



Transportation Disadvantaged Coordinating Board Agenda

Date | Time: March 2, 2026, | 10 AM

Lake County TDCB Committee Meeting - March 2026

Mar 2, 2026, 10:00 AM – 12:00 PM (America/New York)

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The Transportation Disadvantaged Coordinating Board (TDCB) serves to identify local service needs and provide information, advice, and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the TD program. The TDCB focuses on compliance with state requirements for TD planning and ensuring that public transportation is accessible to everyone, including the transportation disadvantaged. TDCB membership is composed of several representatives such as health and human services agencies, the elderly and disabled, citizens, and the private transportation industry and is established pursuant to Rule 41-2.012(3), Florida Administrative Code (FAC).

CALL REGULAR MEETING TO ORDER

Invocation / Pledge of Allegiance

Proper Noticing

Roll Call

Determination of Quorum

Chair Announcements Lake County TDCB Chair, Commissioner Timothy Morris

I. AGENDA UPDATE

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

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

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

III. CONSENT AGENDA

A. Approval of December 8, 2025, Quarterly Meeting Minutes

Attachment A: December 8, 2025, Lake County TDCB Quarterly Meeting Minutes

IV. ACTION ITEMS

A. 2026 Lake County Connection How to Ride Guide

The Lake County Connection (LCC) How to Ride Guide is a document that provides customers with information on how to use LCC. The Guide includes topics such as eligibility, hours of operation and service area, how to reserve a trip, and other relevant policies and procedures. Each year, the Lake County Office of Transit Services reviews the How to Ride Guide and makes necessary updates, if needed. The 2026 How to Ride Guide was revised to reflect the most up to date policies and procedures and to incorporate feedback from the TDCB.

Requested Action:

Motion to approve the 2026 Lake County Connection How to Ride Guide.

Attachment B: 2026 Lake County Connection How to Ride Guide

V. DISCUSSION ITEMS

A. Review and discussion of the Commission for the Transportation Disadvantaged (CTD) Ombudsman Report

The Lake County TDCB is required to review the CTD Ombudsman's Report quarterly. The CTD received no calls for Lake County this quarter.

B. Lake County Connection Rider Survey

Lake County Connection conducted rider surveys in December 2025. Staff will present a summary of the Rider Survey results.

Attachment C: Lake County Connection Rider Survey Results

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C. Mary Bennett Rule Policy Update

The Mary Bennett Rule allows persons receiving dialysis treatment, as well as those with long-term medical conditions such as cancer treatments, heart conditions, diabetes, neuropathy, etc., that require ongoing treatment to qualify for services if they are \$5,000 or less over the 200 percent poverty level. The Eligibility Subcommittee reviewed a Technical Memorandum that analyzed potential changes to the Mary Bennett Rule. The staff recommendation was discussed and the meeting concluded with a request for additional data and a follow-up meeting.

D. Fiscal Year 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 current TDSP was updated in fiscal year (FY) 2025 and is therefore due for an annual update in FY 2026. The FY 2026 annual update will include the following required changes, as well as other changes as needed:

- Updates to Needs Assessment
- Updates to Goals, Objectives, Strategies, and Implementation Schedule
- Updated Rate Model

The final draft of the FY 2026 TDSP Annual Update will be presented to the TDCB for approval at the June 1, 2026, quarterly meeting.

E. FY 2026 Community Transportation Coordinator Evaluation Update

The TDCB is tasked with annually reviewing the Community Transportation Coordinator (CTC) and evaluating the CTC's operations and performance. MPO staff provides support to the CTC Evaluation Subcommittee in conducting the evaluation. The evaluation includes an assessment of compliance with Chapter 427 F.S., Rule 41-2 F.A.C., Commission and local standards, and the Americans with Disabilities Act (ADA), as well as onsite observations and rider surveys. The current evaluation will conclude in May 2026, and the CTC Evaluation Subcommittee will present recommendations for review and approval at the June 1, 2026, quarterly meeting.

F. Follow Up Items

This will be a recurring agenda item that provides a status update on items discussed at previous quarterly meetings. The attached Follow Up Log provides an update on the items below:

1. Eligibility application updates
2. Proposed updates to the Mary Bennett Rule
3. Provide an online method to file a grievance
4. Grouping trips

Attachment D: March 2, 2026, Lake County TDCB Agenda Follow Up Log

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G. Board Membership Updates

There have been no recent changes to the Lake County TDCB membership.

H. Recent and Upcoming Events

- **FDOT Block Grant Application** – March 2026
- **Florida Triple Crown Rodeo** – March 6-7th, 2026, Orlando
- **Commission for Transportation Disadvantaged Business Meeting** – June 2026

VI. REPORTS

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

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

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VIII. BOARD MEMBER COMMENTS

IX. NEXT MEETING: JUNE 1, 2026

X. ADJOURNMENT

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



**Lake County Transportation Disadvantaged Coordinating Board
Minutes December 8, 2025
Lake~Sumter MPO
1300 Citizens Blvd., Suite 175 Leesburg, FL 34748**

Members Present

Jamie Kersey Ledgerwood
Jeannette Estes
E. Scott Pfender
Jim Lowe
Joanne Seagle
Rebecca Matthews
Chantel Buck
Cyndi North
Leshia Buchbinder, Vice Chair
Steve Homan
Yvelouse Augustin-Leow

Representing

FDOT
Agency for Persons with Disabilities
Public Education Community
FL Association CAA/Economically Disadvantaged
Persons over 60, representing elderly
Person with a Disability representing Disabled
Citizens Advocate
Citizens Advocate/User of System
Children at Risk Representative
Florida Dept. of Elder Affairs
Florida Agency for Healthcare Administration

Members Absent

Leslie Campione, Chair
Sheri Peterson
Jennilyn Green
Kirk Armstrong
Gustavo Henriquez

Representing

Lake~Sumter MPO
Dept. of Children & Families
Vocational Rehabilitation/Dept. of Education
Veterans Service Office Representing Veterans
Regional Workforce Development Board

Staff Present

Michael Woods
Doris LeMay

Representing

Lake~Sumter MPO
Lake~Sumter MPO

CALL TO ORDER

Motion was made by Rebecca Matthews to nominate Jamie Ledgerwood as the Chair for the December 8, 2025, meeting, seconded by Joanne Seagle – motion carried by a 7-0 vote.

The meeting of the Lake County Transportation Disadvantaged Coordinating Board (TDCB) was called to order at 10:07 a.m. by Jamie Ledgerwood. Pledge of Allegiance was led by Jamie Ledgerwood. Staff announced that the meeting was properly noticed, and a quorum was present. (7 Voting members present).

I. AGENDA UPDATE – Grievance Report added after Item A - Discussion.

II. OPPORTUNITY FOR PUBLIC COMMENT – Geraldine Maiaroto – Late to appointments. Christy Delmonico -Thanked for the service – Awesome drivers.

III. CONSENT AGENDA:

A. Approval of September 15, 2025, Quarterly Meeting Minutes

Jim Lowe made a motion to approve the consent agenda, seconded by Joanne Seagle and carried unanimously by a 7-0 vote; the Board approved the Consent Agenda.

IV. ACTION ITEMS:

A. Selection of Lake County TDCB Vice Chair.

Joanne Seagle made a motion to appoint Lesha Buchbinder as Vice Chair of the Lake County TDCB seconded by Jim Lowe and carried unanimously by a 7-0 vote, the Board approved Lesha Buchbinder as Vice Chair of the Lake County TDCB.

B. Review and Approval of the Lake County CTC Annual Operating Report (AOR) – Kelsey Peterson, WSP provided a brief overview. Discussion continued.

Jim Lowe made a motion to approve the Lake County CTC Annual Operating Report (AOR) seconded by Joanne Seagle and carried unanimously by a 7-0 vote, the Board approved the Lake County CTC Annual Operating Report (AOR).

C. Review and Approval of Updated CTC Evaluation Rider Survey – Kelsey Peterson, WSP provided update. Discussion continued. Rebecca Matthews was concerned with eliminating the question that says length of time on the bus.

Chantel Buck made a motion to approve the CTC Evaluation Rider Survey with leaving the question about the length of time on the bus, seconded by Joanne Seagle and carried unanimously by a 7-0 vote, the Board approved the CTC Evaluation Rider Survey with leaving the question on the survey.

D. 2025 Lake County Connection How to Ride Guide – Amy Bradford, Lake County Transit provided a brief overview of the Guide. Discussion continued.

Item was tabled until the March 2026 meeting to address the items brought forward.

V. DISCUSSION ITEMS:

- A. Review and discussion of the Commission for the Transportation Disadvantaged (CTD) Ombudsman Report – Jamie Ledgerwood
Grievance Item – Mr. Ocasio – Kelsey Peterson, WSP
- B. Section 5310/5311 Grant Applications – Jamie Ledgerwood
- C. Annual Review of CTC Coordination Contracts – Jamie Ledgerwood
- D. Follow Up Items – Kelsey Peterson, WSP.
- E. Board Membership Updates
- F. Upcoming Conferences/Meetings/Events

VI. REPORTS

- A. FDOT -Jamie Kersey Ledgerwood
- B. Lake County CTC – Amy Bradford
- C. RATP Dev – Lake County Connection – Fabien Blackson, General Manager
- D. Lake Sumter MPO Quarterly Progress Report – In package

VII. OPPORTUNITY FOR PUBLIC COMMENT – None

VIII. BOARD MEMBER COMMENTS - None

IX. ADJOURNMENT: There being no further business to discuss, the meeting adjourned at 12:04.

X. NEXT MEETING: March 2, 2026 @ 10AM

Chairman Campione

Date

2026

How To Ride Guide



Lake County Public Transit

A community service provided by the
Lake County Board of County Commissioners

This document is available in other accessible formats upon request.

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Welcome

Welcome to the Lake County Connection (LCC) Program!

This “How To Ride Guide” is designed to help you understand how LCC works and how to use it for your transportation needs. In this Guide, you will find information to help you easily schedule a trip and learn the various policies and procedures for your safety and convenience. Please take the time to read this Guide so you can learn about all the services offered by this program.

This Guide is available in various accessible formats, all online at RideLakeXpress.com or upon request. We want to ensure that everyone can access this critical resource in a way that suits them best.

Introduction

The Lake County Connection (LCC), also known as the Paratransit Program, is a shared-ride, door-to-door transportation service crucial for individuals who lack access to other means of transportation, including Lake County’s Fixed Route Service (LakeXpress). LCC is funded by several vital programs, including the Florida Commission for the Transportation Disadvantaged (TD), Florida Department of Transportation (FDOT), Agency for Persons with Disabilities (APD), You Thrive Florida (Elder Affairs), and Lake County Board of County Commissioners (LCBCC), plays a vital role in providing transportation for medical appointments, nutritional, employment, education, and personal/other trips.

Eligibility

Individuals interested in using the LCC services must apply through a written application process. Once a completed application is received, it may take up to twenty-one (21) calendar days to determine eligibility. A functional assessment, such as an interview, may be required for the eligibility process. If no determination is made within twenty-one (21) days of receipt of all completed forms, LCC service will be provided until a final determination is made. After qualifying for services, **all approved individuals must recertify their eligibility every two years**. If there is a change in address or health condition before the two years, applicants must notify LCC to update this information. To receive an application, please visit our website at RideLakeXpress.com or call LCC Customer Service. LCC is intended to serve a limited group of people, specifically those who have no other means of transportation and qualify under the following programs:

Americans with Disabilities Act (ADA)

A program for individuals whose physical or mental impairment prevents them from using the LakeXpress bus service (fixed route). In addition, the individual origin and destination must be within the ADA corridor, defined as a service corridor extending three-quarters ($\frac{3}{4}$) of a mile on either side of the LakeXpress bus service.

There are three categories under which a person can be eligible for ADA paratransit service:

Category 1

Eligibility includes persons who, due to their disability, are unable to use a regular, accessible bus independently.

Category 2

Eligibility is based on the accessibility of vehicles and terminals/stops (i.e., a person can use the regular bus, but it is not accessible).

Category 3

Eligibility applies to situations where a person is unable to travel independently to or from a bus stop.

A person can receive “conditional” eligibility for ADA paratransit service if they can use the bus under certain conditions but not others. In such situations, eligibility will be determined according to a particular set of circumstances or conditions that pertain to a person’s disability.

If approved for ADA paratransit transportation, you will receive an eligibility ID card and a letter outlining how to use the services.

ADA and TD Eligibility Appeal Process

Under the provisions of the Americans with Disabilities Act of 1990, and the Transportation Disadvantaged Program Florida Statute 427.011(1), you have the right to appeal any determination stating that you are not eligible for the Lake County Connection service or any restrictions that may have been placed upon your use of the service. You must make your appeal within 60 calendar days of receiving your determination letter. A copy of the appeals procedures and the request for appeal form will be included with your letter.

Mail your request for appeal form to:

Lake County Office of Transit Services
ADA and TD Appeals
315 West Main Street
Tavares, Florida 32778

We will review your appeal and will contact you to schedule the hearing, if necessary. Transportation to the hearing will be provided at no cost to the applicant if necessary.

ADA Visitors

Individuals eligible for ADA service in other areas and with documentation may use the LCC service during their visit to Lake County for up to 21 days within any rolling 365-day period. Visitors who do not have documentation of ADA eligibility from another transit agency but can provide documentation of a disability may be eligible to use this service for up to 21 days. For service beyond 21 days, an application will be required. For more information, please contact LCC's Customer Service Department.

Transportation Disadvantaged (TD)

A program for individuals who, because of mental or physical disability, income status, or age, are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to healthcare, employment, education, shopping, social activities, or personal/other activities, or children who are disabled, or high risk or at risk (as defined in §411.202). In addition, the trip origin and/or destination must be outside the three-quarter ($\frac{3}{4}$) mile ADA corridor. These trips are prioritized based on grant funding and availability. Lake County has a TD trip priority list which is Non-Emergency Medical, Nutritional, Employment, Educational, and Personal / Other.

Agencies

A program for individuals whose trips are funded through a negotiated agency contract.

Federal regulations prohibit LCC from providing school transportation to or from public or private grade schools or related activities. This does not apply to colleges, universities, or other educational institutions. In addition, LCC is prohibited from providing charter or private group services.

Destination and Hours of Operation

LCC provides services exclusively to Lake County. Under federal and/or state regulations, certain restrictions may apply to the trips provided, related to travel times or destinations, based on program eligibility.

ADA recipients may only schedule trips that begin and end within the ADA corridor, a three-quarter ($\frac{3}{4}$) mile buffer on either side of an established LakeXpress bus service (fixed route). The hours of operation for ADA are the same as those published in the LakeXpress bus schedule. While you may be certified to ride LCC, all destinations in Lake County may not be within the ADA corridor. If the origin or destination of a trip is outside

of the ADA corridor, the trip will be considered ineligible for the ADA program and classified as a TD trip.

Transportation Disadvantaged recipients can travel Monday through Friday from 5:00 AM to 7:00 PM. Only dialysis trips are provided on Saturdays.

These trips are prioritized based on grant funding availability using the following priority list:

1. Medical: Trips for non-emergency medical reasons. Medical reasons include trips to the doctor, dentist, chiropractor, hospital, or to purchase prescriptions. This also includes trips to receive kidney dialysis or cancer treatment.
2. Nutrition: Trips to the grocery store and to Meal Sites.
3. Employment: Trips to employers within Lake County.
4. Education: Trips to Lake Sumter State College and Lake Tech.
5. Personal / Other: Trips to the bank, post office, social security office, visitation to hospitals, nursing homes, etc. These trips are limited and may not be available every day.

All non-essential trips (grocery shopping and personal/other trips) will be transported to the nearest facility within Lake County.

Agency-sponsored trips must be pre-arranged by the agency sponsoring the trip.

Please remember that LCC operates on public roads and highways, and occasionally, vehicles will run behind schedule during peak travel periods, such as special events, rush hour, or inclement weather. To mitigate opportunities for delays, try to avoid peak travel periods from 8:00 AM to 10:00 AM and 2:00 PM to 5:00 PM, Monday through Friday.

The LCC Program observes the following holidays: New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Reservations

All trips require a prior reservation. Please contact LCC between 8:00 AM and 5:00 PM Monday through Friday to make your reservations. Transportation Disadvantaged and ADA trips must be scheduled no later than the day before the requested trip date. They can be scheduled up to two weeks in advance. For an ADA trip request for the day after a weekend or holiday, please follow the voicemail instructions and leave a detailed message with your next-day trip request.

When making a reservation for service, please remember that travel time for your trips will vary based on the trip's distance. Expected travel times are as follows:

- Nine (9) miles or less – up to sixty minutes (60) of travel time.

- Ten (10) miles to eighteen (18) miles – up to seventy-five (75) minutes of travel time.
- Nineteen (19) to twenty-nine (29) miles – up to ninety (90) minutes of travel time
- Thirty (30) miles or longer – up to one hundred (100) and twenty (20) minutes of travel time.

When making a reservation, please have the following information ready:

- Customer’s name, date of trip, and exact appointment time.
- Pick up location – address (including building/complex name and unit number), city, and zip code. The pick-up location phone number (work, home, or cell phone).
- Destination – if applicable, name of business or location. Street address (including suite/unit number), city, zip code, and phone number.
- Date of birth (an adult must accompany any child aged 15 and under).
- Whether the customer will utilize a wheelchair or other mobility device.
- Whether a personal care attendant (PCA) or a guest will be traveling.
- Whether the PCA/guest uses a wheelchair or other mobility device.
- Whether the customer or PCA/guest travels with a service animal.
- Other special considerations for the customer when traveling.

Return trip information – please provide the same information as above. The return trip **MUST** be scheduled before the travel date, or it will not be accepted.

LCC operates within an established pickup window. Vehicles may arrive up to thirty (30) minutes after the customer’s scheduled pickup time and still be considered on time. Customers must be ready to board at the scheduled pickup time and remain available during the entire pickup window. Drivers will wait up to five (5) minutes upon arrival within the pickup window before marking the trip as a no-show.

Driver’s will not make unscheduled stops.

Subscriptions Service (Standing Order)

A subscription service or standing order can be established when a customer regularly travels to and from the same destination each week on the same day at the same time. Submitting a standing order will save you time. However, you must contact LCC

Customer Service immediately if your plans change to avoid being charged as a no-show. Frequent cancellations and no-shows could result in the termination of a subscription.

Negotiated Trip Times

Occasionally, the exact time you wish to travel may not be available. In that case, Customer Service may offer you other choices up to one hour earlier or one hour later than the time you wish to travel. If you need to arrive at your destination by a specific time, the Customer Service representative will attempt to provide you with a pick-up time that will ensure you arrive on time. If your travel time is more flexible, please let the Customer Service representative know, and they may suggest an alternative time.

Examples

- The caller requests a trip to get to work by 9:30 AM. If there is no availability for the requested time, the Customer Service representative may offer a drop-off time option based on vehicle availability and the trip's distance, typically between 8:30 AM and 10:30 AM. If the negotiated scheduled time is 8:30 AM, the customer must be ready to board the vehicle between 7:30 AM and 8:30 AM.
- The caller requests a 5:00 PM pick-up. If the requested time is unavailable, the Customer Service Representative may offer a pick-up option based on vehicle availability between 4:00 PM and 6:00 PM. The customer must be ready to board the vehicle upon arrival. The vehicle is considered on time if it arrives within one (1) hour of the scheduled pick-up time.

Fares, Multiple Destinations, and Refusal to Pay

All trips require a fare. The customer will be informed about the fare needed at the time of approval for the paratransit service. Payment of proper fare is required upon boarding the vehicle. The driver will collect the fare from you upon boarding the vehicle. You must have the exact change; drivers do not carry money. Failure to pay the appropriate fare will result in your trip being denied, and you will not receive your scheduled transportation services that day. Fares will depend upon your funding source. See details below:

Americans with Disabilities Act ADA

- The current fare for ADA trips is \$2.00 per trip.
- The fare charged to an ADA-eligible user shall not exceed twice the fare that would be charged to an individual paying full fare (without regard to discounts) for a trip of similar length at the same time of day on the LakeXpress fixed-route system.
- ADA regulations, 49 CFR Part 37, Section 37.131, allow transit agencies to charge a higher fare to a social service or other organization for agency-sponsored trips.

- The fare for guests accompanying ADA-eligible customers shall be the same as that of the ADA-eligible individual, except for Personal Care Attendants (PCAs). PCAs do not pay a fare to ride LCC with an eligible customer.

Transportation Disadvantaged (TD)

The current fares for TD trips are:

- Within Lake County – \$2.00 per trip.
- Outside of Lake County, service is provided on Tuesdays and Thursdays for medical appointments only. Trips provided outside of Lake County may be grouped together for efficiency, therefore travel times and wait times may vary depending on the number of riders that day.
 - \$5 each way.
 - Orlando.
 - Wildwood.
 - Oxford.
 - The Villages (Sumter and Marion Counties (Summerfield))
 - \$10 each way.
 - Gainesville.

The customer must pay the assigned fare if they do not have an approved hardship application.

Travel Assistance

Many of our customers require assistance during their travel. While drivers can provide limited assistance to and from the vehicle, some customers may require more personalized care. This section of the Guide will address customers' needs beyond the driver's responsibility. Customers requiring additional assistance upon reaching their destination must travel with a Personal Care Attendant (PCA) who can provide the necessary support.

Personal Care Attendant (PCA)

A PCA travels with the customer to assist with life functions and to facilitate travel. Only one PCA may ride free of charge. If you require a PCA, please inform Customer Service when scheduling your trip.

Children

A parent or guardian assisting an underage child may not bring additional children unless the other children have a scheduled reservation and will be receiving a service.

Children under five (5) years old and/or weighing forty-five (45) pounds or less will be required to use a child restraint device that must be provided and correctly installed by the accompanying adult or PCA.

Guest for ADA Customers

Guests may accompany ADA customers on a space-available basis. Guests must pay the same fare as the ADA customer and board and disembark from the vehicle at the same location and time as the ADA customer.

Service Animals

A service animal is defined as an animal trained to perform tasks for an individual with a disability. Service animals may ride at no additional charge, but they must be properly controlled. Service animals must remain at the owner's feet or on the owner's lap at all times. Service animals cannot sit on a vehicle seat or obstruct aisle floors and steps to facilitate safe boarding. Customers are responsible for the behavior and hygiene needs of the service animal. LCC service can be refused or discontinued if a service animal is seriously disruptive or poses a threat of violence.

Ready Early, Will Call, Cancellation, and No Show

The Lake County Transportation Disadvantaged and ADA programs operate as a shared ride system. To prevent delays for other customers, each passenger must be ready to board the vehicle upon arrival.

Ready Early

Customers ready before their scheduled pick-up time should contact LCC Customer Service. Customers will be picked up as vehicles become available.

Will Call

If the customer is not ready to return when the service vehicle arrives, they are placed into "will call" status. This means customers "will call" LCC Customer Service when ready. Reasonable efforts will be made to pick up the customer within 90 minutes. Will calls are not accepted from residence. If the customer is not ready within five minutes after the

driver notifies the customer that they have arrived, then the customer will be considered a No Show.

Cancellations

All cancellations must be made at least two hours before the scheduled pick-up time to avoid having a trip categorized as a no-show. A cancellation made at the door, inability to pay the required fare, or refusal to board a vehicle that arrived within the pick-up window is also considered a late cancellation no-show. Customers are not responsible for no-shows resulting from sudden illness, family or personal emergencies, or other unforeseen circumstances for which a timely cancellation notice cannot be provided. Additionally, transit connection or appointment delays may occur due to extreme weather conditions, operator error, or any other unexpected events that may create a significant delay or prohibit taking the trip will be excluded from the no-show count.

No Show

A no-show is defined as a customer's failure to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the prescribed pick-up location within the pick-up time, and the customer is not present for the appointment or fails to respond within five (5) minutes of the vehicle's arrival time. Customers who fail to cancel trips they will not use create undue hardship and delays for other ride-share program customers, resulting in unnecessary expenses for the program.

No-shows or late cancellations are not counted when there are situations beyond the customer's control that prevent the customer from notifying us that the trip cannot be taken, such as:

- Medical emergencies/hospitalization.
- Family emergency.
- Sudden illness or change in condition.
- An appointment that runs unexpectedly late without sufficient notice.

No-shows or late cancellations are not counted when the missed trip is due to an LCC error, such as:

- Drivers arriving and departing before the pick-up window begins.
- Drivers arriving late (after the end of the pick-up window).
- Drivers arriving within the pick-up window but departing without waiting the required 5 minutes.

Repeated, intentional, or regular no-shows will result in a suspension of the customer's transportation service.

The third no-show within 30 days will trigger a review of the customer's record to allow for a more detailed look before a suspension is proposed. The frequency and number of missed trips will determine a no-show percentage rate.

For the number of no-shows to be considered excessive, it must be at least two times the current year's average no-show percentage. For example, the transit system's average no-show rate is currently 5%; an excessive amount would be considered 10% or more.

At the end of the month, customers who have been recorded as having three or more no-shows will be reviewed to identify their trip and no-show history, as well as their frequency of travel period. Each no-show will be verified to determine the circumstances of the missed trip.

Initially, a warning letter will be issued to try to modify the behavior. If the problem continues, a progressive suspension length will be as follows:

- The first suspension will be for five (5) days.
- The second suspension, within one year, will be for ten (10) days.
- The third suspension, within a one-year period, will be for fifteen (15) days.
- The fourth suspension and any subsequent suspensions within a one-year period will last 30 days.

Policy for Distributing Specific No-Shows and Late Cancellations

Customers wishing to dispute specific no-shows or late cancellations must do so within 30 days of receiving the initial warning letter. Customers should contact the LCC Office Manager to explain the circumstances and request the removal of the no-show or late cancellation.

Policy for appealing Proposed Suspensions

Customers wishing to appeal suspensions under this policy have the right to submit a written appeal request, which can be sent by letter or email. Customers must submit a written appeal request within 60 days of receiving suspension letters. Customers who miss the appeal request deadline will be suspended from LCC on the date listed on their suspension notice, and all suspension appeals for LCC's appeal process will be denied.

How to Avoid No-Show and Late Cancellation Situations

- Review times and dates with the LCC reservationist or dispatcher to ensure you understand the 30-minute pick-up window and when to expect the bus.
- Call LCC at (352) 742-2612 when you no longer need the ride, then press 1 to speak with a dispatcher. Let them know the specific ride(s) that is(are) no longer needed.
- Remember to cancel all trips scheduled for that day. If any trips are not canceled, you will be charged a no-show fee for the remaining planned trips. Federal Regulations prevent LCC from “assuming” that a customer canceling or no-showing one trip for the day would mean the customer would not need the remainder of their scheduled trips that day. Canceling or no-showing on one trip may result in multiple no-shows if all scheduled trips that are not required are not canceled.
- Be prepared to board within five (5) minutes of the vehicle's arrival.

Drivers

Lake County Board of County Commissioners has contracted with a private transportation provider to provide door-to-door paratransit transportation services. The provider uses lift-equipped vehicles to transport customers. All vehicles are prominently marked with the “Lake County Connection” name and logo.

Drivers are trained to assist those who require help getting in and out of the vehicle. They are not required to assist wheelchairs up or down more than one step, push wheelchairs

through grass or sand, or lift customers into or out of their mobility devices. Drivers do not enter a person's home or room at a living facility, assist customers with personal belongings, or go above the first floor of a multi-level building.

Drivers are expected to:

- Be properly uniformed and carry photographic identification badges.
- Be courteous.
- Drive safely.
- Wear a seat belt.
- Securely tie down wheelchairs.
- Make a good-faith effort to find a customer. Horn honking to notify a customer of their arrival is unacceptable unless there is a dangerous animal or unsafe condition, a locked fence, or other barriers that may prevent them from accessing the customer's home.
- Report any safety hazards including any adverse incident experienced by the customer.

Drivers do not accept tips. Please notify LCC if any driver asks for or accepts a tip.

If a driver or customer acts unreasonably or in a manner contrary to company policies and procedures, the incident should be reported immediately by calling LCC Customer Service.

Customer Rights and Responsibilities

The Florida Commission for the Transportation Disadvantaged has established the following customer rights and responsibilities when utilizing Transportation Disadvantaged services.

Customers have the Right to:

Safety

- Trips in an air-conditioned and heated vehicle.

- Safe, clean, adequately equipped, and smoke-free vehicles.
- Properly fasten the seatbelts and/or mobility device tie-downs.
- Vehicles transfer points that are sheltered, safe, and secure.
- A correctly identified driver.
- Adequate seating should include ample space for service animals.
- Assistance and maneuvering mobility devices up and down a maximum of one step.

Courtesy

- Professional, curious, and properly trained drivers.
- Assistance while getting in and out of the vehicle and to the seat.

Concerns

- File concerns without fear of retaliation.
- Prompt investigations and effective resolutions.
- Current and complete program information.

Service

- Pick-ups within the established pick-up window.
- Expect the driver to wait up to five (5) minutes upon arrival in the pick-up window.
- Be delivered to an appointment on time.
- Be provided with LCC's policy on standing orders/subscription service.
- Be provided with LCC's policy on no-shows.

Customers are responsible for:

Safety

- Be ready and wait for the vehicle in a safe location before the pick-up window for your scheduled appointment time.
- Keep seatbelts and mobility device tie-downs secure until the vehicle comes to a complete stop.
- Remain seated until the vehicle comes to a complete stop at your destination.
- Report any safety hazards, including any adverse incident experienced by the customer.
- Maintain wheelchairs or other mobility aids in good condition.
- Do not tamper with or operate vehicle equipment.
- Child restraint devices must be provided and correctly installed by the accompanying adult or attendant.
- Make LCC aware of customers' physical and/or mental conditions limitations before transport.
- Adhere to policy for violent and/or disruptive behavior.

Courtesy

- Call in trip cancellations. (Refer to the cancellation section.)
- Inform LCC of all pertinent information regarding the trip.
- Present the correct fare.
- Be ready at the time of pick-up.
- Ensure personal and service animal hygiene.
- Be courteous to drivers and fellow customers.

Concerns

- File concerns promptly, providing LCC with pertinent information. (Refer to the concern section below for instructions on how to file a concern.)

Service

- Advise the reservationist of appointment times.

- Inform the reservationist of your intention to travel with a guest, personal care attendant, or service animal.
- Accept a shared ride service on accessible vehicles provided.
- Schedule trip requests by 5:00 PM the day before the trip.
- Provide a mobility device, car seat, and/or personal care attendant.

Furthermore, state law has determined that all customers on paratransit vehicles must wear seatbelts. A customer who refuses to remain seated without wearing a seatbelt will be denied service. If you have medical documentation stating that using seat belts may harm your health, the seat belt regulation will be waived. Please inform the reservationist of your situation when you schedule your first trip. You will be required to provide LCC with written documentation to have the seat belt requirement waived.

Inappropriate or Disruptive Behavior

Customers are not permitted to eat, drink, smoke, or spit on the bus. Exceptions will be made for customers with medical needs requiring drinks or food. Customers are responsible for being considerate of other customers and sharing rides, refraining from excessive noise, constantly changing seats, throwing objects, fighting, sticking their heads or arms out of the windows, and maintaining good behavior and speech. This behavior will not be tolerated; customers who exhibit such behavior may be subject to suspension.

Under the LCC policy, service may be terminated due to threats, violence, or abusive treatment towards the provider or other customers. Service may be refused if a customer engages in violent, seriously disruptive, or illegal conduct. Seriously disruptive conduct does not include behavior or appearance that only offends, makes noise, or inconveniences other customers or employees.

When the Transit Director determines that a suspension will be initiated, the suspension of service will be communicated to the customer or their parent or guardian by phone and/or mail, with a copy sent to the appropriate agency, if applicable.

Other Considerations

Wheelchair Service

LCC vehicles are designed to accommodate wheelchairs and other mobility devices. LCC can transport the device if the customer can safely navigate the manual or motorized mobility aid on and off the ramp or lift without exceeding the lift's capacity. Customers can board separately from their devices if the weight limit is exceeded. If your wheelchair

or mobility device exceeds the size that can be accommodated on a wheelchair lift or ramp or cannot fit within the securement area in the vehicle, transportation with LCC services may be denied until you can obtain a mobility device that meets these criteria.

Additionally, customers in wheelchairs require an accessible boarding area where the lift can be safely deployed. The area leading up to the boarding area must be firm to accommodate the approach to the wheelchair lift. Grass, gravel, and soft sand are not acceptable.

Oxygen Transport

Travel with oxygen equipment is permitted, provided the customer is solely responsible for its safety and use, and the oxygen container(s) can be safely stowed when the vehicle is in motion.

Drivers are not permitted to supply, connect, or disconnect oxygen.

Personal Belongings

Customer property that can be carried by the customer and/or guest in one trip and safely stored in the vehicle shall be allowed; however, there is a five-bag limit, and the bags cannot weigh more than twenty pounds each. Drivers are not allowed to assist customers with personal belongings. If you have difficulty handling your packages, please bring a personal care attendant or guest. Under limited circumstances, the customer may request that the driver assist with their belongings. However, the driver must be able to help the customer and carry the items in a single trip. Personal, two-wheeled, collapsible grocery carts are permitted and encouraged. Large coolers are not allowed. Small animals in designated pet travel cases are permitted if the customer can carry the pet travel case. Any packages or objects belonging to customers cannot block aisles or emergency exits. It is important to remember that LCC is a shared ride system. Customers are prohibited from transporting potentially dangerous items, explosives, flammable liquids, or hazardous materials to themselves, their drivers, or other customers. Customers possessing or using illegal drugs may be denied or terminated from transportation.

Reasonable Modification Request

A reasonable modification request is one that is outside the ordinary for the current service and would necessitate a modification to our policies, practices, and/or procedures to ensure program accessibility. A request can be made electronically through LCC or mailed to our offices.

LCC Title VI Notice

LCC hereby gives public notice of its policy to assure full compliance with Title VI of the Civil Rights Act of 1964. LCC is committed to ensuring that no person is excluded from

participation in or denied the benefits of its services based on race, color, or national origin. Any person who believes that they have, individually or as a member of any specific class of person, been subjected to discrimination based on race, color, or national origin may file a concern with LCC. For more information, visit our website at RideLakeXpress.com or contact LCC Customer Service.

Contact Information

To obtain an application, schedule a trip, or ask any questions, please contact LCC Customer Service at (352) 742-6212. For assistance with the Florida Relay, call (800) 955-8770 for voice or (800) 955-8771 for TTY. LCC Customer Service is available Monday through Friday, 8:00 AM to 5:00 PM. For all emergencies, dial 911.

Concerns

If you experience a problem with any aspect of the service, please call the Lake County Office of Transit Services at (352) 323-5733 or visit RideLakeXpress.com to download and complete the concern form.

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

Customer Feedback

If you experience a problem with any service aspect, you may call or write to the LCC Customer Service department. To send your concern in writing, direct your correspondence to:

Lake County Transit
Customer Service
560 East Burleigh Boulevard
Tavares, Florida 32778

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

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

If your concern cannot be resolved, you may obtain information on the grievance process by contacting the Lake County Office of Transit Services. The Florida Commission may provide additional assistance for the Transportation Disadvantaged program.

Lake County Office of Transit Services
(352) 323-5733

OR

Florida Commission for the Transportation Disadvantaged's Ombudsman Hotline
(800) 983-2435

Help Someone Get A Ride

Remember to check the box to donate \$1, or more, to the Transportation Disadvantaged Trust Fund the next time you (or a friend or family member) purchase your auto/truck/boat tags. Donated funds will be used to provide transportation services in the local service area where they are collected.

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**Lake County
Office of Transit Services
(352) 323-5733
RideLakeXpress.com
LakeCountyFL.gov**



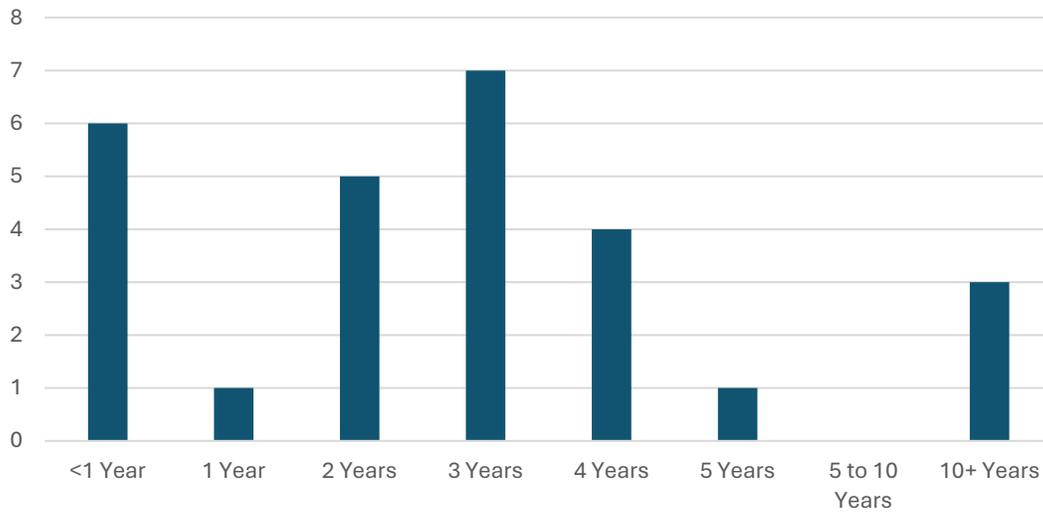
Lake County Rider Survey Report

March 2, 2026

The data contained herein has been provided by Lake County Transit based on surveys conducted during December 2025.

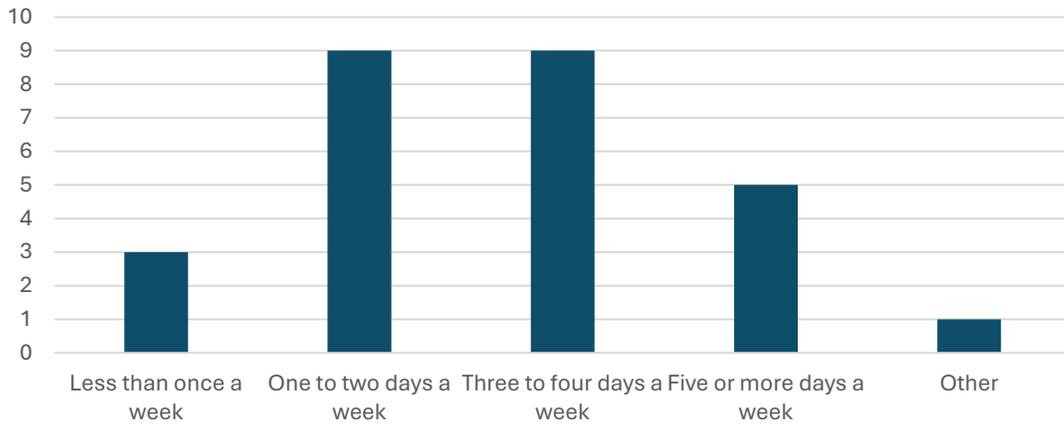
1. How long have you been a Lake County Connection Rider?

| Response | Count |
|------------------|--------------|
| Less than a year | 6 |
| One year | 1 |
| Two years | 5 |
| Three years | 7 |
| Four years | 4 |
| Five years | 1 |
| 13 years | 1 |
| 14 years | 1 |
| 17 years | 1 |



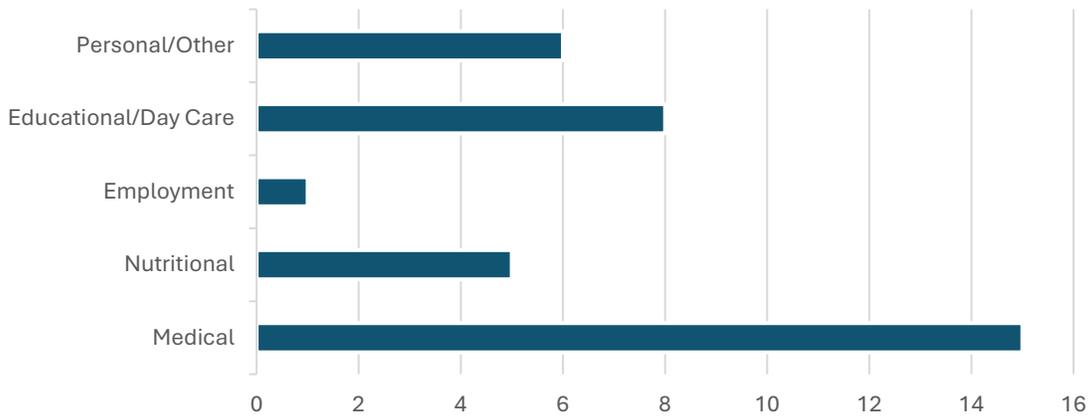
2. How often do you use Lake County Connection?

| Response | Count |
|---------------------------|--------------|
| Less than once a week | 3 |
| One to two days a week | 9 |
| Three to four days a week | 9 |
| Five or more days a week | 5 |
| Other | 1 |



3. What type of trips do you normally take?

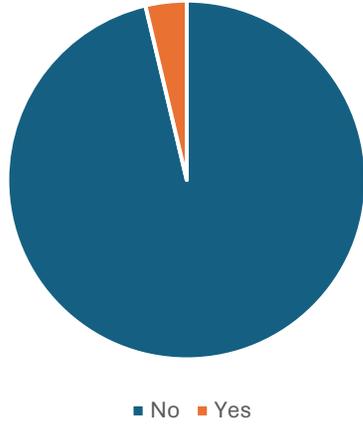
| Response | Count |
|----------------------|--------------|
| Medical | 15 |
| Nutritional | 5 |
| Employment | 1 |
| Educational/Day Care | 8 |
| Personal/Other | 6 |



4. Have you ever been refused transportation services?

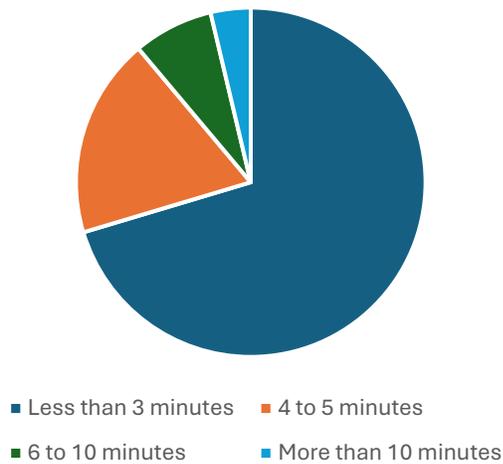
| Response | Count |
|----------|-------|
| No | 26 |
| Yes | 1* |

*No bus available according to Dispatch



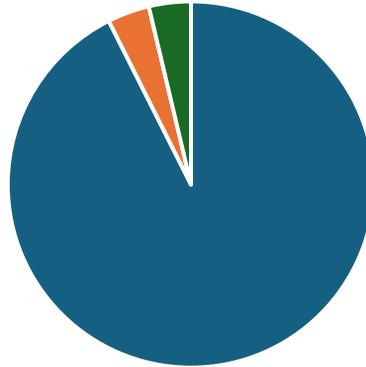
5. What is your average call hold time?

| Response | Count |
|----------------------|-------|
| Less than 3 minutes | 19 |
| 4 to 5 minutes | 5 |
| 6 to 10 minutes | 2 |
| More than 10 minutes | 1 |



6. How would you rate the LCC reservation agents?

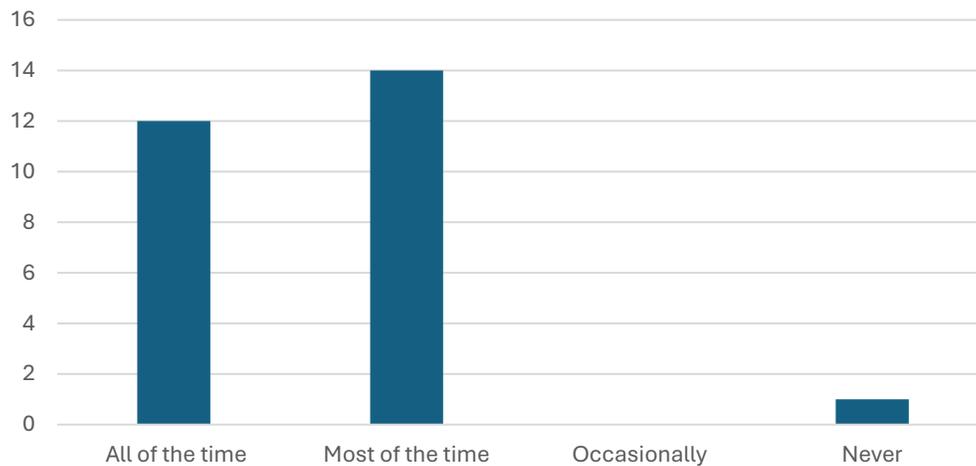
| Response | Count |
|-----------------------------------|-------|
| Friendly, courteous, and helpful? | 25 |
| Average | 1 |
| Varies on each call | 1 |
| Poor Service | 0 |



■ Friendly, courteous, and helpful? ■ Average ■ Varies on each call ■ Poor Service

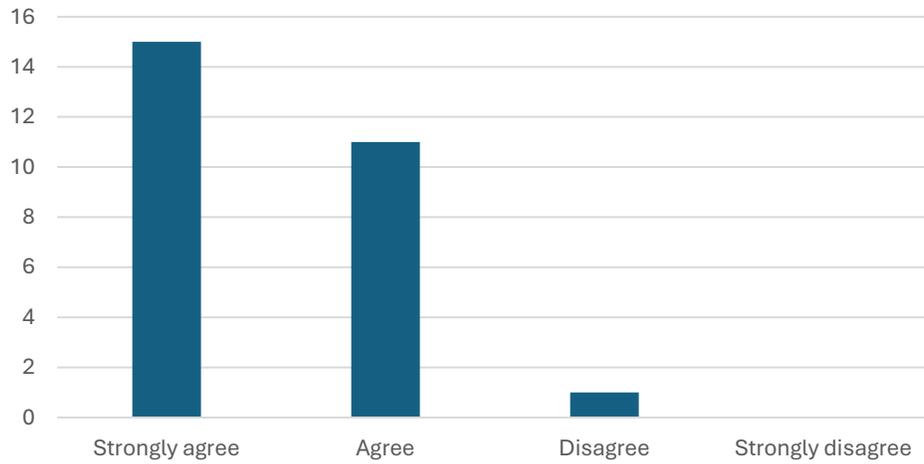
7. Are problems solved quickly?

| Response | Count |
|------------------|-------|
| All of the time | 12 |
| Most of the time | 14 |
| Occasionally | 0 |
| Never | 1 |



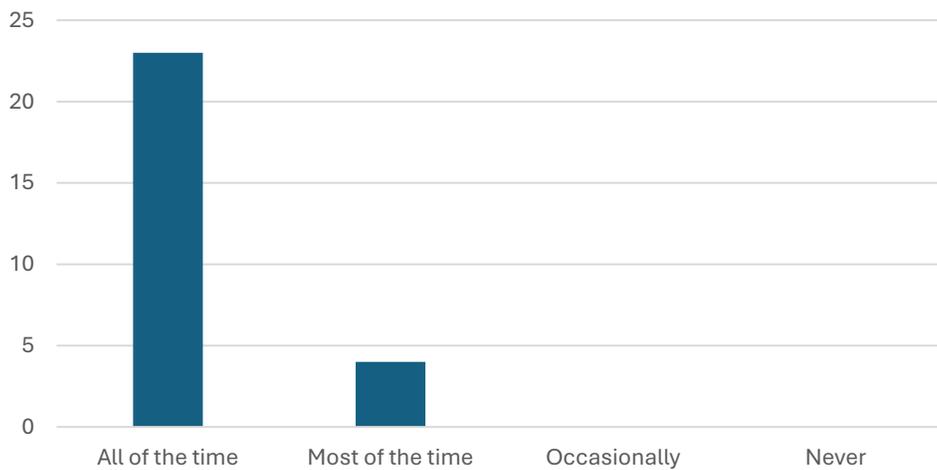
8. Are concerns handled in a satisfactory manner?

| Response | Count |
|-------------------|--------------|
| Strongly agree | 15 |
| Agree | 11 |
| Disagree | 1 |
| Strongly disagree | 0 |



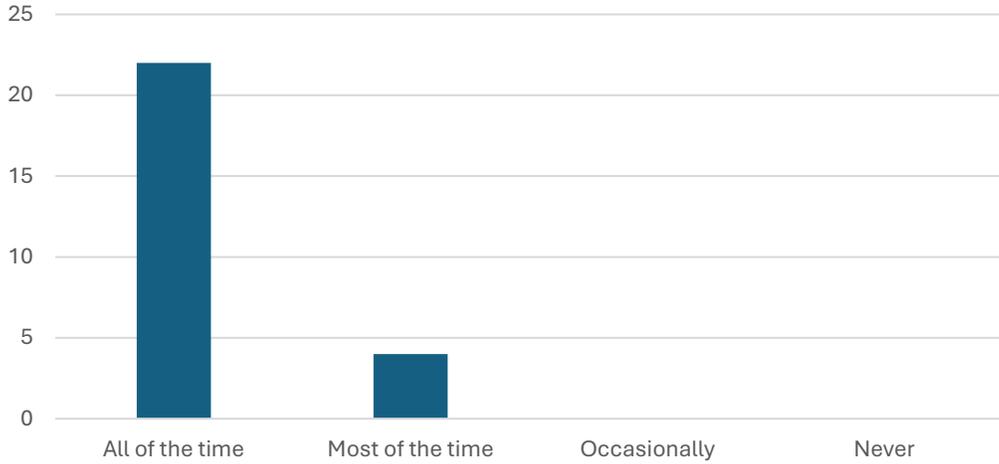
9. Drivers are courteous:

| Response | Count |
|------------------|--------------|
| All of the time | 23 |
| Most of the time | 4 |
| Occasionally | 0 |
| Never | 0 |



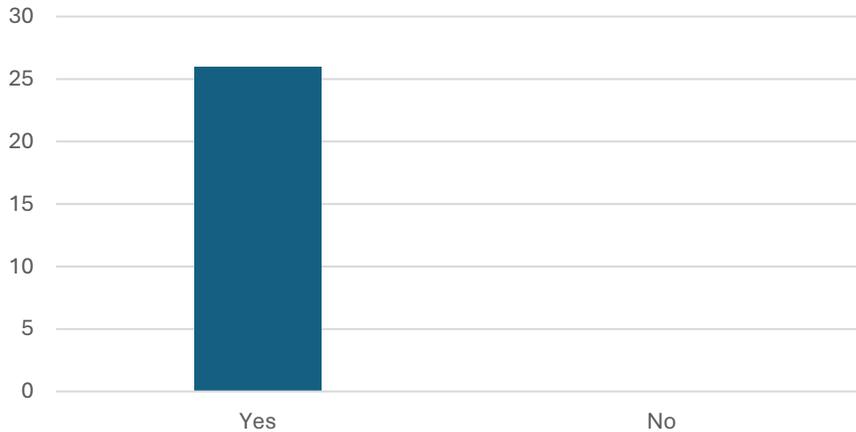
10. Drivers practice safe driving:

| Response | Count |
|------------------|-------|
| All of the time | 22 |
| Most of the time | 4 |
| Occasionally | 0 |
| Never | 0 |



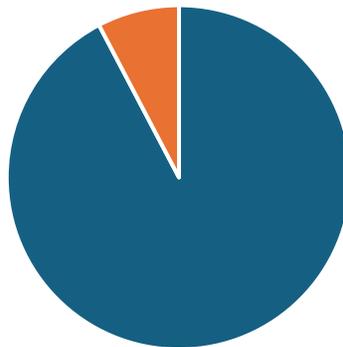
11. Do drivers generally know how to use vehicle equipment?

| Response | Count |
|----------|-------|
| Yes | 26 |
| No | 0 |



12. Do drivers provide assistance to passengers?

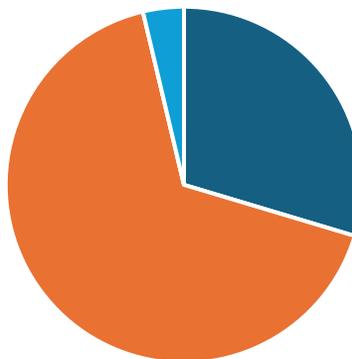
| Response | Count |
|------------------|-------|
| All of the time | 24 |
| Most of the time | 2 |
| Occasionally | 0 |
| Never | 0 |



■ All of the time ■ Most of the time ■ Occasionally ■ Never

13. I am picked up on time:

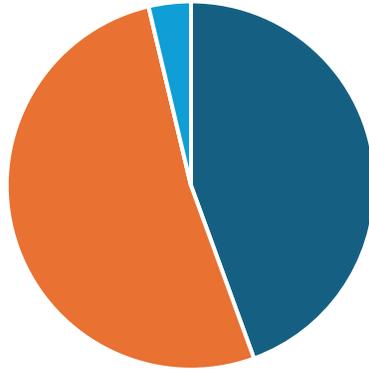
| Response | Count |
|------------------|-------|
| All of the time | 8 |
| Most of the time | 18 |
| Occasionally | 0 |
| Never | 1 |



■ All of the time ■ Most of the time ■ Occasionally ■ Never

14. I am dropped off on time:

| Response | Count |
|------------------|-------|
| All of the time | 12 |
| Most of the time | 14 |
| Occasionally | 0 |
| Never | 1 |



■ All of the time ■ Most of the time ■ Occasionally ■ Never

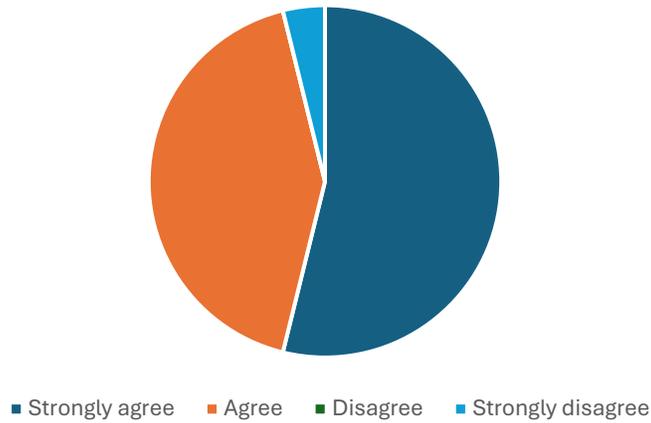
15. I am dropped off at the correct location:

| Response | Count |
|------------------|-------|
| All of the time | 26 |
| Most of the time | 0 |
| Occasionally | 0 |
| Never | 0 |



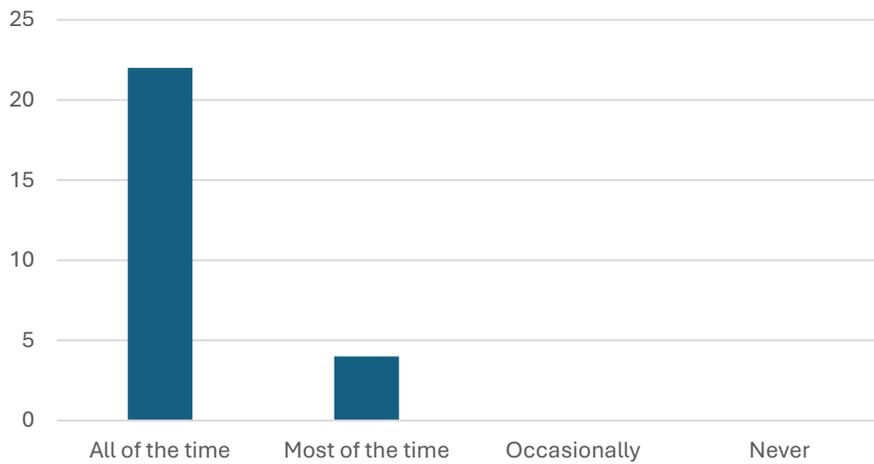
16. Travel Time meets your expectations:

| Response | Count |
|-------------------|-------|
| Strongly agree | 14 |
| Agree | 11 |
| Disagree | 0 |
| Strongly disagree | 1 |



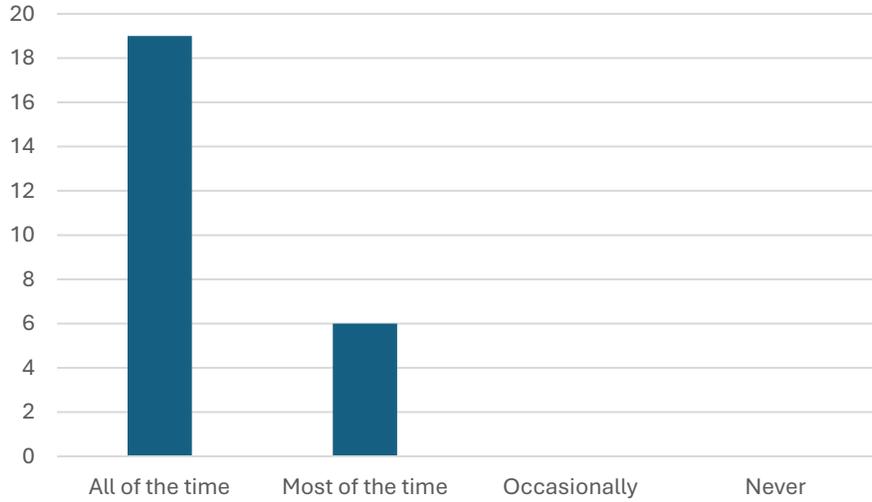
17. Vehicles are clean:

| Response | Count |
|------------------|-------|
| All of the time | 22 |
| Most of the time | 4 |
| Occasionally | 0 |
| Never | 0 |



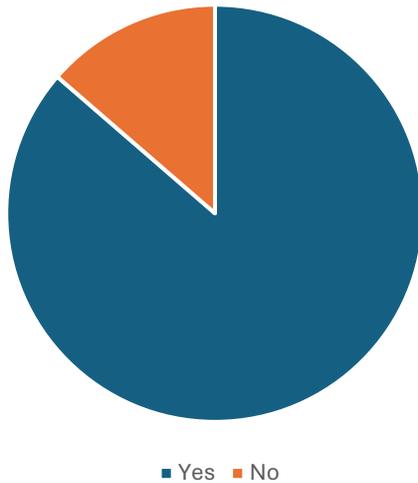
18. Does the heat and air conditioning work well:

| Response | Count |
|------------------|-------|
| All of the time | 19 |
| Most of the time | 6 |
| Occasionally | 0 |
| Never | 0 |



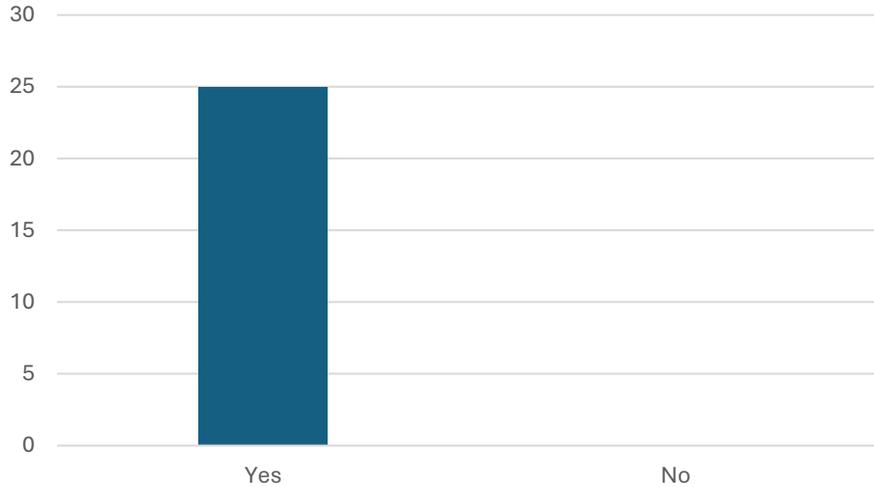
19. Is there a comments / complaints / commendation sign posted on the bus?

| Response | Count |
|----------|-------|
| Yes | 19 |
| No | 3 |



20. Vehicles are comfortable:

| Response | Count |
|----------|-------|
| Yes | 25 |
| No | 0 |



Comments:

1. When you call and have to make time changes they don't listen or care about your needs.
2. The automatic reminder calls for pick up and drop off is a big improvement. Dispatch is much nicer and pleasant than say a year ago. Gary, bus driver is the best!!! He take good care of his riders and is concerned for their safety.
3. New computer has glitches. I needs to be watched closely.
4. Driver and employees are very courteous and professional all the time. Never have any problems. I am very thankful to have this service and appreciated it.
5. There is one femail driver who has been consistently rude, tone is harsh, and she refuses to assist me in closing or unlocking my front door. I ride a motorized wheelchair so once out the door I have to try to try to turn the wheelchair around, and get off of it the best I can to close or unlock the door. I will call the office .
6. Our men are very polite, courteous, and very, very gentlemanly. We are very proud of them. Our drivers are Mr. Jesse and Mr. Shaw.
7. For the most part I enjoy my trips. The only bad experiences I've had were only a few, and they were not me, the driver, or the bus. It was with another passenger(s). Everything you do is great.
8. Lake County Transit has been a great blessing to me. It meets my medical, personal, and nutritional needs. The drivers are so special and I appreciate them so much.
9. There is no bad comment. The service is very good. Thank you all.

10. It is a pleasure to talk to Customer Service and to use the services. Everyone is very helpful.
Thank you!
11. I don't driver anymore so it is convenient for me to get where I need to go. The drivers are very helpful at all times.
12. I don't know what I would do without this service. I recommend it to everyone I can. Bless you for doing this for us.
13. Much better service since the new system was put in!! I love all of my drivers. They are a great bunch. Keep up the good work!! Thank you !!
14. Would like to see transportation include evenings and weekends. And extend out of Lake County due to certain appointments and meetings.
15. If there is a transportation issue for my son, I am glad when I call that Charlene answers because she takes care of the problem right away!! Thank you Charlene!!!

Lake County TDCB Agenda Follow Up Log, March 2, 2026

| # | Item | 12/8/2025 Update | 3/2/2026 Update | Status |
|---|--|---|--|-------------|
| 1 | Eligibility Application Updates | The new Trip Spark Novus software launched on June 2, 2025. The CTC is working on updating the eligibility application and anticipates providing this to the TDCB at the June 2026 meeting. | The CTC is working on updating the eligibility application and anticipates providing this to the TDCB at the June 2026 meeting. | In Progress |
| 2 | Proposed Updates to Mary Bennett Rule | Proposed updates to the Mary Bennett Rule are pending discussion by the Eligibility Subcommittee, which is expected to meet next quarter. Staff is currently preparing an analysis and memo. | The Subcommittee met on February 17 th and reviewed a Technical Memorandum prepared by staff. The Technical Memorandum included an analysis of six policy alternatives and a recommendation. The Subcommittee requested additional data and a follow-up meeting to discuss the topic further. | In Progress |
| 3 | Provide an online method to file a grievance | A complaint can be submitted through info@ridelakexpress.com . Also, the complaint form is located on www.ridelakexpress.com/paratransit/ Complaint form. Lake County will place the fax number on the webpage so that it will be available too. The Grievance Procedures will be updated in June to include an email address for the MPO. | The Grievance Procedures will be updated in June to include an email address for the MPO. The fax number has been added to the RideLakeXpress website. | In Progress |
| 4 | Grouping Trips | The CTC has successfully grouped Long Hauls, Meal Sites, Building Blocks, and Sunrise passengers. Dialysis remains out last hurdle, with door-to-door trips as the main obstacle. Creating a micro transit program for door-to-door service would be the ideal solution. | Lake County Office of Transit Services is securing grant funds to do a Comprehensive Operations Analysis of the LakeXpress system that will include Microtransit options. The study will be conducted later this fiscal year. RATP Dev has been working with the dialysis facilities with the grouping of dialysis trips, and the dialysis facilities have also assisted with the realignment of early morning trips as well. | In Progress |

Lake County Transit Report

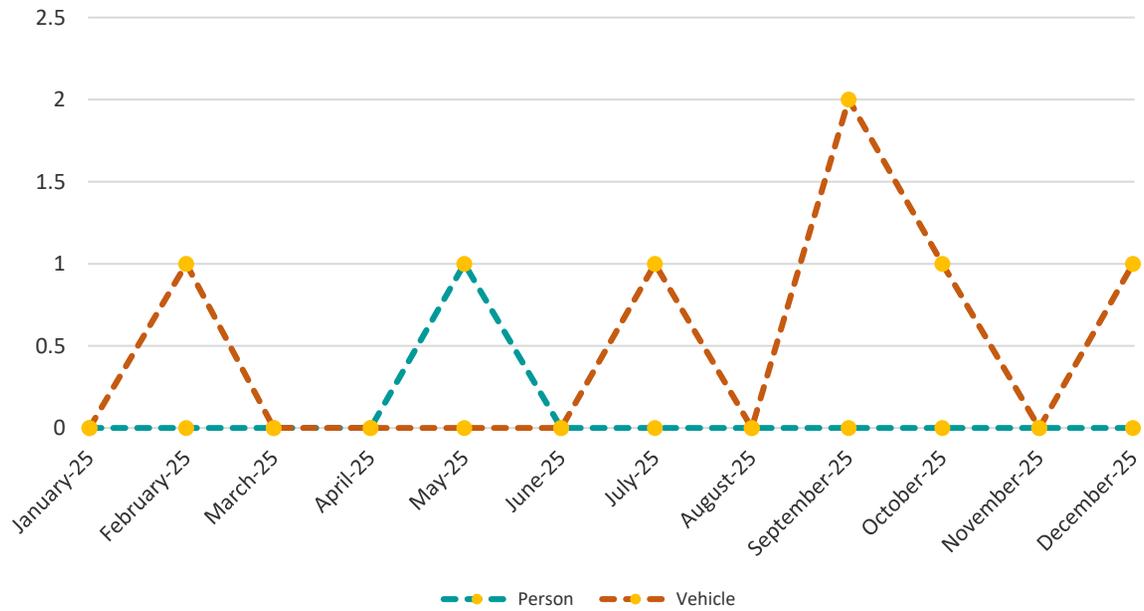
March 2, 2026

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

Table 1: Lake County Connection Preventable Accidents

| Month / Year | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Total |
|--------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Person | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Vehicle | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 1 | 0 | 1 | 6 |
| Person and Vehicle | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Figure 1: Lake County Connection Preventable Accidents

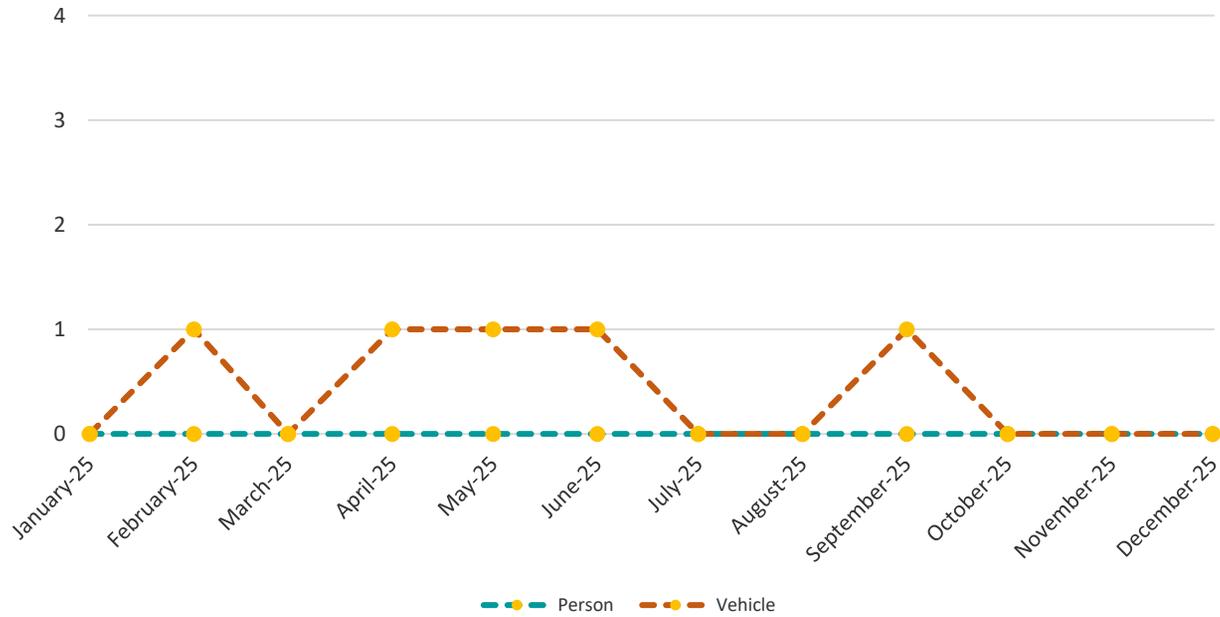


Source: 01 Accident Report 03-02-2026

Table 2: Lake County Connection Non-Preventable Accidents

| Month / Year | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Total |
|--------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Person | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Vehicle | 0 | 1 | 0 | 1 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 5 |
| Person and Vehicle | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Figure 2: Lake County Connection Non-Preventable Accidents

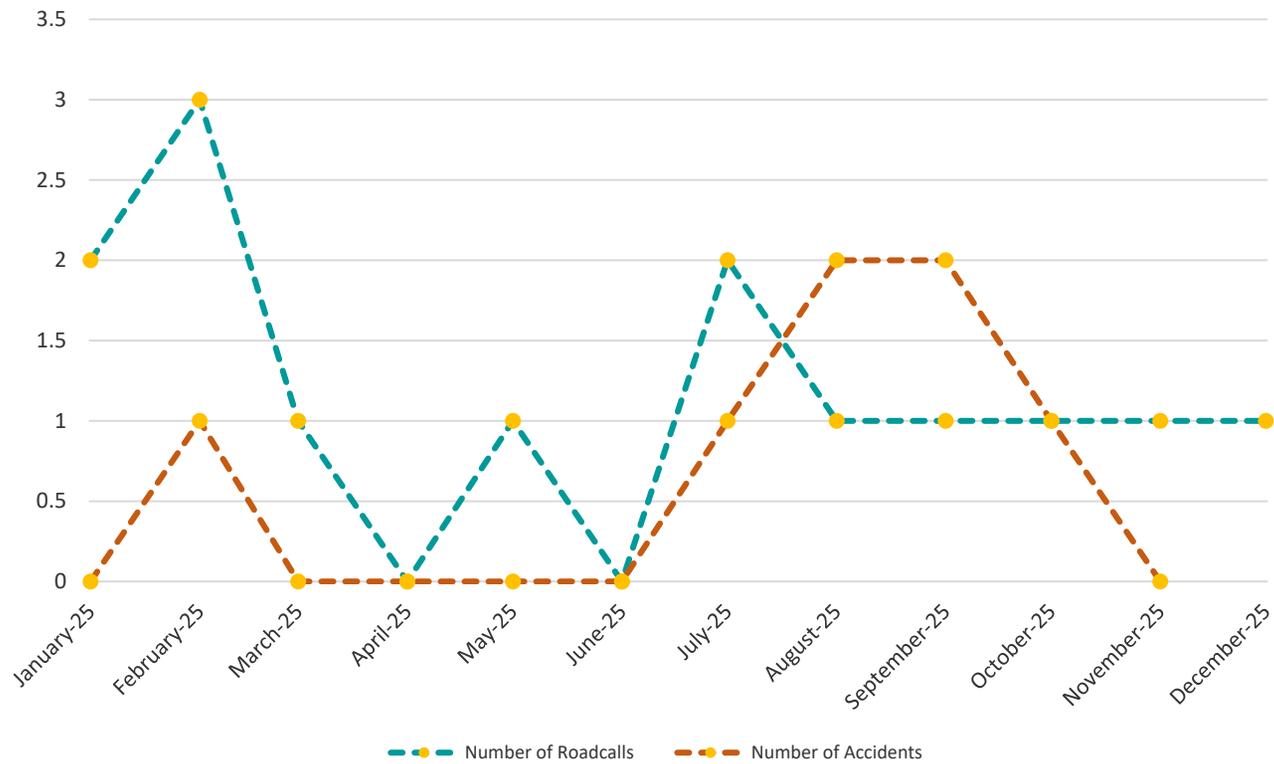


Source: 01 Accident Report 03-02-2026

Table 3: Accidents and Roadcalls

| Month/Year | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Total |
|----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------|
| Number of Roadcalls | 2 | 3 | 1 | 0 | 1 | 0 | 2 | 1 | 1 | 1 | 1 | 1 | 14 |
| Number of Accidents | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 2 | 2 | 1 | 0 | 0 | 7 |

Figure 3: Accidents and Roadcalls

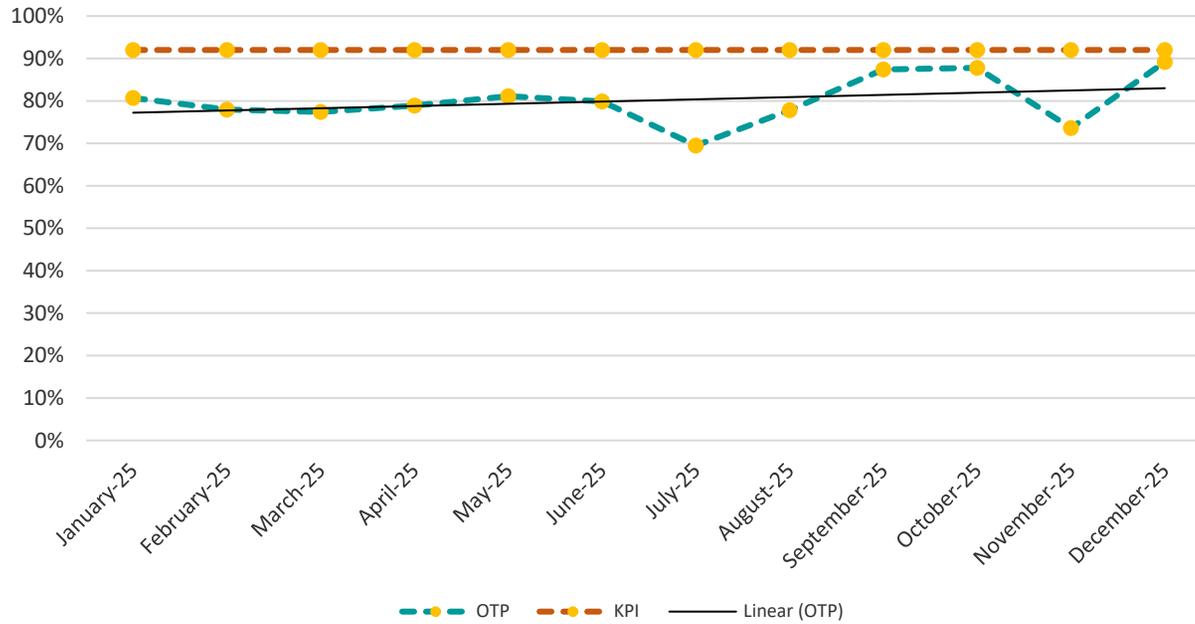


Source: 02 CTC AOR Monthly Report 03-02-2026

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

| Month/Year | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Average |
|---------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------------|
| On Time Performance | 81% | 78% | 77% | 79% | 81% | 80% | 69% | 78% | 87% | 88% | 74% | 89% | 80.1% |
| 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 03-02-2026

Table 5: Lake County Transit Trips

| Month/Year | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Total |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------------|
| Total Reservations | 6,110 | 5,987 | 6,230 | 6,630 | 6,377 | 5,972 | 6,032 | 6,570 | 6,995 | 7,322 | 5,955 | 6,651 | 76,831 |
| Passenger Cancellations | 378 | 303 | 350 | 417 | 313 | 700 | 514 | 723 | 673 | 549 | 427 | 536 | 5,883 |
| Passenger No Shows | 267 | 276 | 275 | 264 | 234 | 298 | 210 | 174 | 207 | 152 | 211 | 274 | 2,842 |

Figure 5: Lake County Transit Trips

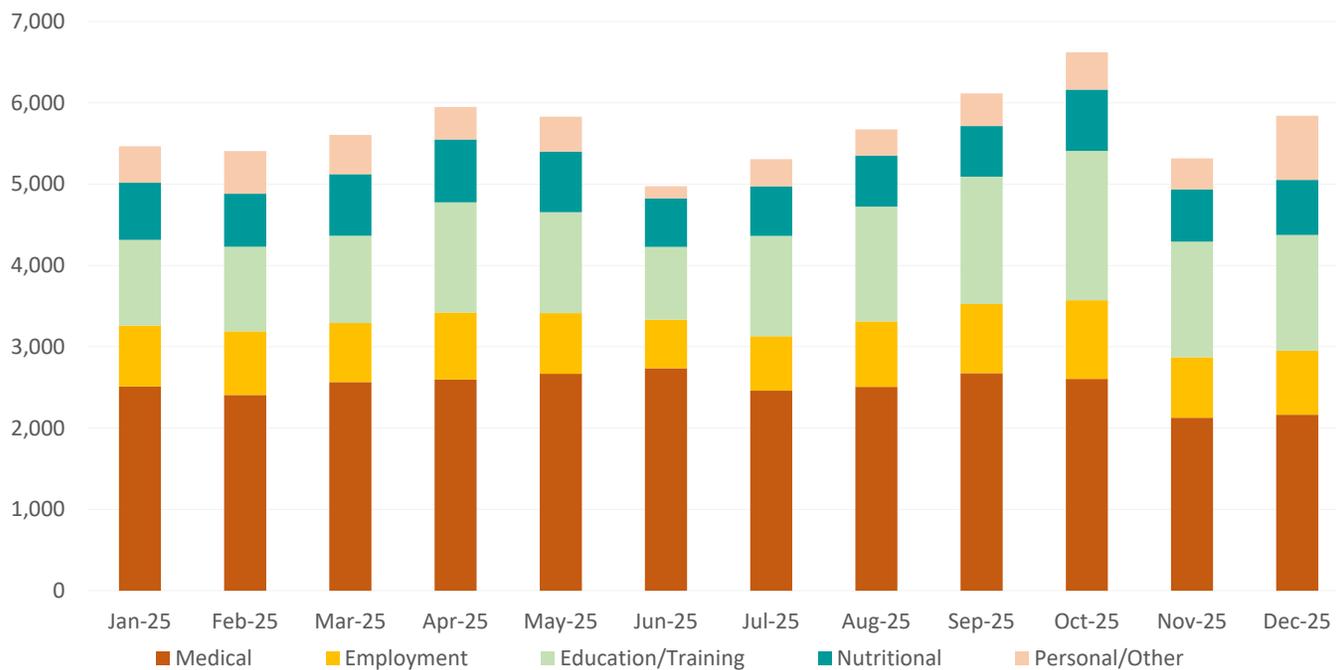


Source: 02 CTC AOR Monthly Report 03-02-2026

Table 6: Trip Purpose

| Month/Year | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Total |
|---------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| Medical | 2,511 | 2,407 | 2,566 | 2,598 | 2,667 | 2,736 | 2,460 | 2,508 | 2,675 | 2,605 | 2,127 | 2,164 | 30,024 |
| Employment | 750 | 783 | 726 | 824 | 747 | 597 | 670 | 804 | 851 | 968 | 745 | 788 | 9,253 |
| Education/Training | 1,054 | 1,040 | 1,073 | 1,355 | 1,241 | 895 | 1,233 | 1,412 | 1,565 | 1,836 | 1,421 | 1,424 | 15,549 |
| Nutritional | 703 | 652 | 758 | 773 | 747 | 597 | 612 | 629 | 624 | 753 | 644 | 677 | 8,169 |
| Personal/Other | 447 | 526 | 482 | 399 | 428 | 149 | 333 | 320 | 400 | 459 | 380 | 788 | 5,111 |
| Total | 5,465 | 5,408 | 5,605 | 5,949 | 5,830 | 4,974 | 5,308 | 5,673 | 6,115 | 6,621 | 5,317 | 5,841 | 68,106 |

Figure 6: Trip Purpose

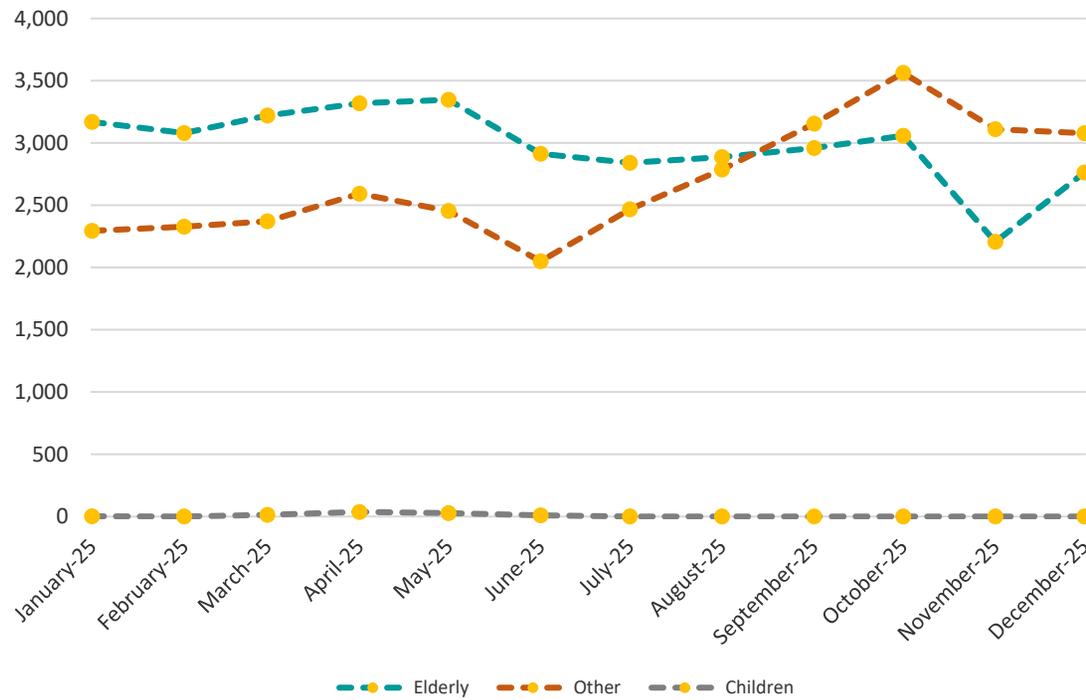


Source: 02 CTC AOR Monthly Report 03-02-2026

Table 7: Passenger Types

| Month/Year | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Total |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------------|
| Elderly | 3,169 | 3,080 | 3,221 | 3,319 | 3,347 | 2,914 | 2,841 | 2,886 | 2,960 | 3,058 | 2,206 | 2,762 | 35,763 |
| Other | 2,294 | 2,328 | 2,371 | 2,593 | 2,455 | 2,050 | 2,467 | 2,787 | 3,155 | 3,563 | 3,111 | 3,079 | 32,253 |
| Children | 2 | 0 | 13 | 37 | 28 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 90 |
| Total | 5,465 | 5,408 | 5,605 | 5,949 | 5,830 | 4,974 | 5,308 | 5,673 | 6,115 | 6,621 | 5,317 | 5,841 | 68,106 |

Figure 7: Passenger Types

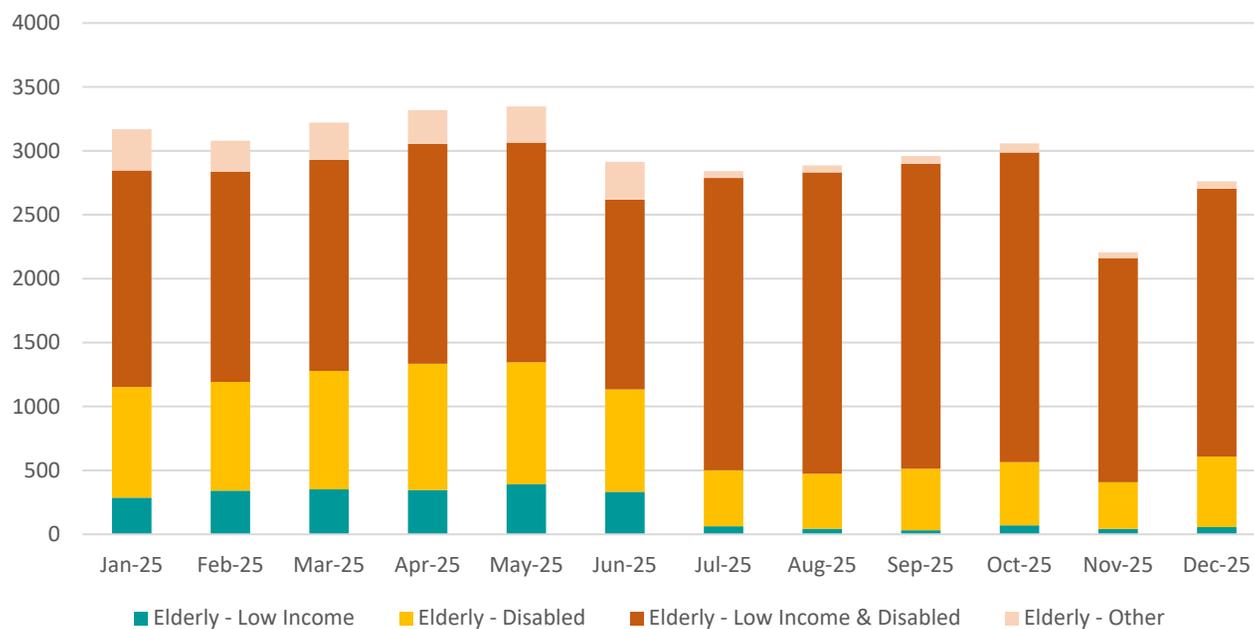


Source: 02 CTC AOR Monthly Report 03-02-2026

Table 8: Lake County Connection Passenger Types – Elderly

| Month/Year | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Total |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------------|
| Elderly - Low Income | 287 | 341 | 352 | 346 | 391 | 333 | 62 | 44 | 31 | 70 | 43 | 56 | 2,356 |
| Elderly - Disabled | 866 | 851 | 926 | 988 | 955 | 801 | 439 | 430 | 483 | 494 | 365 | 552 | 8,150 |
| Elderly - Low Income & Disabled | 1,693 | 1,646 | 1,652 | 1,720 | 1,718 | 1,483 | 2,287 | 2,357 | 2,385 | 2,423 | 1,754 | 2,097 | 23,215 |
| Elderly - Other | 323 | 242 | 291 | 265 | 283 | 297 | 53 | 55 | 61 | 71 | 44 | 57 | 2,042 |

Figure 8: Lake County Connection Passenger Types – Elderly

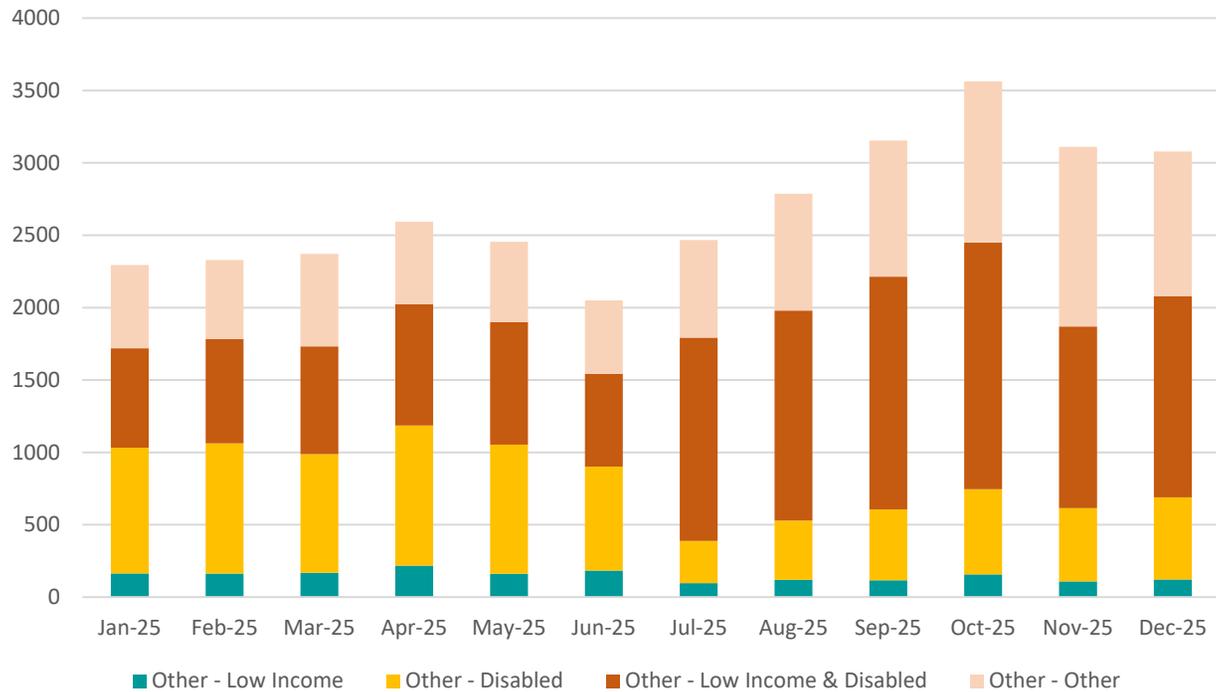


Source: 02 CTC AOR Monthly Report 03-02-2026

Table 9: Lake County Connection Passenger Types – Other

| Month/Year | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Total |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------------|
| Other - Low Income | 163 | 162 | 168 | 217 | 161 | 183 | 96 | 120 | 116 | 157 | 108 | 122 | 1,773 |
| Other - Disabled | 870 | 900 | 820 | 968 | 893 | 719 | 292 | 409 | 490 | 588 | 506 | 567 | 8,022 |
| Other - Low Income & Disabled | 686 | 722 | 744 | 839 | 847 | 640 | 1,405 | 1,451 | 1,608 | 1,704 | 1,256 | 1,391 | 13,293 |
| Other - Other | 575 | 544 | 639 | 569 | 554 | 508 | 674 | 807 | 941 | 1,114 | 1,241 | 999 | 9,165 |

Figure 9: Lake County Connection Passenger Types – Other

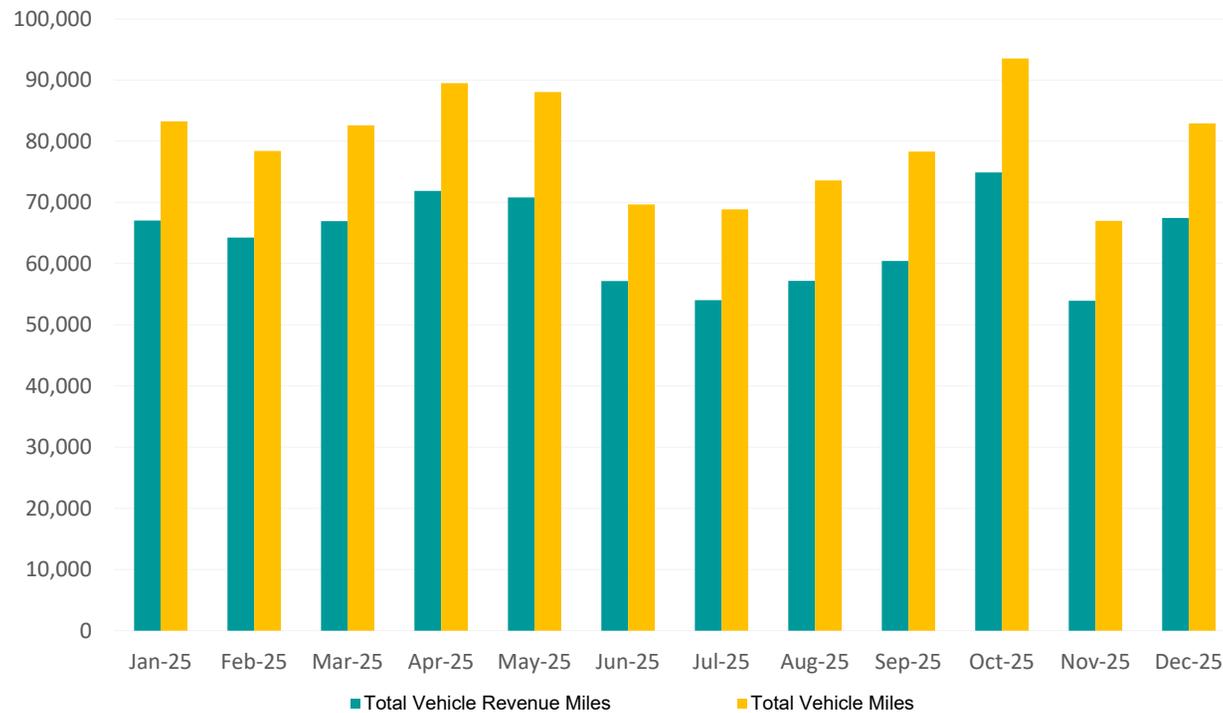


Source: 02 CTC AOR Monthly Report 03-02-2026

Table 10: Vehicle Miles

| Month/Year | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Total |
|------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------------|
| Total Vehicle Revenue Miles | 67,035 | 64,256 | 66,924 | 71,868 | 70,824 | 57,149 | 54,023 | 57,180 | 60,433 | 74,897 | 53,926 | 67,446 | 765,961 |
| Total Vehicle Miles | 83,262 | 78,398 | 82,608 | 89,503 | 88,032 | 69,675 | 68,850 | 73,593 | 78,315 | 93,525 | 66,978 | 82,914 | 955,653 |

Figure 10: Vehicle Miles

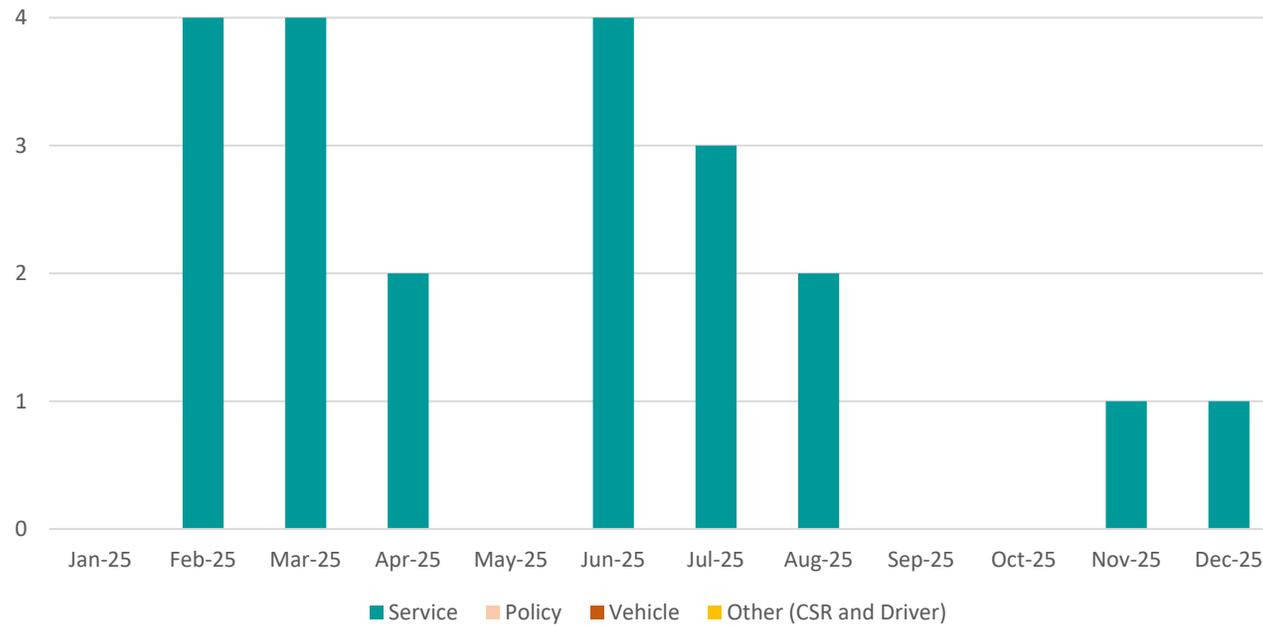


Source: 02 CTC AOR Monthly Report 03-02-2026

Table 11: Valid Complaints

| Month/Year | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Total |
|-------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Service | 0 | 7 | 6 | 2 | 0 | 5 | 3 | 2 | 0 | 0 | 1 | 1 | 27 |
| 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 | 0 | 7 | 6 | 2 | 0 | 5 | 3 | 2 | 0 | 0 | 1 | 1 | 27 |

Figure 11: Valid Complaints



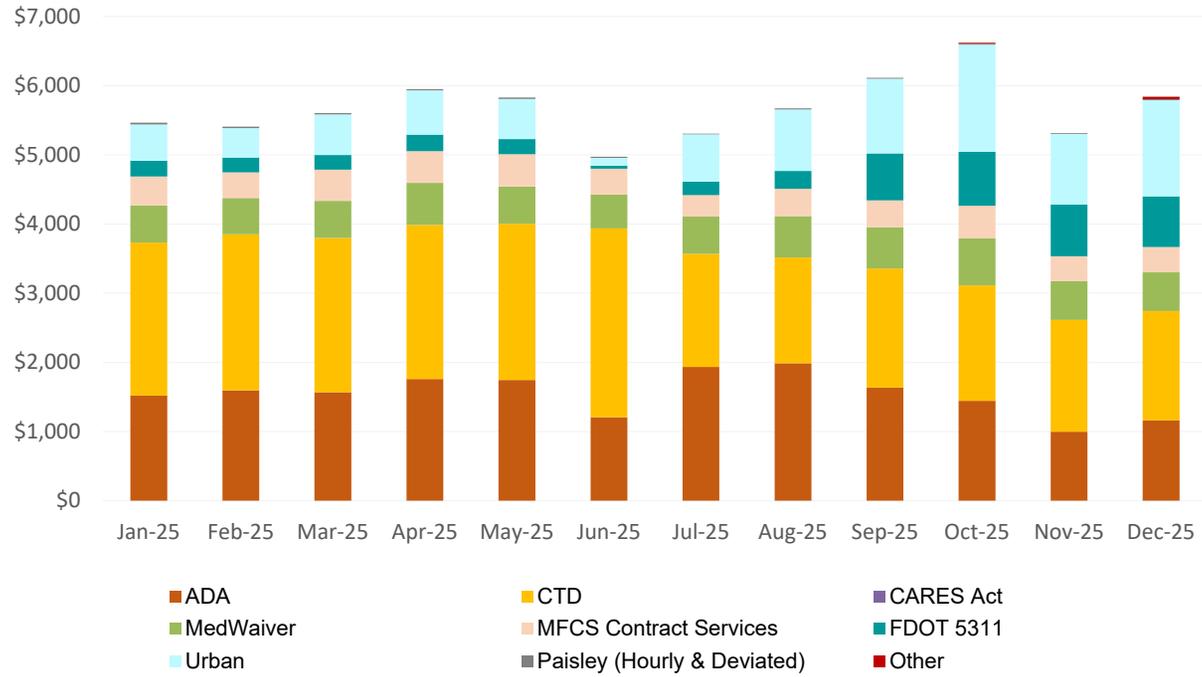
Source: 04 Complaint - Commendation Quick Review 03-02-2026

Table 12: Lake County Connection Funding Source

| Funding Source | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Total |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| ADA | 1,521 | 1,596 | 1,568 | 1,760 | 1,745 | 1,207 | 1,935 | 1,987 | 1,635 | 1,443 | 997 | 1,160 | 18,554 |
| CTD | 2,211 | 2,257 | 2,232 | 2,228 | 2,260 | 2,730 | 1,633 | 1,528 | 1,723 | 1,671 | 1,616 | 1,582 | 23,671 |
| CARES Act | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MedWaiver | 537 | 523 | 536 | 607 | 538 | 491 | 539 | 599 | 595 | 678 | 564 | 559 | 6,766 |
| MFCS Contract Services | 418 | 371 | 452 | 459 | 467 | 373 | 312 | 396 | 389 | 472 | 357 | 366 | 4,832 |
| FDOT 5311 | 229 | 215 | 211 | 240 | 220 | 44 | 195 | 259 | 679 | 781 | 747 | 733 | 4,553 |
| Urban | 525 | 425 | 587 | 639 | 579 | 112 | 685 | 888 | 1,081 | 1,550 | 1,025 | 1,391 | 9,487 |
| Paisley (Hourly & Deviated) | 24 | 21 | 19 | 16 | 21 | 17 | 9 | 16 | 13 | 14 | 11 | 15 | 196 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 12 | 0 | 35 | 47 |
| Total Actual County Trips | 5,465 | 5,408 | 5,605 | 5,949 | 5,830 | 4,974 | 5,308 | 5,673 | 6,115 | 6,621 | 5,317 | 5,841 | 68,106 |

Source: 02 CTC AOR Monthly Report 03-02-2026

Figure 12: Lake County Connection Funding Source



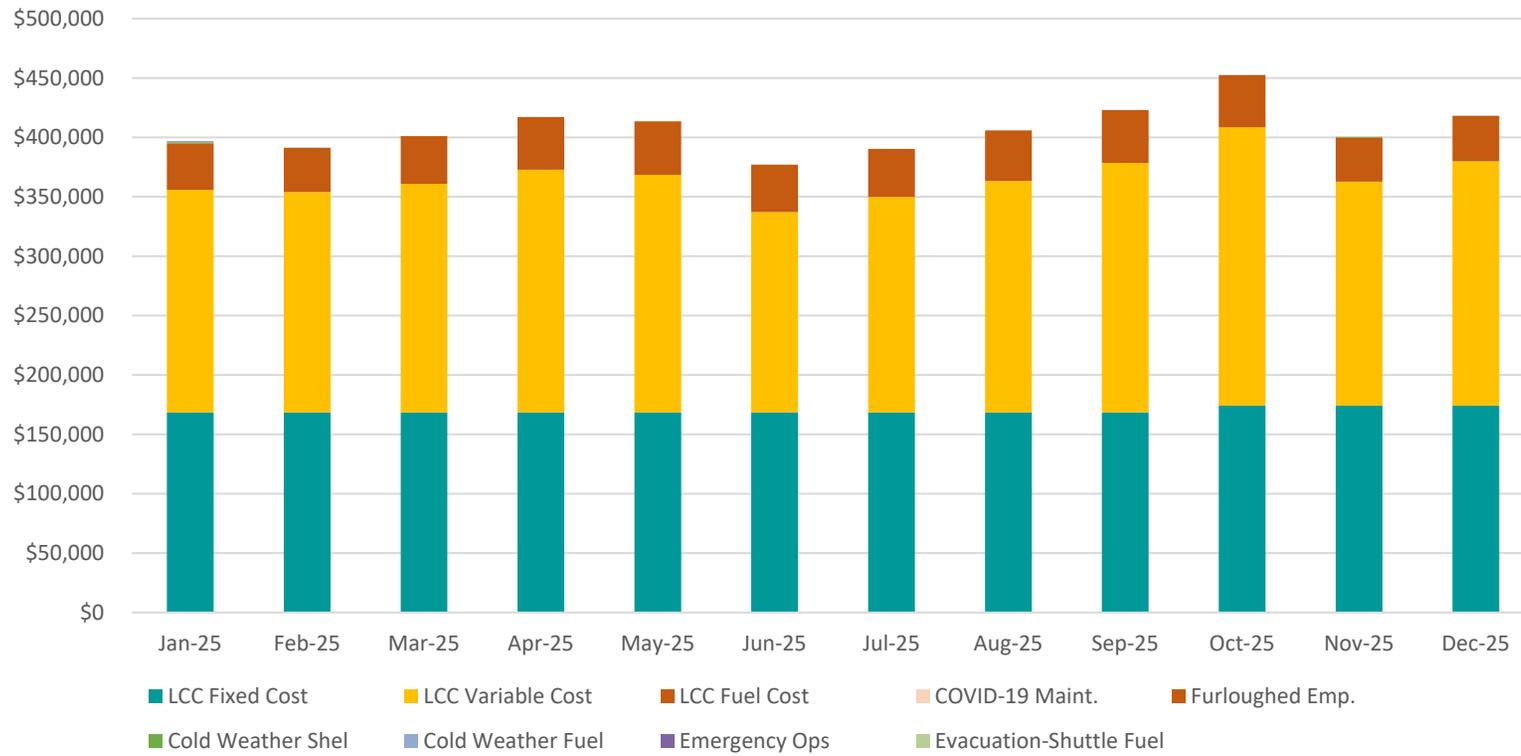
Source: 02 CTC AOR Monthly Report 03-02-2026

Table 13: Lake County Connection Contract Amount

| | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Total |
|--------------------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|--------------------|
| LCC Fixed Cost | \$168,542 | \$168,542 | \$168,542 | \$168,542 | \$168,542 | \$168,542 | \$168,542 | \$168,542 | \$168,542 | \$174,245 | \$174,245 | \$174,245 | \$2,039,612 |
| LCC Variable Cost | \$187,334 | \$185,474 | \$192,326 | \$204,273 | \$200,004 | \$168,638 | \$181,377 | \$194,771 | \$210,092 | \$234,188 | \$188,487 | \$205,638 | \$2,352,603 |
| LCC Fuel Cost | \$39,239 | \$37,207 | \$40,225 | \$44,395 | \$44,969 | \$39,948 | \$40,475 | \$42,631 | \$44,501 | \$43,980 | \$37,243 | \$38,167 | \$492,980 |
| COVID-19 Maint. | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- |
| Furloughed Emp. | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- |
| Cold Weather Shel | \$928 | \$80 | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$67 | \$386 | \$200 | \$1,661 |
| Cold Weather Fuel | \$996 | \$118 | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$82 | \$145 | \$109 | \$1,450 |
| Emergency Ops | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- |
| Evacuation-Shuttle Fuel | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- |
| Total Expense | \$397,039 | \$391,421 | \$401,093 | \$417,210 | \$413,515 | \$377,128 | \$390,394 | \$405,944 | \$423,134 | \$452,562 | \$400,505 | \$418,360 | \$4,888,306 |

Source: 07 Performance Measures Report 03-02-2026

Figure 13: Lake County Connection Contract Amount

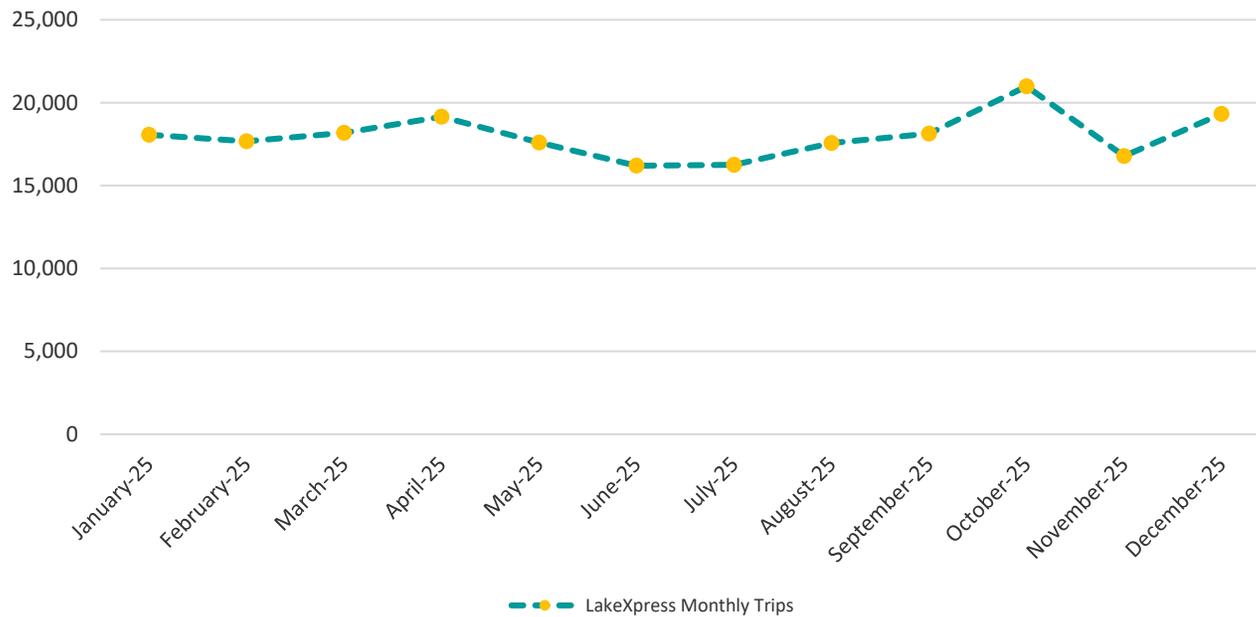


Source: 07 Performance Measures Report 03-02-2026

Table 14: LakeXpress Monthly Trips

| | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Total |
|---------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------------|
| LakeXpress Monthly Trips | 18,068 | 17,673 | 18,176 | 19,150 | 17,598 | 16,198 | 16,247 | 17,570 | 18,134 | 20,985 | 16,778 | 19,321 | 215,898 |

Figure 14: LakeXpress Monthly Trips

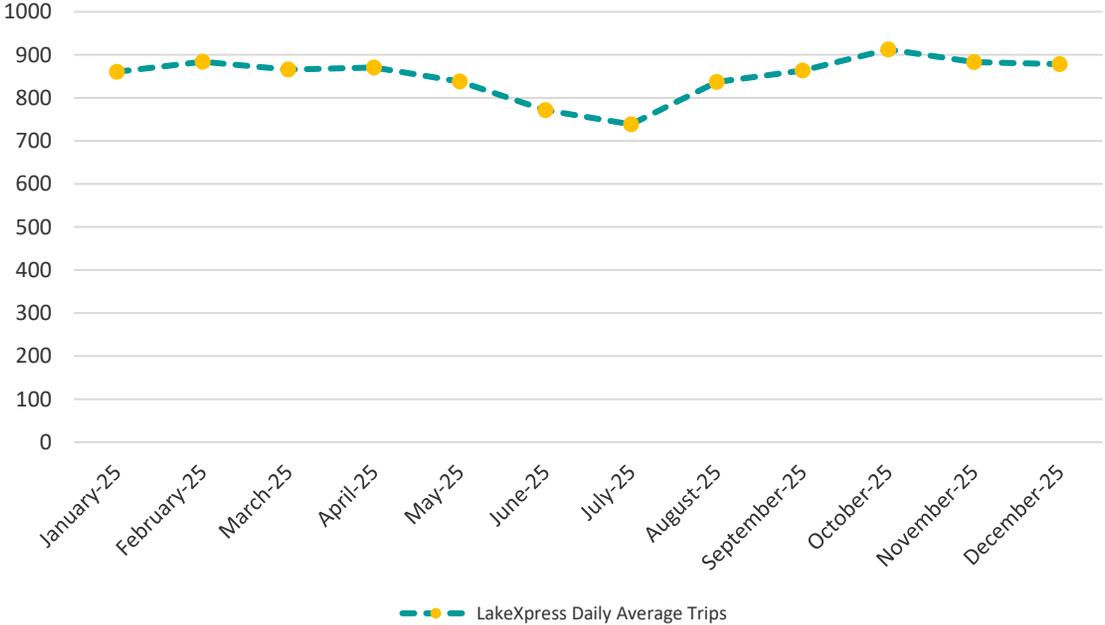


Source: 06 LX Monthly Trip Report 03-02-2026

Table 15: LakeXpress Daily Average Trips

| | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Average |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------------|
| LakeXpress Daily Average Trips | 860 | 884 | 866 | 870 | 838 | 771 | 739 | 837 | 864 | 912 | 883 | 878 | 850 |

Figure 15: LakeXpress Daily Average Trips

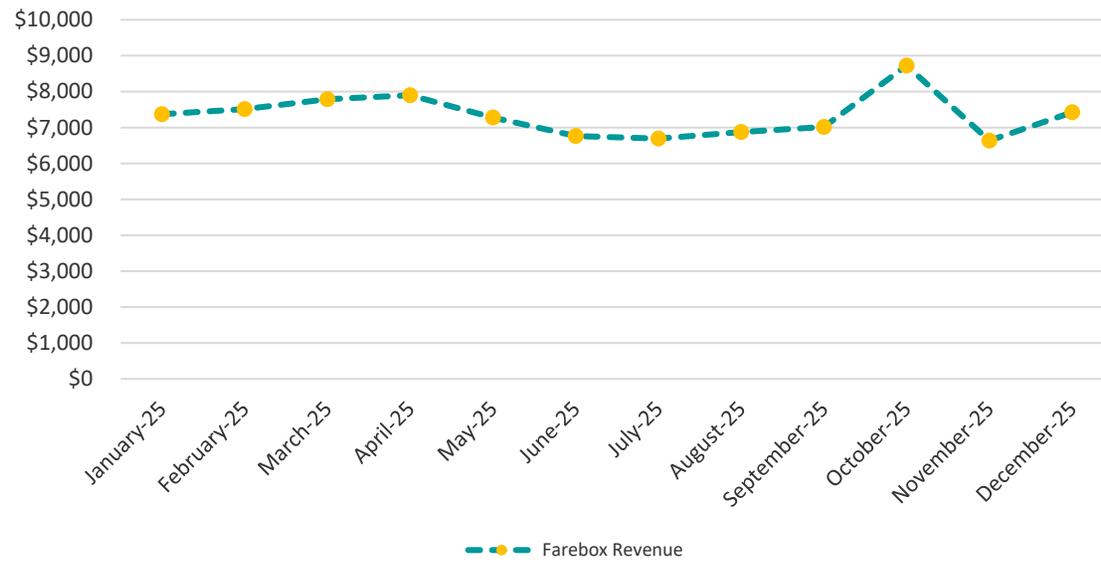


Source: 06 LX Monthly Trip Report 03-02-2026

Table 16: LakeXpress Farebox Revenue

| | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Total |
|------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-----------------|
| Farebox Revenue | \$7,370 | \$7,510 | \$7,788 | \$7,900 | \$7,278 | \$6,765 | \$6,691 | \$6,874 | \$7,015 | \$8,725 | \$6,636 | \$7,423 | \$87,975 |

Figure 16: LakeXpress Farebox Revenue



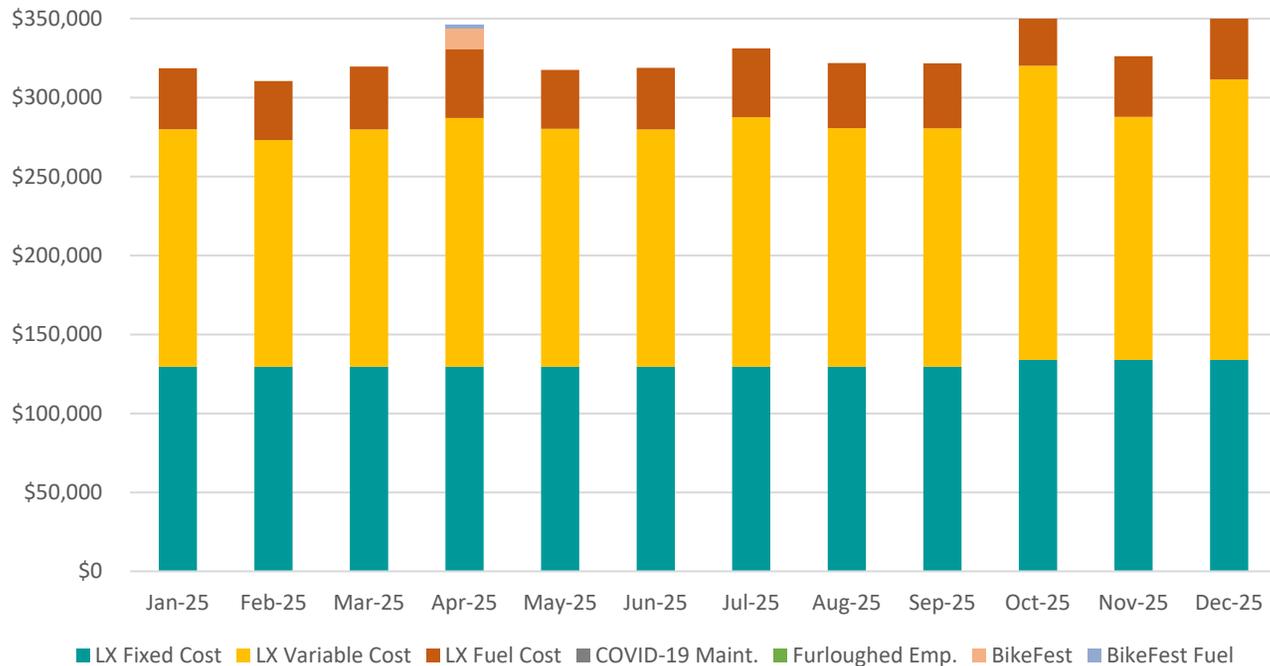
Source: 06 LX Monthly Trip Report 03-02-2026

Table 17: LakeXpress Contract Amount

| | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 | Dec-25 | 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 | \$186,208 | \$153,872 | \$177,516 | \$1,880,291 |
| LX Fuel Cost | \$38,622 | \$37,388 | \$39,805 | \$43,783 | \$37,343 | \$38,992 | \$43,580 | \$41,233 | \$41,176 | \$45,336 | \$38,434 | \$42,619 | \$488,311 |
| COVID-19 Maint. | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- |
| Furloughed Emp. | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- |
| BikeFest | \$- | \$- | \$- | \$12,913 | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$12,913 |
| BikeFest Fuel | \$- | \$- | \$- | \$1,962 | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$- | \$1,962 |
| Total Expense | \$318,566 | \$310,460 | \$319,690 | \$345,726 | \$317,548 | \$318,851 | \$331,163 | \$321,862 | \$321,675 | \$365,488 | \$326,251 | \$354,080 | \$3,951,362 |

Source: 07 Performance Measures Report 03-02-2026

Figure 17: LakeXpress Contract Amount



Source: 07 Performance Measures Report 03-02-2026

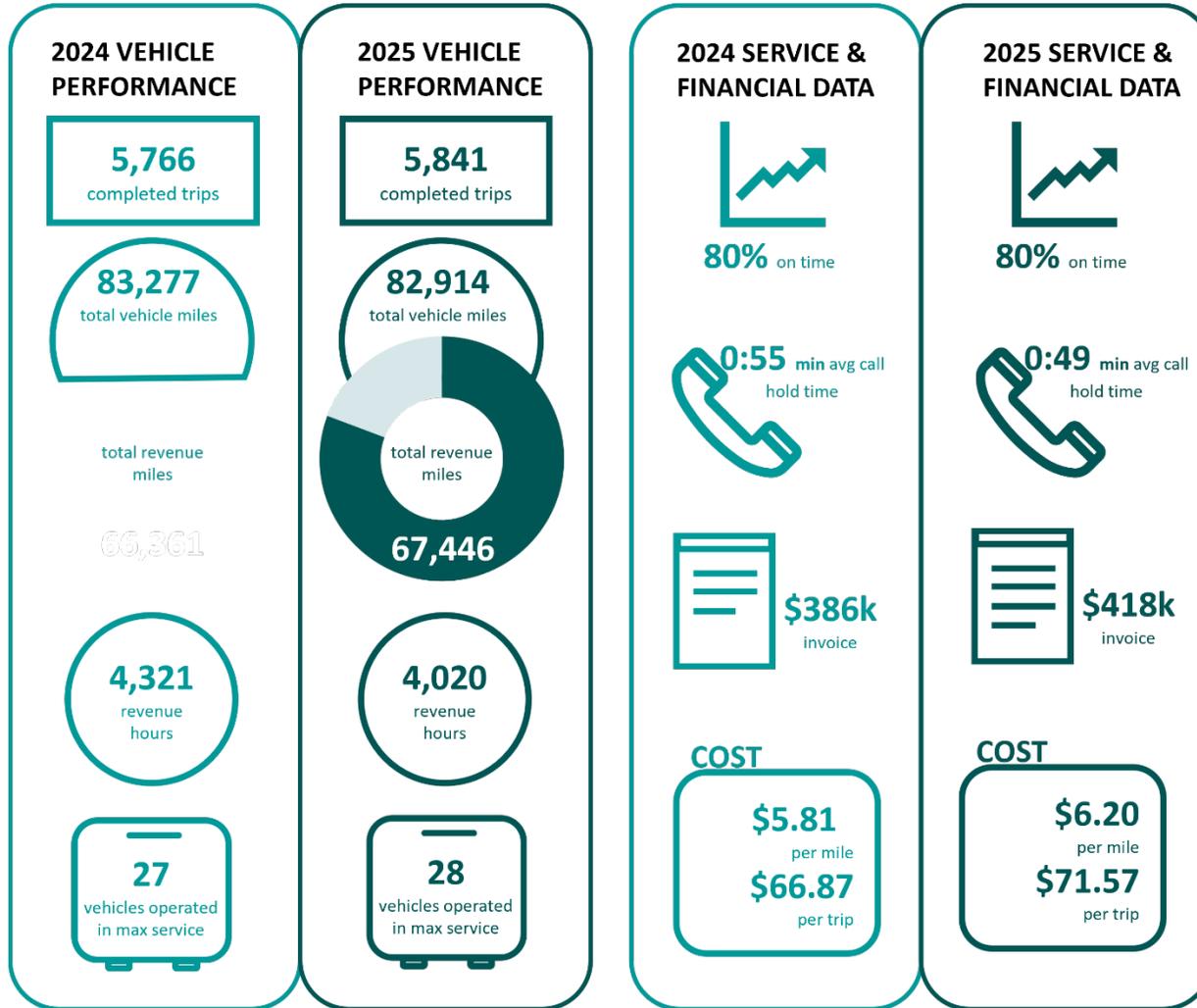
Table 18: Lake County Transit Annual Comparison Summary

| Description | Dec-24 | Dec-25 | Change |
|--|---------------|---------------|---------------|
| Completed Trips | 5,766 | 5,841 | 1.3% |
| Total Vehicle Miles | 83,277 | 82,914 | -0.4% |
| Total Revenue Vehicle Miles | 66,361 | 67,446 | 1.6% |
| Total Revenue Hours | 4,321 | 4,020 | -7.0% |
| Vehicles Operated in Maximum Service | 27 | 28 | 3.7% |
| Accidents/Incidents (Preventable) | 1 | 1 | N/A |
| Accidents/Incidents (Non-Preventable) | 0 | 0 | 0.0% |
| On Time Performance - Standard 92% | 80% | 80% | 0.0% |
| Call Hold Times (Seconds) | 0:55 | 0:49 | -10.9% |
| Invoice Amount | \$385,595.24 | \$418,050.69 | 8.4% |
| Cost per mile | \$5.81 | \$6.20 | 6.7% |
| Cost per trip | \$66.87 | \$71.57 | 7.0% |
| Compliments | 1 | 0 | N/A |
| Complaints (Valid) | 2 | 1 | N/A |

Source: 03 Comparison Report 03-02-2026

Figure 18: Lake County Transit Annual Comparison Summary

Selected Lake County Transit Metrics
December 2024 and December 2025 Comparison



Source: 03 Comparison Report 03-02-2026

Lake County Office of Transit Services Complaint Report, January 2025 – December 2025

| Complaint Received by: Lake County Transit Management | |
|---|--|
| Date of Incident: 01/10/25 | Date Resolved: 1/13/2025 |
| Time of Incident: | Contractor Staff: Nadir Shah |
| Customer Name: Mr. Brown | County Staff: Lori Mackall |
| Incident: | Client states that the operator did not show up for his scheduled pickup. He called dispatch to see where his ride was. He was notified that the operator had come by to pick him up. Mr. Brown stated that the driver did not come to the door. He also stated that the dispatcher stated that she tried to call him; however, the dispatcher did not |
| Resolution: | Invalid - Per the video, the driver was there and went to Mr. Brown's door. Also, dispatch did try calling Mr. Brown and he did not answer. |

| Complaint Received by: Lake County Office of Transit Services | |
|---|---|
| Date of Incident: 02/13/25 | Date Resolved: 2/14/2025 |
| Time of Incident: 10:00 AM | Contractor Staff: Joy Richardson |
| Customer Name: Ms. Ruiz | County Staff: Jeanine Knaak |
| Incident: | Ms. Ruiz was scheduled for pick up at 9:00 AM. At 10:06 AM she called dispatch to let them know she is still waiting to go to Rehab. The driver that was supposed to pick Ms. Ruiz up did not notify the dispatcher that she was running late and needed help. What is the sense of calling to make reservation for an appointment and you can't get them on time? |
| Resolution: | Valid - Ms. Ruiz's appointment was left unscheduled by the scheduler on this day. The dispatcher was not able to find a driver to pick her up before Ms. Ruiz's 9:00 AM appointment. The driver that was finally scheduled to pick Ms. Ruiz up had multiple pick up and drop off's in Clermont and as a result it took longer for the driver to get to Groveland. The scheduler is being reprimanded. |

Complaint Received by: Lake County Office of Transit Services

Date of Incident: 2/26/25; 2/28/25 & 3/12/25

Date Resolved:

Time of Incident: Various

Contractor Staff: C. Lewis, D. Mannuzza, & A. Beveny

Customer Name: Ms. Miller

County Staff: Jeanine Knaak

Incident:

Wednesday, February 26, 2025 – Ms. Miller was picked up from her home within her window to get to the salon to have her hair done. When it was time to go home, her ride did not show within the window time. She made four phone calls to dispatch to get updates on her ride home. It was an hour and 20 minutes past her pick up time before she was picked up to go home.

Friday, February 28, 2025 – Ms. Miller was not picked up during her pickup window. The bus finally arrived to pick her up two hours after her pick up time. She was supposed to be going to Publix to get her medications. She was so upset by the tardiness of the bus that she canceled. This caused her not to have her medications for three days.

Wednesday, March 12, 2025 – Ms. Miller was scheduled for an 11:00 AM doctor appointment and her pick up window was 9:45 – 10:45 AM. Dispatch called her and told her they would be late getting her picked up. The bus showed up at 11:10 AM which was passed her appointment time, but she got on the bus anyway. There was another rider on the bus and the driver took that passenger home before he/she planned to take her to the doctor appointment. The driver was on the radio with Dispatch for an additional 20 minutes before they proceeded. By this time Ms. Miller was over an hour late, so she told the driver to take her home and missed the appointment because she was very late.

Resolution:

Valid - On February 26, Ms. Miller had a return pickup scheduled for 12:30 PM. Her driver for the day was assigned three 12:00 PM pickups: one in Tavares going to Fruitland Park, the second picked up in Eustis toing to Tavares, the third was picked up in Eustis going to Leesburg

Ms. Miller did call several times for an ETA on her pickup. The scheduled manifest was the result of Ms. Miller being picked up late as well as another passenger on the bus had an accident and the driver stopped at the transit facility to pick up another bus. Also, another passenger came off of will-call and had to be picked up.

On February 28, the operator was late getting to Ms. Miller due to the scheduled manifest. Ms. Miller had a 09:00 AM pickup. The Driver that was assigned to pick up Ms. Miller was given an 8:45 AM start time. The operator started out late with three 9:00 AM appointments to be pick up in the following areas: first pick up was in Mount Dora going to Tavares; the second pick up was Eustis going to Leesburg; the third pick up was Mount Dora going to Mount Dora (Ms. Miller).

On March 12, the Scheduler left Ms. Miller's trip unscheduled trip for the day. This meant the Dispatcher would have to schedule the trip. Unfortunately, the Driver did not hear the Dispatcher inform her that Ms. Miller was an add-on, and the trip did not show up in the drivers tablet like it was supposed to. was not updating as it is suppose to. By the time the Driver realized there was an add-on trip, it was very late and had to get the other passengers that were on the bus to their appointment so not everyone would be late.

| Complaint Received by: Lake County Transit Management | |
|--|--|
| Date of Incident: 02/17/21 | Date Resolved: 2/19/2025 |
| Time of Incident: | Contractor Staff: Theresa Marchbanks |
| Customer Name: Ms. Smith | Administration Staff: Lori Mackall |
| Incident: | Ms. Smith states that she was getting her coat to meet the bus. By the time she came outside, the bus had left. Ms. Smith stated that she did not hear the driver knock on the door. Also, when she called dispatch to inform them, the office manager picked up the phone even though she had requested the head manager. Ms. Smith stated that the office manager was rude and nasty to her everytime she speaks with her, and that she talks over her. Ms. Smith never wants to talk to her ever again. |
| Resolution: | Valid - The driver insist that she knocked on the door and even yelled out Ms. Smith's name. The driver waited the five minutes like she is required to do and left a door hanger. Staff listed to the telephone call between the Office Manager and Ms. Smith and the Office Manager was not rude to the client. |

| Complaint Received by: Lake County Transit Management | |
|--|--|
| Date of Incident: 02/21/25 | Date Resolved: 2/21/2025 |
| Time of Incident: | Contractor Staff: Irma Avendano-Caballero |
| Customer Name: Ms. Johnson | Administration Staff: Lori Mackall |
| Incident: | Jane from Lake Eustis Care states that Ms. Johnson's chair time is 10:30 AM for dialysis in Leesburg. The bus has been late twice in the last couple weeks. On 02/14/25, the bus arrived at 11:10 AM and today, 02/21/25, the bus arrived at 10:55 AM. This has made her almost one hour late for her treatment. |
| Resolution: | Valid - RATP Dev is working with the newly assigned Scheduler to ensure the trips are placed properly so the clients can make their appointments on time. |

| Complaint Received by: Lake County Transit Management | |
|---|---|
| Date of Incident: 02/21/25 | Date Resolved: 10/21/2025 |
| Time of Incident: | Contractor Staff: Daniel Bobel |
| Customer Name: Mr. Jones | Administration Staff: Lori Mackall |
| Incident: | Mr. Jones states that during his bus ride, the driver started a conversation about politics and asked him if he wanted information on it. Mr. Jones replied, sure. Upon arriving to his apartment, the driver pulled over and took out his cell phone and took a picture of the tablet and once he he was off the bus, stated that he would text him some information. Mr. Jones states that the driver did not ask him for his phone number or email, he just took a picture of the information on the tablet without his consent. |
| Resolution: | Valid - The driver received a written discipline and was suspended for three days. |

| Complaint Received by: Lake County Transit Management | |
|---|--|
| Date of Incident: 02/24/25 | Date Resolved: 2/24/2025 |
| Time of Incident: | Contractor Staff: Alex Robinson |
| Customer Name: Mr. Davis | Administration Staff: Lori Mackall |
| Incident: | Mr. Davis states that his ride never picked him up this morning. He had an 8:30-9:30 AM pick up window and at 9:35 AM, his son took him to his appointment. He says that his son can only take him in emergency situations. This afternoon Mr. Davis had a 1:45-2:45 PM pick up womdow, and at 2:42 PM, the dispatcher told him that it would be another 30 minutes before he would be picked up. He feels like the company should compensate him. |
| Resolution: | Valid - RATP Dev is working with the scheduler to make sure that she looks closely at the locations when she is scheduling. |

| Complaint Received by: Lake County Transit Management | |
|--|---|
| Date of Incident: 02/26/25 | Date Resolved: 2/26/2025 |
| Time of Incident: | Contractor Staff: Lori Mackall |
| Customer Name: Ms. Garcia | Administration Staff: Lori Mackall |
| Incident: | Ms. Garcia had a 9:00-10:00 AM pick up window today. She called dispatch at 9:45 AM and was told that her bus would not arrive until after 10:00 AM. She cancelled her ride and then called her doctor to cancel. She states that the doctor usually charges for missed appointments but he did not this time. Why wouldn't someone from LCTM communicate with her ahead of time so that she could make alternate arrangements? |
| Resolution: | Valid - This was an unscheduled trip. Dispatch placed this trip on an operator that already had a tight schedule. Dispatchers have been instructed to call clients as soon as they know when a clients pick up will be late. |

| Complaint Received by: Lake County Transit Management | |
|--|--|
| Date of Incident: 03/01/25 | Date Resolved: 3/1/2025 |
| Time of Incident: | Contractor Staff: |
| Customer Name: Ms. Rodriguez | Administration Staff: Lori Mackall |
| Incident: | Driver will not walk Ms. Rodriguez to or from the door. |
| Resolution: | Valid - Driver has been reminded that our service is door-to-door and if the driver is not sure that the passenger wants to be walked to the door, then ask. Driver was reprimanded. |

| Complaint Received by: Lake County Transit Management | |
|--|---|
| Date of Incident: 03/18/25 | Date Resolved: 3/1/2025 |
| Time of Incident: | Contractor Staff: |
| Customer Name: Mr. Martinez - Group Home Manager | Administration Staff: Lori Mackall |
| Incident: | Driver did not assist 5 special needs customers to and from door. |
| Resolution: | Valid - Driver has been reminded that our service is door-to- door and those with special needs must be walked to the door. Driver was reprimanded. |

| Complaint Received by: Lake County Transit Management | |
|--|---|
| Date of Incident: 03/19/25 | Date Resolved: 3/19/2025 |
| Time of Incident: | Contractor Staff: |
| Customer Name: Ms. Hernandez | Administration Staff: Lori Mackall |
| Incident: | Ms. Hernandez has been late to dialysis for the past six weeks. |
| Resolution: | Valid - RATP Dev is working with a new scheduler to ensure that she looks closely to the locations when scheduling. |

| Complaint Received by: Lake County Transit Management | |
|--|---|
| Date of Incident: 03/21/25 | Date Resolved: 3/21/2025 |
| Time of Incident: | Contractor Staff: |
| Customer Name: Ms. Lopez | Administration Staff: Lori Mackall |
| Incident: | Ms. Lopez was late to her appointment. |
| Resolution: | Valid - RATP Dev is working with a new scheduler to ensure that she looks closely to the locations when scheduling. |

| Complaint Received by: Lake County Transit Management | |
|---|---|
| Date of Incident: 03/31/25 | Date Resolved: 3/31/2025 |
| Time of Incident: | Contractor Staff: |
| Customer Name: Ms. Gonzalez | Administration Staff: Lori Mackall |
| Incident: | Ms. Gonzalez has been late to dialysis for the past two weeks. |
| Resolution: | Valid - RATP Dev is working with a new scheduler to ensure that she looks closely to the locations when scheduling. |

| Complaint Received by: Lake County Transit Management | |
|---|---|
| Date of Incident: 03/31/25 | Date Resolved: 3/31/2025 |
| Time of Incident: | Contractor Staff: |
| Customer Name: Mr. Wilson | Administration Staff: Lori Mackall |
| Incident: | Mr. Wilson has been late to dialysis for the past two weeks. |
| Resolution: | Valid - RATP Dev is working with a new scheduler to ensure that she looks closely to the locations when scheduling. |

| Complaint Received by: Lake County Transit Management | |
|---|---|
| Date of Incident: 04/04/25 | Date Resolved: 4/4/2025 |
| Time of Incident: | Contractor Staff: |
| Customer Name: Ms. Anderson | Administration Staff: Lori Mackall |
| Incident: | Ms. Anderson has been late to Building Blocks for the past two to three weeks. |
| Resolution: | Valid - RATP Dev is working with a new scheduler to ensure that she looks closely to the locations when scheduling. |

Complaint Received by: Lake County Transit Management

Date of Incident: 04/14/25

Date Resolved: 4/14/2025

Time of Incident:

Contractor Staff:

Customer Name: Mr. Thomas

Administration Staff: Lori Mackall

Incident: Mr. Thomas was dropped off before facility opened.

Resolution: Valid - The driver has been instructed that no passenger is to be drop off before the facility opens. Also, the pick up window was changed to ensure the passenger would not be dropped off too early.

Complaint Received by: Lake County Office of Transit Services

Date of Incident: 04/29/25

Date Resolved: 4/29/2025

Time of Incident: 12:00 - 5:00 PM

Contractor Staff: Charlene Brooks

Customer Name: Ms. Lee

Administration Staff: Amy Bradford

Incident:

Ms. Lee had to take her dog to the Veterinarian for Surgery on April 29, 2025, and she had a 12:00 – 1:00 PM return pick-up window. When the Veterinarian staff informed Ms. Lee that her dog would not be ready to go at 12:00 PM, Ms. Lee called LCC and spoke to Charlene and asked her to be placed on Will Call. Around 12:35-12:45 PM Ms. Lee called LCC to let them know she was ready to be picked up. Ms. Lee said she could hear a few people in the background talking and they said they knew nothing about her being placed on Will Call, but they would get someone to come and pick her up. Soon afterwards Charlene called Ms. Lee and apologized for the mishap. Ms. Lee understands that mistakes happen and all is well. When no one showed up by 3:30 PM, Ms. Lee started calling LCC again inquiring about the bus. She kept being told that someone was on their way. Around 5:00 PM, Ms. Lee called LCC, and the staff kept looking for someone to pick her up, but they could not locate an available driver, so they called her an Uber. It cost Ms. Lee \$24.00 for the Uber, and she does not make much money. She would like to receive LCC tickets to displace the cost of Uber. Also, she doesn't want to get anyone in trouble. Most of the drivers and office staff are great. Ms. Lee was very concerned about Charlene getting in trouble and hopes that she doesn't. Please provide Ms. Bradford with the telephone conversations for Ms. Lee on April 29, 2025.

Resolution:

Valid - At 11:01 AM, Ms. Lee called dispatch to let them know she was not going to be ready at 12:00 PM. The dispatcher asked her to call back when she was ready. At 12:54 PM, Ms. Lee called back to inform the dispatcher that she wasn't ready yet , and that the appointment was going to be at least another hour and 15 minutes. The dispatcher did tell her to call back 30 minutes before she was ready.

At 1:34 PM, Ms. Lee called and spoke with Charlene (Customer Service Rep) and stated that someone had told her to call 30 minutes before she was ready. Charlene sent a team's message to the dispatch office(Marquette). The dispatcher that Charlene sent the message to had already left for the day. At 2:58 PM, Ms. Lee called back to check for an ETA on her trip. At that time, she was informed by dispatch that she was getting off will-call and it would take up to ninety minutes for her ride.

At 3:32 PM, Ms. Lee called back and spoke with Charlene who informed her that she did not pass on the message to dispatch about being picked up. It was then Charlene realized that the person in dispatch she sent the message to have gone home prior to. At 4:26 PM, Ms. Lee called back and spoke with Charlene and stated that the vet office was closing and that they were going to call her an Uber. The customer service rep should have made sure that the dispatch had confirmed that they had received the message that Ms. Lee was ready for pickup.

The Office Manager has added a group Teams account, which includes all dispatchers, customer service reps as well as supervisors over the departments and management. This will ensure that someone is getting information in real time so that this will not happen again.

Complaint Received by: Lake County Office of Transit Services

| | |
|-----------------------------------|--|
| Date of Incident: 06/04/25 | Date Resolved: 6/4/2025 |
| Time of Incident: 11:00 AM | Contractor Staff: Malik Wright / Thomas Hogle |
| Customer Name: Ms. Miller | Administration Staff: Jeanine Knaak |

Incident: On 6/4/25, Ms. Miller had an appointment for 11:00 AM and the pickup time was move to 12:00 PM. She called at 1:05 PM and was told it would be an additional ninety minutes before the bus would be there to get her. Ms. Miller ended up waiting for two hours. Ms. Miller is a diabetic and fortunately her hairdresser had a snack she could have while she waited since her ride did not get her home by lunchtime.

On 6/6/25, Ms. Miller had scheduled to go to Publix to pick up her diabetic supplies for 9:45 AM and at 10:20 AM the bus still was not there. Ms. Miller cancelled the trip and had a neighbor take her to get the supplies.

Resolution: Valid - On June 4, 2025, Ms. Miller had a scheduled trip for an 11:00 AM drop off. Ms. Miller called at 10:53 AM to get an ETA, and the call was transferred to dispatch. At 10:57 AM, Ms. Miller called again for an ETA, and Charlene, CSR, quoted a 11:09 AM estimated pickup time. At 11:08 AM, Ms. Miller called and stated that she had not been picked up yet. At 11:10 AM, Ms. Miller called again and spoke with Charlene and she transferred the call to dispatch. At 12:38 PM, Haily, Dispatcher, called Ms. Miller to let her know that her bus is outside for her pickup. Ms. Miller stated that she still had roughly 30 minutes before she was ready. Hailey told Ms. Miller to call back when she is ready and that she is putting her on will-call. At 1:26 PM, Ms. Miller called customer service to let them know that she was ready. Charlene stated that she would inform the dispatcher. Charlene did not let Ms. Miller know that since she is coming off of will-call, that LCTM has up to 90 minutes to pick her up. At 3:47 PM, Ms. Miller called again for an ETA. At 2:06 PM, Ms. Miller called again and spoke with Myra. Once Myra realized that she just got off will-call, she explained the process to her. Ms. Miller did not like that since we were late picking her up from home that morning. At 2:16 PM, Ms. Miller called and wanted to speak to a Supervisor even though LCTM was still within the ninety minute pickup window. At 3:01 PM, Ms. Miller called back, stating that the supervisor said the bus would be there within 30 minutes and had not yet arrived. At 3:05 PM, Ms. Miller called to let Myra know that the number she was transferred to did not work. On 06/06/25, Ms. Miller had a pickup for 09:45, she cancelled at 10:20 which was within her pickup window. The issue was with the scheduler and RATP Dev has taken steps to correct the issue.

Complaint Received by: Lake County Office of Transit Services

Date of Incident: 06/11/25

Date Resolved: 6/11/2025

Time of Incident: 1:45 PM

Contractor Staff: Javern Nelson

Customer Name: Ms. Ruiz

Administration Staff: Jeanine Knaak

Incident:

Ms. Ruiz had a ride scheduled from her doctor's office to Walmart and then back home. Her ride from the Doctor to Walmart didn't come so she canceled the trip and tried to walk from the Doctor's Office to Walmart, but the Clermont Police pulled over and gave her a ride to Walmart. She had a pickup time of 12:30 PM to be picked up from Walmart to go home. She called Lake County Transit at 1:45 PM because no one had arrived to take her home. Ms. Ruiz said a driver did finally pull up, but it was not to take her home. Jeanine called LCTM and was told by dispatch that her ride should be there any minute.

Resolution:

Valid - Ms. Ruiz called for an eta for her ride to the doctor's office. The customer service rep stated that her ride was running late with an estimated time of 9:24 AM. The driver was on the way. Ms. Ruiz then called for her pickup from the doctor's office at 11:20 AM. The scheduler, Hailey, told Ms. Ruiz that her ride is coming but it would be late. Ms. Ruiz replied that the doctor's office was closing for lunch and that she could not wait. She also said that she would just walk to Walmart. Hailey asked her if she wanted to cancel her trip to Walmart and that LCC would pick her up from Walmart and take her home. Lake County Office of Transit Services is working hard with RAPT Dev / LCTM to correct the issues with the timing of the trips to ensure we can pick up and drop off clients within their window.

Complaint Received by: Lake County Office of Transit Services

Date of Incident: 06/11/25

Date Resolved: 6/11/2025

Time of Incident: 6:45 AM

Contractor Staff: Nathaniel Simon

Customer Name: Ms. Moore for Melissa

Administration Staff: Jeanine Knaak

Incident:

On June 11, 2025, a male driver (whose name I do not know) arrived to pick up my daughter at approximately 6:45 AM or 6:50 AM, even though the designated pickup window we were informed of is between 7:30 AM and 8:30 AM. This is highly concerning because it is significantly earlier than the established pickup time, and when I contacted the office, no one seemed aware that this driver had arrived so prematurely. Given that this is now the second instance of an early pickup, I found it extremely unusual—especially since I had already informed the driver the first time that it was too early. Because of this, I chose not to send my daughter with him today, as the situation felt increasingly unsettling. Instead, I had to urgently arrange alternate transportation, which caused unnecessary stress and disruption to our morning. At that hour, my daughter is still in her usual routine, making such an early pickup completely impractical. Additionally, the same thing happened last week, either Tuesday or Wednesday, when the same driver showed up at approximately 6:00 AM or slightly after, much earlier than 7:00 AM. When I asked him about this, he assured me that he would not leave my daughter alone at Building Block, as I had expressed concerns that it would still be closed at that time. However, at 7:30 AM, another driver—a female—arrived to pick her up, unaware that the male driver had already taken her far too early in the morning. Again, no one at the base had any knowledge of this unauthorized pickup. This situation is not acceptable, and urgent corrective action is needed. Every time a passenger boards a transit vehicle, the base and supervisors must be fully aware of the pickup, and transportation must adhere to the designated time window. While I understand that there is a new system in place aimed at improving efficiency and security, these inconsistent and premature pickups are creating confusion and potential safety risks. Therefore, I am requesting the following:

1. Immediate assurance that this situation will not happen again, ensuring that my daughter's transportation occurs strictly within the assigned time frame.
2. Identification of the male driver responsible for these early pickups so he can be properly informed and required to follow protocol.
3. Improved communication and organization, ensuring drivers properly report each pickup to the base in real time.

I spoke with Mrs. Karin, the supervisor, this morning, and I appreciate her willingness to address the issue. However, I am sending this request in writing because I need a clear and formal confirmation that this problem will be resolved and will not happen again

Thank you for your time and attention to this matter. I appreciate all that you do and look forward to your quick reply.

Resolution:

Valid - On May 31, 2025, the Office of Transit Services completed a software upgrade which went live on June 2, 2025. Unfortunately, there were several perimeters that were not set up correctly and a few people were not scheduled properly. LCC has been working very hard to ensure all trips are scheduled and performed correctly. The Dispatchers and Drivers have been coached on the appropriate process for communicating important information.

| Complaint Received by: Lake County Office of Transit Services | |
|--|---|
| Date of Incident: 06/26/25 | Date Resolved: 7/11/2025 |
| Time of Incident: 10:43 AM | Contractor Staff: |
| Customer Name: Ms. Martin | Administration Staff: Jeanine Knaak |
| Incident: | Ms. Martin had an appointment on June 26, 2025 at 11:30 AM. She received a message at 10:43 AM that her ride was on the way and a few minutes later received another message that the ride was on the way. She also called and was told on the phone that the driver was on the way. This went on until the driver showed up at her door at 11:30 AM to pick her up. She called the doctor's office to be sure they could see her since that was her appointment time and she was told she had ten minutes to get to the doctor's office. She knew there was no way, so she had to miss her appointment and reschedule. |
| Resolution: | Valid - On June 26, 2025, Ms. Martin had a scheduled trip to be at the dentist's office at 11:30 AM. At 10:59 AM, Ms. Martin called stating that she had a robo call stating that her pickup time was changed to 11:15AM to go to Bay St in Eustis. At 11:24 AM, Ms Williams called back to get an ETA on her pickup since it is so close to her appointment time. Ms. Martin spoke with Charlene, CSR, and stated that her pickup time is 11:17 AM even though the time is 11:24 AM. At 11:38 AM, Ms. Martin called and spoke with the Office Manager about missing her appointment and how horrible the new system has been. Ms. Martin stated that she keeps receiving robo calls with different pick-up times. RATP Dev will continue to have meeting with Trip Spark to improve the new Novus scheduling software. |

| Complaint Received by: Lake County Transit Management | |
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| Date of Incident: 07/10/25 | Date Resolved: 7/10/2025 |
| Time of Incident: | Contractor Staff: |
| Customer Name: Mr. Walner | Administration Staff: Lori Mackall |
| Incident: | Mr. Walner has been late to work several times lately. |
| Resolution: | Valid - RATP Dev is working with Novus to set the new parameters in the new scheduling software to keep this from happening. |

Complaint Received by: Lake County Transit Management

Date of Incident: 07/13/25

Date Resolved: 7/13/2025

Time of Incident:

Contractor Staff:

Customer Name: Ms. Andrews

Administration Staff: Lori Mackall

Incident: Ms. Andrews is upset regarding a 6:00 AM pick up window for an out of the county trip.

Resolution: Invalid - LCTM provides all out of County trips a 6:00 AM pick up window at the time of scheduling due to not know how many people will be traveling that day. The night before the trip a reminder call goes to the passenger letting them know of the actual pick up window. Ms. Andrews was given this information at the time she schedule her trip, but was not happy with the informaton.

| Complaint Received by: Lake County Office of Transit Services | |
|--|--|
| Date of Incident: 07/25/25 | Date Resolved: 7/30/2025 |
| Time of Incident: 12:30 PM | Contractor Staff: |
| Customer Name: Ms. Ford | Administration Staff: Amy Bradford |
| Incident: | <p>Ms. Ford pick-up time from the Nail Salon at Tavares Crossroads is 12:30 PM today. Ms. Ford called Dispatch after she received a text from Novus stating that her new pick-up time is now 2:30 PM. She asked the Dispatcher for an ETA. The Dispatcher said that she would let the driver know she is ready. Ms. Ford stated that she has MS and cannot sit outside in the heat and wait for two hours for the driver to pick her up. Ms. Ford commented that she lives just a few miles away in Howey-in-the-Hills and does not understand why she always must ride for two hours while the driver picks up and drops other people off when she is so close to home. Ms. Ford asked the Dispatcher again when she could expect the driver and the Dispatcher stated she did not know. Ms. Ford then called the CTC to register this complaint. Ms. Bradford called Dispatch at 12:50 PM to get an ETA for Ms. Ford and was told 5-8 minutes. The bus picked up Ms. Ford at 1:14 PM. When the driver started heading back into Tavares, Ms. Ford questioned the driver why she was not being taken home. The driver informed her that other passengers must be picked up and dropped off before her. Therefore, she will be on the bus for approximately two hours. Ms. Ford commented that there is another passenger on the bus that complained to her about the long ride.</p> |
| Resolution: | <p>Valid - LCTM is actively taking steps to address the situation. The LCTM Operations Supervisor has been tasked to create a corrective action plan (CAP) that will include targeted coaching and comprehensive retraining not only for the driver involved but for all drivers. This proactive approach will help to identify areas for improvement and ensure that similar incidents do not occur in the future. The ultimate goal is to push "Safety & Service over Schedule". I am also hopeful that through the creation and implementation of this particular CAP, operators will follow proper SOP to ensure LCTM is always running an effective operation.</p> |

Complaint Received by: Lake County Office of Transit Services

Date of Incident: 07/30/25
Time of Incident: 5:00 AM
Customer Name: Ms. Young

Date Resolved: 7/31/2025
Contractor Staff: Marquetta Haynes & Charlene Brooks
Administration Staff: Amy Bradford

Incident:

Ms. Young called last week to cancel her ride to dialysis on Saturday, July 26, 2025, as she would be out of town. On Monday, July 28, 2025, when her ride didn't show up to take her to dialysis she called customer service. She believes she spoke with Marquetta, and she was told her ride was canceled. She never canceled the trip for Monday, so she had to scramble to get someone to take her to her appointment on Monday. (Her chair time is 5:45 AM.) She wants to know why her ride for Monday was canceled and by whom. **UPDATED COMPLAINT:** Ms. Young called last week to cancel her ride to dialysis on Saturday, July 26, 2025, as she would be out of town. On Tuesday, July 29, 2025, when her ride didn't show up to take her to dialysis she called customer service. She does not know who she spoke with, but she inquired when would the bus would pick her up. Whomever she spoke with told her that she cancelled her ride for Tuesday, July 29, 2025. Ms. Young stated that she did not cancel her ride, and she never received a call for her trip on Tuesday, July 29, 2025, either. She had to scramble to get someone to take her to her appointment on Tuesday. (Her chair time is 5:45 AM.)

Resolution:

Valid - On June 23, 2025, Ms. Young spoke to Marquetta in dispatch, to cancel her trips until Tuesday, July 29, 2025. Marquetta sent a message to Customer Service so they would cancel her upcoming trips. Charlene is being coached on double-checking her work to ensure everything is correct.

| Complaint Received by: Lake County Office of Transit Services | |
|---|---|
| Date of Incident: 08/04/25 | Date Resolved: 8/4/2025 |
| Time of Incident: 12:09 PM | Contractor Staff: |
| Customer Name: Ms. Lee | Administration Staff: Amy Bradford |
| Incident: | <p>Ms. Lee had a 10:00 AM appointment to go grocery shopping and she was ready to go at 9:00 AM. Ms. Lee was sitting by her door waiting for LCC to show up. Around 11:00 AM she called LCC to find out when the bus would be there and the young lady gave her an ETA. At 12:00 PM, when the bus still had not shown up, she changed her clothes. The driver arrived at 12:09, and Ms. Lee asked the driver to wait a couple of minutes so she could get her clothes back on. The driver informed her that she would need to call the Office to get permission to wait for her to get dressed. Ms. Lee said she heard the driver say to someone that she is not even dressed to go and wants me to wait while she gets ready to go. The person on the other end said no, you cannot wait and told the driver to leave. Ms. Lee does not feel that this is right. Ms. Lee needed to go to the grocery store and feels that the driver should have waited a couple minutes so she could get dressed. Isn't there a five-minute wait time? If Ms. Lee is not ready to travel at the top of her scheduled pick-up window, then LCC will not wait for her. However, if LCC is late no one cares, and nothing is done to fix it.</p> |
| Resolution: | <p>Valid - When the complain came in Mr. Blackson, General manager immediately asked Lori Mackall (Customer Service Supervisor) to reach out to the customer to apologize and discuss potential resolutions. LCTM Operations Supervisor immediately investigated the situation and obtained the requested footage which was provided. The driver has been reprimanded and received further training.</p> |

Complaint Received by: Lake County Office of Transit Services

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|-----------------------------------|---|
| Date of Incident: 08/06/25 | Date Resolved: 8/6/2025 |
| Time of Incident: 10:06 AM | Contractor Staff: |
| Customer Name: Ms. Ruiz | Administration Staff: Amy Bradford |

Incident:

Ms. Ruiz booked two trips for this date. Ms. Ruiz received text messages and got herself ready to go according to the TIME posted on the message . She has been waiting for the pickup for some time. When she called LCTM she was told that pickup was changed to 10:43 AM. I called LCTM to find out what is going on and was told to call back when Ms. Ruiz received another text message telling her that the pickup for HOME would be 11:14 AM. The times are all messed up.

Resolution:

Valid - The Office Manager reached out to TripSpark regarding the issues with Novus and a Teams meeting has been set. Since this meeting the parameters in the Novus scheduling software have improved.

| Complaint Received by: Lake County Office of Transit Services | | | |
|--|--|--------------------------|------------|
| Date of Incident: | 10/21/2025 | Date Resolved: | 10/24/2025 |
| Time of Incident: | 1:00 PM | Contractor Staff: | C. Hudson |
| Customer Name: | Ruiz | County Staff: | J. Knaak |
| Incident: | <p>Ms. Ruiz received a text message from the new software, and when she saw that the bus has not yet arrived she called LCC and spoke to CSR Myra. While she was talking to Myra she saw the bus approaching. Ms. Ruiz asked the driver about the text time that was sent to her and why the driver didn't arrive at that time. The drivers response was "so" rude. He could have responded differently. I'm too old to deal with rude humans.</p> | | |
| Resolution: | <p>Invalid - The video and audio from the cameras were pulled. According to the video/audio the driver was not rude nor hostile. The Office of Transit Services staff apologized to Ms. Ruiz for the incident; however, the video and audio did not show that the driver was rude. Should she have any further issues to please call us right away.</p> | | |

Complaint Received by: Lake County Office of Transit Services

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|--------------------------|------------|--------------------------|--------------|
| Date of Incident: | 11/18/2025 | Date Resolved: | 11/20/2025 |
| Time of Incident: | 3:30 PM | Contractor Staff: | CSR Charlene |
| Customer Name: | Ms. Young | County Staff: | Amy Bradford |

Incident:

Ms. Young called in to make a reservation on November 13, 2025, to get to her dialysis appointment and that she needed an attendant to travel with her. She was told that was fine and didn't think anymore about it until today when she called to verify her ride. She is confused on what is required to have an attendant. Ms. Young states that she was told that she needed paperwork for the attendant and that there would be a \$2.00 charge for her attendant.

Resolution:

Valid - The information was conveyed to Ms. Young incorrectly by Customer Service. The correct information has been communicated to the Customer Service Representatives, and this incident should not happen in the future.

Complaint Received by: Lake County Office of Transit Services

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|--------------------------|-------------|--------------------------|--------------|
| Date of Incident: | 12/16/2025 | Date Resolved: | 12/19/2025 |
| Time of Incident: | 1:55 PM | Contractor Staff: | Brian Jones |
| Customer Name: | Ms. Haywood | County Staff: | Amy Bradford |

Incident:

Ms. Haywood arrived late at the Mount Dora Walmart to go grocery shopping on Tuesday, December 16, 2025. At 1:55 PM she called LCC to let them know she was ready. Ms. Haywood is visually impaired and always waits to be picked up on the grocery side in the foyer bench seats. Ms. Haywood called twice between 1:55 PM and 4:30 PM to see when the driver would arrive and was told both times that the driver was on their way. At 4:30 PM she called Dispatch and the Dispatcher yelled at her stating that the driver arrived and had been looking for her and even went inside and had her paged. Then the driver waited 15 minutes before leaving. Now they have no one to pick her up and will have to find someone. Ms. Haywood stated she was waiting on the grocery side in the foyer as always, and no one came looking for her, and she could not hear a page in the foyer. Also, she does not understand why the Dispatcher was rude and yelled at her. It is not her fault the driver didn't come to look at the grocery side. There are two entrances. She got dropped off on the grocery side and waited on the grocery side. She is beginning to not have any confidence in LCC as well as the staff and she depends on this service, and the treatment she has been receiving is disappointing.

Resolution:

Valid - On December 16, Operator Brian Jones Went to pick up Ms. Haywood from Walmart. The operator went into Walmart on the pharmacy side to retrieve MS. Haywood. When he could not locate her, the operator had her paged. After waiting for an extended time and multiple attempts to contact Ms. Haywood by telephone the operator was instructed to move on, and Ms. Haywood would be placed on will-call. After listening to the call from Ms. Haywood, she stated that she always sits on the grocery side, the drivers all know that is where she will be. She also stated that she is visionally impaired. Brian Jones is a new operator and has not picked this client up. He followed the protocol when a client cannot be found. It has been placed on Ms. Haywood's file that she is visually impaired and the location at Walmart where she will be for all future drivers.

County(ies) Name: **LAKE COUNTY**

LAKE ~ SUMTER METROPOLITAN PLANNING ORGANIZATION
 1300 CITIZENS BLVD., SUITE 175
 LEESBURG, FL 34748
 352-315-0170

BILL TO:
 Commission for the Transportation Disadvantaged
 605 Suwannee Street, MS 49
 Tallahassee, FL 32399-0450

| | |
|------------------------|------------------|
| <i>Invoice Number:</i> | G3D19 Q2 |
| <i>Invoice Date:</i> | January 13, 2026 |
| <i>Grant Number:</i> | G3D19 |

| | |
|--------------------------|--------------------------------------|
| Dates of Services | October 1 - December 31, 2025 |
|--------------------------|--------------------------------------|

| Task | Budgeted Amount | Cummulative Total % Of Task Prev Billed | % of Task Complete This Billing Period | YTD % Of Task Complete | Complete | YTD Billed | Billed This Period | Remaining Budget |
|-----------------------------------|---------------------|---|--|------------------------|----------|---------------------|--------------------|---------------------|
| 1: TDSP | \$ 5,442.04 | 0% | | 0.0% | | \$ - | \$ - | \$ 5,442.04 |
| 2A: Evaluation (or) 2B: Selection | \$ 4,801.80 | 0% | | 0.0% | | \$ - | \$ - | \$ 4,801.80 |
| 3: LCB Mtgs | \$ 12,804.80 | 25% | 25% | 50.0% | | \$ 6,402.40 | \$ 3,201.20 | \$ 6,402.40 |
| 4: Public Workshop | \$ 1,280.48 | 0% | | 0.0% | | \$ - | \$ - | \$ 1,280.48 |
| 5: By-Laws | \$ 1,280.48 | 0% | | 0.0% | | \$ - | \$ - | \$ 1,280.48 |
| 6: Grievance Procedures | \$ 1,280.48 | 0% | | 0.0% | | \$ - | \$ - | \$ 1,280.48 |
| 7: AOR Review | \$ 1,280.48 | 0% | 100% | 100.0% | YES | \$ 1,280.48 | \$ 1,280.48 | \$ - |
| 8: AER | \$ 1,280.48 | 100% | | 100.0% | YES | \$ 1,280.48 | \$ - | \$ - |
| 9: Quarterly Progress Rprt | \$ 1,280.48 | 25% | 25% | 50.0% | | \$ 640.24 | \$ 320.12 | \$ 640.24 |
| 10: Training Workshop | \$ 1,280.48 | 100% | | 100.0% | YES | \$ 1,280.48 | \$ - | \$ - |
| Total | \$ 32,012.00 | | | | | \$ 10,884.08 | \$ 4,801.80 | \$ 21,127.92 |

Total To Be Paid On This Invoice \$ 4,801.80

Add: Justification, notes, or explanation

Revision date: 06/30/2022

Template correction: 10/11/2022



SERVICE AREA/COUNTIES:

LAKE COUNTY

INVOICE NUMBER: G3D19 Q2

INVOICE DATE: January 13, 2026

QUARTER SERVICE DATES: October 1 - December 31, 2025

AGENCY

LAKE ~ SUMTER METROPOLITAN PLANNING ORGANIZATION

1300 CITIZENS BLVD., SUITE 175

LEESBURG, FL 34748

352-315-0170

SUMMARY REPORT - Invoice Support (A review of the Planning Grant Program Manual is recommended when submitting each task.)

| TASK | SUBMITTED | Deliverable & support documentation provided with invoice includes: | AMOUNT | FLCTD Reviewer's Initials |
|----------------------------|-----------|--|-------------------|---------------------------|
| | | | \$0.00 | |
| | | | \$0.00 | |
| 3: LCB Mtgs | YES | Local Coordinating Board (LCB) has met for the quarter. Documentation for this meeting has been provided including but not limited to: meeting agenda; minutes; membership roster; notice of meetings. | \$3,201.20 | |
| | | | \$0.00 | |
| | | | \$0.00 | |
| | | | \$0.00 | |
| 7: AOR Review | YES | The Annual Operation Report has been reviewed by LCB. The cover page of the AOR, signed by CTC representative and LCB Chair has been provided. | \$1,280.48 | |
| | | | \$0.00 | |
| 9: Quarterly Progress Rpt. | YES | A complete Quarterly Progress Report has been submitted with invoices. Quarterly report has been signed by planning agency representative. Electronic signatures are acceptable. | \$320.12 | |
| | | | \$0.00 | |
| TOTAL | | | \$4,801.80 | |

Certification from Planner

By submission of this form, Grantee certifies that the above listed tasks have been completed and the required deliverables have been submitted in their entirety.



SERVICE AREA/COUNTIES:
LAKE COUNTY

INVOICE NUMBER: G3D19 Q2

INVOICE DATE: *January 13, 2026*

QUARTER SERVICE DATES: *October 1 - December 31, 2025*

AGENCY
LAKE ~ SUMTER METROPOLITAN PLANNING ORGANIZATION

| I PROGRAM MANAGEMENT | PROGRESS |
|---|--|
| A. When necessary and in cooperation with the LCB, solicit and recommend a CTC . The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A) | The Lake TDCB recommended that Lake County BOCC remain the CTC for the next five years at the March 2023 TDCB meeting. |
| B. Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board. (41-2.012, FAC) | The Lake TDCB recommended that Lake County BOCC remain the CTC for the next five years at the March 2023 TDCB meeting. |
| C. Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3) | The MPO supports all aspects of the quarterly TDCB meetings and adheres to the TDCB guidelines |
| D. Prepare official minutes of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3) | The MPO prepares and posts all TDCB meeting materials to the MPO website for public review. |
| E. Provide at least one public workshop annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4) | The TDCB Public workshop will be held at the June 2026 meeting, prior to the TDCB quarterly meeting. |
| F. Provide staff support for committees of the local coordinating board. (Task 3) | The MPO provides support and coordination for the TDCB subcommittees as needed. |
| G. Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5) | The TDCB By-laws will be Approved at the June 2026 meeting |
| H. Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6) | The TDCB Grievance procedures were approved at the June 2, 2025 meeting |
| I. Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3) | The current TDCB membership roster is included in this invoice packet. |
| J. Provide public notice of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3) | The newspaper public meeting notice is included in this invoice packet. |

| | |
|---|--|
| K. Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7) | The AOR was reviewed and approved at the December 8, 2025 TDCB meeting |
| L. Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8) | The AER was submitted to the CTD prior to September 15, 2025, and presented to the TDCB at the September 15, 2025, TDCB meeting. |

| II. SERVICE DEVELOPMENT | PROGRESS |
|--|--|
| A. Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) following CTD guidelines. (Task 1) | The major update to the TDSP was completed and approved at the June 2023 TDCB meeting, the TDSP annual minor update was reviewed and approved at the June 2, 2025, TDCB meeting. |
| B. Encourage integration of "transportation disadvantaged" issues into local and regional comprehensive plans . Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS) | The TDCB is included in the planning process including the Lake County TDP and MPO's 2050 LRTP. |
| C. Encourage the local community transportation coordinator to work cooperatively with regional workforce boards established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS) | The Regional workforce Board is represented on the TDCB |

| III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION | PROGRESS |
|---|---|
| A. Provide the LCB with quarterly reports of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9) | The quarterly Progress Report is included in this invoice packet and is presented to the TDCB each meeting. |
| B. Attend at least one Commission-sponsored training , including but not limited to, the CTD's regional meetings, the CTD's annual training workshop, or other sponsored training. (Task 10) | MPO staff attended the CTD Annual Workshop |
| C. Attend at least one CTD meeting each year within budget/staff/schedule availability. | MPO Staff attends at least one CTD Business Meeting each year. |
| D. Notify CTD staff of local TD concerns that may require special investigations. | As needed |
| E. Provide training for newly-appointed LCB members. (Task 3) | MPO staff provides training for new TDCB members as needed. The MPO developed a TD 101 training packet. |
| F. Provide assistance to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement. | As Needed |

| | |
|---|---|
| G. To the extent feasible, collect and review proposed funding applications involving "TD" funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS) | The TDCB reviews all TD grant applications. |
| H. Ensure the local coordinating board conducts, as a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission's <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules concerning Competition in Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B) | The TDCB conducted and reviewed the 2025 CTD Evaluation at the June 2, 2025 meeting |
| I. Assist the CTD in joint reviews of the CTC. | As Needed |
| J. Ensure the LCB annually reviews coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C. | Coordination contracts are reviewed annually. |
| K. Implement recommendations identified in the CTD's QAPE reviews. | Ongoing |

Other Items of Development and Update in accordance with Laws, Rules, and Commission policy:

By submission of this Quarterly Report, the information provided is accurate and accountable and corresponds with the activities for this quarter.

Doris LeMay
 Representative

Date:
 January 13, 2026

Transportation Disadvantaged Coordinating Board 2025 Member List

NAME

REPRESENTING

Commissioner Leslie Campione / Chair

Lake Sumter MPO

Jamie Kersey Ledgerwood
Carlos Colon (Alternate)

FDOT

Sheri Peterson
Kimberly Mummey (Alternate)

Department of Children & Families

Jeannette Estes
Priscilla Weeks/Elizabeth Watson (Alternate)

Agency for Persons with Disabilities

E. Scott Pfender
Lori Mattox (Alternate)

Public Education Community

Jennilyn Green
Roselle Paala (Alternate)

Vocational Rehabilitation/FL. Dept. of Education

Kirk Armstrong
Stephanie Glass (Alternate)

Veterans Service Office

Jim Lowe
Timothy Bridges (Alternate)

CAA/Economically Disadvantaged

Joanne Seagle

Persons over 60, representing elderly

Rebecca Matthews

Person with a Disability representing Disabled

Chantel Buck

Citizens Advocate

Cyndi North

Citizens Advocate/User of System

Lesha Buchbinder / Vice Chair
Timothy Layne (Alternate)

Children at Risk Representative

Steve Homan
Gary Heaps (Alternate)

Florida Dept. of Elder Affairs

Vacant

Local Private For-Profit Transportation

Yvelouse Augustin-Leow
Emilio Santiago (Alternate)

Florida Agency for Health Care Administration

Gustavo Henriquez
Donna Andrews (Alternate)

Workforce Development

Vacant

Medical Community



Transportation Disadvantaged Coordinating Board Agenda

Date | Time: December 8, 2025, | 10 AM

Lake County TDCB Committee Meeting – December 2025

December 8, 2025, 10:00 AM – 12:00 PM (America/New_York)

Please join my meeting from your computer, tablet or smartphone.

<https://meet.goto.com/291985701>

You can also dial in using your phone.

Access Code: 291-985-701

United States (Toll Free): [1 877 309 2073](tel:18773092073)

United States: [+1 \(646\) 749-3129](tel:+16467493129)

Direct phone connection with no access code required: [352-901-1278](tel:3529011278)

This is an audio-only call-in number. If requested, this phone number can be texted to your cell phone for easy access.

Get the app now and be ready when your first meeting starts:

<https://meet.goto.com/install>

The Transportation Disadvantaged Coordinating Board (TDCB) serves to identify local service needs and provide information, advice, and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the TD program. The TDCB focuses on compliance with state requirements for TD planning and ensuring that public transportation is accessible to everyone, including the transportation disadvantaged. TDCB membership is composed of several representatives such as health and human services agencies, the elderly and disabled, citizens, and the private transportation industry and is established pursuant to Rule 41-2.012(3), Florida Administrative Code (FAC).

CALL REGULAR MEETING TO ORDER

Invocation / Pledge of Allegiance

Proper Noticing

Roll Call

Determination of Quorum

Chair Announcements Lake County TDCB Chair, Commissioner Leslie Campione

I. AGENDA UPDATE

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

Transportation Disadvantaged Coordinating Board Agenda

Date | Time: December 8, 2025, | 10 AM

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

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

III. CONSENT AGENDA

A. Approval of September 15, 2025, Quarterly Meeting Minutes

Attachment A: September 15, 2025, Lake County TDCB Quarterly Meeting Minutes

IV. ACTION ITEMS

A. Selection of Lake County TDCB Vice-Chair

The TDCB shall hold an organizational meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chair shall be elected by a vote of the voting TDCB members. The Vice-Chair's term of office shall be for one (1) year starting with the first meeting after his/her election, but the Vice-Chair may be re-elected to an additional term or terms of office. In the event of the Chair's absence, the Vice-Chair shall assume the duties of the Chair and conduct the meeting. Leshia Buchbinder is the current Vice-Chair.

Staff recommends for the current Vice-Chair to be reappointed.

B. Review and Approval of the Lake County CTC Annual Operating Report (AOR)

The Florida Commission for the Transportation Disadvantaged (CTD) requires that CTCs submit the Annual Operating Report by September 15 of each year. The CTD evaluates and compiles the operating data provided by all CTCs, which is utilized to substantiate the need to seek Transportation Disadvantaged funds from the Florida Legislature.

The Lake County Transit AOR reflects the Office of Transit Services operating data for FY 2024-2025. The AOR must be approved by the CTD and then reviewed by the TDCB. The CTD has approved the Lake County Transit AOR for FY 2024-2025.

Staff recommends approval of the FY 2024-2025 AOR.

Attachment B: Lake County Transit AOR FY 2024-2025

C. Review and Approval of Updated CTC Evaluation Rider Survey

The CTC Evaluation Rider Survey has been revised based on TDCB member feedback and survey best practices. The updated survey is being presented today for review and approval for use in the FY 2025-26 CTC Evaluation.

Transportation Disadvantaged Coordinating Board Agenda

Date | Time: December 8, 2025, | 10 AM

Staff recommends approval of the Draft CTC Evaluation Rider Survey.

D. 2025 Lake County Connection How to Ride Guide

The Lake County Connection (LCC) How to Ride Guide is a document that provides customers with information on how to use LCC. The Guide includes topics such as eligibility, hours of operation and service area, how to reserve a trip, and other relevant policies and procedures. Each year, the Lake County Office of Transit Services reviews the How to Ride Guide and makes necessary updates, if needed. The 2025 How to Ride Guide was revised to reflect the most up to date policies and procedures.

Staff recommends approval of the 2025 How to Ride Guide.

[Attachment C: 2025 Lake County Connection How to Ride Guide](#)

V. DISCUSSION ITEMS

A. Review and discussion of the Commission for the Transportation Disadvantaged (CTD) Ombudsman Report

The Lake County TDCB is required to review the CTD Ombudsman's Report quarterly. The CTD received no calls for Lake County this quarter.

B. Section 5310/5311 Grant Applications

The Federal Department of Transportation (FDOT) Section 5310 and 5311 grant programs, described below, provide federal formula funding for transit-related activities. Lake County applied for both of these grants.

- **FDOT Section 5310:** Programs for capital projects, designed and carried out to meet special needs of elderly and individuals with disabilities.

The Office of Transit Services applied for a FDOT Section 5310 Capital Grant for the purchase of four Turtle Top Odyssey Cutaway buses. The grant total request is \$732,763 with an 80% Federal share of \$586,210, the 10% State share of \$73,276, and the 10% County match of \$73,277. In addition, the Office of Transit Services applied for a FDOT Section 5310 Operating Grant of \$800,000, with a 50% Federal share of \$400,000 and a 50% County match of \$400,000. In total, the Office of Transit services is applying for \$1,532,763 in FDOT Section 5310 Grant funding.

- **FDOT Section 5311:** Formula program that funds capital and operating assistance in rural areas.

The Office of Transit Services applied for a FDOT 5311 Operating Grant of \$400,000, with a Federal share of \$200,000 and a County local match of \$200,000.

C. Annual Review of CTC Coordination Contracts

A Coordination Contract is a written contract between the CTC and an agency who receives transportation disadvantaged funds and performs some, if not all of, its own services, as well as services to others, when such service has been analyzed by the CTC

Transportation Disadvantaged Coordinating Board Agenda

Date | Time: December 8, 2025, | 10 AM

and proven to be a safer, more effective, and more efficient service from a total system perspective. Lake County reviews each Coordination Contractor on an annual basis to evaluate performance and ensure compliance with applicable regulations.

Lake County currently has Coordination Contracts with the following organizations:

- Crystal Lake/Attain, Inc.
- Beacon College
- Building Block Ministries
- Central Florida Group Homes
- Life Care Services
- Love Thy Neighbor
- Sunrise Arc

D. Follow Up Items

This will be a recurring agenda item that provides a status update on items discussed at previous quarterly meetings. The attached Follow Up Log provides an update on the items below:

1. Proposed updates to the Mary Bennett Rule
2. Accessibility updates to no show door hanger
3. New scheduling system
4. Potential policy for riders who need to use the bathroom while on the bus
5. Provide an online method to file a grievance
6. Communication with clients
7. Grouping trips
8. Complaint reporting to the TDCB

Attachment D: December 8, 2025, Lake County TDCB Agenda Follow Up Log

E. Board Membership Updates

There have been no recent changes to the Lake County TDCB membership.

F. Recent and Upcoming Events

- **CTD Commission Business Meeting** – Week of December 8th, 2025, *Virtual*
- **FDOT Block Grant Application** – March 2026
- **Annual Public Hearing** – March 2nd, 2026
- **Florida Triple Crown Rodeo** – March 6-7th, 2026, Orlando

Transportation Disadvantaged Coordinating Board Agenda

Date | Time: December 8, 2025, | 10 AM

VI. REPORTS

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

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

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

VIII. BOARD MEMBER COMMENTS

IX. ADJOURNMENT

X. NEXT MEETING: MARCH 2, 2026

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



**Lake County Transportation Disadvantaged Coordinating Board
Minutes December 8, 2025
Lake~Sumter MPO
1300 Citizens Blvd., Suite 175 Leesburg, FL 34748**

Members Present

Jamie Kersey Ledgerwood
Jeannette Estes
E. Scott Pfender
Jim Lowe
Joanne Seagle
Rebecca Matthews
Chantel Buck
Cyndi North
Leshia Buchbinder, Vice Chair
Steve Homan
Yvelouse Augustin-Leow

Representing

FDOT
Agency for Persons with Disabilities
Public Education Community
FL Association CAA/Economically Disadvantaged
Persons over 60, representing elderly
Person with a Disability representing Disabled
Citizens Advocate
Citizens Advocate/User of System
Children at Risk Representative
Florida Dept. of Elder Affairs
Florida Agency for Healthcare Administration

Members Absent

Leslie Campione, Chair
Sheri Peterson
Jennilyn Green
Kirk Armstrong
Gustavo Henriquez

Representing

Lake~Sumter MPO
Dept. of Children & Families
Vocational Rehabilitation/Dept. of Education
Veterans Service Office Representing Veterans
Regional Workforce Development Board

Staff Present

Michael Woods
Doris LeMay

Representing

Lake~Sumter MPO
Lake~Sumter MPO

CALL TO ORDER

Motion was made by Rebecca Matthews to nominate Jamie Ledgerwood as the Chair for the December 8, 2025, meeting, seconded by Joanne Seagle – motion carried by a 7-0 vote.

The meeting of the Lake County Transportation Disadvantaged Coordinating Board (TDCB) was called to order at 10:07 a.m. by Jamie Ledgerwood. Pledge of Allegiance was led by Jamie Ledgerwood. Staff announced that the meeting was properly noticed, and a quorum was present. (7 Voting members present).

I. AGENDA UPDATE – Grievance Report added after Item A - Discussion.

II. OPPORTUNITY FOR PUBLIC COMMENT – Geraldine Maiaroto – Late to appointments. Christy Delmonico -Thanked for the service – Awesome drivers.

III. CONSENT AGENDA:

A. Approval of September 15, 2025, Quarterly Meeting Minutes

Jim Lowe made a motion to approve the consent agenda, seconded by Joanne Seagle and carried unanimously by a 7-0 vote; the Board approved the Consent Agenda.

IV. ACTION ITEMS:

A. Selection of Lake County TDCB Vice Chair.

Joanne Seagle made a motion to appoint Lesha Buchbinder as Vice Chair of the Lake County TDCB seconded by Jim Lowe and carried unanimously by a 7-0 vote, the Board approved Lesha Buchbinder as Vice Chair of the Lake County TDCB.

B. Review and Approval of the Lake County CTC Annual Operating Report (AOR) – Kelsey Peterson, WSP provided a brief overview. Discussion continued.

Jim Lowe made a motion to approve the Lake County CTC Annual Operating Report (AOR) seconded by Joanne Seagle and carried unanimously by a 7-0 vote, the Board approved the Lake County CTC Annual Operating Report (AOR).

C. Review and Approval of Updated CTC Evaluation Rider Survey – Kelsey Peterson, WSP provided update. Discussion continued. Rebecca Matthews was concerned with eliminating the question that says length of time on the bus.

Chantel Buck made a motion to approve the CTC Evaluation Rider Survey with leaving the question about the length of time on the bus, seconded by Joanne Seagle and carried unanimously by a 7-0 vote, the Board approved the CTC Evaluation Rider Survey with leaving the question on the survey.

D. 2025 Lake County Connection How to Ride Guide – Amy Bradford, Lake County Transit provided a brief overview of the Guide. Discussion continued.

Item was tabled until the March 2026 meeting to address the items brought forward.

V. DISCUSSION ITEMS:

- A. Review and discussion of the Commission for the Transportation Disadvantaged (CTD) Ombudsman Report – Jamie Ledgerwood
Grievance Item – Mr. Ocasio – Kelsey Peterson, WSP
- B. Section 5310/5311 Grant Applications – Jamie Ledgerwood
- C. Annual Review of CTC Coordination Contracts – Jamie Ledgerwood
- D. Follow Up Items – Kelsey Peterson, WSP.
- E. Board Membership Updates
- F. Upcoming Conferences/Meetings/Events

VI. REPORTS

- A. FDOT -Jamie Kersey Ledgerwood
- B. Lake County CTC – Amy Bradford
- C. RATP Dev – Lake County Connection – Fabien Blackson, General Manager
- D. Lake Sumter MPO Quarterly Progress Report – In package

VII. OPPORTUNITY FOR PUBLIC COMMENT – None

VIII. BOARD MEMBER COMMENTS - None

IX. ADJOURNMENT: There being no further business to discuss, the meeting adjourned at 12:04.

X. NEXT MEETING: March 2, 2026 @ 10AM

Chairman Campione

Date



CTC Organization

County: Lake
Fiscal Year: 7/1/2024 - 6/30/2025

CTC Status: Complete
CTD Status: Complete

Date Initiated: 8/20/2025

CTC Organization Name: Lake County Board of County Commissioners
Address: 2440 US Highway 441/27
City: Fruitland
State: FL
Zip Code: 34731
Organization Type: County
Network Type: Complete Brokerage
Operating Environment: Rural
Transportation Operators: Yes
Number of Transportation Operators: 1
Coordination Contractors: Yes
Number of Coordination Contractors: 7
Provide Out of County Trips: Yes
Local Coordinating Board (LCB) Chairperson: Leslie Campione
CTC Contact: Jill Brown
CTC Contact Title: Lake County Transit Services Director
CTC Contact Email: jill.brown@lakecountyfl.gov
Phone: (352) 901-0606

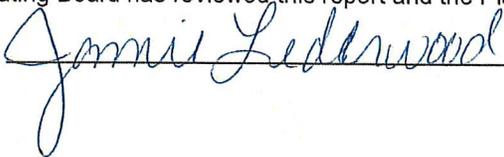
CTC Certification

I, Jill Brown, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): 

LCB Certification

I, Leslie Campione, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): 

LAKE COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD MEETING
SIGN IN SHEET
December 8, 2025

| BOARD MEMBER NAME | REPRESENTING | INITIALS |
|---|--|-----------------|
| Leslie Campione, Chairman | Lake~Sumter MPO | |
| Jamie Kersey Ledgerwood Carlos Colon (alternate) | FDOT | JY |
| Sheri Peterson Kimberly Mummey (alternate) | Dept. of Children & Families | |
| E. Scott Pfender Lori Mattox (alternate) | Public Education Community | |
| Jennilyn Green Roselle Paala (alternate) | Voc. Rehabilitation/Dept. of Education | |
| Kirk Armstrong Stephanie Glass (alternate) | Veterans Service Office | |
| Jim Lowe Timothy Bridges (alternate) | CAA/Economically Disadvantaged | Jim |
| Joanne Seagle | Persons over 60, representing elderly | JS |
| Rebecca Matthews | Person with a disability representing the disabled | RM |
| Chantel Buck | Citizens Advocate | CB |
| Cyndi North | Citizens Advocate/User of System | Cynthia North |
| Lesha Buchbinder Vice Chair Timothy Layne (alternate) | Children at Risk Representative | |
| Steve Homan Gary Heaps (alternate) | Florida Dept. of Elder Affairs | |
| Vacant | Local Private for-Profit Transportation | |
| Yvelouse Augustin-Leow Emilio Santiago (alternate) | Florida Agency for Health Care Admin. | |
| Gustavo Henriquez Donna Andrews (alternate) | Workforce Development | |
| Vacant | Medical Community | |
| Jeannette Estes Priscilla Weeks/Elizabeth Watson Alts. | Agency for Persons with Disabilities | |

LOCALiQ

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PO Box 631244 Cincinnati, OH 45263-1244

AFFIDAVIT OF PUBLICATION

Lake-Sumter Mpo
1300 Citizens BLVD # 175
Leesburg FL 34748-3965

STATE OF WISCONSIN, COUNTY OF BROWN

Before the undersigned authority personally appeared, who on oath says that he or she is the Legal Coordinator of the Daily Commercial, published in Lake County, Florida; that the attached copy of advertisement, being a Govt Public Notices, was published on the publicly accessible website of Lake County, Florida, or in a newspaper by print in the issues of, on:

LEE Daily Commercial 12/03/2025
LEE dailycommercial.com 12/03/2025

Affiant further says that the website or newspaper complies with all legal requirements for publication in chapter 50, Florida Statutes.

Subscribed and sworn to before me, by the legal clerk, who is personally known to me, on 12/03/2025

Legal Clerk

Notary, State of WI, County of Brown

3.7.27

My commission expires

| | | |
|-------------------|-------------|--------------|
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KAITLYN FELTY
Notary Public
State of Wisconsin

PUBLIC NOTICE

Pursuant to the provisions of Chapter 286, Florida Statute, Section 286.0105, Sunshine Law, the Lake Sumter Metropolitan Planning Organization (MPO) has scheduled the following board/committee meetings during the month of September on the date and location indicated: The following meetings will be held virtually and @ Lake Sumter MPO, 1300 Citizens Blvd. Suite 175, Leesburg, FL. Lake County Transportation Disadvantaged Coordinating Board December 8, 2025, 10:00 A.M. Sumter County Transportation Disadvantaged Coordinating Board, December 8, 2025, 2:00 P.M. One or more MPO Governing Board members or one or more Lake County Commissioners and one or more members of different committees or boards may be in attendance and may participate in discussions on any of the committee or board meetings noticed in this monthly schedule. All interested citizens are welcome to attend. Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability, or family status. Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services (free of charge) should contact the MPO at 352-315-0170 at least seven days prior to the scheduled meeting. Pursuant to the provisions of Chapter 286, Florida Statute, Section 286.0105, if a person decides to appeal any decision made by an above named committee with respect to any matter considered during any meeting of such committee, he or she may need to ensure a verbatim record of the proceedings is made, which may include the testimony and evidence upon which the appeal is to be based. The list of meetings is not all-inclusive and may not contain special meetings or meetings that may not have been scheduled as of this meeting.

December 3 2025

LSAR0416396