

CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: Lake County Board of County Commissioners

COUNTY (IES): Lake

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REVIEW PERIOD: FY 19-20

REVIEW DATES: Jul 2021

PERSON CONDUCTING THE REVIEW: Laura Minns

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INTRODUCTION AND BRIEFING:

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

The Lake County County Board of County Commissioners is the designated CTC for Lake County. On March 14, 2017 the Florida Commission for the Transportation Disadvantaged extended Lake County's CTC designation effective July 1, 2018 through June 30, 2023. Lake County BOCC selected McDonald transit (now RATP Dev USA) as its transit provider for LakeXpress fixed route and Lake County Connection paratransit services. The current contract was originally entered into February 1, 2017 for three years with four (4) 1-year optional extensions. The contract initial term was completed in February 2020 and the County exercised its first 1-year option and amended the contract so that the final option year will expire in September 2024 in order to be consistent with the annual CTC budgets.

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

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

- Entrance Interview Questions
- **Chapter 427, Rules 41-2 and 14-90, CTD Standards and Local Standards**
- Ombudsman Program
- Monitoring of contractors
- Surveys: Riders, Contractors and Purchasing Agencies
- On site observation and bus rides
- Driver files and TD eligibility applications
- Recommendations/Commendations

Overall, the CTC and RATP Dev USA are running a smooth operation and no findings were made during the evaluation. All records reviewed appeared in order and complaint logs were investigated and resolved in a timely manner. Clients had excellent rapport with the drivers who were courteous and attentive. Would suggest consideration of ability to submit TD applications on-line if practical. Also, recommend re-negotiating the rates paid by the coordinating contractors since they have not been increased in over a decade and do not cover a significant portion of the cost of the trip.

The evaluation report and recommendations to the CTC were presented by the CTC Evaluation Subcommittee at the August __, 2021 TDCB meeting. The final workbook with the recommendations/commendations were transmitted to the Florida Commission for the Transportation Disadvantaged and the Sumter County CTC by MPO staff. The CTC will forward a status report to the TDCB within 30 working days.

LCB EVALUATION WORKBOOK

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REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

- ☒ APR Data Pages
- ☒ QA Section of TDSP
- ☒ Last Review (Date: 6/1/2020)
- ☒ List of Omb. Calls
- ☒ QA Evaluation
- ☒ Status Report (from last review)
- ☒ AOR Submittal Date
- ☒ TD Clients to Verify
- ☒ TDTF Invoices
- ☒ Audit Report Submittal Date

ITEMS TO REVIEW ON-SITE:

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

ITEMS TO REQUEST:

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

INFORMATION OR MATERIAL TO TAKE WITH YOU:

- ☐ Measuring Tape
- ☐ Stop Watch

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

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

The LCB will be reviewing the following areas:

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

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- ☒ RURAL ☒ URBAN

2. ORGANIZATION TYPE:

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

3. NETWORK TYPE:

- ☐ SOLE PROVIDER
☐ PARTIAL BROKERAGE
☒ COMPLETE BROKERAGE

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

RATP Dev USA (formerly McDonald Transit Associates, Inc.)

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

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact
Beacon College	105 E. Main St.	Leesburg, FL 34748	352-638-9784	Eric Johnston
Kinsman Transportation	3962 Edgewater Dr. Suite 5	Orlando, FL 32810	407-296-5083	Kenneth Watkins
Building Blocks	548 S. Hwy. 27, Suite B & C	Minneola, FL 34715	352-536-9264	Paula Whetro
Central Florida	1890 SR 436, Suite 300	Winter Park, FL 3279	321-280-7023	Tom Pommier or Marilou Arlandson
Crystal Lake/Attain	2710 Staten Ave.	Orlando, FL 32804	407-692-2101	Joe DeFalco
Life Care Services	306 Amanda Ln.	Leesburg, FL 34748	352-787-0307	Cheryl Williams
LifeStream Behavioral Services	P.O. Box 491000	Leesburg, FL 34749	352-315-7509	B.E. Thompson
Love Thy Neighbor	2106 Butler St.	Leesburg, FL 34748	352-787-4997	Lynn Dudley
Sunrise Arc, Inc.	35201 Radio Rd.	Leesburg, FL 34788	352-787-3079	Bob Stanford

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

Name of Agency	% of Trips	Name of Contact	Telephone Number
Agency for Persons with Disabilities	7%	Priscilla Weeks	352-330-2758
Commission for the Transportation Disadvantaged	30%	Kyle Mills	850-410-5713
Mid Florida Senior Services	10%	Gary Heaps	352-345-3645
Florida Department of Transportation	22%	Jo Santiago	321-319-8175
Local Government	31%	Jill Brown	352-323-5733

7. **REVIEW AND DISCUSS TD HELPLINE CALLS:**

No calls to ombudsman

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

GENERAL QUESTIONS

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

1. DESIGNATION DATE OF CTC: January 1, 2001
2. WHAT IS THE COMPLAINT PROCESS?
When the CTC receives a complaint, staff will complete a detailed complaint form, and depending upon the urgency of the complaint, staff will either call, e-mail or fax the complaint to the Contractor to initiate the investigation. When a complaint is made to the Contractor by phone, a written report will also be sent.

For any complaint the CTC receives by voice mail, or by e-mail, or by mail, a verbal acknowledgment will be made within 24 hours to the customer to inform the person that their complaint is being investigated.

Within ten working days of receiving a complaint, a follow-up letter will be sent to the individual filing the complaint to determine if the problem has been resolved to the person's satisfaction.

At the discretion of the CTC and depending on the severity of the complaint, a verbal response may replace a written response, but the complaint will still be documented in the monthly report.

Complaints that are considered "HOT" shall be responded to within 24 hours. Hot complaints are addressed in the contract with the Contractor.

For any complaint received directly by the Contractor, the Contractor shall log the call into the system under the customer's file and resolve the complaint as soon as possible or no longer than five days from the receipt of the complaint. It is important to note that in addition to a timely follow up and resolution to complaints, it is also imperative that the problem that caused the complaint is eliminated. The Contractor shall provide the CTC with a list of all such complaints on a monthly basis, along with a resolution of the complaint.

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

Is the process being used? ☒ Yes ☐ No

3. DOES THE CTC HAVE A COMPLAINT FORM? ☒ Yes ☐ No
(Make a copy and include in folder)

4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTC'S UNIFORM SERVICE REPORTING GUIDEBOOK?
☒ Yes ☐ No

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

The complaint log provided has resolution section and is dated.

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

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?
Lake County Transit has never had to refer anyone to the TD Helpline. They have an extensive complaint and grievance process through the CTC and MPO to utilize before going to the CTD.

8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL COMPLAINT FILE/PROCESS?
☒ Yes ☐ No

If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?
☒ Yes ☐ No If yes, what type?
Rider's Guide.

10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?
☒ Yes ☐ No

11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?
☒ Yes ☐ No

12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

Hard copy form is filled out and submitted to Lake County Connection. Eligibility is based on verified income level, age and/or medical needs. Staff can provide assistance in filling out the forms via in person visits, coordination with doctor offices and/or providers, etc. to verify information. Forms are mailed in or dropped off in person.

Please Verify These Passengers Have an Eligibility Application on File:

TD Eligibility Verification			
Name of Client	Address of client	Date of Ride	Application on File?
Haynes, Debra	2632 Hollow Lane, Leesbu	07/21/21	Yes
Moiseenko, Zina	2440 Silver Pointe Cir 411	07/21/21	Yes
Howard, Earl	1318 Peters Dr, Leesburg,	07/21/21	Yes
Holmes, Palma	423 Hwy 466 Apt 107, Lad	07/21/21	Yes
Carmody, Paulin	824 County Road 466 Apt	07/21/21	Yes
Jenkins, Cheryl	145 Grove Ridge Cir, Lee	07/21/21	Yes
Flagg, Velma	2440 Silver Pointe Cir Apt	07/21/21	Yes
Crossman, Bette	701 Perkins St #201, Lees	07/21/21	Yes
Muller, Raymond	108 Melody Ln, Leesburg,	07/21/21	Yes
Perry, Angela	1906 Selleen Dr, Eustis, F	07/21/21	Yes

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

Security Gate was installed at our Contractors location to increase security and to encourage people to use the front door.

Also, vehicles are now being sterilized every night, and plexiglass barriers for the drivers have been installed in all paratransit vehicles.

Masks continue to be mandated in office and on vehicles.

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?

Improve Coordination Contractor reporting for the Annual Operating Report. Training has been provided, but personnel turn over has caused the data to be skewed. Improve On-time performance. Driver shortage. Customer service is improving. Less cash handling - using ticket passes to purchase copays ahead of time. 10-pack and 25-pack. Coordinated with scheduling and dispatch.

15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?

Funding is the barrier. Since 2010 Lake County has seen a 23.6% in growth. The senior population in Lake County is now at 26.7%, those with disabilities is at 10.4%, and the poverty level is at 11.5%. This means that 48.6% of the residents of Lake County would most likely qualify for paratransit services. Before the pandemic, our request for paratransit services was increasing daily. Ridership has begun to pick up.

16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?

Increase in Transportation Disadvantaged funding would be of great assistance. Poverty level in County has increased. Most TD clients are economically disadvantaged too. Higher level of people with disabilities living in county - concentration of disabled and elderly.

17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?

AHCA / APD and Elder Affairs pay a flat rate per their agreements with LCC. Rates have not changed since 2003 and are much less than actual trip cost and amount paid to contractor. \$29.15 per trip to CTC contractor (RATP).

18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

Through electronic correspondence, Travel Training Program and our website encourages donations to the TD fund. Plan to include in mobility week efforts. Talk about local benefits.

GENERAL QUESTIONS

Findings:

MPO Consultant: No findings

Recommendations:

MPO Consultant: No recommendations

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

ARE YOUR CONTRACTS UNIFORM? ☒ Yes ☐ No

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

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

☒ Yes ☐ No

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

☒ Yes ☐ No

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

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance
RATP Dev USA	09/30/2024	Yes	Yes	Yes

COMPLIANCE WITH CHAPTER 427, F.S.

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

REPORTING TIMELINESS

Were the following items submitted on time?

a. Annual Operating Report ☒ Yes ☐ No

Any issues that need clarification? ☒ Yes ☐ No

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

List: moving up reporting dates has made it more difficult to collect information in a timely manner, some contractors are less responsive

b. Memorandum of Agreement ☒ Yes ☐ No

c. Transportation Disadvantaged Service Plan ☒ Yes ☐ No

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

e. All other grant application (100 %) ☒ Yes ☐ No

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

Comments:

MPO Consultant verified the CTC is in compliance with this section. Items are submitted on time.

MPO Consultant: No Findings

COMPLIANCE WITH CHAPTER 427, F.S.

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

“Review all transportation operator contracts annually.”

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

The CTC and the Contractor meets regularly to discuss transportation issues.

The CTC performs annual review of the Contractor along with the Florida Department of Transportation (FDOT), Mid Florida Senior Services, CTD Bi-annually, and the Federal Transit Administration (FTA) Triennial Review.

Staff also meets Dialysis facilities to see where improvements can be made.

On September 30, 2019, FDOT conducted their annual vehicle review and we were found in compliance.

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

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

Not applicable

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

The CTC annually inspects all Coordination Contractors in accordance to Chapter 427, Florida Statutes 41-2 F.A.C. and Chapter 14-90.

Is a written report issued? ☒ Yes ☐ No

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

Not applicable

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

A corrective action plan is provided and the contractor is given an allotted time to remedy the problems. If the problems are not resolved within the specified time the CTC will seek to find a new provider. Contractors have 30 days to respond and provide corrective actions.

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

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

Lake County does not provide School Board trips and does not utilize school buses in the coordinated system.

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

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

☒ N/A

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

☒ Yes ☐ No

If YES, what is the goal?

The goal is 5%. The CTC encourages transportation disadvantaged users who can navigate the fixed route system (LakeXpress) to utilize this service instead of paratransit services which has helped.

Is the CTC accomplishing the goal? ☒ Yes ☐ No

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

Comments:

MPO Consultant: No comments

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

☒ Yes ☐ No

If Yes, describe the application review process.

The CTC drafts and reviews applications for CTD Trip & Equipment Grant application as well as the FDOT Section 5310 Capital and Operating Grant applications. The CTC provides this information to the TDCB for review, ensuring they are in compliance with the CTD and FDOT requirements. In addition, there are two Coordination Contractors (Beacon College, Building Blocks - APD clients) who received 5310 funding and they review their application to ensure they are in compliance with FDOT. Both Coordination contractors received their FDOT Triennial Review and Lake County's review this past year and were found to be in compliance.

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

Not applicable

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

☐ Yes ☐ No

Not applicable

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

Comments:

MPO Consultant: No comments

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

The Commission for the Transportation Disadvantaged began biennial evaluations of planning agencies in July 1998. The Commission's Quality Assurance and Program Evaluation team conducts the evaluations. In Lake County the Designated Official Planning Agency is the Lake-Sumter Metropolitan Planning Organization (MPO). The MPO board appoints the TDCB members. While the TDCB does not review the performance of the planning agency, their input, suggestions, and requests are transmitted directly to the MPO for discussion and action. The CTC then ensures excellence in customer service, efficiencies in services, and safe, reliable transportation services for the residents of Lake County.

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

1. Medical
 - a) Kidney Dialysis
 - b) Cancer Treatment
 - c) Doctor Appointments
 - d) Therapy
 - e) Prescriptions
 - f) Children at Risk
2. Nutritional
 - a) Food/Grocery Shopping/ Meal Site/Food Stamps
3. Employment (In-County Only)
4. Training/Education
5. Life- Sustaining/Other
 - a) Non-food Shopping
 - b) Banking/Social Security
 - c) Visits to Hospitals/Nursing Homes
 - d) Recreational

HOW ARE THESE PRIORITIES CARRIED OUT?

The County at this time is not limiting any trips; however, should the County have to do so, we notify the passengers by telephone, letter, posting in vehicles, and press release.

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

Comments:

MPO Consultant: No comments

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

Review the Operational section of the TDSP

1. Hours of Service:

Services are provided from 5:00 a.m. until 8:00 p.m., Monday through Friday, with the exception of dialysis trips provided on Saturday.

2. Hours of Intake:

The office hours are 8:00 a.m. until 5:00 p.m., Monday through Friday, excluding selected holidays.

3. Provisions for After Hours Reservations/Cancellations?

The RouteMatch software calls the night before the schedule trip and the rider may confirm or cancel the trip at that time. The morning Dispatcher checks the Route Match system and notes the cancellations and passes them onto the drivers. There are no after hours reservations for Transportation Disadvantaged. After hours reservations are taken for ADA on Saturday and Sunday for Monday transportation services.

4. What is the minimum required notice for reservations?

There is a two-day (48-hour) advance reservation requirement for Transportation Disadvantaged trips, although same-day urgent care service will be accepted if vehicles and drivers are available. Monday trips have to be requested the Friday before.

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

Fourteen days.

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

Comments:

MPO Consultant: No comments

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

Lake County does not have an active local Wages Coalition; the CTC works closely with all local non-profit organizations as well as the One Stop Career Center.

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

Our LakeXpress fixed route services vehicles are wheelchair accessible and the bus stops right in front of the One Stop Career Center and in front of the many non-profit organizations in Lake County.

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

Comments:

MPO Consultant: No comments

CHAPTER 427

Findings:

MPO Consultant: No findings

Recommendations:

MPO Consultant: No recommendations

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

Compliance with 41-2.006(1), Minimum Insurance Compliance
“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

\$200,000 and \$300,000 per incident.

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

\$200,000 and \$300,000 per incident; however, many of them carry higher liability amounts. Our Contractor is the only one with Liability insurance at \$1 Million per incident.

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost
RATP Dev USA	\$318,205.40
Coordination Contractors	\$1,608.45 - \$46,062.00

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

☐ Yes ☒ No

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

Not applicable

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

Comments:

MPO Consultant: No comments

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

Compliance with 41-2.006(2), Safety Standards.

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

Date of last SSPP Compliance Review Dec 2020 , Obtain a copy of this review.

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

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

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

☒ Yes ☐ No

DRIVER REQUIREMENT CHART

Driver Last Name	Driver License	Last Physical	CPR/1st Aid	Def. Driving	ADA Training	Other-
Stewart	7/15/27	1/20/21	Not required	X	X	X
Chatman	1/31/23	9/13/20	Not required	X	X	X
Delgado	08/31/21	7/31/20	Not required	X	X	X
Kaiser	5/11/27	3/13/21	Not required	X	X	X
Robinson	2/21/22	5/30/20	Not required	X	X	X

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

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

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

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

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

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

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

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: 09/12/18

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

Comments:

MPO Consultant: No comments

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

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

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

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

Cost [CTC and Coordination Contractor (CC)]

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

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

Cost [CTC and Transportation Alternative (Alt.)]

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

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

RULE 41-2

Findings:

MPO Consultant: No findings

Recommendations:

MPO Consultant: No recommendations

COMPLIANCE WITH COMMISSION STANDARDS

Rule 41-2, FAC: Compliance with Commission Standards

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

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	<p>The CTC number 352-323-5733 and the TD Ombudsman Helpline number 1-800-983-2435 for compliments, complaints, comments or grievances shall be posted inside all vehicles.</p> <p>The CTC goal is to have no more than one complaint per 1,000 total rides annually.</p>
Vehicle Cleanliness	The interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.
Passenger/Trip Database	<p>A passenger and trip database must be maintained and be accessible to the CTC on each rider being transported within the system. The database will include home address, mailing address, birth date, passenger type, passenger needs, mobility type, language, sponsoring agency, funding type and trip history.</p> <p>A separate database shall be maintained for special need clients who are enrolled with Lake County Emergency Management.</p>
Adequate seating	Adequate seating for paratransit services shall be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating and standing capacity shall be scheduled or transported in a vehicle at any time.

Driver Identification	<p>Drivers for the providers of paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to effective communication with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis.</p> <p>Each driver must have photo identification which is legible that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.</p>
Passenger Assistance	<p>The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The assistance shall include opening the vehicle door, fastening safety belts or wheel chair securement devices, storage of mobility assistive devices, and closing the vehicle door.</p> <p>Assistance shall also include allowing for the use of the lift when requested by a passenger. If necessary and as long as the safety of other passengers in the vehicle is not endangered, the driver may open and close building doors for passengers. Passenger assistance must be provided in a dignified manner. Drivers may not assist wheelchair up or down more than one step.</p>
Smoking, Eating and Drinking	<p>Drivers and Passengers are prohibited from eating, drinking, or smoking on the vehicle. Exceptions to these vehicle operation policies would be made in accordance with guidance from ADA for persons who, for a medically necessary reason, must eat or drink on a strict time frame or nutritional regimen. Exceptions may be made for individuals on extended trip or medical needs.</p>

Two-way Communications	Transit Services has joined the County's Emergency Services radio communication, and all drivers are assigned each day a two-way radio. All vehicles within the coordinated system shall be equipped with two-way communication devices that provide audible communications between the driver and base at all times. All Lake County Connection vehicles are equipped with two-way radios. Cell phones may be used when traveling outside the county.
Air Conditioning/Heating	All vehicles used within the coordinated system shall have working air conditioners and heaters. If an air conditioner or heater fails, the vehicle will be scheduled for repair or replacement as soon as possible. In extreme weather condition the vehicle shall be removed from service until the problem is remedied
Billing Requirements	All bills shall be paid in accordance with the Prompt Payment Act.

COMMISSION STANDARDS

Findings:

MPO Consultant: No findings

Recommendations:

MPO Consultant: No recommendations

COMPLIANCE WITH LOCAL STANDARDS

Rule 41-2, FAC: Compliance with Local Standards

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

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	One escort, companion or dependent children will be permitted to be transported at no additional fare. Escorts must be at least 16 years of age. The CTC may allow additional family members to travel with a client under unique circumstances if space is available.
Use, Responsibility, and cost of child restraint devices	Child restraint devices must be used in accordance with Florida Law. Parents will be responsible for providing the child restraint device. The driver will insure that the child restraint device is properly installed.
Out-of-Service Area trips	The service area is all of Lake County. Trips are made to Gainesville on Mondays, Wednesdays and Fridays and to Orlando including the Veterans Hospital on Tuesdays and Thursdays. Transportation Disadvantaged services will be provided into Sumter County, Marion, Volusia, Orange, and Polk for Dialysis services only. Other request for out of service area trips shall be provided when approved by the sponsoring agency or CTC.
CPR/1st Aid	The Transportation Disadvantaged Coordinating Board (TDCB) has elected not to require CPR/First Aid training for drivers at this time. However, each vehicle must have a First Aid Kit on board when passengers are being transported.
Driver Criminal Background Screening	The CTC requires that criminal history background check be completed on all drivers. The background check shall include an FBI Background Check as well as an FDLE Background check to meet the requirements of the Jessica Lunsford Act for school board service as well as the Agency for Persons with Disabilities, and a local criminal history check.

Rider Personal Property	<p>Personal belongings are the sole responsibility of the passenger. Passengers are responsible for loading and unloading their belongings. Under limited circumstances passengers may request the driver to assist with their belongings. However, there is a five (5) bag limit that do not exceed 20 pounds each. Passenger's personal belongings do not include wheelchairs, child seats, stretchers, secured oxygen, personal assistance devices, or intravenous devices.</p>
Advance reservation requirements	<p>The CTC has established a two-day (48-hour) advance reservation requirement, although same urgent care service will be accepted pursuant to Medicaid guidelines if vehicles and driver are available. The CTC will meet the standards of each of its funding partners in providing service to their respective client.</p>
Pick-up Window	<p>Customer service representatives will provide the caller with two (2) estimated pick-up times for all round trips. The first estimated pick-up time will be from the passenger's home to their destination. The second estimated pick-up time will be the return time from the passenger's destination back to their home. Each pick-up time is the start of a one-hour window.</p> <p>Pick-up window adjustments of up to one hour may be required depending on the travel distance and the number of passengers being transported. Each estimated pick-up time includes:</p> <ul style="list-style-type: none"> • The one-hour window; • Additional time for the trip distance; • Additional time for peak periods (rush hour); • Additional time for other passengers scheduled on the vehicle; and • Additional "negotiated" time of up to one hour if necessary. <p>The driver can arrive up to the one hour past the scheduled pick-up time and still be considered "on time" as long as the passenger arrives at their destination on time. Early arrival of a driver for a pick-up when a passenger is not ready does not constitute a "no show" for the passenger.</p>

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	
	Operator A 5%	Operator A 5%	Yes
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A 95%	Operator A 92%	No, but improved from last year. Window changed to 60 minutes
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A 4%	Operator A 3%	Yes
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC	CTC	
	Operator A 1/100,000 or .001%	Operator A 13/1,262,701 = .0001%	Yes
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet: 3.46</i>	CTC	CTC	
	Operator A .006%	Operator A .00005%	Yes
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed: 14</i>	CTC	CTC	
	Operator A 1/1,000	Operator A 1/6,972	Yes
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A 3 minutes	Operator A 1.48 min.	Yes
	Operator B	Operator B	
	Operator C	Operator C	

LOCAL STANDARDS

Findings:

MPO Consultant: No findings

Recommendations:

No recommendations

AMERICANS WITH DISABILITIES ACT

REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

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

ARE ACCESSIBLE FORMATS ON THE SHELF? ☒ Yes ☐ No

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

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

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

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

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

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

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

Not Applicable

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

IS A RAMP PROVIDED? ☒ Yes ☐ No

ARE THE BATHROOMS ACCESSIBLE? ☒ Yes ☐ No

Bus and Van Specification Checklist

Name of Provider: N/A - no private vans

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

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

Name of Service Provider/ Contractor	Total # of Vehicles Available for CTC Service	# of ADA Accessible Vehicles	Areas/Sub areas Served by Provider/Contractor
RATP Dev USA	44	42	All of Lake County, and for medical reasons only to Gainesville and Orlando. For dialysis only into Marion, Volusia, Orange, Polk and Sumter Counties.

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

☒ Yes ☐ No

ADA COMPLIANCE

Findings:

MPO Consultant: No findings

Recommendations:

MPO Consultant: No recommendations

FY 2020/2021 GRANT QUESTIONS

The following questions relate to items specifically addressed in the FY 2019/2020 Trip and Equipment Grant.

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS? (Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY 13/14 to current)

☒ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE? (Section 14.80: Accidents, T/E Grant, and FY 13/14 to current)

☒ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN \$1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT? (Section 14.80: Accidents, T/E Grant, and FY 13/14 to current)

☒ Yes ☐ No

STATUS REPORT

DATE OF LAST REVIEW: 2020

STATUS REPORT DATED: 2020

CTD RECOMMENDATION:

Per Florida Statutes, the CTC in cooperation with the coordinating board, and pursuant to criteria developed by the FCTD, must establish eligibility guidelines with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund moneys. The CTC does have specific eligibility requirements that are used in the application process, except they are not documented within the Transportation Disadvantaged Service Plan (TDSP). However, the CTC did not maintain documentation of the eligibility determination. During the rider eligibility testing, we noted that one (1) out of the 30 trips we tested did not have a rider application on file determining eligibility.

CTC Response:

The CTC updated the first page of the enclosed eligibility application, which indicates the type of services the applicant is applying to receive as well as the page where the criteria details can be found. In addition, we expanded the criteria section on the first page of the application showing the approved criteria, the supporting documentation, and the name of the staff who reviewed and approved the application. All applications must be signed by the applicant. Any unsigned application is returned to the applicant noting that it must be signed before we can move forward with the review process.

Current Status:

Corrective action accepted by CTD – letter dated August 10, 2020.

CTD RECOMMENDATION:

Suggestion #1: Update policies and procedures associated with the preparation of the Rate Model.

We recommend that the CTC update its written policies with respect to completing the Worksheet. Policies should identify the position responsible for preparing the Worksheet, the position responsible for the review process, the documentation that will demonstrate the preparation and review of the Worksheet, the timeline for preparing the Worksheet and the documentation that should be maintained in support of the data entered on the Worksheet. The adoption of the revised policy should occur in a manner that is consistent with the CTC's existing process for approving policy changes.

CTC Response:

Standard Operating Procedure (SOP) 70.1 CTD Rate Model Process has been revised to show who prepares and reviews the Rate Model prior to submission to the FCTD, as well as the timeline for completing and reviewing the Rate Model.

Current Status:

Corrective action accepted by CTD – letter dated August 10, 2020.

ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation:

7/21/21

Please list any special guests that were present:

Amy Bradford

Location:

Lake County

Number of Passengers picked up/dropped off:

2

Ambulatory

1

Non-Ambulatory

1

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

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

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

Did the driver render an appropriate greeting?

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

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

☒ Yes ☐ No

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Does the vehicle have working heat and air conditioning?

☒ Yes ☐ No

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

☒ Yes ☐ No

If used, was the lift in good working order?

☒ Yes ☐ No

Was there safe and appropriate seating for all passengers?

☒ Yes ☐ No

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

☒ Yes ☐ No

If No, please explain:

CTC: Lake County BOCC

County: Lake

Date of Ride: 7/21/21

Note: Attach the manifest

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD	11	11	1	2
Medicaid				
Other				
Other				
Other)				
Other				
Totals	11	11	1	2

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

SURVEYS

RIDER/BENEFICIARY SURVEY

Staff making call: _____

County: _____

Date of Call: / /

Funding Source: _____

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

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

If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

☐ Yes

☐ No. If no, skip to question # 4

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

☐ None

☐ 3-5 Times

☐ 1-2 Times

☐ 6-10 Times

If none, skip to question # 4.

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

☐ Ineligible

☐ Space not available

☐ Lack of funds

☐ Destination outside service area

☐ Other _____

5) What do you normally use the service for?

☐ Medical

☐ Education/Training/Day Care

☐ Employment

☐ Life-Sustaining/Other

☐ Nutritional

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

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

☐ No. If no, skip to question # 6

What type of problem did you have with your trip?

☐ Advance notice

☐ Cost

☐ Pick up times not convenient

☐ Late pick up-specify time of wait

☐ Assistance

☐ Accessibility

☐ Service Area Limits

☐ Late return pick up - length of wait

☐ Drivers - specify

☐ Vehicle condition

Reservations - specify length of wait

☐ Other

☐

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

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

Additional Comments:

CONTRACTOR SURVEY

Contractor name (optional) RATP Dev USA

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

☒ Yes ☐ No

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

☒ Yes ☐ No

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

☐ Yes ☒ No

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

☐ Yes ☐ No Not Applicable

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

☒ Yes ☐ No

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

☒ Yes ☐ No

6. Have you experienced any problems with the CTC?

☐ Yes ☒ No

If yes, what type of problems?

Comments:

PURCHASING AGENCY SURVEY

Staff making call: MPO Consultant

Purchasing Agency name: _____

Representative of Purchasing Agency: _____

1) Do you purchase transportation from the coordinated system?

☐ YES

☐ NO If no, why?

2) Which transportation operator provides services to your clients?

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

☐ Medical

☐ Employment

☐ Education/Training/Day Care

☐ Nutritional

☐ Life Sustaining/Other

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

☐ 7 Days/Week

☐ 1-3 Times/Month

☐ 1-2 Times/Week

☐ Less than 1 Time/Month

☐ 3-5 Times/Week

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

☐ Yes

☐ No If no, skip to question 7

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

☐ Advance notice requirement [specify operator (s)]

☐ Cost [specify operator (s)]

☐ Service area limits [specify operator (s)]

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

☐ Vehicle condition [specify operator (s)]

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

☐ Accessibility concerns [specify operator (s)]

☐ Complaints about drivers [specify operator (s)]

☐ Complaints about timeliness [specify operator (s)]

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

☐ Other [specify operator (s)] _____


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

☐ Yes

☐ No If no, why? _____

LEVEL OF COST WORKSHEET - #1

Insert Cost page from the AOR.

County: Lake CTC: Lake County Board of County Commissioners Contact: Jill Brown PO Box 7800 Tavares, FL 327787800 352-323-5733 Email: jimbrown@lakecountyfl.gov		Demographics Total County Population 345,867 Unduplicated Head Count 1,934		Report Commission for the  Transportation Disadvantaged	
--	--	---	--	---	--

Trips By Type of Service	2018	2019	2020	Vehicle Data	2018	2019	2020
Fixed Route (FR)	0	0	0	Vehicle Miles	1,520,198	1,698,369	2,021,637
Deviated FR	522	479	517	Roadcalls	41	51	44
Complementary ADA	0	17,495	24,866	Accidents	7	11	23
Paratransit	152,695	174,163	183,436	Vehicles	75	85	107
TNC	0	0	0	Drivers	183	200	180
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	153,217	192,137	208,819				

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	50,625	60,621	79,973
Employment	9,462	9,831	7,733
Ed/Train/DayCare	46,421	63,199	60,123
Nutritional	18,743	18,170	14,573
Life-Sustaining/Other	27,966	40,316	46,417
TOTAL TRIPS	153,217	192,137	208,819

Passenger Trips By Revenue Source	2018	2019	2020
CTD	28,364	29,864	25,069
AHCA	1,213	30,880	74,645
APD	54,319	47,000	33,203
DOEA	11,570	13,081	8,122
DOE	0	0	0
Other	57,751	71,312	67,780
TOTAL TRIPS	153,217	192,137	208,819

Trips by Provider Type	2018	2019	2020
CTC	0	0	0
Transportation Operator	84,938	97,601	83,153
Coordination Contractor	68,279	94,536	125,666
TOTAL TRIPS	153,217	192,137	208,819

Financial and General Data	2018	2019	2020
Expenses	\$4,992,834	\$5,439,174	\$4,652,213
Revenues	\$5,767,299	\$5,576,668	\$5,121,949
Recommendations	16	44	19
Complaints	21	14	13
Passenger No-Shows	2,612	2,890	3,140
Unmet Trip Requests	0	0	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.46	0.65	1.14
Miles between Roadcalls	37,078	33,301	45,946
Avg. Trips per Passenger	85.12	168.54	107.97
Cost per Trip	\$32.59	\$28.31	\$22.28
Cost per Paratransit Trip	\$32.59	\$28.31	\$22.28
Cost per Total Mile	\$3.28	\$3.20	\$2.30
Cost per Paratransit Mile	\$3.28	\$3.20	\$2.30

LEVEL OF COMPETITION WORKSHEET - #2

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit	0	6	53,111	48%
Private For-Profit	23	5	2,505	1%
Government	0	0	0	0%
Public Transit Agency	1	1	97,601	51%
Total	24	12	153,217	100%

2. How many of the operators are coordination contractors? 12

3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? 1

Does the CTC have the ability to expand? Yes

4. Indicate the date the latest transportation operator was brought into the system. January 14, 2020

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

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

2	Low bid
	Requests for qualifications
	Negotiation only

2	Requests for proposals
	Requests for interested parties

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

Request for Proposals.

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

<input checked="" type="checkbox"/>	Capabilities of operator
<input type="checkbox"/>	Age of company
<input checked="" type="checkbox"/>	Previous experience
<input checked="" type="checkbox"/>	Management
<input checked="" type="checkbox"/>	Qualifications of staff
<input checked="" type="checkbox"/>	Resources
<input checked="" type="checkbox"/>	Economies of Scale
<input checked="" type="checkbox"/>	Contract Monitoring
<input checked="" type="checkbox"/>	Reporting Capabilities
<input checked="" type="checkbox"/>	Financial Strength
<input type="checkbox"/>	Performance Bond
<input checked="" type="checkbox"/>	Responsiveness to Solicitation

<input checked="" type="checkbox"/>	Scope of Work
<input checked="" type="checkbox"/>	Safety Program
<input checked="" type="checkbox"/>	Capacity
<input checked="" type="checkbox"/>	Training Program
<input type="checkbox"/>	Insurance
<input checked="" type="checkbox"/>	Accident History
<input checked="" type="checkbox"/>	Quality
<input type="checkbox"/>	Community Knowledge
<input checked="" type="checkbox"/>	Cost of the Contracting Process
<input checked="" type="checkbox"/>	Price
<input type="checkbox"/>	Distribution of Costs
<input type="checkbox"/>	Other: (list)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? 61

How many responded? 4

The request for bids/proposals was distributed:

X Locally X Statewide X Nationally

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

The CTC is a full brokerage entity. The County's contractor provides Operation, Maintenance and Fuel.

LEVEL OF AVAILABILITY WORKSHEET - #3

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

1. Work with the transportation brokers to keep the coordinated system intact.
2. Explore other state and federal agencies for the possibility of coordinating their transportation services.

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

Through the County website, Rider's Guide and Bus Schedules which are disseminated to local Libraries, schools, Chamber of Commerce, local businesses, social service agencies and municipalities. Information is also disseminated through presentations to cities, community groups and by participating in local events.

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

RATP Dev USA (Lake County Transit Management) maintains all certifications and registrations.

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

Lake County utilizes Route Match scheduling software. Through an eligibility application process, transportation services are provided to those who meet the qualifications of the sponsoring agency. The Federal Poverty Guideline has been adopted by the County as one of the factors utilized when determining eligibility. Transportation Disadvantaged services are based upon Chapter 427.

We adhere to the intended purpose of the TD program, which is, those persons who, because of physical or mental disability, income status, age, unable to transport themselves, and cannot purchase transportation, and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities or other life-sustaining activities, or children who are disadvantaged or high-risk or at-risk as defined in Florida Statute.

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

The following strategies are implemented:

1. The Rider's Guide provides the best time for riders to call to make a reservation, which is located under "Customer Service Hours". Reservations can be made between 8:00 a.m. and 5:00 p.m., Monday through Friday, and the best time to call is between 10:00 a.m. and 2:00 p.m. Depending on the call demands it may not always be possible to reach a reservationists on the first call.
2. "Standing Requests" (more efficient service means fewer calls to the office). A "standing request" is for customers who travel to the same place at the same time on the same day(s) of the week. If a passenger has a regular appointment which they go to, they may ask the customer service representative to submit a "standing request" for service. Depending on the funding source of your trip, this request may be granted.
3. Staffing – There are three Customer Service Representatives who take transportation requests. Reservations are taken Monday through Friday from 8:00 a.m. to 5:00 p.m. There are two Dispatchers who cover the phones Monday through Friday from 5 a.m. to 8 a.m.
4. The average daily hold time for January 2020 was 00.01:35.

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

To make a reservation, passengers are requested to call Lake County Connection Call Center at (352) 742-2612.

Duplications are eliminated because the scheduling software prevents trips from being double booked.

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

Route match software is used to coordinate trips and develop efficient trip routing

Scheduling – How is the trip assignment to vehicles coordinated?

Based on passenger type (ambulatory or wheelchair), vehicle configuration, and standing orders (vehicles are assigned to runs that have standing orders assigned to them based on location and destinations). Riders traveling from the same area to the same general vicinity are scheduled on the same vehicle as much as feasibly possible.

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

When a call is received by the Customer Service Representative the data is entered into the Route Match software. The system then determines the origin, destination, time, the type of trip, allocation and the eligibility i.e. fixed route, paratransit or ADA and schedules accordingly.

Essentially, through origin and destination of the trips.

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

Dispatchers and drivers uses Lake County Emergency Services Radio Communication and all trips are maintained in Route Match. Vehicles have GPS technology (via a tablet) in order to provide real time information for all the vehicles.

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

The CTC contracts with one operator, RATP Dev USA and they are monitored on an on-going basis. The CTC meets regularly with the operator to discuss any issues that may have occurred. In addition, the FTA, FDOT, CTD, as well as other funding partners monitor the program regularly.

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

Office functions are divided into reservations, scheduling and dispatching. Most “real time” trip problems are handled by dispatch. For example, if a driver is running late, upon approval by the Operations Manager/General Manager dispatch might move a trip from the driver running late to help him/her to get back on schedule.

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

Through the Route Match software system. All trips are identified by funding source. For example: TD, FDOT, DOE, ADA, APD, etc. Passengers must be determined eligible prior to the trip being provided. Trips must be confirmed by the driver and part of the confirmation is the passenger pick-up time and mileage. Trips are also reconciled based upon the manifest, pick-up/drop off and vehicle mileage.

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

Through the scheduling software Route Match. All trips are identified by funding source. For example: TD, FDOT, MFSC, APD, etc. Passenger fares are based on funding source requirements. Fares collected by driver are totaled and deducted from the monthly amount the CTC pays the operator. After trips are verified in Route Match and each funding partner is invoiced per our contract. Reimbursements are mailed or wire transferred to Board Finance.

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

Information is reported by the operator to the CTC. The CTC examines and compiles the information prior to preparing the monthly reports for the TDCB, NTD and other sources. Staff also compiles various operational reports for internal uses. Validations of the trips are done through the scheduling software. In addition, the Annual Operating Report is provided to the CTC by September 15th annually.

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

The operator uses 43 county owned paratransit vehicles. RATP Dev provides the trips, fuel, and maintenance on all Transit vehicles. Fuel consumption and miles traveled are monitored by the Office of Transit Services.

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

Public meetings such as the TDCB meeting and at any public transportation hearings/meetings that takes place throughout the year. In addition, the County staff will provide transportation information countywide at special events. Staff participates in various community events to make the public aware of the services. Attend Annual CTD conference put on by FPTA.

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

The CTC has an agreement with RATP Dev USA to provide transportation services as well with 9 Coordination Contractors.

Appendix A: Documentation

Trip Manifest

**Driver Manifest- FL_Lake_County****For Time Period: 7/21/2021**

Printed: 7/20/2021 17:29:30

Vehicle: 30719

Driver Name: Mae K. Lee [6:00AM - 3:59PM]

Run: 402 [5:30AM - 4:00PM]

Driver Signature: _____

Date: _____

	Run Start	First Pickup	Last Dropoff	Run End	Break1 Start	Break1 End	Break2 Start	Break2 End
Time	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Odometer	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Customer Name	Pickup Time	Dropoff Time	Validation Information			
Conf. # Request Time Pickup Address		Dropoff Address	Pickup Time	Dropoff Time	Pickup Odometer	Dropoff Odometer
Haynes, Debra (352) 874-6261 702183	6:00AM 2632 Hollow Ln Leesburg, FL 34748	7:00AM Walmart/Lb 2501 Citrus Blvd Leesburg, FL 34748	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
			Complete <input type="checkbox"/>	Cancellation <input type="checkbox"/>	No Show <input type="checkbox"/>	
			Request: 7:00AM			

Customer Pay: \$2.00

Attendants: 0

Guests: 0

Mobility: Ambulatory

Assistance Need:

Funding Source: ADA

Destination Trip Number:

Return Trip Number:

 Moiseenko, Zina
 (352) 255-1209
 702352

 7:00AM
 Silver Pointe
 2440 Silver Pointe Cir 411
 Leesburg, FL 34748

 8:00AM
 Walmart/Lb
 2501 Citrus Blvd
 Leesburg, FL 34748

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Complete <input type="checkbox"/>	Cancellation <input type="checkbox"/>	No Show <input type="checkbox"/>	
Request: 8:00AM			

Customer Pay: \$2.00

Attendants: 0

Guests: 0

Mobility: Ambulatory w/ Lift

Assistance Need:

Funding Source: ADA

Destination Trip Number:

Return Trip Number:



Vehicle: 30719 Run: 402 [5:30AM - 4:00PM] Driver Name: Mae K. Lee [6:00AM - 3:59PM] For: 7/21/2021

Customer Name Conf. #	Request Time	Pickup Time Pickup Address	Dropoff Time Dropoff Address	Pickup Time	Dropoff Time	Validation Information Pickup Odometer	Dropoff Odometer
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Howard, Earl (352) 435-7768 559746		8:00AM 1318 Peters Dr Leesburg, FL 34748	9:00AM Full Circle 404 Webster St Leesburg, FL 34748				
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Complete ☐ Cancellation ☐ No Show ☐
Request: 9:00AM

Customer Pay: \$2.00

Attendants: 0 Guests: 0 Mobility: Ambulatory Assistance Need: Funding Source: ADA
Destination Trip Number: Return Trip Number:

Moiseenko, Zina (352) 255-1209 702353 Request: 9:30AM		9:30AM Walmart/Lb 2501 Citrus Blvd Leesburg, FL 34748	10:30AM Silver Pointe 2440 Silver Pointe Cir 411 Leesburg, FL 34748				
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Complete ☐ Cancellation ☐ No Show ☐

Customer Pay: \$2.00

Attendants: 0 Guests: 0 Mobility: Ambulatory w/ Lift Assistance Need: Funding Source: ADA
Destination Trip Number: Return Trip Number:

✓ Holmes, Palma (352) 619-6832 699060 Request: 10:45AM		10:45AM Lake Griffin East Dialysis 401 E North Blvd Leesburg, FL 34748 Comments: www.davita.com	11:45AM 423 Hwy 486 Lady Lake, FL 32159 Comments: Building 14 Suite 107	11:01	11:36		
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Complete ☒ Cancellation ☐ No Show ☐

Customer Pay: \$2.00

Attendants: 1 Guests: 0 Mobility: Wheelchair Assistance Need: Funding Source: ADA
Destination Trip Number: Return Trip Number:

✓ Carmody, Pauline (352) 973-9587 701772 Request: 11:00AM		11:00AM LCHC 225 N 1St St Leesburg, FL 34748	12:00AM Rolling Acres Apartments 824 County Road 486 Apt. 5107 Lady Lake, FL 32159	11:13	11:43		
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Complete ☒ Cancellation ☐ No Show ☐

Customer Pay: \$0.00

Attendants: 0 Guests: 0 Mobility: Ambulatory Assistance Need: Funding Source: TDX-Medical
Destination Trip Number: Return Trip Number:

Vehicle: 30719 Run: 402 [5:30AM - 4:00PM] Driver Name: Mae K. Lee [6:00AM - 3:59PM] For: 7/21/2021

Customer Name	Pickup Time	Dropoff Time	Validation Information				
Conf. #	Request Time	Pickup Address	Dropoff Address	Pickup Time	Dropoff Time	Pickup Odometer	Dropoff Odometer
Jenkins, Sherryl (352) 391-4465 702233 Request: 1:45PM	1:45PM Dr Choudhry 26218 Us Highway 27 #105 Leesburg, FL 34748	2:45PM 145 Grove Ridge Cir Leesburg, FL 34748					
				Complete <input type="checkbox"/>	Cancellation <input type="checkbox"/>	No Show <input type="checkbox"/>	

Customer Pay: \$2.00

Attendants: 0 Guests: 0 Mobility: Ambulatory w/ Lift Assistance Need: Funding Source: FDOT
Destination Trip Number: Return Trip Number:

Flagg, Velma (352) 801-8590 702324 Request: 2:30PM	2:30PM Citrus Cardiology 801 E Dixie Ave #107 Leesburg, FL 34748	3:30PM 2440 Silver Pointe Cir Apt. 205 Leesburg, FL 34748				
				Complete <input type="checkbox"/>	Cancellation <input type="checkbox"/>	No Show <input type="checkbox"/>

Customer Pay: \$2.00

Attendants: 1 Guests: 0 Mobility: Wheelchair Assistance Need: Funding Source: ADA
Destination Trip Number: Return Trip Number:

Crossman, Bette (352) 552-3777 701902 Request: 3:00PM	3:00PM Publix/Lb - Palm Plaza 717 N 14Th St Leesburg, FL 34748	4:00PM 701 Perkins St bldg 711 #201 Leesburg, FL 34748				
				Complete <input type="checkbox"/>	Cancellation <input type="checkbox"/>	No Show <input type="checkbox"/>

Customer Pay: \$2.00

Attendants: 0 Guests: 0 Mobility: Ambulatory Assistance Need: Funding Source: ADA
Destination Trip Number: Return Trip Number:

Howard, Earl (352) 435-7768 559747 Request: 3:00PM	3:00PM Full Circle 404 Webster St Leesburg, FL 34748	4:00PM 1318 Peters Dr Leesburg, FL 34748				
				Complete <input type="checkbox"/>	Cancellation <input type="checkbox"/>	No Show <input type="checkbox"/>

Customer Pay: \$2.00

Attendants: 0 Guests: 0 Mobility: Ambulatory Assistance Need: Funding Source: ADA
Destination Trip Number: Return Trip Number:



Run By Vehicle

Driver Initial: _____



RouteMatch
Software

Vehicle: 30719

Run: 402 [5:30AM - 4:00PM]

Driver Name: Mae K. Lee [6:00AM - 3:59PM]

For: 7/21/2021

Customer Name		Pickup Time	Dropoff Time	Validation Information			
Conf. #	Request Time	Pickup Address	Dropoff Address	Pickup Time	Dropoff Time	Pickup Odometer	Dropoff Odometer
Muller, Raymond	3:00PM		4:00PM				
(914) 382-8383		Lake Griffin East Dialysis	108 Melody Ln	Complete <input type="checkbox"/>	Cancellation <input type="checkbox"/>	No Show <input type="checkbox"/>	
645834		401 E North Blvd	Leesburg, FL 34788				
Request: 3:00PM		Leesburg, FL 34748	Comments: ATTENTION DRIVERS PLEASE				
		Comments: www.davita.com	DROP MR. MULLER OFF AT THE CLUB				
			HOUSE...NOT AT HI HOUSE. THANKS! Gate				
			code #8987				

Customer Pay: \$2.00

Attendants: 0

Guests: 0

Mobility: Wheelchair

Assistance Need:

Funding Source: TD

Destination Trip Number:

Return Trip Number:

Perry, Angela

3:00PM

4:00PM

(352) 321-2422

Full Circle

1906 Selleen Dr

648042

404 Webster St

Eustis, FL 32726

Request: 3:00PM

Leesburg, FL 34748

Complete ☐

Cancellation ☐

No Show ☐

Customer Pay: \$0.00

Attendants: 0

Guests: 0

Mobility: Ambulatory

Assistance Need:

Funding Source: TDX-Medical

Destination Trip Number:

Return Trip Number:

Johnson, Victoria

3:42PM

3:53PM

(352) 973-7634

2109 Lisa Dare Dr

Planet fitness

702412

Leesburg, FL 34748

735 N 14th St

Comments: USE CAUTION when turning onto

Lisa Dare Dr from CR468 due to large drop.

Maintain Low Speed

Complete ☐

Cancellation ☐

No Show ☐

Request: 4:30PM

Customer Pay: \$2.00

Attendants: 1

Guests: 0

Mobility: Ambulatory

Assistance Need:

Funding Source: ADA

Destination Trip Number:

Return Trip Number:

Total Customer Pay: \$22.00

Run By Vehicle

Page 4 of 4

Driver Initial: _____

RouteMatch
Software

Rider's Guide/Complaint Process

A.D.A. Rider's Guide



Lake County Public
Transit Services for
A.D.A. Paratransit

For more information visit our website at www.ridelakexpress.com or contact LCC Customer Service.

XII. Contact Information

To obtain an application, schedule a trip or any other questions please contact Lake County Connection (LCC) Customer Service at (352) 742-2612 [Florida Relay Voice: 800-955-8770; TTY: 800-955-8771] Trip requests may be made Monday through Friday between 8:00 a.m. and 5:00 p.m. For all emergencies dial 911.

Complaints:

If you experience a problem with any aspect of the service, you may call The Office of Transit Services at 352-323-5733 or by logging into www.ridelakexpress.com, go to Paratransit and download and complete the complaint form.

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

You may also visit Lake County Connection at:
Lake County Transit Management
560 East Burleigh Blvd.
Tavares, FL 32778

XIII. Customer Feedback

What if I'm not satisfied with the services provided?

If you experience a problem with any aspect of the service, you may call or write to LCC Customer Service Department.

To send your complaint in writing, direct your correspondence to:

Lake County Transit
Customer Service

560 East Burleigh Blvd.
Tavares, FL 32778

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

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

If your complaint cannot be resolved, you may obtain information on the grievance process by contacting the Lake County Office of Transit Services and requesting a copy of our adopted Grievance Procedures.

Lake County Office of Transit Services
352-323-5733

OR

You may call the Florida Commission for the Transportation Disadvantaged Ombudsman Hot Line: 1(800) 983-2435