

## Lake County TDCB Agenda Follow Up Log, June 1, 2026

#	Item	3/2/2026 Update	6/1/2026 Update	Status
1	Eligibility Application Updates	The CTC is working on updating the eligibility application and anticipates providing this to the TDCB at the June 2026 meeting.	The updated eligibility application is being provided at the 6/1/2026 TDCB Meeting as an Action Item. Changes are highlighted in yellow.	Completed
2	Proposed Updates to Mary Bennett Rule	The Subcommittee met on February 17 <sup>th</sup> and reviewed a Technical Memorandum prepared by staff. The Technical Memorandum included an analysis of six policy alternatives and a recommendation. The Subcommittee requested additional data and a follow-up meeting to discuss the topic further.	CTC provided requested data on May 15 <sup>th</sup> along with the Dialysis spreadsheet. A follow-up Eligibility Subcommittee Meeting will be scheduled to review the data.	In Progress
3	Provide an online method to file a grievance	A complaint can be submitted through <a href="mailto:info@ridelakexpress.com">info@ridelakexpress.com</a> . Also, the complaint form is located on <a href="http://www.ridelakexpress.com/paratransit/">www.ridelakexpress.com/paratransit/</a> Complaint form. The fax number has been added to the RideLakeXpress website.  The Grievance Procedures will be updated in June to include an email address for the MPO.	The Grievance Procedures have been updated to include an email address for the MPO.	Completed
4	Grouping Trips	The CTC has successfully grouped Long Hauls, Meal Sites, Building Blocks, and Sunrise passengers. Dialysis remains out last hurdle, with door-to-door trips as the main obstacle. Creating a micro transit program for door-to-door service would be the ideal solution.  RATP Dev has been working with the dialysis facilities with the grouping of dialysis trips, and the dialysis facilities have also assisted with the realignment of early morning trips as well.  Lake County Office of Transit Services is securing grant funds to do a Comprehensive Operations Analysis of the LakeXpress system that will include Microtransit options. The study will be conducted later this fiscal year.	RATP Dev continues to strive to group trips; however, the biggest issues that continues to be a problem are Dialysis Centers.  There has been a noticeable increase in passengers calling between 4:00 p.m. and 4:45 p.m. to schedule trips for 8:00 a.m. the following morning, often for destinations 20 or more miles away. By that time, the next day's schedule is nearly finalized and accommodating these late long-distance requests may require the Scheduler to significantly revise or rebuild the manifest. This creates operational challenges and may impact overall efficiency. Based on these trends, it is recommended that the two-day reservation window for TD trips be reinstated.	Ongoing