

Transportation Disadvantaged Coordinating Board Meeting Report

Date | Time: June 1, 2026, | 10 AM

I. ATTENDEES

Members Present

Tim Morris, Chair
 Jamie Ledgerwood
 Priscilla Weeks
 Joanne Seagle
 Rebecca Matthews
 Chantel Buck
 Lesha Buchbinder, Vice Chair
 Steve Homan
 Yvelouse Augustin-Leow
 Gustavo Henriquez

Representing

Lake~Sumter MPO
 FDOT
 Agency for Persons with Disabilities
 Persons over 60, representing elderly
 Person with a Disability representing Disabled
 Citizens Advocate
 Children at Risk Representative
 FL Department of Elder Affairs
 Florida Agency for Health Care Administration
 Regional Workforce Development Board

Members Absent

E. Scott Pfender
 Jim Lowe
 Cyndi North
 Sheri Peterson
 Jennilyn Green
 Kirk Armstrong

Representing

Public Education Community
 FL Association CAA/Economically Disadvantaged
 Citizens Advocate/User of System
 Dept. of Children & Families
 Vocational Rehabilitation/Dept. of Education
 Veterans Service Office Representing Veterans

Staff Present

Michael Woods
 Doris LeMay

Representing

Lake~Sumter MPO
 Lake~Sumter MPO

II. ACTION ITEMS

A. Approval of Lake County Grievance Procedures

The Lake County Grievance Procedures are reviewed and updated annually. The Grievance Procedures were pulled from the consent agenda, and a request was made to create an online form to submit grievances to improve accessibility for blind and low vision users. Grievances can currently be submitted via mail or email.

Transportation Disadvantaged Coordinating Board Meeting Report

Date | Time: June 1, 2026, | 10 AM

Action Taken

Chantel Buck made a motion to approve the Grievance Procedures with the requested change, seconded by Rebecca Matthews and carried unanimously by an 8-0 vote.

B. Approval of Updated Eligibility Application

Lake County Office of Transit Services has revised the Lake County Connection Eligibility Application for Shared Ride Paratransit Service. The changes include updates to improve readability and to align with current policies.

Kelsey Peterson (Lake~Sumter MPO consultant) provided a brief overview of the proposed changes. Members asked several questions and requested one formatting change and one change to ensure the trip prioritization in the eligibility application matches the Transportation Disadvantaged Service Plan.

Requested Action:

Motion to approve the updated Eligibility Application.

Action Taken

Chantel Buck made a motion to approve the Eligibility Application with the requested changes, seconded by Joanne Seagle and carried unanimously by an 8-0 vote.

C. Approval of FY 2025 Community Transportation Coordinator Evaluation

The TDCB is tasked with annually reviewing the Community Transportation Coordinator (CTC) and evaluating CTC's operations and performance. The evaluation includes an assessment of compliance with Chapter 427 Florida Statutes, Rule 41-2 Florida Administrative Code, Commission and local standards, and the Americans with Disabilities Act (ADA), as well as onsite observations and rider surveys.

Kelsey Peterson (Lake~Sumter MPO consultant) provided an overview of the CTC Evaluation findings, recommendations, and survey results. There were three findings that related to eligibility application recordkeeping, driver file recordkeeping, and the on-time performance standard. Lake County Transit and RATP Dev staff addressed each finding and will provide a status report at the next meeting.

Requested Action:

Motion to approve the Lake County FY 2025 CTC Evaluation Workbook.

Action Taken:

Jamie Ledgerwood made a motion to approve the FY 2025 CTC Evaluation Workbook, seconded by Johnny Dubose and carried unanimously by an 8-0 vote.

D. Approval of FY 2026 Transportation Disadvantaged Service Plan Annual Update

The Lake~Sumter MPO and CTC are required to develop a Transportation Disadvantaged Service Plan (TDSP) every five years and update the plan annually, with review and approval from the TDCB. The FY 2026 annual update includes all required annual updates, as well as other changes as needed.

Transportation Disadvantaged Coordinating Board Meeting Report

Date | Time: June 1, 2026, | 10 AM

Kelsey Peterson (Lake~Sumter MPO consultant) provided an overview of the updates to the TDSP. There were several updates to service standards, including updating the pickup window from one hour to 30 minutes, reducing the advance reservation requirement from one to two business days, and adding Summerfield to the list of permitted out-of-county locations for medical trips.

Requested Action:

Motion to approve the FY 2026 Transportation Disadvantaged Service Plan Annual Update.

Action Taken:

Jamie Ledgerwood made a motion to approve the FY 2026 Transportation Disadvantaged Service Plan Annual Update, seconded by Joanne Seagle and carried unanimously by an 8-0 vote.

E. Approval of FY 2027 Meeting Calendar

The proposed TDCB meeting dates for FY 2027 are:

- Q1 TDCB Meeting: September 21, 2026
- Q2 TDCB Meeting: December 14, 2026
- Q3 TDCB Meeting: March 8, 2027
- Annual Public Hearing: March 8, 2027
- Q4 TDCB Meeting: June 14, 2027

Requested Action:

Motion to approve the FY 2027 Meeting Calendar.

Action Taken:

Rebecca Matthews made a motion to approve the FY 2027 Meeting Calendar, seconded by Jamie Ledgerwood and carried unanimously by an 8-0 vote.

III. ITEMS IN PROGRESS

A. Proposed Updates to the Mary Bennett Rule

CTC provided requested data on May 15th. A follow-up Eligibility Subcommittee Meeting will be scheduled to review the data.

B. Providing an Online Method to File a Grievance

The Grievance Procedures have been updated to allow grievances to be submitted to the MPO via email. Additional updates will be made to include an online form for submitting grievances.

Transportation Disadvantaged Coordinating Board Meeting Report

Date | Time: June 1, 2026, | 10 AM

IV. UPCOMING ITEMS

A. TDCB Quarterly Meeting

The next regular quarterly meeting will take place on September 21st, 2026, at 10:00am.

Lake County Transit Report

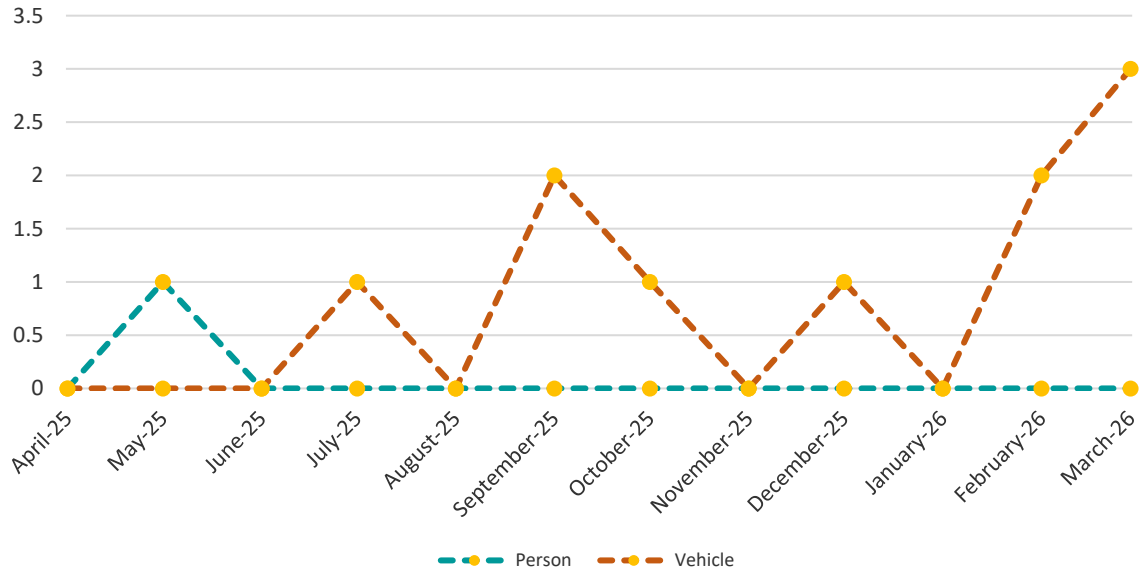
June 1, 2026

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

Table 1: Lake County Connection Preventable Accidents

Month / Year	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Total
Person	0	1	0	0	0	0	0	0	0	0	0	0	1
Vehicle	0	0	0	1	0	2	1	0	1	0	2	3	10
Person and Vehicle	0	0	0	0	0	0	0	0	0	0	0	0	0

Figure 1: Lake County Connection Preventable Accidents

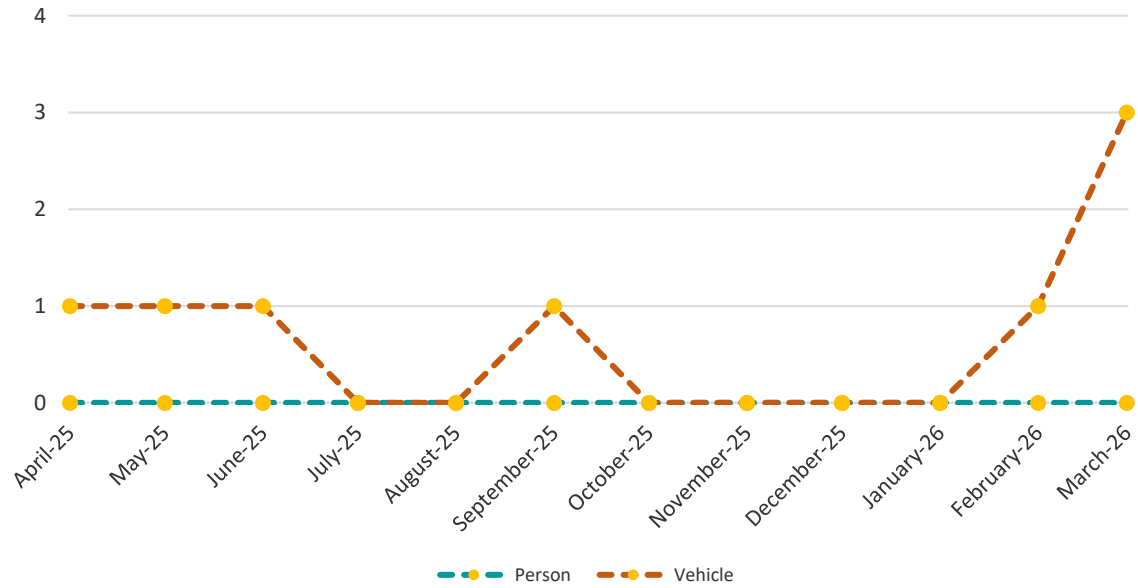


Source: 01 Accident Report 06-01-2026

Table 2: Lake County Connection Non-Preventable Accidents

Month / Year	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Total
Person	0	0	0	0	0	0	0	0	0	0	0	0	0
Vehicle	1	1	1	0	0	1	0	0	0	0	1	3	8
Person and Vehicle	0	0	0	0	0	0	0	0	0	0	0	0	0

Figure 2: Lake County Connection Non-Preventable Accidents

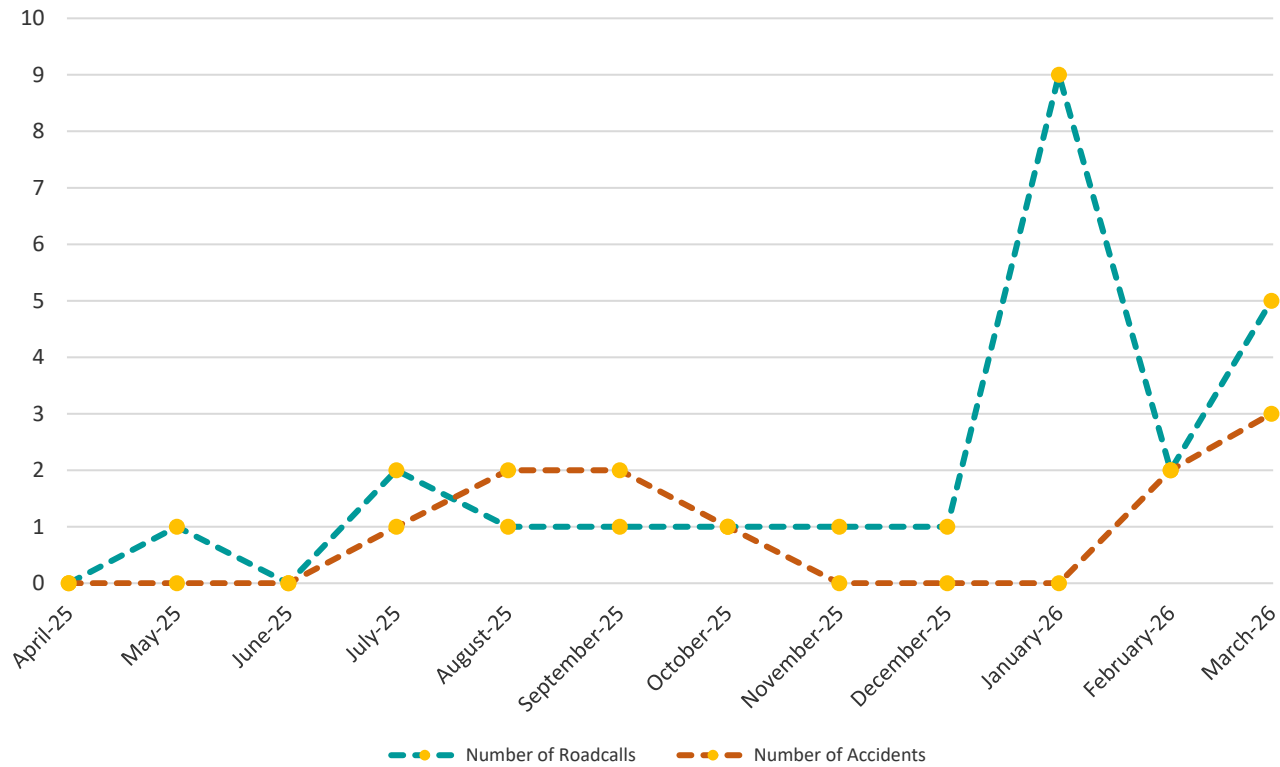


Source: 01 Accident Report 06-01-2026

Table 3: Accidents and Roadcalls

Month/Year	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Total
Number of Roadcalls	0	1	0	2	1	1	1	1	1	9	2	5	24
Number of Accidents	0	0	0	1	2	2	1	0	0	-	2	3	11

Figure 3: Accidents and Roadcalls

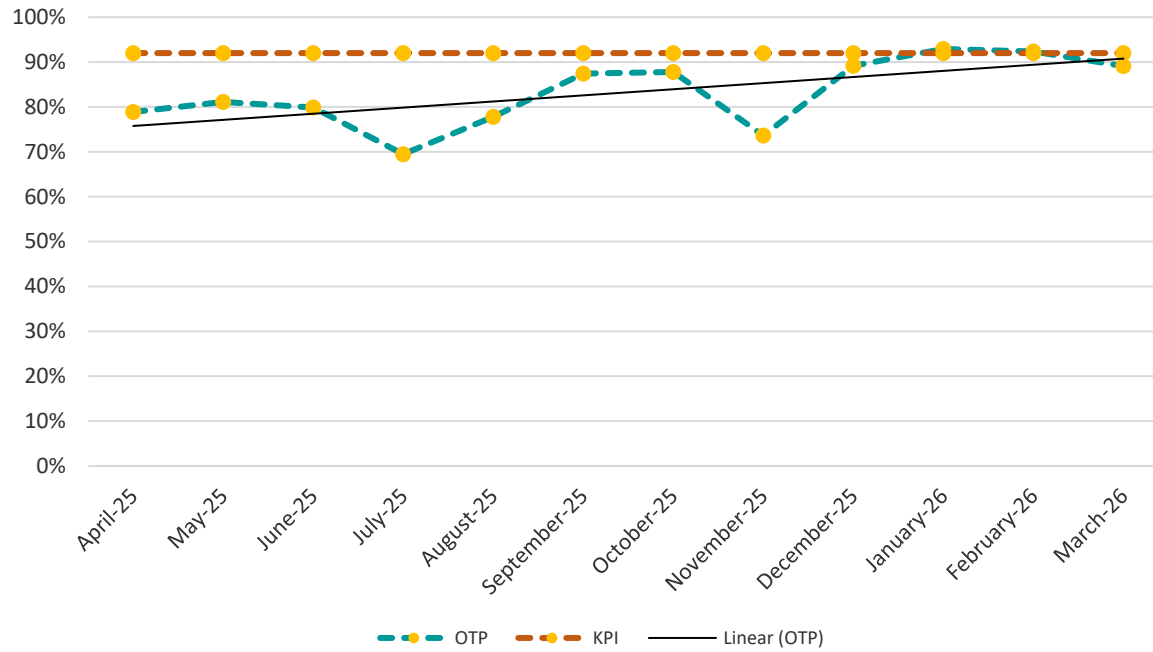


Source: 02 CTC AOR Monthly Report 06-01-2026

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

Month/Year	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Average
On Time Performance	79%	81%	80%	69%	78%	87%	88%	74%	89%	93%	92%	89%	83.3%
On Time Performance Goal	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%

Figure 4: Lake County Connection On Time Performance



Source: 05 LCC OTP Report 06-01-2026

Table 5: Lake County Transit Trips

Month/Year	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Total
Total Reservations	6,630	6,377	5,972	6,032	6,570	6,995	7,322	5,955	6,651	6,391	6,659	6,557	78,111
Passenger Cancellations	417	313	700	514	723	673	549	427	536	629	592	489	6,562
Passenger No Shows	264	234	298	210	174	207	152	211	274	109	128	125	2,386

Figure 5: Lake County Transit Trips

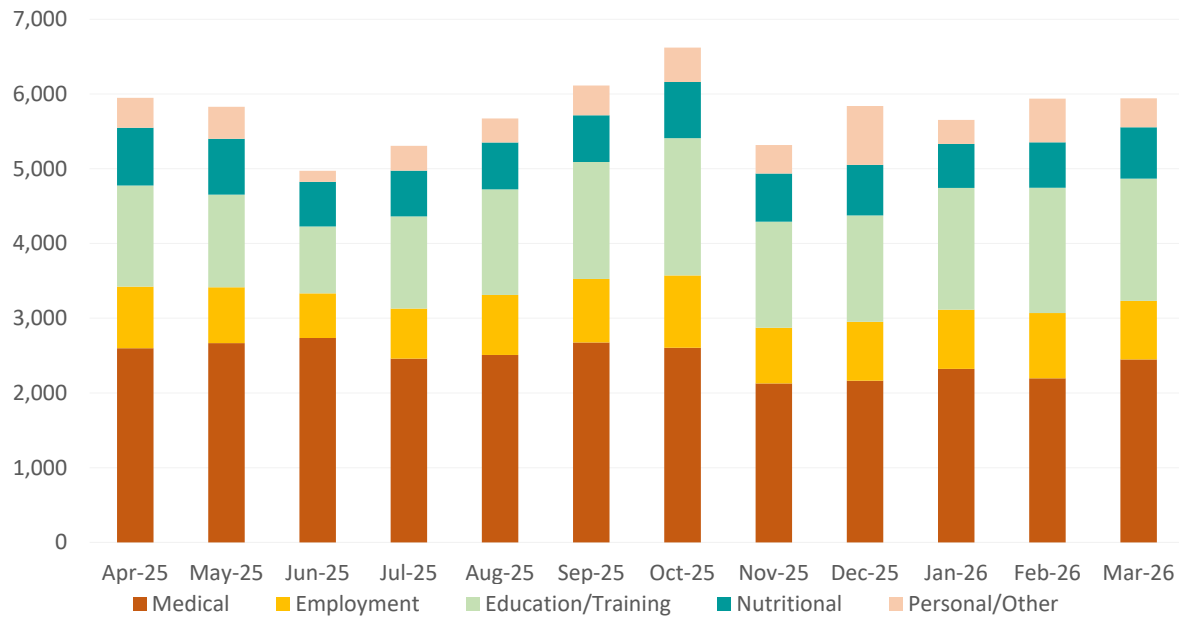


Source: 02 CTC AOR Monthly Report 06-01-2026

Table 6: Trip Purpose

Month/Year	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Total
Medical	2,598	2,667	2,736	2,460	2,508	2,675	2,605	2,127	2,164	2,323	2,197	2,448	29,508
Employment	824	747	597	670	804	851	968	745	788	791	873	784	9,442
Education/Training	1,355	1,241	895	1,233	1,412	1,565	1,836	1,421	1,424	1,630	1,675	1,636	17,323
Nutritional	773	747	597	612	629	624	753	644	677	589	609	687	7,941
Personal/Other	399	428	149	333	320	400	459	380	788	320	585	388	4,949
Total	5,949	5,830	4,974	5,308	5,673	6,115	6,621	5,317	5,841	5,653	5,939	5,943	69,163

Figure 6: Trip Purpose

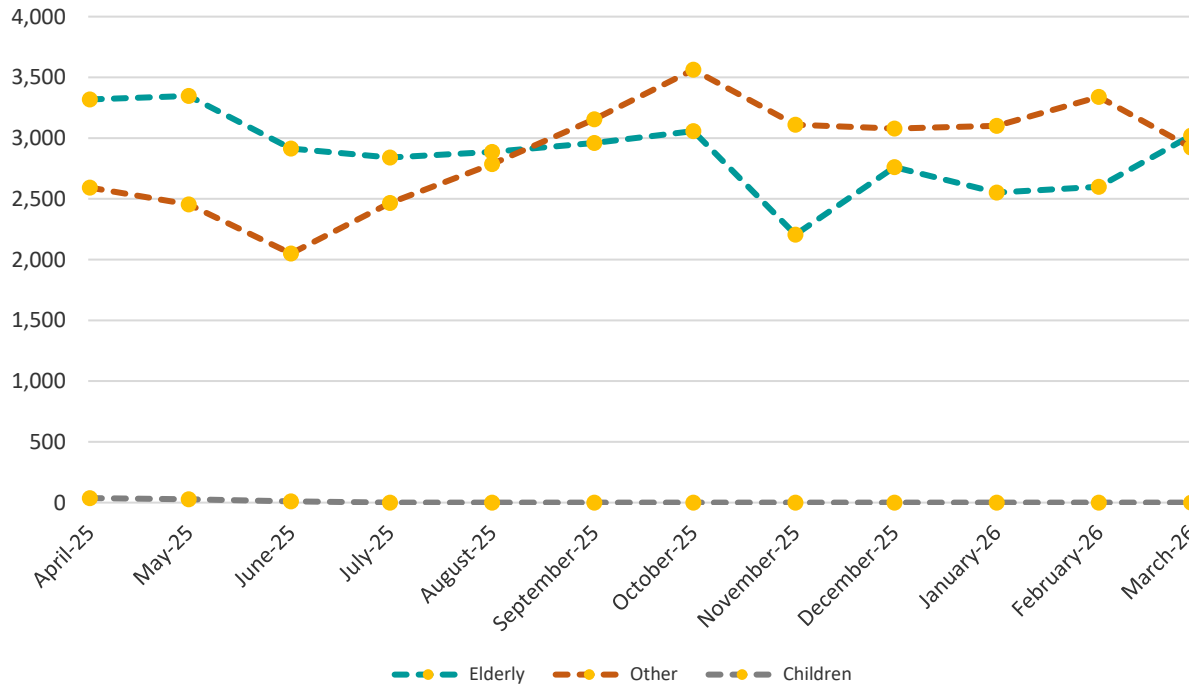


Source: 02 CTC AOR Monthly Report 06-01-2026

Table 7: Passenger Types

Month/Year	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Total
Elderly	3,319	3,347	2,914	2,841	2,886	2,960	3,058	2,206	2,762	2,552	2,600	3,021	34,466
Other	2,593	2,455	2,050	2,467	2,787	3,155	3,563	3,111	3,079	3,101	3,339	2,922	34,622
Children	37	28	10	0	0	0	0	0	0	0	0	0	75
Total	5,949	5,830	4,974	5,308	5,673	6,115	6,621	5,317	5,841	5,653	5,939	5,943	69,163

Figure 7: Passenger Types

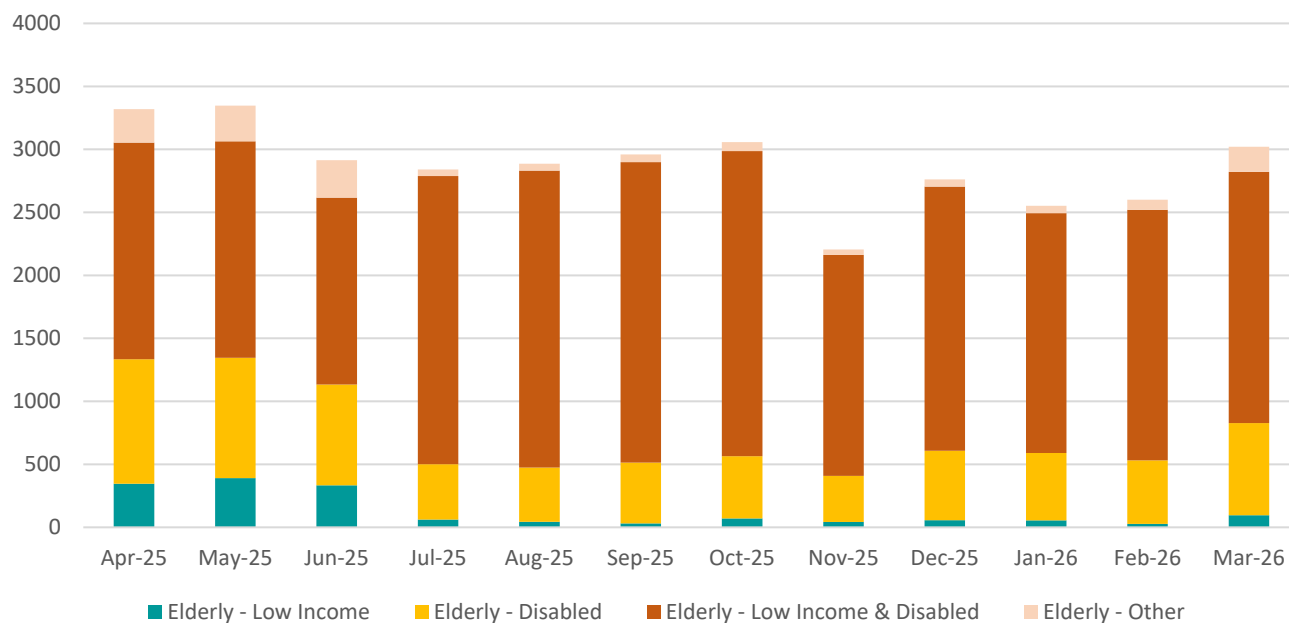


Source: 02 CTC AOR Monthly Report 06-01-2026

Table 8: Lake County Connection Passenger Types – Elderly

Month/Year	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Total
Elderly - Low Income	346	391	333	62	44	31	70	43	56	55	27	96	1,554
Elderly - Disabled	988	955	801	439	430	483	494	365	552	535	505	731	7,278
Elderly - Low Income & Disabled	1,720	1,718	1,483	2,287	2,357	2,385	2,423	1,754	2,097	1,904	1,988	1,994	24,110
Elderly - Other	265	283	297	53	55	61	71	44	57	58	80	200	1,524

Figure 8: Lake County Connection Passenger Types – Elderly

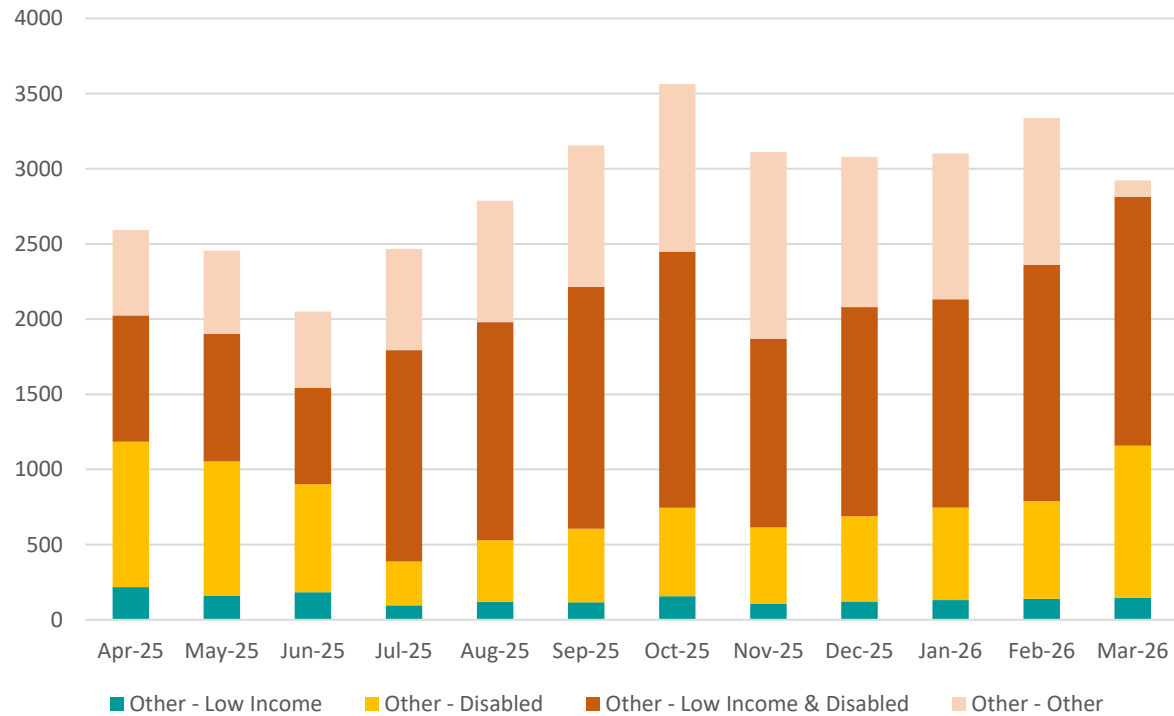


Source: 02 CTC AOR Monthly Report 06-01-2026

Table 9: Lake County Connection Passenger Types – Other

Month/Year	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Total
Other - Low Income	217	161	183	96	120	116	157	108	122	131	140	146	1,697
Other - Disabled	968	893	719	292	409	490	588	506	567	615	649	1,012	7,708
Other - Low Income & Disabled	839	847	640	1,405	1,451	1,608	1,704	1,256	1,391	1,386	1,571	1,656	15,754
Other - Other	569	554	508	674	807	941	1,114	1,241	999	969	979	108	9,463

Figure 9: Lake County Connection Passenger Types – Other

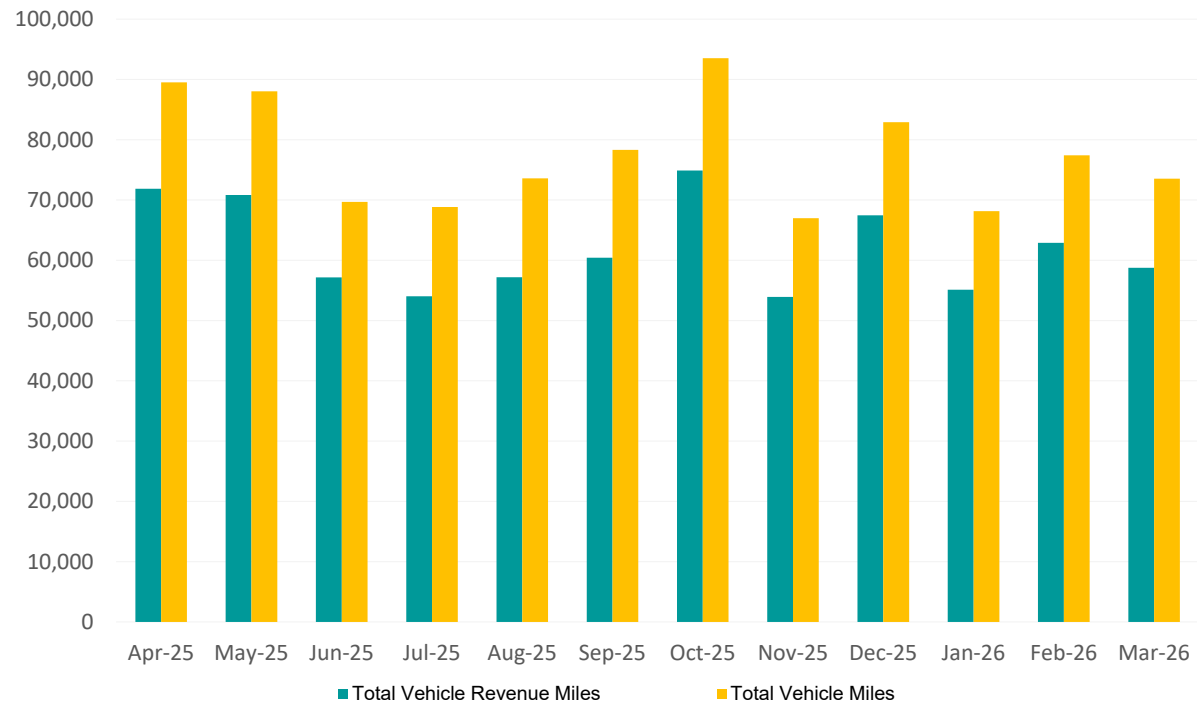


Source: 02 CTC AOR Monthly Report 06-01-2026

Table 10: Vehicle Miles

Month/Year	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Total
Total Vehicle Revenue Miles	71,868	70,824	57,149	54,023	57,180	60,433	74,897	53,926	67,446	55,110	62,896	58,748	744,500
Total Vehicle Miles	89,503	88,032	69,675	68,850	73,593	78,315	93,525	66,978	82,914	68,156	77,425	73,534	930,500

Figure 10: Vehicle Miles

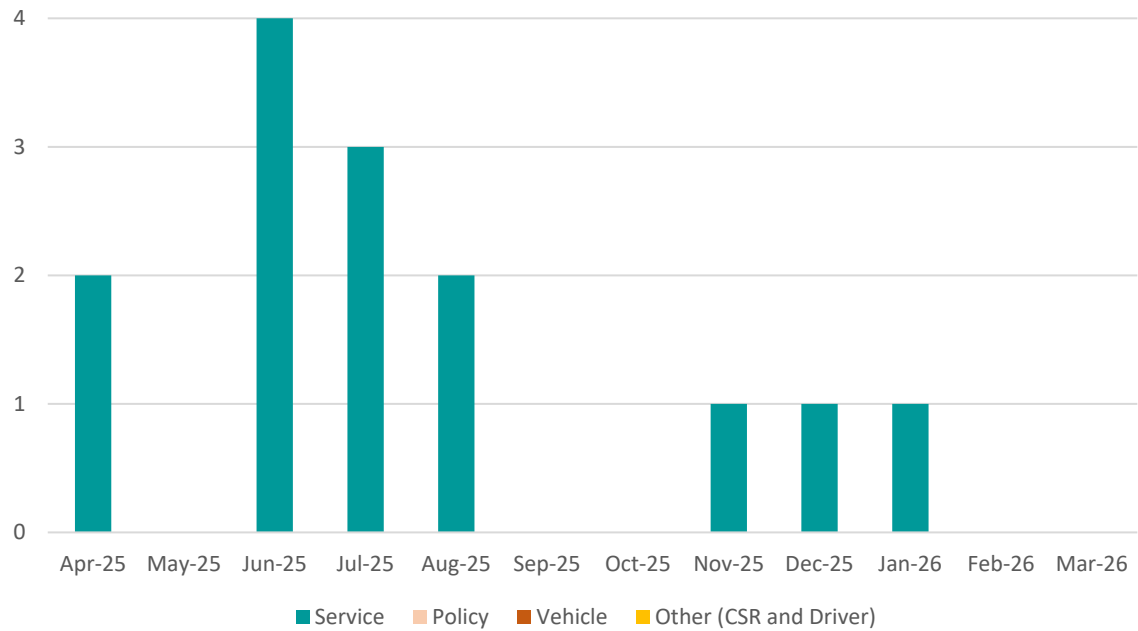


Source: 02 CTC AOR Monthly Report 06-01-2026

Table 11: Valid Complaints

Month/Year	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Total
Service	2	0	5	3	2	0	0	1	1	1	0	0	15
Policy	0	0	0	0	0	0	0	0	0	0	0	0	0
Vehicle	0	0	0	0	0	0	0	0	0	0	0	0	0
Other (CSR and Driver)	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Valid Complaints	2	0	5	3	2	0	0	1	1	1	0	0	15

Figure 11: Valid Complaints



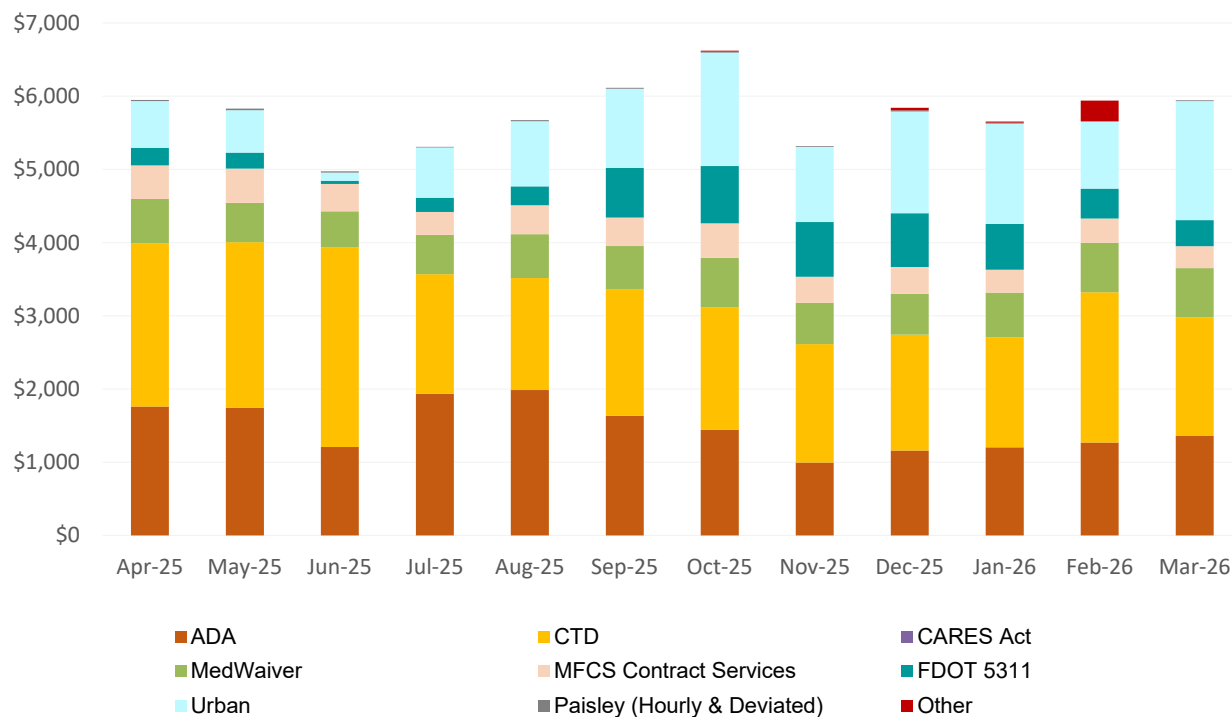
Source: 04 Complaint - Commendation Quick Review 06-01-2026

Table 12: Lake County Connection Funding Source

Funding Source	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Total
ADA	1,760	1,745	1,207	1,935	1,987	1,635	1,443	997	1,160	1,204	1,270	1,358	17,701
CTD	2,228	2,260	2,730	1,633	1,528	1,723	1,671	1,616	1,582	1,502	2,051	1,622	22,146
CARES Act	0	0	0	0	0	0	0	0	0	0	0	0	0
MedWaiver	607	538	491	539	599	595	678	564	559	610	675	671	7,126
MFCS Contract Services	459	467	373	312	396	389	472	357	366	314	333	300	4,538
FDOT 5311	240	220	44	195	259	679	781	747	733	624	409	356	5,287
Urban	639	579	112	685	888	1,081	1,550	1,025	1,391	1,372	913	1,627	11,862
Paisley (Hourly & Deviated)	16	21	17	9	16	13	14	11	15	12	9	9	162
Other	0	0	0	0	0	0	12	0	35	15	279	0	341
Total Actual County Trips	5,949	5,830	4,974	5,308	5,673	6,115	6,621	5,317	5,841	5,653	5,939	5,943	69,163

Source: 02 CTC AOR Monthly Report 06-01-2026

Figure 12: Lake County Connection Funding Source



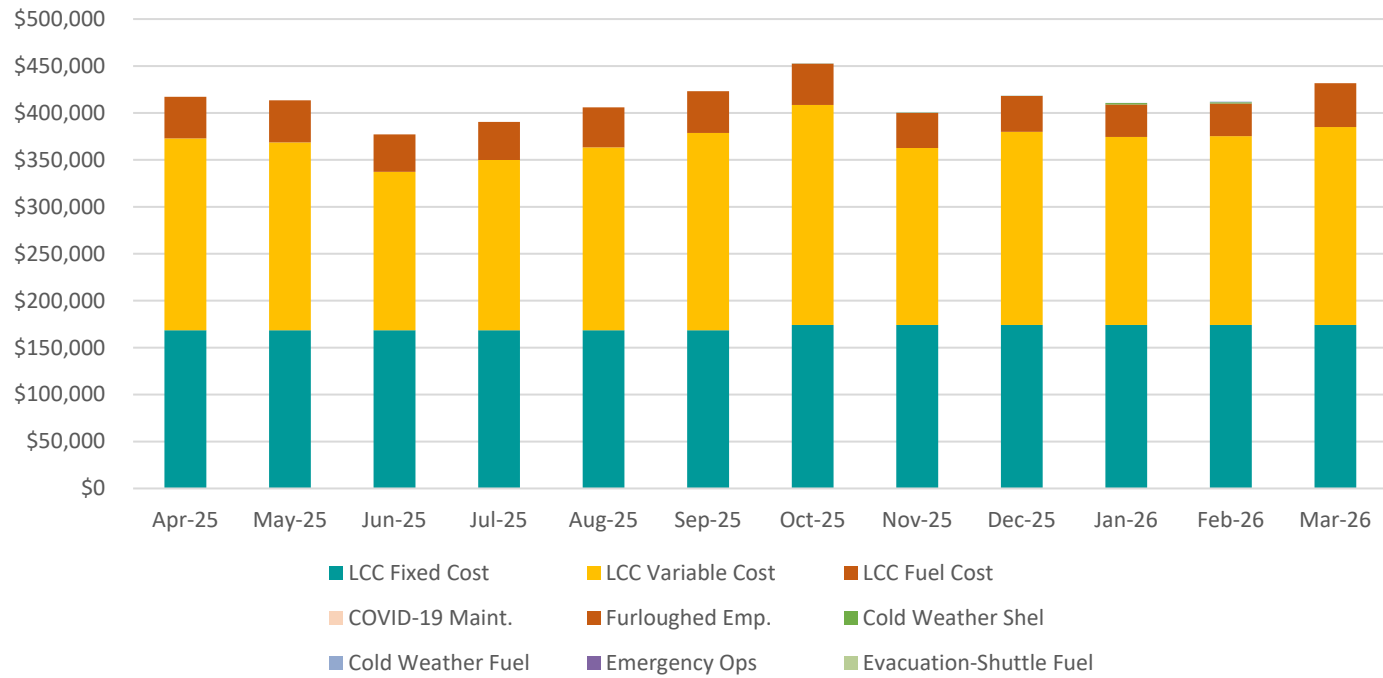
Source: 02 CTC AOR Monthly Report 06-01-2026

Table 13: Lake County Connection Contract Amount

	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Total
LCC Fixed Cost	\$168,542	\$168,542	\$168,542	\$168,542	\$168,542	\$168,542	\$174,245	\$174,245	\$174,245	\$174,245	\$174,245	\$174,245	\$2,056,721
LCC Variable Cost	\$204,273	\$200,004	\$168,638	\$181,377	\$194,771	\$210,092	\$234,188	\$188,487	\$205,638	\$200,241	\$201,022	\$210,716	\$2,399,448
LCC Fuel Cost	\$44,395	\$44,969	\$39,948	\$40,475	\$42,631	\$44,501	\$43,980	\$37,243	\$38,167	\$34,494	\$34,750	\$46,712	\$492,266
COVID-19 Maint.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Furloughed Emp.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Cold Weather Shel	\$0	\$0	\$0	\$0	\$0	\$0	\$67	\$386	\$200	\$1,505	\$1,465	\$0	\$3,622
Cold Weather Fuel	\$0	\$0	\$0	\$0	\$0	\$0	\$82	\$145	\$109	\$188	\$534	\$0	\$1,058
Emergency Ops	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Evacuation-Shuttle Fuel	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Expense	\$417,210	\$413,515	\$377,128	\$390,394	\$405,944	\$423,134	\$452,562	\$400,505	\$418,360	\$410,673	\$412,015	\$431,673	\$4,953,114

Source: 07 Performance Measures Report 06-01-2026

Figure 13: Lake County Connection Contract Amount

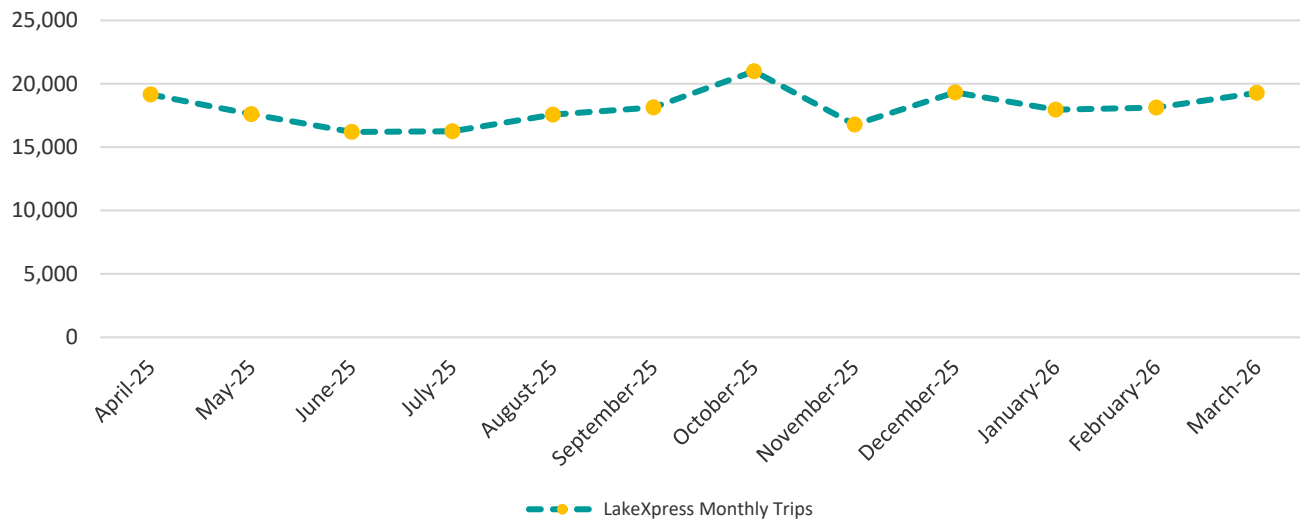


Source: 07 Performance Measures Report 06-01-2026

Table 14: LakeXpress Monthly Trips

	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Total
LakeXpress Monthly Trips	19,150	17,598	16,198	16,247	17,570	18,134	20,985	16,778	19,321	17,959	18,115	19,277	217,332

Figure 14: LakeXpress Monthly Trips

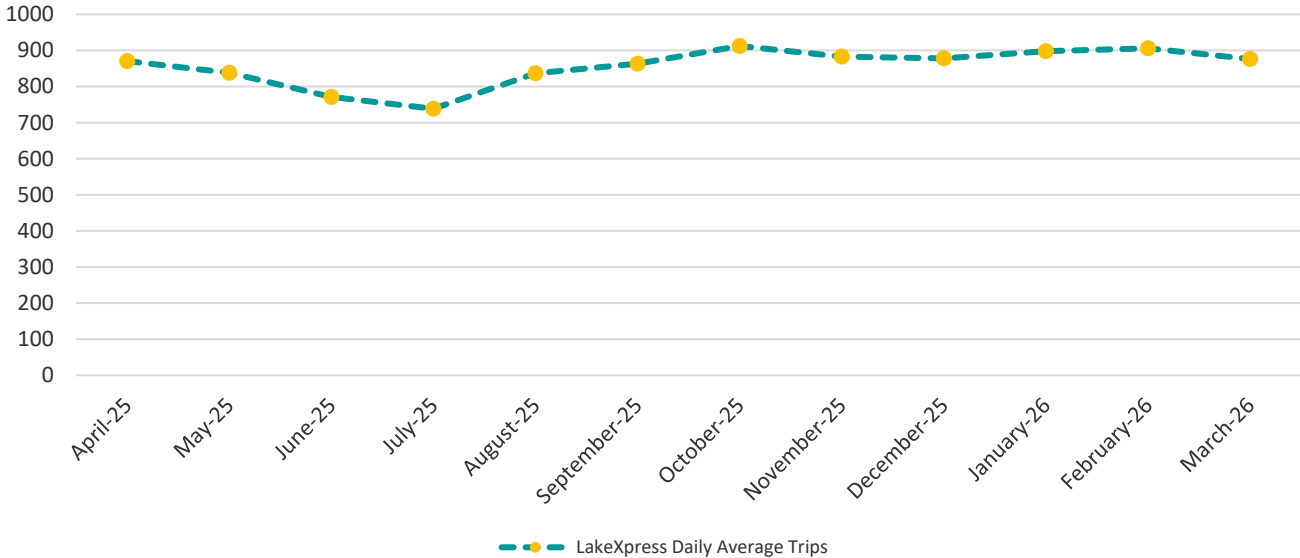


Source: 06 LX Monthly Trip Report 06-01-2026

Table 15: LakeXpress Daily Average Trips

	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Average
LakeXpress Daily Average Trips	870	838	771	739	837	864	912	883	878	898	906	876	856

Figure 15: LakeXpress Daily Average Trips

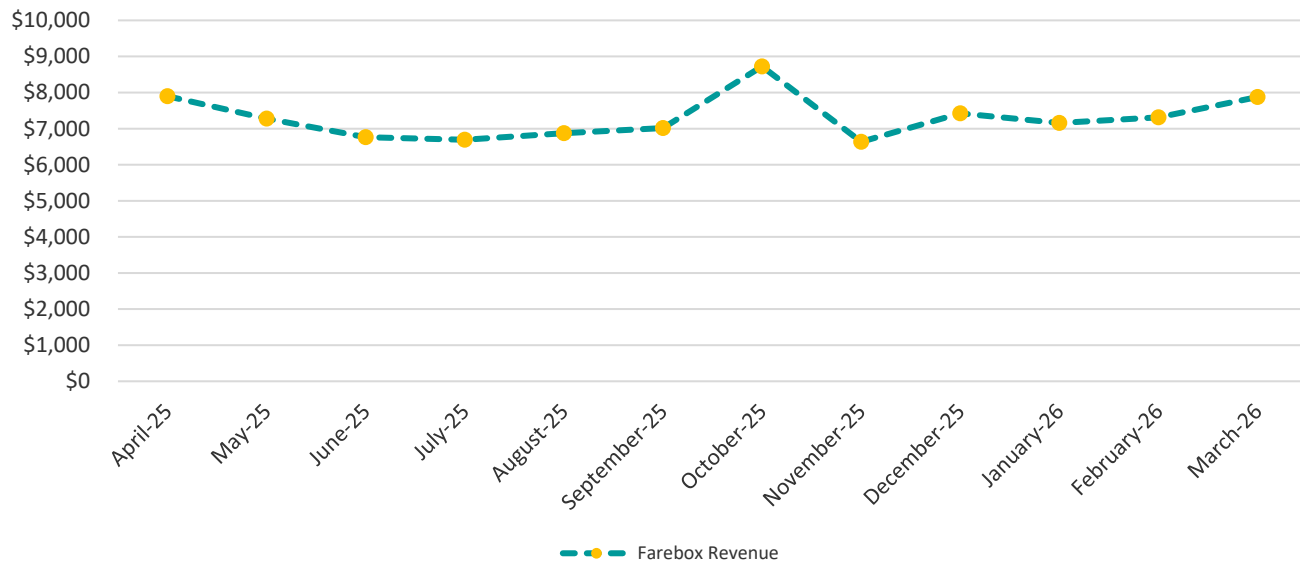


Source: 06 LX Monthly Trip Report 06-01-2026

Table 16: LakeXpress Farebox Revenue

	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Total
Farebox Revenue	\$7,900	\$7,278	\$6,765	\$6,691	\$6,874	\$7,015	\$8,725	\$6,636	\$7,423	\$7,160	\$7,314	\$7,875	\$87,654

Figure 16: LakeXpress Farebox Revenue



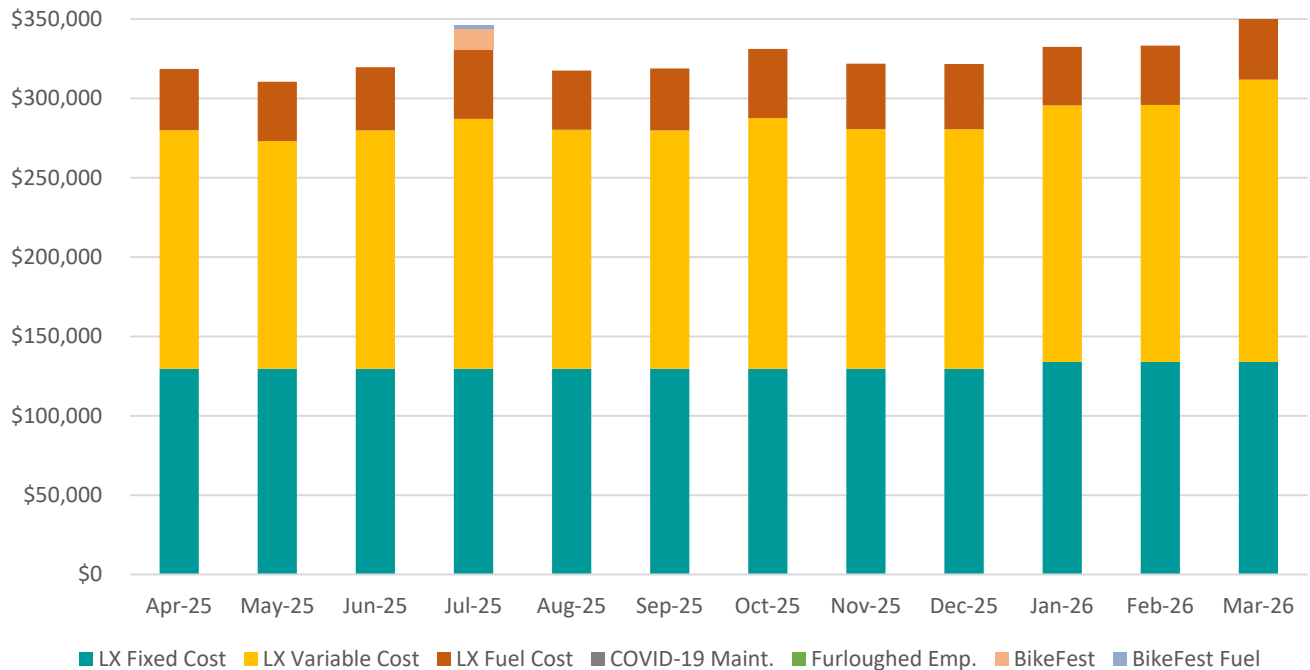
Source: 06 LX Monthly Trip Report 06-01-2026

Table 17: LakeXpress Contract Amount

	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Total
LX Fixed Cost	\$129,561	\$129,561	\$129,561	\$129,561	\$129,561	\$129,561	\$129,561	\$129,561	\$129,561	\$133,945	\$133,945	\$133,945	\$1,567,884
LX Variable Cost	\$150,383	\$143,511	\$150,324	\$157,507	\$150,644	\$150,299	\$158,022	\$151,068	\$150,939	\$161,576	\$161,880	\$177,824	\$1,863,975
LX Fuel Cost	\$38,622	\$37,388	\$39,805	\$43,783	\$37,343	\$38,992	\$43,580	\$41,233	\$41,176	\$36,971	\$37,486	\$61,309	\$497,689
COVID-19 Maint.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Furloughed Emp.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
BikeFest	\$0	\$0	\$0	\$12,913	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$12,913
BikeFest Fuel	\$0	\$0	\$0	\$1,962	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,962
Total Expense	\$318,566	\$310,460	\$319,690	\$345,726	\$317,548	\$318,851	\$331,163	\$321,862	\$321,675	\$332,492	\$333,311	\$373,078	\$3,944,424

Source: 07 Performance Measures Report 06-01-2026

Figure 17: LakeXpress Contract Amount



Source: 07 Performance Measures Report 06-01-2026

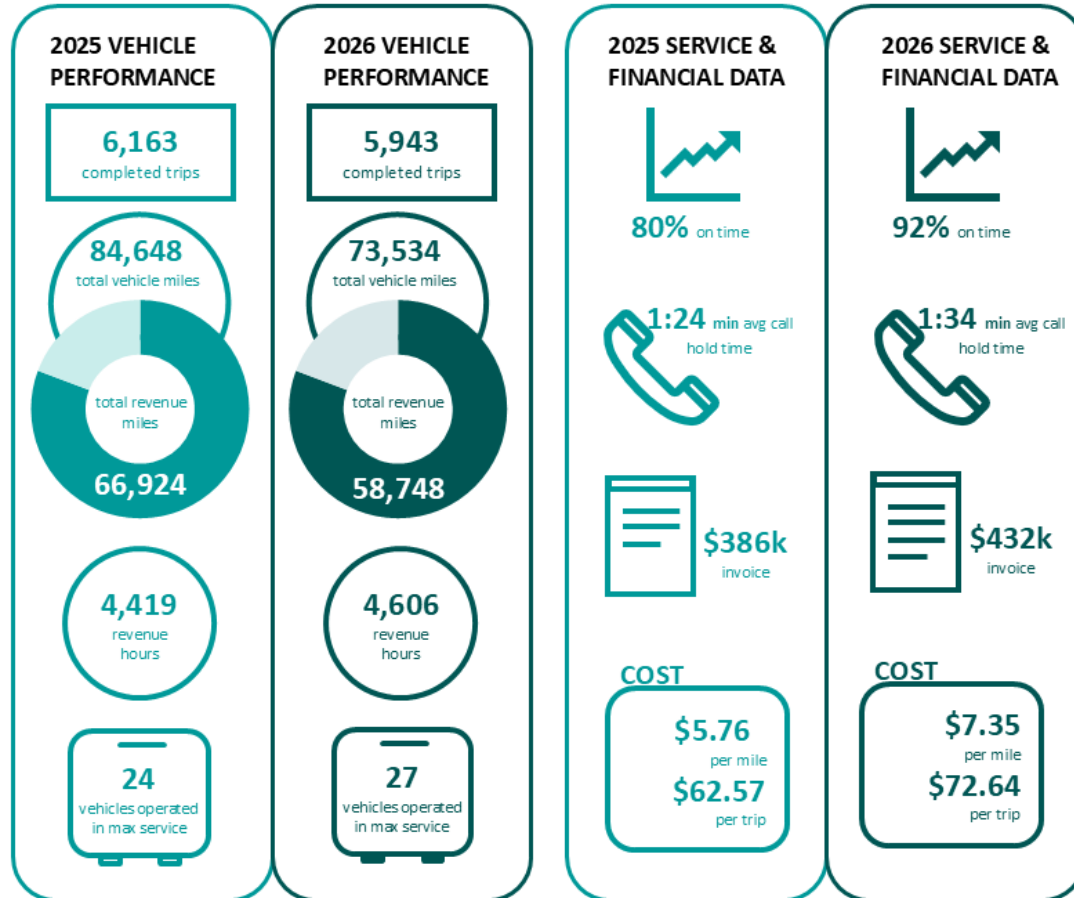
Table 18: Lake County Transit Annual Comparison Summary

Description	Mar-25	Mar-26	Change
Completed Trips	6,163	5,943	-3.6%
Total Vehicle Miles	84,648	73,534	-13.1%
Total Revenue Vehicle Miles	66,924	58,748	-12.2%
Total Revenue Hours	4,419	4,606	4.2%
Vehicles Operated in Maximum Service	24	27	12.5%
Accidents/Incidents (Preventable)	1	3	N/A
Accidents/Incidents (Non-Preventable)	0	3	N/A
On Time Performance - Standard 92%	80%	92%	15.0%
Call Hold Times (Seconds)	1:24	1:34	11.9%
Invoice Amount	\$385,595.24	\$431,672.94	11.9%
Cost per mile	\$5.76	\$7.35	27.5%
Cost per trip	\$62.57	\$72.64	16.1%
Compliments	1	0	N/A
Complaints (Valid)	6	0	N/A

Source: 03 Comparison Report 06-01-2026

Figure 18: Lake County Transit Annual Comparison Summary

**Selected Lake County Transit Metrics
March 2025 and March 2026 Comparison**



Source: 03 Comparison Report 06-01-2026

Lake County Office of Transit Services Complaint Report, January 1, 2026 – March 31, 2026

Complaint Received by: Lake County Transit Management	
Date of Incident:	01/21/26
Time of Incident:	9:05 AM
Customer Name:	Jones
Date Resolved:	01/21/26
Contractor Staff:	C. Perero
County Staff:	J. Knaak
Incident:	Ms. Jones had an appointment drop-off time of 9:30 AM and she called Dispatch for a pickup time. The Dispatcher gave her a time when the driver should arrive since the driver had just left Tavares. Ms. Jones was trying to get in contact with her doctor to let them know that she would be late. The driver C. Perero arrived at 9:25 AM and informed Ms. Jones that she was originally on her manifest but was removed around 7:45 AM. Ms. Jones wants to know why she was removed from C. Perero's Manifest in the first place.
Resolution:	Valid - When the Dispatcher realized that Ms. Jones was placed on the Building Block run, the Dispatcher removed her and placed her on another driver's manifest. The Building Block clients do not handle change very well so that is why Ms. Jones was removed and placed on another driver. When the original driver heard that Ms. Jones had not been picked up, he immediately went to pick her up.