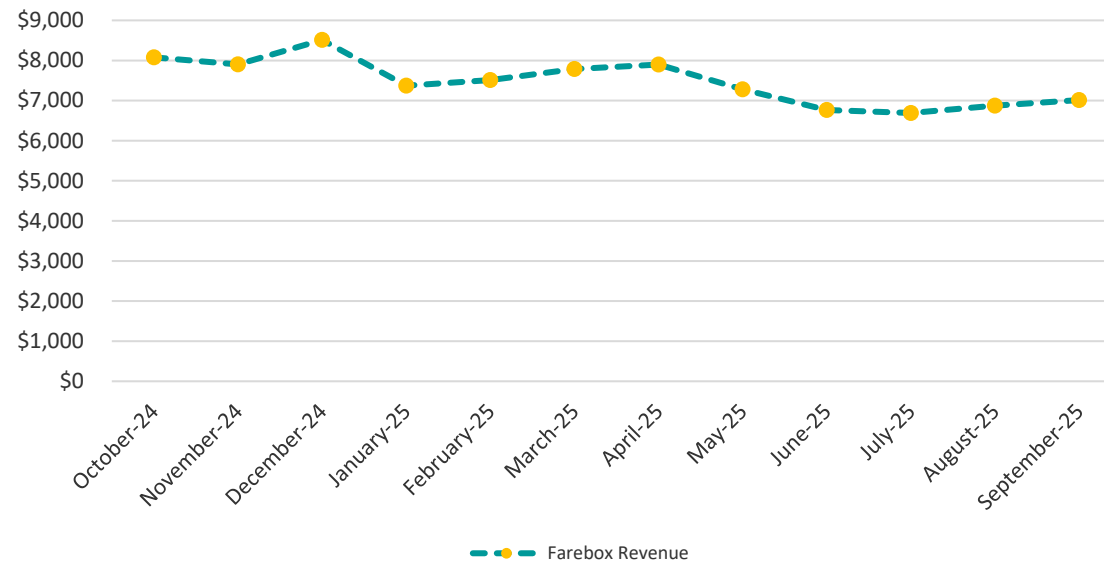


Source: 06 LX Monthly Trip Report 12-08-2025

Table 16: LakeXpress Farebox Revenue

	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Total
Farebox Revenue	\$8,078	\$7,901	\$8,512	\$7,370	\$7,510	\$7,788	\$7,900	\$7,278	\$6,765	\$6,691	\$6,874	\$7,015	\$89,682

Figure 16: LakeXpress Farebox Revenue

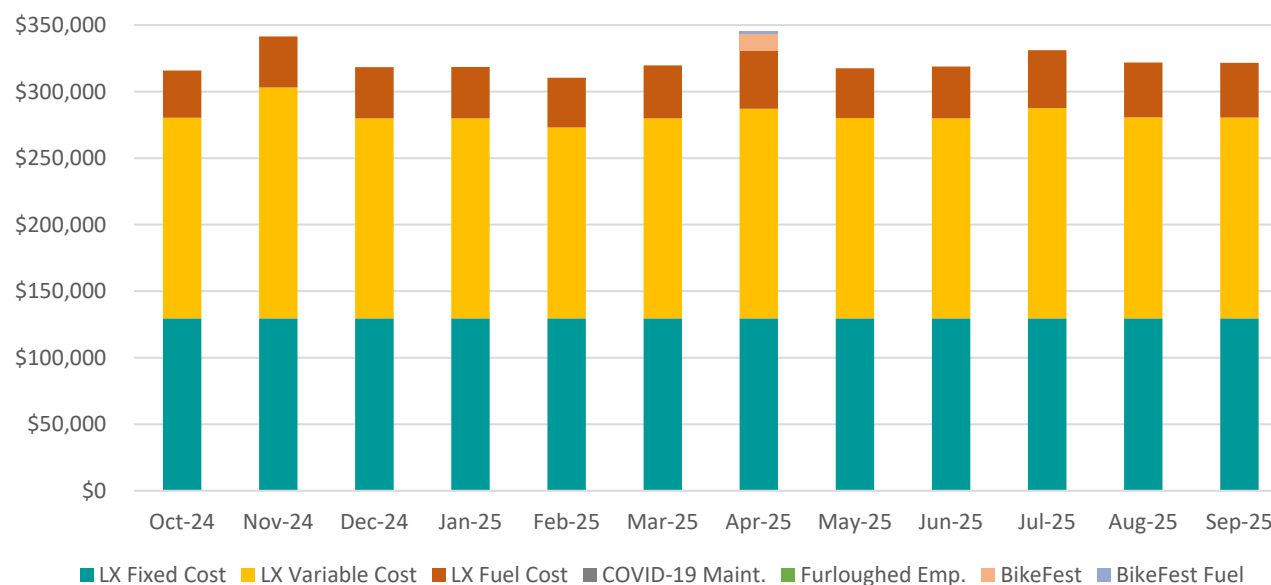


Source: 06 LX Monthly Trip Report 12-08-2025

Table 17: LakeXpress Contract Amount

	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Total
LX Fixed Cost	\$129,561	\$129,561	\$129,561	\$129,561	\$129,561	\$129,561	\$129,561	\$129,561	\$129,561	\$129,561	\$129,561	\$129,561	\$1,554,733
LX Variable Cost	\$150,877	\$173,510	\$150,334	\$150,383	\$143,511	\$150,324	\$157,507	\$150,644	\$150,299	\$158,022	\$151,068	\$150,939	\$1,837,417
LX Fuel Cost	\$35,417	\$38,389	\$38,527	\$38,622	\$37,388	\$39,805	\$43,783	\$37,343	\$38,992	\$43,580	\$41,233	\$41,176	\$474,255
COVID-19 Maint.	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-
Furloughed Emp.	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-
BikeFest	\$-	\$-	\$-	\$-	\$-	\$-	\$12,913	\$-	\$-	\$-	\$-	\$-	\$12,913
BikeFest Fuel	\$-	\$-	\$-	\$-	\$-	\$-	\$1,962	\$-	\$-	\$-	\$-	\$-	\$1,962
Total Expense	\$315,856	\$341,460	\$318,422	\$318,566	\$310,460	\$319,690	\$345,726	\$317,548	\$318,851	\$331,163	\$321,862	\$321,675	\$3,881,281

Figure 17: LakeXpress Contract Amount



Source: 07 Performance Measures Report 12-08-25

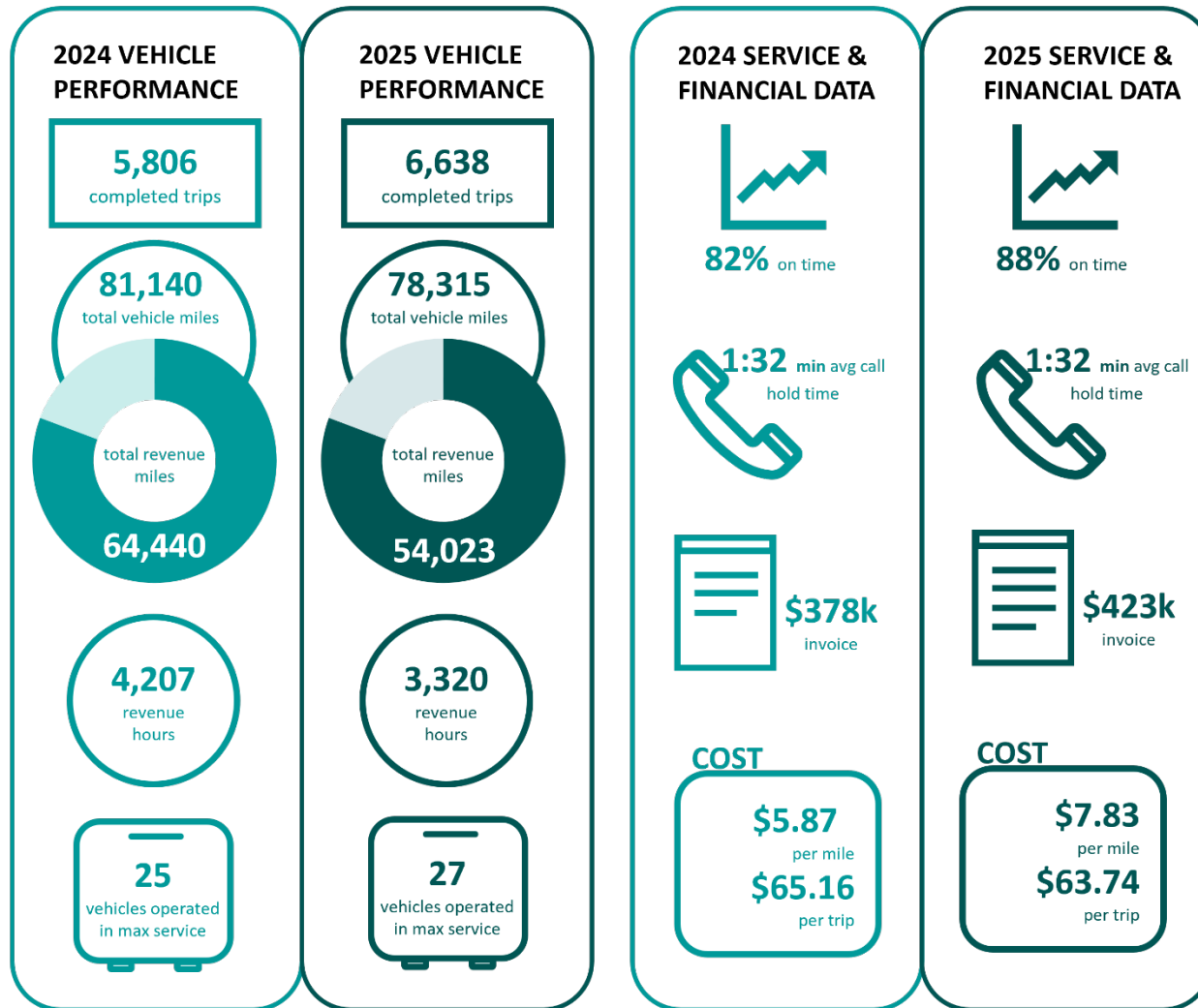
Table 18: Lake County Transit Annual Comparison Summary

Description	Sep-24	Sep-25	Change
Completed Trips	5,806	6,638	14.3%
Total Vehicle Miles	81,140	78,315	21.5%
Total Revenue Vehicle Miles	64,440	54,023	-16.2%
Total Revenue Hours	4,207	3,320	-21.1%
Vehicles Operated in Maximum Service	25	27	8.0%
Accidents/Incidents (Preventable)	0	2	N/A
Accidents/Incidents (Non-Preventable)	0	0	0.0%
On Time Performance - Standard 92%	82%	88%	7.3%
Call Hold Times (Seconds)	1:32	1:32	0.0%
Invoice Amount	\$378,327.85	\$423,134.33	11.8%
Cost per mile	\$5.87	\$7.83	33.4%
Cost per trip	\$65.16	\$63.74	-2.2%
Compliments	1	0	N/A
Complaints (Valid)	1	0	N/A

Source: 03 Comparison Report 12-08-2025

Figure 18: Lake County Transit Annual Comparison Summary

**Selected Lake County Transit Metrics
September 2024 and September 2025 Comparison**



Source: 03 Comparison Report 12-08-2025



SERVICE AREA/COUNTIES:

LAKE COUNTY

INVOICE NUMBER:

G3D19 Q1

INVOICE DATE:

October 15, 2025

QUARTER SERVICE DATES:

July 1 - September 30, 2025

AGENCY

LAKE ~ SUMTER METROPOLITAN PLANNING ORGANIZATION

I PROGRAM MANAGEMENT	PROGRESS
A. When necessary and in cooperation with the LCB, solicit and recommend a CTC . The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	The Lake TDCB recommended that Lake County BOCC remain the CTC for the next five years at the March 2023 TDCB meeting.
B. Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board. (41-2.012, FAC)	The Lake TDCB recommended that Lake County BOCC remain the CTC for the next five years at the March 2023 TDCB meeting.
C. Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	The MPO supports all aspects of the quarterly TDCB meetings and adheres to the TDCB guidelines
D. Prepare official minutes of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3)	The MPO prepares and posts all TDCB meeting materials to the MPO website for public review.
E. Provide at least one public workshop annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4)	The TDCB Public workshop will be held at the June 2026 meeting, prior to the TDCB quarterly meeting.
F. Provide staff support for committees of the local coordinating board. (Task 3)	The MPO provides support and coordination for the TDCB subcommittees as needed.
G. Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	The TDCB By-laws will be Approved at the June 2026 meeting
H. Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	The TDCB Grievance procedures were approved at the June 2, 2025 meeting
I. Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)	The current TDCB membership roster is included in this invoice packet.

J. Provide public notice of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	The newspaper public meeting notice is included in this invoice packet.
K. Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	The AOR was reviewed and approved at the second quarter TDCB meeting
L. Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	The AER was submitted to the CTD prior to September 15, 2025, and presented to the TDCB at the September 15, 2025, TDCB meeting.

II. SERVICE DEVELOPMENT	PROGRESS
A. Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) following CTD guidelines. (Task 1)	The major update to the TDSP was completed and approved at the June 2023 TDCB meeting, the TDSP annual minor update was reviewed and approved at the June 2,2025, TDCB meeting.
B. Encourage integration of “transportation disadvantaged” issues into local and regional comprehensive plans . Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS)	The TDCB is included in the planning process including the Lake County TDP and MPO's 2050 LRTP.
C. Encourage the local community transportation coordinator to work cooperatively with regional workforce boards established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS)	The Regional workforce Board is represented on the TDCB

III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	PROGRESS
A. Provide the LCB with quarterly reports of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)	The quarterly Progress Report is included in this invoice packet and is presented to the TDCB each meeting.
B. Attend at least one Commission-sponsored training , including but not limited to, the CTD’s regional meetings, the CTD’s annual training workshop, or other sponsored training. (Task 10)	MPO staff attended the CTD Annual Workshop
C. Attend at least one CTD meeting each year within budget/staff/schedule availability.	MPO Staff attends at least one CTD Business Meeting each year.
D. Notify CTD staff of local TD concerns that may require special investigations.	As needed
E. Provide training for newly-appointed LCB members. (Task 3)	MPO staff provides training for new TDCB members as needed. The MPO developed a TD 101 training packet.

F. Provide assistance to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	As Needed
G. To the extent feasible, collect and review proposed funding applications involving "TD" funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	The TDCB reviews all TD grant applications.
H. Ensure the local coordinating board conducts, as a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission's <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)	The TDCB conducted and reviewed the 2025 CTD Evaluation at the June 2, 2025 meeting
I. Assist the CTD in joint reviews of the CTC.	As Needed
J. Ensure the LCB annually reviews coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.	Coordination contracts are reviewed annually.
K. Implement recommendations identified in the CTD's QAPE reviews.	Ongoing

Other Items of Development and Update in accordance with Laws, Rules, and Commission policy:

By submission of this Quarterly Report, the information provided is accurate and accountable and corresponds with the activities for this quarter.

Doris LeMay

Representative

Date: October 15, 2025