

# Transportation Disadvantaged Coordinating Board Agenda

*Date | Time:* September 15, 2025, | 10 AM

## Lake County TDCB Committee Meeting – September 2025

September 15, 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).

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## CALL REGULAR MEETING TO ORDER

**Moment of Silence / Pledge of Allegiance**

**Proper Noticing**

**Roll Call**

**Determination of Quorum**

**Chair Announcements** Lake County TDCB Chair, Commissioner Leslie Campione

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## I. AGENDA UPDATE

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

# Transportation Disadvantaged Coordinating Board Agenda

Date | Time: September 15, 2025, | 10 AM

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

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

## III. CONSENT AGENDA

### A. Approval of June 2, 2025, Quarterly Meeting Minutes

*Attachment A: June 2, 2025, Lake County TDCB Quarterly Meeting Minutes*

### B. Approval of June 2, 2025, Annual Public Hearing Minutes

*Attachment B: June 2, 2025, Lake County TDCB Annual Public Hearing Minutes*

### C. Approval of Amendment to Lake County TDCB Bylaws

The Bylaws are being amended to add a representative of the Agency for Persons with Disabilities to the membership and to adjust the Grievance Subcommittee language to be in compliance with Florida Administrative Code Rule 41-2.012.

*Attachment C: Lake County TDCB Bylaws Amendment*

## IV. ACTION ITEMS

### A. Grievance Subcommittee Annual Appointment

Per Florida Administrative Code Rule 41-2.012, the Lake County TDCB is required to appoint a Grievance Subcommittee to process and investigate grievances or complaints from agencies, users, and potential users of the system and the CTC in the County, and make recommendations to the Coordinating Board for improvement of service. The Grievance Subcommittee is to be fully staffed on an annual basis. The Grievance Subcommittee currently consists of five members and is fully staffed. The current members are Chair Leslie Campione, Lesha Buchbinder, Steve Homan, Jamie Ledgerwood, and Chantel Buck.

Staff recommends for all current members to be reappointed.

### B. Annual Review and Appointment of Other Subcommittees

The Lake County TDCB Bylaws allows for other committees to be designated by the Chairperson as necessary to investigate and report on specific subject areas of interest to the TDCB and to deal with administrative and legislative matters. All subcommittees are

# Transportation Disadvantaged Coordinating Board Agenda

*Date | Time:* September 15, 2025, | 10 AM

to be reviewed on an annual basis to ensure that their purpose still fulfills the need that they were created for and that they remain fully staffed.

- a. The Bylaws Subcommittee consists of three members and is fully staffed. The current members are Chair Leslie Campione, Lesha Buchbinder, and Chantel Buck. Staff recommends for all current members to be reappointed.
- b. The CTC Evaluation Subcommittee consists of three members and is fully staffed. The current members are Chair Leslie Campione, Lesha Buchbinder, and Jamie Ledgerwood. Staff recommends for all current members to be reappointed.
- c. The Ridership Subcommittee consists of three members and is fully staffed. The current members are Chair Leslie Campione, Jim Lowe, and Chantel Buck. Staff recommends that the TDCB sunset this subcommittee.

## **C. Establishment of the Eligibility Subcommittee**

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

The purpose of the Eligibility Subcommittee would be to review issues related to eligibility, discuss potential changes to the eligibility policies if needed, and make recommendations to the TDCB. The Eligibility Subcommittee shall consist of a minimum of three and maximum of five members. It is recommended that at least one of the members is a user of the system. The Eligibility Subcommittee will meet as needed and will automatically sunset after two years.

Staff recommends that the TDCB establish the Eligibility Subcommittee, appoint members, and direct the Subcommittee to examine a potential policy change to the Mary Bennett Rule.

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## **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.

# Transportation Disadvantaged Coordinating Board Agenda

*Date | Time:* September 15, 2025, | 10 AM

## **B. Actual Expenditure Report (AER) Review**

The CTD requires the Planning Agency to annually complete the Actual Expenditure Report (AER), which lists direct federal and local government transportation funds for the past CTD grant year/State fiscal year.

*[Attachment D: Lake County Actual Expenditure Report for FY 2024-25](#)*

## **C. CTC Evaluation Status Report**

The FY 2024-2025 CTC Evaluation was presented to the TDCB at the June 2<sup>nd</sup>, 2025 meeting. The evaluation resulted in one finding and one suggestion. The finding was that updated driver's licenses and medical certificates were missing from several Operator files. The CTC was able to confirm that copies of driver's licenses and medical certificates were completed, but not yet filed, and they provided copies after the site visit. While the finding was resolved, the recommendation is to file updated documents in a timely manner, and to review Operator files on a regular basis to monitor and ensure compliance.

An observation from the CTC Evaluation survey was that several survey comments highlighted a need for improved customer experience, including one incident where a misalignment of expectations on the complaint process led to a rider having additional frustrations about not getting a response. The CTC provides numerous ways for customers to provide feedback or make complaints, in which different methods of providing feedback trigger different processes. The suggestion was to assess whether the complaint procedures could be more clearly communicated to the public to ensure a shared understanding of how complaints will be handled.

The CTC will present a status report on the finding and suggestion described above.

*[Attachment E: Lake County FY 2024-2025 CTC Evaluation Status Report](#)*

## **D. Final Version of Updated Eligibility Application**

A revised eligibility application was brought to the TDCB for approval at the September 16<sup>th</sup>, 2024 quarterly meeting. TDCB members provided recommended edits and approved a motion to approve the application with the requested revisions. A final version was intended to be presented to the TDCB at the December 2<sup>nd</sup>, 2024 meeting, but this item was tabled due to Hurricane Helene and Hurricane Milton. At the March 3<sup>rd</sup>, 2025 meeting CTC staff provided an update to the TDCB that the eligibility application had completed with the previously approved revisions. At the June 2<sup>nd</sup>, 2025 meeting, CTC staff noted that the eligibility application was updated in both English and Spanish and has been in use since March 2025.

TDCB members requested that final updated eligibility application be presented for review at the September 15<sup>th</sup>, 2025 meeting.

*[Attachment F: Lake County Eligibility Application](#)*

# Transportation Disadvantaged Coordinating Board Agenda

*Date | Time:* September 15, 2025, | 10 AM

## **E. 2050 Long Range Transportation Plan**

The Long Range Transportation Plan (LRTP) establishes the vision for the transportation system in Lake and Sumter Counties. The 2050 LRTP assesses the existing transportation system, sets goals and objectives, and seeks public input in order to identify current and future transportation needs and develop a list of projects that will be eligible for federal and state funding.

Staff will present an overview of the 2050 LRTP and provide information on how to comment on the plan.

## **F. 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. Accessibility updates to no show door hanger
2. Operator training on customers with disabilities
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. Extend CTC Evaluation survey period

[\*Attachment G: September 15, 2025, Lake County TDCB Agenda Follow Up Log\*](#)

## **G. Board Membership Updates**

Jeannette Estes was appointed to the Lake County TDCB on July 1<sup>st</sup>, 2025, as the representative for the Agency for Persons with Disabilities (APD). Priscilla Weeks and Elizabeth Watson will serve as alternates.

## **H. Recent and Upcoming Events**

- **FPTA Annual Conference and TD Planners Training Session** – September 2-4, 2025, *St. Pete Beach, FL*
- **CTD Commission Business Meeting** – September 25, 2025, [\*Tallahassee, FL 32311/Virtual\*](#)
- **Stuff the Bus Food Drive** – October 18, 2025, *2042 FL-19, Tavares, FL 32778*
- **2025 Grant Workshop: FDOT District Five FFY2026 Sections 5310/5311/5339** – October 22, 2025, *Central Florida Regional Expressway Authority, 4974 Orl Tower Rd, Orlando, FL 32807*
- **FDOT Mobility Week** – *TBD*
- **CTD Commission Business Meeting** – Week of December 8<sup>th</sup>, 2025, [\*Virtual\*](#)

# Transportation Disadvantaged Coordinating Board Agenda

*Date | Time:* September 15, 2025, | 10 AM

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## VI. REPORTS

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

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

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## VIII. BOARD MEMBER COMMENTS

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## IX. ADJOURNMENT

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## X. NEXT MEETING: December 8, 2025

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





**Lake County Transportation Disadvantaged Coordinating Board**  
**Minutes June 2, 2025**  
**Lake~Sumter MPO**  
**1300 Citizens Blvd., Suite 175 Leesburg, FL 34748**

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**Members Present**

Jamie Kersey Ledgerwood  
E. Scott Pfender  
Jim Lowe  
Joanne Seagle  
Rebecca Matthews  
Chantel Buck  
Cyndi North  
Steve Homan  
Emilio Santiago

**Representing**

FDOT  
Public Education Community  
FL Association CAA/Economically Disadvantaged  
Persons over 60, representing elderly  
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  
Kimberly Mummey  
Jennilyn Green  
Kirk Armstrong  
Lesha Buchbinder, Vice Chair  
Gustavo Henriquez

**Representing**

Lake~Sumter MPO  
Dept. of Children & Families  
Vocational Rehabilitation/Dept. of Education  
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 June 2, 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 10:51 a.m. by Jamie Ledgerwood. A moment of silence 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** None

**III. CONSENT AGENDA:**

- A. Approval of March 3, 2025, Quarterly Meeting Minutes
- B. Approval of Lake County TDCB Bylaws
- C. Approval of Lake County Grievance Procedures

*Jim Lowe made a motion to approve items A -C of the consent agenda, seconded by Joanne Seagle and carried unanimously by an 6-0 vote, the Board approved Items A – C of the Consent Agenda.*

*Chantel Buck stepped out of meeting to assist one of the attendees. Suggestion regarding item C online mechanism needed to file grievance.*

**IV. ACTION ITEMS:**

- A. Approval of FY 2024-2025 Community Transportation Coordinator Evaluation  
– Kelsey Peterson, WSP provided update. Discussion continued.

*Rebecca Matthews made a motion to approve FY 2024-2025 Community Transportation Coordinator Evaluation, seconded by Emilio Santiago and carried unanimously by a 7-0 vote, the Board approved FY 2024-2025 CTC Evaluation.*

- B. Approval of FY 2025 Transportation Disadvantaged Service Plan Annual Update – Kelsey Peterson, WSP provided a brief overview. Discussion continued.

*Chantel Buck made a motion to approve with the change that was discussed, seconded by Scott Pfender and carried unanimously by a 7-0 vote, the Board approved FY 2025 Transportation Disadvantaged Service Plan Annual Update.*

- C. Approval of FY 2026 Meeting Calendar

*Chantel Buck made a motion to approve the FY 2026 Meeting Calendar seconded by Rebecca Matthews and carried unanimously by a 7-0 vote, the Board approved FY 2026 Meeting Calendar.*



**V. DISCUSSION ITEMS:**

- A. Review and discussion of the Commission for the Transportation Disadvantaged (CTD) Ombudsman Report – Michael Woods
- B. Grievance Subcommittee Report – Kelsey Peterson, WSP.
- C. Discussion o Establish Scope of New Subcommittee – Kelsey Peterson, WSP.
- D. Follow Up Items – Kelsey Peterson, WSP.
- E. Board Member Updates – None
- F. Upcoming Conferences/Meetings/Events

**VI. REPORTS**

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

**VII. BOARD MEMBER COMMENTS – None**

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

**X. NEXT MEETING: September 15, 2025 @ 10AM**

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Chairman Campione

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Date



**Lake County Transportation Disadvantaged Coordinating Board  
Minutes – Annual Public Hearing  
June 2, 2025  
Lake~Sumter MPO  
1300 Citizens Blvd. Suite 175 Leesburg, FL 34748**

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**Members Present**

Jamie Kersey Ledgerwood  
E. Scott Pfender  
Jim Lowe  
Joanne Seagle  
Rebecca Matthews  
Chantel Buck  
Cyndi North  
Steve Homan  
Emilio Santiago

**Representing**

FDOT  
Public Education Community  
FL Association CAA/Economically Disadvantaged  
Persons over 60, representing elderly  
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  
Kirk Armstrong  
Lesha Buchbinder, Vice Chair  
Gustavo Henriquez

**Representing**

Lake~Sumter MPO  
Dept. of Children & Families  
Vocational Rehabilitation/Dept. of Education  
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 ANNUAL PUBLIC HEARING**

Motion was made by Chantel Buck to nominate Jamie Legerwood as the Chair for the June 2, 2025, Public Hearing, seconded by Emilio Santiago – **motion carried by a 7-0 vote.**

The Annual Public Hearing was called to order by Jamie Ledgerwood at 10:08 a.m. Staff announced that the meeting was properly noticed. Staff determined there was a quorum (7 in person).

## **I. PUBLIC COMMENT PERIOD**

- A. In-person public comments –Miranda Argenziano -Thanked the drivers and the dispatch. Christy Delmonico – When will there be driver training. Late to appointments concern. Is there any system in place if the rider does not have money. We should be notified of the new system. Cyndi North – Thanked the Office manager that helped to reschedule trip.
- B. Virtual and phone public comments – Kathryn Ott – Steps to be taken if you have a Permanent disability on the application. Louise Grossman – Thanked for the service, late for appointments. How to schedule appointments to be on time.
- C. Written public comments – Kelsey Peterson, WSP
- D. Summary of FY 2025 Public comments – Kelsey Peterson, WSP
- E. Board Member comments – None

**ADJOURNMENT:** There being no public comments, the chairman closed the meeting at 10:50 a.m.

\_\_\_\_\_  
Chairman Leslie Campione

\_\_\_\_\_  
Date

# **BYLAWS OF THE LAKE COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

## **ARTICLE I: PREAMBLE**

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

## **ARTICLE II: NAME AND PURPOSE**

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

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

## **ARTICLE III: MEMBERSHIP**

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

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

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

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

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

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

Section 5: Terms of Appointment: Except for the Chair and state agency representatives, the members of the TDCB shall be appointed for three (3) year terms. The Chair shall serve until elected term of office has expired or until the Chair is otherwise replaced by the MPO. Individuals may be reappointed to serve an additional three (3) year term. No employee of a CTC shall serve as a voting member of the TDCB in an area where the CTC serves.

Section 6: Termination of Membership: A member of the TDCB may resign at any time by giving notice in writing to the Chair. Unless otherwise specified in such notice, the resignation shall take effect when it is received by the Chair. Each member of the TDCB is expected to demonstrate his/her interest in the TDCB's activities by attending the scheduled meetings. If a voting member is unable to attend a meeting, he/she should ensure that his/her alternate will attend. The MPO shall review, and consider rescinding, the appointment of any voting member of the TDCB who fails to attend three (3) consecutive meetings. The TDCB shall notify the Florida Transportation Disadvantaged Commission (Commission) of any agency voting member or his/her alternate failing to attend three (3) consecutive meetings.

## **ARTICLE IV: OFFICERS AND DUTIES**

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

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

Section 3: Vice-Chair: The TDCB shall hold an organizational meeting each year for the purpose of electing a Vice-Chair. The Vice-Chair shall be elected by a majority vote of the voting TDCB members present. 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.

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

## **ARTICLE V: COORDINATING BOARD MEETINGS**

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

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

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

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

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

Section 6: Public Participation: All TDCB meetings shall be held in accordance with the MPO Public Participation Plan.

## **ARTICLE VI: STAFF**

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

## **ARTICLE VII: COORDINATING BOARD DUTIES**

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

1. Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission and the Chair of the MPO;
2. Review and approve the CTC's Memorandum of Agreement and the CTC's Transportation Disadvantaged Service Plan (TDSP) prior to submittal to the Commission;
3. On a continuing basis, evaluate services provided under the approved Service Plan. Annually, provide the MPO with an evaluation of the CTC's performance in general and relative to Commission standards and the completion of current Service Plan elements. Recommendations relative to performance and the renewal of the CTC's Memorandum of Agreement shall be included in the report;
4. In cooperation with the CTC, review and provide recommendations to the Commission and the MPO on all applications for local government, state or federal funds relating to transportation of the transportation disadvantaged in Lake County to ensure that any expenditures within the County are provided in the most cost effective and efficient manner;
5. Review the coordination strategies of service provision to the transportation disadvantaged in the county to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours, and types of service in an effort to increase ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area CTCs and consolidation of adjacent designated service areas when it is appropriate and cost effective to do so;
6. Appoint a Grievance Subcommittee to serve as a mediator to process and investigate grievances or complaints from agencies, users, potential users of the system and the CTC in the county, and make recommendations to the Coordinating Board for improvement of service. The Coordinating Board shall establish procedures to provide regular opportunities for grievances and issues to be brought before the committee and to address them in a timely manner, and the Coordinating Board shall hear grievances and appeals itself as provided for in the grievance procedures. Members appointed to the Subcommittee shall be voting members of the Coordinating Board;
7. Annually review coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available;
8. Review and approve the CTCs Annual Operating Report by September 15<sup>th</sup> each year;
9. Review and approve the TDSP for consistency with approved minimum guidelines and the goals and objectives of the Coordinating Board. The TDSP shall include a vehicle inventory of those vehicles purchased with transportation disadvantaged funds;
10. Assist the CTC in establishing eligibility guidelines and priorities with regard to the recipients of nonsponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund monies;
11. Hold at least one public hearing per year for the purpose of receiving input on unmet needs or any other areas that relate to the local transportation services;
12. Work cooperatively with regional workforce boards established in Chapter 445, F.S. to provide assistance in the development of innovative transportation services for participants in the welfare transition program; and
13. Evaluate multi-county or regional transportation opportunities.



## **ARTICLE VIII: COMMITTEES**

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

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

## **ARTICLE IX: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES**

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

## **ARTICLE X: AMENDMENTS**

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

## **ARTICLE XI: CERTIFICATION**

The undersigned hereby certifies that he/she is the Chair of the Lake County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and corrected copy of the Bylaws of this Coordinating Board as adopted by Lake County Transportation Disadvantaged Coordinating Board on the 8<sup>th</sup> day of June 2020.

### **LAKE COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

---

Leslie Campione, Chairman



**COMMISSION FOR THE TRANSPORTATION DISADVANTAGED  
ACTUAL EXPENDITURE REPORT FORM**  
(One form for each county  
Do not report funds from state agency sources)

**COUNTY:** Lake County  
**DUE:** September 15, 2025

**Coordinated Transportation**

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
\$1,430,435.06	20,278		

**Transportation Alternatives**

Transportation Alternatives			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital

**Other**

Other			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital



Office of Transit Services

P.O. Box 7800 • 315 W. Main St. • Tavares, FL 32778

## CTC Evaluation Status Update

### **Operator Files**

**Recommendation:** The CTC contractor was missing some updated driver's licenses and medical certificates from several Operator files. The CTC was able to confirm that copies of driver's licenses and medical certificates were completed but not yet filed. Copies were provided after the site visit. The recommendation was to file updated documents in a timely manner, and to review Operator files on a regular basis to monitor and ensure compliance.

**Current Status:** Since the CTC Evaluation there have been subsequent audits from two CTC funding partners and all Operator files have been completed and are up to date. The CTC will be conducting the annual review of RATP Dev in the upcoming months, and the CTC Standard Operating Procedure (SOP) #33.1 also outlines the CTC Monitoring procedures for the County's Contractor.

### **Complaint Procedures**

**Suggestion:** An observation from the CTC Evaluation was that several survey comments highlighted a need for improved customer experience, including one incident where a misalignment of expectations on the complaint process led a rider to have additional frustrations about not getting a response. The CTC provides numerous ways for customers to provide feedback or make complaints, in which different methods of providing feedback trigger different processes. The suggestion was to assess whether the complaint procedures could be more clearly communicated to the public to ensure a shared understanding of how complaints will be handled.

**Current Status:** The CTC reached out to the Rider Survey complainant, and after explaining the process the complainant understood and did not wish to pursue the issue any further. The Rider's Guide is provided on [www.ridelakexpress.com](http://www.ridelakexpress.com) and through written and verbal requests. The Rider's Guide is updated annually after the approval of the Transportation Disadvantaged Coordinating Board approval. The Rider's Guide provides steps on how to register a complaint on pages 20 and 21.

P 352.323.5733 • F 352.323.5755

Board of County Commissioners • [www.lakecountyfl.gov](http://www.lakecountyfl.gov)

Anthony Sabatini  
District 1

Sean M. Parks, AICP, QEP  
District 2

Kirby Smith  
District 3

Leslie Campione  
District 4

Timothy Morris  
District 5

## ELIGIBILITY APPLICATION FOR SHARED RIDE PARATRANSIT (DOOR-TO-DOOR) SERVICE

### **INFORMATION ABOUT LAKE COUNTY CONNECTION SERVICES**

Lake County Connection paratransit services can be used for health care, nutritional (includes grocery shopping), employment, educational, and personal (social/recreational) trips.

To assist in determining eligibility, applicants may be required to attend an in-person interview. All information provided may be verified and confirmed. Please attach the required supporting documentation as requested within the application.

All users of Lake County Connection are required to complete an application regardless of whether the applicant is new, recertifying, resides in a nursing home, is a dialysis patient, or has a permanent disability. Recertification is required every two years. **A current, legible copy of your government-issued identification card or drivers license must be submitted with the application.**

### **ELIGIBILITY CRITERIA**

#### **AMERICANS WITH DISABILITIES ACT (ADA) QUALIFICATIONS AND GUIDELINES:**

1. This program typically services the urban areas of Lake County and operates in conjunction with LakeXpress (LX) fixed route bus service.
2. This program is for any trips with both the origination and destination locations within three-quarters (3/4) of a mile radius of an LX fixed route bus alignment. This area is known as the ADA Corridor.
3. This program operates on the same days and times as the LX services. Since this program operates in conjunction with the LX fixed route program, this program is only usable if an individual can feasibly make a similar trip utilizing the LX program directly.
4. This program is intended for individuals with a disability or condition that prevents the applicant from independently using the LX fixed route program service all the time, temporarily, or only under certain circumstances. All disabilities and/or conditions must be verified by an acceptable medical professional and documented on the Medical Verification Form (MVF), the last two pages of this application.
5. Disability and/or condition alone does not guarantee eligibility under the ADA program. Eligibility is based on the individual's functional ability to use the LX fixed route program and is not a medical or psychiatric decision.
6. The ADA certification process may involve a telephone interview and/or an in-person functional assessment to determine if and how the applicant's transit needs can be met.
7. All ADA program trips have a required fare of \$2.00 each way. Reduced fares are not available for this program.

## **TRANSPORTATION DISADVANTAGED (TD) QUALIFICATIONS AND GUIDELINES:**

***Those eligible for Transportation Disadvantaged Paratransit Service include individuals who are defined in Florida Statute 427.011(1):***

To be considered for the transportation disadvantaged program, applicants must be a person who, because of physical or mental disability, income status, or age, or are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, shopping, social activities, or other life-sustaining activities, or children who are disabled or high-risk or at-risk as defined in s. 411.202. F.S.

1. This program typically serves the rural areas of Lake County and allows for transportation beyond three quarters of a mile from the LakeXpress (LX) fixed route. Therefore, this program allows for transportation services that are not covered under the ADA program. All non-essential trips (grocery shopping, recreational, etc.) will be transported to the nearest facility.
2. To determine if an applicant meets the TD program eligibility criteria, the applicant must first have **no other means of transportation available to them (including LakeXpress fixed route bus service)** and does not have access to a household member's automobile and cannot purchase transportation, and are therefore, transportation dependent on others; and have a documented **household income** which does not exceed 200% of the Department of Health and Human Services poverty guidelines (<https://aspe.hhs.gov/poverty-guidelines>).
3. An applicant must provide information and documentation regarding all the criteria fields to make an accurate determination.
4. No other means of transportation available to an individual also includes access to any relative in the household that can operate a vehicle on the applicant's behalf and/or own a vehicle with no operating restrictions. Please note that falsifying ownership of or accessibility to a vehicle is grounds to revoke a current TD applicant's eligibility and may even bar an individual from future service opportunities.
5. Proof of **Household Income** is required for all individuals who earn an income within the household unless there is a legitimate reason that creates a separation of the incomes within the household, such as a renter/tenant relationship.
6. The Florida Transportation Disadvantaged Trust Fund funds this program. Depending on the availability of funds, trips may be denied based on the purpose of the trip. Trip priorities are ranked in order of highest priority as follows: (1) Critical Medical, (2) Other Medical, (3) Nutritional, (4) Employment, (5) Educational, and (6) Personal/Other Trips.
7. The TD program operates Monday through Friday for all trip purposes as available funds allow. Saturday services are provided for critical medical trips (dialysis) only. The program does not provide any services on Sundays.
8. The TD program only provides out-of-county trips to Gainesville, Wildwood, Oxford, and

Orlando on Tuesdays and Thursdays.

9. All TD program trips within the Lake County boundary have a fare of \$2.00 each way. For trips to Gainesville, the fare is \$10.00 each way. The fare for trips to Orlando, Wildwood, and Oxford is \$5.00 each way. Applicants may request a Hardship application that, if eligible, would modify the required fare for specific TD program trips.
10. Passengers must recertify for the TD program every two years to maintain eligibility.

*The Transportation Disadvantaged Ombudsman Helpline is sponsored by the  
Florida Commission for the Transportation Disadvantaged*

**Ombudsman Helpline: 1-800-983-2435**

Hearing and Speech Impaired: Call 711 Florida Relay System

Email: [CTDOmbudsman@dot.state.fl.us](mailto:CTDOmbudsman@dot.state.fl.us)

Mailing Address: 605 Suwannee Street, MS-49, Tallahassee, Florida 32399-0450

**Florida's Transportation Disadvantaged Voluntary Dollar Program**

Support someone in need of transportation services. Please check the Transportation Disadvantaged box on your vehicle tag renewal form and donate a dollar. Your donations stay within the County where your vehicle is registered.

**TD BUS PASS PROGRAM**

1. A fixed-route bus pass is provided at no cost to qualifying individuals who are financially prohibited from using the fixed-route system. Eligible recipients receive bus passes via U.S. Mail only. TD bus passes cannot be picked up at County facilities.
2. To qualify for the TD Bus Pass Program, you must live in Lake County, have no means of transportation, including family and friends, and have an income at or below 200% of the federal poverty level.

**How do I get a TD Bus Pass?**

- Complete and mail the application, along with the required Proof of Income to the address shown on the application.
  - To check the status of your application, call (352) 742-2612 three weeks (21 days) after submitting your paperwork.
3. Eligible TD customers may receive a 30-day bus pass, a 10 non-consecutive day bus pass, or an all-day bus pass at no cost to the passenger.

## **INSTRUCTIONS FOR COMPLETING THIS APPLICATION**

1. Please type or print legibly when completing the application and sign where indicated.
2. Unreadable, incomplete, or unsigned applications will not be accepted and will be returned. If submitting via e-mail, the only acceptable application format is PDF from an actual document scanner. Camera scanners are not accepted.
3. Processing of this application can take up to **21** calendar days. The **21-day** period begins after a complete application is received (includes all required supporting documents to be attached).
4. All applicants will be notified of the eligibility determination by letter or e-mail.
5. Applications will remain active for up to two (2) years.
6. Completing this application does not automatically indicate approval for the ADA, TD, or both programs.
7. To aid with completing this application, sections will be marked with logos. Both programs require some sections, but if an applicant wishes to only apply for just the ADA program or just the TD program, then please complete sections with the following logos:



**Lake County Connection will use the information in this application to provide transportation services only. The information will not be provided to any other person or agency outside the Lake County Transit system.**

**If you are seeking Medicaid Transportation, please call (866) 762-2237**

**Florida Relay Voice: (800) 955-5700; TTY: (800) 955-8771**

- What type of paratransit services are you applying for ☐ ADA and/or ☐ TD?
- Are you requesting transportation services for Dialysis or Chemotherapy? ☐ Yes ☐ No
- TD Bus Pass Program ☐

**(See eligibility requirements)**



**For questions or to submit this application contact our office at:**

**Lake County Transit Management  
560 East Burleigh Boulevard  
Tavares, FL 32778**

**(352) 742-2612, Option 2**

**Fax: (352) 508-1285**

**[lctm@ratpdev.com](mailto:lctm@ratpdev.com)**

**Monday through Friday from 8 AM to 5 PM**



## Section 1 – ADA & TD Program

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ M.I.: \_\_\_\_\_

Street Address: \_\_\_\_\_ Apt #: \_\_\_\_\_ Bldg. #: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Name of Subdivision, Complex, Facility, or Nearest Intersection/Bus Route:

If the Subdivision, Complex, or Facility is a gated community, please provide the gate code: \_\_\_\_\_

Mailing Address (if different from the previous page):

☐ Male Date of Birth: \_\_\_\_\_ SSN: \_\_\_\_\_

☐ Female Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

E-mail (optional): \_\_\_\_\_

Are you a Medicaid Recipient? ☐ Yes ☐ No Medicaid #: \_\_\_\_\_

Do you require materials or correspondence in an alternative format? ☐ Yes ☐ No

4. If yes, please specify: ☐ Large Print ☐ Audio File ☐ Text File

### Emergency Contact

Name	Relationship	Primary Contact Number	Secondary Contact Number

Do you authorize any other person(s) to make travel arrangements on your behalf? If so, please provide the following:

Name	Phone Number

If you reside in a facility (nursing home, assisted living facility, etc.), does the facility have a vehicle to transport residents? ☐ Yes ☐ No

Have you ever been transported by the facility? ☐ Yes ☐ No

List any impairments, disabilities, or other conditions you may have that prevent you from using the LakeXpress fixed route bus service program:

---



---

How long have you had this condition? \_\_\_\_\_ Is your condition permanent? \_\_\_\_\_

**Please indicate below if you use any of the following mobility aides or equipment:**

- |                                                           |                                                                 |                                             |
|-----------------------------------------------------------|-----------------------------------------------------------------|---------------------------------------------|
| <input type="checkbox"/> Wheelchair                       | <input type="checkbox"/> Powered Scooter                        | <input type="checkbox"/> Powered Wheelchair |
| <input type="checkbox"/> Walker                           | <input type="checkbox"/> Long White Cane                        | <input type="checkbox"/> Portable Oxygen    |
| <input type="checkbox"/> Cane                             | <input type="checkbox"/> Leg Braces                             | <input type="checkbox"/> Crutches           |
| <input type="checkbox"/> Assisted Walking                 | <input type="checkbox"/> Needs Personal Care Attendant / Escort |                                             |
| <input type="checkbox"/> Service Animal (describe): _____ | <input type="checkbox"/> Other: _____                           |                                             |



## Section 2 – ADA Program

### ADA Functional Ability

Without the assistance of someone else, can you:

Board a Bus?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Read/Understand directions?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Handle coins and bus transfers?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Travel on a sidewalk?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Travel to the nearest bus stop?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Stand at a bus stop?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Identify the correct bus?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Walk ¾ mile?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Climb a 12-inch step?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Cross a street?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Balance yourself while seated?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Grip handles and railings?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Give your address and phone number?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Recognize landmarks?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Wait outside for more than 15 minutes?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Travel through crowds?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Are you able to travel alone? ☐ Yes ☐ No

If you use a mobility aid, is the doorway/entrance of your residence accessible? <sup>1</sup> ☐ Yes ☐ No

Have you used or are you currently using the LakeXpress fixed route service? <sup>2</sup> ☐ Yes ☐ No

How far can you walk? \_\_\_\_\_ How far can you walk with a mobility aid? \_\_\_\_\_

Do you need the wheelchair lift to board the bus? ☐ Yes ☐ No

Do you have any limbs in a cast, brace, fused, or otherwise unbendable? ☐ Yes ☐ No

<sup>1</sup> Note: LCC Drivers cannot assist mobility devices into or out of a residence, up or down stairs, or through grass or sand.

<sup>2</sup> Note: All LCC and LakeXpress buses are fully accessible with wheelchair lifts/ramps. All LakeXpress buses can kneel for easy access.

**If you do not use the LakeXpress service, please read the following statements and check all that apply to you. You may select more than one:**

- ☐ I have a temporary disability that prevents me from getting to the bus stop or using the service. I will need ADA service only until I recover.
- ☐ I cannot get to the bus stop.
- ☐ I have a cognitive disability that prevents me from remembering and understanding all I must do to find my way to and from the bus stop and to ride the bus.
- ☐ I have a vision disability, which prevents me from finding my way to and from the bus stop.
- ☐

- ☐ I have a severe medical condition. My condition results in an impairment, which makes it impossible for me to use regular bus service.
- ☐ I have an episodic disability. I can use the LakeXpress fixed route services when I am feeling well, but on bad days, I can't make it to the bus stop or even get on the bus.

**NOTE: The Lake County Office of Transit Services offers Travel Training for LakeXpress (LX) fixed route services to teach individuals how to use the LX services. Participation in the Travel Training Program will not affect your eligibility for ADA Paratransit service.**

- ☐ Check here if you are interested in receiving additional information on Travel Training.

**ADA Paratransit Program requires an accepted licensed medical professional to complete a Medical Verification Form (MVF). The Medical Verification Form (MVF) is this application's last two (2) pages.**



### Section 3 – TD Program

Is the LakeXpress fixed route service accessible from your home? ☐ Yes ☐ No

Are there any circumstances preventing you from using the LakeXpress bus service? ☐ Yes ☐ No

If yes, please describe: \_\_\_\_\_

\_\_\_\_\_

Do you have weekly scheduled medical appointments? ☐ Yes ☐ No

How many medical appointments do you usually have in a month? \_\_\_\_\_

How do you currently travel to your destination(s)?

☐ Drive yourself ☐ Taxi ☐ Uber/Lyft ☐ LakeXpress ☐ Lake County Connection

☐ Family or Friends ☐ Other (please explain): \_\_\_\_\_

Do you or anyone in the household currently own a motor vehicle? ☐ Yes ☐ No

If yes, what prevents you or anyone in your household from driving the vehicle? \_\_\_\_\_

\_\_\_\_\_

***A letter must be provided explaining why any vehicle available in the household is inaccessible to the applicant for transportation needs.***

What are the names and ages, including yourself, of the people living in your household? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Please indicate the reason you are seeking Transportation Disadvantage (TD) program services (check all that apply):

- ☐ I do not live within the LakeXpress fixed route service area.
- ☐ I am 60 years of age or older.
- ☐ My income level falls below 200% of the current federal poverty guidelines (proof of income is required)
- ☐ I have a recognized disability.
- ☐ Other (please specify): \_\_\_\_\_

### **Verification of Income**

What is everyone living in the household's combined monthly income? \$ \_\_\_\_\_

Are you currently receiving public assistance such as food stamps? ☐ Yes ☐ No

**Monthly Income Breakdown:** Please include all wages, disability payments, Social Security payments, pensions, dividends, investments, etc., that make up your **total gross annual household income**.

To process your application, **proof of income is required of everyone who makes up the total household income.** This information must be submitted with the application.

Please indicate the total household income from each of the below categories:

Salary: \$ \_\_\_\_\_ SSI: \$ \_\_\_\_\_ SSDI: \$ \_\_\_\_\_ Pension: \$ \_\_\_\_\_

Interest / Dividends: \$ \_\_\_\_\_ Workman's Comp: \$ \_\_\_\_\_ Relatives: \$ \_\_\_\_\_

Other (explain): \_\_\_\_\_

**Total monthly household income:** \$ \_\_\_\_\_

**Provide the following acceptable forms of proof for the total household income:**

- Two (2) of your most recent Paycheck Stubs (consecutive)
- Two (2) consecutive months of your most recent Bank Statements for all household members
- Social Security Income Verification Notice / Letter
- First (1<sup>st</sup>) page of your latest Tax Return

- Retirement / Pension Statement
  - Unemployment Compensation Income Verification Notice / Letter
  - Department of Children and Families Benefits Letter
- ***If you are a roomer/boarder, you must provide a statement from your landlord listing the amount you pay for board, utilities, meals, and any other included expenses.***
- ***If you do not have any income, please provide a letter from the individual or facility supporting you.***

**Monthly Household Expenses:**

Housing: \$\_\_\_\_\_ Utilities: \$\_\_\_\_\_ Vehicle: \$\_\_\_\_\_ Food: \$\_\_\_\_\_

Cable: \$\_\_\_\_\_ Phone: \$\_\_\_\_\_ Cell Phone: \$\_\_\_\_\_ Medical: \$\_\_\_\_\_

Pharmacy: \$\_\_\_\_\_ Fuel: \$\_\_\_\_\_ Home Insurance: \$\_\_\_\_\_

Car Insurance: \$\_\_\_\_\_ Other: \_\_\_\_\_ Cost \$: \_\_\_\_\_

**Total Monthly Household Expenses: \$\_\_\_\_\_**

Would you ride LakeXpress if you were provided with a free bus pass? ☐ Yes ☐ No

**Application Checklist:**

- ☐ Did you attach a current, legible copy of your government-issued identification or driver's license?
- ☐ Did you attach your household proof of income?
- ☐ Did you attach the Medical Verification Form completed by a licensed medical professional?
- ☐ If you are a renter, did you include your Landlord letter?
- ☐ If you or anyone in your household owns a vehicle, did you provide your letter as to why you cannot utilize it?





## Section 4 – ADA & TD Program

### Certification and Acknowledgement

I understand and affirm that the information provided in this application for either the ADA Program and/or TD Program services is true and correct to the best of my knowledge and will be kept confidential and shared only with medical and transportation professionals involved in evaluating and determining my needs and eligibility for transportation to and from eligible services and appointments.

I understand that providing false or misleading information, making fraudulent claims, or making false statements on behalf of others could constitute a felony under the State of Florida's laws and result in my eligibility status being revoked.

I agree to notify Lake County Connection if there is any change in personal circumstances or personal information such as address or phone number or if I no longer need to use any of the program services applied for. I understand that if I am approved for any program services, I must recertify two years from the date of approval for services, regardless of my previous qualifications for services.

Lake County Board of County Commissioners and our Operator, Lake County Transit Management, Inc., collect your social security number, if applicable, for the following purposes:

- *Identification and Verification*
- *Program Eligibility*
- *Billing and Payments*
- *Benefit Processing*

Social Security numbers may be used as a unique numeric identifier and may be used for search purposes.

Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Signing for Applicant: \_\_\_\_\_ Date: \_\_\_\_\_

Relationship to Applicant: \_\_\_\_\_



## Medical Verification Form

If you are applying for ADA Paratransit door-to-door services due to a medically verified physical disability, cognitive condition, or impairment, this Medical Verification Form must be completed and signed by an accepted licensed medical professional.

### Accepted medical professionals include:

- Medical Doctor
- Doctor of Osteopathic Medicine
- Doctor of Chiropractic
- Occupational Therapist (Licensed/Registered)
- Audiologist
- Ophthalmologist
- Psychologist
- Licensed Nurse Practitioner
- Registered Nurse
- Physical Therapist
- ARNP

Be sure to print your name, date of birth, and the last 4 digits of your Social Security Number on the form to assist your medical professional.

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ M.I.: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Last 4 digits of Social Security Number: \_\_\_\_\_

### Applicant's Release

I understand that this evaluation form aims to determine my eligibility for ADA Paratransit door-to-door services. I understand that the information about my disability contained in this application will be kept confidential and shared only with professionals involved in evaluating my eligibility. I authorize my medical representative to release all information regarding my medical condition to Lake County Transit Management, Inc. D.B.A. Lake County Connection. I understand that providing false or misleading information could revoke my eligibility status. I agree to notify Lake County Connection within ten (10) days if circumstances change or I no longer need to use Paratransit services.

Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Someone may sign on their behalf if the applicant cannot sign this form.**

Signing for Applicant: \_\_\_\_\_

Relationship to Applicant: \_\_\_\_\_

Date: \_\_\_\_\_

**A Medical Professional must complete the following.**

Dear Medical Professional:

This form must be completed to process this applicant's request for Lake County Connection paratransit door-to-door transportation service eligibility.

Only a licensed medical professional who knows the applicant's functional ability to use the LakeXpress fixed route bus service should complete this form. All LakeXpress fixed route vehicles are equipped with wheelchair lifts/ramps, and the buses have automated enunciators that announce all significant landmarks, streets, and intersections.

The information you provide below must be based solely upon the applicant having an actual physical or cognitive limitation preventing the use of the LakeXpress fixed route service or operating a motor vehicle. Diagnosing a potentially limiting illness or condition is not a sufficient determination for paratransit services.

**THIS FORM MUST BE COMPLETED BY A MEDICAL PROFESSIONAL AND MUST INCLUDE A VALID MEDICAL LICENSE NUMBER, ADDRESS, PHONE NUMBER, AND THE MEDICAL PROFESSIONAL'S SIGNATURE.**

Patient's Name: \_\_\_\_\_

What is the applicant's disability? \_\_\_\_\_

How does the condition functionally prevent the applicant from using regular bus services?

\_\_\_\_\_

Is the condition permanent or temporary? ☐ Permanent ☐ Temporary

If temporary, what is the duration? \_\_\_\_\_

**Medical Professional Information:**

Signature of Medical Professional: \_\_\_\_\_ Date: \_\_\_\_\_

Medical License Number: \_\_\_\_\_ State Issued: \_\_\_\_\_

Print Name: \_\_\_\_\_ Title: \_\_\_\_\_

Address: \_\_\_\_\_ Suite #: \_\_\_\_\_ Bldg. #: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Extension: \_\_\_\_\_ Fax Number: \_\_\_\_\_

E-mail: \_\_\_\_\_ Contact Person: \_\_\_\_\_

## Lake County TDCB Agenda Follow Up Log, September 15, 2025

#	Item	6/2/2025 Summary	9/15/2025 Update	Status
1	Eligibility application updates	The updated eligibility application has been updated in both English and Spanish and has been in use since March 2025. To date, no feedback has been received regarding the revised application. TDCB staff requested that the application be brought back at the September meeting for final review.	The updated eligibility application is on the CTC's website and is included as an attachment to this agenda.	Resolved
		CTC staff have been actively preparing for the launch of the new scheduling software, which is essential to the performance of Lake County Connection. The software is scheduled to go live on June 2, 2025. Once implementation is complete, staff will coordinate with the Lake County Webmaster to ensure the accessible eligibility application is made available on the website.	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.	In Progress
2	Proposed updates to Mary Bennett Rule	There was a discussion item on this agenda to establish a new Subcommittee that would further assess potential changes to the Mary Bennett Rule. There were no comments on this item.	There is an action item on this agenda to establish an Eligibility Subcommittee. Proposed updates to the Mary Bennett Rule are pending discussion by the Eligibility Subcommittee.	Pending
3	Implementing a cap on Personal/Other (previously Life-Sustaining) trips	<p>The CTD Biannual Monitoring Review was conducted in May 2025. As of June 2, 2025, staff has not yet had the opportunity to implement the recommended changes.</p> <p>Staff noted that they changed the title of "Life-Sustaining" trips to "Personal/Other" trips to more accurately describe the trip purpose category.</p>	Currently there is enough funding to maintain the request for trips the CTC is receiving.	Resolved

#	Item	6/2/2025 Summary	9/15/2025 Update	Status
		CTC staff noted that they received less grant funding this year and are watching trips closely, but have not had to implement trip prioritization yet. They recommended directing to Eligibility Subcommittee to discuss this topic.		
4	Accessibility updates to no show door hanger	Staff has obtained a copy of the current door hanger from RATP Dev. We are in the process of reviewing and updating the door hanger to include a static QR code for easy access to the document by individuals with low or no vision.	The CTC staff will meet with the Interim General Manager, Fabien Blackson to discuss an updated door hanger to include a static QR code for those with low to no vision.	Pending
5	Operating training on customers with disabilities	The new General Manager from RATP Dev was in attendance to participate in discussions regarding training. Chantel Buck confirmed that she was working with Karin at RATP Dev to schedule a training for June 14 <sup>th</sup> .	New Vision for Independence provided visual impairment training to Operators and Staff on June 14, 2025.	Resolved
6	New scheduling system	Reservations using the new scheduling software began on Tuesday, May 20th (accepting reservations up to two weeks in advance). The new scheduling software is scheduled to become operational for service provision on Monday, June 2, 2025.	The new scheduling software became operational for service provision on Monday, June 2, 2025. Scheduling issues have been resolved.	Resolved
			The 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.	In Progress
7	Potential policy to address what to do when a rider needs to go	There are ongoing safety and accessibility concerns related to unscheduled bathroom breaks. The new General Manager from RATP	Fabien Blackson is the new Interim General Manager for Lake County's Contractor, RATP	In Progress

#	Item	6/2/2025 Summary	9/15/2025 Update	Status
	to the bathroom while on the bus	Dev was present to discuss the potential implementation of standardized codes for dispatch to address these situations, but other agenda items ran long and this follow up item was not discussed.	Dev, and he started not too long after the June 2, 2025, TDCB Meeting. The CTC has discussed this issue with previous contractors and there are two issues with doing this (1) liability issues (2) throwing the driver's schedule off and other riders getting picked up late and getting to their appointments late. The CTC will discuss this issue with Mr. Blackson at our upcoming meeting.	
8	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.	In Progress
9	Extend CTC Evaluation survey period	TDCB members discussed the low number of survey responses for the CTC Evaluation Survey. Michael Woods noted that staff would extend the period that the survey is open next year.	In the past the CTC has mailed the Rider's Survey with self addressed stamped envelopes, called the riders directly, posted a notice in the buses, and asked drivers to directly hand the survey to the rider. Survey responses have always been slim.  Staff will propose recommendations for how to	In Progress

#	Item	6/2/2025 Summary	9/15/2025 Update	Status
			address the low response rate for the CTC Evaluation Survey.	

## Lake County Transit Report

September 15, 2025

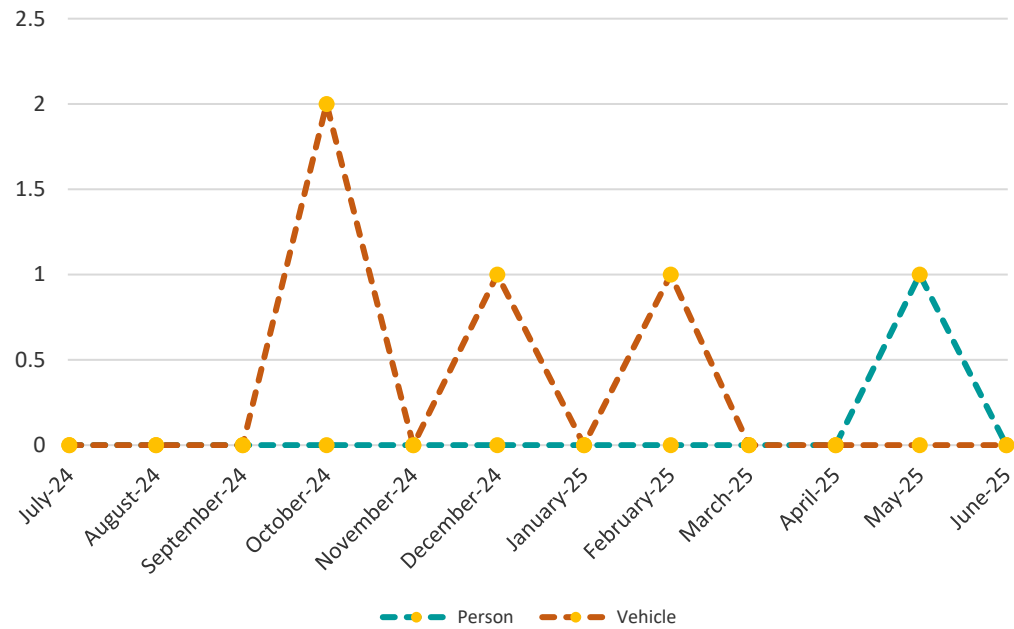
The data contained herein has been provided by Lake County Transit.



**Table 1: Lake County Connection Preventable Accidents**

Month / Year	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total
Person	0	0	0	0	0	0	0	0	0	0	1	0	1
Vehicle	0	0	0	2	0	1	0	1	0	0	0	0	4
Person and Vehicle	0	0	0	0	0	0	0	0	0	0	0	0	0

**Figure 1: Lake County Connection Preventable Accidents**

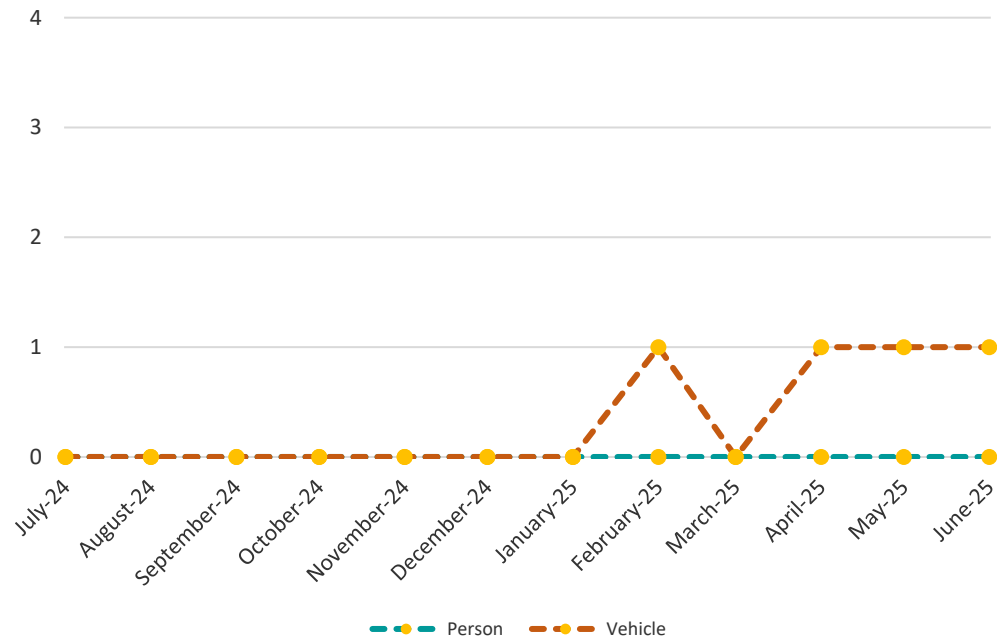


Source: 01 Accident Report 09-15-2025

**Table 2: Lake County Connection Non-Preventable Accidents**

Month / Year	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total
Person	0	0	0	0	0	0	0	0	0	0	0	0	0
Vehicle	0	0	0	0	0	0	0	1	0	1	1	1	4
Person and Vehicle	0	0	0	0	0	0	0	0	0	0	0	0	0

**Figure 2: Lake County Connection Non-Preventable Accidents**

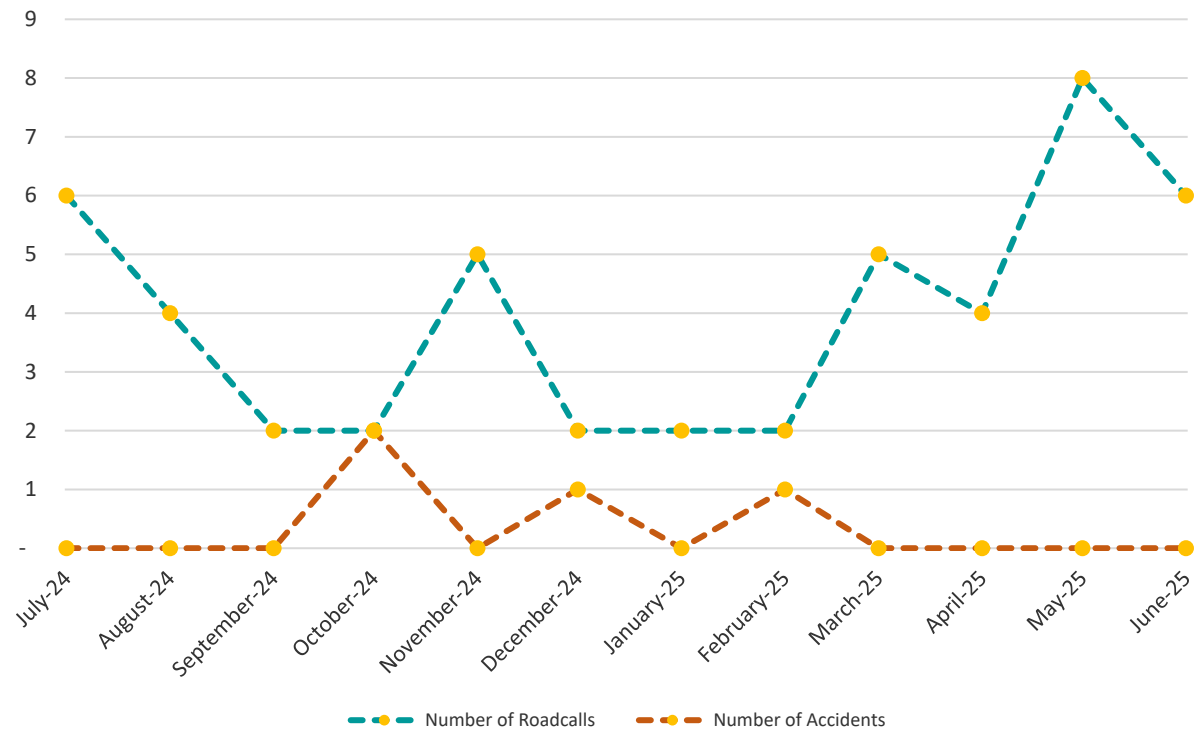


Source: 01 Accident Report 09-15-2025

**Table 3: Accidents and Roadcalls**

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

**Figure 3: Accidents and Roadcalls**

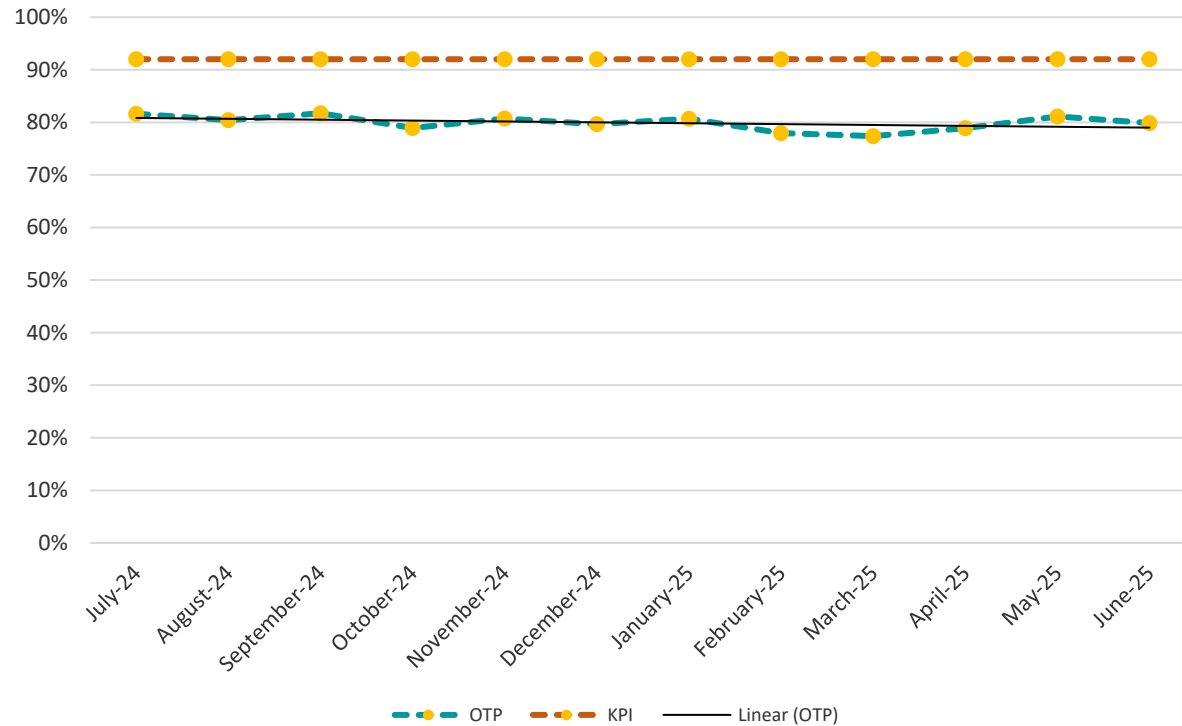


Source: 02 CTC AOR Monthly Report 09-15-2025

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

Month/Year	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Average
<b>On Time Performance</b>	82%	80%	82%	79%	81%	80%	81%	78%	77%	79%	81%	80%	<b>79.9%</b>
<b>On Time Performance Goal</b>	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	<b>92%</b>

**Figure 4: Lake County Connection On Time Performance**

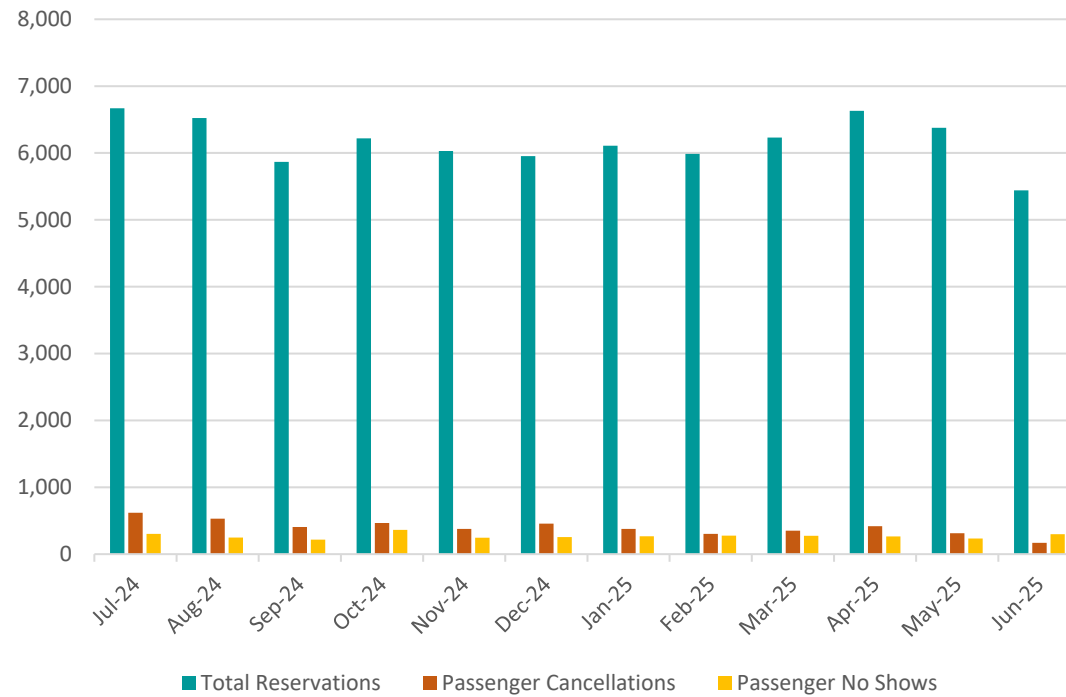


Source: 05 LCC OTP Report 09-15-2025

**Table 5: Lake County Transit Trips**

Month/Year	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total
<b>Total Reservations</b>	6,668	6,522	5,866	6,220	6,029	5,954	6,110	5,987	6,230	6,630	6,377	5,440	<b>74,033</b>
<b>Passenger Cancellations</b>	619	530	405	467	377	456	378	303	350	417	313	168	<b>4,783</b>
<b>Passenger No Shows</b>	302	249	216	363	245	256	267	276	275	264	234	298	<b>3,245</b>

**Figure 5: Lake County Transit Trips**

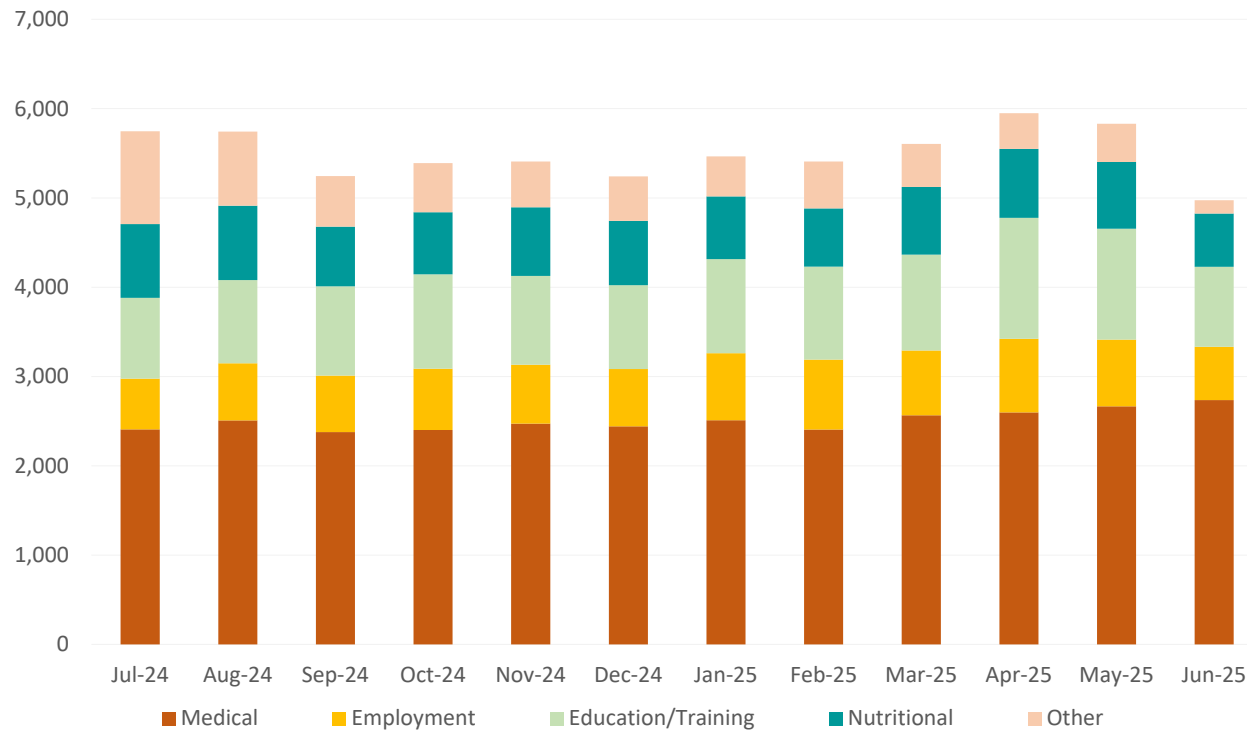


Source: 02 CTC AOR Monthly Report 09-15-2025

**Table 6: Trip Purpose**

Month/Year	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total
Medical	2,408	2,508	2,378	2,402	2,473	2,443	2,511	2,407	2,566	2,598	2,667	2,736	30,097
Employment	569	640	633	685	660	640	750	783	726	824	747	597	8,254
Education/Training	904	933	1,000	1,058	994	939	1,054	1,040	1,073	1,355	1,241	895	12,486
Nutritional	826	833	667	694	769	721	703	652	758	773	747	597	8,740
Personal/Other	1,040	829	567	551	511	499	447	526	482	399	428	149	6,428
<b>Total</b>	<b>5,747</b>	<b>5,743</b>	<b>5,245</b>	<b>5,390</b>	<b>5,407</b>	<b>5,242</b>	<b>5,465</b>	<b>5,408</b>	<b>5,605</b>	<b>5,949</b>	<b>5,830</b>	<b>4,974</b>	<b>66,005</b>

**Figure 6: Trip Purpose**

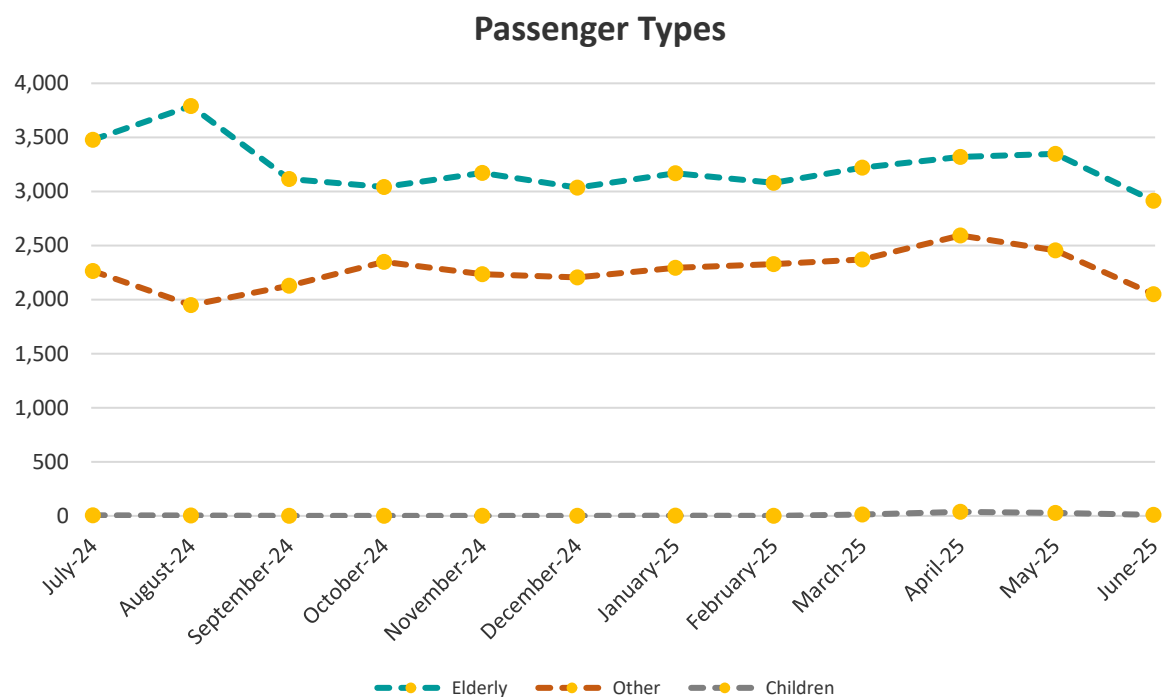


Source: 02 CTC AOR Monthly Report 09-15-2025

**Table 7: Passenger Types**

Month/Year	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total
<b>Elderly</b>	3,478	3,790	3,116	3,041	3,172	3,036	3,169	3,080	3,221	3,319	3,347	2,914	<b>38,683</b>
<b>Other</b>	2,264	1,949	2,129	2,349	2,235	2,206	2,294	2,328	2,371	2,593	2,455	2,050	<b>27,223</b>
<b>Children</b>	5	4	-	-	-	-	2	-	13	37	28	10	<b>99</b>
<b>Total</b>	5,747	5,743	5,245	5,390	5,407	5,242	5,465	5,408	5,605	5,949	5,830	4,974	<b>66,005</b>

**Figure 7: Passenger Types**

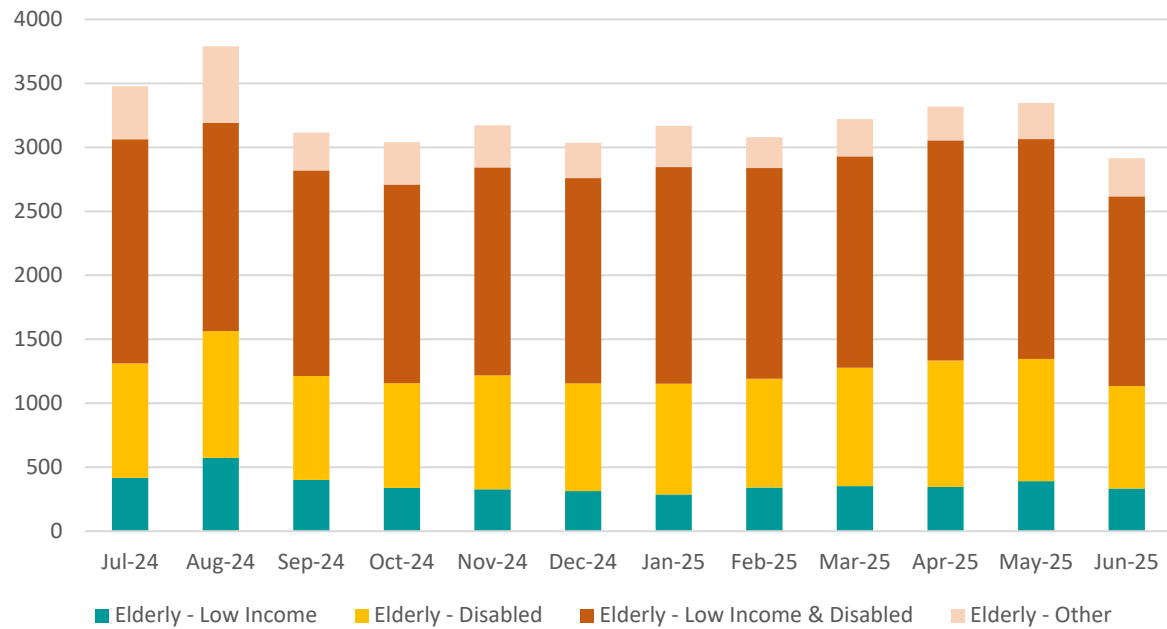


Source: 02 CTC AOR Monthly Report 09-15-2025

**Table 8: Lake County Connection Passenger Types – Elderly**

Month/Year	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total
<b>Elderly - Low Income</b>	417	574	401	338	327	314	287	341	352	346	391	333	<b>4,421</b>
<b>Elderly - Disabled</b>	895	990	812	818	891	841	866	851	926	988	955	801	<b>10,634</b>
<b>Elderly - Low Income &amp; Disabled</b>	1,751	1,628	1,606	1,554	1,625	1,605	1,693	1,646	1,652	1,720	1,718	1,483	<b>19,681</b>
<b>Elderly - Other</b>	415	598	297	331	329	276	323	242	291	265	283	297	<b>3,947</b>

**Figure 8: Lake County Connection Passenger Types – Elderly**



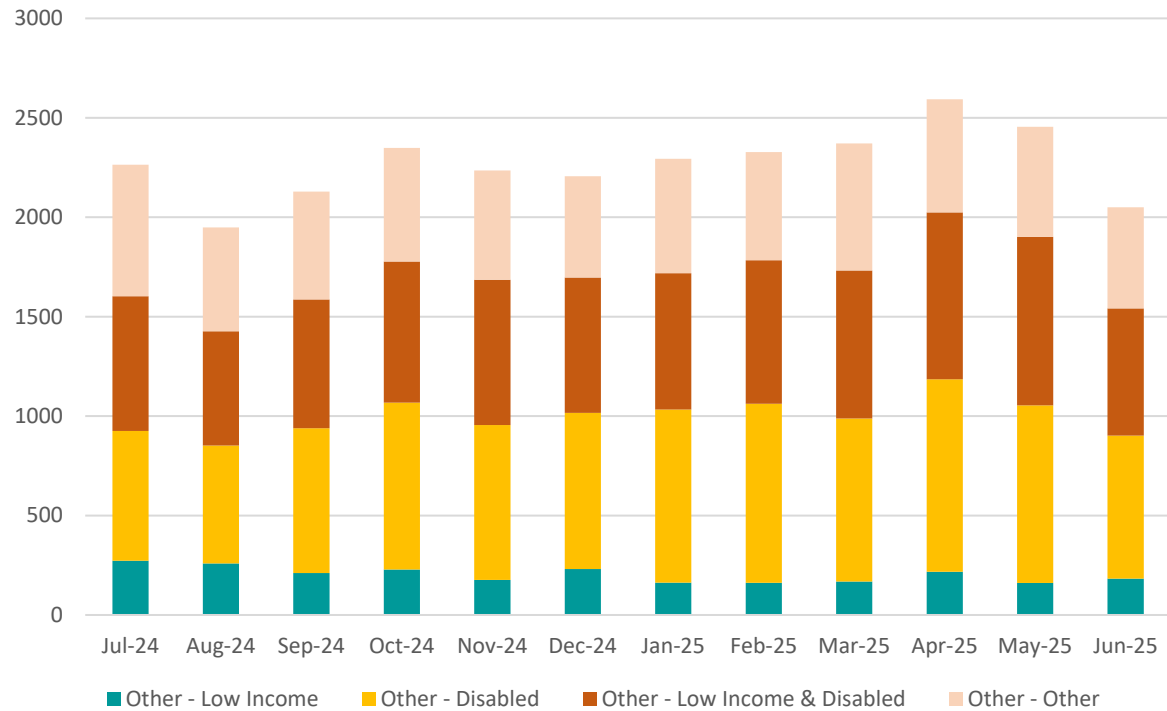
Source: 02 CTC AOR Monthly Report 09-15-2025



**Table 9: Lake County Connection Passenger Types – Other**

Month/Year	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total
Other - Low Income	273	259	211	229	176	231	163	162	168	217	161	183	2,433
Other - Disabled	652	593	728	839	779	785	870	900	820	968	893	719	9,546
Other - Low Income & Disabled	678	575	648	709	731	681	686	722	744	839	847	640	8,500
Other - Other	661	522	542	572	549	509	575	544	639	569	554	508	6,744

**Figure 9: Lake County Connection Passenger Types – Other**

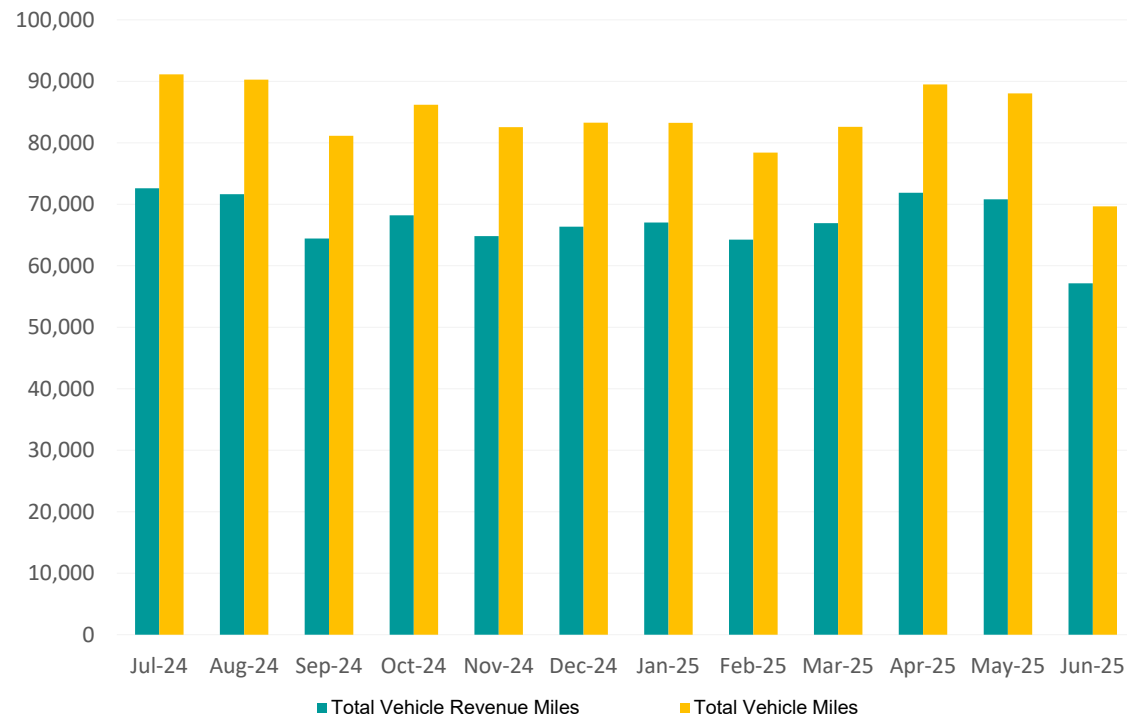


Source: 02 CTC AOR Monthly Report 09-15-2025

**Table 10: Vehicle Miles**

Month/Year	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total
<b>Total Vehicle Revenue Miles</b>	72,610	71,633	64,440	68,221	64,816	66,361	67,035	64,256	66,924	71,868	70,824	57,149	<b>806,137</b>
<b>Total Vehicle Miles</b>	91,146	90,270	81,140	86,197	82,558	83,277	83,262	78,398	82,608	89,503	88,032	69,675	<b>1,006,066</b>

**Figure 10: Vehicle Miles**

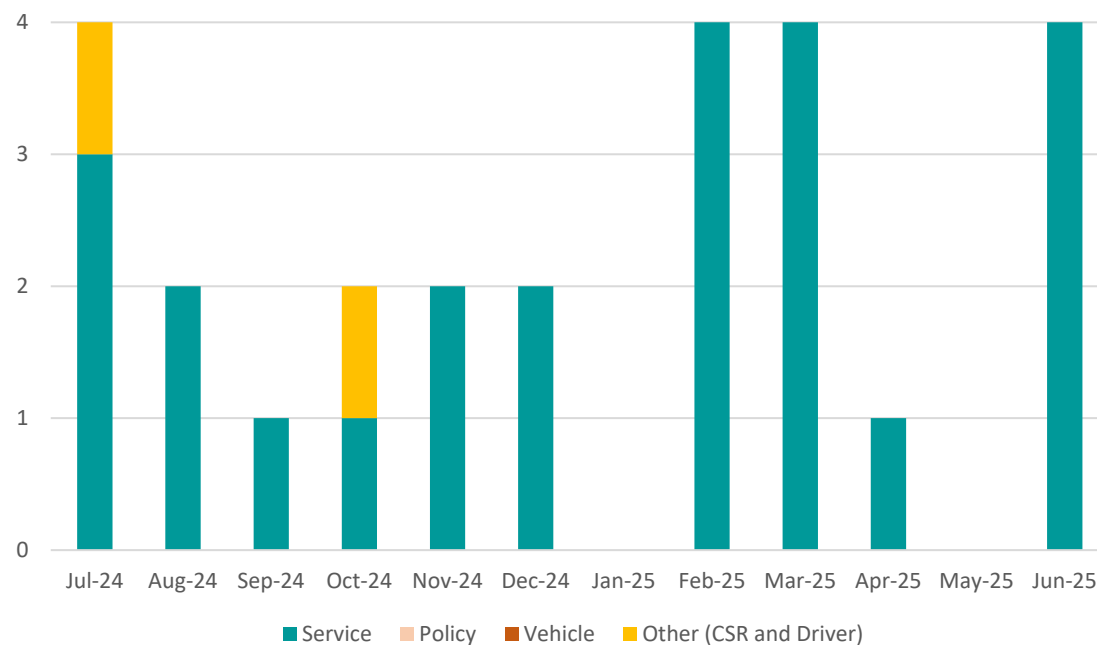


Source: 02 CTC AOR Monthly Report 09-15-2025

**Table 11: Valid Complaints**

Month/Year	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total
Service	3	2	1	1	2	2	0	6	6	1	0	5	29
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)	1	0	0	1	0	0	0	0	0	0	0	0	1
Total Valid Complaints	4	2	1	1	2	2	0	6	6	1	0	5	30

**Figure 11: Valid Complaints**



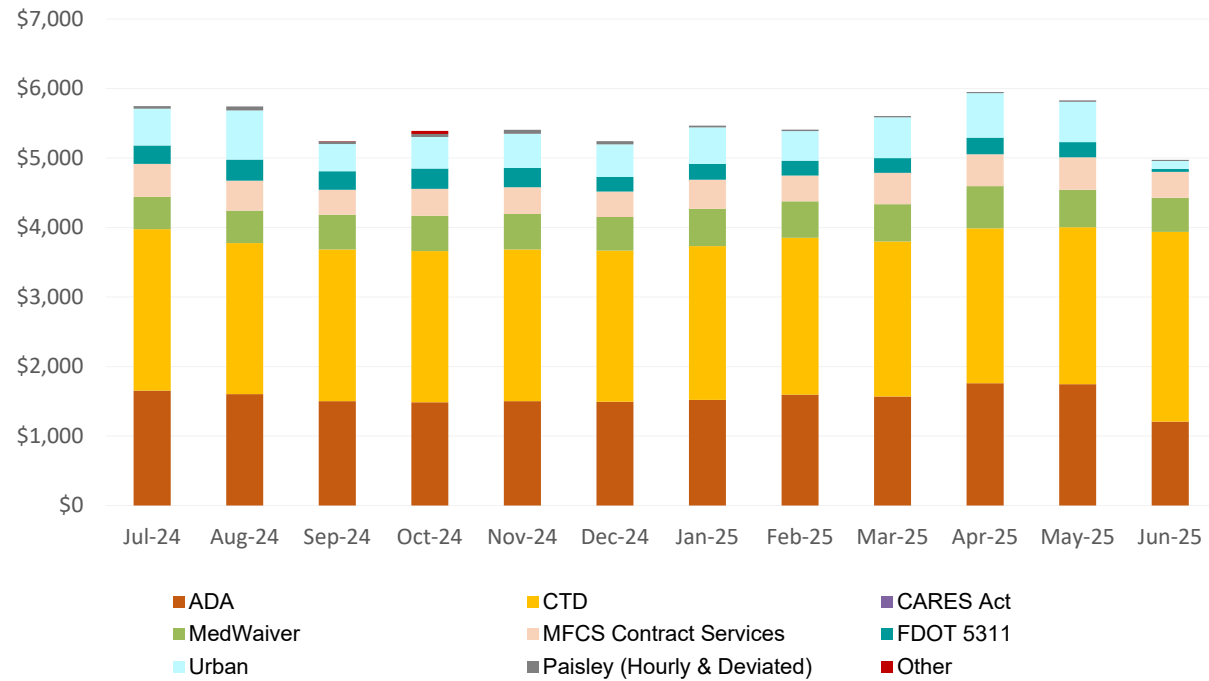
Source: 04 Complaint Report 09-15-2025

**Table 12: Lake County Connection Funding Source**

<b>Funding Source</b>	<b>Jul-24</b>	<b>Aug-24</b>	<b>Sep-24</b>	<b>Oct-24</b>	<b>Nov-24</b>	<b>Dec-24</b>	<b>Jan-25</b>	<b>Feb-25</b>	<b>Mar-25</b>	<b>Apr-25</b>	<b>May-25</b>	<b>Jun-25</b>	<b>Total</b>
<b>ADA</b>	1,653	1,603	1,501	1,486	1,502	1,492	1,521	1,596	1,568	1,760	1,745	1,207	<b>18,634</b>
<b>CTD</b>	2,324	2,173	2,184	2,174	2,182	2,175	2,211	2,257	2,232	2,228	2,260	2,730	<b>27,130</b>
<b>CARES Act</b>	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>MedWaiver</b>	465	467	499	511	512	485	537	523	536	607	538	491	<b>6,171</b>
<b>MFCS Contract Services</b>	473	431	360	385	383	365	418	371	452	459	467	373	<b>4,937</b>
<b>FDOT 5311</b>	266	303	267	293	280	211	229	215	211	240	220	44	<b>2,779</b>
<b>Urban</b>	530	708	391	453	490	468	525	425	587	639	579	112	<b>5,907</b>
<b>Paisley (Hourly &amp; Deviated)</b>	36	58	39	44	58	46	24	21	19	16	21	17	<b>399</b>
<b>Other</b>	-	-	4	44	-	-	-	-	-	-	-	-	<b>48</b>
<b>Total Actual County Trips</b>	<b>5,747</b>	<b>5,743</b>	<b>5,245</b>	<b>5,390</b>	<b>5,407</b>	<b>5,242</b>	<b>5,465</b>	<b>5,408</b>	<b>5,605</b>	<b>5,949</b>	<b>5,830</b>	<b>4,974</b>	<b>66,005</b>

*Source: 02 CTC AOR Monthly Report 09-15-2025*

**Figure 12: Lake County Connection Funding Source**



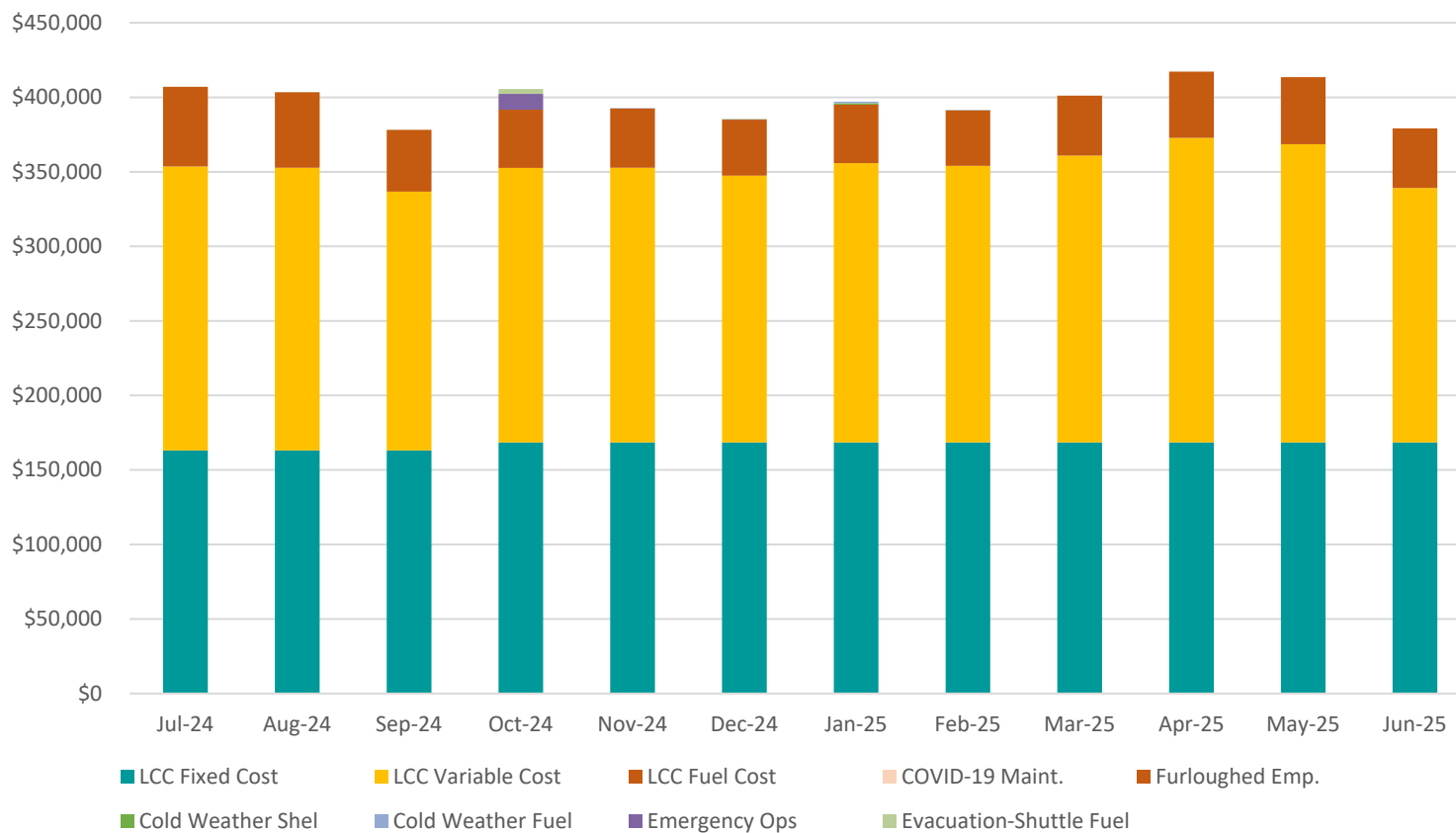
Source: 02 CTC AOR Monthly Report 09-15-2025

**Table 13: Lake County Connection Contract Amount**

	<b>Jul-24</b>	<b>Aug-24</b>	<b>Sep-24</b>	<b>Oct-24</b>	<b>Nov-24</b>	<b>Dec-24</b>	<b>Jan-25</b>	<b>Feb-25</b>	<b>Mar-25</b>	<b>Apr-25</b>	<b>May-25</b>	<b>Jun-25</b>	<b>Total</b>
<b>LCC Fixed Cost</b>	\$163,048	\$163,048	\$163,048	\$168,542	\$168,542	\$168,542	\$168,542	\$168,542	\$168,542	\$168,542	\$168,542	\$168,542	<b>\$2,006,022</b>
<b>LCC Variable Cost</b>	\$190,576	\$189,708	\$173,724	\$184,063	\$184,166	\$178,898	\$187,334	\$185,474	\$192,326	\$204,273	\$200,004	\$170,670	<b>\$2,241,216</b>
<b>LCC Fuel Cost</b>	\$53,386	\$50,646	\$41,399	\$39,091	\$39,735	\$37,575	\$39,239	\$37,207	\$40,225	\$44,395	\$44,969	\$39,948	<b>\$507,815</b>
<b>COVID-19 Maint.</b>	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	<b>\$-</b>
<b>Furloughed Emp.</b>	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	<b>\$-</b>
<b>Cold Weather Shel</b>	\$-	\$-	\$-	\$-	\$-	\$-	\$928	\$80	\$-	\$-	\$-	\$-	<b>\$1,008</b>
<b>Cold Weather Fuel</b>	\$-	\$-	\$-	\$-	\$-	\$-	\$996	\$118	\$-	\$-	\$-	\$-	<b>\$1,114</b>
<b>Emergency Ops</b>	\$-	\$-	\$-	\$10,558	\$220	\$242	\$-	\$-	\$-	\$-	\$-	\$-	<b>\$11,020</b>
<b>Evacuation-Shuttle Fuel</b>	\$-	\$104	\$157	\$3,338	\$107	\$338	\$-	\$-	\$-	\$-	\$-	\$-	<b>\$4,044</b>

Source: 07 Performance Measures Report 09-15-25

**Figure 13: Lake County Connection Contract Amount**

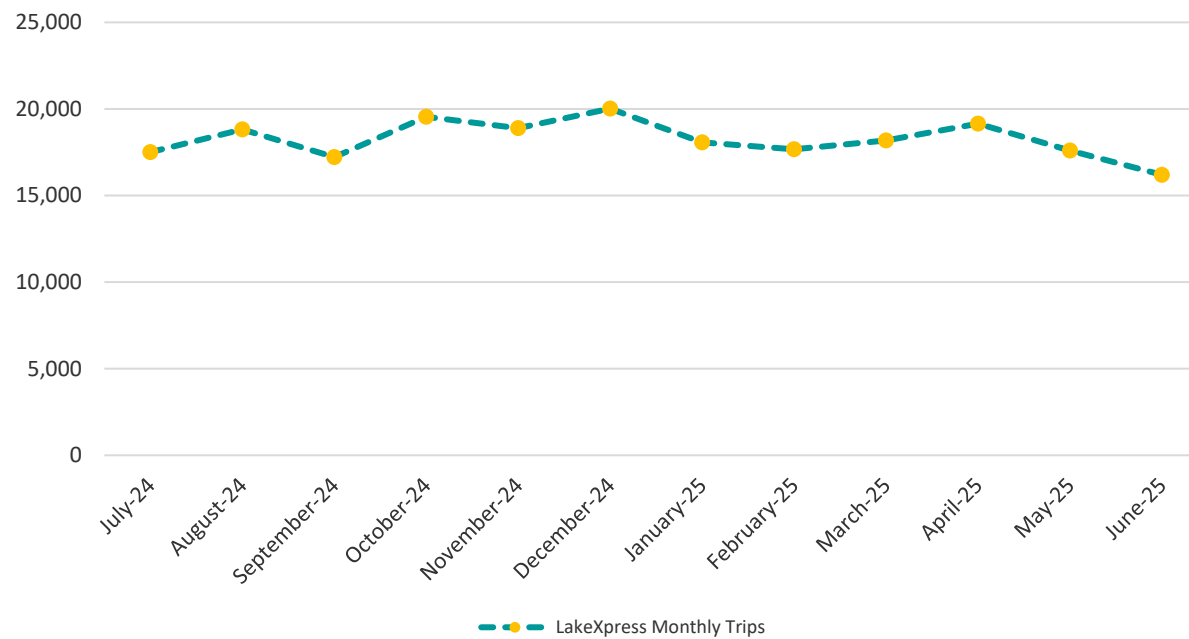


Source: 07 Performance Measures Report 09-15-25

**Table 14: LakeXpress Monthly Trips**

	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total
<b>LakeXpress Monthly Trips</b>	17,501	18,822	17,220	19,552	18,887	20,018	18,068	17,673	18,176	19,150	17,598	16,198	<b>218,863</b>

**Figure 14: LakeXpress Monthly Trips**



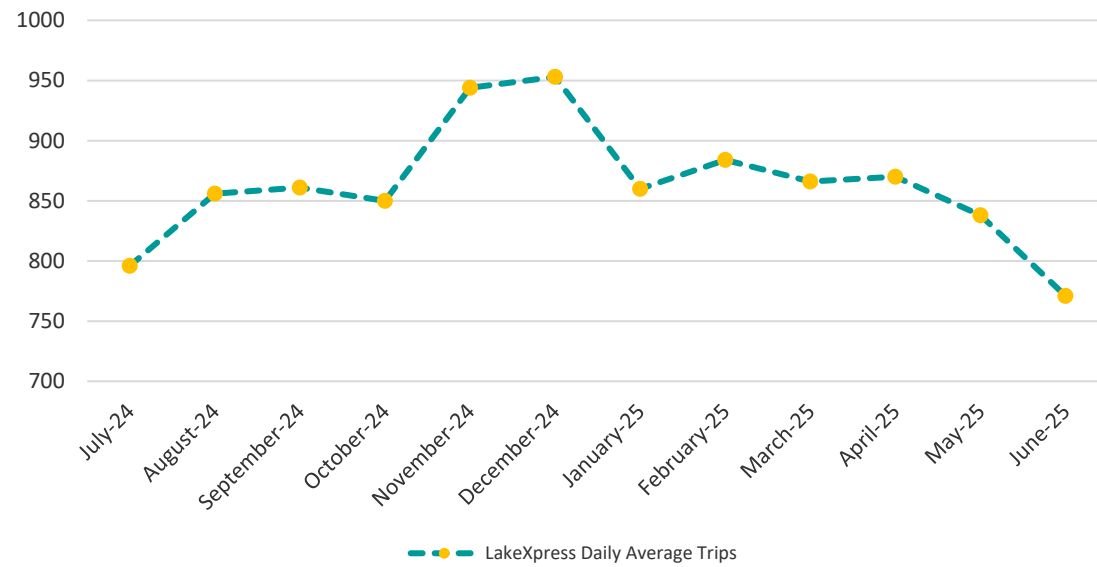
Source: 06 LX Monthly Trip Report 09-15-2025



**Table 15: LakeXpress Daily Average Trips**

	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Average
<b>LakeXpress Daily Average Trips</b>	796	856	861	850	944	953	860	884	866	870	838	771	<b>862</b>

**Figure 15: LakeXpress Daily Average Trips**

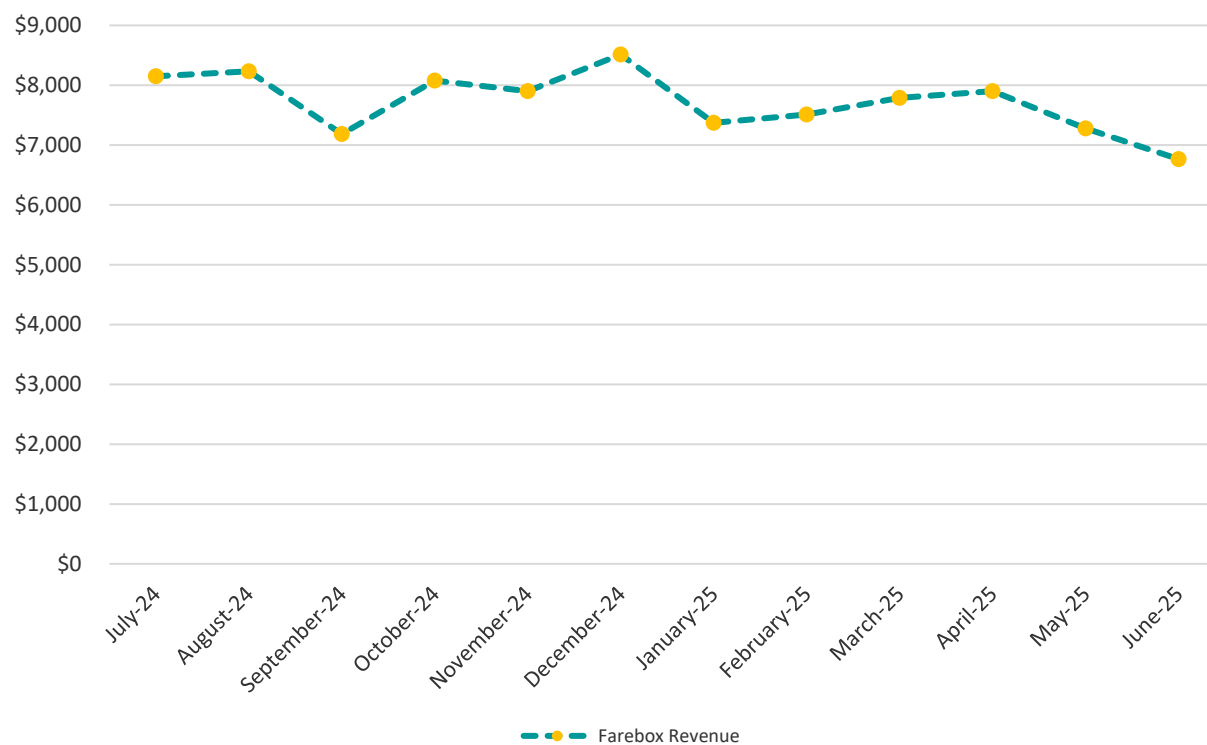


Source: 06 LX Monthly Trip Report 09-15-2025

**Table 16: LakeXpress Farebox Revenue**

	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total
<b>Farebox Revenue</b>	\$8,150	\$8,233	\$7,185	\$8,078	\$7,901	\$8,512	\$7,370	\$7,510	\$7,788	\$7,900	\$7,278	\$6,765	<b>\$92,671</b>

**Figure 16: LakeXpress Farebox Revenue**

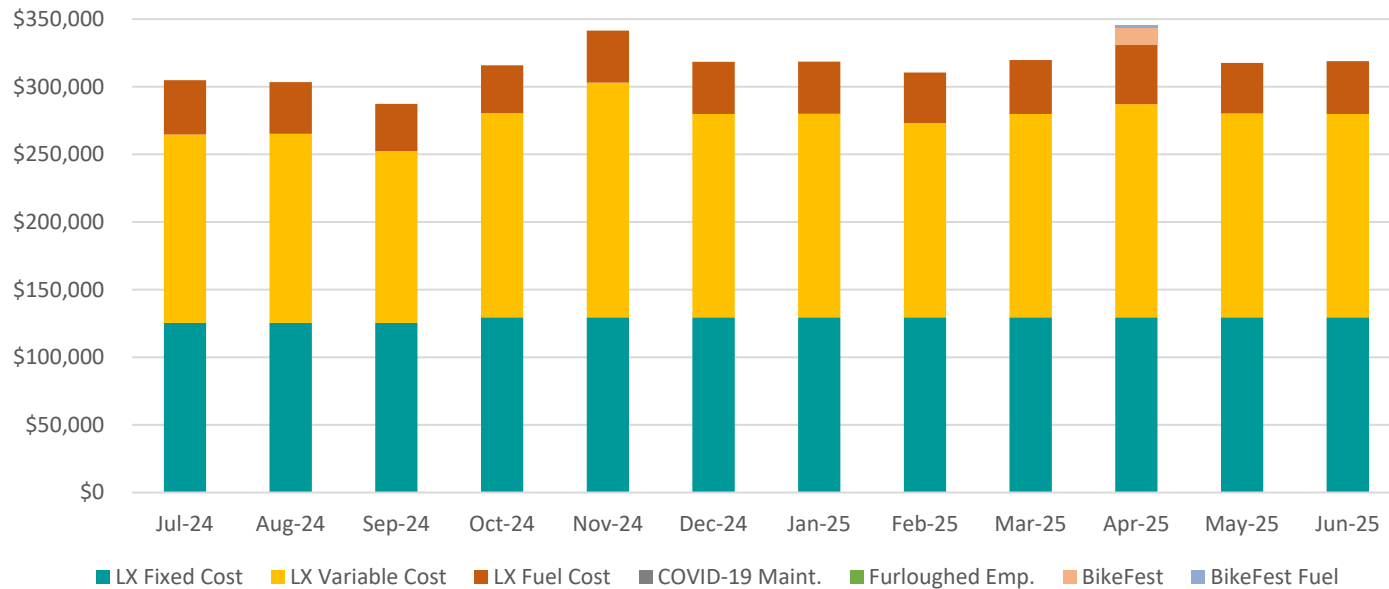


Source: 06 LX Monthly Trip Report 09-15-2025

**Table 17: LakeXpress Contract Amount**

	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total
<b>LX Fixed Cost</b>	\$125,338	\$125,338	\$125,338	\$129,561	\$129,561	\$129,561	\$129,561	\$129,561	\$129,561	\$129,561	\$129,561	\$129,561	<b>\$1,542,063</b>
<b>LX Variable Cost</b>	\$139,405	\$139,872	\$127,089	\$150,877	\$173,510	\$150,334	\$150,383	\$143,511	\$150,324	\$157,507	\$150,644	\$150,299	<b>\$1,783,754</b>
<b>LX Fuel Cost</b>	\$40,071	\$38,145	\$34,890	\$35,417	\$38,389	\$38,527	\$38,622	\$37,388	\$39,805	\$43,783	\$37,343	\$38,992	<b>\$461,372</b>
<b>COVID-19 Maint.</b>	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	<b>\$-</b>
<b>Furloughed Emp.</b>	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	<b>\$-</b>
<b>BikeFest</b>	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$12,913	\$-	\$-	<b>\$12,913</b>
<b>BikeFest Fuel</b>	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$1,962	\$-	\$-	<b>\$1,962</b>
<b>Total Expense</b>	<b>\$304,814</b>	<b>\$303,354</b>	<b>\$287,317</b>	<b>\$315,856</b>	<b>\$341,460</b>	<b>\$318,422</b>	<b>\$318,566</b>	<b>\$310,460</b>	<b>\$319,690</b>	<b>\$345,726</b>	<b>\$317,548</b>	<b>\$318,851</b>	<b>\$3,802,064</b>

**Figure 17: LakeXpress Contract Amount**



Source: 07 Performance Measures Report 09-15-25

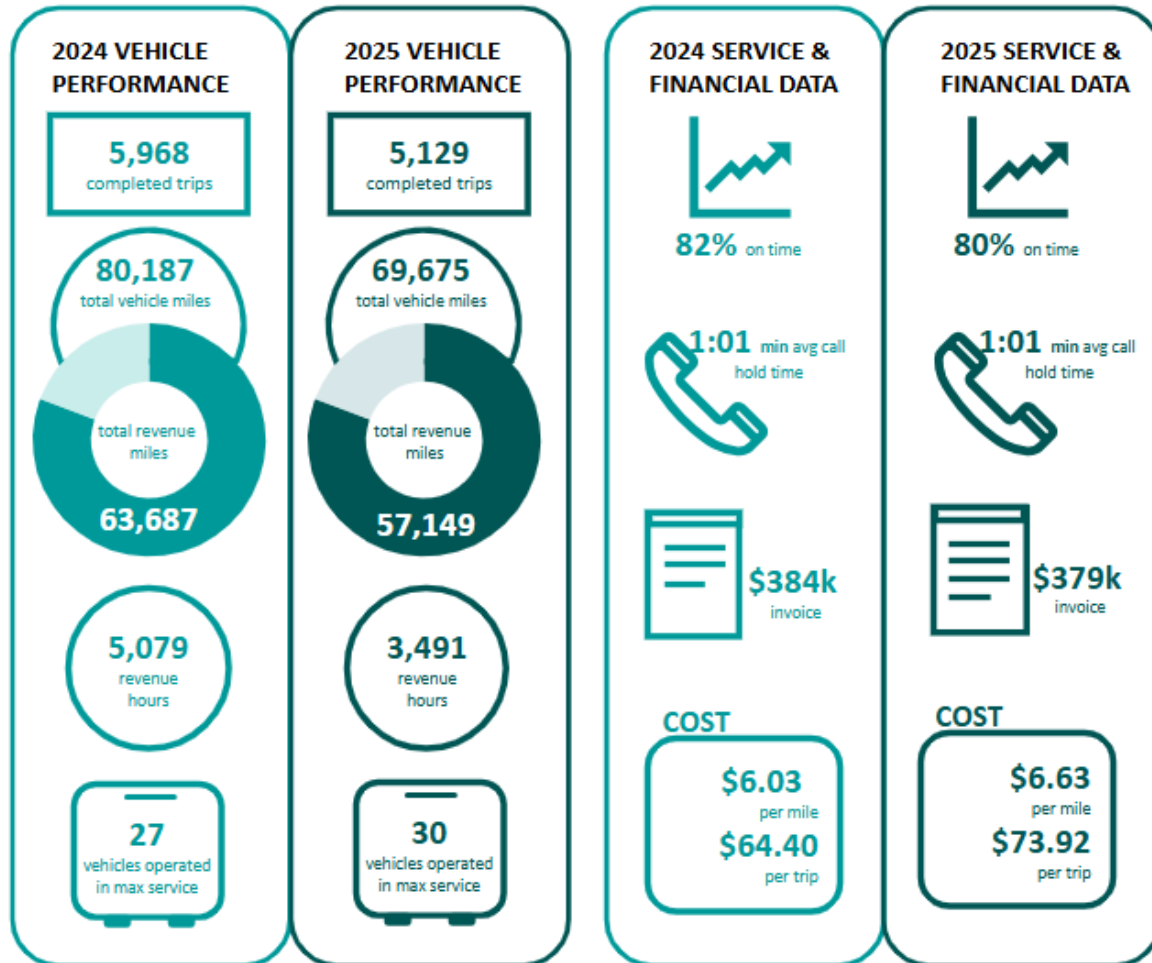
**Table 18: Lake County Transit Annual Comparison Summary**

<b>Description</b>	<b>Jun-24</b>	<b>Jun-25</b>	<b>Change</b>
<b>Completed Trips</b>	5,968	5,129	-14.1%
<b>Total Vehicle Miles</b>	80,187	69,675	-13.1%
<b>Total Revenue Vehicle Miles</b>	63,687	57,149	-10.3%
<b>Total Revenue Hours</b>	5,079	3,491	-31.3%
<b>Vehicles Operated in Maximum Service</b>	27	30	11.1%
<b>Accidents/Incidents (Preventable)</b>	1	0	N/A
<b>Accidents/Incidents (Non-Preventable)</b>	1	1	0.0%
<b>On Time Performance - Standard 92%</b>	82%	80%	-2.4%
<b>Call Hold Times (Seconds)</b>	1:01	1:01	0.0%
<b>Invoice Amount</b>	\$384,341.47	\$379,159.77	-1.3%
<b>Cost per mile</b>	\$6.03	\$6.63	9.9%
<b>Cost per trip</b>	\$64.40	\$73.92	14.8%
<b>Compliments</b>	1	0	N/A
<b>Complaints (Valid)</b>	0	5	N/A

*Source: 03 Comparison Report 09-15-2025*

**Figure 18: Lake County Transit Annual Comparison Summary**

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



Source: 03 Comparison Report 09-15-2025



SERVICE AREA/COUNTIES:

LAKE COUNTY

INVOICE NUMBER:

G3019 Q4

INVOICE DATE: *July 14, 2025*QUARTER SERVICE DATES: *April 1 - June 30, 2025*

AGENCY

LAKE-SUMTER METROPOLITAN PLANNING ORGANIZATION

I PROGRAM MANAGEMENT	PROGRESS
A. When necessary and in cooperation with the LCB, <b>solicit and recommend a CTC</b> . 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 <b>appointment and reappointment of voting and non-voting members</b> 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 <b>agendas</b> 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 <b>minutes</b> 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 <b>public workshop</b> annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4)	The TDCB Public workshop was held on June 2, 2025, prior to the TDCB quarterly meeting.
F. Provide staff support for <b>committees</b> of the local coordinating board. (Task 3)	The MPO provides support and coordination for the TDCB subcommittees as needed.
G. Develop and update annually <b>by-laws</b> for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	The TDCB By-laws were Approved at the June 2, 2025 meeting
H. Develop, annually update, and implement local coordinating board <b>grievance procedures</b> 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 <b>membership roster and mailing list</b> 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 <b>public notice</b> 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 <b>Annual Operating Report</b> 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 <b>actual expenditures</b> (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	The AER was submitted to the CTD prior to September 15, 2024, and presented to the TDCB at the September 16, 2024, TDCB meeting.
<b>II. SERVICE DEVELOPMENT</b>	<b>PROGRESS</b>
A. Jointly, with the community transportation coordinator and the local coordinating board, develop the <b>Transportation Disadvantaged Service Plan (TDSP)</b> 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 <b>local and regional comprehensive plans</b> . 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 <b>regional workforce boards</b> 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
<b>III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION</b>	<b>PROGRESS</b>
A. Provide the LCB with <b>quarterly reports</b> 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 <b>Commission-sponsored training</b> , including but not limited to, the CTD's regional meetings, the CTD's annual training workshop, or other sponsored training. (Task 10)	MPO staff attended the revised CTD Annual Workshop
C. Attend at least one <b>CTD meeting</b> each year within budget/staff/schedule availability.	MPO Staff attends at least one CTD Business Meeting each year.
D. Notify CTD staff of local <b>TD concerns</b> that may require special investigations.	As needed
E. Provide <b>training</b> 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 <b>assistance</b> 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 <b>proposed funding applications</b> 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, <b>an annual evaluation</b> 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 <b>joint reviews</b> of the CTC.	As needed
J. Ensure the LCB annually reviews <b>coordination contracts</b> 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 <b>QAPE</b> 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: