

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: FY2025

REVIEW DATES: Feb-May 2026

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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 Board of County Commissioners (BOCC) is the designated CTC for Lake County. On March 15, 2023 the Florida Commission for the Transportation Disadvantaged extended Lake County's CTC designation effective July 1, 2023 through June 30, 2028. Lake County BOCC selected RATP Dev USA as its transit provider for LakeXpress fixed route and Lake County Connection paratransit services. The current contract was originally entered into on October 7, 2022 for an initial five (5) year term with the option for two (2) subsequent one (1) year renewals.

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 and General Questions
- Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
- Compliance with the Americans with Disabilities Act
- Surveys: Riders, Contractors, and Purchasing Agencies
- On-site Observation of the System
- Findings and Recommendations

The evaluation report and recommendations to the CTC will be presented for approval at the June 1, 2026 TDCB meeting. The final workbook with the recommendations/commendations will be 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 Lake~Sumter MPO within 90 days, which will be presented at the next TDCB meeting. The TDCB will continue utilizing the use of CTC reports at quarterly meetings to assist with evaluating the CTC's performance.

FY2025 CTC EVALUATION SUMMARY

The CTC is in compliance with most applicable regulations, with three findings. The CTC Evaluation Subcommittee reviewed these findings and proposes the following recommendations:

Finding 1: Out of a sample of 10 riders, two (2) riders did not have an eligibility application on file.

Recommendation 1a: If not already in place, the Operator should establish and implement a standard operating procedure to regularly file eligibility applications to ensure proper record-keeping.

Recommendation 1b: The CTC should re-audit rider eligibility applications and provide a status update to the TDCB within 90 days.

Finding 2: Documentation of physicals and required trainings were missing from multiple driver files. Of the eight (8) driver files that were reviewed during the site visit, all were missing documentation of physicals and only three (3) had documentation of defensive driver training and ADA training. The documentation of physicals was provided after the site visit for all but two (2) drivers, though these drivers had physicals on file last year. One was missing a copy of the drivers license, though this was provided afterwards. This is a repeat finding from last year.

Recommendation 2a: If not already in place, the Operator should establish and implement a standard operating procedure to document completion of all required trainings and save documentation in driver files.

Recommendation 2b: If not already in place, the Operator should establish and implement a standard operating procedure to regularly file required documentation in driver files.

Recommendation 2c: The CTC should re-audit driver files and provide a status update to the TDCB within 90 days.

Finding 3: The CTC is not meeting the goal for on-time performance. The goal for on-time performance is 92% and the CTC's average on-time performance for FY25 was 81%.

Recommendation 3: Continue to optimize scheduling and routing to improve on-time performance.

The rider surveys provide additional insight into the CTC's operations. Riders report being satisfied with service overall. Many respondents complimented the bus drivers and highlighted recent improvements to the reservation process, which aligns with the CTC's implementation of a new scheduling software. Respondents expressed the most dissatisfaction with timeliness of pick-ups and communication about changes to service.

In addition to the formal recommendations, the CTC Evaluation Subcommittee suggests that the CTC consider leveraging the new scheduling software to collect more regular feedback from riders. For instance, after a trip, riders could receive a text or email to rate their trip and provide additional comments if desired. Alternatively, the notification could include a link to an email address or phone number to provide feedback.

The CTC Evaluation Subcommittee also suggests that the Lake~Sumter MPO use these survey results for next year's evaluation so that in future years the survey period will align with the reporting period of the evaluation.

REVIEW CHECKLIST & SCHEDULE

Collect for Review:

- APR Data Pages
- QA Section of TDSP
- Last Review (Date: 05/25)
- 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

EVALUATION INFORMATION

An LCB review will consist of, but is not limited to the following pages:

- Cover Page
- Entrance Interview Questions
- Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
- Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
- Insurance
- Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
- Commission Standards and Local Standards
- On-Site Observation
- 43 Surveys
- Level of Cost – Worksheet 1
- Level of Competition – Worksheet 2
- Level of Coordination – Worksheet 3

Notes to remember:

- The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.
- Attach a copy of the Annual QA Self Certification.

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.

5. Name the groups that your company has coordination contracts with:

Table 1: Coordination Contract Agencies

Name of Agency	Address	City, State, Zip	Contact
Beacon College	105 East Main Street	Leesburg, FL 34748	Eric Johnston
Building Block Ministries	548 South Highway 27, Suite B & C	Minneola, FL 34715	Paula Whetro
Central Florida Group Homes - DSI Management	1890 SR 436, Suite 300	Orlando, FL 32792	Marilou Arlandson
Crystal Lake Support Environment, LLC d/b/a Attain, Inc	2710 Staten Avenue	Orlando, FL 32804	Joe DeFalco
Life Care Services	306 Amanda Lane	Leesburg, FL 34748	Cheryl Williams
Love Thy Neighbor	2106 Butler Street	Leesburg, FL 34748	W. Lynn Dudley
Sunrise Arc, Inc.	35201 Radio Road	Leesburg, FL 34748	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)*

Table 2: Percentage of Trips from Agencies that Purchase Service

Name of Agency	% of Trips	Name of Contact
Agency For Persons with Disabilities	9%	Priscilla Weeks
Commission for the Transportation Disadvantaged (CTD)	41%	Kyle Mills
Dept. of Elder Affairs (DOEA)	7%	Melanie Harrison
Florida Department of Transportation (FDOT)	13%	Jamie Ledgerwood
Local Government	30%	Jill Brown

7. Review and discuss TD helpline calls:

Table 3: Number of TD Helpline Calls by Topic

Topic	Number of calls	Closed Cases	Unsolved Cases
Cost	N/A		
Medicaid	N/A		
Quality of Service	N/A		
Service Availability	N/A		
Toll Permit	N/A		
Other	N/A		

GENERAL QUESTIONS

Using 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?

Complaint is documented; CTC notifies operator; CTC provides verbal acknowledgment of complaint to customer; CTC documents complaint via written record of complaint and mails follow-up letter to complainant to see if problem was resolved; customer given TD Ombudsman hotline number if they are not satisfied with resolution of complaint. See attached written process for further details.

- a. Is this process in written form? *(Make a copy and include in folder)*

Yes No

- b. Is the process being used?

Yes No

3. Does the CTC have a complaint form? *(Make a copy and include in folder)*

Yes No

See **Appendix A: Complaint Process**

4. Does the complaint form incorporate all elements of the CTD's uniform service reporting guidebook?

Yes No NA; CTD confirmed question is obsolete

5. Does the form have a section for resolution of the complaint? *(Review completed complaint forms to ensure the resolution section is being filled out and follow-up is provided to the consumer.)*

Yes No

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?

As part of resolving the complaint

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

a. 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 and brochures

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

Not detailed procedure, but does provide instructions to call or download complaint form and how to follow up with the CTD if concern is not resolved

12. What is your eligibility process for TD riders/ beneficiaries?

Applicant submits complete written application; eligibility is based on access to transportation and age, disability, or income. Eligibility determination will be made within 21 days. All approved riders must recertify every 2 years.

Positive notes about eligibility process:

- If a TD eligibility application is denied, the CTC has started calling those people who were denied to explain the reason why they were denied and see if they can assist them so that they can be accepted.
- Letters and applications are sent out to current approved riders when it is coming up on time for the riders to renew their application.

- The CTC has 21 days to process an application after receipt, but they try to respond more quickly and complete the review within 7 days if possible.

Please verify these passengers have an eligibility application on file:

Table 4: TD Eligibility Verification

Name of Client	Date of Ride	Application on File?
Alberta Ashley	2/6/25	Yes
Calvin Arnold	2/6/25	No
Daryl Crakes	2/6/25	Yes
Edward Paige	2/6/25	Yes
Frank Mackewich	2/6/25	Yes
Hattie Davis	2/6/25	Yes
Janis Oglesbee	2/6/25	Yes
Karen Jackson	2/6/25	Yes
Linda Lench	2/6/25	Yes
Maria Arabitiq	2/6/25	No

13. What innovative ideas have you implemented in your coordinated system?

New scheduling software was implemented in June 2025, resulting in improved trip scheduling efficiency and enhanced communication of pickup times to passengers. Additionally, passengers eligible under the Americans with Disabilities Act (ADA) may now independently schedule their trips through the Novus Trip Spark passenger portal.

14. Are there any areas where coordination can be improved?

Not at this time.

15. What barriers are there to the coordinated system?

Lack of sufficient funding continues to be a barrier to providing optimal service to TD riders. The current budget limits service hours, which is a gap that has been identified by TD Riders. Currently at capacity for TD trips, and personal/other trips may be limited in the future.

16. Are there any areas that you feel the commission should be aware of or can assist with?

The CTD could assist by continuing to advocate for an increase budget for the Trip and Equipment and ISD grant programs.

17. What funding agencies does the CTD need to work closely with in order to facilitate a better-coordinated system?

Better coordination with state funding agencies such as Vocational Rehab, Division of Blind Services, Veteran Services, Department of Economic Opportunity, and DCF, etc.

18. How are you marketing the voluntary dollar?

The TD Voluntary Program is marketed through email placard, LX website, the eligibility application, and the Rider's Guide.

General Questions Findings and Recommendations

Findings:

Out of the sample of 10 riders, 8 had eligibility applications on file and 2 did not have an eligibility application on file. Following the site visit, the CTC was asked if they could provide documentation of the missing eligibility applications, and the response is still pending.

Recommendations:

1. If not already in place, the Operator should establish and implement a standard operating procedure to regularly file eligibility applications to ensure proper record keeping.
2. The CTC should re-audit rider eligibility applications and provide a status update to the TDCB within 90 days of June 1st, 2026.

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.”

1. Are your contracts uniform? Yes No
2. Is the CTD’s standard contract utilized? Yes No

Standard across coordination contractors but different for operator.

3. Do the contracts include performance standards for the transportation operators and coordination contractors? Yes No
4. Do the contracts include the proper language concerning payment to Subcontractors? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)
 Yes No

Review contracts and complete the table below:

Table 5: Operator Contracts

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance
Beacon College	6/30/2026	Yes	Yes	Yes
Building Blocks Ministries	6/30/2026	Yes	Yes	Yes
Central Florida Group Homes, LLC	6/30/2026	Yes	Yes	Yes
Crystal Lake Support Environment, LLC	6/30/2026	Yes	Yes	Yes
Life Care Services	6/30/2026	Yes	Yes	Yes
Love Thy Neighbor	6/30/2026	Yes	Yes	Yes
Sunrise Arc, Inc.	6/30/2026	Yes	Yes	Yes
RATP Dev	2027	Yes	Yes	Yes

5. Is the CTC in compliance with this section? Yes No

Comments:

Review the CTC last AOR submittal for compliance with 427. 0155(2)

“Collect Annual Operating Data for submittal to the Commission.”

Reporting Timeliness

1. Were the following items submitted on time?
 - a. Annual Operating Report Yes No
 - i. Any issues that need clarification? Yes No
 - ii. Any problem areas on AOR that have been re-occurring? List below:
N/A
 - b. Memorandum of Agreement Yes No N/A
 - c. Transportation Disadvantaged Service Plan Yes No
 - d. Grant Applications to TD Trust Fund Yes No
 - e. All other grant applications (100%) Yes No
2. Is the CTC in compliance with this section? Yes No

Comments: AOR submitted on 9/12/2025 (due 9/15) and approved by CTD on 11/6/2025. The MOA was not due for renewal in FY25. The TDSP acceptance is now sent to the MPO, who provides it to the CTD. All grant applications are submitted on time.

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

“Review all transportation operator contracts annually.”

1. What type of monitoring does the CTC perform on its operator(s) and how often is it conducted? *(Ask to see documentation of monitoring reports)*

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

The CTC performs an annual Compliance Review of the Contractor. Monitoring was completed in April 2026 for 2025 calendar year; documentation pending.

- a. Is a written report issued to the operator? Yes No
- b. If NO, how are the contractors notified of the results of the monitoring?

N/A

2. What type of monitoring does CTC perform on its coordination contractors and how often is it conducted? *(Ask to see documentation of monitoring reports)*

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

- a. Is a written report issued? Yes No
- b. If NO, how are the contractors notified of the results of the monitoring?

N/A

3. What action is taken if a contractor receives an unfavorable report?

A corrective action notice is a written notice to the CONTRACTOR that the CONTRACTOR is in breach of certain provisions of this agreement and that correction is required. Any corrective action notice will specify a reasonable time for the correction to be completed. If the COUNTY issues a corrective action notice, the Contractor shall report back within the prescribed timeframe with proof of the correction made. If no reply is received or the corrective action is not completed within the prescribed timeframe, contractual penalties may be assessed.

4. Is the CTC in compliance with this section? Yes No

Comments:

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.”

1. 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."

2. How is the CTC using public transportation services in the coordinated system?

N/A

Lake County offers fixed route service on 9 routes. Riders who are not eligible for TD services may use the fixed route.

3. Is there a goal for transferring passengers from paratransit to transit?

Yes No

- a. If YES, what is the goal?

5%; However, it is not possible to determine whether a paratransit trip has transitioned to the fixed-route service schedule solely from the available data. The Central Transportation Center (CTC) evaluates trips individually to identify candidates for transition to the LakeXpress fixed-route service.

- b. Is the CTC accomplishing the goal? Yes No

4. Is the CTC in compliance with this requirement? Yes No

Comments:

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.”

1. 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

- a. If Yes, describe the application review process.

The CTC drafts and reviews applications for the CTD Trip & Equipment Grant program, as well as the FDOT Section 5310 Capital and Operating Grant programs. The CTC submits the required information to the Transportation Disadvantaged Board (TDB) for review, ensuring compliance with CTD and FDOT requirements. Additionally, the CTC reviews Section 5310 funding applications submitted by Coordination Contractors to confirm adherence to FDOT requirements.

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

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

Yes No

2. Is the CTC in compliance with this section? Yes No

Comments:

12/2/2024 – CTD Shirley Conroy Rural Area Capital Assistance Grant Review (FY 2024–2025)

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.”

1. Review the QA section of the TDSP (ask CTC to explain):

The TDCB annually reviews the CTC with guidance from the Lake-Sumter MPO planning staff. The evaluation is conducted in accordance with the CTC Evaluation Workbook. The CTC Evaluation Subcommittee supports the evaluation and presents any findings and recommendations to the full TDCB. If there are deficiencies, the TDCB will recommend a timeline for corrective action and the CTC will provide a follow-up report.

2. What are the priorities for the TDTF trips?

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

3. 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.

The CTC is considering limiting personal/other trips, which was previously approved by the TDCB.

4. Is the CTC in compliance with this section? Yes No

Comments: None

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

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

Review the Operational section of the TDSP.

1. Hours of Service:

Pick up times for transportation disadvantaged services are from 5:00 am until 7:00 pm, Monday through Friday, except dialysis transportation, which is also provided on Saturdays.

2. Hours of Intake:

The Lake County Connection office and reservation hours are 8:00 am until 5:00 pm, Monday through Friday, excluding selected holidays.

3. Provisions for After Hours Reservations/Cancellations?

There are no after hours reservations for Transportation Disadvantaged. After hours reservations are taken for ADA on a Saturday and Sunday for Monday transportation services. Passengers (ADA) can also make their own reservations through portal online. The 24 hour notice requirement prevents reservations if not in window of advance notification through NOVUS software.

4. What is the minimum required notice for reservations?

There is a one (1) business day advance reservation requirement for Transportation Disadvantaged trips.

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

Fourteen days. Subscription service is also available.

6. Is the CTC in compliance with this section? Yes No

Comments:

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.”

1. 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.

2. Have any innovative WAGES transportation services been developed?

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.

3. Is the CTC in compliance with this section? Yes No

Comments:

Chapter 427 Findings and Recommendations

Findings

None

Recommendations

N/A

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

Compliance with 41-2.006(1), Minimum Insurance Compliance

“...ensure compliance with the minimum liability insurance \$100,000 per person and \$200,000 per incident...”

1. What are the minimum liability insurance requirements?

\$200,000 for any one person and \$300,000 per occurrence

2. What are the minimum liability insurance requirements in the operator and coordination contracts?

\$200,000 and \$300,000 per incident for coordination contractors. \$5,000,000 per occurrence for operator.

3. How much does the insurance cost (per operator)?

Table 6: Operator Insurance Cost

Operator	Insurance Cost
RATP Dev USA	\$345,636.90

4. Does the minimum liability insurance requirements exceed \$1 million per incident?

Yes No

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

5. Is the CTC in compliance with this section? Yes No

Comments: Insurance requirements for Operator contract reviewed and approved by Procurement, County Attorney’s Office, County Manager, and the Board of County Commissioners.

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: November 2024

Obtain a copy of this review. Review the last FDOT SSPP Compliance Review. If completed in over a year, or if the CTC has not monitored the operators, check drivers’ files at the operator’s site. Complete the table below, and note if any documents are not up to date. Each driver must have a completed and signed medical examination certificate dated within the past 24 months.

Table 7: Driver Requirement Chart

Driver Last Name	Driver License	Last Physical (Medical Exam Certificate)	CPR/1st Aid	Def. Driving	ADA Training	Other
Brown	Retired	N/A	N/A	N/A	N/A	
Tippett	Yes	6/7/2025*	N/A	Missing	Missing	
Fields	Yes	Missing**	N/A	Missing	Missing	
Hogle	Yes	12/8/2025*	N/A	12/5/21	12/16/21	
Wright	Yes	4/22/2025*	N/A	2/3/25	2/5/25	
Delgado	Yes	Missing**	N/A	Missing	Missing	
Shah	Yes	3/12/2026*	N/A	2/12/24	2/15/24	
Hudson	Yes	2/20/2025*	N/A	Missing	Missing	
Jones	Yes	11/10/2025*	N/A	Missing	Missing	
Colon	No longer employed	N/A	N/A	N/A	N/A	

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

*Could not be produced on site, but provided after **Was provided during last year’s evaluation

Is the CTC in compliance with this section? Yes No

Are the CTC contracted operators in compliance with this section?

Yes No

Comments: See findings

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...”

1. 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.

2. Date of last Drug & Alcohol Policy review: November 2024
3. Is the CTC in compliance with this section? Yes No

Comments:

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.

N/A contract rates for coordination contractors are \$0; they are all reimbursed by other agencies and there is no cost to the county.

Table 8: Cost [CTC and Coordination Contractor (CC)]

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

2. Do you have transportation alternatives? (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)

Yes No

Table 9: Cost [CTC and Transportation Alternative (Alt.)]

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

3. Is the CTC in compliance with this section? Yes No

Comments:

Rule 41-2 Findings and Recommendations

Findings

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

Of the eight (8) driver files that were reviewed during the site visit, all were missing physicals and only three (3) had documentation of defensive driver training and ADA training. The documentation of physicals was provided after the site visit for all but two (2) drivers. These two (2) drivers did have physicals on file last year, though one was outdated. Additionally, one driver file was missing a copy of the drivers license, though this was provided afterwards.

As a follow up to the site visit, the CTC noted that the Contractor's employee previously responsible for maintaining the training documentation is no longer with the organization, and the missing training documentation could not be located.

This is a repeat finding from last year.

Recommendations

1. If not already in place, the Operator should establish and implement a standard operating procedure to document completion of all required trainings and save documentation in driver files.
2. If not already in place, the Operator should establish and implement a standard operating procedure to regularly file required documentation in driver files.
3. The CTC should re-audit driver files and provide a status update to the TDCB within 90 days.

COMPLIANCE WITH 41-2, F.A.C.: COMMISSION STANDARDS

Compliance with Commission Standards

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

Review the TDSP for the Commission standards.

1. Local toll free phone number must be posted in all vehicles

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. The CTC goal is to have no more than one complaint per 1,000 total rides annually.

2. 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.

3. Passenger/Trip Database

A passenger/trip database must be maintained and accessible to the CTC on each rider being transported within the system. A separate database shall be maintained for special needs customers enrolled with Lake County Emergency Management.

4. Adequate seating

Adequate seating for paratransit services shall be provided to each rider and escort / personal care attendant (PCA), or child, and no more passengers than the registered passenger seating and standing capacity shall be scheduled or transported in a vehicle at any time.

5. Driver Identification

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.

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.

6. Passenger Assistance

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.

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.

7. Smoking, Eating and Drinking

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 medical necessity 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.

8. Two-way Communications

Lake County adheres to this rule and all Lake County Connection vehicles are equipped with two-way radios. Cell phones may need to be used when traveling outside the County.

9. 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.

10. Billing Requirements

All contract operator invoices shall be paid in accordance with the Prompt Payment Act.

Commission Standards Findings and Recommendations

Findings

None

Recommendations

N/A

COMPLIANCE WITH 41-2, F.A.C.: LOCAL STANDARDS

Compliance with Local Standards

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

Review the TDSP for the Local standards.

1. Transport of Escorts and dependent children policy

One Escort/Personal care attendant (PCA), or dependent children will be permitted to be transported at no additional fare. The CTC may allow additional family members to travel with a customer under unique circumstances if space is available.

2. 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 and installing the child restraint device. The driver will ensure that the child restraint device is properly installed.

3. Out-of-Service Area trips

The service area is all of Lake County. Medical trips are made to Gainesville, Orlando, Wildwood, and Oxford on Tuesdays and Thursdays. Transportation Disadvantaged Services will be provided into Sumter County as stated under Inter County Services. Other requests of out-of-service area trips shall be provided when approved by the sponsoring agency or CTC.

4. CPR/1st Aid

The Transportation Disadvantaged Coordinating Board (TDCB) has elected not to require CPR/First Aid training for drivers at this time.

Each vehicle must have a First Aid Kit on board when passengers are being transported.

5. Driver Criminal Background Screening

The CTC requires that criminal history background checks be completed on all paratransit drivers. The background check shall include an FBI Background Check, as well as a Florida Department of Law Enforcement (FDLE) Background Check, to meet the requirements of the federal Omnibus Act for the Agency for Persons with Disabilities, Florida DOEA, and a local criminal history check.

6. Rider Personal Property

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 limit of five (5) bags that do not exceed 20 pounds each. Passengers are responsible for and include wheelchairs, child seats, stretchers, secured oxygen, personal assistance devices or intravenous devices.

7. Advance reservation requirements

The CTC has established a one (1) day advance reservation requirement.

8. Pick-up Window

When calling to schedule a trip, the 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 the destination. The second estimated pick-up time will be one-half hour from which a passenger's destination has to their home. Each pick-up time has a one-hour window in which a passenger should be ready to board the vehicle. The caller must provide specific address locations for both trip legs; all pick-up and drop-off locations must be within the coordinated system and located in Lake County. Pick-up and drop-off addresses must be within the passenger's city of residence for life-sustaining medical, job training, or employment purposes. The travel time for customers may vary depending on the demand and distance. Trips may generally be scheduled up to fourteen (14) days in advance, and subscription service is also available to customers with recurring trip needs. The pick-up time is dependent upon the passenger's destination and the time of their appointment. A passenger will be picked up one hour before their appointment time (or earlier if needed to ensure timely arrival). The passenger is required to notify the CTC within 24 hours if they need to cancel a trip. No-shows or late cancellations may result in a temporary suspension of services.

Table 10: CTC Standards and Performance

<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	5%	5%	Yes
On-time performance	92%	81%	No
Passenger No-shows	4%	4%	Yes
Accidents	1/100,000 or 0.001%	0.0006%	Yes
Roadcalls <i>Average age of fleet: <u>7.45</u></i>	0.006%	0.002%	Yes
Complaints <i>Number filed: <u>27</u></i>	1/1,000	1/2,825	Yes
Call-Hold Time	3 minutes	40 seconds	Yes

Comments:

Local Standards Findings and Recommendations

Findings

The goal for on-time performance is 92% and the CTC's average on-time performance for FY25 was 81%. Therefore, the CTC is not meeting the standard for on-time performance. The CTC is working with the Operator to address the issue.

Recommendations

Continue to optimize scheduling and routing to improve on-time performance.

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

Review copies of the public information provided.

1. Does public information state that accessible formats are available upon request?
 Yes No

2. Are accessible formats on the shelf? Yes No
 - a. If not, what arrangements are in place to have material produced in a timely fashion upon request?

3. Do you have TTY equipment or utilize the Florida Relay System?
 Yes No

4. 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.

5. Do current policies comply with ADA provision of service requirements regarding the following:

Provision of Service	Training Provided	Written Policy	Neither
Accommodating Mobility Aids (49 CFR Sec. 37 Appendix D)	Yes	Yes	
Accommodating Life Support Systems (O ₂ Tanks, IV's...) (49 CFR Sec. 37.167)		Yes	
Passenger Restraint Policies (49 CFR Sec. 37.165)		Yes	
Standee Policies (persons standing on the lift) (49 CFR Sec. 37.165)		Yes	
Driver Assistance Requirements (49 CFR Sec. 37.165)		Yes	
Personal Care Attendant Policies (49 CFR Sec. 37.123)	Yes	Yes	
Service Animal Policies (49 CFR Sec. 37.167)		Yes	
Transfer Policies (From mobility device to a seat) (49 CFR Sec. 37.165)		Yes	
Equipment Operation (Lift and securement procedures) (49 CFR Sec. 37.165)	Yes	Yes	
Passenger Sensitivity/Disability Awareness Training for Drivers (49 CFR Sec. 37.173)	Yes		

Inspect facilities where services are provided to the public (eligibility determination, ticket/coupon sales, etc...).

6. Is a ramp provided? Yes No
7. Are the bathrooms accessible? Yes No

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.

Bus and Van Specification Checklist

Name of Provider: N/A; no ADA accessible vehicles purchased after 1992 with private funding

Vehicle Number (either VIN or provider fleet number):

Type of Vehicle: Minivan Van Bus (>22')
 Minibus (<= 22') Minibus (>22')

Person Conducting Review:

Date:

Review the owner's manual, check the stickers, or ask the driver the following:

- The lift must have a weight limit of at least 600 pounds.
- The lift must be equipped with an emergency back-up system (in case of loss of power to vehicle). Is the pole present?
- The lift must be "interlocked" with the brakes, transmission, or the door, so the lift will not move unless the interlock is engaged. Ensure the interlock is working correctly.

Have the driver lower the lift to the ground:

- Controls to operate the lift must require constant pressure.
- Controls must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.
- Sufficient lighting shall be provided in the step well or doorway next to the driver, and illuminate the street surface around the lift, the lighting should activate when the door/lift is in motion. Turn light switch on, to ensure lighting is working properly.

Once the lift is on the ground, review the following:

- Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- Side barriers must be at least 1 ½ inches high.
- The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- The platform must be slip-resistant.
- Gaps between the platform and any barrier must be no more than 5/8 of an inch.

- The lift must have two handrails.
- The handrails must be 30-38 inches above the platform surface.
- The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.
- If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long.
- Lifts may be marked to identify the preferred standing position (suggested, not required)

Have the driver bring the lift up to the fully raised position (but not stowed):

- When in the fully raised position, the platform surface must be horizontally within 5/8 inch of the floor of the vehicle.
- The platform must not deflect more than 3 degrees in any direction. To test this, stand on the edge of the platform and carefully jump up and down to see how far the lift sways.
- The lift must be designed to allow boarding in either direction.

While inside the vehicle:

- Each securement system must have a clear floor area of 30 inches wide by 48 inches long.
- The securement system must accommodate all common wheelchairs and mobility aids.
- The securement system must keep mobility aids from moving no more than 2 inches in any direction.
- A seat belt and shoulder harness must be provided for each securement position, and must be separate from the security system of the mobility aid.

Vehicles under 22 feet must have:

- One securement system that can be either forward or rear-facing.

- Overhead clearance must be at least 56 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

Vehicles over 22 feet must have:

- Must have 2 securement systems, and one must be forward-facing, the other can be either forward or rear-facing.
- Overhead clearance must be at least 68 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.
- Aisles, steps, and floor areas must be slip resistant.
- Steps or boarding edges of lift platforms must have a band of color which contrasts with the step/floor surface.

Equivalent Level of Service

Table 11: 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	41	41	Lake County, out of area medical trips provided to select areas
Coordination Contractors	44	11	Lake County

- Based on the information in Table 10, does it appear that individuals requiring the use of accessible vehicles have equal service?

Yes No

Comments:

ADA Compliance Findings and Recommendations

Findings

None

Recommendations

N/A

GRANT QUESTIONS

The following questions relate to items specifically addressed in the FY 2025/2026 Trip and Equipment Grant.

1. 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 2021-2025)

Yes No

2. 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 2021-2025)

Yes No

N/A; no fatalities

3. 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 2021-2025)

Yes No

Comments:

STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

Date Of Last Review: Feb-May 2025

Status Report Dated: February 2026

1. CTD Recommendation:

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 was able to provide 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.

a. CTC Response:

CTC continues to communicate with the new General Manager the importance of recordkeeping and organized filing practices. The CTC will conduct its annual monitoring review of RATP Dev on April 16, 2026.

b. Current Status:

Resolved, but repeat finding this year

2. CTD Recommendation:

Several of the survey comments pointed to a desire for improved customer experience, with one survey respondent noting that he called to report an issue with his trip and never received a follow up call. After discussing this with the CTC, it seems that the respondent reached out to the Operator, and the CTC only interacted with this individual after it was brought to their attention through the survey. The CTC evaluation Subcommittee recognizes that the CTC provides a number of ways for customers to provide feedback or make complaints and therefore suggests that the CTC assess whether the complaint procedures could be more clearly communicated to the public to ensure a shared understanding of how complaints will be handled.

a. CTC Response:

Last year, RATP Dev appointed a new General Manager who has made significant strides in improving employee morale and strengthening communication between staff and passengers. The General Manager has personally met with several passengers to identify opportunities for service

improvements. As a result, customer satisfaction has increased, and customer complaints have declined. Any complaints received by the CTC or the contractor are addressed promptly and responded to in a timely manner.

b. Current Status:

Resolved

3. CTD Recommendation:

a. CTC Response:

b. Current Status:

4. CTD Recommendation:

a. CTC Response:

b. Current Status:

5. CTD Recommendation:

a. CTC Response:

b. Current Status:

6. CTD Recommendation:

a. CTC Response:

b. Current Status:

ON-SITE OBSERVATION OF THE SYSTEM

Ride a vehicle within the coordinated system. Request a copy of the manifest page that contains this trip.

See **Appendix B: Observational Rides** for completed forms

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

- Ambulatory:
- Non-Ambulatory:

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 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:

County:

Date of Ride:

Table 12: Number of Riders to Survey

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

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

Note: Attach the manifest

RIDER/BENEFICIARY SURVEY

See **Appendix C: Rider Survey Results** for completed surveys

Staff making call: _____ County: _____

Date of Call: _____ Funding Source: _____

1) Did you receive transportation service on Yes No

2) Where you charged an amount in addition to the co-payment? If so, how much?

Yes No

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 Reservations - specify length of wait

Vehicle condition 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

County: Lake

Contractor name (optional):

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

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: N/A

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?

Comments:

LEVEL OF COST WORKSHEET 1

Insert Cost page from the AOR.

CTC Expense Sources

County: Lake

CTC Complete
Status:

CTC Organization: Lake County Board
of County
Commissioners

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

CTD Complete
Status:

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

LEVEL OF COMPETITION WORKSHEET 2

1. Inventory of Transportation Operators in the Service Area

Table 13: Inventory of Transportation Operators in the Service Area

Type of Operator	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit		5	63,204	47%
Private For-Profit		2	5,041	4%
Government		0	0	0%
Public Transit Agency		1	66,005	49%
Total		8	134,250	100%

2. How many of the operators are coordination contractors?

7

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

0

a. Does the CTC have the ability to expand?

Yes

4. Indicate the date the latest transportation operator was brought into the system.

April 26, 2022

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?

Low bid

Requests for qualifications

Negotiation only

Requests for proposals

Requests for interested parties

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

Requests for proposals

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

Capabilities of operator

Age of company

Previous experience

Management

Qualifications of staff

Resources

Economies of Scale

Contract Monitoring

Reporting Capabilities

Financial Strength

Performance Bond

Responsiveness to Solicitation

Scope of Work

Safety Program

Capacity

Training Program

Insurance

Accident History

Quality

- Community Knowledge
- Cost of the Contracting Process
- Price
- Distribution of Costs
- Other: (list)

9. 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

a. How many responded?

4

b. The request for bids/proposals was distributed:

i. Locally?

ii. Statewide?

iii. Nationally?

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

Yes. When the county went out for bid other provisions were included (maintenance and fuel).

LEVEL OF AVAILABILITY (COORDINATION) WORKSHEET 3

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

Work with the transportation brokers to keep the coordinated system intact.

Explore other state and federal agencies for the possibility of coordinating their transportation services.

2. 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.

3. 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.

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

Lake County provides transportation services under several different funding sources which are available to anyone who meets the qualifications for these respective sponsoring agency or program. Transportation Disadvantaged services are based upon Chapter 427, Florida Statutes. Applicants must first have no other means of transportation available to them (including LakeXpress fixed route bus service) and meet at least one of the following criteria: age 60 or older; have a recognized disability verified by an acceptable medical professional; or have an annual gross household income that does not exceed 200 percent of the Department of Health and Human Services poverty guidelines.

The Transportation Disadvantaged program is intended for those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in FS 411.202.

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

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 call demands it may not always be possible to reach a reservationist on the first call.

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 for your trip, this request may be granted.

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 5:00 a.m. to 8:00 p.m.

6. 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.

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

Novus software is used to coordinate trips and develop efficient trip routing

8. 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.

9. 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 Novus 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.

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

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

11. 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. 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.

12. 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 get back on schedule.

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

Through the Novus software system. All trips are identified by funding source. For example: TD, FDOT, DOEA, ADA, 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.

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

Through the scheduling software Novus. 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 Novus and

each funding partner is invoiced by our contract. Reimbursements are mailed or wire transferred to Board Finance.

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

Information is reported by the operator to CTC. CTC examines and compiles the information prior to preparing the monthly reports for the TDCB, NTD, and other sources. Staff also compile 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 CTD by September 15th annually.

16. 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 41 county owned paratransit vehicles. RATP Dev provides the trips, fuel, and maintenance on all Office of Transit Services vehicles. Fuel consumption and miles traveled are monitored by the Office of Transit Services.

17. 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 county wide 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.

18. 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 7 Coordination Contractors.

APPENDICES

Appendix A: Complaint Process

NON-STRANDED PROCEDURE

CTC Standard: Under no circumstance will the CTC leave a customer stranded at a location. If a customer does not return home by the normal time, immediately contact Lake County Connection at (352) 741-2612.

SCHEDULING AND CANCELLING TRIPS

CTC Standard: If a customer is in the care of a guardian and does not have the physical or cognitive capabilities to schedule or cancel their trips, their guardian must notify the operator of those concerns when the customers sign up for service.

4.1.13 LOCAL COMPLAINT AND GRIEVANCE PROCEDURE/PROCESS

4.1.13.1 CTC Complaint Process

A complaint is defined as any customer concern involving timeliness, vehicle condition, quality of service, personal behavior and other operational policies should be considered a complaint and should be addressed by the appropriate personnel.

Any complaint, verbal or written, should be researched to determine its validity. The resolution to complaints will vary depending on each situation. Some complaints can be resolved while speaking with the customer and others will require research to be resolved.

For any complaint received directly by the CTC, the complaint follow-up shall be handled in the following manner:

1. Complaint forms shall be completed.
2. The CTC staff shall notify the operator of the complaint by phone, scheduling software, e-mail, or fax to start an investigation into the complaint. When a complaint is made by phone, a written report shall also be sent.
3. On any written complaint or voice mail complaint received, a verbal acknowledgment will be made within 24 hours to the customer to inform the person that their complaint is being investigated.
4. Further, a written record of the complaint will describe and explain the remedial action taken within three (3) days of the date that the complaint was received and mailed to the customer. Within five (5) 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. The customer will be informed of their right to contact the TD Ombudsman hotline at (800) 983-2435 if they are not satisfied with the resolution of the complaint.
5. At the discretion of the CTC and depending on the severity of the complaint, a verbal response may replace the written response, but the complaint will still be documented in the Monthly Report.
6. Complaints that are considered "HOT" shall be responded to within 24 hours. Hot complaints are addressed in the contract with the operator.

7. For any complaint received directly by the operator, the operator 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 after receipt of the complaint.

It is important to note that in addition to a timely follow-up and resolution to a complaint, it is also imperative that the problem that caused the complaint is eliminated.

The operator shall provide the CTC with a list of all such complaints monthly, along with the resolutions of the complaints.

4.1.13.2 Grievance Procedures

Customers, agencies, transportation operators, potential users of the system, and the CTC may file a formal grievance to document any concerns or an unresolved service complaint regarding the operation or administration of the TD program and/or ADA services by the transportation operator, CTC, MPO, or TDCB. The current approved Grievance Procedures are included in Appendix K: Lake County TDCB Grievance Procedures.

4.1.14 COMMUNITY TRANSPORTATION COORDINATOR MONITORING PROCEDURES OF OPERATORS AND COORDINATION CONTRACTORS

4.1.14.1 Operator Monitoring

Lake County Transit annually reviews all contractors. As part of the review, LCT staff provides operators with a written letter, a proposed inspection date and a checklist of requested documents, which include employee files, compliance files, and employee training courses. Following the review, Lake County Transit provides the operator with a report, who then has 30 days to respond and provide proof that any deficiencies have been remedied.

4.1.14.2 Coordination Contractor Monitoring and Evaluation Criteria

Each coordination contractor is evaluated on an annual basis, similar to the annual review for operators. At a minimum, the review consists of the following items:

- A quarterly year-to-date operating report (from the Annual Operating Report) detailing demographic, operational and financial data regarding coordination activities in the designated service area. The report includes the following information:
 - » Number of unduplicated passengers.
 - » Number of vehicle miles while operating under the coordinated system.
 - » Number of revenue miles.
 - » Types of passengers transported (i.e., wheelchair, elderly, low income).
 - » Trip purpose (i.e., medical, nutritional, employment and educational).
 - » Total dollars billed while operating under the coordinated system.
 - » Total accidents and road calls.



Lake County Office of Transit Services Complaint Form

Office of Transit Services
P.O. Box 7800
Tavares, FL 32778-7800

Operation Hours: 8 am to 5 pm
Monday – Friday

INTRODUCTION (Please type or print your information clearly)

Lake County Office of Transit Services is committed to providing safe and reliable Transit options within Lake County. Customers of Lake County Connection or LakeXpress are a fundamental aspect of our business and as such, their feedback is crucial to the growth and development Lake County's transportation services.

The Lake County Office of Transit Services Customer Complaint Policy has been established to ensure that passengers have an easy and accessible way to provide feedback to Lake County Office Transit Services regarding complaints, comments, suggestions, or concerns. A complaint form is available upon request.

All incident-related complaints must be filed within 180 days from the date of the incident. Feedback sent via e-mail, mail, or fax will receive a response within ten business days.

PART 1 – GENERAL INFORMATION – TYPE Check One – ADA Title VI EEO DBE Other
See next page for definitions

Name:

Address:

City:

State: FL

Zip

Telephone:

Mobile:

Fax:

Transit Service – Check all that applies:

LakeXpress:

Lake County Connection:

Is the reason for this complaint related to an employee? Yes No If so, please complete the following:

Employee:

Route:

Incident Date, Time & Location:

Would you like a return call? Yes No

Is the basis of this complaint based on a protected Civil Rights Class, if so what type? (Check all that apply)

Race Color National Origin Creed Sex Sexual Orientation Military Status

Honorably Discharged Veteran The Presence of any Sensory, Mental, or Physical Disability

Use of trained Guide Dog or Service Animal by a Person with a Disability

Please describe the nature of the complaint or the events that took place:

PART II - CERTIFICATION

I certify that the information on this form and any attachments are true and correct to the best of my knowledge.

Complainant's Signature

Date

If you are not satisfied with the final outcome, you have the right to file a complaint for appeal with one of the following organizations: Lake Sumter Metropolitan Planning Organization, Florida Commission for the Transportation Disadvantaged, Florida Department of Transportation or Federal Transit Administration

For Administrative Use Only:			
INVESTIGATION RESULTS:			
<u>ACTION TAKEN:</u>			
Investigated By:	Driver/Employee:	Vehicle No.	Date of Response:
_____	_____	_____	_____
Valid/Invalid:	Driver Counseled:	Response By:	
_____	_____	_____	
Date Logged:	Disciplinary Action:	Response Type:	
_____	_____	_____	
(Phone, fax, reported.)			
COMPLAINANT NOTIFIED BY TELEPHONE BY:		DATE:	TIME:
_____		_____	_____
COMMENTS:			

Definitions:

- [Americans with Disabilities Act \(ADA\)](#): prohibits discrimination based on disability
- [Title VI](#): prohibits discrimination based on race, color, or national origin
- [Equal Employment Opportunity \(EEO\)](#): prohibits discrimination toward an employee or job applicant based on race, color, religion, national origin, sex, age or disability. FTA investigates systemic charges of discrimination involving a transit agency's employment policies and practices. All individual complaints of discrimination must go to the [Equal Employment Opportunity Commission \(EEOC\)](#).
- [Disadvantaged Business Enterprise \(DBE\)](#): requires FTA funding recipients to comply with the DBE regulations (49 CFR Part 26).

Appendix B: Observational Rides

#1

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, February 23, 2026 8:23:54 PM
Last Modified: Tuesday, February 24, 2026 7:38:47 AM
Time Spent: 11:14:52
IP Address: 174.228.163.199

Page 1

Q1

Name:

Jesse Blouin

Q2

Date / Time

02/24/2026 07:37 AM

Date of Observation:

Q3

Respondent skipped this question

Please list any special guests that were present:

Q4

Pick-up and drop off location:

Waterman Hospital to home

Q5

Number of passengers picked up and dropped off

Non-ambulatory

1

Q6

Yes, they were on time for all pick-ups

Was the driver on time (within one hour of the rider's pick up time)?

Q7

Yes

Did the driver provide any assistance?

Q8 Was the driver wearing any identification?	Uniform, Name Tag, ID Badge
Q9 Did the driver render an appropriate greeting?	Yes
Q10 If the CTC has a policy on seatbelts, did the driver ensure the passengers were properly belted?	Yes
Q11 Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?	Yes
Q12 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
Q13 Does the vehicle have working heat and air conditioning?	Yes
Q14 Does the vehicle have two-way communications in good working order?	Yes
Q15 If used, was the lift/ramp in good working order?	Yes
Q16 Was there safe and appropriate seating for all passengers?	Yes
Q17 Did the driver properly use the lift and secure the passenger?	Yes

Q18

Please share any other comments you have below:

Great helpful job!

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, February 25, 2026 4:42:57 PM
Last Modified: Wednesday, February 25, 2026 4:51:40 PM
Time Spent: 00:08:42
IP Address: 156.75.252.6

Page 1

Q1

Name:

Jamie Ledgerwood

Q2

Date / Time

02/25/2026 11:15 AM

Date of Observation:

Q3

Please list any special guests that were present:

N/A

Q4

Pick-up and drop off location:

Lake County Connect Office

Q5

Number of passengers picked up and dropped off

Ambulatory	1
Total	1

Q6

Yes, they were on time for all pick-ups

Was the driver on time (within one hour of the rider's pick up time)?

Q7 Did the driver provide any assistance?	Yes, Additional comments:: Malik Wright arrived at the client's house, went to her door, assisted her with her cane as she stepped into the bus as well as when she got off and walked her to the door of the doctor's office.
Q8 Was the driver wearing any identification?	Uniform, Name Tag, ID Badge
Q9 Did the driver render an appropriate greeting?	Yes
Q10 If the CTC has a policy on seatbelts, did the driver ensure the passengers were properly belted?	Yes
Q11 Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?	Yes
Q12 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
Q13 Does the vehicle have working heat and air conditioning?	Yes, Additional comments:: It was a cool day, so Malik asked if the passengers were comfortable with or without the heat/air on and we preferred neither and he obliged.
Q14 Does the vehicle have two-way communications in good working order?	Yes
Q15 If used, was the lift/ramp in good working order?	Not applicable

Q16

Yes

Was there safe and appropriate seating for all passengers?

Q17

Not applicable

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

Q18

Please share any other comments you have below:

Malik was very courteous and professional driver.

#3

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, February 26, 2026 9:11:16 AM
Last Modified: Thursday, February 26, 2026 10:00:52 AM
Time Spent: 00:49:36
IP Address: 140.248.44.202

Page 1

Q1

Name:

Cade Gerks

Q2

Date / Time

02/26/2026 08:00 AM

Date of Observation:

Q3

Please list any special guests that were present:

Driver Nadir

Q4

Pick-up and drop off location:

560 E. Burleigh Blvd, Tavares FL

Q5

Number of passengers picked up and dropped off

Ambulatory	4
Non-ambulatory	1
Total	5

Q6

Yes, they were on time for all pick-ups

Was the driver on time (within one hour of the rider's pick up time)?

<p>Q7</p> <p>Did the driver provide any assistance?</p>	<p>Yes</p>
<p>Q8</p> <p>Was the driver wearing any identification?</p>	<p>Uniform, Name Tag, ID Badge, Additional comments:: Safety vest</p>
<p>Q9</p> <p>Did the driver render an appropriate greeting?</p>	<p>Driver regularly transports the rider, not necessary</p>
<p>Q10</p> <p>If the CTC has a policy on seatbelts, did the driver ensure the passengers were properly belted?</p>	<p>Yes</p>
<p>Q11</p> <p>Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?</p>	<p>Yes</p>
<p>Q12</p> <p>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?</p>	<p>Yes</p>
<p>Q13</p> <p>Does the vehicle have working heat and air conditioning?</p>	<p>Yes</p>
<p>Q14</p> <p>Does the vehicle have two-way communications in good working order?</p>	<p>Yes</p>
<p>Q15</p> <p>If used, was the lift/ramp in good working order?</p>	<p>Yes</p>
<p>Q16</p> <p>Was there safe and appropriate seating for all passengers?</p>	<p>Yes</p>

Q17

Yes

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

Q18

Respondent skipped this question

Please share any other comments you have below:

Appendix C: Rider Survey Results

Annual Lake County Connection Transportation Disadvantaged Rider Survey

Summary and Key Themes

General

- 48 people took the survey, a 200% increase from last year
- 42 respondents were riders and 5 were caretakers or personal care attendants (PCAs) responding on behalf of a rider
- 6 respondents were disqualified; 1 because they were not a rider or caretaker and 5 because it had been more than a year since they used the service; disqualified respondents were shown a message directing them to other ways to provide feedback. 1 respondent did not answer beyond the first question.
- The majority of respondents are frequent riders (more than once a week)

Strengths

- Riders are generally satisfied with Lake County's service overall.
 - 37 of the 39 respondents (95%) report being satisfied or very satisfied with service overall.
- Riders are most satisfied with Lake County's bus drivers.
 - **Driving Behavior:** 31 respondents are very satisfied and 9 are satisfied.
 - **Interactions with Bus Drivers:** 30 respondents are very satisfied and 9 are satisfied.
- Comments reflecting satisfaction with service are summarized below.

Bus Drivers

- Frequently described as kind, caring, and the best part of the service. Several drivers are praised by name.

Rider Quotes

- ✓ *"They [are the] best part of this company. They are fabulous."*
- ✓ *"They are very helpful, knowledgeable, kind and caring."*
- ✓ *"I have to say you do have quite a bit of drivers that are awesome! Kind, caring, Nice to talk to."*

- ✓ *“Jesse is the best driver we have ever had....everyone should be modeled after him...one of the nicest people we have ever had the pleasure to meet.”*
- ✓ *“They take extra care to make sure I am safely secured and they drive with awareness to help make ride smoother when there are bumpy situations.”*

Recent Improvements

- Some riders note improvements since mid-2025, including 30-minute pickup windows, automated calls/texts, and better scheduling consistency for certain trips.
- Riders who can access online scheduling report improved experiences.

Rider Quotes

- ✓ *“Since June 2025, scheduling has improved tremendously. The automatic phone calls and text messages are very helpful in having me ready for the bus on time. Having the 30-minute pickup window is by far the best improvement!”*
- ✓ *“I have to say I really do like the online [reservations].”*
- ✓ *“Changes [to reservations] improved experience. Receiving a call the night before facilitates experience.”*
- ✓ *“The time of pick up and drop off so far are getting better.”*

Opportunities

- Riders are most dissatisfied with timeliness for pickups, followed by communication about service changes.
 - **Timeliness for pickups:** 3 respondents are very dissatisfied and 5 respondents are dissatisfied.
 - **Communication about changes to service:** 2 respondents are very dissatisfied and 4 respondents are dissatisfied.
- Across all questions, an average of 2% of respondents report being very dissatisfied and 3% report being dissatisfied. No respondents report being very dissatisfied or dissatisfied with service overall.
- Despite being generally satisfied with service, many respondents identified areas for improvement in their comments; these are reflected below.

Timeliness & Reliability

- One respondent describes early drop-offs for dialysis resulting in long wait times in the lobby.
- Multiple riders mention late pickups, missed return trips, and inconsistent real-time updates.
- Some riders complain about the routing of the service and having to drive past their drop off location before looping back to drop them off.

Rider Quotes

- ✓ *“They rarely arrive within the window then they arrive early or late. Update about the status of the ride is inaccurate. It's the worst part of the service.”*
- ✓ *“Whoever changed the early morning pick ups to be late like they are now doesn't make sense and it causes a lot of trouble at the dialysis center.”*
- ✓ *“Most of my afternoon rides are an hour to an hour and a half over my time window.”*
- ✓ *“One night I was on bus for 1 1/2 hrs to go home 7 miles from dialysis center.”*
- ✓ *“Inconsistent. Sometimes the route is direct but other times it is very odd. They often drive by his drop off location and go to the next scheduled stop and then return to his location.”*
- ✓ *“It depends sometimes it's a hit or miss trying to get somewhere on time.”*

Application Process & Accessibility

- Several riders object to regular recertification for people with permanent disabilities.
- Some riders note that the application is too long and not accessible for blind/low-vision riders, making them reliant on receiving help from someone else to complete the application to become or remain eligible for services.

Rider Quotes

- ✓ *“Once blind always blind, why do I have to be approved yearly?”*
- ✓ *“The application is not compliant with ADA guidelines for a person who is blind.”*
- ✓ *“Too long, especially for blind patient.”*

Payment Methods

- Reliance on exact cash or prepaid tickets is described as outdated and burdensome.
- Multiple riders show a strong support for an option for electronic fare systems (e.g., prepaid accounts, card or mobile payments).
- One rider notes confusion about payment options, stating that they were told they could purchase tickets at the library but library staff didn't know anything about the tickets.

Rider Quotes

- ✓ *“Behind the time by 30 years. Exact change or pre purchased tickets.”*
- ✓ *“For an individual that works and depends on LCC to get back and forth to work the payment system is very difficult to navigate... A more convenient method for payment needs to be put in place to make transit simpler to ride.”*
- ✓ *“I enjoy the ease of the prepaid tickets. It would be even easier to have a prepaid account, maybe even have option to auto replenish.”*

Driver Assistance

- The majority of riders report being very satisfied with bus drivers, but several riders note that assistance from drivers can be inconsistent.

Rider Quotes

- ✓ *“Aid from the driver is inconsistent.”*
- ✓ *“Drivers don't get out of the bus when you are getting on or off. Drivers are not introducing themselves when a low vision or blind passenger is boarding the bus.”*

Communication

- Riders report little or no notification of service changes.
- Printed notices are ineffective for riders with print disabilities; riders request texts and email notifications.

Rider Quotes

- ✓ *“Severe lack of communication.”*
- ✓ *“Would have like to receive an email to be more aware about the recent changes. Jill Brown does a very good job communicating changes with the resources she is given.”*
- ✓ *“My opinion is that they should be more open about the changes before they take place. This way it gives us time to adjust as well.”*
- ✓ *“LCC does not account for persons who are low vision or blind. You can not post a flier up in print in the van and expect for persons with print disability to know what notices are posted. It would be helpful if a text message went out about notices or changes maybe also an email.”*

Reservationists

- Riders have mixed experiences with reservationists; some reports of rudeness, long hold times, and inconsistent rule knowledge.

Rider Quotes

- ✓ *“Some are friendlier than others. The call takers don't know all the rules. Management doesn't communicate all the rules. They have to ask to speak to manager to have their request approved.”*
- ✓ *“It would be better if e-mailing would be an option. It would be great if the reservation window was more than 14 days since medical appointment are sent out months away.”*
- ✓ *“Easy to get to, friendly and courteous.”*
- ✓ *“They are either on the line with someone, or they don't answer the phone and I have several different numbers. They also put you on hold and don't come back to the phone.”*

Summary

Strengths

- Drivers are repeatedly identified as the strongest asset of the system, with many riders describing them as caring, professional, and attentive.
- Some riders note recent improvements in scheduling practices, including narrower pickup windows and the use of automated calls or text notifications.
- Riders who are able to access online tools report improved reservation experiences.

Areas for Improvement

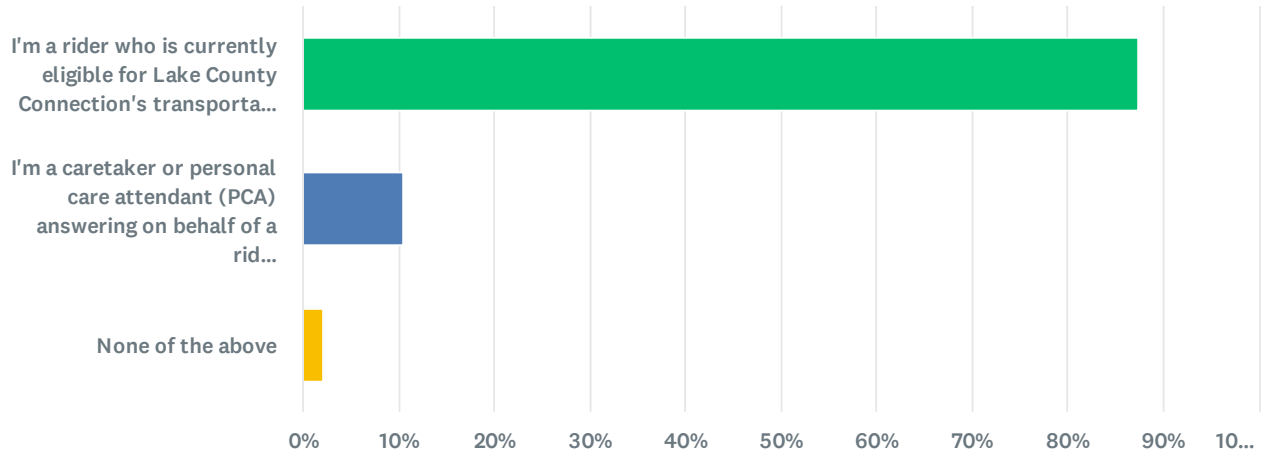
- Timeliness and reliability are the most significant issues, including early and late drop-offs and pickups. Dialysis trips are a concern for multiple riders due to arriving exceedingly early or late to appointments.
- Riders with permanent disabilities, particularly those who are blind or have low vision, report that the eligibility and recertification processes are burdensome and not fully accessible.
- The payment system is described as outdated, with rider support for electronic or prepaid fare options.
- Communication about service changes is reported as inconsistent, with printed notices cited as ineffective for riders with visual impairments. Riders request greater use of text and email notifications.
- Though riders are overwhelmingly satisfied with their experiences with bus drivers, some note that assistance from bus drivers can be inconsistent.
- Some riders cite issues with the customer service they receive from reservationists.

Overall Findings

Riders are satisfied overall with Lake County's TD service, though many express specific concerns they would like to see improved. While riders express strong appreciation for drivers, recurring concerns were identified related to timeliness for pickups and communication about changes to service.

Q1 How do you use Lake County Connection's transportation disadvantaged services?

Answered: 48 Skipped: 0



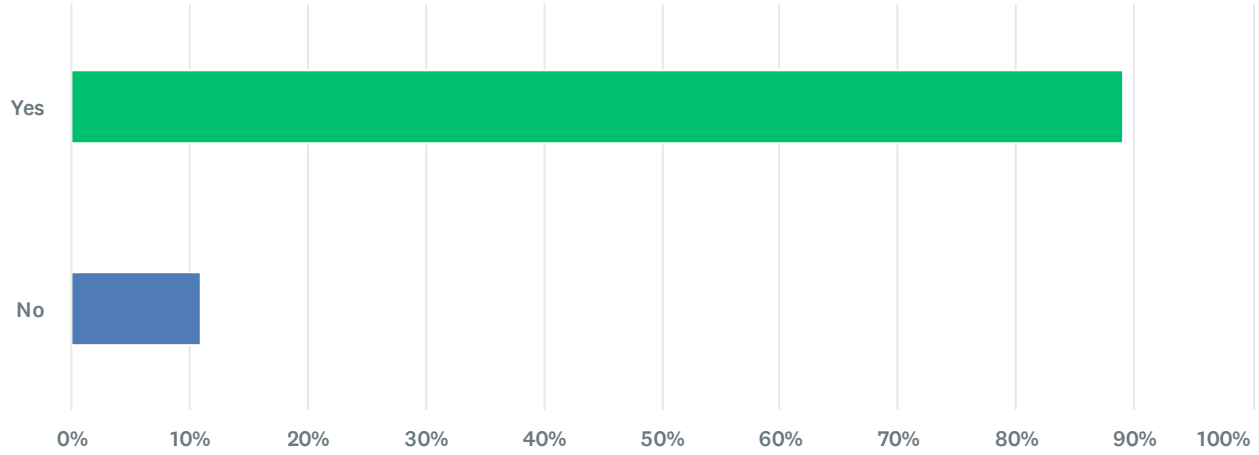
Answer Choices	Percentage	Responses
● I'm a rider who is currently eligible for Lake County Connection's transportation services	87.50%	42
● I'm a caretaker or personal care attendant (PCA) answering on behalf of a rider who is currently eligible for Lake County Connection's transportation services	10.42%	5
● None of the above	2.08%	1
Show comments		
Total		48

Annual Lake County Connection Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	ADA route only	2/19/2026 11:43 AM

Q2 Have you used Lake County Connection's transportation disadvantaged services within the past year?

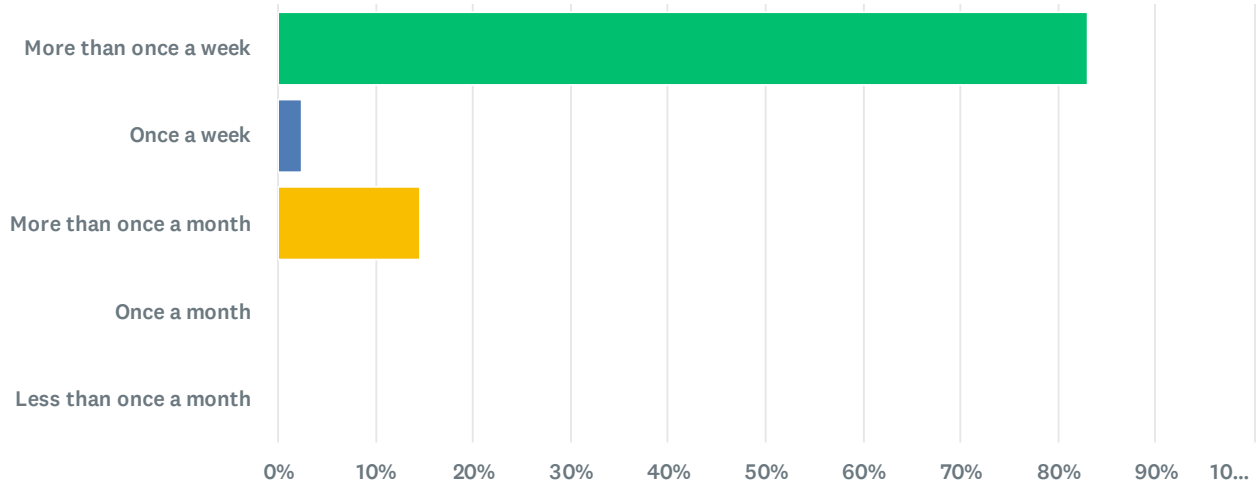
Answered: 46 Skipped: 2



Answer Choices	Percentage	Responses
● Yes	89.13%	41
● No	10.87%	5
Total		46

Q3 How often do you normally use Lake County Connection's transportation disadvantaged services?

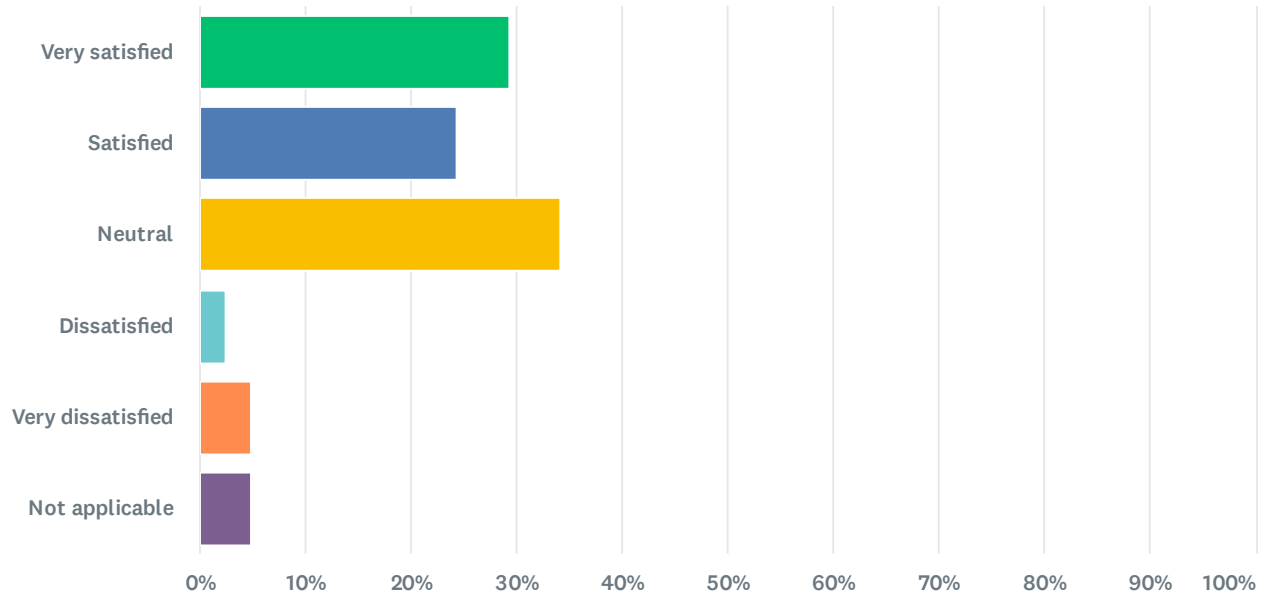
Answered: 41 Skipped: 7



Answer Choices	Percentage	Responses
● More than once a week	82.93%	34
● Once a week	2.44%	1
● More than once a month	14.63%	6
● Once a month	0%	0
● Less than once a month	0%	0
Total		41

Q4 How satisfied are you with the Lake County Connection transportation disadvantaged eligibility application and renewal process?

Answered: 41 Skipped: 7



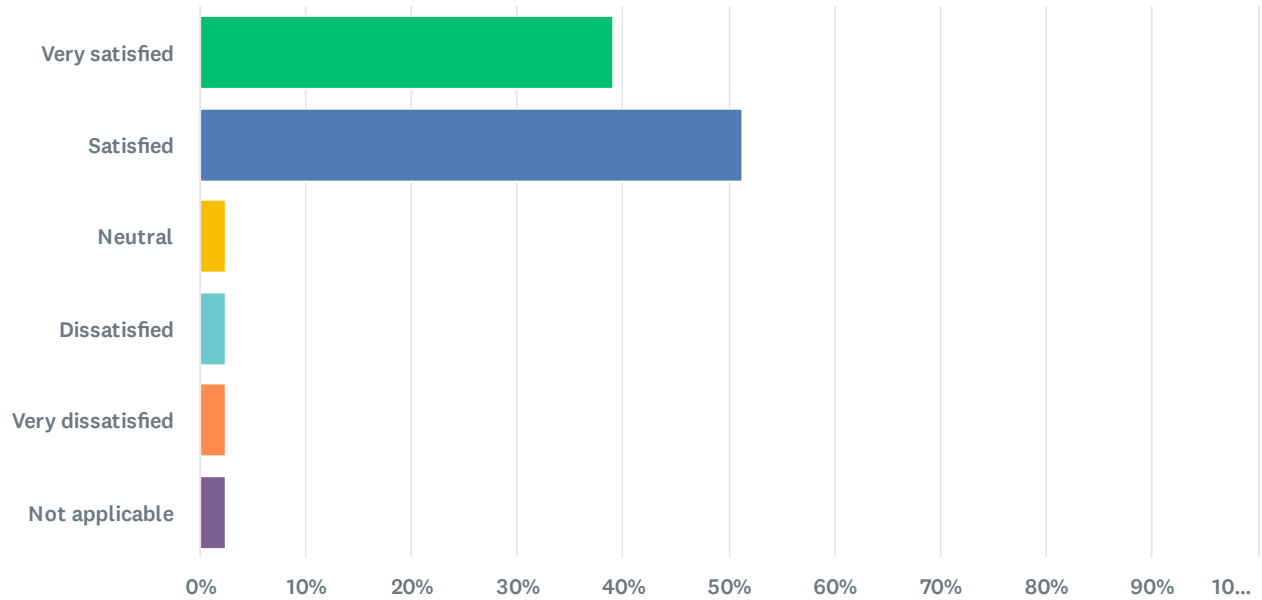
Answer Choices	Percentage	Responses
● Very satisfied	29.27%	12
● Satisfied	24.39%	10
● Neutral	34.15%	14
● Dissatisfied	2.44%	1
● Very dissatisfied	4.88%	2
● Not applicable	4.88%	2
Show comments		
Total		41

Annual Lake County Connection Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	Once blind always blind, why do I have to be approved yearly. Can't they approve for life? Why not do it like Social Security?	3/6/2026 3:45 PM
2	Too long, especially for blind patient.	3/6/2026 3:14 PM
3	I can't go anywhere outside of docs office, Pharmacies, labworks to be done ,grocery stores. I'm unable to go to other stores where I can purchase specific groceries and hygiene items	2/28/2026 4:55 PM
4	Helped by daughter	2/26/2026 9:53 AM
5	The application is not compliant with ADA guidelines for a person who is blind. As it stands now a person who is low vision or blind has to have a family member, friend, or schedule a time with LCC - Lake Connection Staff to fill out the needed application to remain or become eligible to ride. Additionally, LCC makes the reeligibility process a hardship to complete. It is my opinion if a person's disability has not changed nor does their financial status change a verbal process could take place.	2/26/2026 9:34 AM
6	I wasn't able to meet the financial criteria for TD transportation.	2/19/2026 11:44 AM
7	I haven't renewed as of yet. My renewal date is in Oct. 2026	2/19/2026 11:38 AM

Q5 Over the past month, how satisfied have you been with the Lake County Connection trip reservation process?

Answered: 41 Skipped: 7



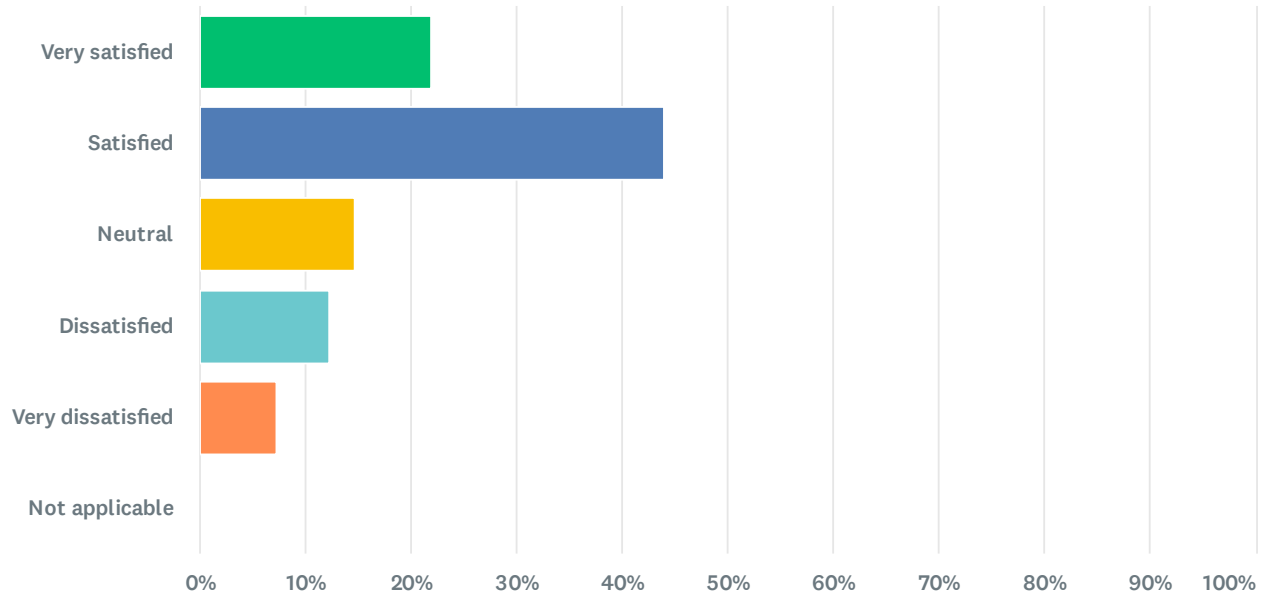
Answer Choices	Percentage	Responses
● Very satisfied	39.02%	16
● Satisfied	51.22%	21
● Neutral	2.44%	1
● Dissatisfied	2.44%	1
● Very dissatisfied	2.44%	1
● Not applicable	2.44%	1
Show comments		
Total		41

Annual Lake County Connection Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	Much improved	3/6/2026 3:15 PM
2	There is one CSR Reservationist Myra is condescending. She takes extremely too long to book a reservation and half of the time I book with this individual my bookings are incorrect.	2/26/2026 9:36 AM
3	Changes im[roved experience. Receiving a calls the night before facilitates experience.	2/24/2026 2:02 PM
4	I have to say I really do like the online.	2/24/2026 1:02 PM
5	Haven't had to do any reservations	2/24/2026 10:09 AM
6	They didn't have me on my return from dialysis on the pickup schedule on a Friday nite. I sat from 6pm to 7pm before I able to get picked up.	2/20/2026 10:13 AM
7	Easy to schedule on portal, but still some timing issues, for example, if my appt is at 1pm, I might be scheduled to be picked up a 1:11	2/19/2026 11:45 AM
8	I'm not tech savvy so I believe a better way to make appointments with Lake County Connection Disadvantage riders	2/19/2026 11:40 AM
9	My dialysis chair time is at 0710am. Because Medicare requires strict adherence to dialysis start times, I am not allowed to enter treatment early. However, I am often dropped off an hour early and must wait in the lobby until I'm allowed entry. It's rather idiotic to sit in a lobby waiting to enter dialysis and my chair sits empty. It's not even a staffing problem and no one else is in my EMPTY chair. So, I get picked up at 0545, arrive an hour early (it used to be 85-90 min early) and sit in an empty lobby, waiting to be the first person in my empty dialysis chair. Some days I get picked up at 0620, which is a more reasonable pick up time. I arrive with a 15 minute window. I live about 8 minutes from the LakeExpress Tavares offices and I can't believe there isn't a bus to pick me up at 0620.	2/18/2026 6:32 AM

Q6 Over the past month, how satisfied have you been with Lake County Connection's timeliness for pick ups?

Answered: 41 Skipped: 7



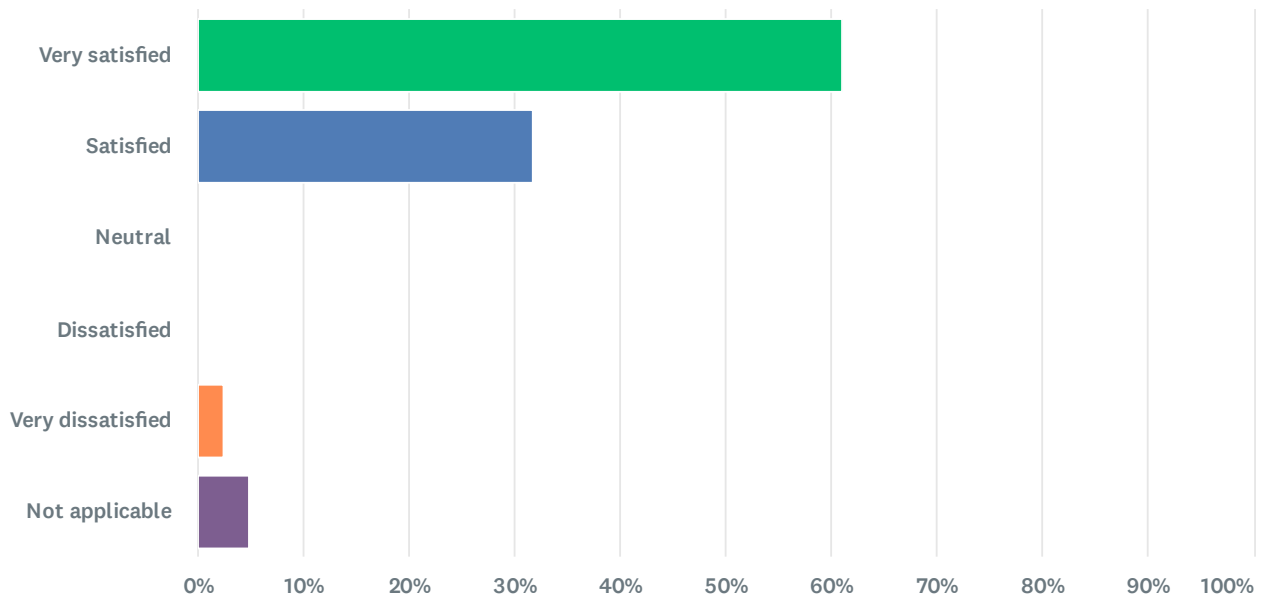
Answer Choices	Percentage	Responses
● Very satisfied	21.95%	9
● Satisfied	43.90%	18
● Neutral	14.63%	6
● Dissatisfied	12.20%	5
● Very dissatisfied	7.32%	3
● Not applicable	0%	0
Show comments		
Total		41

Annual Lake County Connection Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	They rarely arrive within the window then they arrive early or late. The update about the status of the ride is inaccurate. It's the worst part of the service.	3/6/2026 3:47 PM
2	Like the new system with the pick-up window. However the window is still too long.	3/6/2026 3:16 PM
3	Mostly do	2/26/2026 9:54 AM
4	My morning bookings have been accurate; however, my afternoon bookings are at least a hour over due. I am told, "there is nothing I can do about your trip or, I am sorry, the driver is not answering my pages". Most of my afternoon rides are a hour to a hour and a half over my time window.	2/26/2026 9:39 AM
5	Sometimes it could be a hit or miss.	2/24/2026 1:03 PM
6	It varies and unless I call I not notified on change of scheduled pickup time	2/20/2026 10:15 AM
7	Have had some late scheduled pickups, for an example; appt scheduled to be dropped off at 1 but pickups was scheduled at 11:10	2/19/2026 11:47 AM
8	The morning pickups at my house seem to be a problem always late	2/18/2026 10:39 AM
9	You changed the morning pick ups to a later time and it interrupts the Dialysis hand causes problems at the dialysis center	2/18/2026 8:59 AM
10	Read previous explanation	2/18/2026 6:33 AM
11	The times I am sent via email or phone call do not match the pick up times at all.	2/17/2026 7:02 PM
12	When its the daily schedule for the senior centers in Lake County, its ver timely...when its a single roundtrip visit somewhere, it is unreliable....on occasion, it can be anywhere from 30 minutes to 90 minutes late	2/17/2026 8:37 AM

Q7 How satisfied are you with the cost per Lake County Connection trip?

Answered: 41 Skipped: 7



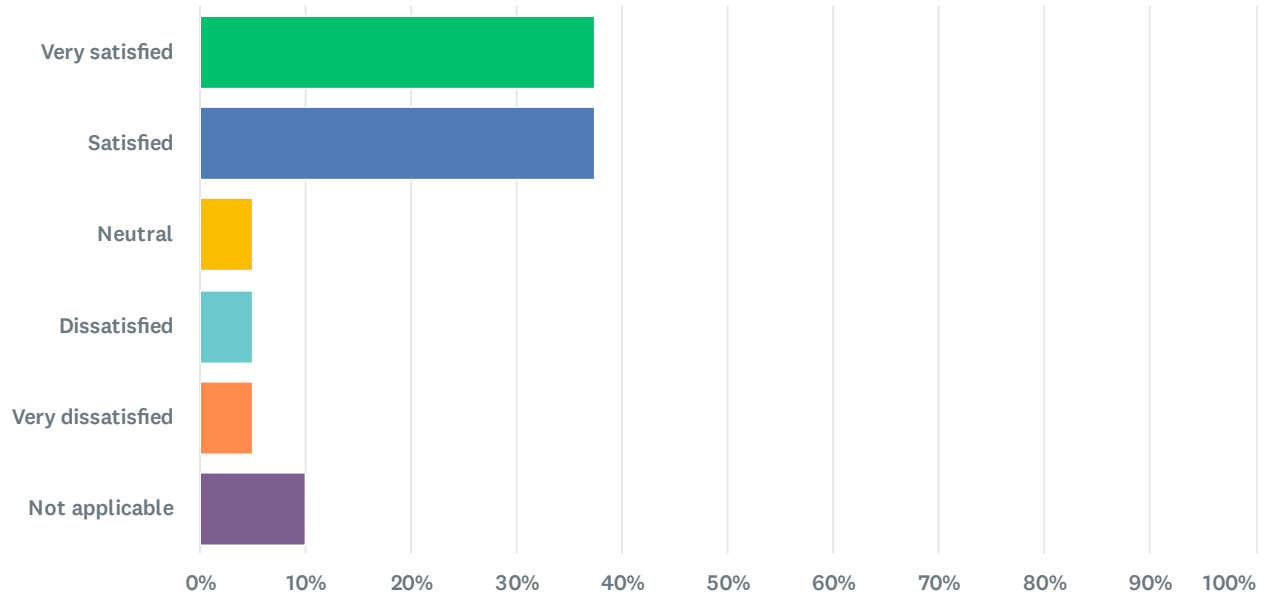
Answer Choices	Percentage	Responses
● Very satisfied	60.98%	25
● Satisfied	31.71%	13
● Neutral	0%	0
● Dissatisfied	0%	0
● Very dissatisfied	2.44%	1
● Not applicable	4.88%	2
Show comments		
Total		41

Annual Lake County Connection Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	It is what is is but other communities get it for service.	3/6/2026 3:17 PM
2	Not exactly the cost. However, I am homebound and some weeks its difficult to get a larger bill changed. If that's all I have to pay with, then LakeExpress takes that larger bill in place of a one dollar bill. I am very limited to what I will use my visa for as online payments because of my account having been hacked in the past so I don't use your online services. So, a better system needs to be established. Too many disabled people you are transporting are financially strapped and they shouldn't have to make the choice between transportation to dialysis or wherever or spending their food or medication money.	2/18/2026 6:42 AM

Q8 How satisfied are you with the available payment methods (i.e., cash) for your Lake County Connection trips?

Answered: 40 Skipped: 8



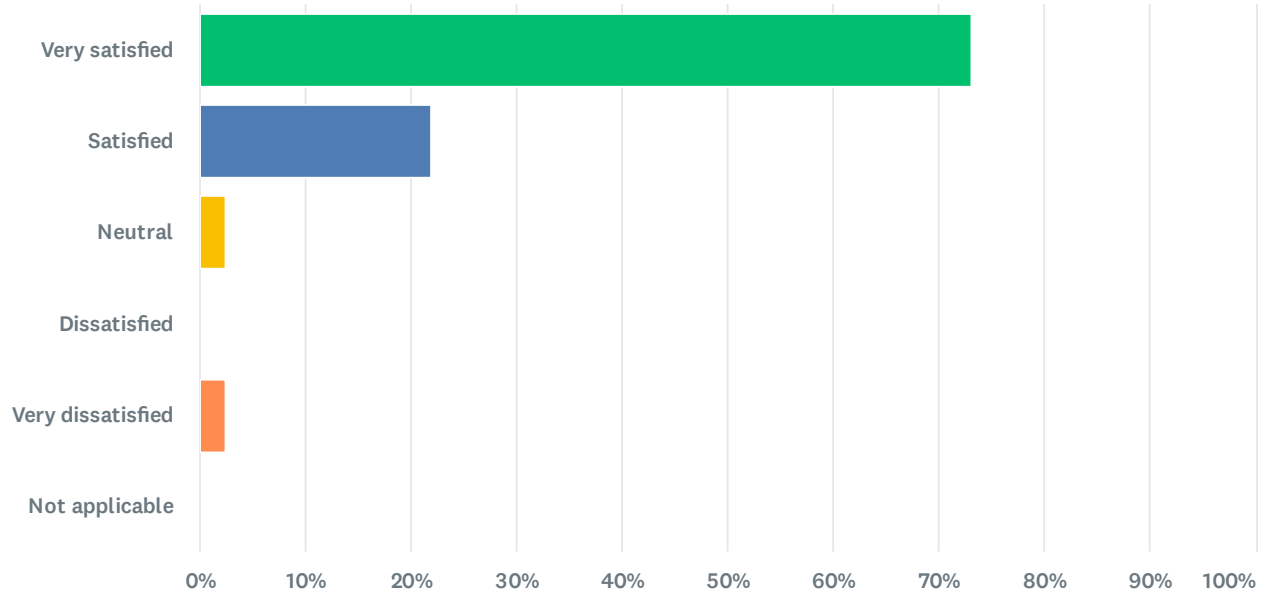
Answer Choices	Percentage	Responses
● Very satisfied	37.50%	15
● Satisfied	37.50%	15
● Neutral	5.00%	2
● Dissatisfied	5.00%	2
● Very dissatisfied	5.00%	2
● Not applicable	10.00%	4
Show comments		
Total		40

Annual Lake County Connection Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	Behind the time by 30 years. Exact change or pre purchased tickets.	3/6/2026 3:48 PM
2	Would prefer credit card payment or phone payment.	3/6/2026 3:19 PM
3	It would be ideal if the driver could aid with ticket purchase.	3/6/2026 1:37 PM
4	For an individual that works and depends on LCC to get back and forth to work the payment system is very difficult to navigate. We are told that we can visit a library to purchase tickets; however, we arrive, library staff don't know what we are speaking of or they don't have them. We made a special trip -- aranged transportation to arrive and not to be able to purchase causes an undue harship. Then purchasing books of tickets online takes up to a week or sometimes more to receive. I have been advocating for years to have an electronic payment system such as Token Transit for paratransit fairs. A more convient method for payment needs to be put in place to make transit simplier to ride.	2/26/2026 9:44 AM
5	Does not do the ticket.	2/25/2026 11:36 AM
6	Buys tickets in bulk in advance. The price seems to have increased from her last purchase.	2/24/2026 2:05 PM
7	I enjoy the ease of the prepaid tickets. It would be even easier to have a prepaid account, maybe even have option yo auto replenish	2/19/2026 11:49 AM

Q9 Over the past month, how satisfied have you been with your interactions with Lake County Connection bus drivers?

Answered: 41 Skipped: 7



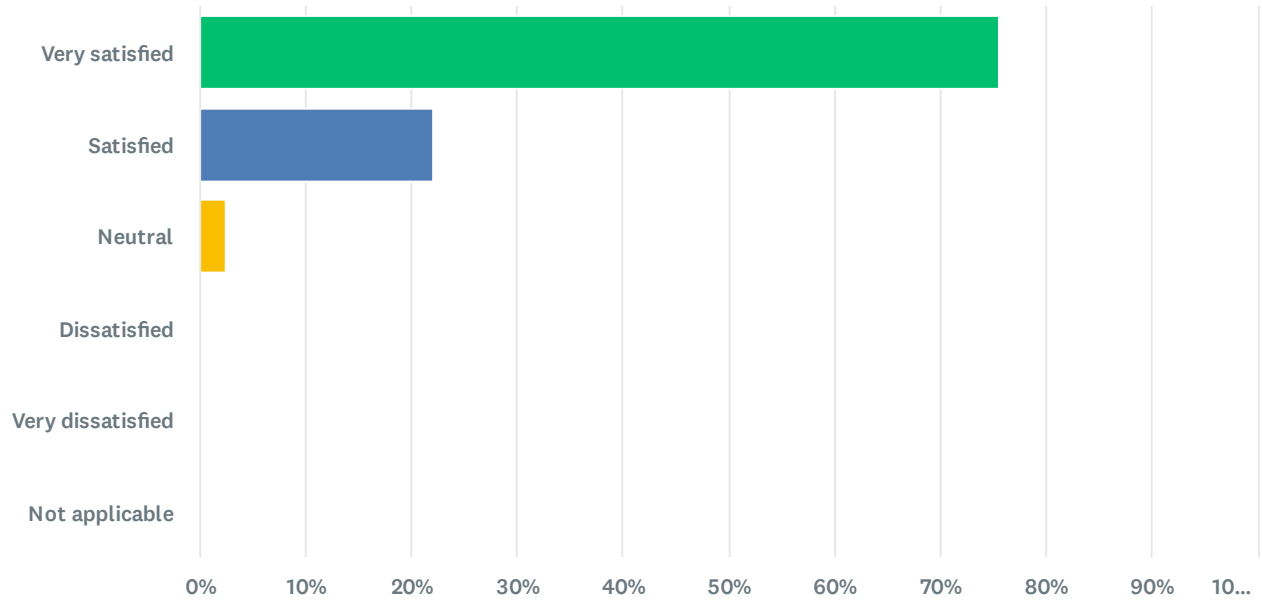
Answer Choices	Percentage	Responses
● Very satisfied	73.17%	30
● Satisfied	21.95%	9
● Neutral	2.44%	1
● Dissatisfied	0%	0
● Very dissatisfied	2.44%	1
● Not applicable	0%	0
Show comments		
Total		41

Annual Lake County Connection Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	Stairs on the buses are at an angle almost like a spiral. So the visually impaired user thinks they are about to get to the seating area but encounter more stairs. The aid from the driver is inconsitent.	3/6/2026 3:52 PM
2	Everyone knows him and they are friendly and helpful	3/6/2026 2:37 PM
3	very resourceful and aid with learning changes	3/6/2026 1:38 PM
4	special thanks to Anna, Angelo, Jesse, Avdir, Carlos, Mike, Carlos and Deanna. They are a few others thatl only get to see them once in a while. I have no issues with any of the drivers.	2/28/2026 5:02 PM
5	Drivers don't get out of the buss when you are getting on or off. Drivers are not introducing themselves when a low vision or blind pasinger is boarding the buss. Drivers damage of home when arriving or dropping off.	2/26/2026 9:46 AM
6	Jesse is the best	2/26/2026 7:45 AM
7	They assisted with boarding and alighting with walker.	2/24/2026 2:06 PM
8	I have to say you do have quite a bit of drivers that are awesome! Kind, caring, Nice to talk to.	2/24/2026 1:04 PM
9	They best part of this company. They are fabulous , they treat patrons with care, recognized and special.	2/19/2026 11:50 AM
10	They are very helpful, knowledgeable, kind and caring.	2/19/2026 11:42 AM
11	Jesse is the best driver we have ever had....everyone should be modeled after him...one of the nicest people we have ever had the pleasure to meet	2/17/2026 8:38 AM

Q10 Over the past month, how satisfied have you been with the driving behavior (i.e. safety) of Lake County Connection's bus drivers?

Answered: 41 Skipped: 7



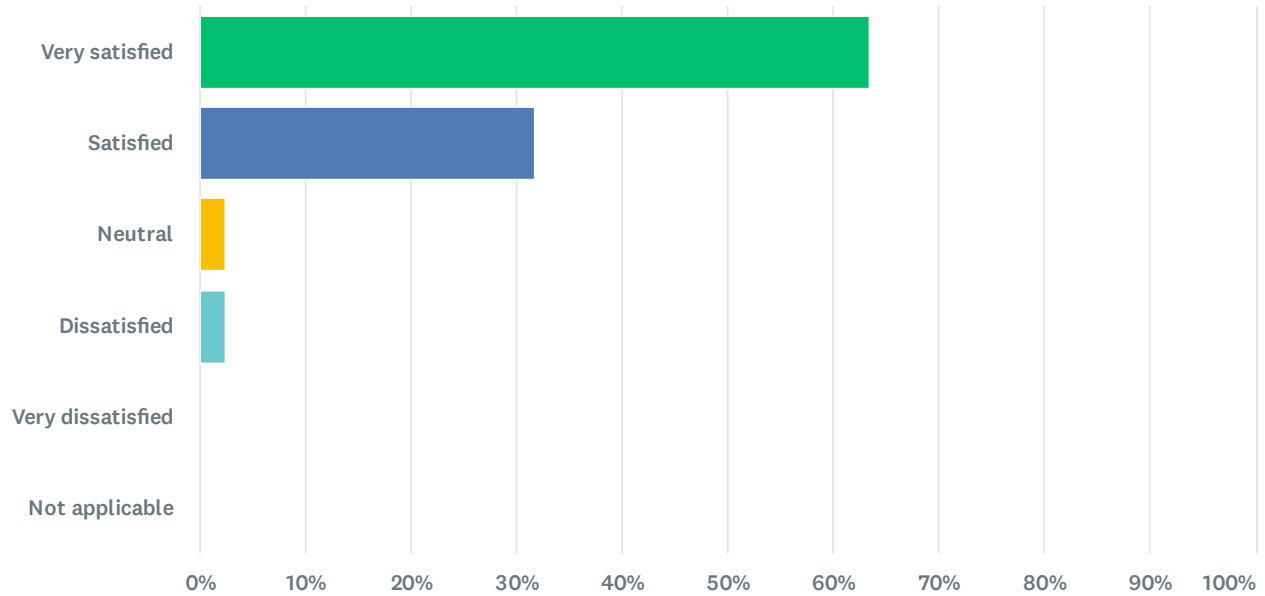
Answer Choices	Percentage	Responses
● Very satisfied	75.61%	31
● Satisfied	21.95%	9
● Neutral	2.44%	1
● Dissatisfied	0%	0
● Very dissatisfied	0%	0
● Not applicable	0%	0
Show comments		
Total		41

Annual Lake County Connection Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	A few instances of distracted driving - using the microphone to repond to dispatcher. The placement is not ideal.	3/6/2026 3:55 PM
2	Some drivers are lead foot. Louise and also hitting the brakes!	2/24/2026 1:05 PM
3	They take extra care to make sure i am safely secured and they drive with awareness to help make rude smoother when there are bumpy situations	2/19/2026 11:52 AM

Q11 Over the past month, how satisfied have you been with Lake County Connection's buses (i.e., cleanliness, maintenance)?

Answered: 41 Skipped: 7



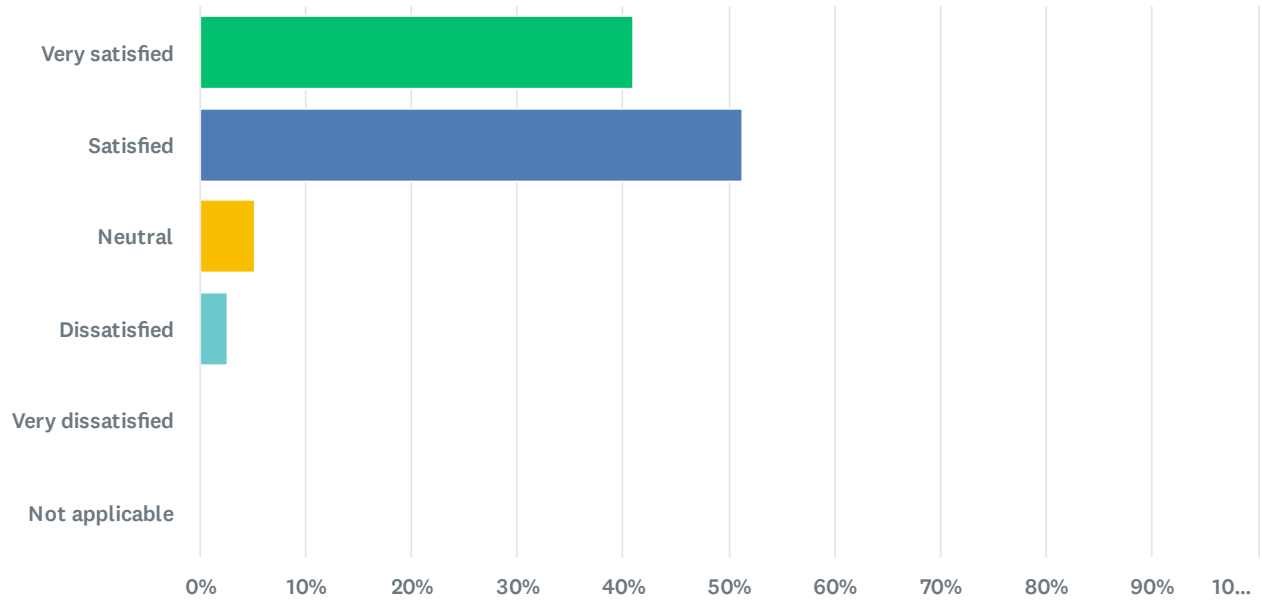
Answer Choices	Percentage	Responses
● Very satisfied	63.41%	26
● Satisfied	31.71%	13
● Neutral	2.44%	1
● Dissatisfied	2.44%	1
● Very dissatisfied	0%	0
● Not applicable	0%	0
Show comments		
Total		41

Annual Lake County Connection Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	Cleanliness fine. Maintenance - old, shock absorber worn down, bounced around on the vehicle with the seat belt on	3/6/2026 3:57 PM
2	It seems in my opinion that LCC will allow drivers to drive vans that are over 300,00 miles, dirty, no air conditioner or heat which puts passengers in potential safety risks. Vans need to be updated and daily morning and night checks for clean vans need to take place.	2/26/2026 9:50 AM
3	From what I hear from bus drivers, the maintenance is taken care of quickly	2/19/2026 11:53 AM

Q12 Over the past month, how satisfied have you been with the amount of time it takes to reach your destination?

Answered: 39 Skipped: 9



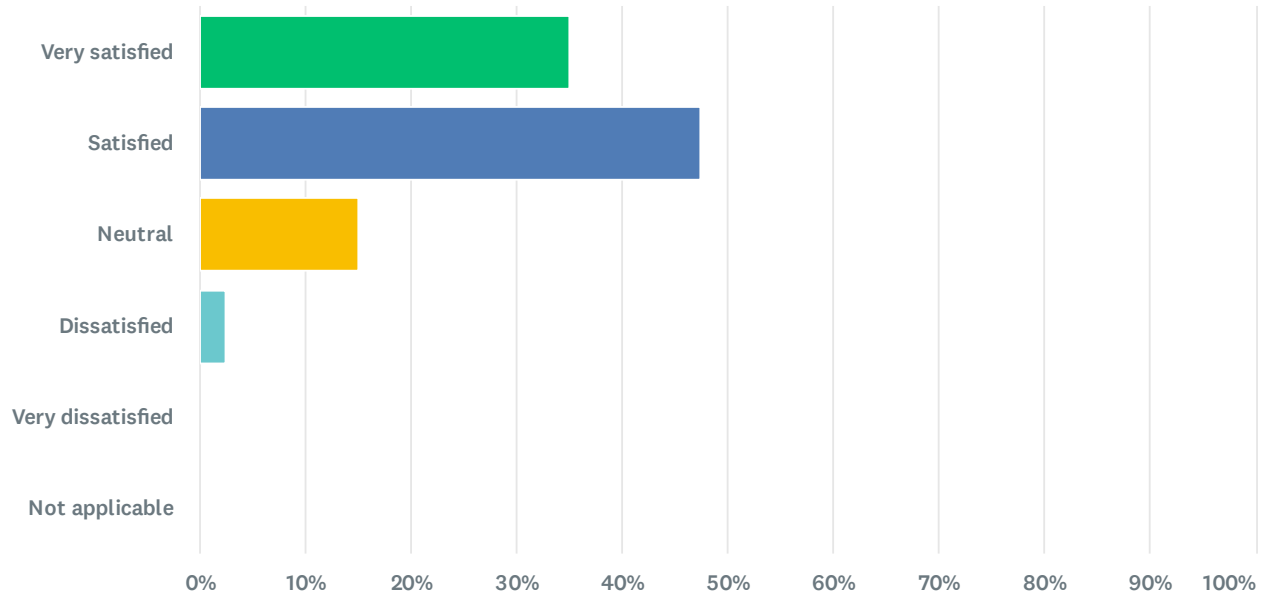
Answer Choices	Percentage	Responses
● Very satisfied	41.03%	16
● Satisfied	51.28%	20
● Neutral	5.13%	2
● Dissatisfied	2.56%	1
● Very dissatisfied	0%	0
● Not applicable	0%	0
Show comments		
Total		39

Annual Lake County Connection Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	Inconsistent. Sometimes the route is direct but other times it is very odd. They often drive by his drop off location and go to the next scheduled stop and then return to his location.	3/6/2026 3:58 PM
2	I have had only a few and far between issues which I quickly address	2/28/2026 5:04 PM
3	Sometimes a little too early.	2/25/2026 11:37 AM
4	Generally on time to the appointment unless but arrives late	2/24/2026 2:07 PM
5	Sometimes not too happy. Go all the way to the village just to get home to Mount Dora.	2/24/2026 1:06 PM
6	Has had issues with late pickups	2/24/2026 10:21 AM
7	One nite I was on bus for 1&1/2 hrs to go to home 7 miles from dialysis center	2/20/2026 10:20 AM
8	1 out of 5 trips, do I have to sit passed 30 minutes or out of my 15 mile radius from my house	2/19/2026 11:55 AM

Q13 Over the past month, how satisfied have you been with Lake County Connection's timeliness for drop offs?

Answered: 40 Skipped: 8



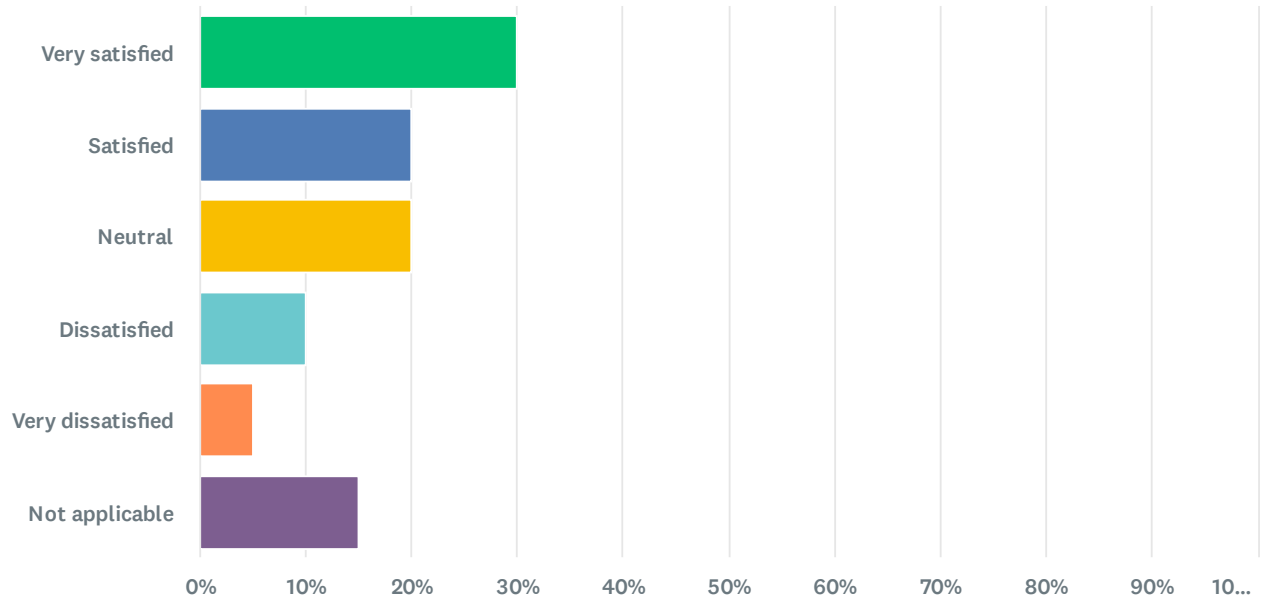
Answer Choices	Percentage	Responses
● Very satisfied	35.00%	14
● Satisfied	47.50%	19
● Neutral	15.00%	6
● Dissatisfied	2.50%	1
● Very dissatisfied	0%	0
● Not applicable	0%	0
Show comments		
Total		40

Annual Lake County Connection Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	It depends sometimes it's a hit or miss trying to get somewhere on time.	2/24/2026 1:06 PM
2	As long as the scheduled time to pick up allows for timeliness for scheduled dropp off time	2/19/2026 11:57 AM
3	Again, arriving an hour early to an empty dialysis chair and waiting too long to gain entry. A simple adjusted in picking people up in the mornings closer to their chair time would alleviate issues. While its a major annoyance for me. What abput more elderly, sicker patients who have to wait extended lobby times before entering their treat first thing in the mornings?	2/18/2026 6:49 AM

Q14 Over the past year, how satisfied have you been with Lake County Connection's communication about changes to service?

Answered: 40 Skipped: 8



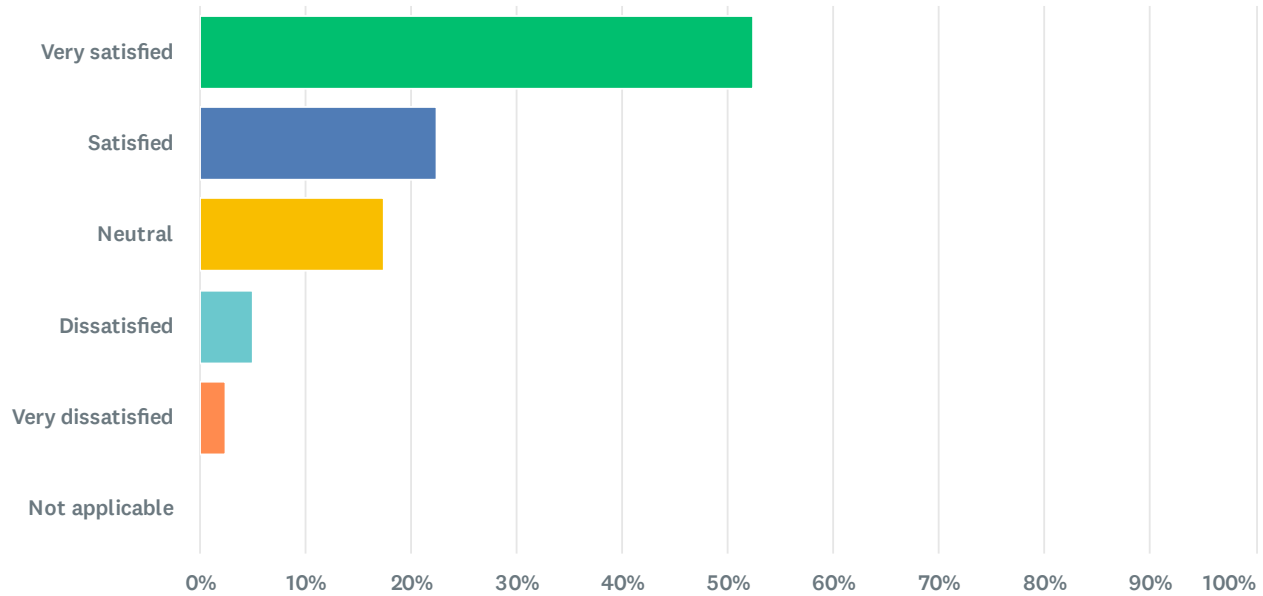
Answer Choices	Percentage	Responses
● Very satisfied	30.00%	12
● Satisfied	20.00%	8
● Neutral	20.00%	8
● Dissatisfied	10.00%	4
● Very dissatisfied	5.00%	2
● Not applicable	15.00%	6
Show comments		
Total		40

Annual Lake County Connection Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	Severe lack of communication	3/6/2026 3:59 PM
2	Would have like to receive an email to be more aware about the recent changes. Jill Brown does a very good job communicating changes with the resources she is given.	3/6/2026 3:23 PM
3	Bus drivers aid a lot. Enjoy the assistance from the driver. They help with things and boarding and alighting and getting adjusted in the seat. They don't use their phone on the job.	3/6/2026 1:40 PM
4	This new system that is being used at this time works well for me.	2/28/2026 5:06 PM
5	LCC does not account for persons who are low vision or blind. You can not post a flier up in print in the van and expect for persons with print disability to know what notices are posted. It would be helpful if a text message went out about notices or changes maybe also an email.	2/26/2026 9:52 AM
6	Haven't been riding for too long	2/26/2026 9:33 AM
7	My opinion is is that they should be more open about the changes before they take place. This way it gives us time to adjust as well.	2/24/2026 1:07 PM
8	Morning times aren't as convenient	2/24/2026 10:11 AM
9	If I don't call I don't get notifications from Lake cty connections	2/20/2026 10:23 AM
10	I haven't received any notifications	2/19/2026 11:44 AM

Q15 Over the past month, how satisfied have you been with your interactions with Lake County Connection's reservationists?

Answered: 40 Skipped: 8



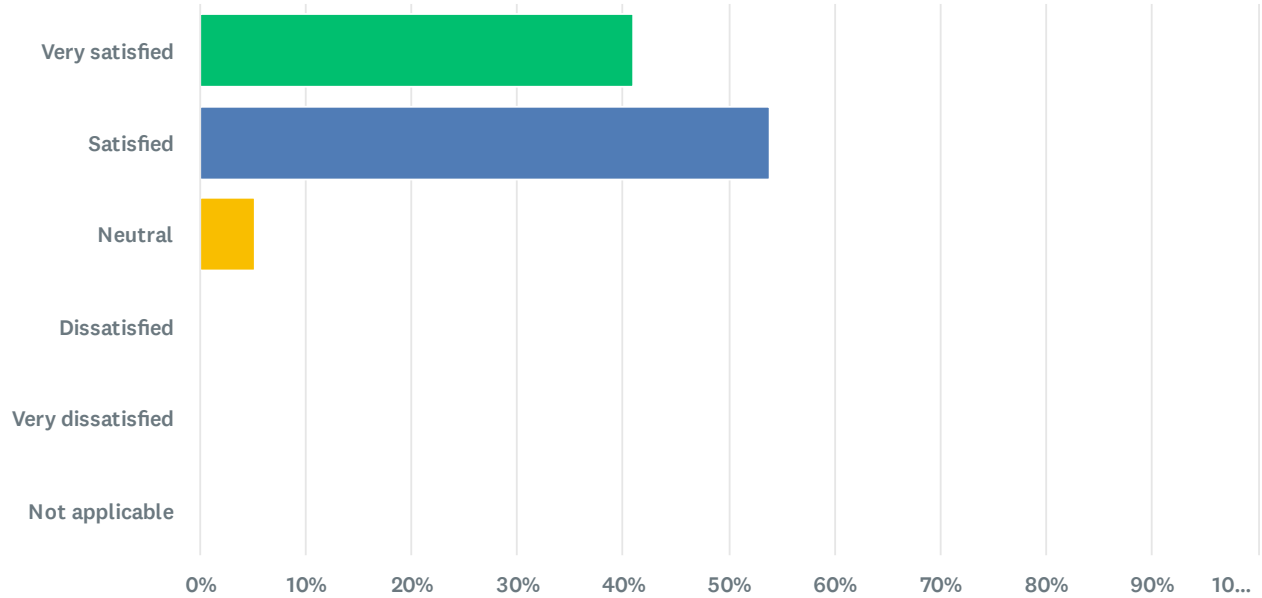
Answer Choices	Percentage	Responses
● Very satisfied	52.50%	21
● Satisfied	22.50%	9
● Neutral	17.50%	7
● Dissatisfied	5.00%	2
● Very dissatisfied	2.50%	1
● Not applicable	0%	0
Show comments		
Total		40

Annual Lake County Connection Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	Some are friendlier than others. The call takers don't know all the rules. Management doesn't communicate all the rules. They have to ask to speak to manager to have their request approved.	3/6/2026 4:00 PM
2	It would be better if e-mailing would be an option. It would be great if the reservation window was more than 14 days since medical appointment are sent out months away.	3/6/2026 3:27 PM
3	Easiy to get to, friendly and courteous	2/19/2026 11:57 AM
4	They are either on the line with someone, or they don't answer the phone and I have several different numbers. They also put you on hold and don't come back to the phone. It's very difficult to get through and I have to ask my cousin to call for me.	2/19/2026 11:47 AM
5	Keisha at the Tavares dispatch location has an attitude and abruptly rudely places me on hold or ends phone calls the same way.	2/18/2026 6:51 AM

Q16 Over the past month, how satisfied have you been with Lake County Connection's service overall?

Answered: 39 Skipped: 9



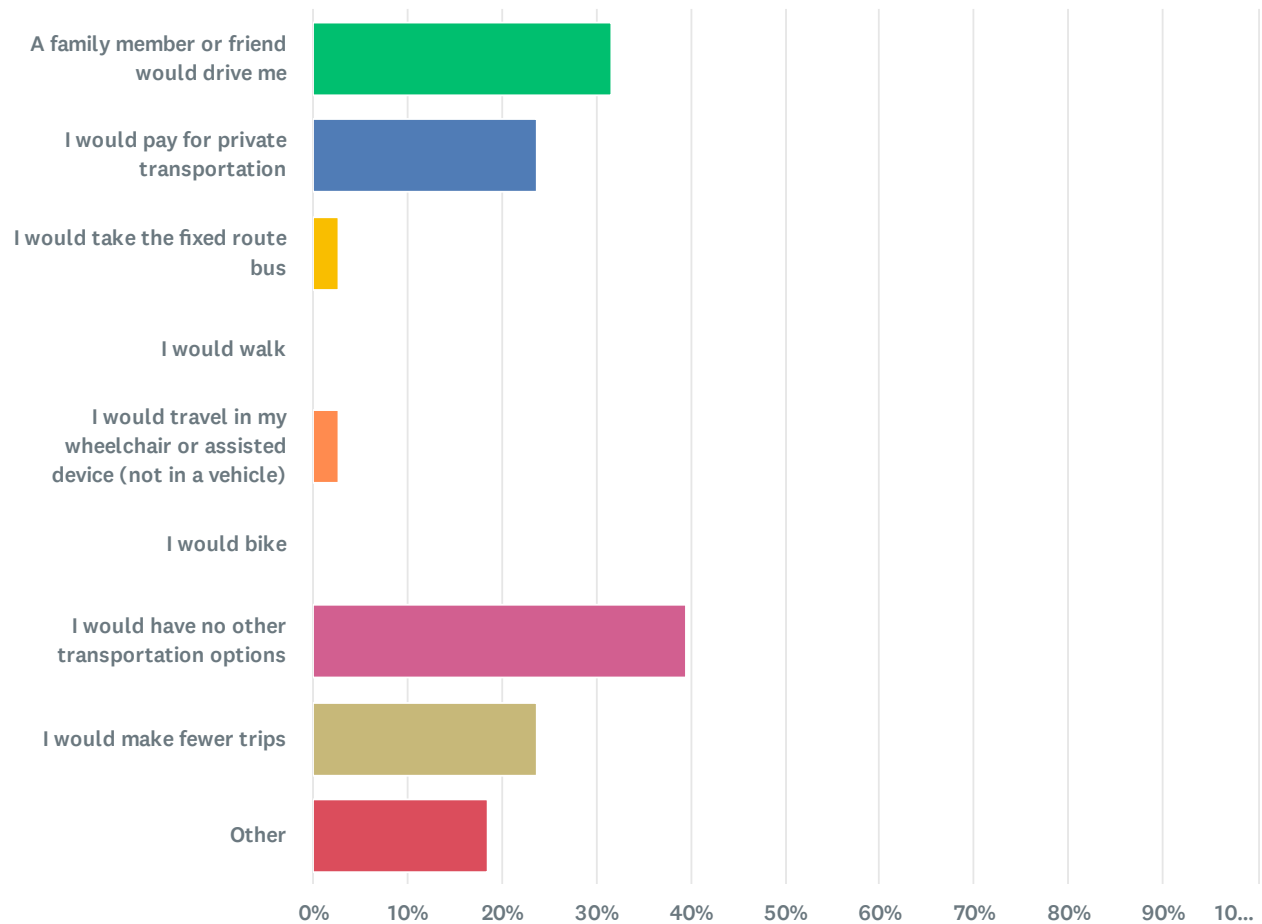
Answer Choices	Percentage	Responses
● Very satisfied	41.03%	16
● Satisfied	53.85%	21
● Neutral	5.13%	2
● Dissatisfied	0%	0
● Very dissatisfied	0%	0
● Not applicable	0%	0
Show comments		
Total		39

Annual Lake County Connection Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	The service is poor compared to other paratransit riders. Portland Oregon is the best standard.	3/6/2026 4:02 PM
2	The changes in the time frame make me unable to get to dialysis on time and I miss out on part of my treatment. I have to be at the doctor's at 4:45am but now I get there at 5:15/5:20am.	3/6/2026 1:43 PM
3	I just wish if the criteria didn't change for my eligibility for TD transportation. I have to privately hire NMT at the cost of avg \$150 round trip, this is within 20 miles or less of my home.	2/19/2026 12:00 PM
4	My only issue is the time you say for pick up does not match the actual pickup time.	2/17/2026 7:05 PM






Q17 If you could not use Lake County Connection's transportation services, what type of transportation would you mostly use? Please check all that apply.

Answered: 38 Skipped: 10



Answer Choices	Percentage	Responses
● A family member or friend would drive me	31.58%	12
● I would pay for private transportation	23.68%	9
● I would take the fixed route bus	2.63%	1
● I would walk	0%	0
● I would travel in my wheelchair or assisted device (not in a vehicle)	2.63%	1
Total		54

Annual Lake County Connection Transportation Disadvantaged Rider Satisfaction Survey

Answer Choices	Percentage	Responses
 I would bike	0%	0
 I would have no other transportation options	39.47%	15
 I would make fewer trips	23.68%	9
 Other	18.42%	7
 Show comments		
Total		54

Annual Lake County Connection Transportation Disadvantaged Rider Satisfaction Survey

#	EXPLANATION (OPTIONAL)	DATE
1	My Transportation, from my insurance.	2/25/2026 11:45 AM
2	Through ins ie Uber/Lift	2/25/2026 11:40 AM
3	Unsure of other options	2/24/2026 10:44 AM
4	She wouldn't have any other options	2/24/2026 10:22 AM
5	Unsure	2/24/2026 10:12 AM
6	None	2/24/2026 7:47 AM
7	None	2/24/2026 7:45 AM
8	My type of power chair for mobility, requires a ramp to use transportation	2/19/2026 12:01 PM

Q18 Would you like to provide any additional comments?

Answered: 17 Skipped: 31

#	RESPONSES	DATE
1	Often run by Lake-County, contracted out drivers and call centers and they often give poor customer service. Not very streamlined.	3/6/2026 4:06 PM
2	No	2/27/2026 12:56 PM
3	No	2/26/2026 2:38 PM
4	I feel that individuals who are eligible for TD are not looked at equally as passengers who are ADA riders. For us who are TD LCC is our only means for transportation to be successful in the community to where we reside. To take away trips or limit how many trips in a day a person can ride creates another obstacle to lead a life of independence. As well as, we do not have access to the online system to where we can book, change, or cancel reservations. I would like to see this changed. I utilize LCC to work and positively contribute to my community as a person who is blind. I reside in an area where there are no busses therefore, I solely rely on this service to be a role model to the community to which I serve.	2/26/2026 10:09 AM
5	The gentleman are very hospitable. I've had maybe once or twice women. They've been very very friendly. Overall, I love them all. Thank You.	2/25/2026 11:47 AM
6	Wish they would transport on weekends.	2/25/2026 11:40 AM
7	Since June 2025, scheduling has improved tremendously. The automatic phone calls and text messages are very helpful in having me ready for the bus on time. Having the 30-minute pick up window is by far the best improvement! Better communication and time frames to go with the excellent drivers, Thank you!	2/25/2026 11:11 AM
8	Yes, I think drivers should learn about the three fire extinguishers and what each one does. With the orange outline box on their dash bored, I don't think they know how to use it. The buses are starting to look a mess with all those signs all over the place.	2/24/2026 1:12 PM
9	None	2/24/2026 7:47 AM
10	No	2/20/2026 10:24 AM
11	Please offer services for patrons that need NET opportunity to pay a different \$fare for trips off of the ADA route	2/19/2026 12:02 PM
12	They should get an app so that you can't reserve or cancel	2/19/2026 11:49 AM
13	Whoever changed the morning pick ups the early morning pick ups to be late like they are now doesn't make sense and it causes a lot of trouble at the dialysis center but we do the best weekend	2/18/2026 10:43 AM
14	Just the later pickups in the morning makes it a problem at Dialysis. You schedule me for pickup when I am done too early I need a 10:00 pick up. You can't deliver me 45 minutes late and expect me to be done on time.	2/18/2026 9:08 AM
15	My morning Driver Ramon is a great driver and my next morning driver does a great job too.	2/17/2026 7:24 PM
16	Just fix the pick up time you communicate.	2/17/2026 7:07 PM
17	The time of pick up and drop off so far are getting better	2/17/2026 10:26 AM