Tindale-Oliver & Associates, Inc.
Planning and Engineering

Lake County

Transit Development Plan

Final Report

February 2005

Lake-Sumter MPO
Metropolitan Planning Organization

LAKE COUNTY
TRANSIT DEVELOPMENT PLAN

Final Report

Prepared for:

Lake County Board of County Commissioners
Lake-Sumter Metropolitan Planning Organization
and
Florida Department of Transportation

February 2005

By

Tindale-Oliver & Associates, Inc.
1000 N. Ashley Drive, Suite 100
Tampa, Florida 33602
ph (813) 224-8862, fax (813) 226-2106

TABLE OF CONTENTS

Section 1: INTRODUCTION 1-1

Section 2: BASELINE CONDITIONS 2-1
Introduction 2-1
Assessment of Baseline Conditions 2-1
Physical Description of Study Area 2-1
Population Profile 2-1
Demographic and Journey-to-Work Characteristics 2-2
Commuting Patterns 2-15
Major Activity Centers 2-16
Tourism 2-19
Existing and Future Land Use 2-20
Existing and Future Roadway Conditions 2-20
Summary of Existing Plans and Documents 2-23

Section 3: REVIEW AND EVALUATION OF EXISTING PUBLIC TRANSPORTATION SERVICES 3-1
Introduction 3-1
Florida Coordinated Transportation System 3-1
History of the Lake County Transportation Disadvantage Program 3-4
Description and Operation of Lake County CTC Coordinated Services 3-4
Types, Hours, and Days of Service 3-4
Accessing Services 3-5
Transportation Operators and Coordination Contractors 3-7
Public Transit Utilization 3-7
School Bus Utilization 3-7
Vehicle Inventory 3-8
System Safety Program Plan Certification 3-8
Inter-County Services 3-8
Natural Disaster/Emergency Preparedness 3-8
Marketing 3-9
Acceptable Alternatives 3-9
Local Grievance Procedure Process 3-9
Evaluation of Existing Services 3-10
CTC Performance Review 3-10
CTC Trend Analysis 3-11
CTC Peer Review Analysis 3-18
Fixed Route Peer Review 3-26
Review of Existing Public Transportation in Lake County 3-33
Other Service Providers 3-35

Section 4: GOALS AND OBJECTIVES 4-1
Introduction 4-1
Results of Public Involvement Activities 4-2
Summary of Discussion Groups 4-2

Summary of Stakeholder Interviews 4-5
Summary of May 2004 Public Workshops 4-11
Transit Goals and Objectives 4-15
Transportation Disadvantaged Service Goals, Objectives, and Strategies 4-19

Section 5: TRANSIT DEMAND AND MOBILITY NEEDS 5-1
Introduction 5-1
Transit Demand Projection Techniques 5-2
Paratransit Demand Projection Techniques 5-2
Fixed-Route Transit Demand Projection Techniques 5-4
Review of Demand Projection Techniques 5-7
Transit Demand Projections 5-8
Transportation Disadvantaged Demand Projections 5-8
Fixed-Route Transit Demand Projections 5-10
Capacity/Supply of Existing Transit Services 5-19
Paratransit Service Capacity 5-19
Potential Markets and Mobility Needs 5-20
Potential Markets 5-20
Mobility Needs 5-22

Section 6: LAKE COUNTY'S VISION FOR PUBLIC TRANSPORTATION 6-1

Section 7: TRANSIT ALTERNATIVES EVALUATION 7-1
Introduction 7-1
Step 1: Review Transit Service Concepts 7-1
Service Concept #1: Fixed-Route Bus Service with Deviation 7-1
Service Concept #2: Demand Response 7-1
Service Concept #3: Transportation Demand Management (TDM) 7-1
Step 2: Develop Transit Alternatives 7-3
Step 3: Apply Evaluation Criteria 7-6
Step 4: Select Alternatives 7-8
Fixed-Route with Deviation 7-8
Demand Response 7-18
Transportation Demand Management 7-21
Recommended Transit Alternatives 7-21
Summary of September 2004 Public Workshops 7-22

Section 8: ORGANIZATIONAL STRUCTURE AND FUNDING OPTIONS 8-1
Introduction 8-1
Organizational Structure 8-1
Local/Regional Government 8-1
Regional Transportation Authority 8-1
Independent Transit Authority 8-2

Private Non-Profit 8-3
Private For-Profit..... 8-3
Transit Funding Options 8-3

Section 9: MARKETING AND MONITORING ACTIVITIES 9-1
Introduction..... 9-1
Marketing Techniques and Programs 9-1
Primary Marketing Activities 9-1
Secondary Marketing Activities..... 9-1
Monitoring Program..... 9-3
Consistency with Local Plans 9-6

Section 10: SELECTION OF PREFERRED ALTERNATIVES 10-1
Introduction..... 10-1
Preferred Alternatives..... 10-1
ADA Complimentary Paratransit Service..... 10-4

Section 11: IMPLEMENTATION PLAN 11-1

Section 12: FINANCIAL PLAN 12-1

Appendix A: Vehicle Inventory..... A-1
Appendix B: System Safety Program Plan..... B-1
Appendix C: Formal Grievance Procedures C-1
Appendix D: Glossary of Performance Evaluation Terms..... D-1
Appendix E: Data for the CTC Peer Review Analysis E-1
Appendix F: Discussion Group Script & Public Workshop Questionnaire F-1
Appendix G: Stakeholder Interview Questionnaire G-1
Appendix H: Methodology for Developing Transit Orientation Index H-1
Appendix I: Detailed Results of Transit Orientation Index..... I-1
Appendix J: Transit Alternatives Analysis and Detailed Scoring Results J-1
Appendix K: Public Input and Comments..... K-1

LIST OF TABLES

Table 2-1: Lake County Population Trends 2-2
Table 2-2: Lake County Demographic and Journey-to-Work Characteristics 2-3
Table 2-3: County of Work for Workers Residing in Lake County 2-15
Table 2-4: Commuting from Neighboring Counties to Lake County 2-16
Table 2-5: Major Employers in Lake County – 2003 2-18
Table 2-6: Recent Establishment Activity 2-18
Table 2-7: Hotel/Motel Facilities and Food Service Establishments in Lake County..... 2-20

Table 2-8: Currently Congested Roadways in Lake County 2-22
Table 3-1: Performance Review Measures Paratransit Analysis 3-11
Table 3-2: Lake County CTC Trend Analysis Performance Measures 3-12
Table 3-3: Lake County CTC Trend Analysis Effectiveness Measures 3-14
Table 3-4: Lake County CTC Trend Analysis Efficiency Measures 3-16
Table 3-5: Lake CTC Trend Analysis Summary 3-18
Table 3-6: Lake County CTC System Peers, FY 2003 3-19
Table 3-7: CTC Peer Analysis Performance Measures, FY 2003 3-20
Table 3-8: CTC Peer Analysis Effectiveness Measures, FY 2003 3-22
Table 3-9: CTC Peer Analysis Efficiency Measures, FY 2003 3-24
Table 3-10: Lake CTC Peer Analysis Summary, FY 2003 3-26
Table 3-11: Lake County Fixed-Route Peers 3-27
Table 3-12: Fixed-Route Peer Analysis Performance Indicators 3-28
Table 3-13: Fixed Route Peer Analysis Cost Effectiveness Measures 3-30
Table 3-14: Fixed Route Peer Analysis Service Effectiveness Measures 3-31
Table 3-15: Fixed Route Peer Analysis Cost Efficiency Measures 3-32
Table 3-16: Fixed Route Peer Analysis Vehicle Utilization Measures 3-33
Table 3-17: Lake County Transportation Service Provider Inventory 3-34
Table 4-1: Public Transportation Mission Statement, Goals, and Objectives 4-16
Table 4-2: Transportation Disadvantage Service Goals, Objectives, and Strategies 4-19
Table 5-1: Forecast of TD Populations in Lake County 5-3
Table 5-2: 2004 Lake County Potential Transportation Disadvantaged Population (Category I) 5-3
Table 5-3: 2004 Lake County Transportation Disadvantage Population (Category II) 5-4
Table 5-4: Riders per Mile by Population Density 5-6
Table 5-5: Summary of Demand Projection Methodologies 5-7
Table 5-6: Forecasts of Lake County Program Trip Demand and Supply 5-8
Table 5-7: Forecast of Lake County TD General Trip Demand and Supply 5-9
Table 5-8: Lake County Peer Transit Systems 5-11
Table 5-9: Peer Group Means 5-11
Table 5-10: Fixed-Route Bus Demand Projections, Lake County Peer Review Analysis (Ratio Method) 5-11
Table 5-11: Fixed-Route Start-Up Data for Four Florida Transit Systems 5-12
Table 5-12: Transit Orientation Index Analysis, Lake County 5-15
Table 5-13: Selected Demographic and Journey-to-Work Characteristics for Corridors 5-17
Table 5-14: Annual Ridership Estimates by Corridor, Traditional Fixed-Route Bus Service 5-17
Table 5-15: Forecasts of Lake County Paratransit Trip Supply 5-19
Table 7-1: Transit Alternatives by Service Concept 7-4
Table 7-2: Transit Alternatives Evaluation, Summary Results 7-7
Table 7-3: Route 1 Activity Centers 7-15
Table 7-4: Route 2 Activity Centers 7-15
Table 7-5: Route 3 Activity Centers 7-16
Table 7-6: Route 4 Activity Centers 7-16

Table 7-7: Route 5 Activity Centers 7-17
Table 7-8: Route 6 Activity Centers 7-17
Table 7-9: Selected Annual Operating Characteristics by Route 7-18
Table 7-10: Recommended Transit Alternatives 7-21
Table 8-1: Transit Funding Sources and Cost Reduction/Cash Management Techniques 8-5
Table 9-1: Selected Transit Marketing Techniques 9-2
Table 9-2: Sample Monthly Transit Performance Report, November 2004 9-3
Table 10-1: Recommended New Pubic Transportation Services and Operating Characteristics 10-2
Table 11-1: Staged Implementation Plan for the TDP 11-2
Table 12-1: Current Lake County Public Transportation Expenditures and Revenues 12-2
Table 12-2: Estimated Expenditures of Operating Recommendations 12-3
Table 12-3: Estimated Expenditures of Capital Recommendations 12-4
Table 12-4: Estimated Operating and Capital Expenditures for All Recommendations by Fiscal Year 12-5
Table 12-5: Distribution of Current and Recommended Lake County Public Transportation Operating Expenditures 12-6
Table 12-6: Distribution of Current and Recommended Lake County Public Transportation Capital Expenditures 12-7
Table 12-7: Operating and Capital Budget Summary of Projected Revenues And Expenditures 12-8

LIST OF MAPS

Map 2-1: Population Density by Block Group (2000) 2-5
Map 2-2: Percent of Population Under 16 by Block Group (2000) 2-6
Map 2-3: Percent of Population Over 60 by Block Group (2000) 2-7
Map 2-4: Households per Square Mile by Block Group 2-8
Map 2-5: Percent of Households with Income Under $10,000 by Block Group (2000) . 2-9
Map 2-6: Percent of Households with No Vehicle by Block Group (2000) 2-10
Map 2-7: Employment Density by Place of Residence by Block Group (2000) 2-11
Map 2-8: Percent of Workers with Commute Time Greater than 30 Minutes by Block Group (2000) 2-12
Map 2-9: Percent of Workers Using Car Pools by Block Group (2000) 2-13
Map 2-10: Percent of Workers Using Public Transportation by Block Group (2000) 2-14
Map 2-11: Major Activity Centers 2-17
Map 2-12: Future Land Use 2-21
Map 5-1: Transit Orientation Index 5-14
Map 5-2: Transit Corridor Analysis 5-16
Map 7-1: Route Alternatives 7-5
Map 7-2: Route 1 7-9
Map 7-3: Route 2 7-10

Map 7-4: Route 3 7-11
Map 7-5: Route 4 7-12
Map 7-6: Route 5 7-13
Map 7-7: Route 6 7-14
Map 7-8: Park-and-Ride Locations 7-19
Map 10-1: Proposed Deviated Fixed-Route Services 10-3

LIST OF FIGURES

Figure 3-1: Florida's Transportation Disadvantage Program: Organizational Chart 3-3
Figure 3-2: Passenger Trips 3-12
Figure 3-3: Vehicle Miles 3-12
Figure 3-4: Revenue Miles 3-13
Figure 3-5: Operating Expense 3-13
Figure 3-6: Operating Revenue 3-13
Figure 3-7: Total Fleet 3-13
Figure 3-8: Vehicle Miles per TD Capita 3-14
Figure 3-9: Vehicle Miles per Passenger Trip 3-14
Figure 3-10: Passenger Trips per TD Capita 3-15
Figure 3-11: Passenger Trips per Vehicle Mile 3-15
Figure 3-12: Accidents per 100,000 Vehicle Miles 3-15
Figure 3-13: Vehicle Miles Between Roadcalls 3-15
Figure 3-14: Operating Expense per Passenger Trip 3-16
Figure 3-15: Operating Expense per Vehicle Mile 3-16
Figure 3-16: Operating Expense per Driver Hour 3-16
Figure 3-17: Local Non-Government Revenue Ratio 3-16
Figure 3-18: Local Government Revenue Ratio 3-17
Figure 3-19: Service Area Population 3-20
Figure 3-20: Potential TD Population 3-20
Figure 3-21: Passenger Trips 3-21
Figure 3-22: Vehicle Miles 3-21
Figure 3-23: Revenue Miles 3-21
Figure 3-24: Operating Expense 3-21
Figure 3-25: Operating Revenue 3-21
Figure 3-26: Total Fleet 3-21
Figure 3-27: Vehicle Miles per TD Capita 3-23
Figure 3-28: Vehicle Miles per Passenger Trip 3-23
Figure 3-29: Passenger Trips per TD Capita 3-23
Figure 3-30: Passenger Trips per Vehicle Mile 3-23
Figure 3-31: Accidents per 100,000 Vehicle Miles 3-23
Figure 3-32: Vehicle Miles Between Roadcalls/Failures 3-23
Figure 3-33: Operating Expenses per Passenger Trip 3-25
Figure 3-34: Operating Expenses per Vehicle Mile 3-25
Figure 3-35: Operating Expenses per Driver Hour 3-25

Figure 3-36: Local Non-Government Revenue Ratio 3-25
Figure 3-37: Local Government Revenue Ratio 3-25
Figure 3-38: Service Area Population 3-28
Figure 3-39: Passenger Trips 3-28
Figure 3-40: Passenger Miles 3-29
Figure 3-41: Revenue Miles 3-29
Figure 3-42: Revenue Hours 3-29
Figure 3-43: Route Miles 3-29
Figure 3-44: Revenue Vehicles 3-29
Figure 3-45: Average Headway (in minutes) 3-29
Figure 3-46: Weekday Span of Service (in hours) 3-29
Figure 3-47: Operating Expense 3-29
Figure 3-48: Operating Revenue 3-30
Figure 3-49: Operating Expense per Passenger Trip 3-30
Figure 3-50: Operating Expense per Passenger Mile 3-30
Figure 3-51: Operating Expense per Capita 3-31
Figure 3-52: Operating Expense per Revenue Hour 3-31
Figure 3-53: Farebox Recovery Ratio 3-31
Figure 3-54: Average Fare 3-31
Figure 3-55: Passenger Trips per Capita 3-31
Figure 3-56: Passenger Trips per Revenue Mile 3-31
Figure 3-57: Passenger Trips per Revenue Hour 3-32
Figure 3-58: Revenue Miles Between Failures 3-32
Figure 3-59: Operating Expense per Revenue Mile 3-32
Figure 3-60: Operating Expense per Revenue Hour 3-32
Figure 3-61: Operating Revenue per Operating Expense 3-33
Figure 3-62: Passenger Trips per Employee FTE 3-33
Figure 3-63: Revenue Miles per Revenue Vehicle 3-33
Figure 3-64: Revenue Hours per Revenue Vehicle 3-33
Figure 4-1: Public Workshop Survey Results 4-14
Figure 7-1: Transit Alternatives Evaluation Process 7-2
Figure 7-2: Transit Alternatives Evaluation Survey 7-23
Figure 7-3: Transit Alternatives Public Workshop Survey Results 7-26

Section 1
INTRODUCTION

This document is the second comprehensive Transit Development Plan (TDP) and Transportation Disadvantaged Service Plan (TDSP) prepared for Lake County. It updates the 1999-2003 TDP and TDSP that were completed in September 1998. The TDP fulfills the requirements of the Florida Department of Transportation (FDOT). Similarly, the TDSP fulfills the requirements of the Florida Commission for the Transportation Disadvantaged (FCTD). Each of these requirements is described briefly in this introduction.

The Florida Statutes mandate the preparation of a transit development plan for all transit systems that receive Block Grants from the State of Florida. Therefore, a regular update and adoption of a TDP is required in order for a county to maintain eligibility for State Block Grant funding. At this time, a major update of the TDP is required every three years and must represent a five-year planning horizon.

In addition to the State mandate, the TDP also can assist in meeting several objectives, as indicated in "A Manual for the Preparation of Transit Development Plans," prepared by the Center for Urban Transportation Research (CUTR) in October 1993, and subsequently updated in 2001. These additional objectives include:

(1) To establish a basis for coordination among transportation planning efforts by stating priorities for the transit agency;
(2) To level the playing field for transit and highway projects in metropolitan areas, just as the Intermodal Surface Transportation Efficiency Act (ISTEA) did and the Transportation Equity Act for the 21st Century (TEA 21) does at the federal level;
(3) To provide a clear justification for funding requests; and
(4) To identify and state a vision for the near-term future direction of the transit agency.

In addition to the TDP, the Florida Commission for the Transportation Disadvantaged (FCTD) requires that each Community Transportation Coordinator (CTC) submit a TDSP, or an annually updated tactical plan that includes the following components for the local transportation disadvantaged (TD) program.

(1) Development Plan
(2) Service Plan
(3) Quality Assurance
(4) Cost/Revenue Allocations and Fare Justification

Upon completion of the development of these components, they will be included in a separately-bound document.

Section 2 summarizes the baseline conditions in Lake County, including a discussion of the service area, demographic and journey-to-work characteristics, land use, commuting patterns, and existing and future roadway network. Also included are important attributes related to areas adjacent to the county that may impact decisions made in the county related to public transportation. The information compiled in this section is used to help determine future public transportation needs in the county.

Section 3 summarizes the results of the inventory and evaluation of existing transit services in Lake County. The section evaluates the existing transit services and reviews the existing public transportation providers in Lake County. The evaluation results for existing transit services are presented along with an inventory of the providers.

Section 4 summarizes the results of the public involvement activities related to the TDP update and presents the recommended transit goals and objectives. Public involvement input was considered in the development of the goals and objectives. Results of the public involvement activities also were utilized in subsequent sections that assess transit demand and mobility needs, and establish the recommended transit alternatives.

Section 5 reviews techniques for transit demand projections, selects and applies appropriate transit demand projection techniques in Lake County, documents the capacity of existing transportation services, and reviews potential markets and mobility needs.

Section 6 presents Lake County's Vision for Public Transportation. Designed to be more strategic and visionary in nature, this Section discusses the future of public transportation in Lake County from a more global perspective. Based on discussion with County staff, interviews with stakeholders, input from existing users and the general public (discussion groups, public workshops), and other work activities performed as part of the project, an interpretation of Lake County's vision for public transportation is provided.

This visionary discussion is intended to provide guidance for this and other remaining phases in the TDP planning process. It also provides valuable input for public transportation as it relates to the 2025 Long Range Transportation Plan, which also will be prepared for Lake County in the near future.

Section 7 provides an overview and the application of the Transit Alternatives Evaluation Process and was prepared to review, analyze, and evaluate existing and potential transit alternatives for Lake County. In evaluating these alternatives, the four-step Transit Alternatives Evaluation Process that was adopted and utilized in the preceding Lake County TDP is revised appropriately and utilized. This alternatives identification and evaluation process has been designed to address the transit demand and mobility needs. A summary of the four-step Transit Alternatives Evaluation Process is provided. The four steps in the evaluation process include the following:

Step 1: Review Transit Service Concepts;
Step 2: Develop Transit Alternatives;
Step 3: Apply Evaluation Criteria; and
Step 4: Select Alternatives.

This four-step process was designed to facilitate the identification of transit alternatives to serve the potential markets and mobility needs identified previously in this TDP planning process. A more detailed review of the three transit service concepts is provided, from which the transit alternatives are developed for evaluation and consideration. Finally, six criteria were identified for use in the evaluation, including ridership, cost, revenue, funding, impact on existing users, and impact on potential users, then applied as part of the assessment of the transit alternatives. The results of the evaluation are summarized and specific recommendations are made regarding the selection of appropriate transit alternatives for Lake County.

Section 8 identifies and describes the various organizational structures and funding options used by the vast majority of public transportation systems, including five types of governing structures. In addition, a review is presented of existing and potential funding options for public transportation in Lake County. This review includes federal, state, and local sources of funding, as well as cost reduction and cash management techniques available for public transportation systems.

Section 9 provides a summary of transit marketing techniques, along with recommendations regarding the applicability of the marketing techniques for use in Lake County. In addition, a performance monitoring program is presented, including various key measures that should be monitored on a regular basis for any fixed-route bus service with deviation that is implemented. Finally, an outline of existing plans and documents relevant to the TDP/TDSP, which were summarized earlier in the TDP planning process, is presented.

Section 10 presents the preferred transit alternatives that should be implemented over the next five years in Lake County, including an overview of these new services, along with their projected operating characteristics. The recommendations are based on the evaluation presented in Section 7, as well as subsequent public involvement activities.

Section 11 presents the staged five-year implementation plan for the TDP.

Section 12 presents the financial plan for the five-year TDP.

Section 2
BASELINE CONDITIONS

INTRODUCTION

This section summarizes the baseline conditions in Lake County, including a discussion of the service area, demographic and journey-to-work characteristics, land use, commuting patterns, and existing and future roadway network. The study area is confined to the Lake-Sumter Metropolitan Planning Organization (MPO) planning area, which includes Lake County in its entirety and parts of adjacent Sumter County. However, important characteristics related to areas adjacent to the county that may impact decisions made in the county related to public transportation are also included. For example, this section includes data for commuting patterns that cross county lines. This may be of particular importance for Lake County since it is bordered by seven other counties. The information compiled in this section is used to help determine future public transportation needs in the county.

ASSESSMENT OF BASELINE CONDITIONS

Physical Description of Study Area

Lake County is located in East Central Florida and is bordered by seven counties, including Volusia, Seminole, Orange, Osceola, Polk, Sumter, and Marion counties. According to the 2000 Census, the county in composed of 1,157 square miles, with 953 square miles of land area and 204 square miles of water area. The substantial number of lakes within the county is an important consideration as the future of public transportation is evaluated as part of the preparation of the TDP and TDSP.

Population Profile

Lake County population increased from 152,104 persons in 1990, to 210,528 persons in 2000, to an estimated 240,716 persons in 2003, an overall increase of 58 percent. Population projections by the University of Florida's Bureau of Economic and Business Research (BEBR) in 2004, anticipate an average increase of 14 percent by the year 2010 to 273,300 persons. There are 14 incorporated municipalities and several unincorporated towns in Lake County. Table 2-1 presents population by municipality for the years 1990, 2000, and 2003, as well as percent change from 1990 to 2003.

Table 2-1
Lake County Population Trends

Municipality	1990	2000	2003	% Change 1990 - 2003
Astatula	981	1,298	1,381	41%
Clermont	6,910	9,338	15,373	122%
Eustis	12,967	15,106	16,305	26%
Fruitland Park	2,754	3,186	3,265	19%
Groveland	2,300	2,394	3,726	62%
Howey-in-the-Hills	724	956	1,016	41%
Lady Lake	8,071	11,828	12,556	56%
Leesburg	14,903	15,956	16,290	9%
Mascotte	1,761	2,687	3,469	97%
Minneola	1,515	5,435	7,124	370%
Montverde	890	882	1,041	17%
Mount Dora	7,196	9,418	10,594	47%
Tavares	7,383	9,700	10,699	45%
Umatilla	2,350	2,214	2,359	0.4%
Unincorporated county	81,399	120,129	135,518	66%
Total	152,104	210,527	240,716	58%

Source: 1990 and 2000 Census, and 2004 Bureau of Economic and Business Research (BEBR) projections for 2003.

Demographic and Journey-to-Work Characteristics

Demographic and travel behavior characteristics were compiled using data from the 1990 and 2000 Census of Population and Housing. Table 2-2 provides a summary of this information for the county as a whole including the percent changes from 1990 to 2000 in each category, while Maps 2-1 through 2-10 provide maps of Lake County that display selected information that is particularly relevant to the TDP and TDSP. The maps focus on developing an understanding of the geographic locations of populations with characteristics conducive to transit use and provide base data that will be used in subsequent tasks to assist in establishing transit demand and mobility needs for Lake County.

Table 2-2
Lake County Demographic and Journey-to-Work Characteristics

CHARACTERISTICS	1990	2000	% Change 1990-2000
POPULATION CHARACTERISTICS			
Persons	152,104	210,528	38.4%
Households	63,550	88,413	39.1%
Number of Workers	56,934	86,307	51.6%
Land Area (square miles)	953	953	0.0%
Water Area (square miles)	204	204	0.0%
Person per Household	2.45	2.34	-4.5%
Workers per Household	0.90	0.98	8.9%
Persons per Square Mile	159.61	221.00	38.5%
Workers per Square Mile	59.74	91.00	52.3%
DEMOGRAPHIC CHARACTERISTICS			
Gender			
Male	47.80%	48.40%	0.6%
Female	52.20%	51.60%	-0.6%
Ethnic Origin			
White	90.45%	87.50%	-3.0%
Black	8.56%	8.30%	-0.3%
Other	0.99%	4.20%	3.2%
Hispanic Origin by Race			
Not of Hispanic Origin	97.27%	94.40%	-2.9%
Of Hispanic Origin	2.73%	5.60%	2.9%
Age			
<16 Years	16.70%	16.90%	0.2%
16-29 Years	13.62%	9.10%	-4.5%
30-59 Years	31.10%	41.00%	9.9%
60+ Years	38.57%	32.80%	-5.8%
Education Level (persons over 18)			
<12th Grade	31.08%	21.34%	-9.7%
High School Grad	36.07%	34.33%	-1.7%
Some College	17.99%	25.75%	7.8%
College Grad	14.87%	3.92%	-11.0%
Household Income			
Under $10,000	16.24%	8.40%	-7.8%
$10,000 to $19,999	27.18%	7.20%	-20.0%
$20,000 to $29,999	23.14%	15.90%	-7.2%
$30,000 to $39,999	14.53%	15.60%	1.1%
$40,000 to $49,999	8.03%	19.50%	11.5%
$50,000 or more	10.88%	33.50%	22.6%
Median Household Income	$24,415	$36,903	51.1%
Poverty Status			
Above 1989 Poverty Level	89.14%	91.00%	1.9%
Below 1989 Poverty Level	10.86%	9.00%	-1.9%

Table 2-2 (continued)
Lake County Demographic and Journey-to-Work Characteristics

CHARACTERISTICS	1990	2000	% Change 1990-2000
Age by Work Disability Status			
16 to 64 years			
With a work disability	7.18%	7.68%	0.5%
No work disability	59.79%	42.33%	-17.5%
65 years and over			
With a work disability	9.87%	18.60%	8.7%
No work disability	23.16%	31.40%	8.2%
Vehicles Available in Household			
None	6.48%	5.35%	-1.1%
One	50.48%	44.37%	-6.1%
Two	30.86%	37.33%	6.5%
Three	8.75%	9.72%	1.0%
Four	2.44%	2.33%	-0.1%
Five or more	0.99%	0.90%	-0.1%
JOURNEY-TO-WORK CHARACTERISTICS			
Place of Work			
Worked inside county of residence	75.13%	63.60%	-11.5%
Worked outside county of residence	24.37%	35.60%	11.2%
Worked outside state of residence	0.50%	0.80%	0.3%
Means of Transportation			
Drive Alone	79.26%	78.80%	-0.5%
Carpool	13.84%	12.90%	-0.9%
Public Transit	0.39%	1.90%	1.5%
Walk	2.34%	1.70%	-0.6%
Work at Home	2.02%	3.00%	1.0%
Other	2.16%	0.90%	-1.3%
Travel Time to Work			
< 10 Minutes	18.75%	11.20%	-7.6%
10 - 19 minutes	34.59%	30.00%	-4.6%
20 - 29 minutes	16.54%	21.50%	5.0%
30 - 44 minutes	15.00%	22.40%	7.4%
45+ minutes	12.79%	14.90%	2.1%
Work at Home	2.33%	3.00%	0.7%
Departure Time to Work			
6 a.m. to 9 a.m.	70.99%	68.70%	-2.3%
Other times	29.01%	31.30%	2.3%
Private Vehicle Occupancy			
Drive Alone	79.26%	78.80%	-0.5%
2-person carpool	11.24%	10.10%	-1.1%
3-person carpool	1.81%	1.70%	-0.1%
4+-person carpool	0.78%	0.60%	-0.2%
Other Means	6.91%	8.80%	1.9%

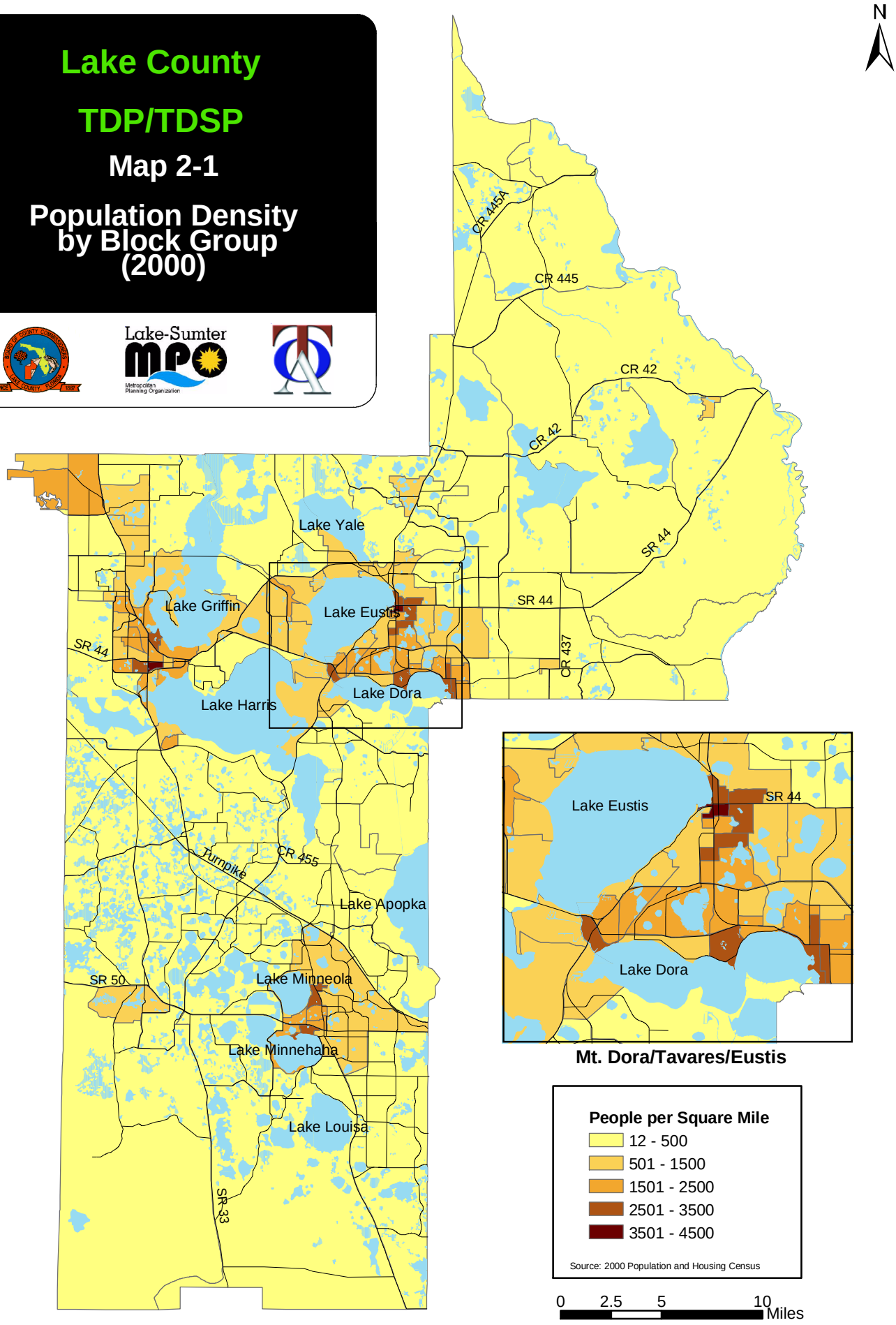
Source: 1990 and 2000 Census of Population and Housing.

Lake County

TDP/TDSP

Map 2-1

Population Density by Block Group (2000)

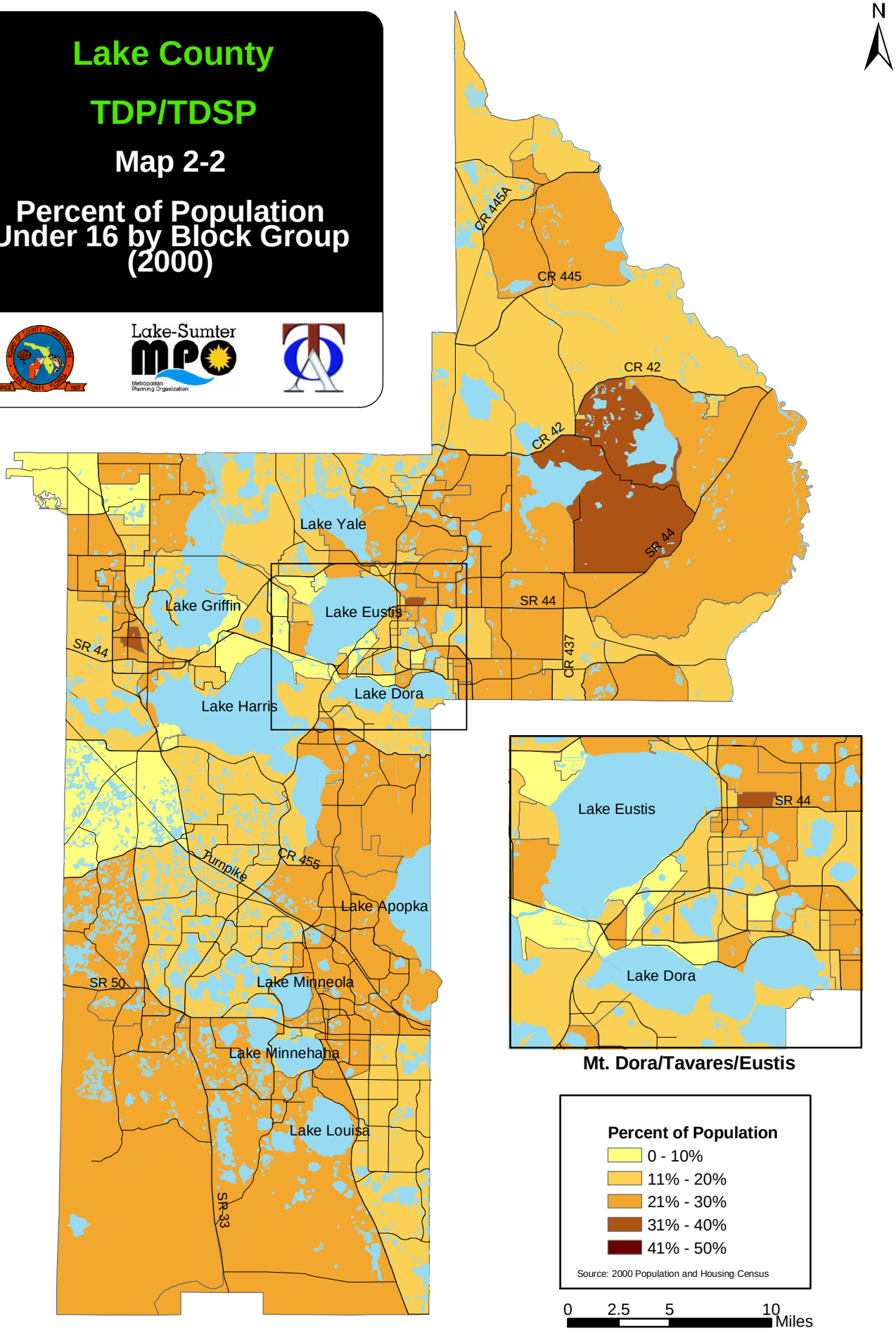


Lake County

TDP/TDSP

Map 2-2

Percent of Population Under 16 by Block Group (2000)

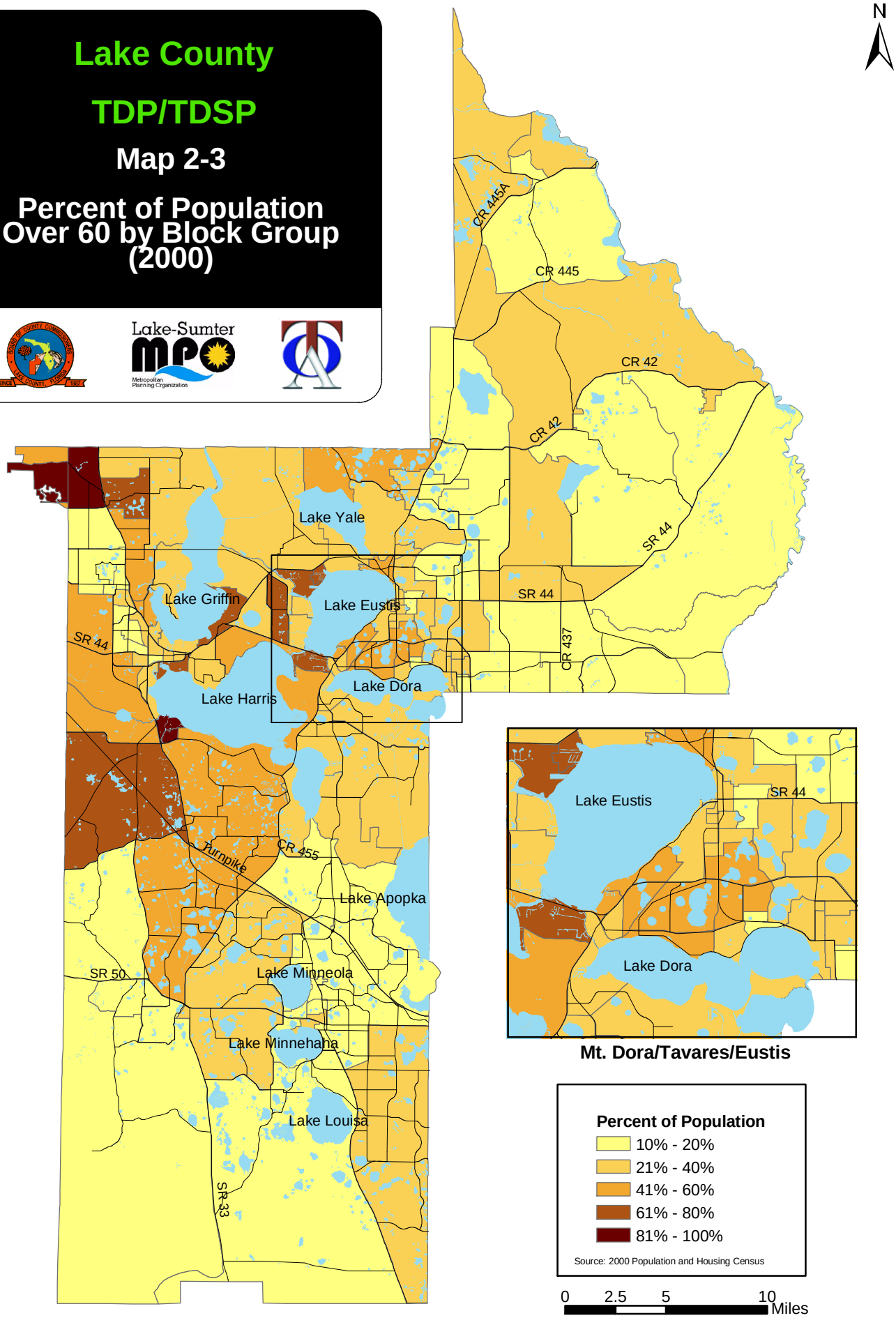


Lake County

TDP/TDSP

Map 2-3

Percent of Population Over 60 by Block Group (2000)

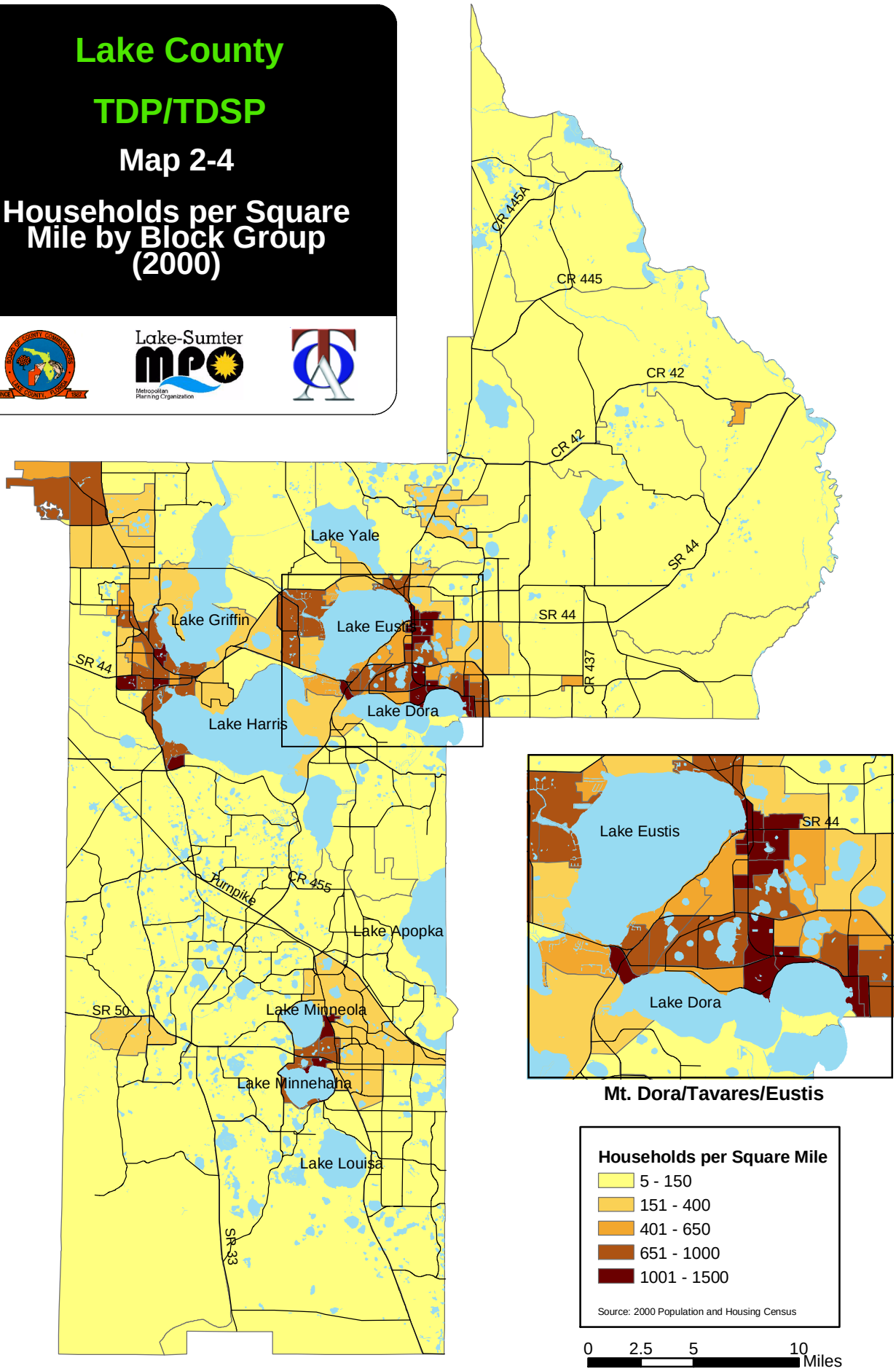


Lake County

TDP/TDSP

Map 2-4

Households per Square Mile by Block Group (2000)

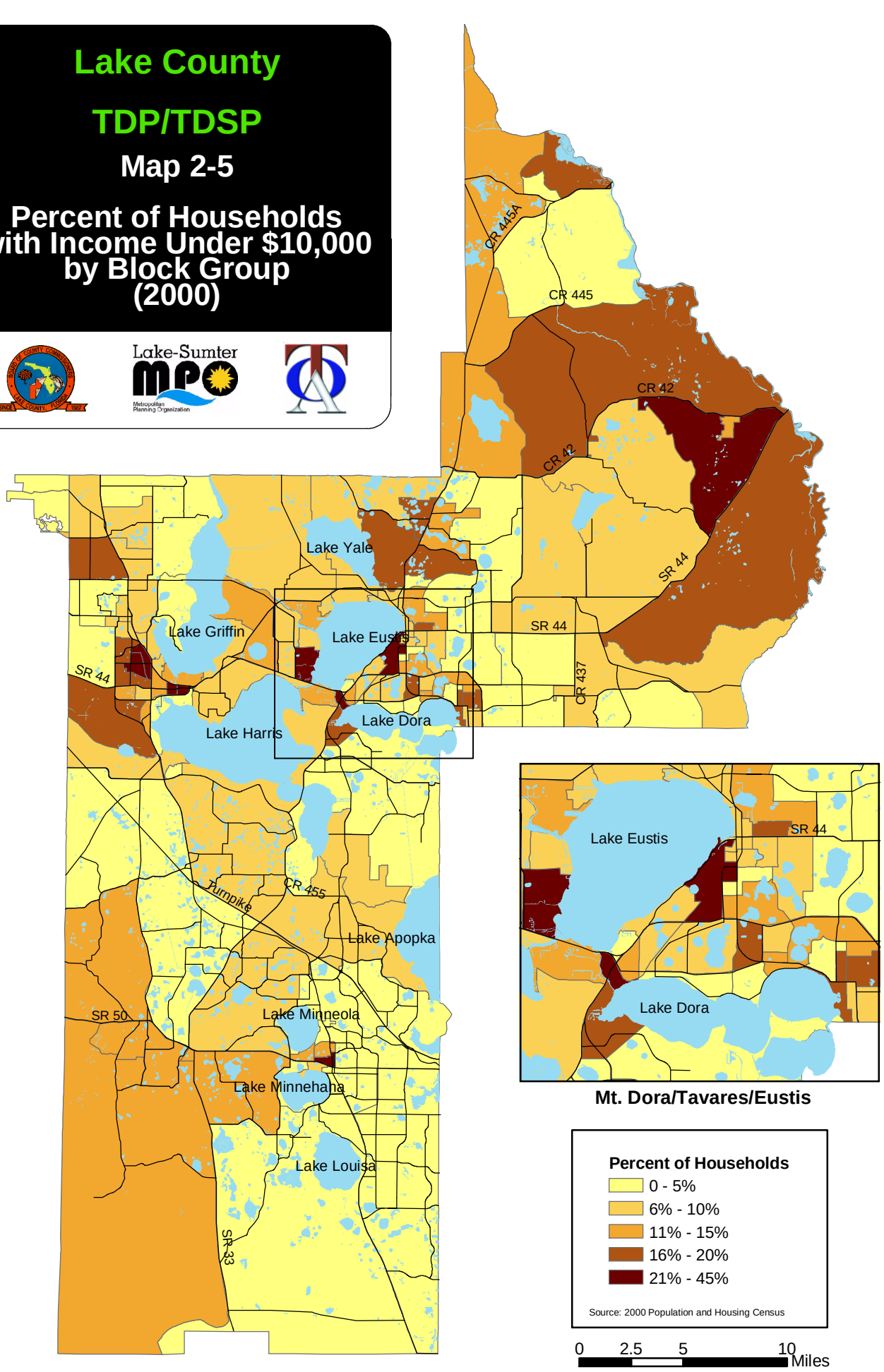


Lake County

TDP/TDSP

Map 2-5

Percent of Households with Income Under $10,000 by Block Group (2000)

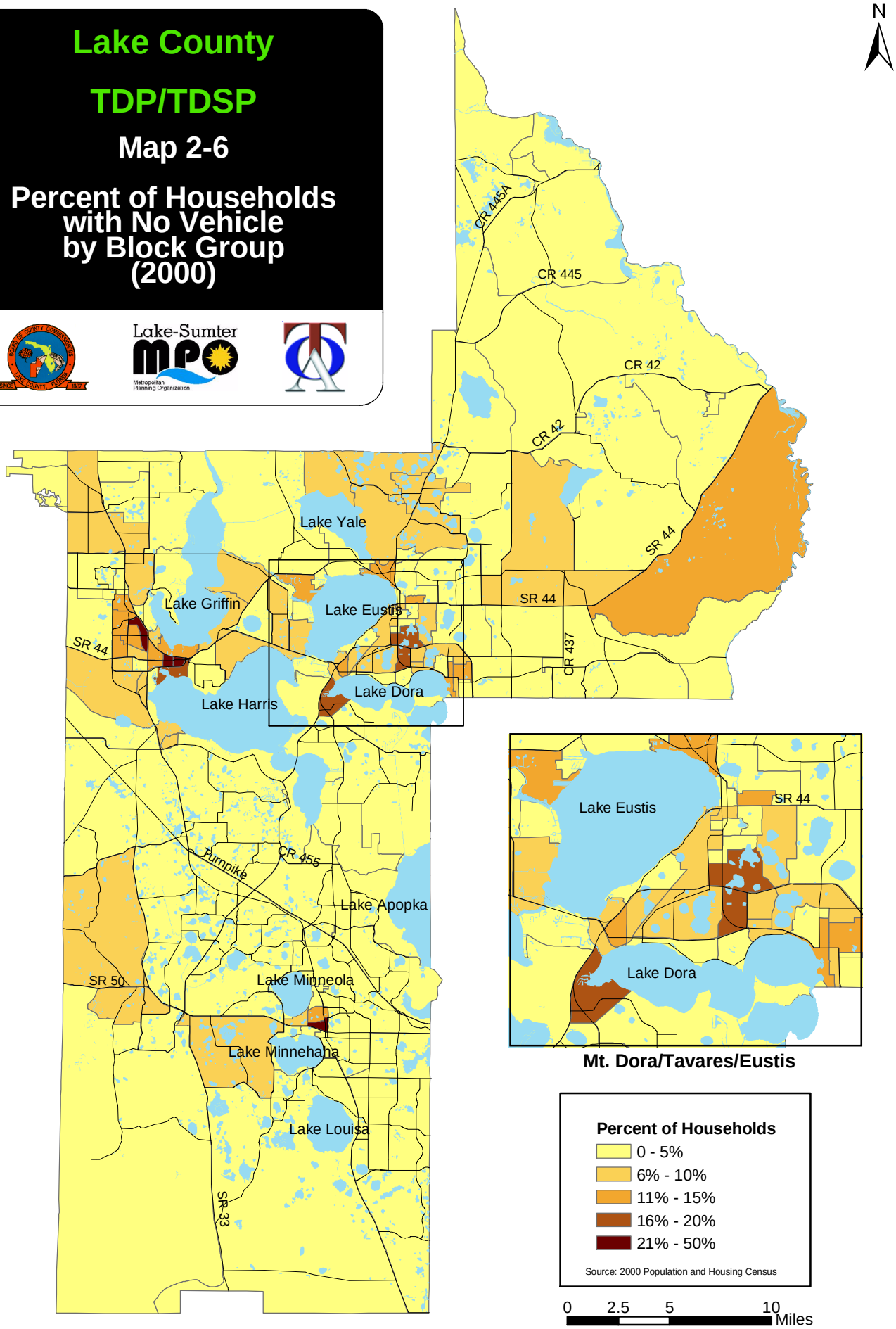


Lake County

TDP/TDSP

Map 2-6

Percent of Households with No Vehicle by Block Group (2000)

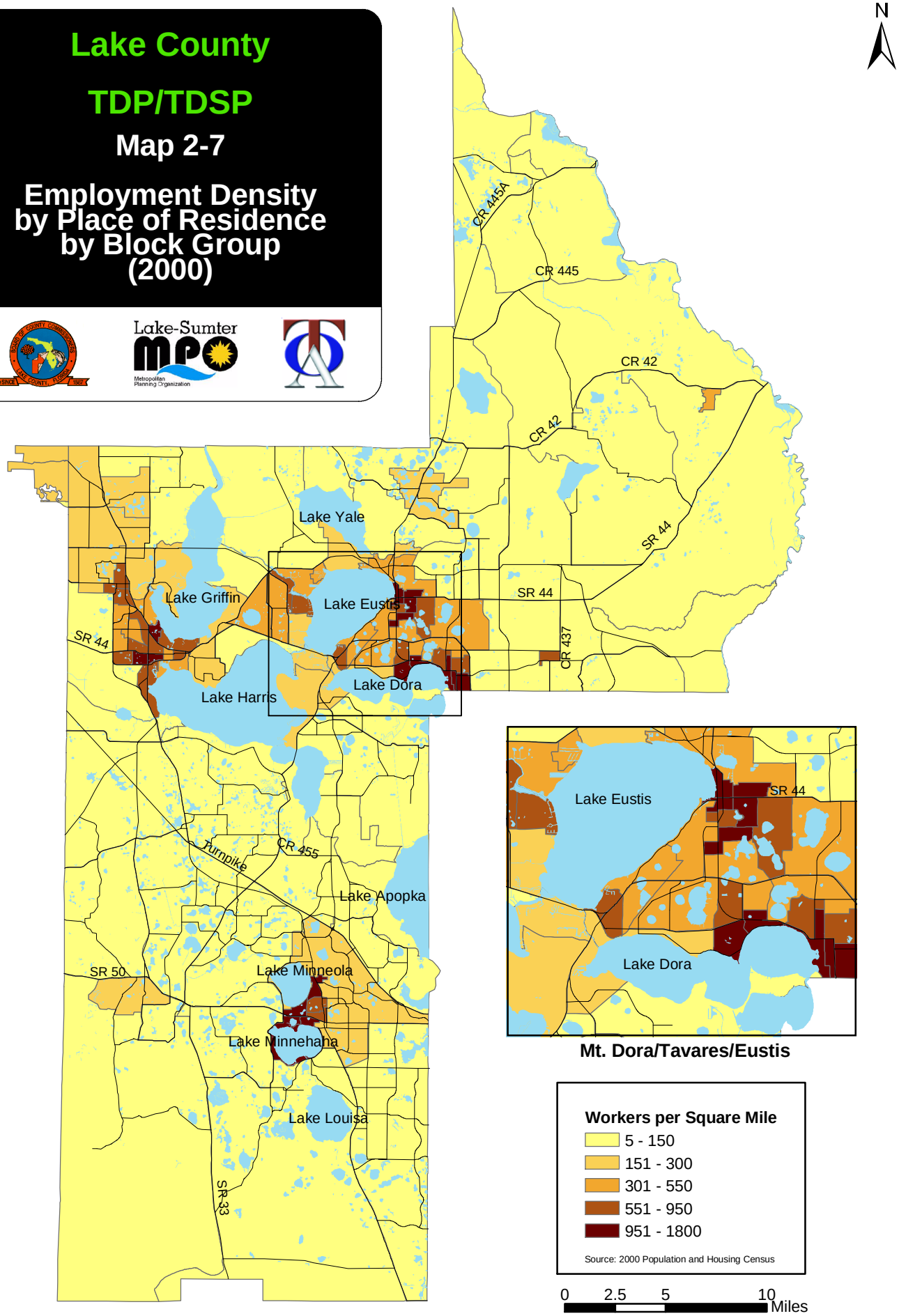


Lake County

TDP/TDSP

Map 2-7

Employment Density by Place of Residence by Block Group (2000)



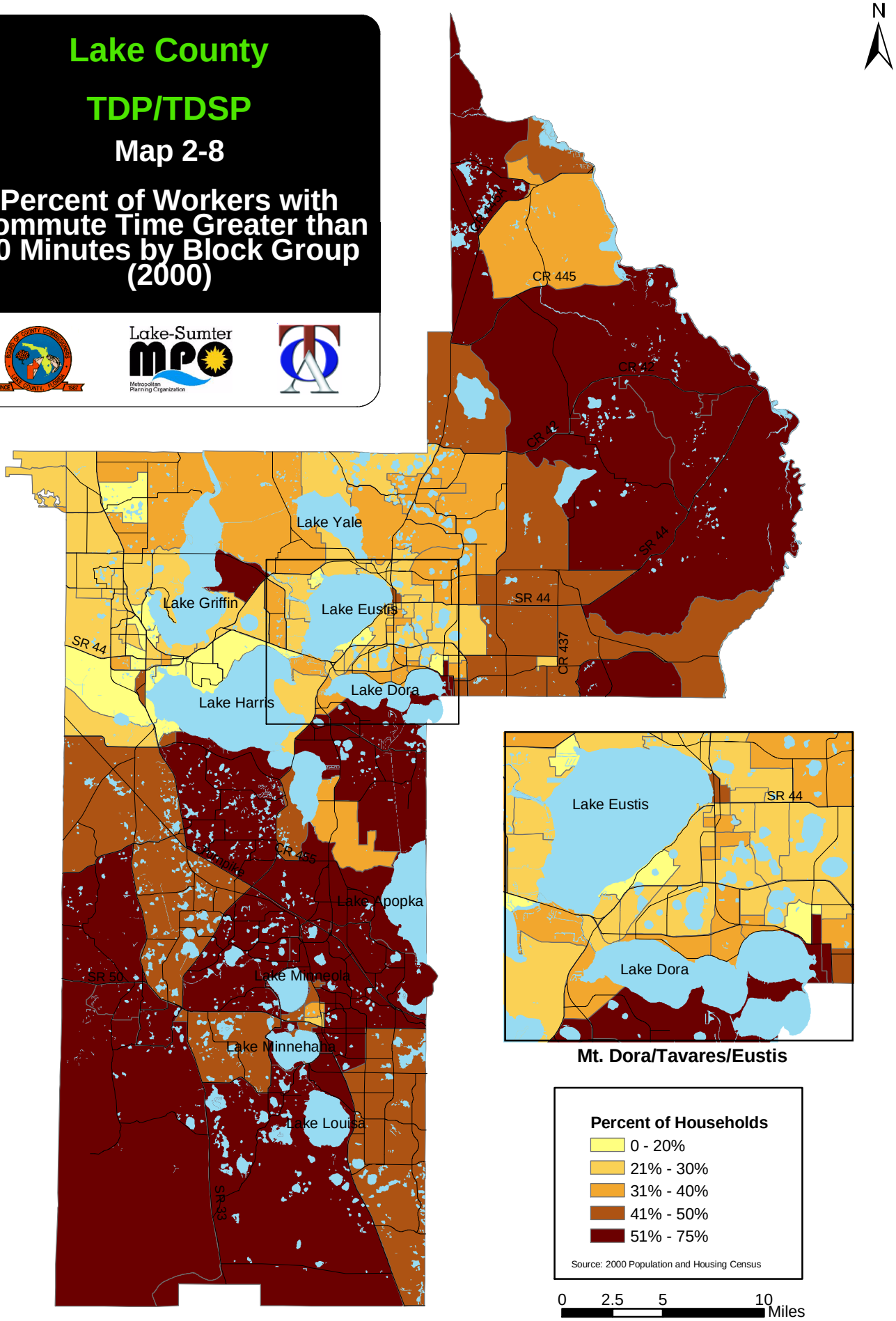
Mt. Dora/Tavares/Eustis

Lake County

TDP/TDSP

Map 2-8

Percent of Workers with Commute Time Greater than 30 Minutes by Block Group (2000)

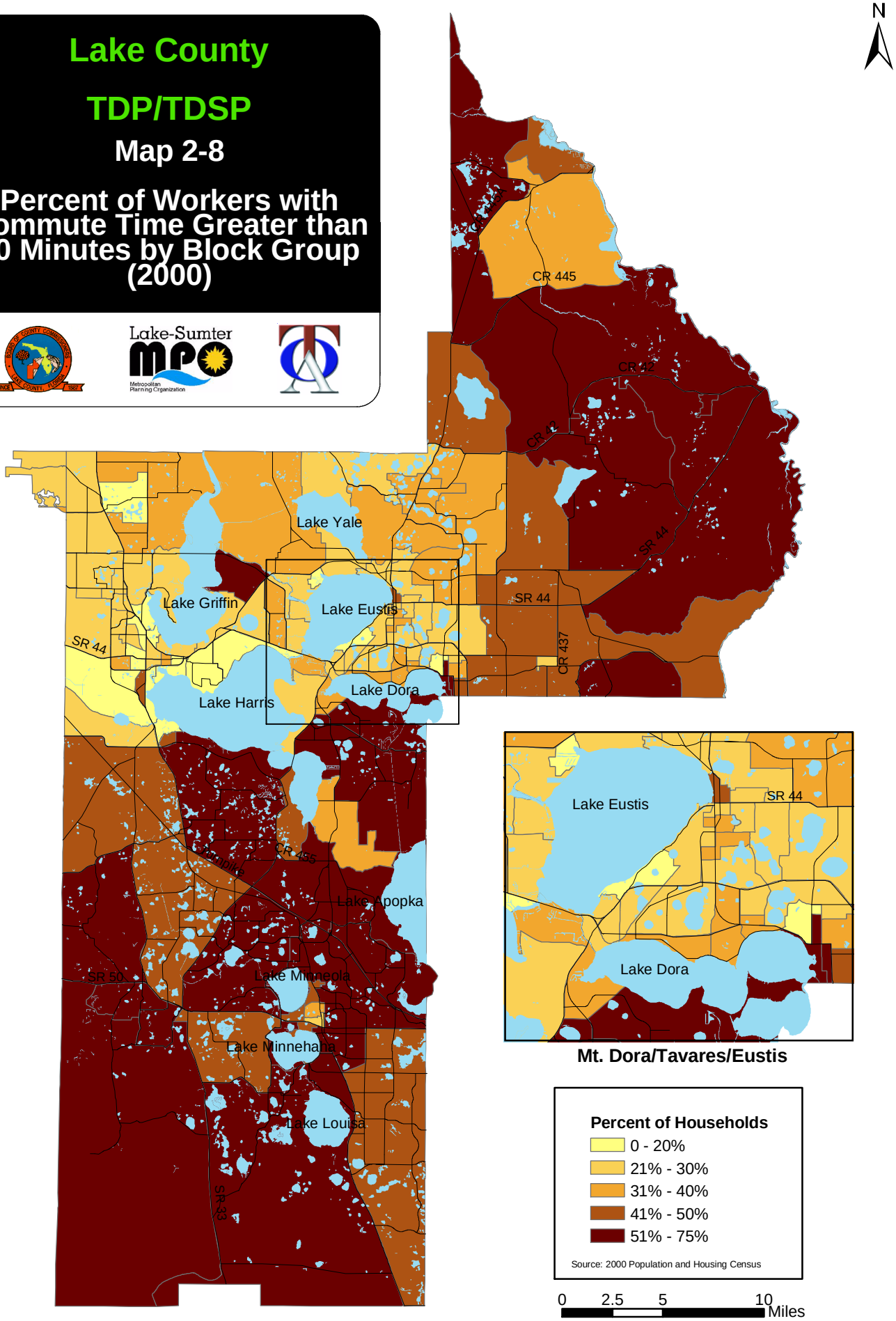


Lake County

TDP/TDSP

Map 2-8

Percent of Workers with Commute Time Greater than 30 Minutes by Block Group (2000)

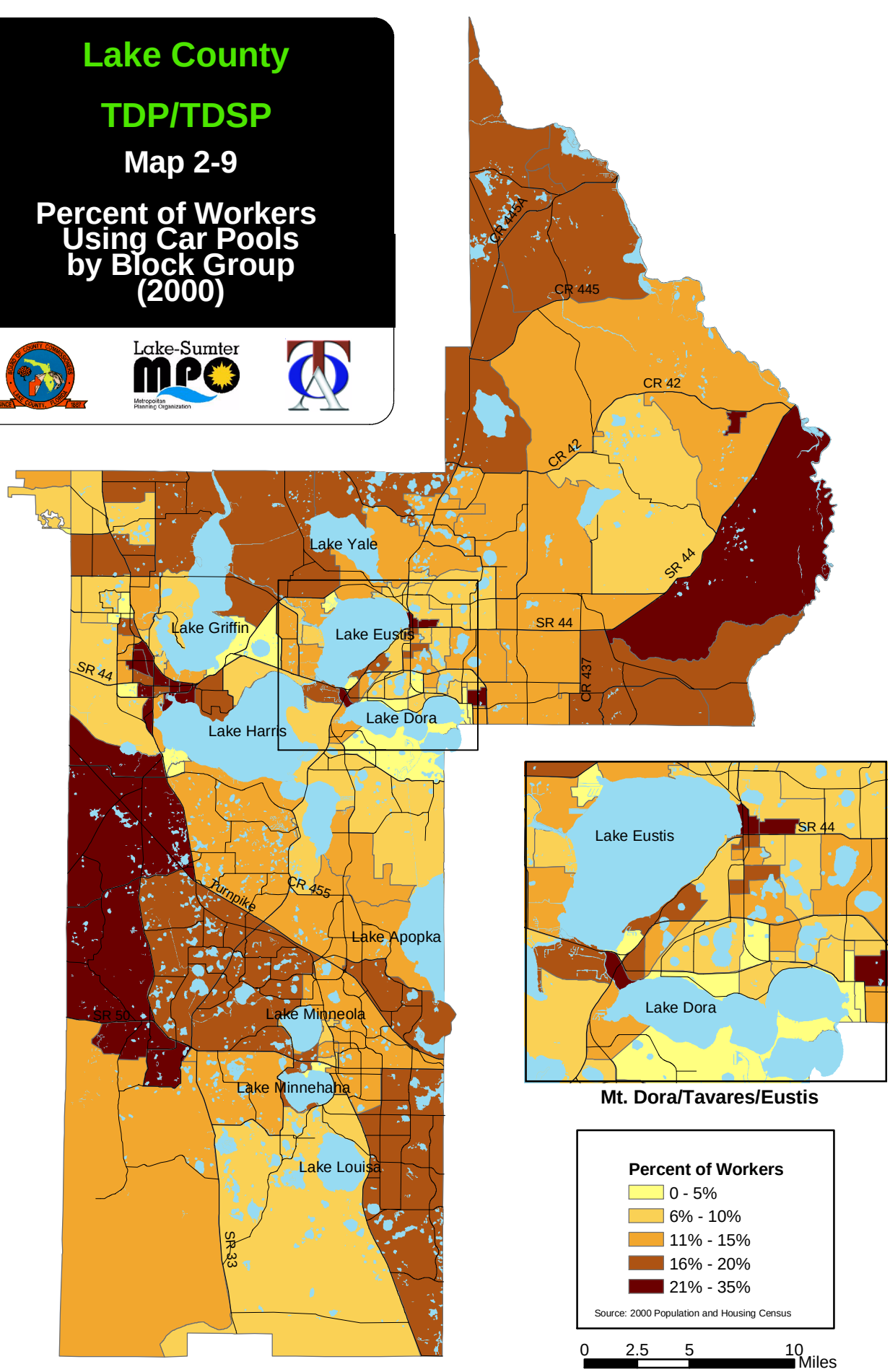


Lake County

TDP/TDSP

Map 2-9

Percent of Workers Using Car Pools by Block Group (2000)

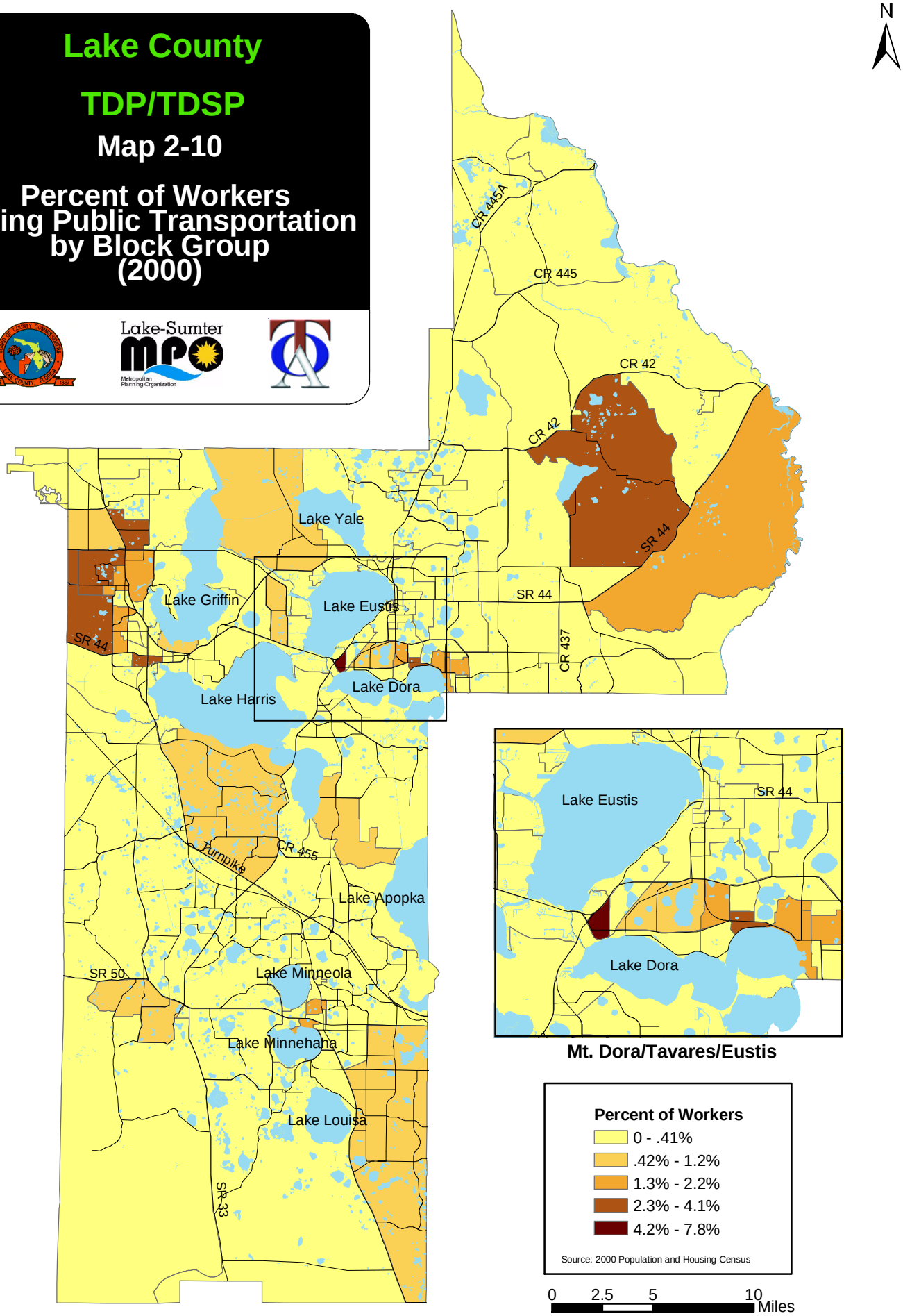


Lake County

TDP/TDSP

Map 2-10

Percent of Workers Using Public Transportation by Block Group (2000)



Commuting Patterns

In order to understand potential commuting patterns for public transportation, it is useful to identify journey-to-work flows from and to Lake County. Table 2-3 provides a summary of the destinations for workers who live within the county in 1990 and 2000, including the percent change from 1990 to 2000. In addition, Table 2-4 presents a summary of counties of origin for commuters who work in Lake County. This information will be used to identify potential commuter markets for transit, including fixed bus routes within the county and park-and-ride services between Lake and other adjacent counties.

According to the 2000 Census, 36 percent of the work trips originating from Lake County terminate outside the county, an increase of 46 percent since 1990. The analysis of Census data also show that 29 percent of the work trips terminating in Lake County originate outside the county, an increase of 69 percent since 1990. The commuter flows to Orange, Seminole, Sumter, and Osceola Counties have increased significantly from 1990 to 2000. In addition, the commuter flows from Orange, Seminole, Osceola, and other counties have also increased considerably for the same time period. Overall, however, the change in the outbound commuter flow has only increased slightly more than the change in the inbound commuter flow for the 10 year period, from 1990 to 2000.

Table 2-3
County of Work for Workers Residing in Lake County

County of Residence		County of Work						
		Lake County	Orange County	Seminole County	Sumter County	Osceola County	Other	Total
Lake County (2000)	Number of Workers	51,842	20,009	2,979	1,214	1,110	4,309	81,463
	% Distribution	63.6%	24.6%	3.7%	1.5%	1.4%	5.3%	100.0%
Lake County (1990)	Number of Workers	42,777	7,948	1,261	510	457	3,981	56,934
	% Distribution	75.1%	14.0%	2.2%	0.9%	0.8%	7.0%	100.0%
Percent Change (1990 - 2000)		21.2%	151.7%	136.2%	138.0%	142.9%	8.2%	43.1%

Source: 2000 Census commuter flow data and 1999/03 Lake County TDP/TDSP.
Note: Data represent number of workers 16 years old and over in the commuter flow.

Table 2-4
Commuting from Neighboring Counties to Lake County

County of Work		County of Residence						
		Lake County	Orange County	Seminole County	Sumter County	Osceola County	Other	Total
Lake County (2000)	Number of Workers	51,842	7,063	1,645	3,188	1,628	7,280	72,646
	% Distribution	71.4%	9.7%	2.3%	4.4%	2.2%	10.0%	100.0%
Lake County (1990)	Number of Workers	42,777	1,786	758	2,183	66	3,958	51,528
	% Distribution	83.0%	3.5%	1.5%	4.2%	0.1%	7.7%	100.0%
Percent Change (1990 - 2000)		21.2%	295.5%	117.0%	46.0%	2366.7%	83.9%	41.0%

Source: 2000 Census commuter flow data and 1999/03 Lake County TDP/TDSP.
Note: Data represent number of workers 16 years old and over in the commuter flow.

Major Activity Centers

Major activity centers in Lake County consist of hospitals, medical centers, post secondary schools, and shopping centers. In an effort to present the most recent major activity center data, the Lake County Geographic Information Systems (GIS) division was contacted for available data. Based on initial discussions with and data received from staff from Lake County GIS staff, available data on major activity centers include schools, hospitals, and airports only. Further discussions with staff determined that no other data on other major activity centers are available at this time. As a result, a map was created based on only the information that was readily available, which is shown in Map 2-11. If additional GIS data become available later in the TDP planning process, this map will be updated to show additional major activity centers in Lake County.

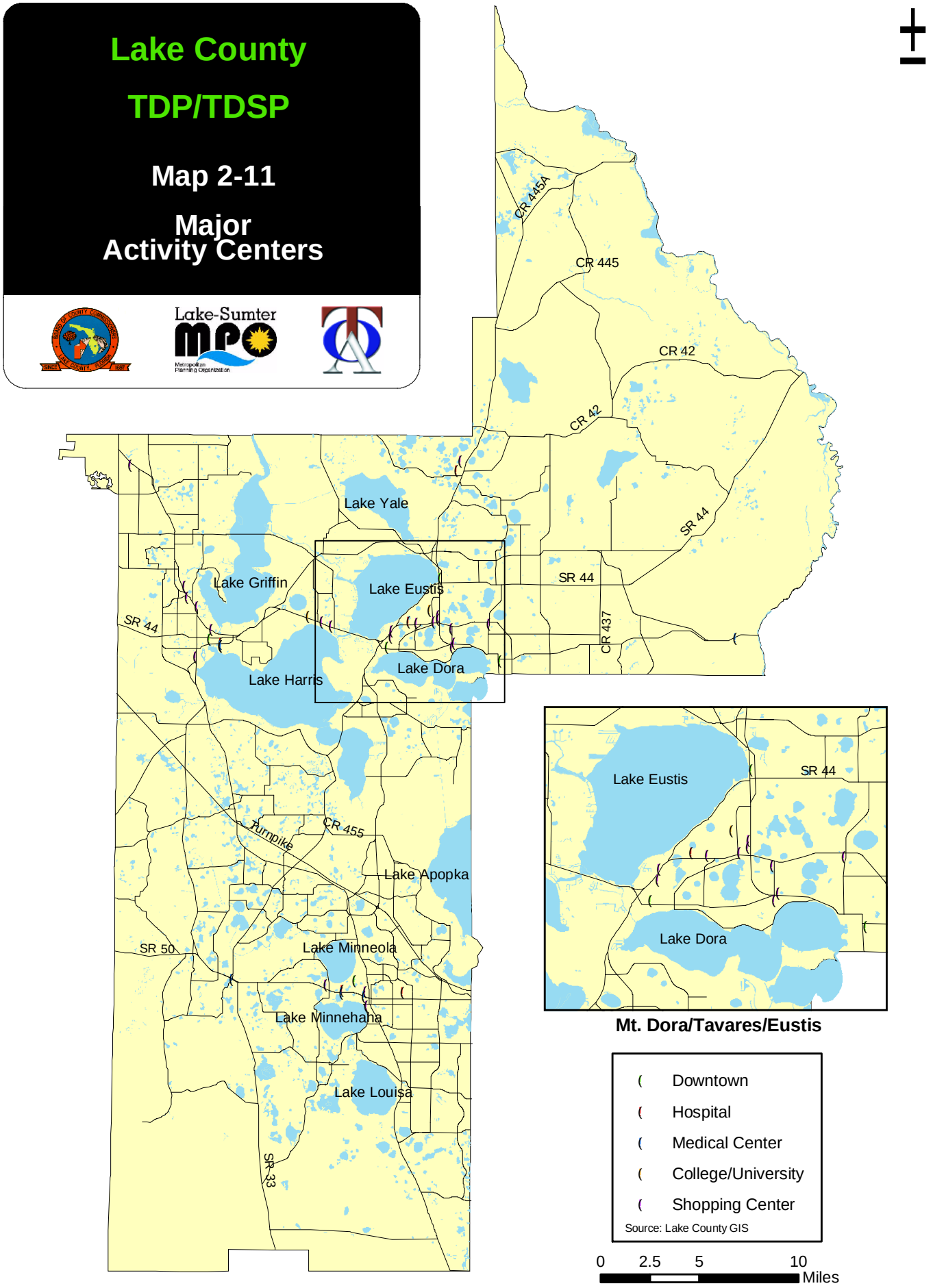
In addition to the effort to illustrate the major activity centers, a compilation of current major employers and most recent major investments was performed. The data, as recent as 2003, were drawn from a series of data sheets provided by the Metro-Orlando Economic Development Commission, an online information portal that provides demographic and statistical information on the entire Orlando Metropolitan Statistical Area (MSA), which includes Orange, Seminole, Lake, and Osceola Counties. Table 2-5 lists major employers in Lake County and Table 2-6 lists the recent establishment activity in Lake County.

Lake County

TDP/TDSP

Map 2-11

Major Activity Centers



Mt. Dora/Tavares/Eustis

Table 2-5
Major Employers in Lake County - 2003

Employer	Number Employed
Lake County Public Schools	4,353
Villages of Lake-Sumter, Inc.	2,220
Leesburg Regional Medical Center	2,300
Florida/Waterman, Inc.	1,400
Sprint	719
Lake County Government	690
Lake County Sheriff's Department	585
G&T Conveyor Company, Inc.	550
Bailey's Industries	509
Accent	500
Lake Port Square	400
Casmin, Inc.	390
Cherry Lake Tree Farm	260
Wal-Mart Super Center, Leesburg	250
Wal-Mart Super Center, Mt. Dora	250

Source: Metro-Orlando Economic Development Commission, http://www.orlandoedc.com/, accessed 04/12/04.

Table 2-6
Recent Establishment Activity

Company	Products and Services	Investment
Senninger Irrigation	Irrigation system manufacturing	$6,000,000
G&T Conveyor Company, Inc.	Baggage handling systems manufacturing	$3,800,000
Accent	Call center	$1,500,000
Casmin, Inc.	Wood building components design and manufacturing	$1,300,000
Seminole Building Supply, Inc.	Building material distribution	$1,000,000
Sunstate Carriers	Truck transportation	$500,600
Ironman North America	Triathlon organizer and promoter	$300,000

Source: Metro-Orlando Economic Development Commission, http://www.orlandoedc.com/, accessed 04/12/04.

Tourism

In 2002, Lake County had over 5,600 employees working in hotels and other lodging, eating/drinking establishments, and amusement and recreation services. Lake County is part of the Central Vacation Region as classified by the *2002 Visitor Study*, sponsored by the Official Tourism Marketing Corporation for the State of Florida. According to the study, the Central Vacation Region in 2002 had a 29.6 percent share of total visitors to Florida, a decrease from 30.9 percent in 2001. However, this is not necessarily reflective of Lake County since eight other counties are included in this region. In particular, the region is dominated by Orange County with its many tourist destinations, including the Walt Disney World theme parks, Sea World, Universal Studios, and others.

In addition, a comparison of the data available for hotel/motel facilities and food service establishments in Lake County also was conducted. This was based on data from the 1998 Lake County TDP and BEBR, which provided information for hotel/motel facilities and eating establishments in 1995 and in 2002, respectively. This information is summarized in Table 2-7. According to the data presented in this table, the number of hotel units in the county has increased significantly, from 111 units in 1995 to 365 units in 2002. In addition, the number of restaurants in the county also has increased since 1995. Conversely, the total motels and motel rental units have shown a decrease since 1995. However, the increases in the number of hotels and restaurants have offset this slight decline in the number of motels in Lake County from 1995 to 2002.

It should also be noted that the sports medicine and technology industry has been steadily emerging in Lake County. The USA Triathlon National Training Center at South lake Hospital is designated to meet the needs of all ages and fitness levels of everyone, from Lake County residents, to national and internationally-known athletes. In addition, Ironman North America has recently relocated its company headquarters to Clermont from Lake Placid, NY. Ironman North America, along with the Central Florida Sports Commission and USA Triathlon National Training Center, are working together to develop triathlon training programs and events in central Florida, including Lake County.

Table 2-7
Hotel/Motel Facilities and Food Service Establishments in Lake County

		1995	2002	% Change
Hotels	Number of Properties	2	6	200%
	Number of Rental Units	111	365	229%
Motels	Number of Properties	48	40	-17%
	Number of Rental Units	1,872	1,616	-14%
Restaurants	Number of Properties	357	446	25%
	Seating Capacity	28,125	35,290	26%

Source: BEBR and 1998 Lake County TDP.
Note: The number of restaurants is based on the number of licenses issued.

Existing and Future Land Use

For a number of transit related purposes, including development of transit supportive land use policies in Lake County, it is important to assess the existing and future land uses in the county. Data that were needed to illustrate existing and/or future land use maps were requested from Lake County GIS staff for inclusion in this document. According to staff, the Lake County GIS Department is in the process of developing an updated existing land use map at this time. As such, the currently adopted land use map of the county is shown in Map 2-12.

Existing and Future Roadway Conditions

Congested corridors also will be a consideration as opportunities for transit service are considered as part of the TDP and TDSP. The existing roadway conditions were indicated in a level of service analysis provided by the Lake County Public Works Department, which maintains over 1,200 miles of county roadways. Table 2-8 provides the currently congested and failing roadways based on this level of service analysis, including both State and non-State roads.

Lake County

TDP/TDSP

Map 2-12

Future Land Use

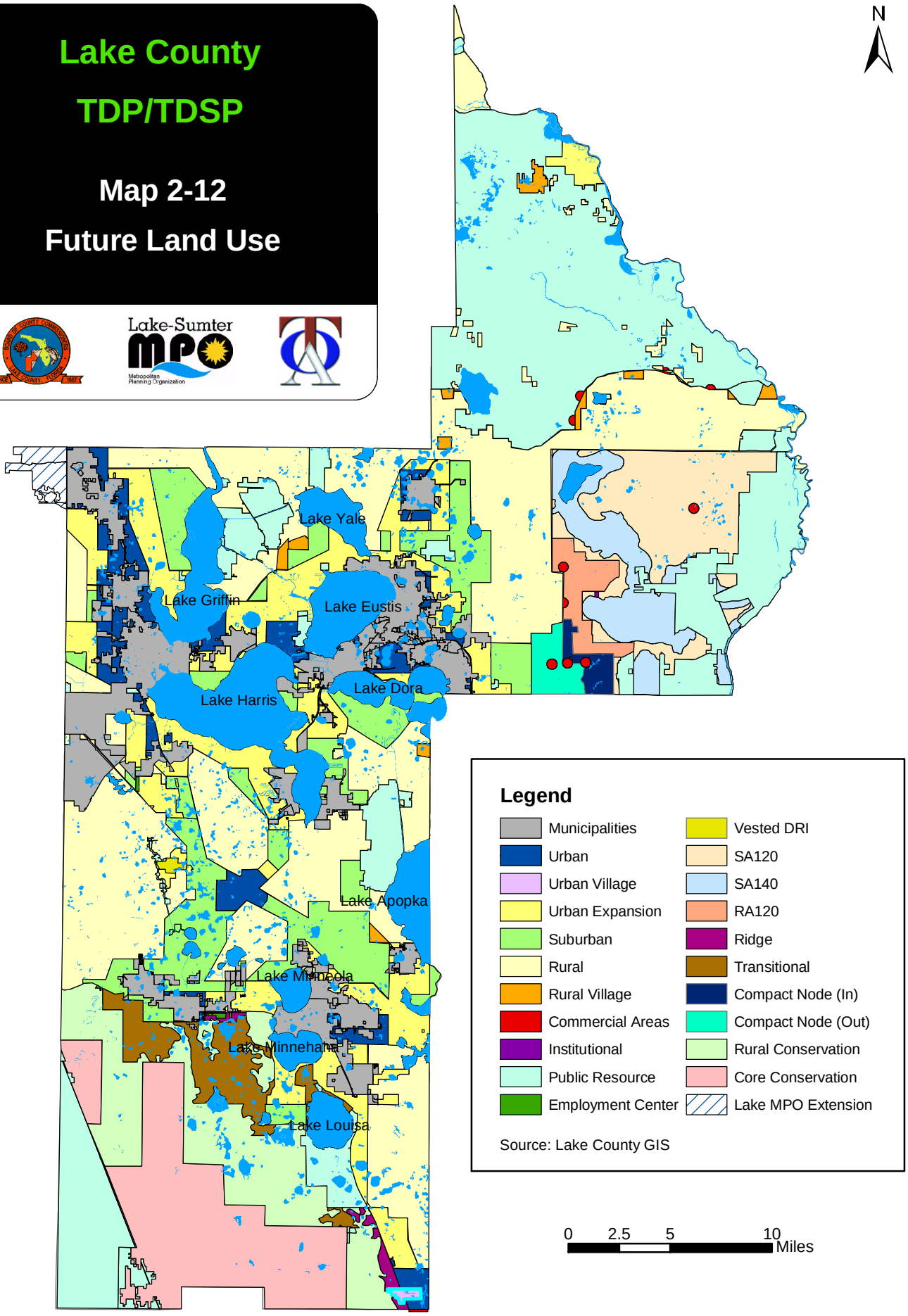


Table 2-8
Currently Congested Roadways in Lake County*

On Street	From Street	To Street
CR 19A (East)	CR 441	SR 500 (US 441)
CR 441 (Old)	SR 500 (US 441)	SR 19
CR 441 (OLD)	CR 44C	SR 46
SR 19	CR 561	Lakeview Ave
SR 19 (SB)	SR 19 NB/SB (S)	SR 19 NB/SB (N)
SR 25 (US 27)	CR 25A (South)	SR 44
SR 50	SR 25	Orange Co. Line
US 27/US 441	SR 27/SR 25	CR 466A
US 27/US 441	Edwards Rd	CR 466
SR 500 (US 441)	SR 44	Main St
SR 500 (US 441)	CR 45	CR 473
SR 500 (US 441)	SR 20	CR 44B

Source: Lake County Public Works Department.
*Based on roadways with existing Level of Service (LOS) E or F.

In addition, planned improvements to the existing roadways also were examined. Based on information from the Lake County Public Works Department (from a transportation study conducted by TEI in August 2002), the major projects contained in the current highway improvements plan include:

- SR 19 – improve from two to four lanes from CR 450 to CR 42;
- SR 19 – improve from 4 to 6 lanes from SR 500 (US 441) to SR 19 one-way pair;
- SR 50 – improve from 2 to 4 lanes from Sumter County line to CR 33;
- SR 50 – improve from 4 to 6 lanes from SR 25 (US 27) to Orange County line;
- SR 225 (US 27) – improve from 4 to 6 lanes from CR 33 to CR 25A;
- CR 44 – improve from 2 to 4 lanes from CR 473 to CR 452;
- CR 44 – improve from 2 to 4 lanes from CR 452 to SR 44; and
- Eaglesnest Road – new 4 lane road from CR 466B to CR 44.

In addition, an analysis of future year roadway operations for the Lake County road network, including all recommended improvements, has been completed as part of the development of the Lake County 2020 Transportation Plan. Mostly, the level of service for roads is expected to be within acceptable limits, although some roads will operate at Level of Service E or F in 2020. These roads include:

- SR 19 in downtown Eustis and south of US 441;
- Sections of CR 441 between SR 19 and SR 46;
- US 27/US 441 between Grays Airport Road and Eaglesnest Road;
- US 441 between where SR 19 joins from the south and where SR 19 diverges to the north; and
- Main Street in Leesburg from SR 44 to US 441.

SUMMARY OF EXISTING PLANS AND DOCUMENTS

This section provides a summary of existing plans, programs, and documents that are or may be relevant to the preparation of a TDP and TDSP for Lake County. The purpose of reviewing this information is to ensure consistency, coordination, and understanding of other transportation planning and programming activities that were recently completed or are in the process of being developed.

Lake County Transportation Disadvantaged Service Plan (2001-2003)

Revised and submitted to the Lake County Department of Public Works in September 2001, the Lake County TDSP provides the four major components that are required by the FCTD, including the Development Plan, Service Plan, Quality Assurance, and Cost/Revenue Allocation and Rate Structure Justification components. The information provided in this report will be used for the preparation of a major update of both the TDP and TDSP.

Lake County Comprehensive Plan

Florida law requires every incorporated municipality and county to adopt a comprehensive plan that is consistent with the Growth Management Act of 1985. The Growth Management Act requires all comprehensive plans to be consistent with state and regional plans. For communities with a population over 50,000, all comprehensive plans must include a transportation-related element that summarizes the existing and future transportation conditions, how those conditions relate to what the community considers the ideal transportation situation, and how they propose to get there. The Lake County Comprehensive Plan is the primary policy document concerning land use, transportation, and other planning categories for the county and was last amended in 2002.

These documents provide information that can be used in preparing the TDP and TDSP, including the following:

- historical overview of public transportation in Lake County;
- inventory of existing transit services, including public and private;
- map of locations for existing transit providers;
- discussion of existing paratransit services;
- analysis of Lake County transit services;
- map of locations for hospitals, post secondary schools, and shopping centers;
- miscellaneous data related to demographic and residential characteristics in Lake County; and
- currently adopted goals and objectives for the Mass Transit Element, along with proposed changes for the transit portions of goals and objectives in the update of the Transportation Element of the Comprehensive Plan update.

East Central Florida Strategic Policy Plan

The most recent East Central Florida Strategic Policy Plan, adopted in July 1998, is a long-range guide for the physical, economic, and social development of a planning region. Included in the Plan are regional goals and policies. It provides a basis for the review of resources and facilities included in local government Comprehensive Plans throughout the region. Section V of the Plan addresses public transportation. To the extent possible, the current TDSP is consistent with this regional policy plan and will be considered during this update of the TDP and TDSP.

Florida Commission for the Transportation Disadvantaged 5-Year/20-Year Plan

The 5- and 20-year plan of the FCTD was reviewed as part of the current TDP and TDSP update. This Plan identifies goals, objectives, and actions for the Commission to pursue in the next 5 to 20 years. Included in the 5-year plan is a forecast of demand for transportation disadvantaged services, projected costs of meeting the demand, and estimated future funding. In addition, the 20-year plan provides a longer-term picture of transportation disadvantaged services in the state of Florida. The short and long term plan of the FCTD will be considered throughout the development of the TDP and updated TDSP.

Lake County 2020 Long Range Transportation Plan

Lake County's first Long Range Transportation Plan (LRTP) was adopted on June 15, 1999, and was developed in conjunction with Lake County's first TDP. The 2020 LRTP provides a comprehensive statement of the transportation needs and policies in Lake County, including public transportation. Because the LRTP, TDP, and TDSP all address issues, needs, and goals related to public transportation within the county, it is important to coordinate the update of the TDP and TDSP with the concepts presented in the adopted 2020 LRTP.

Memorandum of Agreement (Transportation Disadvantaged Services In Lake County)

The fully-executed Memorandum of Agreement between the FCTD and Lake County Board of County Commissioners, which designates the Board as the Community Transportation Coordinator (CTC) was also reviewed as part of this task. This agreement specifies the responsibilities pertaining to the provision transportation disadvantaged services in Lake County. One requirement identified in the agreements specifies that the CTC "shall arrange for all services in accordance with Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative Code." The agreement also requires the preparation of a TDSP for approval by the Local Coordinating Board and the FCTD. Numerous other requirements are identified in the agreement that is made as a basis for the provision of funding.

Annual Performance Report from the FCTD

The annual transportation disadvantaged performance report prepared by the FCTD was reviewed for Lake County. The performance report provides an overview of the operating environment, the CTC, and other information related to the transportation disadvantaged program in Lake County. Statistics reported by Lake County Transit in their Annual Operations Report are also provided in the FCTD Annual Performance Report, including service statistics, passenger trip information, a financial summary, and a graphical summary of performance indicators. This information will be used in subsequent tasks of the TDP and TDSP project.

2003 Annual Operations Report

An Annual Operations Report (AOR) is submitted to the FCTD. The AOR for fiscal year 2002-2003 was reviewed for this TDP and TDSP update effort. The AOR is compiled by the CTC based on information from Lake County Transit and other Coordination Contractors. Information submitted in the AOR is used to develop the Lake County section of the 2002 Annual Performance Report produced by the FCTD, as discussed previously.

Lake County Community Transportation Coordinator Operations Manual

The Lake County Community Transportation Coordinator Operations Manual establishes the daily operation guidelines for the Community Transportation Coordinator for the Transportation Disadvantaged Program. This manual is designed to enhance the delivery of transportation services within Lake County and addresses issues ranging from employee standards to vehicle inspection and operations to passengers with disabilities.

Lake County Public Transportation Substance Abuse Program

In order to ensure a safe environment for passengers and employees of the County public transportation system, as well as the safety of the general public, Lake County has adopted a Substance Abuse Program to address drug abuse and alcohol misuse by employees that are a part of the public transportation system. This Substance Abuse Program is in response to and in compliance with regulations published by the Federal Transit Administration (FTA) prohibiting drug and alcohol use by transit employees and requiring transit agencies to test for prohibited drug use and alcohol misuse, as part of the Omnibus Transportation Employee Testing Act of 1991.

Lake County Public Transportation System Safety Program Plan

In compliance with Chapter 14-90 of the Florida Administrative Code, Lake County has developed a System Safety Program Plan that meets the state's minimum safety standards for equipment and operations related to public transportation programs. The purpose of this Plan "is to provide for improved communication, documentation, and coordination within the entire system to decrease injuries, property damage, and delays in service."

Florida Department of Transportation District Five Emergency Operations Plan

The Florida Department of Transportation has provided an Emergency Operations Plan for major public and private transportation providers within FDOT District Five, which includes Lake County. The Emergency Operations Plan provides and annually updates contacts for both public and private transportation providers that operate in the nine counties within District Five.

Section 3
REVIEW AND EVALUATION OF EXISTING PUBLIC TRANSPORTATION SERVICES

INTRODUCTION

This section was prepared to summarize the results of the inventory and evaluation of existing transit services in Lake County. The major elements of this section include an evaluation of the existing transit services and a review of existing public transportation providers in Lake County. Each of these major sections is summarized below. A description and history of CTC Coordinated services are provided in this section with a review of the Florida Coordinated Transportation system, history of the Lake County TD program, and a description and operation of Lake County coordinated services. The results of the evaluation of existing transit services are presented, as well. This evaluation includes both a trend and peer review analysis of existing transit services. The trend analysis examines the performance of the Lake County Community Transportation Coordinator (CTC) over time from Fiscal Year (FY) 1998 to FY 2003. The peer group analysis compares the performance of the Lake County CTC with other similar CTC systems in Florida determined to be "peers" for FY 2003. Data compiled as part of the peer review analysis also help develop realistic performance standards for future monitoring and evaluation.

The review of existing public transportation providers in Lake County presents an inventory of existing public transportation providers in Lake County, including taxicab companies, limousine companies, bus lines, charter bus lines, and ambulance service providers.

FLORIDA COORDINATED TRANSPORTATION SYSTEM

The Florida Coordinated Transportation System (FCTS) was created in 1979 with the enactment of Chapter 427, F.S. Chapter 427 defines transportation disadvantaged as:

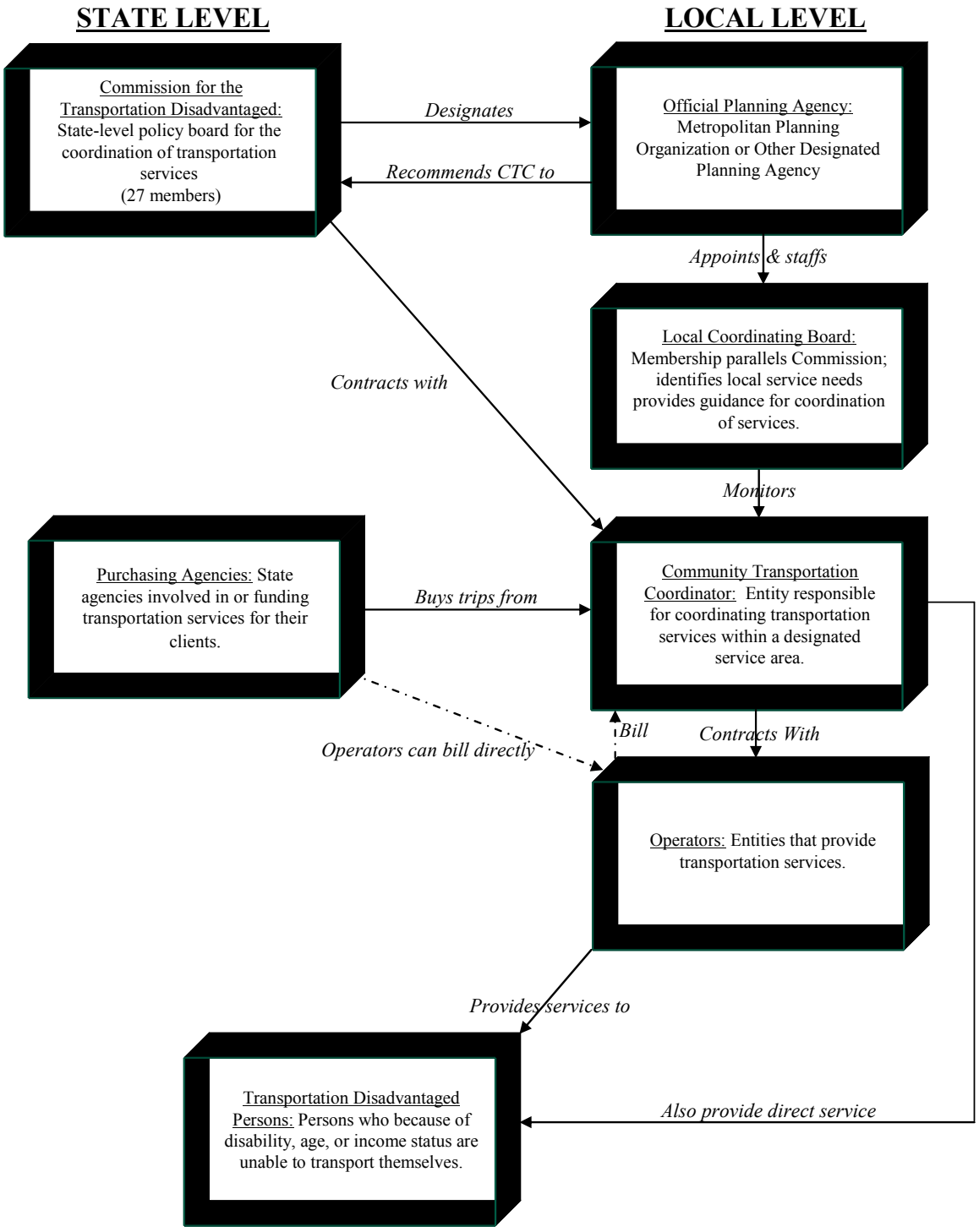
> *"...those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes."*

The statewide TD program was developed in order to better coordinate existing transportation disadvantaged services sponsored by social and human service agencies. The purpose of coordination is to reduce duplication of services and maximize the use of existing resources. The 1979 legislation created the Coordinating Council for the Transportation Disadvantaged in the Department of Transportation and gave it the responsibility to coordinate TD transportation services throughout the state.

Legislative revisions to Chapter 427 in 1989 created the Florida Commission for the Transportation Disadvantaged (FCTD) (originally the Transportation Disadvantaged Commission) to accomplish the coordination of transportation services provided to the transportation disadvantaged in the State of Florida. The FCTD is an independent state-level commission reporting directly to the Governor and the Legislature. The 1989 revisions also assigned the Commission to the Florida Department of Transportation for administrative and fiscal accountability purposes. The legislation also established the TD Trust Fund, which provided a dedicated funding source and gave the Commission authority to allocate monies from the Trust Fund. The 1989 revisions to Chapter 427 also established Community Transportation Coordinators and Local Coordinating Boards (LCBs) to administer and monitor the TD program at the local level in place of the Coordinated Community Transportation Provider and the Coordinated Community Transportation Provider Council provided for in the initial 1979 legislation. Figure 3-1 contains an organization chart that identifies parties involved in the provision of TD transportation services in Florida. Over 53 million trips were provided statewide to transportation disadvantaged individuals through CTCs in 2003, a 10 percent increase over the prior year. In addition, the FCTD and the Agency for Health Care Administration (AHCA) has completed negotiations regarding a contract for the CTD to be responsible for the oversight of the Medicaid Non-Emergency Transportation.

Florida's TD program serves two populations groups: Potential Transportation Disadvantaged (also referred to as "TD Category I") and the Transportation Disadvantaged (also referred to as "TD Category II"). The Potential TD Population includes persons who are eligible for agency-sponsored trips. The TD Population group is a subset of the Potential TD Population group. Although the individuals in this population group are eligible to receive agency-sponsored trips through the Florida coordinated system, they are also eligible to receive trips subsidized by the TD Trust Fund monies allocated to local community transportation coordinators by the Commission.

Figure 3-1
Florida's Transportation Disadvantaged Program: Organizational Chart



HISTORY OF THE LAKE COUNTY TRANSPORTATION DISADVANTAGED PROGRAM

On June 7, 1983, Lake Sumter Mental Health Center and Hospital was designated as the Transportation Disadvantaged Provider for Lake County by the Transportation Disadvantaged Advisory Committee of the Lake County Board of County Commissioners and the East Central Florida Regional Planning Council. In November 1990, Lake Sumter Mental Health Center and Hospital was recommended by the Lake County Board of County Commissioners, which is the County's Designated Official Planning Agency, and approved by the State of Florida Commission for the Transportation Disadvantaged to be the Community Transportation Coordinator for Lake County. In September 1992, Lake Sumter Mental Health Center and Hospital changed its name to LifeStream Behavioral Center (LifeStream). Beginning in 2001, the Lake County Board of County Commissioners became the County's CTC, and subsequently contracted with LifeStream for the management and provision of TD service in Lake County (which LifeStream provides under the operation of "Lake County Transit"). On November 7, 2003, the CTC extended Lake County's CTC designation until October 30, 2009.

DESCRIPTION AND OPERATION OF LAKE COUNTY CTC COORDINATED SERVICES

Types, Hours, and Days of Service

Lake County's transit services are offered to not only passengers whose rides are paid by a sponsoring agency, but also to the general public. All requests for transportation are accepted. There is no differentiation between age, race, creed, national origin, disability, or income. There is a distinct possibility that trip reasons may be prioritized due to funding reductions experienced by most sponsoring agencies, and the prioritization format has been approved by the prioritization sub-committee of the Local Coordinating Board. It should be noted that FDOT recently ruled that Section 5311 funds may not be used to prioritize transportation services. With unmet trip requests increasing from 1,061 in 2002 to 2,746 in 2003, a 159 percent increase, trip prioritization has become a key issue.

Lake County Transit operates from 6:00 a.m., or earlier, until 7:00 p.m., or later, Monday through Friday. However, service is available twenty-four hours per day, seven days per week, through contracted operators, if prior arrangements are made. The office hours are 7:30 a.m. until 5:30 p.m., Monday through Friday, excluding holidays. There is TD service in effect during office hours. With regard to the TD vehicle inventory, 38 of the 98 vehicles (which include vehicles subcontracted to Lake County Transit), or 39 percent of the total vehicles, are wheelchair-lift-equipped. Based on the 2001-2003 Lake County TDSP, an estimated 99 percent of trips are within Lake County, but there are a large number of trips to out-of-county destinations, primarily Gainesville and Orlando. The trips to Gainesville are on Monday, Wednesday, and Friday; the trips to Orlando are on Tuesday and Thursday. Return trips from both destinations leave when all passengers are finished with their appointments, but must leave no later than 2:00 p.m. Passengers must find their own transportation for the return trip if their appointment lasts later than 2:00 p.m. However, accommodations for late return trips with

notice to the reservation system will be provided. All passengers are advised of this stipulation and are strongly encouraged to make appointments before 10:00 a.m.

There is a one-hour time window for pick-ups and returns for intra-county transportation, and two hours or longer windows for out-of-county trips, depending on the destination. The longer window is due to the travel time. For instance, a trip to Gainesville takes two hours. Therefore, the passenger will be picked up between two-and-one-half and three hours in advance of their appointment time. While passengers are told to be ready one hour in advance of the appointment time, returns present more of a problem, especially with doctor's appointments due to the unknown length of the visit. Therefore, when a passenger calls for the return trip, a driver must be scheduled on an immediate response basis to pick up within that hour. Many passengers view that length of time for the return trip wait as being a late trip, but, in actuality, it is on time since it is within an hour. Dialysis patients are the only exception to the one-hour return window, with a half-hour window. The public must constantly be advised of the one-hour window to eliminate misunderstandings regarding the window.

Accessing Services

There is at least a two-day advance reservation requirement, although same-day service may be accepted depending on the nature of the request and the availability of a vehicle and driver. As noted previously, office hours are Monday through Friday from 7:30 a.m. to 5:30 p.m. Transportation services are available only for residents of Lake County, due primarily to funding limitations. Reservations are accepted until 5:00 p.m. and there is a 48-hour window for scheduling reservations. However, any requests made after 2:00 p.m. for next-day service are taken on a space available basis. After 2:00 p.m., the scheduler must then begin to develop the drivers' schedules for the following day. The reservationists have been instructed to listen to every request, discuss with the scheduler the circumstances, and make a decision to accept or deny the reservation. If the reservation time is unavailable, an alternate day or time is offered.

Eligibility

The transportation service is available to anyone who needs a ride. Medicaid transportation is available to everyone who is authorized by the Medicaid office. Transportation Disadvantaged transportation is based on income levels according to Federal poverty guidelines. Elderly transportation is pre-authorized by the Area Agency for Aging or Title III office. The local WAGES office authorizes WAGES passengers. School Board students are pre-authorized by the local school board. DOT Section 5311 passengers use the same guidelines as TD passengers. Public-pay passengers pay the same fares as the sponsoring agencies.

Prioritization

The local coordinating board, through a subcommittee, sets prioritization guidelines when prioritization is needed. The following guidelines were approved in 1996. They will become effective as the need arises. A one-month notice will be given prior to implementation.

1. Medical
    a. Kidney Dialysis
    b. Cancer Treatment
    c. Doctor Appointments
    d. Therapy
    e. Prescriptions
    f. Children at Risk
2. Life Sustaining Activities
    a. Food/Food Stamps
    b. Medicaid Recertification
3. Employment (in-county only)
4. Training/Education
    5. Shopping/Business
    a. Non-food shopping
    b. Banking/Social Security
    c. Visits to hospitals/Nursing homes
6. Recreational Trips

Other Accessibility Policies/Procedures

Service is door to door. It is a Lake County Transit policy that the driver will assist passengers requiring assistance to the door. It is the driver's responsibility to determine who needs assistance. If there is a person at the destination, they may assist in lieu of the driver. Drivers will not assist a wheelchair passenger down more than one step and, in many cases, will not/cannot push a wheelchair through loose sand or mud. Passengers may bring items on board the bus, such as groceries, but they are limited to the number of items that can be carried in one trip. Additionally, being in a rural county, there are some roads and driveways that a bus cannot drive down due to overhanging tree branches, loose sandy road, or some other obstacle. In those cases, the passenger will be required to meet the bus at a predetermined pick-up point.

To cancel an appointment, the passenger must call the office and advise a reservationist of the name and date of travel. The reservation will then be canceled. If a driver reaches a passenger's home prior to the passenger calling to cancel, the trip is then considered a no-show trip.

There is a designated "no-show" policy in place. If a driver advises the office that a passenger is not at home or the passenger has advised the driver at the door that they are not traveling, that is designated a no-show. If there is a second no-show, the passenger will be mailed a letter stating that if there is one additional no-show within the next 90 days, their transportation privileges will be suspended for 30 days. After the third no-show, the passenger will be advised, again in writing, that their transportation privileges are suspended for 30 days. After a 30-day suspension, if there is another no-show, transportation will be suspended for 60 days. After a 60-day suspension, if there is another no-show, transportation will be suspended for 90 days.

There will be an opportunity for the passenger to appeal the suspension. The passenger must contact the transportation director and request a meeting. A meeting will be arranged with

representatives of Lake County Transit, the passenger, and the sponsoring agency, if applicable. After the meeting, a decision will be made based on the facts presented.

According to the Americans with Disabilities Act of 1990 (ADA), one escort is allowed to travel for no charge with each disabled passenger. Lake County Transit also allows two children under the age of six to travel with each adult for no charge if prior arrangements are made. Children age 6 to 12 pay 50 percent of the fare. There has been abuse of the system in the past with adults taking many children on the buses with them, and not advising the office of the additional riders. This has caused problems with seat availability. Due to the abuse, it has been necessary to effect the above restrictions on additional riders, and to disallow those riders upon pick-up if the office/driver has not been made aware in advance of the trip and there are no additional seats available. Due to the nature of door-to-door transportation, however, exceptions are always made with just cause.

Transportation Operators and Coordination Contractors

According to the FY 2004 Annual Operating Report, there are four private-for-profit operators under contract providing transportation services under the coordinated system. Additionally, there are four private non-profit operators under coordination contract in the Lake CTC.

Public Transit Utilization

Lake County currently offers paratransit service and subscription service. A service route with deviation was operated previously; however, this service was discontinued during the 2003 fiscal year. The next logical step is to consider when it will be appropriate to transition to fixed-route bus service (rather than just deviated fixed-route service as provided previously), which is addressed as part of this transit plan.

The service route was initiated on August 1, 1996, with the route operating from Eustis in the northeast portion of the county, traveling south and west through Mt. Dora and Tavares, and continuing west through Leesburg and Fruitland Park. The service route terminated in the Villages at Lady Lake in the northwest portion of the county. As noted previously, this service route was basically a fixed route with deviations, detouring to pick up and drop off passengers as needed. All potential passengers that lived within three blocks of the route and whose destination was within three blocks of the route were required to ride the route. If the passenger had a minimum of two Medicaid eligible appointments that were verifiable, Medicaid would authorize the issuance of a monthly bus pass to that passenger. The same situation existed with the WAGES program. WAGES would purchase bus passes for their clients to access training, education, or job-related activities.

School Bus Utilization

There is an on-going agreement with the Lake County School Board and Lake County Transit to provide some transportation services. However, their services were not required during this

reporting period within the TD Program. It should be noted that when it is time to renew this contract, the agreement should be made between the Lake County School Board and the CTC. Further, all future agreements need to be with the CTC and not the operator.

Vehicle Inventory

In FY 2003, there were a total of 98 vehicles providing TD trips, including subcontractors working for Lake County Transit. A total of 38 vehicles, or 39 percent of the total vehicles, were wheelchair-lift equipped. Five vehicles, or five percent of the total vehicles, were stretcher equipped. A summary of the most recent vehicle inventory for Lake County Transit is included in Appendix A.

System Safety Program Plan Certification

A copy of Lake County Transit's System Safety Program Plan is included in Appendix B.

Inter-County Services

According to the 2001-2003 TDSP, Lake County Transit transports passengers to Gainesville on Monday, Wednesday, and Friday, based on demand. On Tuesday and Thursday, passengers are transported to Orlando. There must be a doctor's note and detailed explanation as to why the passenger cannot access the needed care or service within Lake County and must go out of county for the treatment. Currently there is a positive working relationship with Sumter County Transit, in which out-of-county trips are given or shared if either system has a problem transporting a specific passenger, either one way or round trip. Additionally, there are ongoing discussions with Alachua, Hernando, and Citrus Counties in which trips may be shared or completed by the other system if the originating carrier cannot complete the trip. The main problem with inter-county coordination is that, since the Medicaid reductions, counties do not/cannot use their allotted Medicaid funds for out-of-county residents. Counties could bill the resident county for the trip, but if there were a wide discrepancy in the cost of the trip, then the home county would lose money by paying out more than which they could bill.

Another aspect that has recently emerged is the possibility of using the maintenance resources between counties on an as-needed basis. If a vehicle from one county has mechanical problems in another county, then the mechanic from the county in which the vehicle broke down would assist in repairing the vehicle. This could be a huge benefit to counties who have limited vehicles or personnel and could not send another vehicle or mechanic to a distant county. The billing could be worked out between counties for the actual costs of parts and labor.

Natural Disaster/Emergency Preparedness

Transportation services provided by the CTC are an integral part of the Lake County Emergency Management Plan. However, the Emergency Management Department does not have a formal agreement with the CTC or its service provider. The current service provider, Lake County

Transit, has a plan in place to utilize its transit vehicles to evacuate people who need transportation to staging areas or to shelters in emergency/evacuation situations. The Lake County School Board and the service provider are the two principal players in the evacuation plan. The primary responsibility of the service provider is to evacuate special needs passengers from all areas of the county and transport them to safety.

Marketing

The CTC is continuously attempting to find new and innovative ways to reach a majority of the population in Lake County and to educate them about the public transportation system. When the service route was initiated, there were newspaper articles in both of the major newspapers in the area. Whenever there is a change in schedules or routes, there are coinciding newspaper articles in the newspapers.

There are many speaking engagements made by the CTC and Lake County staff. Home health care committees, health care professional organizations, homeowner's organizations, mobile home parks and associations, and civic organizations have all been groups to which staff has spoken. A request for a CTC speaker has never been denied.

An on-board satisfaction survey was conducted in 2003 on all Lake County Transit buses. The survey requested passenger feedback and attitudes towards Lake County Transit and its transportation services. This is one marketing/diagnostic tool that should be continued to be conducted on a regular basis, with the results serving as a real change agent for the improvement of all transportation services.

Acceptable Alternatives

Any agency that purchases or provides transportation for persons who are transportation disadvantaged with TD funds is to do so through a contractual arrangement with the CTC. Exempt from this requirement are privately-owned vehicles of an agency volunteer or employee; state-owned vehicles; privately-owned vehicles of a family member or custodian; common carriers, such as commercial airlines or bus; emergency medical vehicles; and in instances where the CTC determines that it is unable to provide or arrange the required service.
The Board of County Commissioners as the CTC coordinates and provides services through Lake County Transit for all passengers sponsored by transportation disadvantaged funds.

Local Grievance Procedure Process

A copy of the Local Grievance Procedure Process in included in Appendix C. In addition to the grievance procedure, there is a complaint process in place for day-to-day service, policy, vehicle and/or driver complaints. Each telephone reservationist will attempt to handle the basic telephone complaints by explaining the policies and procedures that are used, or by taking the vehicle or driver complaint and forwarding it to either the operations manager or the director to handle. The reservationist will fill out a form regarding the type of complaint and forward it to

the office manager for evaluation and filing. Statistics will be kept regarding number and type of complaints. The complaints that cannot be handled by the reservationists will be forwarded to the office manager or operations manager for investigation and alleviation. If complaints cannot be resolved by the office or operations managers, the complaints will then be forwarded to the transportation director. If the complaint is still not resolved, the complainant will then be directed to follow the formal grievance procedure. In the case that an interested party would like to file a formal grievance, they may do so with either the CTC or the Lake County Transportation Disadvantaged Local Coordinating Board.

EVALUATION OF EXISTING TRANSIT SERVICES

CTC Performance Review

The substantial amount of data available from the annual operating reports (AORs) provide an opportunity to develop an assortment of measures with which to review the system performance of the transportation services provided by a CTC. The Lake-Sumter MPO has the responsibility to evaluate the CTC under the Planning Grant from the CTD. Sets of performance, effectiveness, and efficiency measures have been selected that are known to provide a good representation of overall CTC system performance. Table 3-1 lists the measures used in this section. Performance measures report absolute data in the selected categories. These tend to be key indicators of overall system performance. Effectiveness measures refine the data further and indicate the extent to which various service-related goals are being achieved. Efficiency measures involve reviewing the level of resources required to achieve a given level of output. It is possible to have very efficient service that is not effective or to have highly effective service that is inefficient.

Table 3-1
Performance Review Measures
Paratransit Analysis

Performance Measures	Effectiveness Measures	Efficiency Measures
County Population	Vehicle Miles per TD Capita	Operating Expense per Passenger Trip
Passenger Trips	Passenger Trips per TD Capita	Operating Expense per Vehicle Mile
Vehicle Miles	Passenger Trips per Vehicle Mile	Operating Expense per Driver Hour
Revenue Miles	Average Age of Fleet (in years)	Local Non-Government Revenue Ratio
Operating Expense	Accidents per 100,000 Vehicle Miles	Local Government Revenue Ratio
Total Revenue	Vehicle Miles Between Roadcalls/Failures	
Total Fleet		

In order to completely understand the data used in this type of performance evaluation, it is important to have an understanding of the definitions of the terms. In many instances, these definitions differ from initial perceptions and, therefore, may be contingent upon subjective interpretation. Appendix D provides a detailed list of definitions for the terms used in the trend and peer review analyses. Despite these definitions and continuous efforts to refine them, some discrepancies remain as to how terms are defined and how information is collected by transportation agencies. Consequently, some caution should be exercised when interpreting the findings, especially for those variables that are more likely to be subject to variation in definition.

CTC Trend Analysis

A trend analysis from FY 1998 through FY 2003 was conducted to examine the performance of the Lake County CTC over time.[1] This trend analysis includes information for all TD transportation services coordinated through the CTC. However, it is important to recognize that LifeStream Behavioral Center, Inc., is the major provider. The tables and figures provided throughout the trend analysis present selected performance, effectiveness, and efficiency measures that are available from AORs. Results from the trend analysis are provided in the following paragraphs.

Performance Measures

Shown in Table 3-2 and Figures 3-2 through 3-7 are six performance measures for the TD services provided by the CTC. Most of these measures show growth over the six-year period from FY 1998 through FY 2003. However, total annual passenger trips have declined since FY 2001, resulting in an overall decrease of over 8 percent (from 256,936 trips to 234,680 trips.) Vehicle miles of service over the six-year period have increased by 26.6 percent. Revenue miles over the six-year period also showed an increase of 21.8 percent. There has been a consistent increase in revenue miles from FY 1998 to FY 2003.

1 The Lake County Board of County Commissioners began service as the CTC for Lake County on January 1, 2001. Previously, LifeStream Behavioral Center, Inc., served as the County's CTC. After taking over as CTC, the BOCC contracted with LifeStream to provide management service and direct transportation service functions.

CTC operating expenses have increased by 58.1 percent over the six-year period, despite a modest decline in FY 2003. During this time, operating revenues have increased by 110 percent, almost twice the increase in expenses. In addition, although vehicle fleet size has fluctuated significantly during the review timeframe, overall it increased from 73 vehicles in FY 1998 to 98 vehicles in FY 2003. This represents a 34.2 percent increase over the six-year period.

Table 3-2
Lake County CTC Trend Analysis
Performance Measures

Measure	FY1998	FY1999	FY2000	FY2001	FY2002	FY2003	Percent Change (1998-2003)
Passenger Trips	256,162	243,936	304,607	308,829	253,706	234,680	-8.4%
Vehicle Miles	1,796,789	2,369,733	2,188,706	2,384,390	2,236,095	2,275,338	26.6%
Revenue Miles	1,424,367	1,589,572	1,507,559	1,606,415	1,705,272	1,735,315	21.8%
Operating Expenses	$1,873,883	$2,038,413	$2,295,887	$2,295,887	$3,297,384	$2,962,469	58.1%
Operating Revenues	$1,705,339	$2,248,688	$2,248,244	$2,248,244	$2,786,544	$3,581,304	110.0%
Total Fleet	73	70	90	101	79	98	34.2%

Source: Annual Performance Reports from 1998 to 2003, Florida Commission for the Transportation Disadvantaged.

Figure 3-2

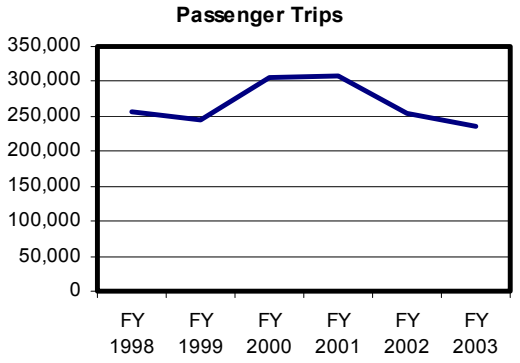


Figure 3-3

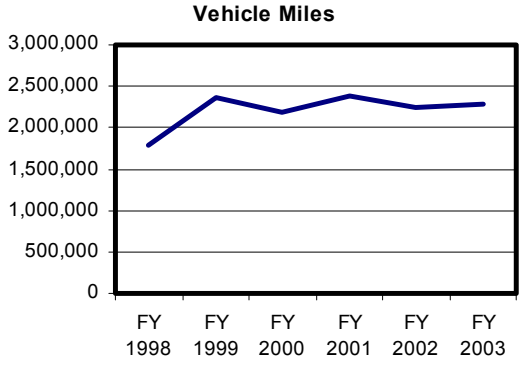


Figure 3-4

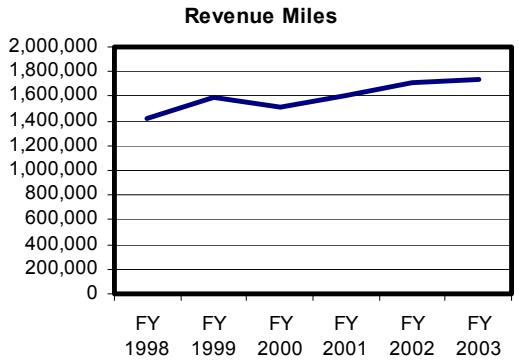


Figure 3-5

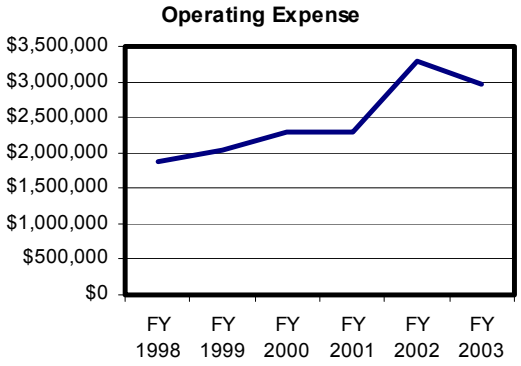


Figure 3-6

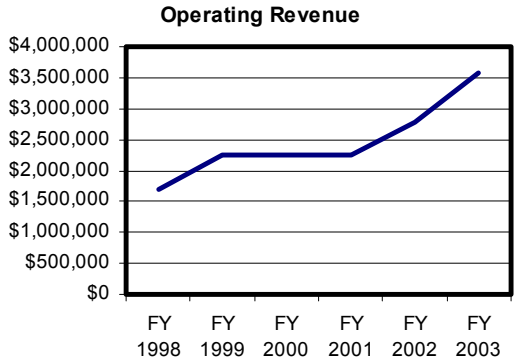
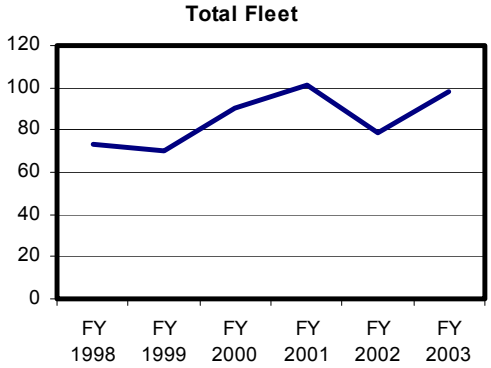


Figure 3-7



Effectiveness Measures

As stated previously, effectiveness measures indicate the extent to which various service-related goals are being achieved. In this analysis, the Lake County CTC was analyzed using six effectiveness measures. The results of the six-year analysis period are contained in Table 3-3 and Figures 3-8 through 3-13. The data indicate an increase of 11.8 percent for the average number of miles traveled per potential TD customer. The potential TD population includes persons with disabilities, elderly, and low-income persons, as well as children who are "high-risk" or "at-risk." However, the average number of passenger trips per potential TD customer decreased 19.1 percent over the six-year period, while the average number of passenger trips per vehicle mile also decreased for the same period. Both of these measures indicate a decline in overall effectiveness from FY 1998 through FY 2003.

The last two effectiveness measures in Table 3-3 are measures of system safety and service reliability. Accidents per 100,000 vehicle miles logged showed a 38 percent decrease over the six-year period, suggesting an overall improvement in system safety. This was, however, not a consistent trend. The biggest one-year result for this measure occurred in FY 1998, with 0.8 accidents per every 100,000 vehicle miles traveled. This was primarily due to the relatively low number of vehicle miles traveled for that year and the higher number of accidents (there were 14 accidents reported in 1998.) Since 1998, the accident rate trend has fluctuated somewhat,

but has increased in the last year. In contrast, vehicle miles between roadcalls showed a positive trend over the first four years of the six-year period. Overall, this measure increased by nearly 61 percent. However, this measure of system reliability has decreased since FY 2001 from a high of 36,127 vehicle miles between roadcalls in FY 2001 to 26,769 vehicle miles between roadcalls in FY 2003.

Table 3-3
Lake County CTC Trend Analysis
Effectiveness Measures

Measure	FY1998	FY1999	FY2000	FY2001	FY2002	FY2003	Percent Change (1998-2003)
Vehicle Miles per TD Capita	20.1	25.7	23.2	24.7	22.7	22.5	11.8%
Vehicle Miles per Passenger Trip	7.0	9.7	7.2	7.7	8.8	9.7	38.2%
Passenger Trips per TD Capita	2.9	2.6	3.2	3.2	2.6	2.3	-19.1%
Passenger Trips per Vehicle Mile	0.14	0.10	0.14	0.13	0.11	0.10	-27.7%
Accidents per 100,000 Vehicle Miles	0.8	0.4	0.5	0.6	0.4	0.5	-38.0%
Vehicle Miles between Roadcalls/Failures	16,637	18,513	28,425	36,127	27,606	26,769	60.9%

Source: Annual Performance Reports from 1998 to 2003, Florida Commission for the Transportation Disadvantaged.

Figure 3-8

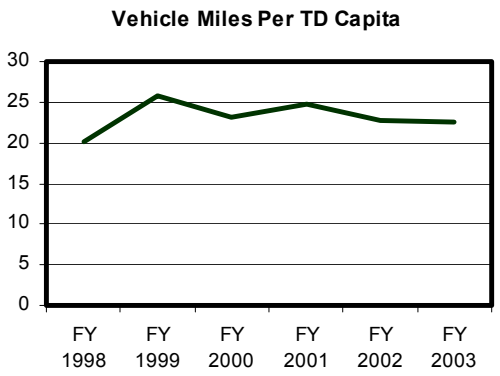


Figure 3-9

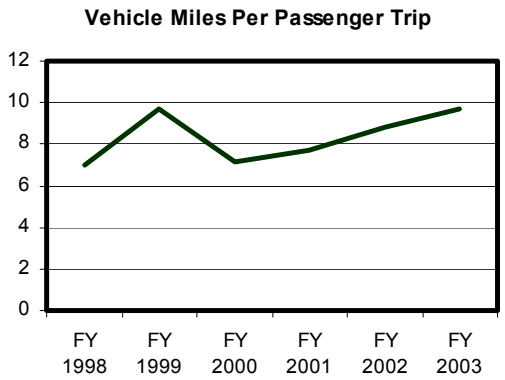


Figure 3-10

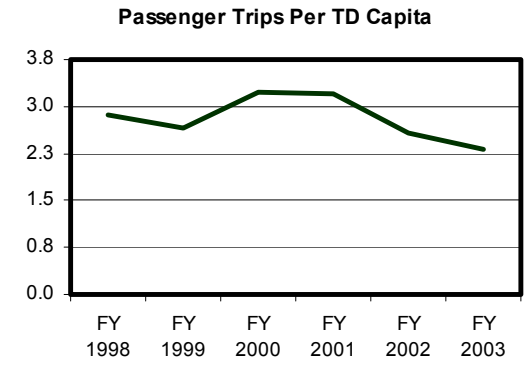


Figure 3-11

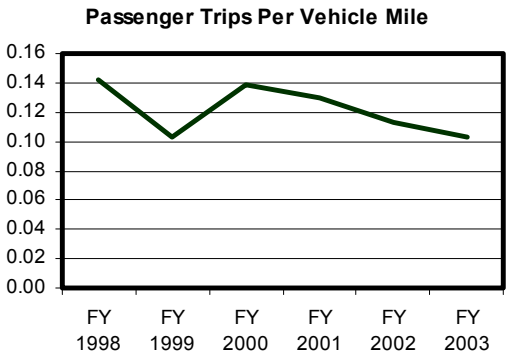


Figure 3-12

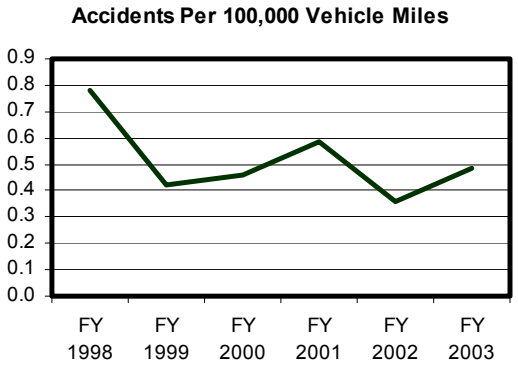
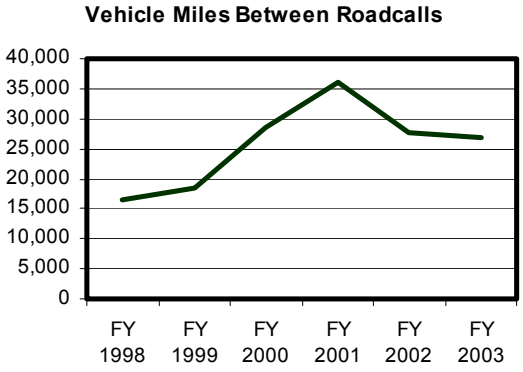


Figure 3-13



Efficiency Measures

The trend in system efficiency also was examined for the Lake County CTC. As stated previously, efficiency measures involve reviewing the level of resources required to achieve a given level of output. Five efficiency measures are listed in Table 3-4 and illustrated in Figures 3-14 through 3-18.

The first two measures address operating expense efficiencies. Over the six-year analysis period, both operating expense per passenger trip and operating expense per vehicle mile increased, with expense per trip showing a significant increase of nearly 72 percent and expense per mile increasing nearly 25 percent. The operating expense per driver hour also increased by 39.4 percent for the same period.

Table 3-4
Lake County CTC Trend Analysis
Efficiency Measures

Measure	FY1998	FY1999	FY2000	FY2001	FY2002	FY2003	Percent Change (1998-2003)
Operating Expense Per Passenger Trip	$7.3	$8.4	$7.5	$7.4	$13.0	$12.6	72.6%
Operating Expense Per Vehicle Mile	$1.0	$0.9	$1.0	$1.0	$1.5	$1.3	24.8%
Operating Expense Per Driver Hour	$16.4	$25.0	$21.3	$17.1	$28.7	$22.8	39.4%
Local Non-Government Revenue Ratio	6.3%	6.0%	4.8%	3.5%	3.5%	1.9%	-69.6%
Local Government Revenue Ratio	23.1%	19.8%	19.6%	22.3%	19.8%	26.4%	14.5%

Source: Annual Performance Reports from 1998 to 2003, Florida Commission for the Transportation Disadvantaged.
Note: Local Non-Government Revenues include Farebox, Medicaid Co-Pays Received, Donations, Contributions, In-Kind Services, and Other Non-Government Revenues.

Figure 3-14

Figure 3-15

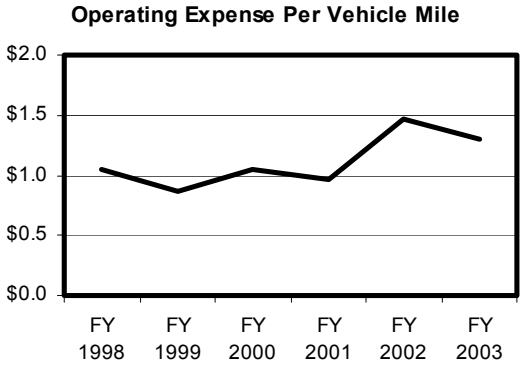


Figure 3-16

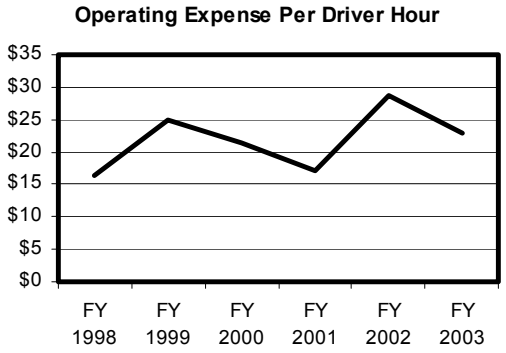


Figure 3-17

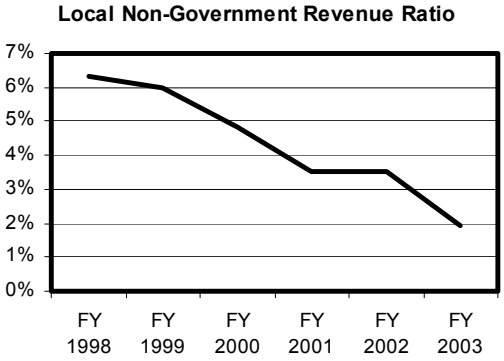
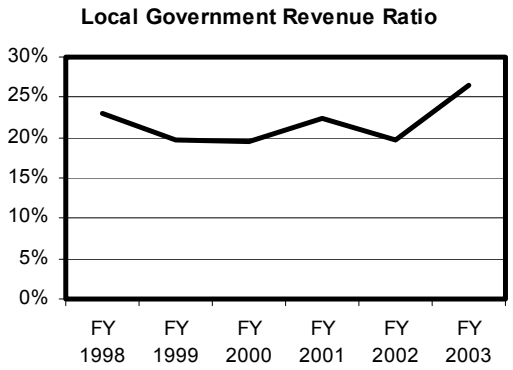


Figure 3-18



The other two efficiency measures listed in Table 3-4 indicate the local non-government revenue ratio and the local government revenue ratio. Over the six-year period, the local non-government revenue ratio, which primarily includes the farebox revenues, decreased while the local government revenue ratio increased. The local non-government revenue ratio, which is a ratio of farebox and other local non-government revenues divided by total operating expenses, decreased by 69.6 percent from FY 1998 to FY 2003. For the same time period, the local government revenue ratio (i.e., the ratio of local government revenues divided by total operating expenses) increased by 14.5 percent.

Summary Results of Trend Analysis

Trend analysis is only one widely used aspect of transit performance evaluation. Strengths and weaknesses of the Lake County CTC will be referred to periodically as other aspects of performance are considered in subsequent work activities and when recommendations are prepared for the TDP/TDSP. Table 3-5 provides a summary of the trend analysis indicating each performance measure, along with the percent change from 1998 to 2003.

Table 3-5
Lake CTC Trend Analysis Summary

Performance Indicators/Measures	Percent Change (1998-2003)
Performance Measures	
Passenger Trips	-8.4%
Total Vehicle Miles	26.6%
Total Revenue Miles	21.8%
Operating Expense	58.1%
Total Fleet Size	34.2%
Effectiveness Measures	
Vehicle Miles per TD Capita	11.8%
Vehicle Miles per Passenger Trip	38.2%
Passenger Trips per TD Capita	-19.1%
Passenger Trips per Vehicle Mile	-27.7%
Accidents per 100,000 Vehicle Miles	-38.0%
Vehicle Miles between Roadcalls	60.9%
Efficiency Measures	
Operating Expense Per Passenger Trip	72.6%
Operating Expense Per Vehicle Mile	24.8%
Operating Expense Per Driver Hour	39.4%
Local Non-Government Revenue Ratio	-69.6%
Local Government Revenue Ratio	14.5%

CTC Peer Review Analysis

A CTC peer review analysis was conducted comparing the performance of Lake County TD services with that of other CTC systems having similar operating characteristics. A peer group analysis serves two functions: first, it provides a comparison of how well Lake County CTC has performed relative to similar CTC systems within the state of Florida, and second, it helps to establish realistic performance standards for the evaluation process. The seven Florida peer CTCs included in the analysis are shown in Table 3-6. These seven systems were chosen in the previous Lake County TDP/TDSP because they were fairly similar to the Lake County CTC

in terms of the following five key elements: demographic characteristics, system size (measured in terms of annual passenger trips provided), operating environment (urban or rural service area designation), organization type (transit agency, government, private non-profit, or private for-profit), and network type (sole provider, partial provider, or complete brokerage). Based on the assumption that the similarities in the five elements have not changed significantly over time, and based on discussions with Lake County staff, the same systems were used again. Table 3-6 also indicates which peers operate demand response, deviated fixed-route, and/or fixed-route services.

The tables and graphs presented in this section summarize selected performance measures, effectiveness measures, and efficiency measures for the CTCs considered for this review. For

each selected measure, the tabular analysis provides the Lake County CTC's performance, the minimum value among the peer group, the maximum value among the peer group, the mean of the peer group, and the percent that Lake County CTC's values are away from the mean value. The peer review was conducted for FY 2003, the most recent full fiscal year of data available to date. Data used in the CTC peer review analysis is documented in Appendix E.

Each performance measure is depicted graphically on a bar chart, along with the peer group mean (the vertical line in each chart) to enhance the overall comparison. All performance statistics for the CTC peer group systems, except for St. Lucie CTC, were obtained from the FCTD's *2003 Annual Performance Report*, which contains a compilation of the Annual Operating Reports submitted to the FCTD for FY 2003 by each local CTC. Data for St. Lucie CTC was obtained by directly contacting the FCTD and the St. Lucie County staff.

Table 3-6
Lake County CTC System Peers, FY 2003

Service Area	Community Transportation Coordinator	Demand Response	Deviated Fixed Route	Fixed Route
Charlotte County	Charlotte County Transit Department	Yes	Yes	No
Citrus County	Citrus County Transit	Yes	No	No
Collier County	Collier County Board of County Commissioners.	Yes	No	Yes
Indian River County	Indian River County Council on Aging	Yes	No	Yes
Marion County	Marion County Senior Services, Inc.	Yes	No	Yes
Pasco County	Pasco County Public Transportation	Yes	No	Yes
St. Lucie County	St. Lucie Board of County Commissioners	Yes	No	Yes

Source: Annual Performance Reports, Florida Commission for the Transportation Disadvantaged.

Performance Measures

Table 3-7 and Figures 3-19 through 3-26 present information pertaining to the eight performance measures that have been analyzed for the Lake County CTC and its peers. As discussed previously in the trend analysis section, performance measures provide general information related to overall system performance.

When compared to its CTC peers, the estimated service area total population for FY 2003 for Lake County is nearly seven percent above average for the peer group. However, the potential TD population for Lake County (101,236) is about two percent lower than the peer group mean.

In comparison to the peer group, Lake County TD transit service has provided the third highest number of passenger trips in FY 2003 (9.2% above the peer group mean). In addition, the

system has provided the most vehicle miles and revenue miles of service (73.3% and 62.9% above the peer group means, respectively) among the peers for this fiscal year. In keeping with its comparatively larger system size, the Lake County CTC also had the second largest vehicle fleet in the group, with a total of 98 vehicles. This fleet size is over 57 percent higher than the FY 2003 peer group mean of almost 63 vehicles.

Data related to system total operating expenses and operating revenues also are presented in Table 3-7. These data show that Lake County CTC operating expenses are third highest in the group and 29.7 percent higher than the peer group mean for FY 2003. Total operating revenue for the Lake County CTC is also higher (54.4 percent) than the peer group mean, and ranks first overall among the peers.

Table 3-7
CTC Peer Analysis
Performance Measures, FY 2003

Measure	Lake	Peer Group Minimum	Peer Group Maximum	Peer Group Mean	Lake: % From Mean
Service Area Population	240,212	121,129	375,266	224,926	6.8%
Potential TD Population	101,236	51,511	189,146	103,438	-2.1%
Passenger Trips	234,680	58,635	523,097	214,898	9.2%
Vehicle Miles	2,275,338	511,643	2,275,338	1,313,032	73.3%
Revenue Miles	1,735,315	454,392	1,735,315	1,065,372	62.9%
Operating Expenses	$2,962,469	$953,973	$3,469,228	$2,284,392	29.7%
Operating Revenues	$3,581,304	$953,973	$3,581,304	$2,319,297	54.4%
Total Fleet	98	22	109	62.4	57.1%

Figure 3-19

Service Area Population

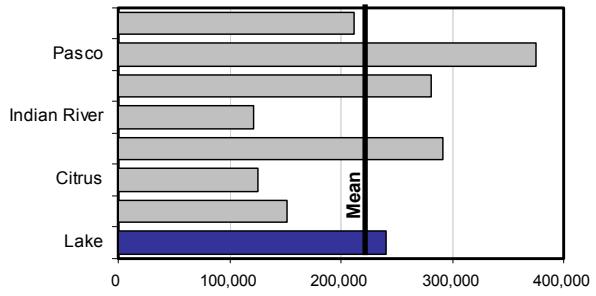


Figure 3-20

Potential TD Population

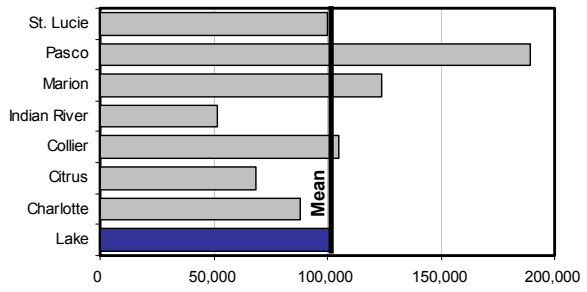


Figure 3-21

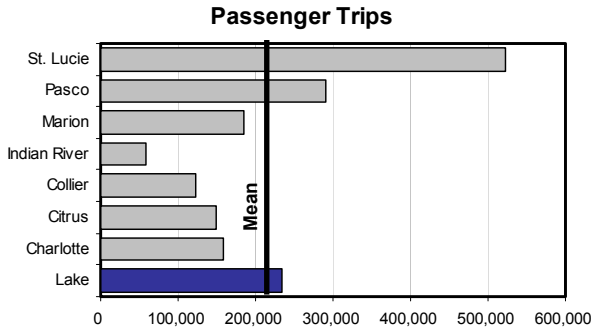


Figure 3-22

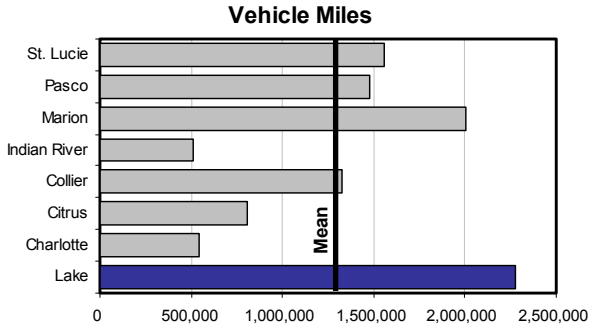


Figure 3-23

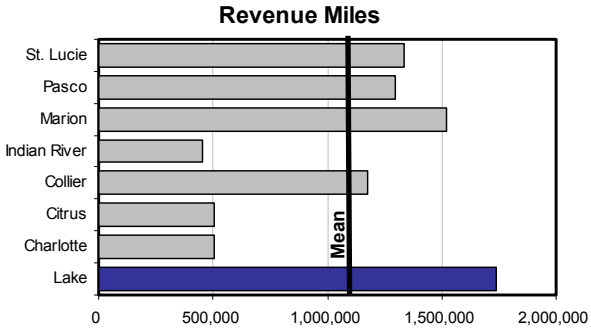


Figure 3-24

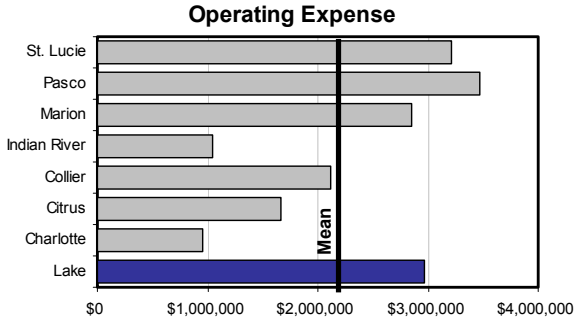


Figure 3-25

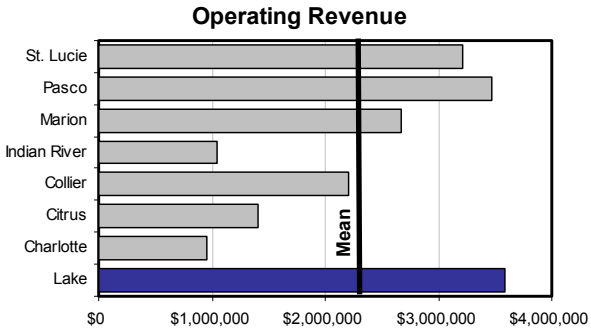
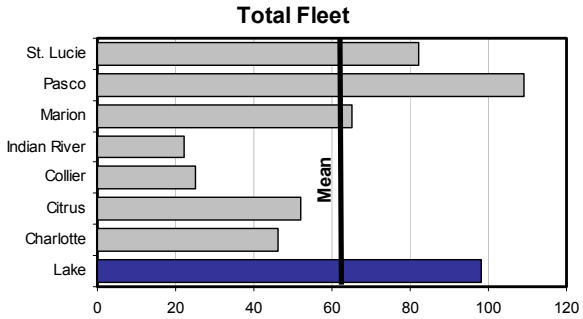


Figure 3-26



Effectiveness Measures

As stated previously in the trend analysis section, effectiveness measures indicate the extent to which various service-related goals are being achieved. Shown in Table 3-8 and Figures 3-27 through 3-32 are a variety of effectiveness measures for the Lake County CTC and its peer CTCs.

On average, the Lake County CTC had the highest ratio of vehicle miles of service to potential TD customers among the peer systems. The CTC traveled almost twice the number of vehicle miles per TD capita as did the peers on average (12.82 miles per TD capita) in FY 2003. However, the Lake County CTC has provided only 10.2 percent more passenger trips per

potential TD customer than the group mean when compared to its peers. Nevertheless, the Lake County CTC ranks second in this particular effectiveness measure overall.

The average length of the trips (i.e., vehicle miles per passenger trip) provided by the Lake County CTC in FY 2003 was 9.7 miles, which is 35.7 percent longer than the peer group mean of 7.14 miles. This represents the third longest average trip length among the peers. The inverse effectiveness ratio, passenger trips per vehicle mile, gives a general indication of the passenger loading that is occurring for each mile of vehicle travel. In the case of this measure, the Lake County CTC performed significantly lower (i.e., 41.5% below) than the peer group average in FY 2003. Specifically, for Lake, there are 0.10 passenger trips occurring per vehicle mile of service, while the peer group average was 0.18 passenger trips per vehicle mile in FY 2003. Only two peer systems performed at a lower level for this measure in FY 2003 than did the Lake County CTC.

The other two effectiveness measures listed in Table 3-8 compare the Lake County CTC to its peers in terms of system safety and service reliability. Comparatively, the Lake County CTC experienced the fourth highest accident rate (per 100,000 vehicle miles) among the peers in FY 2003. However, the CTC's rate of 0.48 accidents per 100,000 vehicle miles is still nearly 21 percent lower than the peer group mean of 0.61, primarily due to the impact of Charlotte County's significant accident rate (2.03). The Lake County CTC's performance in this particular measure is impacted by the system's increased vehicle mileage FY 2003, which in turn increases overall accident exposure. In terms of reliability, the Lake County CTC logged fewer vehicle miles between roadcalls than all but one (St. Lucie) of its CTC peers. In FY 2003, the CTC logged 26,769 vehicle miles between roadcalls. This rate is 55 percent below the peer group mean of 59,485 miles between roadcalls, suggesting that the CTC is underperforming reliability-wise.

Table 3-8
CTC Peer Analysis
Effectiveness Measures, FY 2003

Measure	Lake	Peer Group Minimum	Peer Group Maximum	Peer Group Mean	Lake: % From Mean
Vehicle Miles per TD Capita	22.48	6.17	22.48	12.82	75.3%
Vehicle Miles per Passenger Trip	9.70	2.97	10.89	7.14	35.7%
Passenger Trips per TD Capita	2.32	1.14	5.23	2.10	10.2%
Passenger Trips per Vehicle Mile	0.10	0.09	0.34	0.18	-41.5%
Accidents per 100,000 Vehicle Miles	0.48	0.00	2.03	0.61	-20.7%
Vehicle Miles between Roadcalls	26,769	22,553	117,928	59,485	-55.0%

Figure 3-27

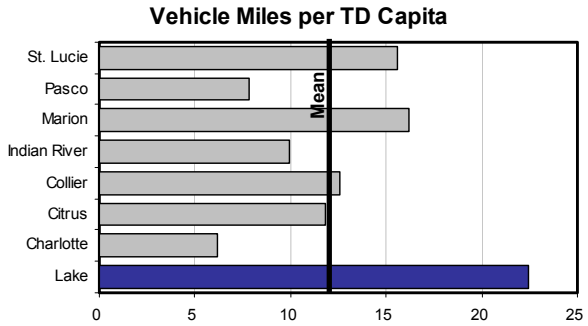


Figure 3-28

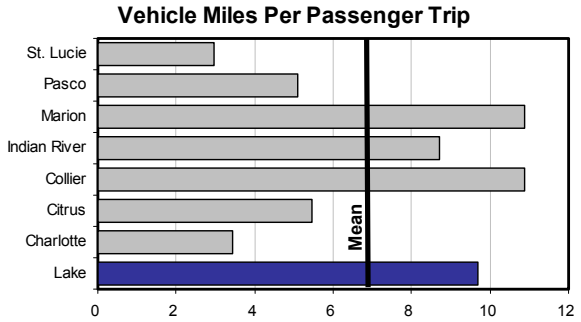


Figure 3-29

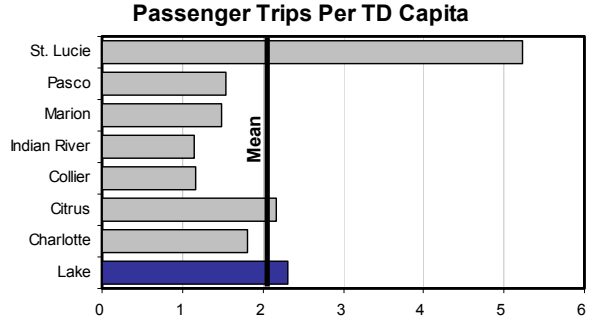


Figure 3-30

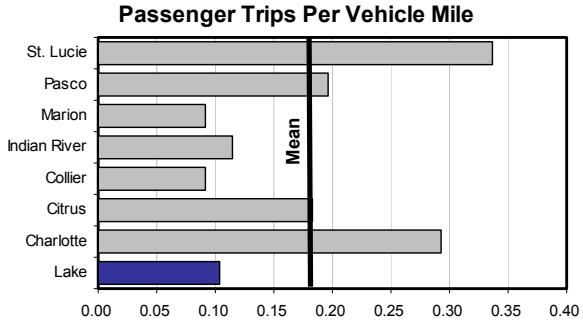


Figure 3-31

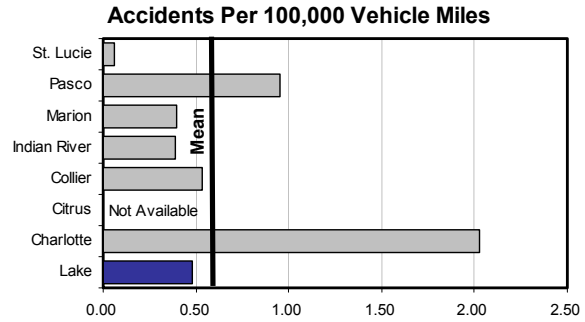
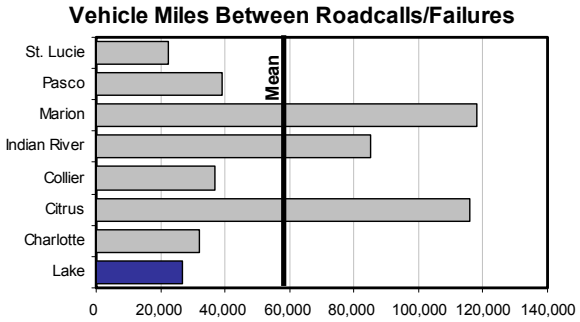


Figure 3-32



Efficiency Measures

The final area addressed in the CTC peer analysis concerns system efficiency. As discussed previously in the trend analysis, efficiency measures involve reviewing the level of resources required to achieve a given level of output. The efficiency measures that are reviewed are detailed in Table 3-9 and presented graphically in Figures 3-33 through 3-37.

The first three efficiency measures listed in Table 3-9 pertain to unit costs based on total operating expenses. In the three measures, total operating expenses are evaluated in terms of passenger trips, vehicle miles, and driver hours. In the case of the operating expense per passenger trip ratio, the Lake County CTC did not perform quite as well as the average of its peers in FY 2003. That is, Lake's average cost per trip of $12.62 is 2.4 percent higher than the peer group mean of $12.33. This cost per trip figure also represents the fourth highest average value among the peers in FY 2003. Conversely, the data indicate that the Lake County CTC

was more cost efficient in terms of vehicle miles and driver hours than its peers for FY 2003. The CTC's cost per mile of $1.30 in FY 2003 is nearly 29 percent lower than the peer group mean for this measure, while its cost per driver hour of $22.84 is more than 25 percent below the corresponding peer group mean. The CTC's performance in these latter two measures is impacted by the system's significant vehicle miles of service that are provided and the extensive driver hours that are necessitated by this level of service.

Table 3-9 also presents the amount of local non-government revenue collected during FY 2003 from the CTCs in comparison to total operating expense. This efficiency ratio reflects the proportion of total cost that is covered by revenues that are generated primarily by the services provided by the CTCs. Local non-government revenues can include farebox, Medicaid co-pays received, donations, contributions, in-kind services, as well as any other non-government revenues. The Lake County CTC's ratio of local non-government revenue collected to total system costs (2.3%) is significantly lower than the peer group mean (6.0%) for FY 2003. In fact, Lake had the second lowest local non-government revenue ratio among the peers in FY 2003. However, the Lake County CTC's ratio of local government revenue collected to total system costs (32.0%) is almost twice that of the peer group mean (17.0%) in FY 2003. This signifies that Lake is performing above average in terms of the total revenue contributed by local government sources (in comparison to its total operating expenses). This level of local government subsidy of the Lake County CTC makes up for the comparatively lower performance in terms of local non-government revenue generation.

Table 3-9
CTC Peer Analysis
Efficiency Measures, FY 2003

Measure	Lake	Peer Group Minimum	Peer Group Maximum	Peer Group Mean	Lake: % From Mean
Operating Expense per Passenger Trip	$12.62	$6.01	$17.83	$12.33	2.4%
Operating Expense per Vehicle Mile	$1.30	$1.30	$2.35	$1.82	-28.6%
Operating Expense per Driver Hour	$22.84	$14.20	$68.36	$30.54	-25.2%
Local Non-Government Revenue Ratio	2.3%	1.2%	16.0%	6.0%	-61.4%
Local Government Revenue Ratio	32.0%	10.6%	32.0%	17.0%	87.8%

Note: Local Non-Government Revenues include Farebox, Medicaid Co-Pays Received, Donations, Contributions, In-Kind Services, and Other Non-Government Revenues.

Figure 3-33

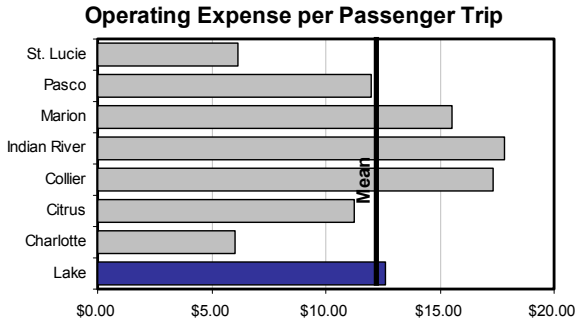


Figure 3-34

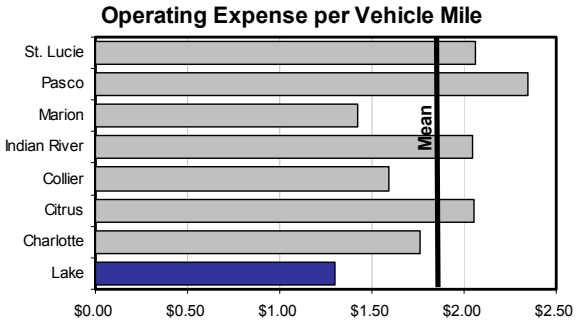


Figure 3-35

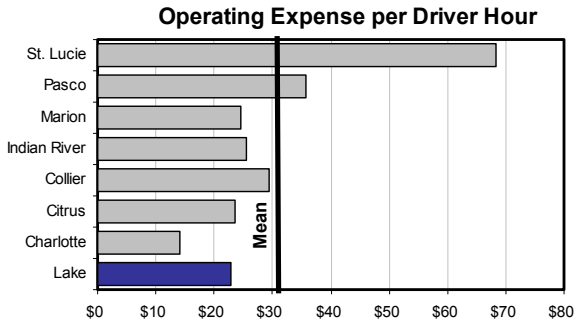


Figure 3-36

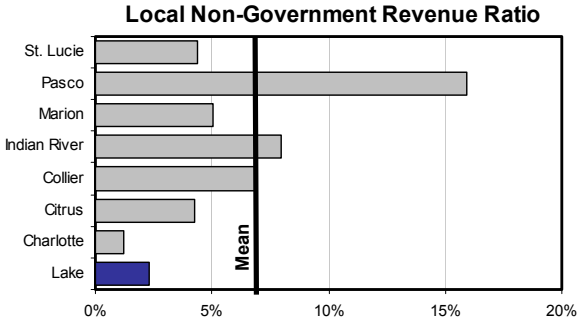
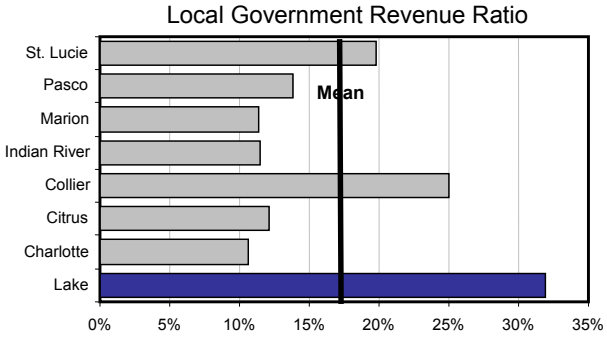


Figure 3-37



Summary Results of Peer Review Analysis

Table 3-10 provides a summary of the peer review analysis for the Lake County TD services provided by the County's CTC. The summary includes each performance measure, as well as the percent that each measure is above or below the peer group mean for the Lake County CTC in FY 2003.

Table 3-10
Lake CTC Peer Analysis Summary, FY 2003

Performance Indicators/Measures	Lake: % From Mean
Performance Measures	
Service Area Population	6.8%
Potential TD Population	-2.1%
Passenger Trips	9.2%
Vehicle Miles	73.3%
Revenue Miles	62.9%
Operating Expenses	29.7%
Operating Revenues	54.4%
Total Fleet	57.1%
Effectiveness Measures	
Vehicle Miles per TD Capita	75.3%
Vehicle Miles per Passenger Trip	35.7%
Passenger Trips per TD Capita	10.2%
Passenger Trips per Vehicle Mile	-41.5%
Accidents per 100,000 Vehicle Miles	-20.7%
Vehicle Miles between Roadcalls	-55.0%
Efficiency Measures	
Operating Expense per Passenger Trip	2.4%
Operating Expense per Vehicle Mile	-28.6%
Operating Expense per Driver Hour	-25.2%
Local Non-Government Revenue Ratio	-61.4%
Local Government Revenue Ratio	87.8%

Fixed Route Peer Review

Given that Lake County does not currently have fixed-route bus service, a hypothetical peer review was conducted for FY 2002 using other Florida systems that provide modest levels of fixed-route bus service. Since this is the peer group in which Lake County would be included if it provided this type of service, the data can be used to approximate the potential performance of a fixed-route bus service in Lake County. It should be noted that FY 2002 was selected as the analysis year due to the unavailability of validated fixed route data for FY 2003 at this time.

Though this type of analysis can help paint a picture of what a fixed-route service in Lake County might look like performance-wise, it is important to understand that the level of performance indicated by the peers would not likely be achieved until the fixed-route service had been operating for a while and had a fair opportunity to mature (which potentially could take as long as three years). It is common for new-start systems to perform at below-average levels until they have had the opportunity to become a more well-known and dependable service in the community.

The data used for the fixed-route peer review presented in this section are from the *2003 Florida Transit Handbook*, an annual document prepared by the Center for Urban Transportation Research for the FDOT Transit Office that details a summary performance evaluation of Florida's transit systems based on the most recent data available from the National Transit Database. Selected performance indicators, effectiveness measures, and efficiency measures are provided throughout this section to illustrate the potential performance of a fixed-route system. For each selected indicator, the minimum value, the maximum value, and the mean of the peer group are provided.

Peer Selection Summary

A couple of systems that have recently started operations in Florida, along with a few existing Florida systems that operate nine or fewer buses in maximum service, were selected for use in this analysis. The established peer group is composed of five transit systems, which are presented in Table 3-11.

Table 3-11
Lake County Fixed-Route Peers

Bay County Council on Aging (Bay Town Trolley)	Bay County
Ocala/Marion County MPO (SunTran)	Ocala/Marion County
St. Lucie County COA (Treasure Coast Connector)	St. Lucie County
Winter Haven Area Transit (WHAT)	Polk County
Hernando Express (THE Bus)	Hernando County

The fixed route systems in Florida that most recently began operations include THE Bus (The Hernando Express Bus) in Hernando County and Treasure Coast Connector in St. Lucie County. Both systems, which started during the 2002 fiscal year, were included to provide the most appropriate and comprehensive peer group possible for the prospective Lake County fixed-route transit service. However, because of their recent start-up dates, FY 2003 was the only full fiscal year for which complete data were available for these two systems. Therefore, unvalidated FY 2003 data were used for these two systems in the peer analysis presented in the remainder of this section.

Performance Indicators

The performance indicators for the fixed-route peer analysis are presented in this section. Categories of performance indicators include population, ridership, miles and hours of service, total vehicles available for revenue service, average headway, span of service, and financial statistics such as expenses and revenues. These performance indicators are presented in Table 3-12, and shown in Figures 3-38 through 3-48.

Table 3-12
Fixed-Route Peer Analysis
Performance Indicators

Measure	Peer Group Minimum	Peer Group Maximum	Peer Group Mean
Service Area Population	67,908	212,000	127,445
Passenger Trips	19,047	204,466	107,602
Passenger Miles	133,466	1,028,464	409,854
Revenue Miles	102,102	320,822	202,608
Revenue Hours	8,283	19,408	13,498
Route Miles	24	118	81
Total Revenue Vehicles	3	9	6
Average Headway (minutes)	32	102	74
Weekday Span of Service (hours)	11	15	13
Operating Expenses	$262,428	$862,355	$449,127
Operating Revenues	$39,250	$179,376	$120,431

Given Lake County's current service area population of about 240,000 for its existing transportation services, as shown in the table, all of the selected peers are within this level of service area size. This suggests that the peer group means of the various performance indicators and measures presented herein should be reasonable and attainable for fixed-route service in Lake County. As a result, upon implementation and maturation of such a service, the County may see preliminary operating expenditures of $400,000 to $500,000 each year and annual ridership figures approaching 100,000 trips.

Figure 3-38

Service Area Population

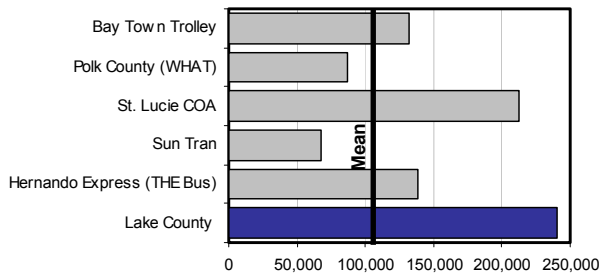


Figure 3-39

Passenger Trips

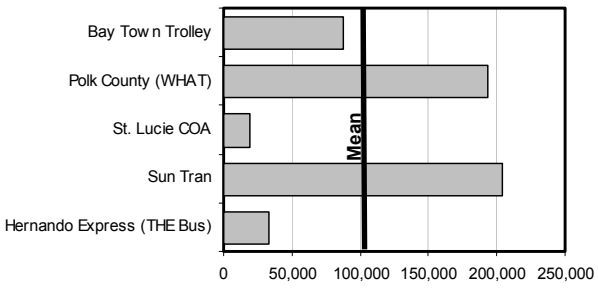


Figure 3-40

Passenger Miles

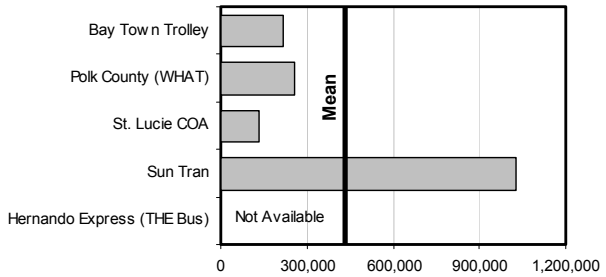


Figure 3-41

Revenue Miles

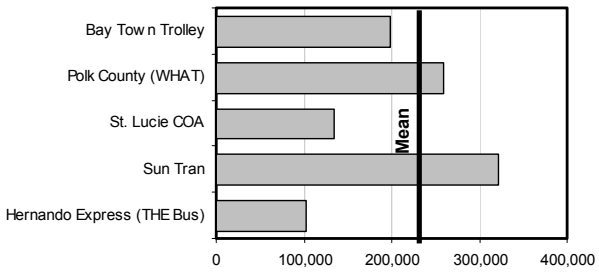


Figure 3-42

Revenue Hours

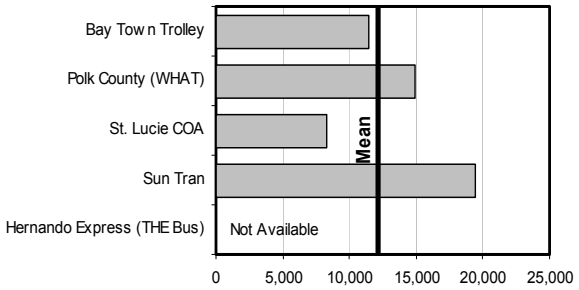


Figure 3-43

Route Miles

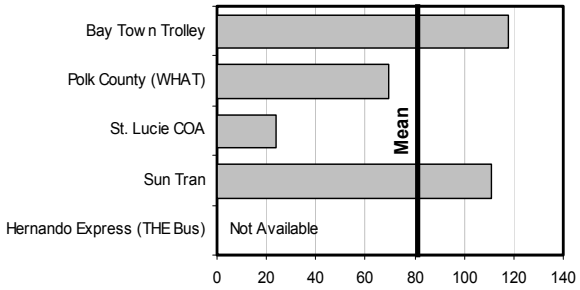


Figure 3-44

Revenue Vehicles

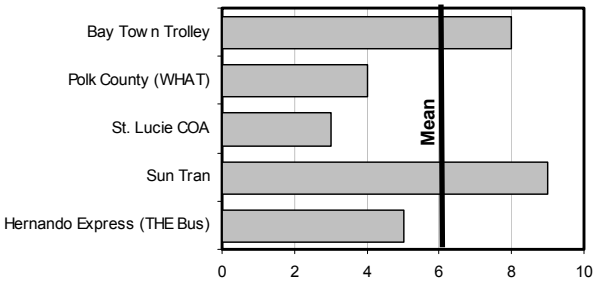


Figure 3-45

Average Headway (in minutes)

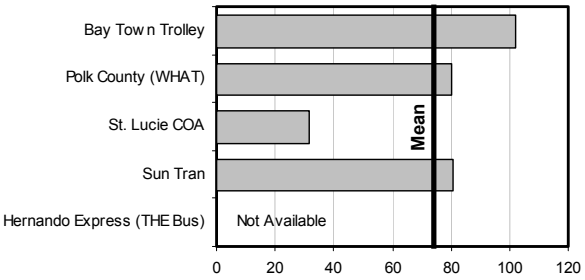


Figure 3-46

Weekday Span of Service (in hours)

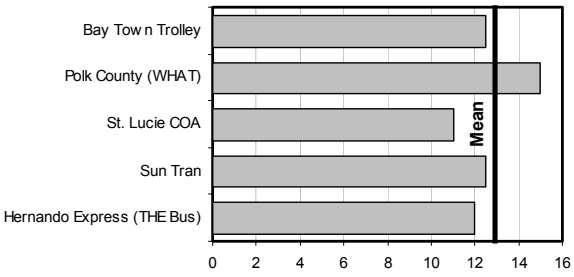


Figure 3-47

Operating Expense

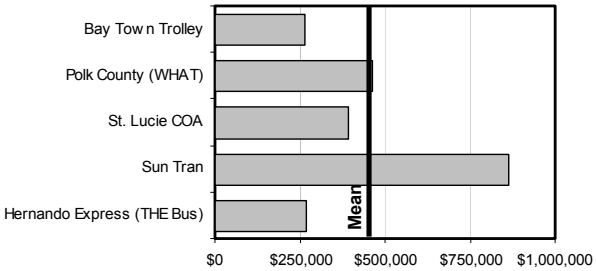
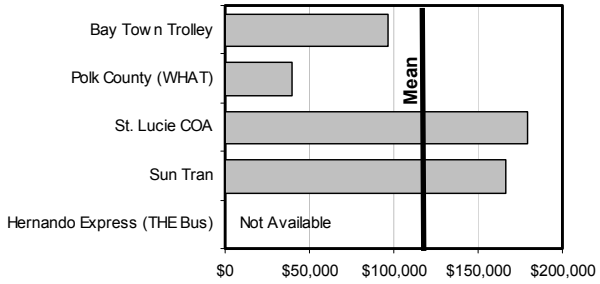


Figure 3-48

Operating Revenue



Effectiveness Measures

Selected effectiveness measures are presented in this section. In terms of effectiveness, there are two primary categories of measures: cost effectiveness measures and service effectiveness measures. The six cost effectiveness measures included herein are presented in Table 3-13, and shown graphically in Figures 3-49 through 3-54. Similarly, the measures selected for analyzing service effectiveness are presented in Table 3-14, and shown graphically in Figures 3-55 through 3-58.

Table 3-13
Fixed Route Peer Analysis
Cost Effectiveness Measures

Measure	Peer Group Minimum	Peer Group Maximum	Peer Group Mean
Operating Expense Per Passenger Trip	$2.38	$20.59	$7.65
Operating Expense Per Passenger Mile	$0.84	$2.94	$1.69
Operating Expense Per Capita	$1.85	$12.70	$5.47
Operating Expense Per Revenue Hour	$22.96	$47.36	$36.44
Farebox Recovery Ratio (%)	3.59%	15.30%	10.40%
Average Fare	$0.20	$0.74	$0.50

Figure 3-49

Operating Expense Per Passenger Trip

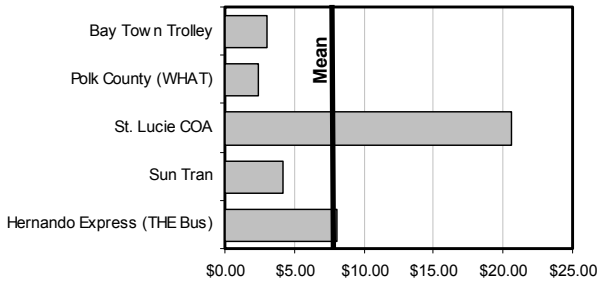


Figure 3-50

Operating Expense Per Passenger Mile

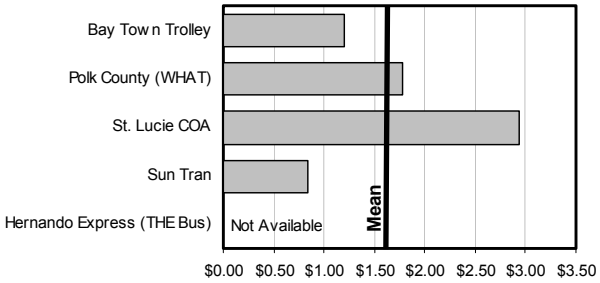


Figure 3-51

Operating Expense Per Capita

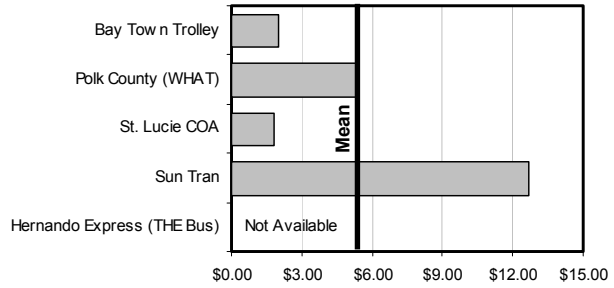


Figure 3-52

Operating Expense Per Revenue Hour

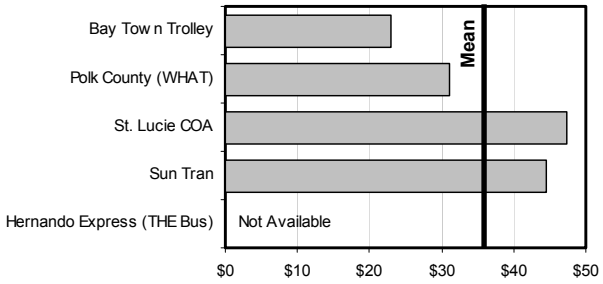


Figure 3-53

Farebox Recovery Ratio

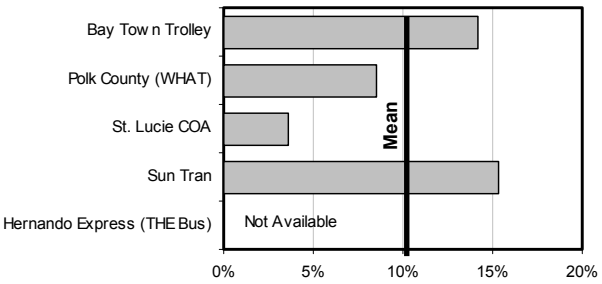


Figure 3-54

Average Fare

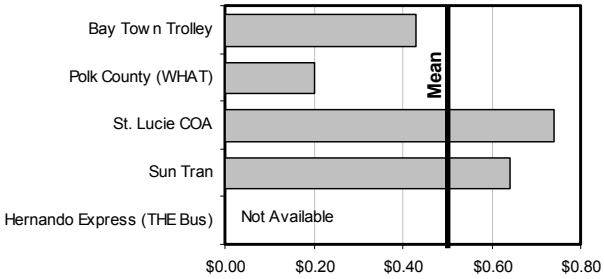


Table 3-14
Fixed Route Peer Analysis
Service Effectiveness Measures

Measure	Peer Group Minimum	Peer Group Maximum	Peer Group Mean
Passenger Trips Per Capita	0.09	3.01	1.25
Passenger Trips Per Revenue Mile	0.07	0.75	0.48
Passenger Trips Per Revenue Hour	1.06	13.04	8.08
Revenue Miles Between Failures	49,467	54,509	51,988

Figure 3-55

Passenger Trips Per Capita

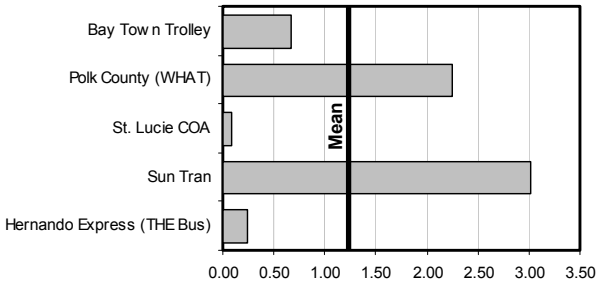


Figure 3-56

Passenger Trips Per Revenue Mile

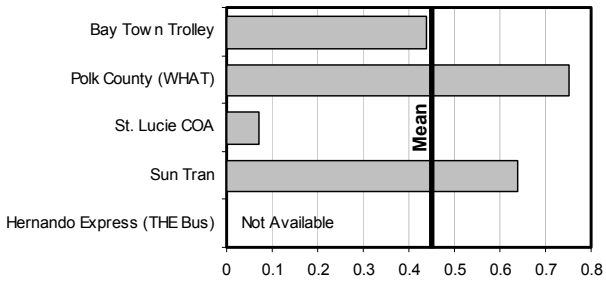


Figure 3-57

Passenger Trips Per Revenue Hour

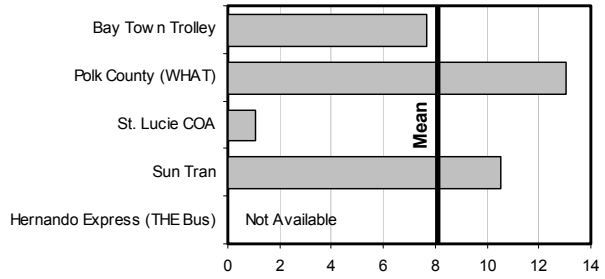


Figure 3-58

Revenue Miles Between Failures

Efficiency Measures

Selected efficiency measures are presented in this section. There are two primary categories of efficiency measures that are reviewed: cost efficiency measures and vehicle utilization measures. The cost efficiency measures are presented in Table 3-15, and shown graphically in Figures 3-59 through 3-62. The measures selected for analyzing vehicle utilization are presented in Table 3-16, and shown graphically in Figures 3-63 and 3-64.

Table 3-15
Fixed Route Peer Analysis
Cost Efficiency Measures

Measure	Peer Group Minimum	Peer Group Maximum	Peer Group Mean
Operating Expense Per Revenue Mile	$1.33	$2.93	$2.18
Operating Expense Per Revenue Hour	$22.96	$47.36	$36.44
Operating Revenue Per Operating Expense (%)	8.51%	36.83%	21.55%
Passenger Trips Per Employee FTE	1,165	9,976	5,571

Figure 3-59

Operating Expense Per Revenue Mile

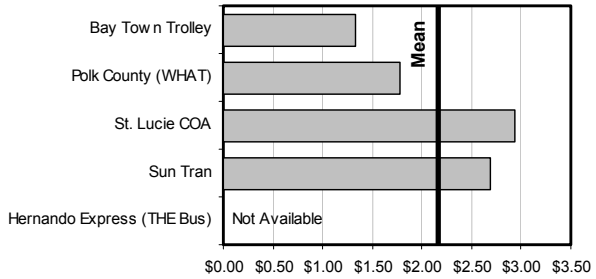


Figure 3-60

Operating Expense Per Revenue Hour

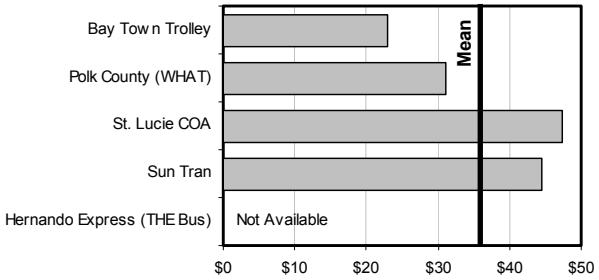


Figure 3-61

Operating Revenue Per Operating Expense

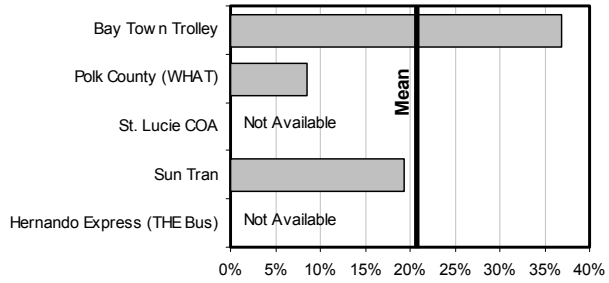


Figure 3-62

Passenger Trips Per Employee FTE

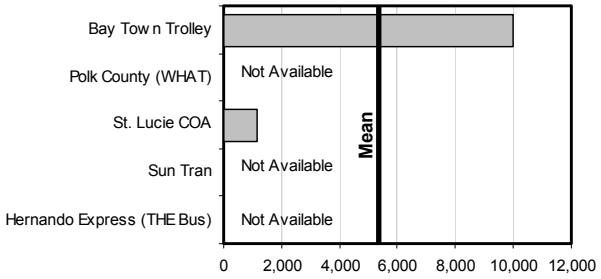


Table 3-16
Fixed Route Peer Analysis
Vehicle Utilization Measures

Measure	Peer Group Minimum	Peer Group Maximum	Peer Group Mean
Revenue Miles Per Revenue Vehicle	20,420	64,635	38,001
Revenue Hours Per Revenue Vehicle	1,429	3,718	2,516

Figure 3-63

Revenue Miles Per Revenue Vehicle

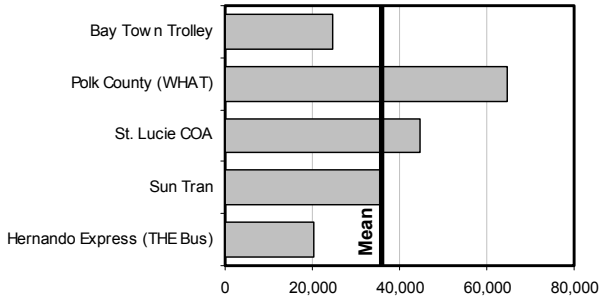
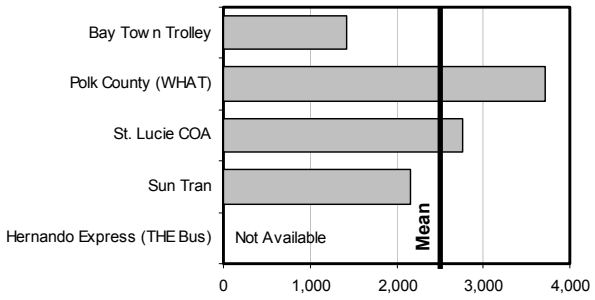


Figure 3-64

Revenue Hours Per Revenue Vehicle



REVIEW OF EXISTING PUBLIC TRANSPORTATION IN LAKE COUNTY

Shuttle services, taxicab companies, limousine services, bus lines, charter bus lines, and ambulance companies provide public transportation services in the county. Table 3-17 provides an inventory of the current Lake County transportation service providers. This inventory includes the name of the provider, hours of service, number of vehicles operated, the approximate daily/weekly ridership, and the fare structure. In addition to the providers listed in the table, several other providers that operate within the county and who would not respond to the inventory survey are listed with either no information provided, or with just physical address and contact phone numbers.

Table 3-17
Lake County Transportation Service Provider Inventory

Provider	Contact Information	Type	Service Area	Users	Service Hours	Personnel	Number of Vehicles Operated	Average Passenger Trips	Fare Structure
LifeStream	P.O. Box 491000 Leesburg, FL 34749 Phone: (352) 360-6650	Shuttle	Lake County	Disadvantaged Public	7:30 AM to 5:30 PM	32	40	400+ Weekly	$1.00 Each Way Children Free
Express Care Transport	36404 Lake Unity Road Fruitland Park, FL 34731 Phone: (352) 323-1777	Shuttle	Lake County	Disadvantaged Public	24/7	8	8		
Lake Limo, Inc.	321 Southridge Industrial Drive Tavares, FL 32778 Phone: (352) 742-2808	Limousine Charter Bus Shuttle	Lake County Marion County	General Public	24/7	42	28	15 – 20 Daily	Charter
Central Taxi – East	3850 North Highway 19A Mount Dora, FL 32757 Phone: (352) 383-7433	Taxi	Eustis Mount Dora Tavares	General Public	24/7	12	10	150 Daily	$3.00 Pick Up $1.00 Per Mile
KJ's Taxi Service AKA Lady Lake Taxi	2247 North Citrus Boulevard Leesburg, FL 34788 Phone: (352) 753-5000	Taxi	Lake County Marion County Sumter County	General Public	24/7	3	3		$5.00 Pick Up $1.50 Per Mile
Liberty Bell Charter	733 Florida Avenue Mount Dora, FL 34788 Phone: (352) 383-8771	Charter Bus	State of Florida	General Public	24/7	3	2	3 Weekly	$1.75 - $2.50 Per Mile
ABC Taxi	Leesburg, FL 34748 Phone: (352) 255-1239	Taxi	Lake County	General Public	24/7	5	4		$3.00 Pick Up $1.00 Per Mile
Central Taxi	1018 West North Boulevard Leesburg, FL Phone: (352) 728-8294	Taxi	Leesburg	General Public	24/7	6	2	40 Daily	$2.00 Pick Up $1.50 Per Mile
Eustis Taxi	40241 Babb Road Umatilla, FL 32726 Phone: (352) 357-3671	Taxi	Lake County	General Public	24/7	3	3	20 – 30 Daily	$3.00 Pick Up $1.00 Per Mile
Mears Transportation	9800 US Highway 192 Clermont, FL 34711 Phone: (407) 354-5656	I-Ride Charter Bus Taxi	Southeastern United States	General Public	24/7	2000	6000		Charter

Other Service Providers

- The Villages Taxi
  Lady Lake, FL 32159
  Phone: (352) 753-1415

- Ronny's Ride
  415 Thomas Avenue
  Leesburg, FL
  Phone: (352) 360-1333

- A-1 Taxi
  P.O. Box 966
  Fruitland Park, FL 34731
  Phone: (352) 728-1411

- Lake County Shuttle Service
  Mount Dora, FL 32757
  Phone: (352) 483-1155

- Limousines by Hanlon
  44228 Parkway Lane
  Altoona, FL 32702
  Phone: (352) 669-6263

- A-Affordable Chauffeured Limousine
  Clermont, FL 34711
  Phone: (352) 242-5100

- America Travels
  Howey in the Hills, FL
  Phone: (352) 324-0116

- C&M Luxury Limo Service
  Lady Lake, FL 32159
  Phone: (352) 753-1415

Section 4
GOALS AND OBJECTIVES

INTRODUCTION

The purpose of this section is to summarize public involvement activities and to present the recommended transit goals and objectives developed as part of the TDP and TDSP for Lake County. Input received from the public involvement efforts completed thus far was considered in the development of the goals and objectives. The public involvement results also will be utilized in subsequent sections that assess transit demand, mobility needs, and transit alternatives.

The transit goals and objectives in the current TDSP Addendum (January, 1998) and those developed recently as part of the preparation of the Transportation Element of the Comprehensive Plan provided the starting point from which to develop the TDP and Local Coordination Board goals and objectives.

During the course of developing the goals and objectives, three public involvement techniques are being used to obtain additional information regarding the community's perception of existing transit services and their vision for the future of public transportation in Lake County. The first public involvement technique involves two discussion groups designed to ascertain detailed perceptions and ideas regarding public transportation. The two discussion groups include the following:

(1) User Discussion Group
(2) Non-User Discussion Group

A description of the discussion group process, along with a summary of the results is provided in this section.

The second public involvement technique involves interviews with key local officials and community representatives. The interviews are designed to obtain input from individuals representing various agencies and jurisdictions throughout Lake County and help contribute to coordination in the development of the TDP.

The third public involvement technique includes two public workshops that are conducted to obtain input and direction from the general public.

The results of the completed interviews, as well as a detailed review of the goals and objectives in the current TDP and developed as part of the Comprehensive Planning process all contributed to the draft goals and objectives that are recommended in the final section of this section. The results of subsequent public involvement activities (i.e., the public workshops and discussion groups) will be used to further refine these goals and objectives as necessary.

RESULTS OF PUBLIC INVOLVEMENT ACTIVITIES

Summary of Discussion Groups

The two discussion groups were organized and held at the Lake County Public Works Building conference room on June 11, 2004. Participants were asked to attend the appropriate discussion group based on their own experience. The two groups included the following:

(1) Transportation Service Non-User Discussion Group - 10:00 a.m. to 12:00 p.m.
(2) Transportation Service User Discussion Group - 1:00 p.m. to 3:00 p.m.

To assist members of the transit dependent population in getting to the discussion, transportation was provided as appropriate. A script also was developed for each discussion group to assist in guiding the discussion and to ensure that all major issues were addressed within the scheduled two-hour time period. Copies of the scripts used in the two discussion groups are provided in Appendix F. Both discussion group sessions were tape recorded to enable specific comments to be recalled as necessary.

The remainder of this section discusses the recruitment process that was undertaken to encourage attendance and participation in both discussion groups, as well as a summary of the results from both discussion groups.

Recruitment Process for Discussion Groups

Significant efforts were devoted to recruiting participants for each of the discussion groups held in Lake County, including the following:

- Contact information was provided for members of the Citizen's Advisory Committee (CAC), Technical Advisory Committee (TAC), and well as members of the Lake Area Planning Forum. Efforts were made to contact all of these individuals as non-user participants in the first discussion group. At the end of the recruitment process, six non-user participants had agreed to attend the first discussion group.
- Although efforts were made to contact a number of door-to-door users to participate in a discussion group, only 12 could be reached. At the end of the recruitment process, seven user participants had agreed to attend the second discussion group.

Despite confirmation of six non-user participants, the actual attendance was lower for this group, with only three non-user participants attending the first discussion group. Attendance at the user discussion group was significantly higher, with seven participants attending. Despite any attendance issues, both of the discussion groups were still productive. The discussions resulted in the collection of valuable information to better understand the strengths and weaknesses of existing transportation services, as well as the identification of ideas and needs

for services in the future. The results of both discussion groups are summarized in the remainder of this section.

Transportation Service Non-User Discussion Group

As previously mentioned, the non-user discussion group was the first of the two discussion groups held. Three participants were involved in this discussion, including two citizens from northern Lake County and a Lake County staff member. All three of the participants strongly favor a fixed-route public transportation system in Lake County. The two participants living in a more rural area of the county said that they would even be willing to drive to a park-and-ride location and take the bus where they needed to go.

It was expressed that the elderly and younger populations currently do not have adequate transportation and they are the most likely populations to be dependent on others for transportation. A fixed-route public transportation system would allow them to get around with greater flexibility in terms of times and locations. Having a public transportation system would allow the elderly more flexible travel to shop and participate in social and recreational activities, since TD service is designated for 'life-sustaining" activities. In addition, public transportation would provide younger individuals with a ride various places for activities that would occupy them and potentially help them stay out of trouble. One participant also suggested that public transportation could be a means of transporting unused food from meal services to lower income persons instead of the food going to waste. It was noted that a local Methodist Church meal program has to dump extra food because there is no way to transport it to those who need it.

According to the participants, people living in the more rural areas of the county need to be connected to the more urbanized areas, such as connecting individuals living on CR-42 to the commercial districts along US-441. There was also a lot of interest in exploring a "book mobile" service, where public transportation could provide trips to and from public libraries. Additional areas of interest for public transportation stops include the following.

- US-441 corridor from The Villages to Tavares, including Lake Square Mall and Leesburg Regional Medical Center;
- Florida Waterman Hospital;
- Lake-Sumter Community College;
- US-19 to Umatilla;
- A south-central County connector service; and
- Mt. Dora, because of the strong tourist draw.

By looking at a map of Lake County, there was discussion on how the shape of the county, geography, and roadway design all contribute to the development of potential transit routes. The TOA facilitator reiterated that, when planning the initial transit route(s) for a new service, it is critical that the routes are designed so that they have the optimum chance for initial success.

The general belief is that transportation is a necessity in Lake County for people who have no other means of transportation, such as the elderly, low-income, and youth. Further, the participants are optimistic that, if provided, individuals commuting to work would also use public transportation. However, transit service would then need to start early in the morning and end late enough in the evening to accommodate most commuters' work schedules.

Strengths

- TD service is offered.

Weaknesses

- No fixed-route service is offered;
- Not many people know about the TD program; and
- General lack of community awareness and marketing.

Suggestions

- Service should be offered from 6 a.m. to 11 p.m. during the week;
- Two-hour minimum headways;
- Deviated fixed-route service; and
- Explore connecting areas of major travel, i.e., hospitals, community college, major activity centers.

Transportation Service User Discussion Group

Seven transportation service users participated in the second discussion group. All participants were elderly and long-time residents of Lake County. The majority of participants indicated that they had used the previous deviated fixed-route service before it was eliminated in October 2002, and many indicated that it was a better means of transportation than the current TD service. Several participants noted that they have experienced poor customer service and unreliability of the current TD service on several occasions, as well as the inconvenience of having to schedule every trip 48 hours in advance. One participant, who used the previous service route often, now takes taxicabs to her medical appointments because of the stories she has heard about the TD service being unreliable. It also was noted that any type of trip could be spontaneously made using the fixed-route service, as long as the destination was near the route and the trip need occurred during the time the service operated. Trips made using the TD service must be for medical appointments and other necessary "life-sustaining" purposes, and must be scheduled 48 hours in advance.

Participants also indicated the belief that fixed-route service could provide them with the opportunity to travel on weekends, especially for social and entertainment purposes, as there is no current weekend service available with the TD service.

Similar to the first discussion group, participants looked at a map of the county and discussed where it made the most sense to implement the inaugural route structure. Most participants

seemed to favor a route connecting highly traveled areas to a central location, such as the Lake Square Mall. It was suggested that service should start at 7 a.m. and run until at least 10 p.m., or preferably until 12 a.m., with a frequency of 1.5 hours or better. In addition, when discussing possible sources of funding, participants were in support of increased fares and using taxes to help fund transit.

Strengths

- Although there is no fixed-route service, at least TD service exists so there is a way for people to get around who have no other means of transportation.

Weaknesses

- No fixed-route service;
- Limited community awareness of existing TD services;
- No weekend service at all;
- Only one or two people usually utilize TD service per trip (i.e., no multi-loading);
- Trips must be for medical appointments or grocery shopping;
- Trips must be made 48 hours in advance;
- There is a window for pick-up and drop-off times; and
- Buses sometimes are late to pick up or do not show up at all.

Suggestions

- Implement a fixed-route system similar to the previous system;
- Use smaller vehicles for TD service so there is not a lot of wasted space - maybe this will save on gas; and
- Aggressively advertise the new fixed-route service so more people know about it (one participant even provided a copy of an advertisement in a Sumter County leisure magazine that promoted that county's transportation service).

Summary of Stakeholder Interviews

A series of stakeholder interviews was conducted with various public officials and representatives of jurisdictions throughout Lake County. It should be noted that only 9 of the planned 11 interviews were able to be completed due to non-response. The results of the interviews that were completed are summarized herein. The following list includes the individuals that were interviewed.

- Mary Link-Bennett, Member, TD Local Coordinating Board
- John Christian, Commissioner, City of Leesburg
- Pat Congdon, Rural Lake County representative
- Pat Crosthwait, Developmental Services, Department of Children & Families
- Diane Poitras, Transit Analyst, Florida Department of Transportation
- Tony Tizzio, Commissioner, Florida Commission for the Transportation Disadvantaged
- Barry Brown, Director of Planning, City of Clermont

- Alton Roane, Director of Development Services, City of Eustis
- Tonya Milsap, Capt Director, Golden Triangle YMCA

A series of 17 detailed questions related to existing transportation conditions, public transportation, and transit funding issues in Lake County was developed to facilitate the discussion and obtain stakeholders' perceptions of four areas of questions related to public transportation in Lake County, including:

- Existing conditions;
- Need for fixed-route transit;
- Potential fixed-route service specifications; and
- Transit funding.

The remainder of this section summarizes the results of the stakeholder interviews completed thus far. Where possible, common perceptions and themes are identified. A copy of the questionnaire used in the stakeholder interviews is provided as part of Appendix G.

Existing Conditions

1. **What is your opinion of the existing transit conditions and transportation providers in Lake County?**

   In most cases the respondents indicated that they had not personally utilized transit service in Lake County. However, they had heard about it from their constituents or people they know who had utilized the transit service. Responses to this question varied, although the majority of the responses indicate that the existing transit conditions and transportation service being provided in Lake County are considered to be substandard. The various responses that were given include the following:

   - Fair to poor;
   - Not providing efficient service;
   - Could be much better;
   - Inadequate;
   - Conditions have improved over the last six months; and
   - Doing a fine job.

2. **How well do they meet the needs of the community?**

   Similar to the previous question, responses to this question also varied; although the general consensus is that the existing transit conditions and transportation service being provided in Lake County do not adequately meet the needs of the community. Although it was mentioned that transit service is provided to transportation disadvantaged persons, the majority of the respondents indicated that the transit needs of the community as a whole are

not adequately met, including the needs of young and lower-income individuals who may have no alternative mode of transportation.

3. **Are there any issues of which you are aware concerning the provision of specialized transportation services throughout the County?**

   Issues that respondents expressed concerning the provision of transportation services throughout the County are identified below. A few respondents indicated that they did not have enough information to answer this question.

   - Passengers delayed significantly without notification to family members;
   - Vehicle maintenance and cleanliness issues;
   - Late or non-arrivals;
   - Vehicles not being multi-loaded;
   - Scheduling policies that are inconvenient to passengers;
   - No opportunity for the public to provide input;
   - Coordination between County and transportation provider could be improved.

Need for Fixed-Route Transit

4. **To your knowledge, is there public support for, or interest in, a fixed-route public transportation system in Lake County? If so, how much?**

   The majority of respondents believe that there is both public support for, and interest in, a fixed-route public transportation system in Lake County. Although it was mentioned on several occasions that there has not been much support historically for a fixed-route public transportation system in Lake County, the majority of respondents indicated that public support and interest for a fixed-route transportation system does exist. A few respondents expressed a lack of knowledge on this subject and were not able to provide an answer. One stakeholder commented that a study should be conducted to ascertain how much public support there is with regards to implementing a public transportation system in Lake County.

5. **What is your perception of the need for fixed-route public transportation in Lake County? Is it a near-term need?**

   For those respondents who believe that there is public support for and interest in a fixed-route transportation system, they also believe that this need is perceived to be near-term and that the community would benefit by implementing a fixed-route system in the near future. A few respondents expressed a lack of knowledge on this subject and were not able to provide an answer.

6. **Is traffic congestion perceived to be a problem in Lake County? Is parking perceived to be a problem? Do you believe that a fixed-route transit system would be able to assist with either of these problems?**

   About half of the respondents indicated that both traffic congestion and parking is perceived to be a problem in Lake County. For those respondents who did believe these issues to be problematic, they also believed that implementing a fixed-route transit system would be able to assist with both of these problems as long as the service was fully utilized.

7. **Have community leaders/elected officials voiced support or opposition to fixed-route public transportation in the County?**

   Approximately half of the respondents indicated that they are not aware of community leaders/elected officials voicing either support for or opposition to fixed-route public transportation in the County.

   The remaining stakeholders indicated one of the following two generalizations: (1) that there is neither support for nor opposition to implementing a fixed-route transportation system in the County and that this issue has not adequately been addressed by community leaders and elected officials, or (2) there is some support among community leaders and elected officials with regards to implementing a fixed-route system.

8. **Have community leaders/elected officials identified any community goals related to public transportation, in general, or fixed-route transit, in particular?**

   Approximately half of the respondents indicated that they did not have enough information to respond to this question. The consensus of the remaining respondents is that they are not specifically aware of community leaders/elected officials identifying any community goals related to either a fixed-route system or public transportation in the County, as a whole.

9. **What community goals might be served by the implementation of fixed-route public transportation in Lake County?**

   The majority of respondents expressed that they did not have enough knowledge on this subject to provide an answer to this question. For those stakeholders that were able to provide an answer to this question, the following responses were given.

   - Provide transportation to those who need it;
   - Provide children and low-income individuals with the transportation services they need at an affordable cost;
   - Operate transportation services efficiently and effectively; and
   - Explore possible funding sources to assist the County in funding a transportation system.

Potential Fixed-Route Service Specifications

10. Are there any specific major residential and commercial developments or general areas of the County that you think a fixed-route transit system should serve?

The majority of stakeholders were able to provide a response to this question. The suggested areas or locations that should be considered for fixed-route bus service are identified below.

- Northlake and Southlake areas;
- Lady Lake and the Villages;
- Leesburg, Tavares, and Eustis areas;
- Public housing complexes;
- Community colleges;
- Lake Square Mall;
- Large employers; and
- Major hospitals and health-care centers.

11. Are there any major future developments that should be considered for transit service?

The majority of stakeholders were able to provide a response to this question. The suggested future developments or areas that should be considered for fixed-route bus service are identified below.

- Growth surrounding existing major residential areas;
- Area connecting Clermont and Orange County;
- Major recreational areas; and
- Southlake area.

12. Which is more important: Geographic coverage or more effective/efficient service?

The majority of respondents expressed that geographic coverage and more effective/efficient service are both extremely important aspects of providing transportation services and declined to choose one over the other. However, for those respondents that did choose one of the two viewpoints, the majority indicated that providing effective and efficient transportation service is more important than providing service over a larger geographic area.

13. **Is there a need for park-and-ride lots, perhaps in conjunction with express or limited bus service?**

    The majority of respondents indicated that there is a need for park-and-ride lots implemented in conjunction with express or limited-stop bus service as long as they are located in areas that are logical. However, a few respondents indicated that they believe the need for park-and-ride lots does not exist or that the need is not strong enough to warrant them at this time.

14. **Are there any specific areas outside the County that may benefit from transit connectivity?**

    Specific areas outside the County that respondents felt may benefit from transit connectivity to Lake County include the following:

    - Clermont to Orange County via SR 50;
    - Downtown Orlando;
    - Lake Buena Vista;
    - Mt. Dora to Sanford; and
    - Ocala.

Transit Funding Issues

15. **Like other public services, public transportation requires a subsidy. In general, how do you think a public transportation system should be funded?**

    Some respondents expressed a lack of knowledge on this subject and were not able to provide an answer. However, for those who did provide an answer, the most common response given was that a transportation system should be funded using federal, state, and local grants and that multiple funding sources should be explored.

16. **Is there a willingness in the community to consider the allocation of local funds from existing or new sources to match federal and state funding for public transportation?**

    The general consensus of the respondents is that there is a willingness in the community to consider the allocation of local funds from existing or new sources to match federal and state funding for public transportation.

17. **What existing or new local funding source(s) do you believe are appropriate to help fund public transportation (e.g., ad valorem taxes, motor fuel taxes, etc.)?**

    Some of the funding sources that stakeholders identified as being appropriate to help fund public transportation include the following:

- Ad valorem tax revenues;
- Gas tax revenues;
- Portion of traffic violation revenues;
- Municipal Service Taxing Unit (MSTU);
- Federal and State grants; and
- Cigarette tax revenues.

Summary of May 2004 Public Workshops

In an effort to obtain public input regarding the preparation of the TDP and TDSP for Lake County, two public workshops were held on May 11, 2004. The workshops gave citizens the opportunity to express their opinions regarding existing public transportation services, as well as suggest potential improvements and future expansion of the services.

Public Workshop #1

The first public workshop for the TDP and TDSP was held on Tuesday, May 11, 2004, from 1:00 p.m. to 3:00 p.m. at the Lake Square Mall in Leesburg. Over 30 people representing the general public attended this workshop. Display boards were used to present selected preliminary information and provide some potential discussion topics for the public to consider, as well as facilitate discussion among the attendees. In addition, a brief survey was provided so that everyone attending the workshops would be able to provide their thoughts and ideas about transportation in the County. The survey questionnaire that was used is identical to that utilized during the discussion groups and is included in Appendix F. Comments and questions received from attendees of this first public workshop are summarized below.

- Connectivity – Would like to see the system connect with LYNX, either in Tangerine, Zellwood, or Mt. Dora.
- Service – Efficient and reliable service should be provided to all adult communities.
- Service – Would use public transit more often if available.
- Service – Need more frequent service than that planned (i.e., about once every 3.5 hours) if service is expected to meet mobility needs and be successful.
- Door-to-Door Service – Is necessary for elderly persons who cannot wait at a bus shelter for an extended period of time.
- Marketing – Better public education needed.
- Door-to-Door Service – Should be maintained in conjunction with public transit.
- Service – Reliable routes and times are needed.
- Connectivity – Service connecting Clermont and Orlando is needed.
- Connectivity – Service connecting Clermont to local hospitals is needed.
- Connectivity – Service connecting Clermont to West Oaks Mall is needed.
- Connectivity – Ability to transfer to other bus routes to go to Clermont and Orlando is needed.

- Door-to-Door Service – Trips for purposes other than life-sustaining trips, such as the mall, movies, etc., should be provided.
- Connectivity – Need transportation from Astor to Umatilla and Eustis along Highway 40.
- Fares – Would be willing to pay more than $1.00 if service included other routes.
- Service – A public transit system is necessary as a large portion of the County's population will soon reach the age where they are longer able to drive.
- Service – Would like to see transit service in Royal Highlands area.
- Service – Do not like the 48-hour advance notice requirement; makes it too difficult to plan trips, particularly those that occur early in the week (e.g., having to make a reservation on Friday for a Tuesday trip).
- Service – Public transit should specifically serve the numerous large mobile home parks.
- Schedules – Need to be readily available on buses and at a number of venues.

Public Workshop #2

A second public workshop for the TDP and TDSP was held on Tuesday, May 11, 2004, from 5:00 p.m. to 7:00 p.m. at the Lake County Government Administration Building. Nine people representing the general public attended this workshop. Similar to the first public workshop, display boards were used to present selected preliminary information and provide some potential discussion topics for the public to consider, as well as facilitate discussion among the attendees. In addition, a brief survey was provided so that everyone attending the workshops would be able to provide their thoughts and ideas about transportation in the County. However, since fewer persons attended this second workshop, a two-hour discussion between attendees, County staff, and the Consultant took place instead. Comments and questions received from attendees at the second public workshop are summarized below.

- Service – There is a need for public transit on CR 42; also consider service on CR 40 and CR 44.
- Service – Should be provided to Lake-Sumter Community College and the YMCA.
- Service – Reliable service should be provided for elderly persons who cannot drive.
- Marketing – Individuals who are willing to volunteer to answer phones or provide other services should be utilized.
- Drivers – Ensure that drivers are content with jobs and that drivers are pleasant towards riders.
- Service – Need to provide transportation services for after-school mentoring programs for at-risk kids (Umatilla and Paisley).
- Signage – Make sure stops are well marked.
- Service – Should be reliable and safe.
- Marketing – Public not aware of prior public transit service. Must advertise and publish routes and schedules in a variety of places and venues (examples given include churches, malls, shopping centers, libraries, Wal-Mart, RV parks, and key grocery stores).
- Service – Should be provided to individuals who live in rural parts of the County.

- Door-to-Door Service – Need to address the confusion about who is eligible to utilize these services and for what trip purposes.
- Service – Northeast Lake County would like transit connectivity with VOTRAN in DeLand.
- Bus Stops – Ensure that there is appropriate support infrastructure, like shelters and benches, at major stops since many elderly patrons will not be able to stand or remain in the heat/sun for extended periods.
- Service – Need to address protocol for sight-impaired patrons flagging down a bus since they will not be able to see an approaching vehicle.

Workshop Survey Results

As mentioned previously, a survey questionnaire was distributed at both workshops to attendees in order to give them an additional forum through which they could provide comments and input about transportation in Lake County. The results of the surveys from the two workshops are presented in Figure 4-1.

Figure 4-1
Public Workshop Survey Results

LAKE COUNTY TRANSIT DEVELOPMENT PLAN

Please take a minute to help us plan for transit needs in Lake County!

(1) Have you used Lake County transit service?

22	Yes -- go to Question #2
17	No -- go to Question #5

(2) What do you think of the service?

6	Very Good
10	Good
5	Average
1	Poor
1	Very Poor

(3) How often do you use the service?

9	3 or more times per week
5	1 to 2 times per week
1	1 to 3 times per month
6	Less than once a month

(4) What type(s) of trips do you mostly use the service for? (check all that apply)

1	Work Trips
12	Shopping/Entertainment Trips
13	Medical Trips
10	Other, please specify: CITE, meals, adult daycare, educational rehab, school, volunteer work

(5) Have you used public transportation in the past? If so, where?

35	Yes	Where? NY, NJ, LA, DC, Boston, New Orleans, Chicago, Montreal, Tampa, HI, WI
3	No	

(6) Do you think there is a need for additional transit service in Lake County?

39	Yes
0	No

(7) If yes, do you like the idea of a bus service that runs on a regular route with a printed schedule? (this service is called fixed-route bus service)

39	Yes
0	No

(8) What transportation issues need to be addressed as transit service is planned for Lake County? (check all that apply)

21	Expanded Door-to-Door Service
36	Start-up of Fixed-Route Bus Service
25	Weekend Service
16	Night Service
8	Express Commuter Service
7	Carpools/Vanpools
5	Other

(9) What do you think is a reasonable one-way fare to pay for transit service?

$ 1.50

(10) Would you be willing to support more transit service through additional taxes?

31	Yes
3	No

General Comments:

25 survey respondents provided a variety of comments ranging from the need for service, where service should be provided, the need to market service, and the need to ensure that drivers are courteous, among others.

It is evident from these results that the members of the public who participated in the two workshops are unanimously in favor of more transit service in Lake County and like the concept of fixed-route bus service. In addition to the start up of fixed-route bus service, a significant proportion of the participants would like to see the implementation of weekend service and the expansion of the existing door-to-door service being provided by the CTC through Lake County Transit. On average, a reasonable one-way fare for transit service is $1.50 and almost 81 percent of the 39 total survey respondents favor additional taxes to support additional transit service.

TRANSIT GOALS AND OBJECTIVES

Prior to developing the mission statement, goals, and objectives for public transportation in Lake County, other plans were reviewed to ensure coordination and understanding of planning activities in the area. This section identifies the documents that were reviewed and then presents the mission statement, goals, and objectives.

Developing a set of goals and objectives for a public transportation system is critical to establishing a vision for transit in any community and is a fundamental component of any TDP and TDSP. Existing goals and objectives were provided in the Lake County 1999-2003 Transit Development Plan (TDP) and the Transportation Disadvantaged Service Plan (TDSP), prepared for the Department of Public Works and submitted in September 1998. In addition, the Transit Element of the Lake County Comprehensive Plan, amended in 2002, was also reviewed in the context of its relevancy to public transportation goals and objectives. The TDP/TDSP goals and objectives, and the Transit Element, all contributed to the goals and objectives that are recommended for Lake County. Table 4-1 presents the transit mission statement, goals, and objectives for the Lake County public transportation services.

Table 4-1
Public Transportation Mission Statement, Goals, and Objectives

Mission Statement
THE MISSION IS TO PROVIDE A SAFE, ECONOMICALLY EFFICIENT, AND ACCESSIBLE PUBLIC TRANSPORTATION SYSTEM THAT WILL MEET THE MOBILITY AND ACCESSIBILITY NEEDS OF ALL RESIDENTS AND VISITORS TRAVELING IN LAKE COUNTY.
Goal 1: Examine the feasibility of establishing alternative public transportation services to meet the transportation needs of the general public. **Objective 1.1 -** Identify the public transportation needs of the general public. **Objective 1.2 -** Identify potential demand for public transportation services. **Objective 1.3 -** Compare needs, demands, service costs, and potential funding to determine feasibility.

Table 4-1 (continued)
Public Transportation Mission Statement, Goals, and Objectives

Goal 2: Implement the most cost effective public transportation services as possible. **Objective 2.1 -** Determine the most cost effective types of public transportation services to meet the projected demand within specified service areas. **Objective 2.2 -** Ensure that the system meets the requirements of the Americans with Disabilities Act (ADA). **Objective 2.3 -**Identify the costs associated with the provision of feasible public transportation services and secure the required funding.
Goal 3: For all public transportation services that are provided, ensure that a high level of service quality is provided, maintained, and improved as necessary. **Objective 3.1 -** Maintain on-time performance of 92 percent. **Objective 3.2 -** Establish and maintain a level of service that will meet the public's needs and expand as new markets are identified. **Objective 3.3 -** Ensure proper and favorable working conditions for all Lake County Public transportation employees/or contract employees. **Objective 3.4 -** Develop and maintain a transit capital acquisition/replacement plan**.**
Goal 4: Increase the visibility and utilization of public transportation services through marketing, education, improvement of existing services, and the development of new services. **Objective 4.1 -** Educate citizens and visitors regarding the availability and characteristics of existing and near-term future public transportation services. **Objective 4.2 -** Develop an on-going public involvement process through surveys, discussion groups, interviews, and public workshops. **Objective 4.3 -** Market existing public transportation services as a travel option to specific market segments based on the characteristics and purpose of various services as they are implemented. **Objective 4.4 -** Pursue marketing opportunities through community associations and clubs, e.g., newsletters and closed-circuit television in the Villages**.**
Goal 5: Pursue coordination activities with other jurisdictions & transportation providers. **Objective 5.1 -** Ensure coordination and consistency with local, regional, and state plans for the provision of public and private transit service in Lake County. **Objective 5.2 -** Ensure cooperation between the private sector transit providers and the Community Transportation Coordinator in order to expand and increase the productivity of transit services.

Table 4-1 (continued)
Public Transportation Mission Statement, Goals, and Objectives

Goal 6: Ensure that the mobility needs of the transportation disadvantaged population in Lake County are identified and met. **Objective 6.1 -** Ensure the availability of service to meet the transportation needs of the transportation disadvantaged population in Lake County. **Objective 6.2 -** Identify and address the transportation needs of other transit dependent populations in the County.
Goal 7: Maximize the use of all funding sources and services, public and private, in meeting the need for general public transit services. **Objective 7.1 -** Coordinate with all public, quasi-public, and non-profit entities in order to maximize all potential funding opportunities for public transportation services in Lake County. **Objective 7.2 -** Educate the general public and local decision makers on the importance of public transportation and the need for local financial and administrative support. **Objective 7.3 -** Identify and accommodate opportunities for private sector participation in funding the public transportation system. **Objective 7.4 -** Identify and accommodate opportunities for establishing and coordinating privately-sponsored public transportation services in meeting local transit needs. **Objective 7.5 -** Identify and accommodate public/private partnerships in the provision of general public transit services.
Goal 8: Encourage land use patterns that support and promote transit patronage through the clustering of mixed uses and other transit-oriented designs in medium and large scale planned developments. **Objective 8.1** - Adopt and promote a model land development regulation that encourages transit patronage through transit-oriented development. **Objective 8.2 -** Identify opportunities to educate the real estate development community regarding the economic benefits inherent in mixed-use developments. **Objective 8.3 -** Develop incentives for developers and major employers to promote public transportation (e.g., impact fee credits to developers for transit infrastructure). **Objective 8.4 -** Improve connectivity of sidewalks and bicycle facilities along existing and future public transportation corridors. **Objective 8.5 –** Adopt and promote land development regulation that requires transit amenities to be provided in new developments.

TRANSPORTATION DISADVANTAGED SERVICE GOALS, OBJECTIVES, AND STRATEGIES

Table 4-2 presents the proposed goals, objectives, and strategies for the Transportation Disadvantaged program in Lake County. These proposed goals were updated based on the goals, objectives, and strategies presented in the TDP/TDSP adopted in 1998.

For each of the goals, objectives, and strategies, there are identified responsible parties and recommended timeframes for implementing the strategies, as well as selected measures to determine whether goals and objectives are being achieved.

Table 4-2
Transportation Disadvantaged Service Goals, Objectives, and Strategies

Goal 1: Provide for the expansion of the coordinated transportation system as necessary to meet the demand and needs of the transportation disadvantaged.

Objectives	Strategies	Measures	Responsible Parties	Timeframe
1. Provide the needed vehicle capacity to meet the demand for transportation disadvantaged services.	· Develop and maintain transit capital acquisition/ replacement plan. · Monitor demand versus available vehicle capacity as part of performance monitoring system.	· Sufficiency of vehicle inventory in terms of quantity, capacity, and quality.	CTC/Service provider	Ongoing
2. Provide the needed personnel to operate, maintain, and administer the coordinated system to meet the demand for transportation disadvantaged services.	· Maintain adequate staffing needs to operate, maintain, and administer all coordinated system functions. · Ensure that all staff are appropriately experienced and trained to perform their duties in the best, most effective manner possible.	· Sufficiency of staff in terms of quantity, necessary skills, experience, and quality. · Implementation of various training programs for staff to enable and promote continuing education and refresher training opportunities.	CTC/Service provider	Ongoing

Table 4-2 (continued)
Transportation Disadvantaged Service Goals, Objectives, and Strategies

Goal 1: Provide for the expansion of the coordinated transportation system as necessary to meet the demand and needs of the transportation disadvantaged.

Objectives	Strategies	Measures	Responsible Parties	Timeframe
3. Identify and secure the necessary federal, state, local, and private funding to support the coordinated system required to meet the demand for transportation disadvantaged services.	Pursue all available funding opportunities at the federal, state, local levels, and from private sources.	· Identification of new grants or other funding sources that can be applied to coordinated systems.	CTC/LCB	Ongoing
4. Maintain or establish the necessary organizational structure and institutional arrangements necessary for the coordinated system to meet the demand for transportation disadvantaged services.	· Review existing organizational structure to evaluate its effectiveness in administering the coordinated system and meeting the needs of its patrons. · Develop additional institutional arrangements as necessary to meet the demand for transportation disadvantaged services.	· Sufficiency of organizational structure to maintain and/or expand the coordinated system. · Sufficiency of existing institutional arrangements to maintain and/or expand the coordinated system.	CTC/LCB	Ongoing

Table 4-2 (continued)
Transportation Disadvantaged Service Goals, Objectives, and Strategies

Goal 2: Provide for the most cost-effective provision of transportation disadvantaged services.

Objectives	Strategies	Measures	Responsible Parties	Timeframe
1. Maximize the multi-loading of vehicle trips to reduce the cost per trip and maximize efficiency.	Ensure that existing scheduling software and staff are capable of effectively multi-loading clients on as many trips as possible.	· Establish minimum standards for multi-loading.	CTC/Service provider	Ongoing
2. Minimize costs required to operate and administer transportation disadvantaged services.	· Ensure the efficiency of all aspects of service operation while maintaining overall effectiveness. · Involve all levels of staff in the identification of cost-reducing and/or efficiency-increasing measures that can be implemented.	· Establish minimum standards for cost efficiency measures.	CTC/Service provider	Ongoing

Table 4-2 (continued)
Transportation Disadvantaged Service Goals, Objectives, and Strategies

Goal 3: For all transportation disadvantaged services that are provided, ensure that a high level of service quality is provided, maintained, and improved as necessary.

Objectives	Strategies	Measures	Responsible Parties	Timeframe
1. Maintain on-time performance of 92 percent.	· Maintain a minimum number of drivers to prevent negative consequences when drivers are absent.	· Minimum drivers to maintain current level of service.	CTC/Service provider	Ongoing
	· Upgrade the reservation and scheduling software to ensure multi-loading and avoid duplication of service.	· Purchase of reservation and scheduling software.		2005
2. Ensure that all performance criteria are maintained.	· Develop an on-going performance monitoring program.	· Cost-efficiency and ridership measures. · Purchase of scheduling and dispatching software.	CTC/LCB/ Service provider	Ongoing
3. Maintain the quality of vehicles.	· Replace old, high mileage vehicles with new vehicles.	· Replacement of six vehicles per year. · Replacement of all vehicles that are not cost efficient over the next three years.	CTC/LCB/ Service provider	Ongoing
4. Maximize customer comfort and safety.	· Randomly select a preset number of riders each month to conduct a post-trip rider phone survey.	· Development of survey. · Analysis of results. · Action on suggestions/complaints from survey.	CTC/Service provider	Ongoing

Table 4-2 (continued)
Transportation Disadvantaged Service Goals, Objectives, and Strategies

Goal 4: Increase the visibility and utilization of public transportation services through marketing, education, improvement of existing services, and the development of new services.

Objectives	Strategies	Measures	Responsible Parties	Timeframe
1. Improve efforts to inform the public about the services provided by the CTC or Operator.	· Distribute schedules and system information in public places throughout the County for residents and visitors (e.g., shopping centers, Chambers of Commerce, etc.)	· Maintain log of distribution locations. · Replenish schedules on a regular basis.	CTC/LCB/ Service provider	Ongoing
	· Pursue marketing opportunities through community associations and clubs, e.g., newsletters and closed-circuit television in the Villages.	· Schedule presentations at community associations. · Meet with coordinator of closed circuit television at the Villages.		
2. Improve overall public knowledge of all the services provided by the CTC or Operator.	· Develop an on-going public involvement process through surveys, discussion groups, interviews, and public workshops.	· Develop a committee of passengers that can convey suggestions to the CTC. · Develop an anonymous survey of drivers that can be distributed annually by the CTC/County.	CTC/LCB/ Service provider	Ongoing
	· Encourage marketing assistance from the LCB and the Commission for Transportation Disadvantaged (CTD) and obtain resources to expand marketing efforts.	· Conduct a workshop with LCB members to develop marketing ideas.		

Table 4-2 (continued)
Transportation Disadvantaged Service Goals, Objectives, and Strategies

Goal 4: Increase the visibility and utilization of public transportation services through marketing, education, improvement of existing services, and the development of new services.

Objectives	Strategies	Measures	Responsible Parties	Timeframe
3. Educate transportation disadvantaged patrons who are capable of using fixed-route transit.	· Provide fixed-route travel training courses for transportation disadvantaged patrons wanting to make use of fixed-route services. · Remove at least 8 percent of clients from TD trips to the service route each year.	· Develop travel training courses. · Market the training opportunity to current and potential riders. · Attempt to shift as many as TD trips as possible to fixed-route that can be accommodated by this service.	CTC/LCB/ Service provider	Ongoing

Table 4-2 (continued)
Transportation Disadvantaged Service Goals, Objectives, and Strategies

Goal 5: Maximize the coordination of transportation services for the transportation disadvantaged, social service organizations, and Medicaid-sponsored transportation.

Objectives	Strategies	Measures	Responsible Parties	Timeframe
1. Reduce the duplication of transportation disadvantaged services provided within and to areas outside the county.	· Pursue coordination with transportation providers within Lake County and in other counties (e.g., Marion, Ocala, Orange).	· Meet with transportation representatives from neighboring counties.	CTC	Ongoing
2. Bring all of the social service organizations that provide transportation into the coordinated system through purchase of service contracts, coordination contracts, and/or joint-use agreements.	· Ensure cooperation between all social service transit providers, including private sector providers, and the CTC.	· Increase coordination contracts with all providers.	CTC/LCB	Ongoing
3. Identify and address actual or perceived barriers to coordination in Lake County.	· Discuss potential barriers to coordination with social service transit providers and others. · Ensure that identified barriers are addressed appropriately, whether real or perceived.	· Meet with social service transit providers. · Develop summary of identified barriers, with corresponding solutions for each.	CTC/LCB	Ongoing

Table 4-2 (continued)
Transportation Disadvantaged Service Goals, Objectives, and Strategies

Goal 6: Ensure that the mobility needs of the transportation disadvantaged population in Lake County are identified and met.

Objectives	Strategies	Measures	Responsible Parties	Timeframe
1. Identify and address work transportation needs.	· Explore opportunities to provide group trips to major employment sites.	· Set up meetings with major employers in Lake County and determine ways to meet the needs of their employees.	CTC/LCB	2005
2. Examine the needs of current users of the TD services.	· Identify major trip generators and attractors in the County.	· Map the corresponding data for trip generators and attractors.	CTC/LCB	Ongoing
	· Identify origins and destinations of the trips taken by current riders.	· Map the corresponding data for trip origins and destinations.		
	· Gather information about needs from an on-going public involvement process, including surveys, discussion groups, interviews with passengers and drivers, and public workshops.	· Develop a committee of passengers that can convey suggestions to the CTC. · Develop an anonymous survey of drivers that can be distributed annually by the CTC/County.		

Table 4-2 (continued)
Transportation Disadvantaged Service Goals, Objectives, and Strategies

Goal 7: Encourage land use patterns that encourage transit patronage through the clustering of mixed uses and other transit-oriented designs in medium and large scale planned developments.

Objectives	Strategies	Measures	Responsible Parties	Timeframe
1. Improve connections of public transportation to other modes of transportation.	· Improve transit-supportive infrastructure along existing and future public transportation corridors.	· Increase availability and connectivity of sidewalks and bicycle facilities along routes.	County	Ongoing
2. Improve the local knowledge of the benefits of transit-friendly land use.	· Support land development regulations that encourage transit-friendly development.	· Increased involvement by transit advocates in development approval process.	County	Ongoing
3. Develop incentives for developers and major employers to promote public transportation.	· Provide impact fee credits to developers who provide transit infrastructure.	· Development of an impact fee credit system based on transit participation and support.	County	Ongoing
4. Consider the potential for sponsored transportation services, especially for developments with a significant elderly population.	· Identify potential candidate developments for these types of sponsored services and discuss their transportation needs. · Develop menu of service options that could be used to address transportation needs of the candidate developments, including cost and funding alternatives.	· List of candidate developments with sponsored service needs. · Menu of appropriate service options with costs.	CTC/County/ Service provider	Ongoing

Section 5
TRANSIT DEMAND AND MOBILITY NEEDS

INTRODUCTION

This section was prepared to accomplish four major objectives: (1) review transit demand projection techniques, (2) select and apply appropriate transit demand projection techniques in Lake County, (3) document the capacity of existing transportation services, and (4) review potential markets and mobility needs as a precursor to the next task, Alternatives Analysis. This section provides the results of efforts undertaken as part of Task 3, Transit Demand and Mobility Needs, of the TDP and TDSP for Lake County. The remainder of the section is organized into four major sub-sections to address the objectives identified above. Each of the sub-sections is summarized below.

The sub-section on transit demand projection techniques identifies and describes a series of techniques that can be used to estimate the potential latent demand for transit services. The techniques that are discussed include Transportation Disadvantaged Population/Demand Projections, Trend Analysis, Peer Review Analysis (Ratio Method), Transit Demand Elasticities, New Starts Methodology, Transit Orientation Index, GIS-Based Transit Corridor Analysis, and Subjective Demand Projection Techniques. Once the techniques have been defined, a review is performed to determine which techniques will be applied to the projection of transit demand in Lake County.

The sub-section on transit demand projections presents the results of methodologies applied to estimate potential demand for paratransit and fixed-route transit services in Lake County. The results are then used to analyze demand for specific demographic and geographic markets within the County.

An assessment of the capacity of existing transit services provided in Lake County also is presented. This describes the supply side of the public transportation service equation by estimating the capacity of existing paratransit services. Understanding existing capacity assists in determining whether the existing supply of services meets existing and projected demand. In addition, if excess capacity exists, it measures the magnitude and nature of the excess capacity, which will be essential when alternatives and recommendations are being developed in subsequent tasks of the project.

Finally, a review of specific transit markets, as well as a more general discussion of mobility needs for Lake County, is presented. Specific markets reviewed as part of this analysis include the transportation disadvantaged population, WAGES (Work and Gain Economic Self Sufficiency Act) program participants, the elderly population, and commuters. It should be noted that LYNX coordinates the WAGES program in Lake County. In addition, emphasis also is placed on assessing potential transit demand by geographic area. The mobility needs of

Lake County are then reviewed from a more global perspective, including the identification and discussion of unmet needs and the implications of the Americans with Disabilities Act (ADA) of 1990 should more traditional fixed-route public transportation services be considered as an alternative in subsequent tasks. The section concludes with a summary of transit demand and mobility needs for Lake County and how the information will be used in subsequent tasks as specific transit alternatives are developed and evaluated.

TRANSIT DEMAND PROJECTION TECHNIQUES

This section describes a series of transit demand projection techniques that are available for use in evaluating demand for transit in Lake County. Each of the techniques is listed below and discussed in more detail in the remainder of this section. As indicated below, only one method is used to project paratransit demand, while several methods are considered for application to fixed-route transit demand. The single method for paratransit demand is generally accepted by the Florida Commission for Transportation Disadvantaged (FCTD).

<u>Paratransit Demand Projection Techniques</u>

- Transportation Disadvantaged Population/Demand Projections

<u>Fixed-Route Transit Demand Projection Techniques</u>

- Trend Analysis
- Peer Review Analysis (Ratio Method)
- Transit Demand Elasticities
- New Starts Methodology
- Transit Orientation Index
- GIS-Based Transit Corridor Analysis
- Subjective Demand Projection

Paratransit Demand Projection Techniques

Transportation Disadvantaged Population/Demand Projections

The TD population is estimated using the methodology described in *"Methodology Guidelines for Forecasting TD Transportation Demand at the County Level,"* a publication prepared by CUTR for the Florida Commission for the Transportation Disadvantaged. The results provide 2004 estimates for the TD population in Lake County. TD population projections also are made for the years 2004 through 2008 to be consistent with the time frame for the preparation of the TDP. These population projections also are broken down by population segment to better understand the composition of the TD population.

Forecasts of TD Population

There are two categories of TD population in the State of Florida, the difference between which is specifically related to funding arrangements. The first group is the "potential TD population" (also known as TD Category I). This potential TD population includes disabled, elderly, low-income persons, and children who are "high-risk" or "at-risk."
The second group of TD population (also known as TD Category II) includes those persons who are unable to transport themselves or to purchase transportation. These persons are eligible to receive the same subsidies as those in Category I, plus they are eligible to receive TD Trust Fund monies for non-sponsored general trips. Thus, this population group is actually a subset of the potential TD population. Table 5-1 estimates the TD population for these two categories in Lake County for the next five years.

Table 5-1
Forecasts of TD Populations in Lake County

TD Population	Year				
	2004	2005	2006	2007	2008
Category I	103,383	105,794	108,412	111,097	113,854
Category II	19,249	19,690	20,145	20,610	21,087

Tables 5-2 and 5-3 break down further the Potential TD Population and TD Population groups in Lake County by specific segments. Persons in either of these population groups may be heavily dependent on some form of public transportation.

Table 5-2
2004 Lake County Potential Transportation Disadvantaged Population (Category I)

Segments	Population Estimates	Percent of Total Potential TD
Disabled, Non-Elderly, Low Income	1,266	1.2%
Disabled, Non-Elderly, Non-Low Income	9,026	8.7%
Disabled, Elderly, Low Income	1,836	1.8%
Disabled, Elderly, Non-Low Income	19,266	18.6%
Non-Disabled, Elderly, Low Income	4,864	4.7%
Non-Disabled, Elderly, Non-Low Income	51,050	49.4%
Non-Disabled, Non-Elderly, Low Income	16,075	15.5%
Total Potential Transportation Disadvantaged Population	103,383	100%

Table 5-3
2004 Lake County Transportation
Disadvantaged Population (Category II)

Segments	Population Estimates	Percent of Total TD
Transportation Disabled, Non-Elderly, Low Income	399	2.1%
Transportation Disabled, Non-Elderly, Non-Low Income	2,844	14.8%
Transportation Disabled, Elderly, Low Income	945	4.9%
Transportation Disabled, Elderly, Non-Low Income	9,914	51.5%
Non-Transportation Disabled, Low Income, No Auto, No Fixed-Route Transit	5,147	26.7%
Total Transportation Disadvantaged Population	19,249	2.1%

Fixed-Route Transit Demand Projection Techniques

Trend Analysis

The trend analysis involves an evaluation of existing ridership over the past several years and a determination of what the general trend has been and whether it is expected to continue in the future. This method is particularly effective if the characteristics of services and fares have been relatively stable in recent years. For example, if ridership has increased by approximately two percent annually for the past five years with no significant changes to the level and cost of service, it may be appropriate to project future ridership by applying a two-percent annual growth rate.

Peer Review Analysis (Ratio Method)

In addition to evaluating the overall performance of the transit system, a peer review analysis, or ratio method, also can be extended to assist in projecting ridership for a given transit system. Primarily used for fixed-route transit services, this method involves the selection of a group of "peer" transit systems that have similar operating environments. Selected characteristics of the operating environment that may be considered include urban area population, population density, and geographic characteristics and constraints. Once the peer group is selected, the average ridership and associated ridership performance measures for the peers can be evaluated and assessed as part of the demand estimation process for the transit system being analyzed, e.g., passenger trips per capita and passenger trips per revenue mile. Since peer group averages are applied to projected demand for the transit system being analyzed, this method is sometimes referred to as the Ratio Method.

Transit Demand Elasticities

The use of transit demand elasticities is another form of demand estimation that focuses on the impacts of changes in the amount of service provided or the fares. An elasticity of demand refers to the percent change in a dependent variable resulting from the percent change in an independent variable. For example, a service elasticity of demand of 0.47 indicates that a one percent increase in revenue miles of service is expected to result in a 0.47 percent increase in ridership.

Fare and service elasticities are periodically measured through studies that attempt to isolate the impact of fare or service level changes. The American Public Transit Association (APTA) published "Effects of Fare Changes on Bus Ridership" in 1991, which reports an elasticity of ridership with respect to fare to be -0.43 (for transit systems serving populations of less than one million). In addition, a 1980 Ecosometrics study, "Patronage Impacts of Changes in Transit Fares and Services," indicates a service elasticity of 0.63 for an increase in bus vehicle miles.

This method is more effective when applied to a transit system with a substantial amount of existing fixed-route bus service. For this reason, this method is not used to project transit demand for Lake County.

New Starts Methodology

Since traditional, fixed-route transit services are not currently provided in Lake County, the new starts methodology may be beneficial for projecting transit ridership if fixed-route bus service is considered.

Relatively simple and straight forward, this method involves the compilation of service and ridership data for newly-implemented service in the initial years of operation. This method may provide a more realistic projection of ridership for "new start" fixed-route bus services.

Transit Orientation Index

Using data from the 2000 Census, a Transit Orientation Index can be developed at the Census block group level. Five primary demographic characteristics are used to develop the index, each of which is a characteristic traditionally conducive to transit use. The five characteristics include the following:

- proportion of the population age 60 and over (elderly);
- proportion of the population age 15 and under (youth);
- proportion of households with no vehicle (0-vehicle households);
- proportion of households with income below poverty level (low-income households); and
- population density.

The first four characteristics are useful in prioritizing the Census block groups in terms of locating concentrations of the transit dependent population. It can assist in determining whether existing transit services are serving appropriate geographic areas and identifying unserved geographic areas that may have potential for future transit services. The fifth attribute, population density, extends the analysis to consider the potential for serving the transit dependent population with fixed-route bus service.

GIS-Based Transit Corridor Analysis

The GIS-Based Transit Corridor Analysis involves the selection of a series of corridors (which may or may not have current transit service) to be evaluated for potential fixed-route bus service. Once corridors are selected, ¼-mile buffers are generated for each corridor. Using a GIS overlay and aggregation procedure, the potential service area population and demographic characteristics are estimated for each corridor using data from the 2000 Census. Of particular importance is the estimated population density for the ¼-mile buffer service area of each corridor. Using population density, a cursory estimate of corridor level ridership can be developed based on the assumption that a bus route is operating along that corridor today. This process provides a ratio of potential riders per mile of service that can be expected for new service areas based on the population density estimated for that area. These ratios were developed based on data collected for existing bus routes at various transit systems in the United States. The estimated number of riders per mile by population density is provided in Table 5-4.

Table 5-4
Riders per Mile by Population Density

Population Density (persons per square mile)	Riders per Mile
< 500	0.125
500 to 1,000	0.25
1,000 to 2,000	0.50
2,000 to 3,000	0.60
> 3,000	1.025

Subjective Demand Projection Techniques

Subjective demand estimation techniques involve the use of various public involvement techniques to subjectively determine the perception of the demand for public transportation. Techniques include discussion groups, public workshops, and user/non-user survey methods.

Review of Demand Projection Techniques

Table 5-5 provides a summary of the demand projection methodologies identified in this section, along with the types of transit services to which each method should be applied. The table relates methodologies to the projection of demand for paratransit service, fixed route service, new fixed-route service, and fixed-route service expansion. The table also indicates which methods are recommended for application in the preparation of the TDP and TDSP for Lake County.

As indicated previously, the only method used to project paratransit demand for Lake County involves the guidelines developed by CUTR for the FCTD. However, it is understood that some of the methods reviewed under the fixed-route demand section can be applied to paratransit as well, e.g., trend and peer review analysis. This is reflected in Table 5-5. Recommendations for projecting fixed-route transit demand indicate that it would be useful to consider the results of all methodologies, with the exception of the Transit Demand Elasticities and Trend Analysis. The Transit Demand Elasticities method is best used in situations where there is traditional fixed-route transit service in place and service expansion is being contemplated. In addition, the Trend Analysis method is not used since traditional fixed-route transit services are not provided in Lake County and the previous service routes did not operate long enough to establish a trend.

Table 5-5
Summary of Demand Projection Methodologies

Demand Projection Methodologies	Paratransit Service	Fixed-Route Service	New Service	Service Expansion	Lake County Recommendations	
					Para-transit	Fixed-Route
TD Population Projections	☑			☑	☑	☑
Trend Analysis	☑	☑				
Peer Review Analysis (Ratio Method)	☑	☑	☑	☑		☑
Transit Demand Elasticities		☑	☑	☑		
New Starts Methodology			☑			☑
Transit Orientation Index		☑	☑	☑		☑
GIS-Based Transit Corridor Analysis		☑	☑	☑		☑
Subjective Demand Projection	☑	☑	☑	☑		☑

TRANSIT DEMAND PROJECTIONS

The demand projection techniques recommended previously are applied in this section to evaluate the demand for paratransit and fixed-route transit services.

Transportation Disadvantaged Demand Projections

This section contains forecasts of TD trip demand, supply, and unmet demand for Lake County for the time period from 2004 through 2008. A description of the methodologies used to develop these forecasts also is contained in this section. These estimates are based on the Transportation Disadvantaged population forecasts that were presented previously and information from the Lake County CTC Annual Operating Report.

Demand for TD Trips

Florida's TD system provides two types of trips: program trips and general trips. Demand for program trips is forecasted differently than for general trips, as summarized in the remainder of this section.

Demand for Program Trips

Persons in Category I are eligible to receive governmental and social service subsidies for program trips. A *program trip* is one made by a client of a government or social service agency for the purpose of participating in a program of that agency. Examples of program trips are Medicaid trips, trips to congregate meal sites, or trips to job training facilities.

Estimated demand for program trips is shown in Table 5-6. Program trip demand is dependent upon the existence of the program to which the potential TD population group is transported. For example, demand for trips to sheltered workshops exists only because there are sheltered workshop programs. Thus, the demand for program trips is equal to the number of trips required to take advantage of the service offered by the program. Therefore, the demand for program trips depends on the funding level for the various social service programs.

Table 5-6
Forecasts of Lake County
Program Trip Demand and Supply

Year	Potential TD Population (Category I)	Demand for Program Trips	Supply of Program Trips
2004	103,383	276,536	276,536
2005	105,794	284,279	284,279
2006	108,412	292,239	292,239
2007	111,097	300,422	300,422
2008	113,854	308,834	308,834

Demand for General Trips

General trips are trips made by Transportation Disadvantaged persons (Category II) to destinations of their choice (not to agency programs). Examples of general trips are trips to work or grocery stores and non-Medicaid medical trips. Deriving the demand for general trips is different than for program trips. The methodology developed to forecast demand for general trips involves the use of trip rates derived in a study of paratransit demand conducted in 1990 for the San Francisco Bay Area Metropolitan Transportation Commission by Crain & Associates, Inc., and others (*San Francisco Bay Area Regional Paratransit Plan: Final Report*). The trip rates were developed from the actual experiences of paratransit systems around the country that were meeting most or all of the trip demand in their service areas. The use of these trip rates has been recommended by the Federal Transit Administration for estimating demand for ADA complementary paratransit.

Total demand for general trips is simply the TD population multiplied by the trip rates. The TD population (rather than the Potential TD population) was used to forecast demand because the TD population is the pool of persons eligible for general trips funded by the state. Table 5-7 shows the demand and supply estimates for general trips by the TD population for Lake County for the years 2004 through 2008. As shown in the table, a gap exists between the demand for general trips and the supply of these trips. Unmet demand refers to demand that currently exists in the TD transportation market, but is not being met due to factors such as funding, price, convenience, comfort, eligibility, and the availability of other transportation modes.

Table 5-7
Forecasts of Lake County
TD General Trip Demand and Supply

Year	TD Population (Category II)	Demand for General Trips	Supply of General Trips	Unmet Demand for General Trips
2004	19,249	277,186	80,157	197,029
2005	19,690	283,536	82,401	201,135
2006	20,145	290,088	84,709	205,379
2007	20,610	296,784	87,080	209,704
2008	21,087	303,653	89,519	214,134

It should be noted that the figures related to the demand and supply of TD general purpose trips in Lake County include trips that also will fall under the category of ADA complementary paratransit services. The ADA provides for unconstrained delivery of paratransit trips for persons who cannot use the fixed-route bus system due to the nature and/or extent of their disability. Persons may be certified as eligible for ADA paratransit trips, as well as for TD general purpose trips. Therefore, the figures for unmet demand included in Table 5-7 are inflated and reflect some duplication in the calculation of trip demand.

Fixed-Route Transit Demand Projections

Several methods were recommended for use in projecting transit demand for fixed-route transit services, including the Peer Review Analysis (Ratio Method), New Starts Methodology, Transit Orientation Index, Transit Ridership Forecasting Model, GIS-Based Transit Corridor Analysis, and Subjective Demand Projection. Each of these methods has been applied to Lake County, the results of which are summarized in this section.

Peer Review Analysis (Ratio Method)

The Florida Department of Transportation's Public Transit Office produces an annual transit handbook of Florida's transit systems that receive Section 9 funding from the Federal Transit Administration. Included in the handbook are transit system profiles, including various performance indicators and measures. Should Lake County implement traditional fixed-route transit service, it would likely be compared to Florida systems that provide less than 10 total motorbus vehicles in maximum service. Table 5-8 provides the Florida transit systems included in this fleet size category that were selected for this peer review analysis. The peer group only includes Florida transit systems. The table also indicates the number of buses, service area population, and service area population density for each of the peers. Lake County is included to facilitate a comparison of population and density for the county as a whole. Note that Lake County is the least densely populated area, with Hernando County having the next lowest density.

Table 5-9 provides the means for selected performance measures for this peer group. The three ratios provided at the bottom of the table can be used to estimate demand for existing and potential transit service. Since Lake County does not provide traditional fixed-route transit service, the ratios based on service provided (trips per mile and trips per hour) cannot be used. As a result, the third ratio, passenger trips per capita, is applied to Lake County to estimate transit demand based on the provision of service in Lake County equivalent to the mean characteristics of the peer group. The mean of 1.25 trips per capita is applied to county population estimates and projections to develop transit demand estimates and projections for Lake County. The results are provided in Table 5-10, with annual demand estimates/projections increasing from over 312,000 in 2004 to over 363,000 in 2008.

Table 5-8
Lake County Peer Transit Systems

Transit System	Number of Buses[1]	Service Area Population	Service Area Population Density[2]
Lake County[3]	n/a	240,716	252
Bay County Council on Aging (Bay Town Trolley)	8	132,419	1,676
Ocala/Marion County MPO (SunTran)	9	67,908	1,444
St. Lucie County COA (Treasure Coast Connector)	3	202,000	353
Winter Haven Area Transit (WHAT)	4	86,427	3,201
Hernando Express (THE Bus)	5	138,470	290

[1]Refers to number of vehicles available for maximum service.
[2]Persons per square mile of land area.
[3]Lake County population and density is for the County as a whole.
Source: *2003 Florida Transit Handbook*", Lake County, and THE Bus (Hernando County).

Table 5-9
Peer Group Means

Performance Measure	Peer Mean
Service Area Population	127,445
Service Area Population Density	1,393
Annual Ridership (unlinked pass trips)	107,602
Miles of Service (revenue miles)	202,608
Hours of Service (revenue hours)	13,498
Operating Cost	449,127
Passenger Trips per Capita	1.25
Passenger Trips per Revenue Mile	0.48
Passenger Trips per Revenue Hour	8.08

Source: Analysis of 2003 *Florida Transit Handbook* data.

Table 5-10
Fixed-Route Bus Demand Projections, Lake County Peer Review Analysis (Ratio Method)

Year	Pop Estimates/ Projections[1]	Peer Mean Trips per Capita	Demand Estimates/ Projections
2000	210,527	1.25	263,159
2001	218,611	1.25	273,264
2002	227,006	1.25	283,757
2003	240,716	1.25	300,895
2004	249,959	1.25	312,449
2005	259,558	1.25	324,447
2006	269,525	1.25	336,906
2007	279,875	1.25	349,843
2008	290,622	1.25	363,277

[1]Population estimates/projections taken from the 2000 Census, with 1990-2000 growth rate used to project future years. Figures were then factored by 50 percent to account for potential service area population.

New Starts Methodology

As indicated previously, the New Starts Methodology involves the compilation of service and ridership data for newly-implemented service in the initial years of operation. Since it is unlikely that new service can perform at a level of peer systems that have been operating for years, the New Starts Methodology may provide a more realistic projection of ridership and how it may be expected to increase in the early years of operation. A shortcoming of this method is that data for "new start" bus service are not readily available. Table 5-11 provides start-up data for six Florida transit systems. Although no direct conclusions can be drawn from the data, the information can be useful as a rule of thumb should traditional fixed-route bus service be seriously considered as part of the alternatives analysis, particularly as it relates to anticipated ridership increases in the first few years of operation.

Table 5-11
Fixed-Route Start-Up Data for Four Florida Transit Systems

Transit System	Annual Measure	Year 1	Year 2	Year 3
Lakeland Area Mass Transit District	Passenger Trips	259,200	324,500	369,900
	Revenue Miles	424,200	427,600	427,600
	Trips/Revenue Mile	0.61	0.76	0.87
Bay Town Trolley (Panama City)	Passenger Trips	10,200	38,052	N/A
	Revenue Miles	80,000	151,452	N/A
	Trips/Revenue Mile	0.13	0.25	N/A
Collier County Area Transit (year to date only, first year of operation not completed)	Passenger Trips	61,442	N/A	N/A
	Revenue Miles	157,860	N/A	N/A
	Trips/Revenue Mile	0.39	N/A	N/A
Sun Tran (Ocala) (Year 3 is partial year- 9 months)	Passenger Trips	97,690	154,719	154,716
	Revenue Miles	240,330	317,548	277,527
	Trips/Revenue Mile	0.41	0.49	0.57
Pasco County Public Transportation (limited service in initial years)	Passenger Trips	26,840	48,030	58,180
	Revenue Miles	178,470	357,830	419,440
	Trips/Revenue Mile	0.15	0.13	0.14
Indian River Transit	Passenger Trips	8,082	20,260	24,760
	Revenue Miles	133,230	159,520	231,320
	Trips/Revenue Mile	0.06	0.13	0.11
Average Passenger Trips		**77,242**	**117,112**	**151,889**
Average Revenue Miles		**202,348**	**282,790**	**338,972**
Average Trips/Revenue Mile		**0.29**	**0.35**	**0.42**
Weighted Average Trips/Revenue Mile		**0.38**	**0.41**	**0.45**

Note: Additional information regarding the characteristics of the above new-start bus services is not readily available; as a result, this information could not be reported.
Source: Adapted and expanded by TOA from Center for Urban Transportation Research, "Collier County Public Transportation Development Plan (FY 2000-FY 2004)," pp. 107-108.

Transit Orientation Index

Using data from the 2000 Census, a Transit Orientation Index (TOI) was developed for Lake County at the Census block group level. Five primary demographic characteristics were used to develop the index, each of which is a characteristic traditionally conducive to transit use, either by individuals or households. This type of analysis does not generate demand projections, but is useful in prioritizing the Census block groups in terms of locating concentrations of the transit dependent population. It can assist in determining whether existing transit services are serving appropriate geographic areas and identifying unserved areas that may have potential for future transit services. The four demographic characteristics that were used to produce the index include the elderly population (age 60 or older), the youth (age 15 and under), zero-vehicle households, and low-income (i.e., below poverty) households. In assessing demand for fixed-route transit services, this analysis includes population density as the fifth attribute. Density was added to avoid highlighting block groups that may have a high proportion of transit dependent population but at the same time have a population density below 500 persons per square mile. Map 5-1 illustrates the results of the index analysis. Table 5-12 provides a list of block groups that have a very high (level 1), high (level 2), or medium (level 3) orientation to use public transportation and is consistent with the information displayed in Map 5-1. A brief description of where the block group is located within the County is also provided in the table. Appendix H includes a summary of the steps that are undertaken to complete a TOI analysis. In addition, Appendix I presents detailed results of the TOI analysis for all of the block groups in Lake County.

GIS-Based Transit Corridor Analysis

As indicated previously, this method involves the identification of a series of corridors throughout the County that are evaluated in terms of their feasibility for fixed-route bus service through the use of GIS. One-quarter mile buffers are created around each corridor and the demographic and journey-to-work characteristics are estimated for the service area of each corridor. Based on rules of thumb, cursory ridership estimates can be developed to assist in evaluating each corridor. It is important to understand that these ridership estimates are based on relatively high transit levels of service for established systems. For example, minimum headways are assumed to be one-hour or better, with hours of operation expanded to include morning and evening commute times. As a result, it would not be reasonable to expect a new fixed-route service to achieve ridership levels as estimated in the remainder of this section.

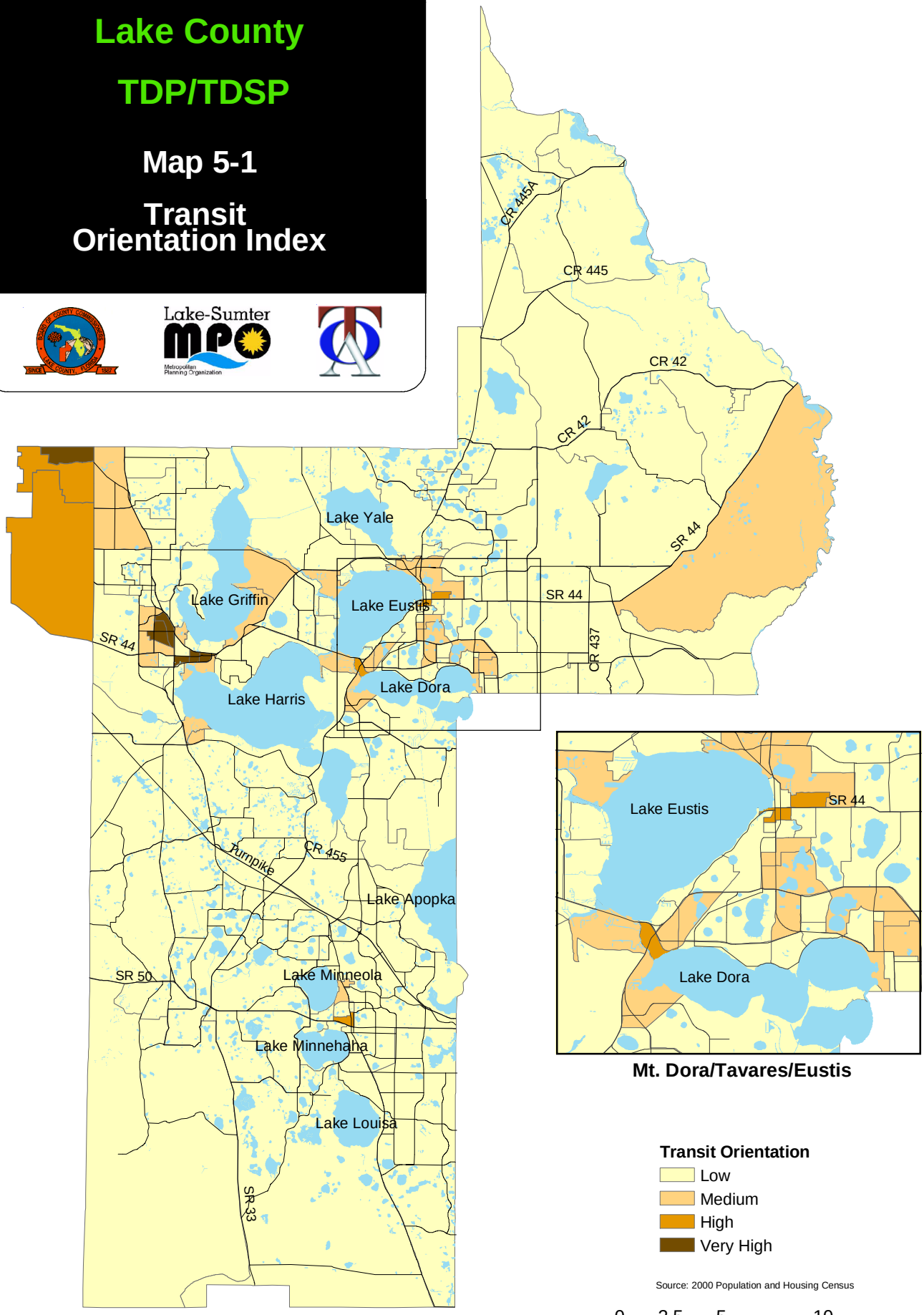
Ten corridors were selected for evaluation based on a general overview of the major corridors in Lake County and on testing for the connectivity of major municipalities. Map 5-2 illustrates these ten corridors by displaying a ¼-quarter mile buffer around each of the corridors analyzed. Table 5-13 presents the ten corridors, along with selected demographic and journey-to-work characteristics for the service area of each corridor. Table 5-14 extends the analysis to estimated annual ridership for 2004, assuming that a traditional fixed-route bus service was

Lake County

TDP/TDSP

Map 5-1

Transit Orientation Index



implemented. The ridership estimates are based on a simple relationship between density and estimated riders per mile.

Table 5-12
Transit Orientation Index Analysis, Lake County

Block Group		Description of Location	Orientation
First Level Transit Orientation Block Groups			
30501	1	N.W. Leesburg, S. of CR 44, N. of SR 44, W. of US 27	Very High
30501	2	N.W Leesburg, below CR 44, W. of US 27	Very High
30602	1	E.C., along US 441& SR 44 @int. of West Main	Very High
30602	2	E.C., Leesburg , along 14th & Lake St. & US 441 & SR 44	Very High
8001	1	Lake MPO Annexation, Northern block	Very High
3602	4	Central Leesburg, S. of SR 44	Very High
Second Level Transit Orientation Block Groups			
30201	2	Central Eustis, N. of SR 44	High
30204	2	Central Eustis, S. of SR 44	High
30801	1	Central Tavares, Between Lake Eustis and Lake Dora	High
31305	5	East Central Clermont, N. of SR 50	High
8002	2	Lake MPO Annexation, Center block	High
1005	5	Lake MPO Annexation, Southern block	High
30201	2	Central Eustis, N. of SR 44	High
Third Level Transit Orientation Block Groups			
30404	2	N.W. Corner of Lady Lake	Medium
30404	1	S. Lady Lake, W. of US 27	Medium
30501	4	N.W. Leesburg, E. of CR 468	Medium
30502	2	W. Leesburg, N.E. of SR 44	Medium
30501	3	N.W. Leesburg, W. of US 27	Medium
30601	2	N. Leesburg, E. of US 27	Medium
30701	1	C. E. Leesburg, S. of SR 44	Medium
31100	3	S.W. Leesburg, S. of CR 33, E. of US 27	Medium
31100	4	S.W. Leesburg, N. of CR 48, E. of US 27	Medium
30302	2	N.E. Leesburg, West along CR 44 and US 441	Medium
30302	1	Far N.E. Leesburg, West along CR 44	Medium
30304	2	N.W. of Lake Eustis, S. of CR 44	Medium
30802	1	C.W. Tavares, S. of US 441	Medium
30801	3	Central Tavares, Between Lake Eustis and Lake Dora	Medium
30801	4	N.W. Tavares, Between Lake Eustis and Lake Dora	Medium
30802	2	South Tavares, W. of Lake Dora	Medium
30201	4	N.W. Eustis, W. of SR 19	Medium
30201	3	N.E. Eustis, E. of SR 19	Medium
30204	1	S. Eustis, on SR 19	Medium
30205	2	S. Eustis, N.W. Mount Dora, N. of US 41	Medium
30912	3	S. Eustis, W. Mount Dora, S. of US 42	Medium
30911	6	N. Mount Dora	Medium
30911	3	E. Mount Dora, N. of SR 46	Medium
30911	4	S. Mount Dora, along Lake Dora	Medium
30103	5	E. along SR 44, W. of E. border, N. of SR 46	Medium
31304	1	Central Minneola	Medium

Lake County

TDP/TDSP

Map 5-2

Transit Corridor Analysis

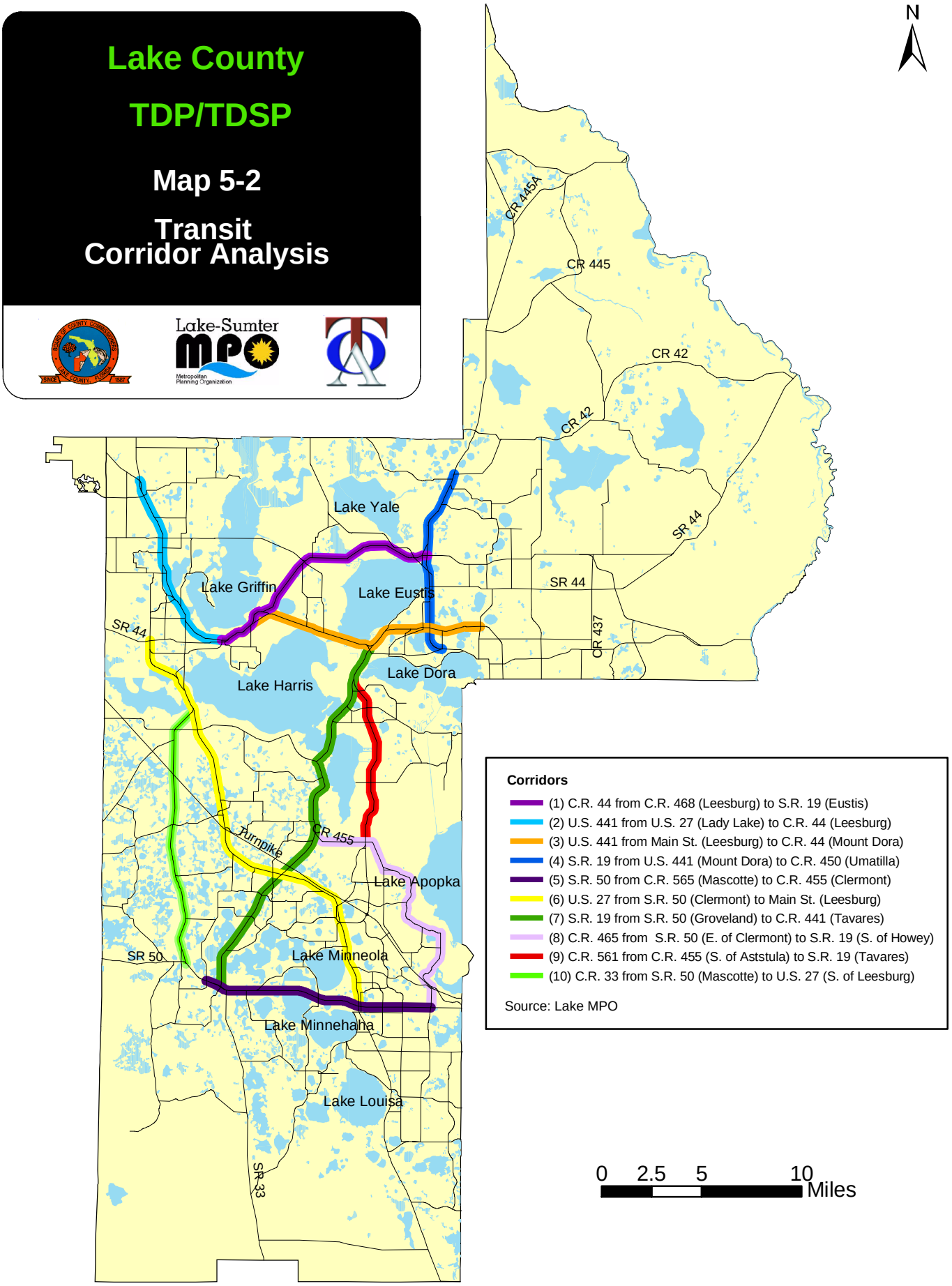


Table 5-13
Selected Demographic and Journey-to-Work Characteristics for Corridors

Corridor Number	On Street	From Street	To Street	2000 Census Pop	Pop Density	% 0-Veh Hholds	% Low-Income Hholds	% Youth Pop	% Elderly Pop	% Work Trip 30+ Minutes
1	CR 44	CR 468 (Leesburg)	SR 19 (Eustis)	2805	593	7.68%	26.25%	13.76%	47.28%	5.88%
2	US 441	US 27 (Lady Lake)	CR 44 (Leesburg)	5139	1378	11.34%	35.69%	18.54%	37.11%	9.72%
3	US 441	Main St. (Leesburg)	CR 44 (Mount Dora)	5430	1151	8.54%	20.16%	13.83%	44.76%	11.37%
4	SR 19	US 441 (Mount Dora)	CR 450 (Umatilla)	4924	1510	8.62%	36.92%	19.13%	32.80%	15.64%
5	SR 50	CR 565 (Mascotte)	CR 455 (Clermont)	2608	612	10.25%	25.74%	22.80%	20.11%	14.29%
6	US 27	SR 50 (Clermont)	Main St. (Leesburg)	5007	570	7.22%	22.20%	19.35%	29.94%	23.34%
7	SR 19	SR 50 (Groveland)	CR 441 (Tavares)	2171	311	5.90%	22.19%	13.06%	35.36%	6.49%
8	CR 455	SR 50 (E. Of Clermont)	SR 19 (S. Of Howey)	1087	206	3.03%	16.07%	22.82%	16.08%	7.85%
9	CR 561	CR 455 (S. Of Astatula)	SR 19 (Tavares)	586	180	8.00%	33.57%	19.08%	25.97%	2.47%
10	CR 33	SR 50 (Mascotte)	US 27 (S. Of Leesburg)	863	168	2.85%	14.70%	12.28%	50.97%	2.94%

Note: Percent travel times based on all study corridors in analysis.

Table 5-14
Annual Ridership Estimates by Corridor, Traditional Fixed-Route Bus Service

Corr. No.	On Street	From Street	To Street	2000 Census Pop.	Est. 2004 Pop.	Pop. Density	Est. Riders per Mile	Est. Rt. Miles	Peer Rev. Mi. per Rt. Mile	Est. Annual Miles	Est. Annual Ridership
1	CR 44	CR 468 (Leesburg)	SR 19 (Eustis)	2805	3,236	684	0.25	12.7	2,501	31,763	7,941
2	US 441	US 27 (Lady Lake)	CR 44 (Leesburg)	5139	5,928	1,590	0.50	9.7	2,501	24,260	12,130
3	US 441	Main St. (Leesburg)	CR 44 (Mount Dora)	5430	6,264	1,328	0.50	13.7	2,501	34,264	17,132
4	SR 19	US 441 (Mount Dora)	CR 450 (Umatilla)	4924	5,680	1,742	0.50	9.3	2,501	23,259	11,630
5	SR 50	CR 565 (Mascotte)	CR 455 (Clermont)	2608	3,009	706	0.25	12.3	2,501	30,762	7,691
6	US 27	SR 50 (Clermont)	Main St. (Leesburg)	5007	5,776	658	0.25	23.3	2,501	58,273	14,568
7	SR 19	SR 50 (Groveland)	CR 441 (Tavares)	2171	2,504	359	0.13	19.7	2,501	49,270	6,159
8	CR 455	SR 50 (E. Of Clermont)	SR 19 (S. Of Howey)	1087	1,254	238	0.13	14.7	2,501	36,765	4,596
9	CR 561	CR 455 (S. Astatula)	SR 19 (Tavares)	586	676	208	0.13	8.7	2,501	21,759	2,720
10	CR 33	SR 50 (Mascotte)	US 27 (S. Of Leesburg)	863	996	194	0.13	13.4	2,501	33,513	4,189

Note: Population growth factor from 1990 to 2000 equals 38.4 percent.

The results suggest that corridors 2, 3, 4, and 6 have the greatest potential for fixed-route bus service, given their estimated population densities and associated riders per mile. In addition, corridors 1 and 5 should also be considered since they are estimated as having the next highest population density. The following list summarizes the five corridors identified as having the greatest potential for fixed-route bus service. They are categorized as primary or secondary, with primary corridors being the most feasible.

Primary Corridors

Corridor 2: U.S. 441 from U.S. 27 (Lady Lake) to C.R. 44 (Leesburg)
Corridor 3: U.S. 441 from Main Street (Leesburg) to C.R. 44 (Mount Dora)
Corridor 4: S.R. 19 from U.S. 441 (Mount Dora) to C.R. 450 (Umatilla)
Corridor 6: U.S. 27 from SR 50 (Clermont) to Main St. (Leesburg)

Secondary Corridors

Corridor 1: C.R. 44 from C.R. 468 (Leesburg) to S.R. 19 (Eustis)
Corridor 5: S.R. 50 from C.R. 565 (Mascotte) to C.R. 455 (Clermont)

Subjective Demand Projection

As indicated previously in the review of estimation techniques, subjective demand projection techniques can be used to assist in understanding potential demand for public transportation. These methods include user/non-user surveys, discussion groups, public workshops, and other forms of public participation. In Lake County, the public involvement process includes stakeholder interviews, two discussion groups, and two public workshops.

Since the public involvement process is ongoing at this time, its results cannot be analyzed for purposes of this draft. However, the results of the public involvement effort will be used to discuss transportation needs and potential subjective demand for inclusion in this section for the final draft document.

Implications of the Americans with Disabilities Act (ADA)

The Americans with Disabilities Act (ADA) of 1990 requires that complementary paratransit services be provided by agencies that operate fixed-route bus service. The paratransit service must “shadow” the fixed-route service area and a comparable level of service must be provided for persons who cannot use the fixed-route service.

However, an agency that only provides route-deviated service does not need to provide complementary paratransit services. The definition of route-deviated service is a service in which vehicles operate along a fixed route making scheduled stops along the way, but the vehicle may deviate one or two blocks from the route to pick up and drop off passengers upon

request. Route deviation is described as a hybrid configuration with features of fixed-route, fixed-schedule transit service and demand responsive, curb-to-curb service. This service is defined as demand-responsive and, therefore, does not require complementary ADA paratransit service, according to the *ADA Paratransit Handbook: Implementing the Complementary Paratransit Service Requirements of the Americans with Disabilities Act of 1990*, by the Urban Mass Transportation Administration (now the Federal Transit Administration) of the U.S. Department of Transportation.

Later in the study, if it is decided that Lake County prefers to investigate implementation of full fixed-route transit service, ADA ridership demand estimates will need to be developed. In addition, an ADA population estimate would be developed for the fixed-route corridors being considered. The estimate of ADA population would be based on a ¾-mile buffer drawn around the corridors. Demand estimates for the ADA population would then be developed based on average trip-making characteristics of this population.

CAPACITY/SUPPLY OF EXISTING TRANSIT SERVICES

This section evaluates the supply side of the public transportation service equation by estimating the capacity of existing paratransit services. Understanding existing capacity assists in determining the extent to which supply meets demand and the type and magnitude of unmet demand that may exist in Lake County. The capacity is evaluated for paratransit services in the remainder of this section.

Paratransit Service Capacity

An estimation of the supply of paratransit services provided for the transportation disadvantaged in Lake County is contained in the previous section on the estimation of demand. This estimation includes the supply of program trips and general trips provided in the County and is repeated in Table 5-15.

Table 5-15
Forecasts of Lake County Paratransit Trip Supply

Year	Supply of Program Trips	Supply of General Trips
2004	276,536	80,157
2005	284,279	82,401
2006	292,239	84,709
2007	300,422	87,080
2008	308,834	89,519

Source: Estimates prepared by CUTR using the methodology described in the 1993 CUTR report *Methodology Guidelines for Forecasting TD Transportation Demand at the County Level.*

POTENTIAL MARKETS AND MOBILITY NEEDS

This section reviews potential markets and mobility needs for Lake County based on the information and analysis conducted for the TDP to date. Specific markets are reviewed, including the transportation disadvantaged population, WAGES program participants, the elderly population, and commuters. In addition, transit demand is evaluated in terms of geographic markets. The demand projections and assessment of potential markets is followed by a brief review of mobility needs for the County as a whole from a more global perspective. These mobility needs will be contemplated in more detail as part of the identification and analysis of transit alternatives in the next task of the TDP.

Potential Markets

Potential public transportation markets are reviewed in this section, including the transportation disadvantaged population, WAGES program participants, elderly population, and commuters.

Transportation Disadvantaged

The Transportation Disadvantaged are defined as persons, including children, who because of physical or mental disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available. These persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary for life-sustaining activities.

The main activity/market of the CTC is to provide transportation for the Transportation Disadvantaged in Lake County. Trips for the TD in Lake County are provided through both paratransit services. Trips provided for the Transportation Disadvantaged can be separated into program trips and general trips. Program trips are trips for individuals to a specific program that are paid for by the program. General trips are passenger trips by individuals to destinations of their choice, not associated with any agency program. The need for program trips is being met by the CTC. However, only 33 percent of the projected need for general trips by the Transportation Disadvantaged is being met in Lake County. Some of this unmet need could be met by Lake County through education of the community about the service route (which has excess capacity), and expansion of the hours, days, and geographic coverage of the service route.

WAGES Program Participants

In 1996, Florida enacted the Work and Gain Economic Self-Sufficiency (WAGES) Act. The WAGES Act primarily sets limits on the amount of time families may receive temporary assistance as proscribed in the federal Welfare Reform legislation. As part of the State Wages Program, local WAGES coalitions were formed to address local issues including the

coordination of services provided for participants in this program. One of the services provided to WAGES participants is transportation.

Due to the low auto ownership of WAGES participants, there is a large potential demand for public transportation services. To help meet the transportation needs of WAGES participants in Lake County, LYNX (the transit provider of Orange, Osceola, and Seminole Counties) was designated by the local WAGES coalition as the transportation coordinator.

Now and in the past, LYNX has coordinated with participants and potential employers to determine the best transportation option for each individual. These options may include vehicle rehabilitation, carpool and vanpool formation, and/or public transportation. LYNX has coordinated previously with the CTC for the transportation needs of WAGES participants. As necessary, this coordination should continue. Transportation is being provided through paratransit operations.

However, there is a large unmet demand for WAGES participants that could be met by a variety of public transportation services, including vanpools and an implementation of fixed-route service. Vanpools could be set up for WAGES participants traveling to major employment sites. Whichever additional services ultimately are implemented, consideration should be given to service hours, days, and geographic coverage to be sure to accommodate work trips for WAGES participants.

Elderly Population

There remains an additional elderly market beyond that found in the transportation disadvantaged category discussed previously. Many elderly currently use the door-to-door service for general trips, such as shopping and entertainment. Based on the analyses presented in this document, it is believed that there is potential unmet demand for this market. Preliminary indications suggest that this unmet demand can be addressed through implementation of fixed-route transit service.

This particular segment of the population will be brought up during the discussion groups to help identify its particular mobility needs. The results of those discussions then will be used to help identify potential transportation alternatives that should be considered in the next Task of the TDP.

Commuters

In the previous TDP, the on-board survey that was conducted on the service routes operating at that time determined that 13.2 percent of the respondents used the service routes to access work. This was a surprising finding given that the hours of service on the service routes did not accommodate a normal eight-hour work day. It will be important to address this topic again during the public workshops and discussion groups to determine whether there is still latent

demand in Lake County for commuter services, whether to destinations within the county or to workplaces outside of the county. Information from the public involvement activities will help determine whether commuter service should be included as part of the alternatives identification and analysis in the next task. Commuters can be potentially served by fixed-route bus service, expanded service routes, park-and-ride service, and commuter rail.

Geographic Area

The results of the Transit Orientation Index and the GIS-Based Transit Corridor Analysis indicate five main corridors should be considered more closely for traditional fixed-route bus service or some deviated fixed-route concept. These five corridors are again summarized below.

Primary Corridors

Corridor 2: U.S. 441 from U.S. 27 (Lady Lake) to C.R. 44 (Leesburg)
Corridor 3: U.S. 441 from Main Street (Leesburg) to C.R. 44 (Mount Dora)
Corridor 4: S.R. 19 from U.S. 441 (Mount Dora) to C.R. 450 (Umatilla)
Corridor 6: U.S. 27 from SR 50 (Clermont) to Main St. (Leesburg)

Secondary Corridors

Corridor 1: C.R. 44 from C.R. 468 (Leesburg) to S.R. 19 (Eustis)
Corridor 5: S.R. 50 from C.R. 565 (Mascotte) to C.R. 455 (Clermont)

Mobility Needs

Based on the demand and information presented in this section, the following mobility needs are identified and should be considered and addressed as part of the identification and analysis of transit alternatives.

- Consider Implementation of Fixed-Route Services;
- Consider Implementation of Vanpool/Carpool Services;
- Increase Coordination With Major Employers;
- Increase Marketing/Education of Public Transportation Services;
- Increase Effectiveness of Paratransit Services;
- Increase Efficiency of Paratransit Services; and
- Explore Feasibility of and Need For a Multi-Modal Facility.

Section 6
LAKE COUNTY'S VISION FOR PUBLIC TRANSPORTATION

An interpretation of Lake County's vision for public transportation is provided in this section. This vision is primarily based on interviews with stakeholders, discussions with County staff, input from existing users and the general public (discussion groups, public workshops), and other work activities performed as part of the project. This vision of the future of public transportation in Lake County from a more global perspective provides guidance for the short-range, five-year TDP, as well as for the 2025 Long Range Transportation Plan that will be developed for Lake County in the near term.

Due to the continuing growth and urbanization being experienced in a number of areas within Lake County, transportation and mobility have been commanding increased attention in the County in the last few years. Despite this growth, however, there are a number of issues that impact mobility within the County, including latent geography (e.g. numerous lakes and shape and layout of the county), widely distributed municipalities, and significant portions of the county that are still very rural in nature.

Unfortunately, it does not appear that transportation alternatives beyond the automobile have evolved in a fashion to keep up with the County's growth. The emphasis and primary responsibility of the current transportation service provider continues to be the provision of paratransit services to the transportation disadvantaged (TD) population. While this is an important and necessary service, it does not meet the mobility needs of non-TD individuals in the County who have a desire and need for alternative transportation services. According to some of the service's users, the service also could benefit greatly from some scheduling and operational improvements. Although two service routes that allowed for deviation upon request from Lady Lake to Leesburg to Tavares to Mount Dora (both directions) were operated for a few years in the late 1990s to help provide another mobility option, these routes were discontinued because of the belief that they were underutilized and, therefore, a drain on important resources. During the public involvement process for the TDP/TDSP update effort, however, it has been suggested by members of the public that utilized this service previously that the service was successful, greatly appreciated, and only suffered from a lack of marketing.

So, what does this mean for the future of public transportation in Lake County? Given the still predominantly rural nature of Lake County and its geographical constraints, paratransit service probably will continue to be the focal point of public transportation in the near term. However, given the previous experience with the service routes that was deemed to be positive by its users, it would seem that Lake County once again should be considering the implementation of other transit-specific alternatives, while still maintaining and enhancing existing paratransit services. As such, the vision for public transportation for the County should include the implementation of more traditional, fixed-route bus service within the five-year planning horizon – a mode that has received considerable support during this effort's public involvement process.

This transition to fixed-route service likely will evolve to include other types of services, as well, such as park-and-ride and special event services.

As indicated in Section 5, the assessment of transit demand and mobility needs indicates that the primary transit markets in Lake County are the TD and elderly population. However, as population and employment continues to grow, additional transit markets are developing in the form of workers living and/or working in Lake County. The transit alternatives identified and analyzed in this section are designed to specifically address these three major transit markets, including the TD, elderly, and commuter populations.

The challenge for Lake County is to manage the transition toward fixed bus route service in the most effective and efficient manner possible, without compromising the quality of services provided to paratransit service users. The experience gained from the provision of the previous service routes will help assist in developing transit corridors and in educating the citizens about the use of public transportation, both of which are important elements for supporting a long range commitment to public transportation.

In summary, Lake County's vision for public transportation includes a mix of public transportation services, with a continued emphasis on paratransit service for the TD population. The mix of public transportation services will continue to evolve as it relates to the transition to a more traditional fixed-route bus system (with deviated service) over the next five years.

Section 7
TRANSIT ALTERNATIVES EVALUATION

INTRODUCTION

This section summarizes and applies the four-step Transit Alternatives Evaluation Process developed by TOA for the preceding Lake County TDP and revised for this TDP. The overall evaluation process is illustrated in a flowchart in Figure 7-1. The four steps indicated in the flowchart are described in the remainder of this section.

STEP 1: REVIEW TRANSIT SERVICE CONCEPTS

Three transit service concepts were identified for consideration in Lake County, including fixed-route transit service with deviation, demand response service, and Transportation Demand Management (TDM). These concepts were used to develop transit alternatives for Lake County. The general definition for each service concept is provided below.

Service Concept #1: Fixed-Route Bus Service with Deviation

Fixed-route bus service involves the provision of bus transit service along designated routes with designated bus stops and on an established, printed schedule. As a requirement of the Americans with Disabilities Act, this type of service necessitates the provision of complementary paratransit service within three-quarters of a mile of all the fixed routes in the system.

In the case of deviated fixed route service, the bus still operates along a fixed-route with designated stops to pick up and deliver passengers to specific locations; however, upon request (and scheduled in advance) the bus will deviate from the fixed portion of the route to pick up and drop off passengers. The bus would then immediately return to the fixed-route at the point at which the deviation occurred and continue on its regular route and schedule. A deviation can range from one to two blocks to as much as three-quarters of a mile, depending on the amount of time allocated in the schedule to accommodate deviations. The benefit of this type of service is that the ability to deviate obviates the need for complementary paratransit service.

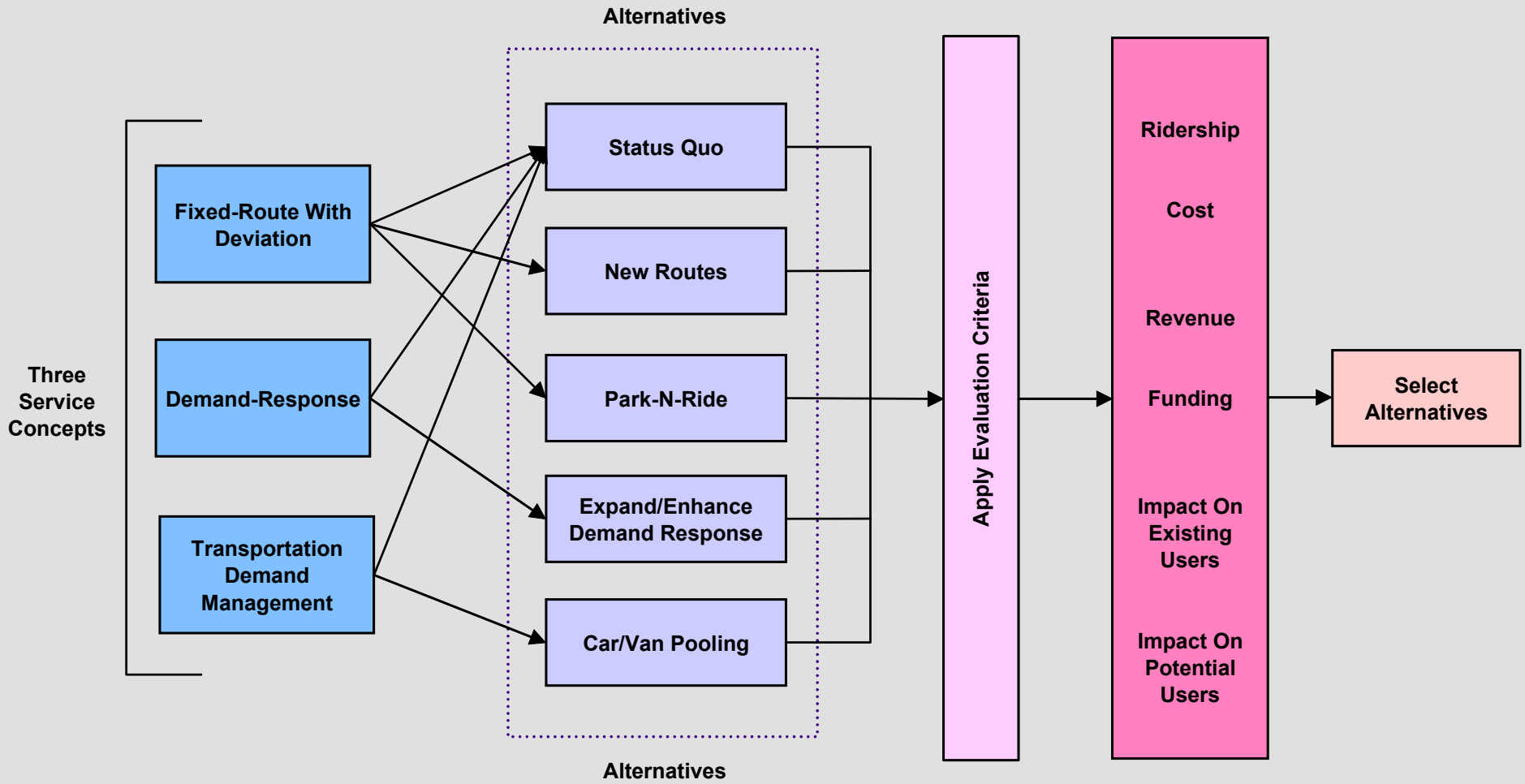
Service Concept #2: Demand Response

Demand response service is non-fixed-route service that typically operates in a door-to-door or curb-to-curb fashion based on advance reservation requests. The service utilizes smaller vans or buses with passengers boarding and alighting at pre-arranged times at any location within the system's service area. The service, also called paratransit or "Dial-a-Ride" service, typically is utilized by persons who cannot transport themselves or make use of fixed-route bus service.

Service Concept #3: Transportation Demand Management (TDM)

TDM is a transportation planning process that promotes strategies to reduce travel demand, especially during peak travel periods. Some of the more frequently utilized TDM techniques Include carpools/vanpools, employer-based programs (flex-time, compressed work week,

Figure 7-1
Transit Alternatives Evaluation Process
Lake County TDP/TDSP



telecommuting), high-occupancy vehicle (HOV) lanes, and non-motorized transportation programs, among others.

STEP 2: DEVELOP TRANSIT ALTERNATIVES

As indicated in Figure 7-1, the three service concepts described previously lead to the identification of five specific transit alternatives. The transit alternative categories are listed below, along with brief descriptions.

Alternative 1: Status Quo - maintain the existing public transportation services.

Alternative 2: New Routes - new routes may be considered for fixed-route bus service with deviation.

Alternative 3: Park-n-Ride - a type of fixed-route bus service, usually designed to serve commuters who make relatively long work trips, that includes the establishment of a centralized parking location at the origin-end of the trip.

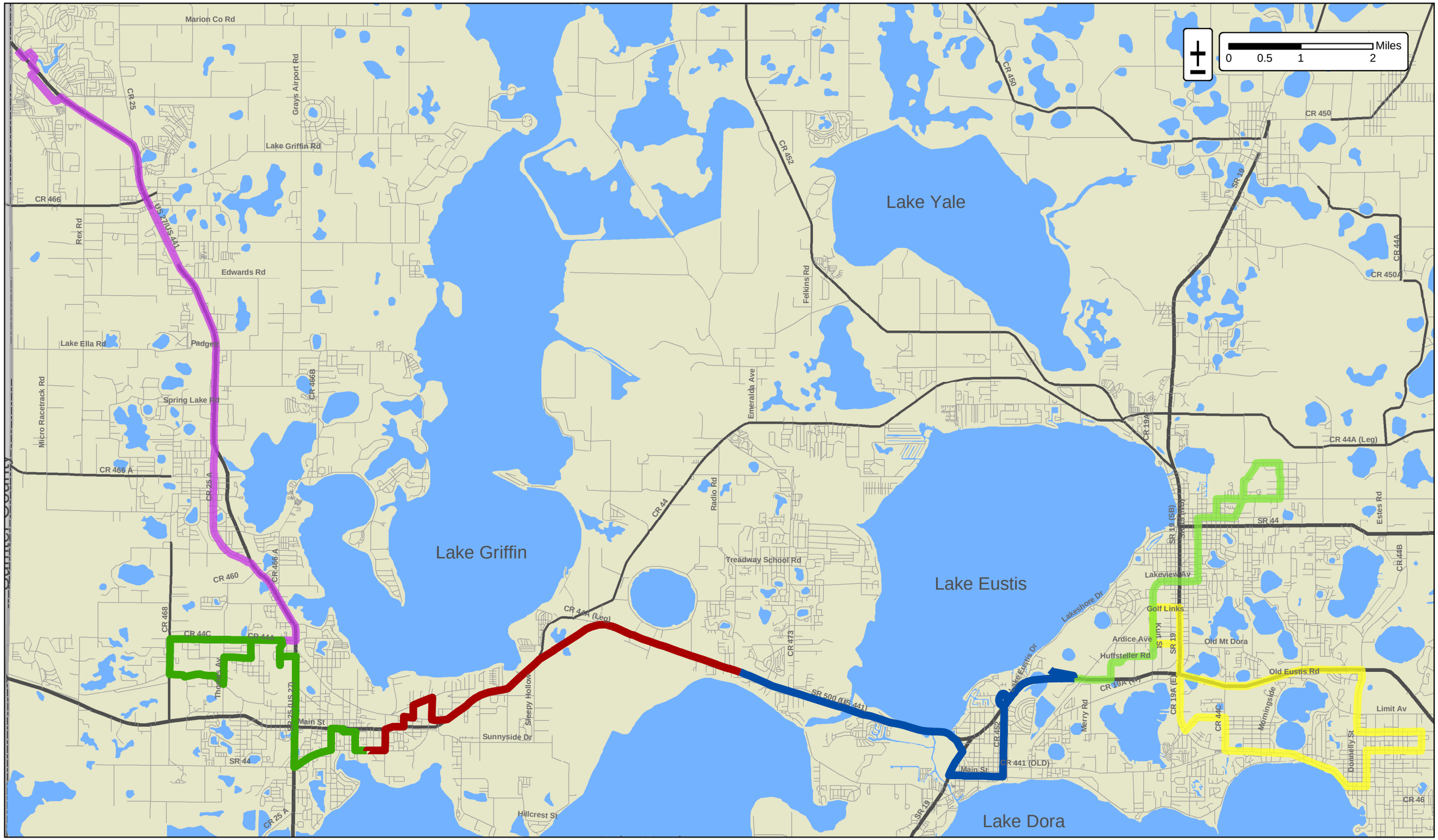
Alternative 4: Expand/Enhance Demand Response - expansion of existing demand response services or operational/administrative enhancements to improve the effectiveness and efficiency of existing demand response services.

Alternative 5: Car/Vanpooling - arrangement where two or more people share the use and cost of automobiles or vans in traveling to and from pre-arranged destinations together.

These general alternative categories are used to develop a series of specific alternatives for Lake County. Based on data compiled and analyses performed to date, the following transit alternatives have been identified for consideration in the Transit Alternatives Evaluation Process for Lake County. The alternatives are categorized in Table 7-1, according to the service concept in which they belong. In addition, the six new bus route alternatives are illustrated in Map 7-1. Note that each transit service concept includes a status quo, or “do nothing” alternative.

Table 7-1
Transit Alternatives by Service Concept

Service Concept	Transit Alternatives
Fixed-Route Bus Service with Deviation	***Status Quo -*** No fixed route-transit service, with or without deviation, is currently provided in Lake County. This alternative is included as a "do nothing" alternative for the fixed-route transit service concept. ***New Routes -*** Six new routes are considered for traditional, fixed-route bus service or for service routes with deviation. These routes include the following: • Route 1 (Lake Square to Leesburg) • Bus Route 2 (Lake Square to Tavares) • Bus Route 3 (Leesburg Circulator)
Service Concept	**Transit Alternative**
Fixed-Route Bus Service with Deviation	• Route 4 (Tavares to Eustis) • Bus Route 5 (Mt. Dora Circulator) • Bus Route 6 (Leesburg/Fruitland Park/Lady Lake) ***Park-n-Ride (Clermont to Orange County) -*** This fixed- route alternative includes the provision of park-and-ride bus service from Clermont to Orange County (downtown Orlando).
Demand Response	***Status Quo -*** This is the "do nothing" alternative for the demand-response transit service concept. ***Expand/Enhance Demand Response (Scheduling/Service Enhancements) -*** This alternative includes recommended scheduling and service enhancements based on the evaluation of existing demand-response services and input from system users, County staff, and the general public.
Transportation Demand Management	***Status Quo -*** This is the "do nothing" alternative for the TDM service concept. No formal TDM program exists in Lake County. ***Car/Vanpooling (More Aggressive Carpool/Vanpool Program) -*** This alternative involves the County taking a more aggressive approach to TDM. Lake County should explore the possibility of implementing a commuter assistance program, similar to LYNX, VOTRAN, and SCAT commuter assistance programs.



Lake County TDP/TDSP

Map 7-1

- Route 1 - Lake Square to Leesburg
- Route 2 - Lake Square to Tavares
- Route 3 - Leesburg Circulator
- Route 4 - Tavares to Eustis
- Route 5 - Mt. Dora Circulator
- Route 6 - Leesburg/Fruitland Park/Lady Lake

Route Alternatives

STEP 3: APPLY EVALUATION CRITERIA

Six evaluation criteria are included in this evaluation process, including ridership, cost, revenue, funding, impact on existing users, and impact on potential users. Once criteria have been applied to the alternatives, relative comparisons can be performed to establish positive, neutral, and negative categories. These categories are then assigned a point value for scoring purposes, with the "positive" category receiving five points, the "neutral" category receiving three points, and the "negative" category receiving 1 point. The six criteria are briefly defined below.

- *Ridership* - As appropriate, ridership is projected for each transit alternative to facilitate relative ridership comparisons.

- *Cost* - The capital and operating costs of each alternative are projected for each transit alternative to facilitate relative cost comparisons.

- *Revenue* - Revenue projections are developed for transit alternatives under one fare structure in the Alternatives Analysis. This criterion allows for the comparison of absolute revenues, as well as the percent of operating costs recovered through fares.

- *Funding* - The availability of funding is subjectively assessed for each of the transit alternatives. Specific factors will be considered for selected alternatives in the next Technical Memorandum. These factors include funding source, eligibility requirements, local matching requirements, allocation formulae, and funding levels.

- *Impact on Existing Users* - Each transit alternative is evaluated in the context of its impact on existing users of the system. Although this criterion is subjective in nature, relative comparisons can be made to determine whether impacts are positive, neutral, or negative relative to other alternatives.

- *Impact on Potential Users* - This criterion is the same concept as the fifth criterion, except that each alternative is evaluated in the context of its impact on potential users of the system.

Three criteria require the development of projections (ridership, cost, and revenue). These projections are preliminary and will be refined for selected alternatives in the next Technical Memorandum. The remaining criteria require more subjective evaluation but also will be assessed in more detail for selected alternatives. In particular, funding will be explicitly addressed for each selected alternative in the next Technical Memorandum.

Each of the alternatives was evaluated in the context of these six criteria. Summary results of the evaluation are provided in Table 7-2, where the criteria scores are provided for each of the alternatives, along with the total score.

Table 7-2

Transit Alternatives Evaluation, Summary Results

CONCEPTS	ALTERNATIVES		CRITERIA						TOTAL SCORE	RECOM-MENDED
			RIDERSHIP	COST	REVENUE	FUNDING	IMPACT ON EXISTING USERS	IMPACT ON POTENTIAL USERS		
FIXED ROUTE WITH DEVIATIONS	1	Status Quo	3	3	3	3	3	3	18	No
	2	Route 1 - Lake Square to Leesburg	5	3	3	5	5	5	26	Yes
	3	Route 2 - Lake Square to Tavares	5	3	3	5	5	5	26	Yes
	4	Route 3 - Leesburg Circulator	3	5	3	5	3	5	24	Yes
	5	Route 4 - Tavares to Eustis	3	3	3	5	3	5	22	Yes
	6	Route 5 - Mt. Dora Circulator	5	3	3	5	3	5	24	Yes
	7	Route 6 - Leesburg/Fruitland Park/Lady Lake	5	1	3	3	5	3	20	Yes
	8	Park-and-Ride (Clermont to Orange County)	1	1	1	3	1	5	12	No
DEMAND RESPONSE	1	Status Quo	5	3	3	5	3	3	22	No
	2	Scheduling/Service Enhancements	5	3	3	5	5	5	26	Yes
TDM	1	Status Quo	3	3	3	3	3	3	18	No
	2	More Aggressive Carpool/Vanpool Program	3	5	3	5	3	3	22	No

Appendix J provides the data that were used to assigned criteria scores for each of the alternatives. Many of the scores are based on subjective evaluation that incorporates input from stakeholders, the County staff, and the general public, as well as the results of analyses presented in Section 7. The final column in the table also indicates which alternatives are recommended for inclusion in the recommended TDP. It should be noted that these recommendations are preliminary and based only on the scoring results.

Preliminary ridership and cost projections are developed using performance ratios computed for the peer systems identified in the previous Technical Memorandum. For example, the average riders per revenue mile for fixed-route peers systems is at 0.48 for the fixed routes and is, therefore, used to assist in projecting ridership on new fixed routes with potential deviations. Assumptions for each alternative are provided in the more detailed scoring results in Appendix J.

STEP 4: SELECT ALTERNATIVES

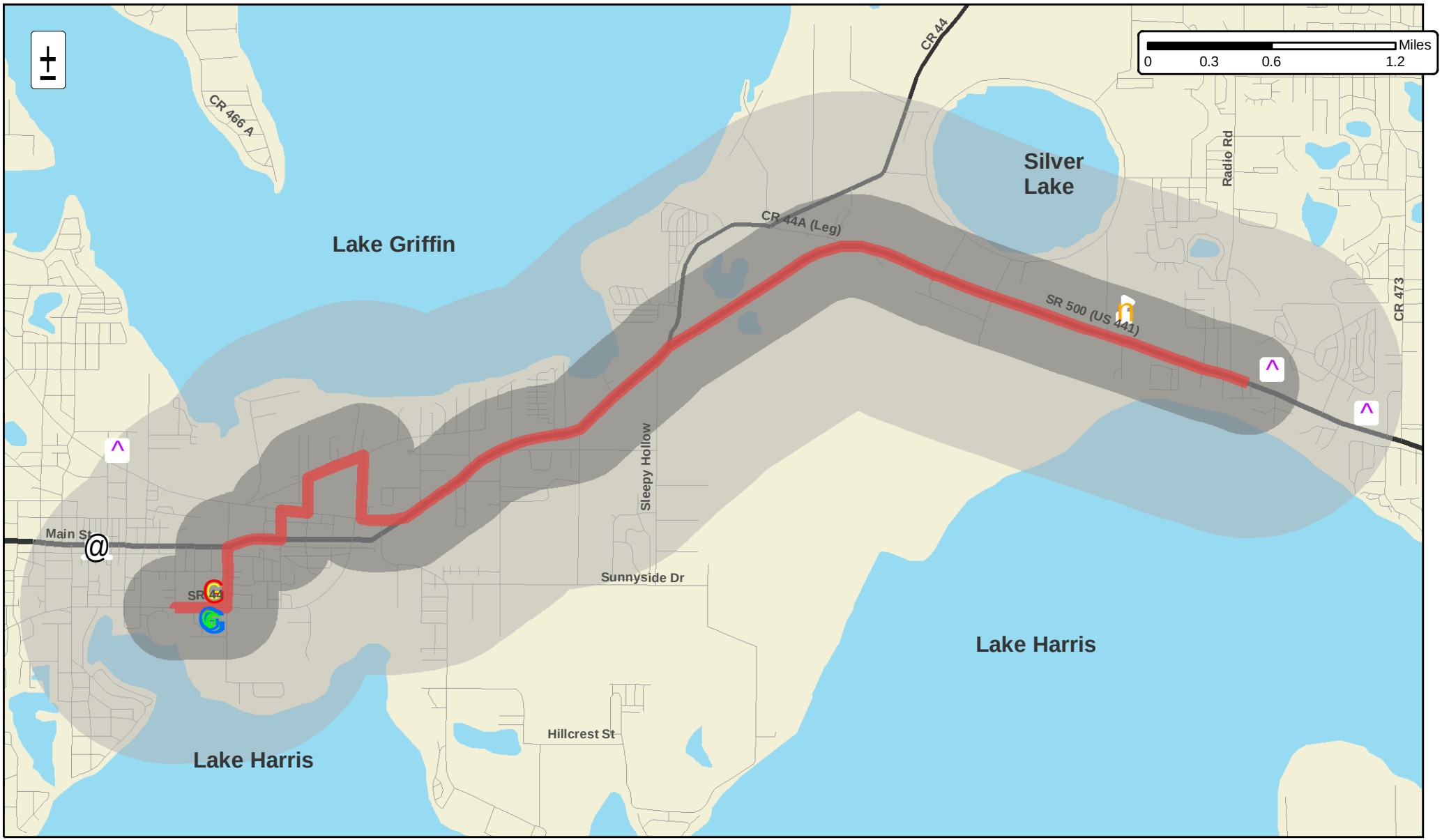
Based on the analysis conducted in Step 3, several alternatives are recommended for inclusion in the Lake County TDP. Being included does not necessarily mean the alternative will be implemented immediately. However, it does mean that the alternative is recommended for implementation or further study within the five-year TDP planning period. The recommended alternatives are discussed in the remainder of this section.

Fixed-Route with Deviation

Fixed Bus Routes - It is recommended that Lake County Transit initiate a fixed-route bus service with limited deviations over the five-year planning horizon for the TDP. This would involve the operation of the six fixed bus routes identified in this plan. With regard to deviations, a total of two deviations per round trip (and up to one-quarter mile each from the fixed route) would be allowed on each route identified. The existing demand-response services would continue to operate; however, efforts will be made to convert trips to the fixed-route service to the extent possible.

The six bus routes are illustrated in Maps 7-2 through 7-7, respectively. The route maps also illustrate the activity centers within or near the service area of each bus route. The service area is reflected by 1/4- and 3/4-mile buffers around each of the fixed bus routes. The 1/4-mile buffer is the generally accepted distance that transit users are willing to walk to a bus stop, while the 3/4-mile buffer reflects the area in which Americans with Disabilities Act-required complementary paratransit service must be provided in relation to fixed-route bus service. The activity centers served by each route are also listed and categorized in Tables 7-3 through 7-8.

Table 7-9 provides a summary of selected operating characteristics for the six fixed bus routes recommended for implementation within the five-year planning horizon. Characteristics indicated in the table include revenue miles, operating expense, ridership, start-up costs, and number of major activity centers served.



Lake County TDP/TDSP

Map 7-2

Route 1 - Lake Square to Leesburg

Route 1 - 1/4 mi. Buffer

Route 1 - 3/4 mi. Buffer

@ Downtown

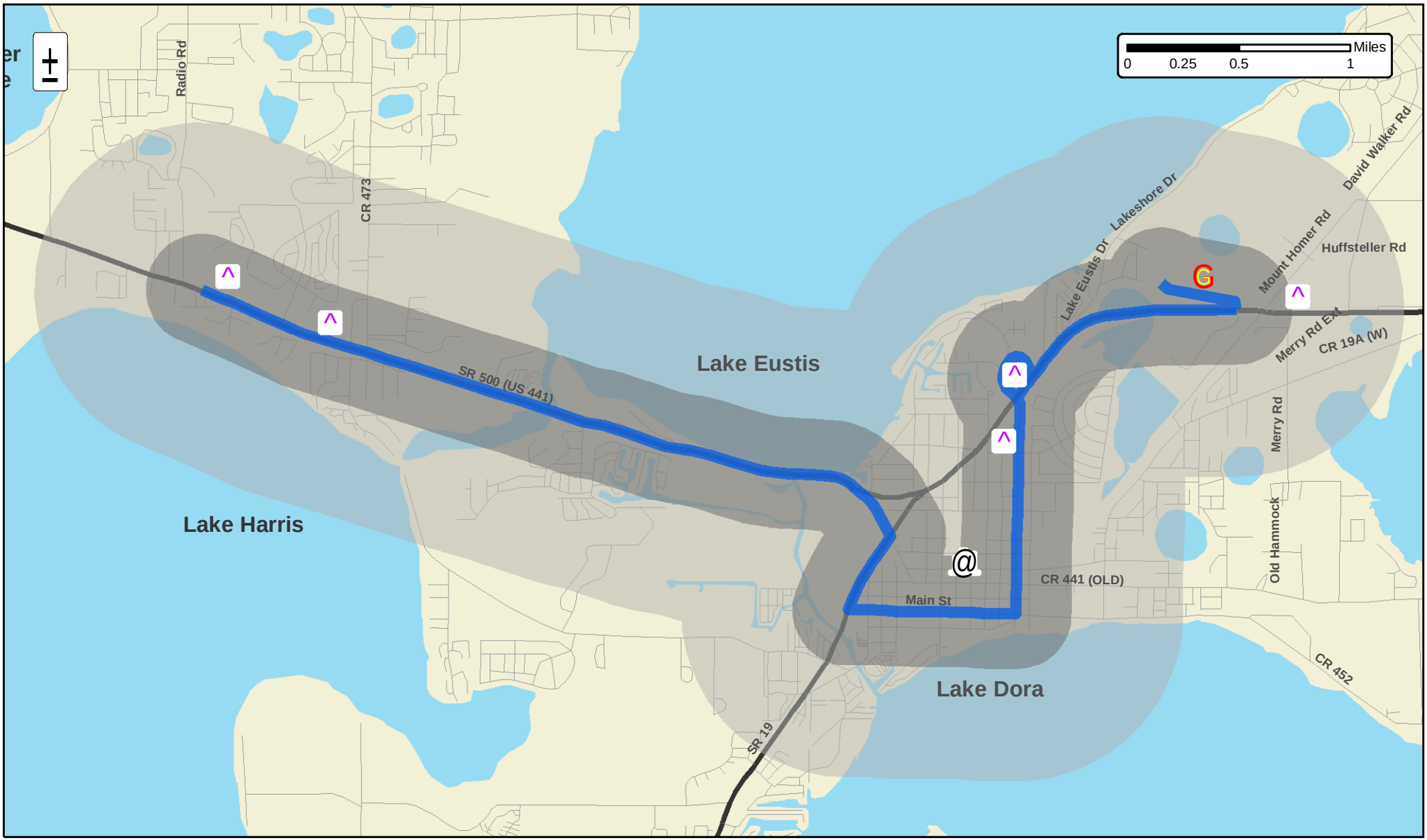
G Hospital

G Medical Center

n College/University

^ Shopping

Route Alternative Route 1



Lake County TDP/TDSP

Map 7-3

Route 2 - Lake Square to Tavares

Route 2 - 3/4 mi. Buffer

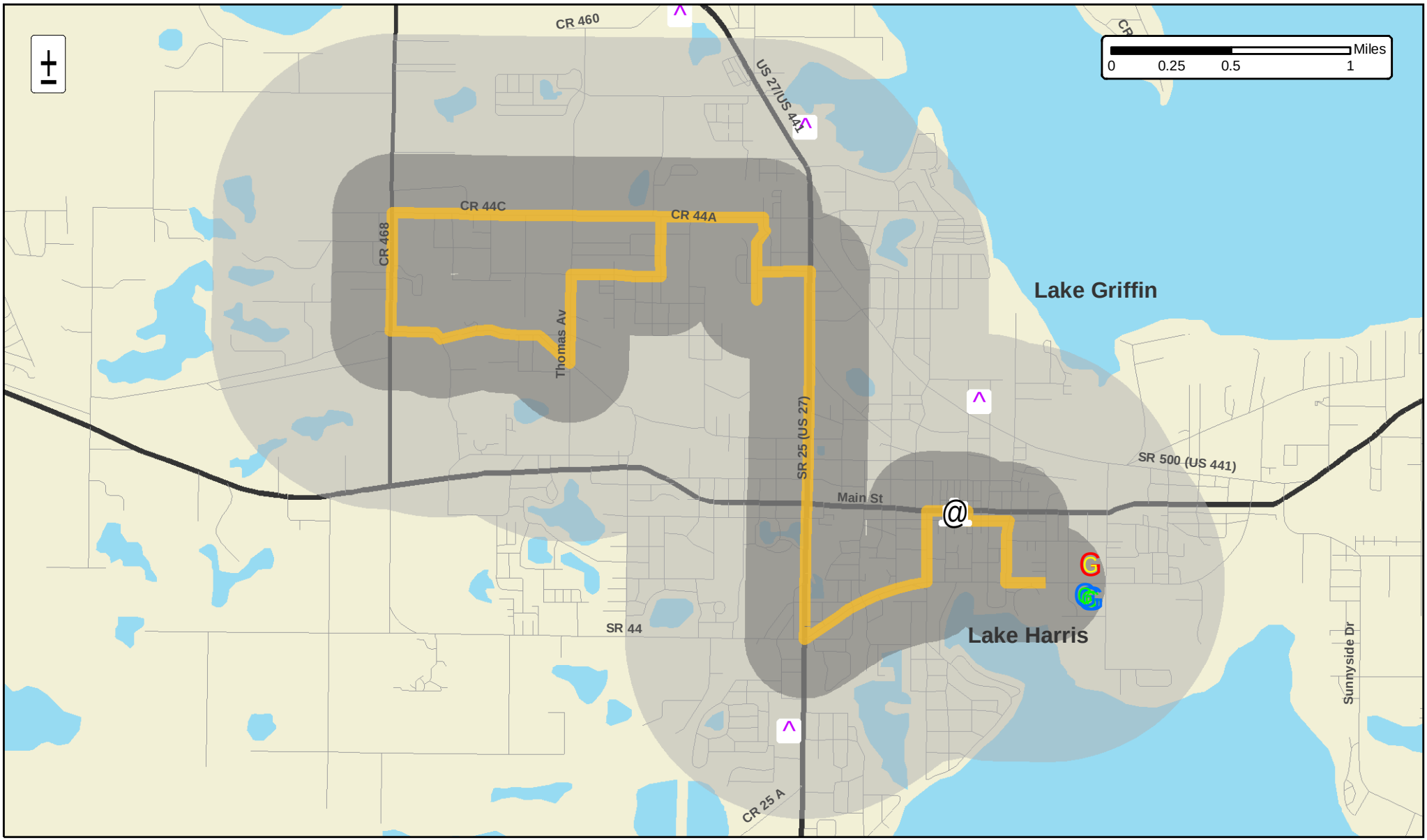
Route 2 - 1/4 mi. Buffer

@ Downtown

G Hospital

^ Shopping Center

Route Alternative Route 2



Lake County TDP/TDSP

Map 7-4

Route 3 - Leesburg Circulator

Route 3 - 1/4 mi. Buffer

Route 3 - 3/4 mi. Buffer

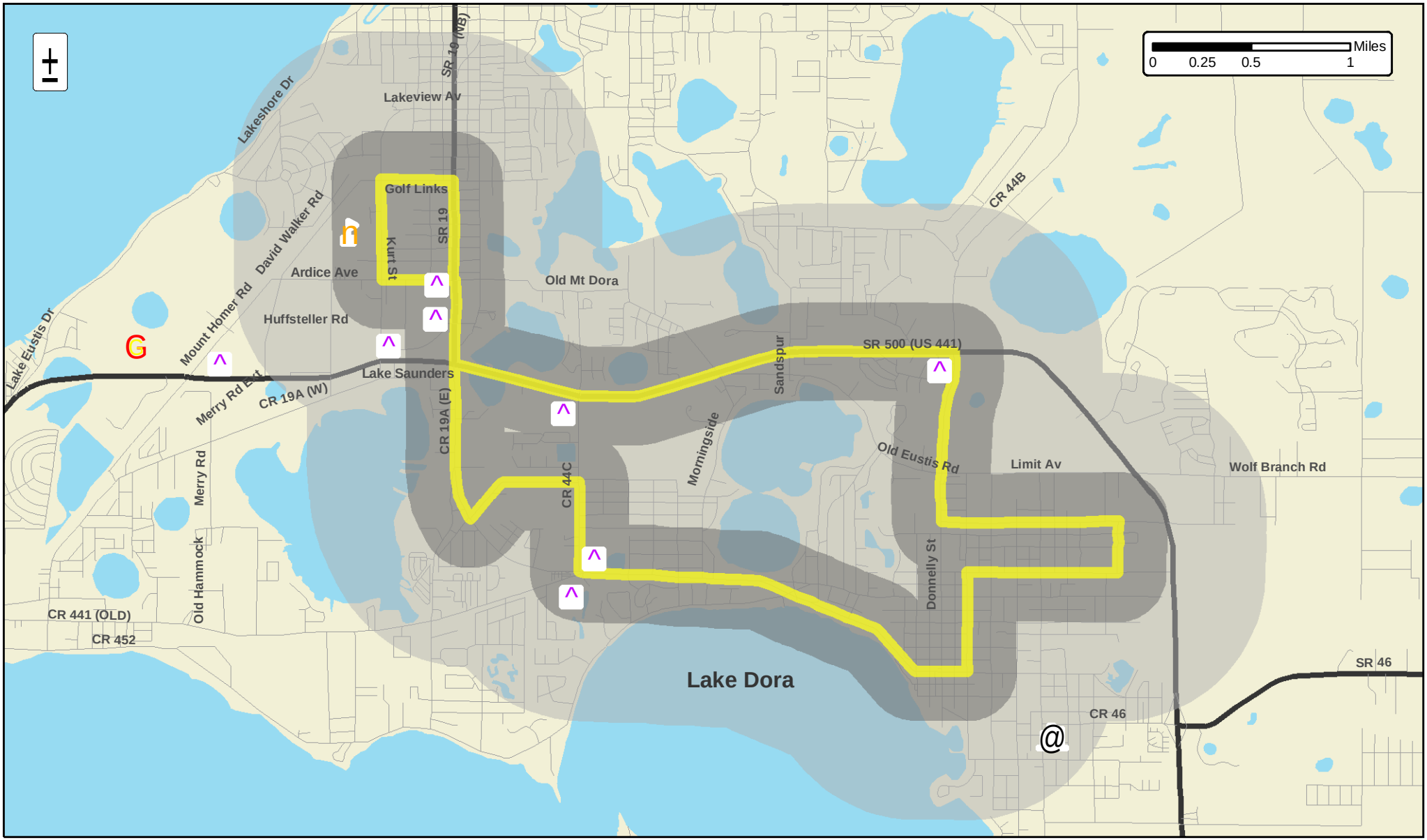
@ Downtown

G Hospital

G Med

^ Shopping Center

Route Alternative Route 3



Lake County TDP/TDSP

Map 7-6

Route 5 - Mt. Dora Circulator

Route 5 - 1/4 mi. Buffer

Route 5 - 3/4 mi. Buffer

@ Downtown

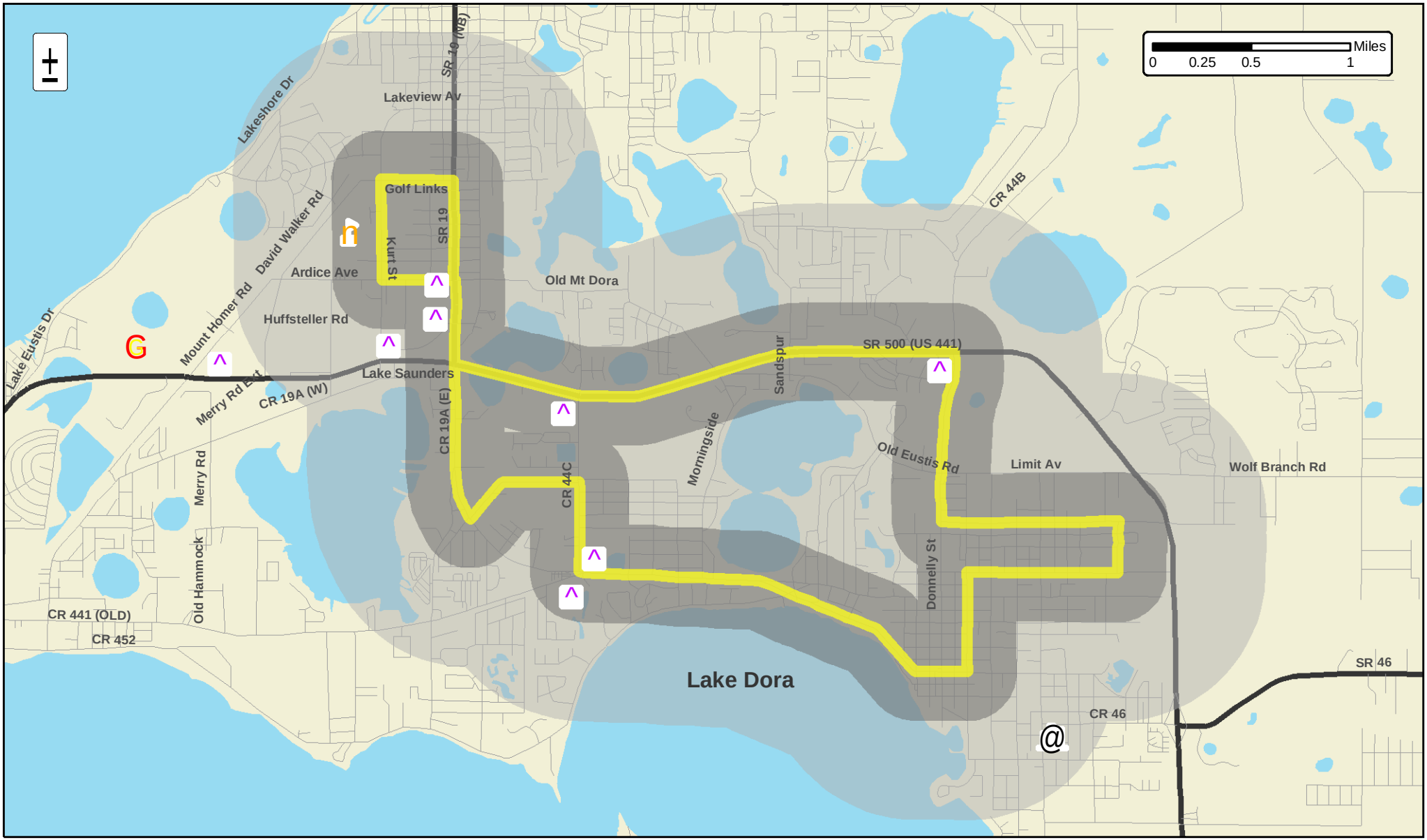
G Hosp

G Med

n College/University

^ Shopping Center

Route Alternative Route 5



Lake County TDP/TDSP

Map 7-6

Route 5 - Mt. Dora Circulator

Route 5 - 1/4 mi. Buffer

Route 5 - 3/4 mi. Buffer

@ Downtown

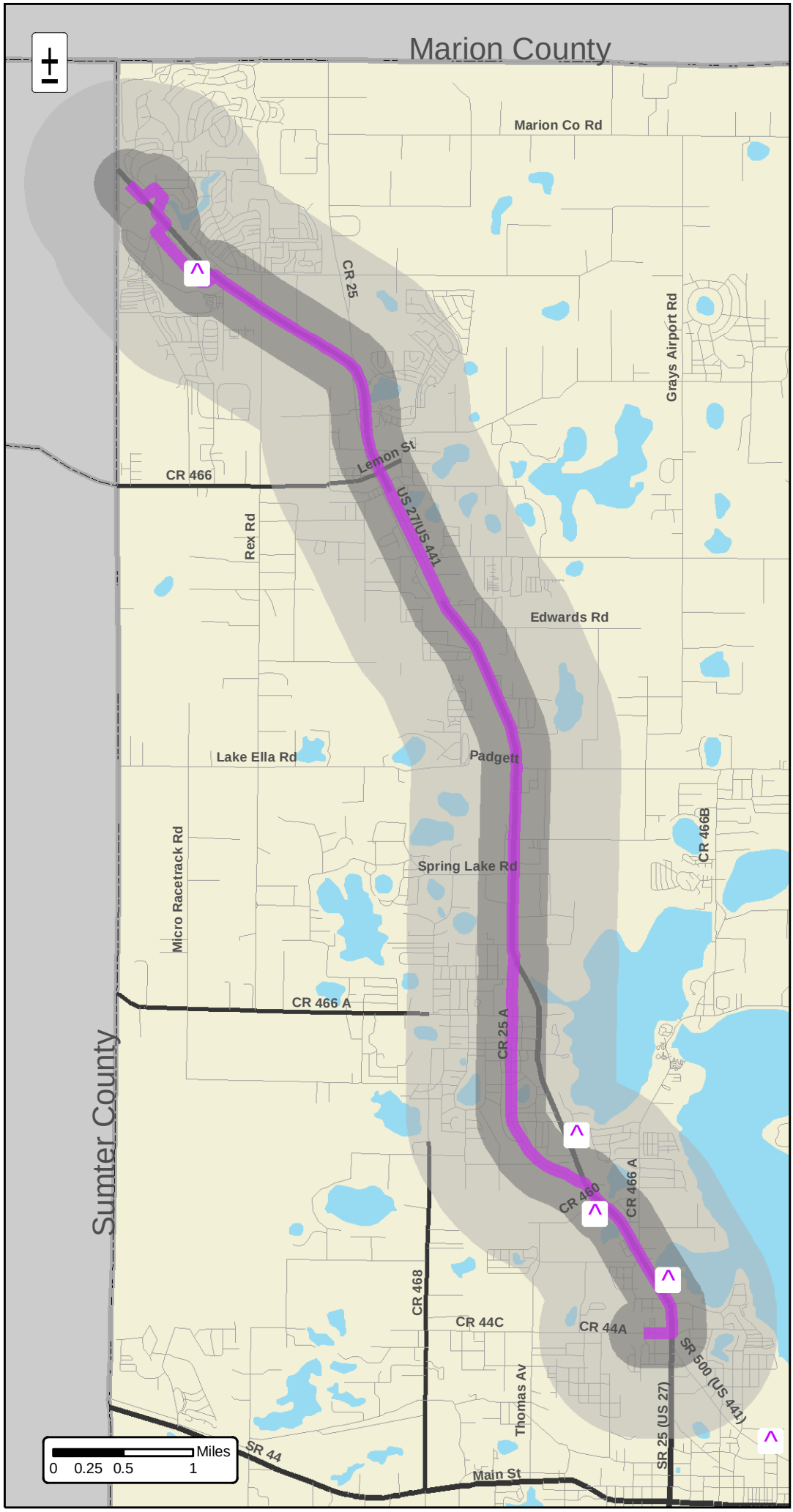
G Hosp

G Med

n College/University

^ Shopping Center

Route Alternative Route 5



Lake County TDP/TDSP

Route 6
Leesburg/Fruitland Park/Lady Lake

Rt. 6 - 1/4 mi. Buffer

Rt. 6 - 3/4 mi. Buffer

Shopping Center

Map 7-7

Route Alternative Route 6

Table 7-3
Route 1 Activity Centers

Shopping Center
Lake Square Mall Shoppes of Lake Village
Hospitals
Leesburg Regional Medical Center Lake/Sumter Mental Health Center
Medical Centers
Durham Young Clinic Lake Center for Rehabilitation Lake Heart Center Lake Urology Clinic Leesburg Regional Medical Center North Lake Surgical Clinic Community Cancer Center Mid-Florida Dialysis Center Leesburg Family Medicine Lake Medical Imaging Lake Eye Clinic Central Florida Neurological Center
Schools
Lake/Sumter Community College

Table 7-4
Route 2 Activity Centers

Shopping Center
Lake Square Mall Shoppes of Lake Village The Market Place Tavares Sqaure Eustis Plaza
Hospitals
Florida Hospital/Waterman
Medical Centers
Tavares Family Medical Center
Downtowns
Downtown Tavares

Table 7-5
Route 3 Activity Centers

Shopping Center
K-Mart Shopping Center Leesburg Market Place Zayre Shopping Center Palm Plaza
Hospitals
Leesburg Regional Medical Center
Medical Centers
Durham Young Clinic Lake Surgical Clinic
Downtowns
Downtown Leesburg

Table 7-6
Route 4 Activity Centers

Shopping Center
The Market Place Tavares Square Eustis Plaza Lake Hills Plaza Eustis Square
Hospitals
Waterman Medical Center Florida Hospital/Waterman
Medical Centers
Lake Eye Associates Lake Pedeiatrics Urology Associates of Lake County
Schools
Lake County Vocational Technical School
Downtowns
Downtown Eustis

Table 7-7
Route 5 Activity Centers

Shopping Center
Eustis Square Lake Hills Plaza Eustis Plaza Tri-Cities Plaza Golden Triangle Shopping Center Mount Dora Plaza Mount Dora Market Place
Medical Centers
Mid-Florida Eye Center Family Medical Center of Mount Dora
Schools
Lake County Vocational Technical School
Downtowns
Downtown Mount Dora

Table 7-8
Route 6 Activity Centers

Shopping Center
The Villages Orange Blossom Garden Shopping Center Fruitland Park Plaza Leesburg Square Wal-Mart Shopping Center K-Mart Shopping Center Leesburg Market Place Zayre Shopping Center
Medical Centers
Family Medical Clinic

The six routes were ranked based on their service characteristics and the ability to serve major activity centers. For example, Route 1, from Lake Square to Leesburg, would serve 17 major activity centers in the service area. The route rankings will assist in prioritizing the routes in the next phase of the TDP planning process; with Route 1 (Lake Square to Leesburg) having the greatest potential and Route 6 (Leesburg/Fruitland Park/Lady Lake) have the lowest potential.

Table 7-9
Selected Annual Operating Characteristics by Route

Route Number	Revenue Miles	Operating Expense	Start-Up Capital Cost	Ridership	# of Activity Centers	Route Ranking
1	45,326	$98,812	$248,092	21,757	17	1
2	50,827	$110,803	$233,928	24,397	8	2
5	43,498	$94,826	$226,152	20,879	11	3
4	40,648	$88,613	$223,128	19,511	12	4
3	38,850	$84,693	$221,220	18,648	8	5
6	48,342	$105,386	$254,088	23,204	9	6
Total	267,492	$583,133	$1,406,608	128,396	65	n/a

Park-and-Ride (Clermont to Orange County) - It is recommended that potential for a park-and-ride bus service continue to be explored in the next five-year period by further evaluating the demand for the service and by coordinating with LYNX regarding the entity responsible for operating the service. Map 7-8 illustrates potential park-and-ride lot locations from the "Regional Park and Ride Plan," prepared by the District 5 Office of the Florida Department of Transportation.

Demand Response

Scheduling/Service Enhancements - The following scheduling and service enhancements are recommended for the demand-response service.

- Purchase more advanced scheduling software in order to facilitate the multi-loading of trips on the demand response service and train schedulers/dispatchers to use the software.

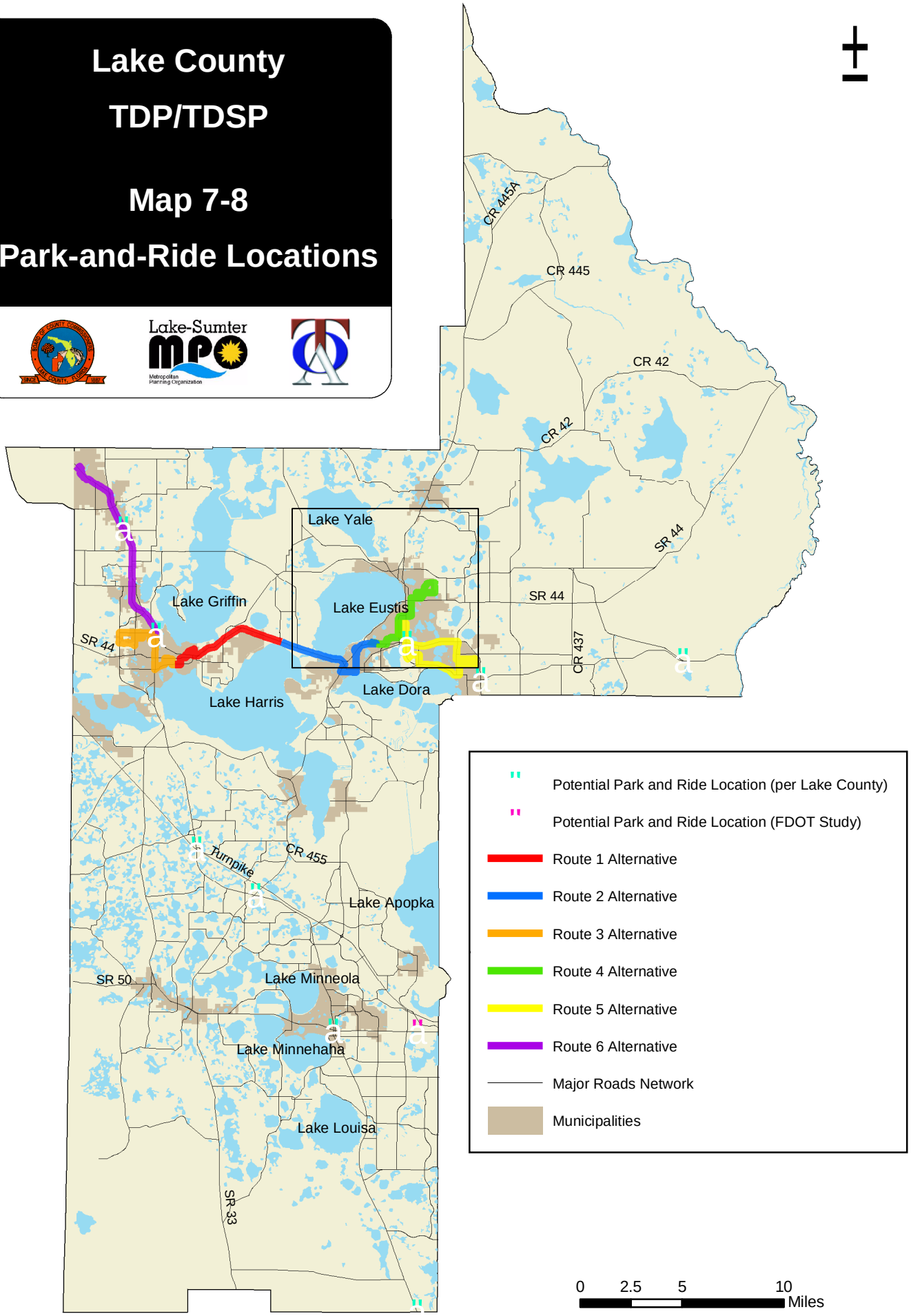
- Develop an ongoing performance monitoring program - The performance monitoring program should measure performance criteria such as cost-efficiency and ridership. The program should be linked to the purchased scheduling and dispatching software and provide monthly operating reports.

- Replace six high-mileage, non-wheelchair accessible vehicles per year - Many of the current service provider's vehicles have high mileage and are not wheelchair accessible. As vehicles are replaced with wheelchair accessible vehicles, more of these trips can be provided by the service provider at a lower cost per trip. A total of 38 of the 98 vehicles in the combined TD service provider inventory, or 39 percent of the total vehicles, are wheelchair-lift-equipped.

- Develop and implement a post-trip rider survey - The CTC should develop a survey that can be administered on a random basis to passengers after their trip. Action should be taken on suggestions and complaints received from the survey.

Lake County TDP/TDSP

Map 7-8
Park-and-Ride Locations



- Distribute schedules and system information in public places throughout the County for residents and visitors (e.g., shopping centers, Chambers of Commerce, etc.). The CTC should maintain a log of contacts where schedules have been distributed and replenish these schedules on a regular basis.

- Pursue marketing opportunities through community associations and clubs, i.e., newsletters and closed-circuit television in the Villages.

- Develop an on-going public involvement process through surveys, discussion groups, interviews with passengers and drivers, and public workshops.

- Encourage marketing assistance from the LCB and the Florida Commission for the Transportation Disadvantaged and obtain resources to expand marketing efforts.

- Ensure cooperation between the private sector transit providers and the CTC.

- Pursue coordination with transportation providers in other counties (e.g., Marion, Orange).

- Explore opportunities to provide group trips to major employment sites.

- Investigate the need for an Automatic Vehicle Location (AVL) system to be used in conjunction with new scheduling software. The need for AVL or any other Intelligent Transportation Systems should be evaluated after new scheduling software is purchased and operating.

- Implement a travel training program, using volunteers to assist seniors with the utilization of the new fixed routes with deviations, as many individuals will be able to use the fixed-route system if they are assisted with learning to do so. The service provider should consider implementing a travel training program that focuses on how to access the vehicles on fixed-routes and use and understand route maps and route schedules, after any new routes are implemented. This type of training will make it possible to transition individuals from the more costly paratransit service to the less expensive fixed routes. Travel training also will help seniors feel more comfortable while using the fixed-routes and give them a greater sense of self-reliance and freedom.

- Improve return trip ride times by coordinating with riders and doctors to schedule appointments during off-peak hours. Peak hours for return trips are from 2:00 to 4:00 pm, therefore, an effort should be made by the service provider to communicate to riders and their doctors that appointments should be scheduled to avoid a return trip during this peak period.

- Improve connectivity of sidewalks and bicycle facilities along existing and future public transportation corridors.

- Support land development regulations that encourage transit-friendly development.

- Provide impact fee credits to developers who provide transit amenities.

Transportation Demand Management

More Aggressive Carpool/Vanpool Program - It is recommended that Lake County explore the possibility of working with LYNX commuter assistance programs for this region, particularly as it relates to serving potential commuting needs from Clermont to downtown Orlando. In addition, Lake County should consider implementing a commuter assistance program, similar to LYNX, VOTRAN, and SCAT commuter assistance programs. A commuter assistance program in Lake County could either meet the commuting need or assist in determining the demand for park-and-ride bus service recommended for study under the fixed-route service concept.

RECOMMENDED TRANSIT ALTERNATIVES

Based on the Transit Alternatives Evaluation Process, the alternatives in Table 7-10 are recommended for inclusion in the Lake County TDP. The table also indicates the total score computed from the criteria analysis conducted in this section, a summary of which was illustrated previously in Table 7-2.

Table 7-10
Recommended Transit Alternatives

Alternative Number	Transit Alternative	Total Score
Fixed-Route With Deviation Alternatives		
2-7	Fixed-route with deviation enhancements	20-26
8	Coordinate with LYNX regarding park-and-ride express bus service (Clermont to downtown Orlando)*	12
Paratransit/Transportation Disadvantaged Alternatives		
2	Paratransit scheduling/service enhancements	26

*The park-and-ride, express bus service received low scores for potential implementation; however, they are recommended for continued coordination since both alternatives are substantially regional in nature.

SUMMARY OF SEPTEMBER 2004 PUBLIC WORKSHOPS

In addition to the four-step transit alternatives evaluation discussed above, public input was also taken into account when identifying the recommended transit alternatives. Two public workshops were facilitated in order to gain public input on which of the alternatives would be most beneficial to the public. The results of these workshops were used in the overall evaluation process for the recommended transit alternatives.

Public Workshop #1

The first workshop in the second series of public workshops for the TDP and TDSP was held on Thursday, September 9, 2004, from 11:00 a.m. to 1:00 p.m., at the Lake Square Mall in Leesburg. Between 25 to 30 persons representing the general public attended and participated in this workshop. An exact count of the total participants was not possible to obtain since a number of individuals elected not to sign in on an attendance sheet that was provided. Display boards were used to present the proposed alternative transit improvements, including fixed-route motorbus routing alternatives, for the public to consider, as well as to facilitate discussion among the attendees. In addition, a brief survey was provided so that all participants would have an opportunity to indicate their preferences for priorities for the improvements to both the County's overall public transportation service and existing TD service, as well for the implementation of the six fixed-route motorbus routing alternatives presented on the display boards. The survey also asked workshop attendees to provide their thoughts and ideas about the current transportation service being provided in the County. The survey questionnaire that was used is included in Figure 7-2.

Figure 7-2
Transit Alternatives Evaluation Survey

LAKE COUNTY TRANSIT DEVELOPMENT PLAN

Please take a minute to give us your preferences for transit improvements in Lake County!

(1) Lake County is considering a number of improvements to its overall public transportation service that could possibly be implemented over the next five years. Based on your needs and preferences, please rank the following potential service improvement concepts in priority order from 1 (highest priority) to 6 (lowest priority).

- ☐ The implementation of fixed-route bus service.
- ☐ The enhancement of existing door-to-door service.
- ☐ The provision of later evening transportation service.
- ☐ The provision of weekend transportation service.
- ☐ The implementation of Park-n-Ride lots & related express bus service.
- ☐ The implementation of a carpool/vanpool program.

(2) The display boards illustrate six potential route alternatives for the provision of fixed-route bus service in particular areas of the County. Based on your needs and preferences, please rank the six route alternatives in priority order from 1 (highest priority for implementation) to 6 (lowest priority).

- ☐ Route 1 - Lake Square Mall to Leesburg
- ☐ Route 2 - Lake Square Mall to Tavares
- ☐ Route 3 - Leesburg Circulator
- ☐ Route 4 - Tavares to Eustis
- ☐ Route 5 - Mt. Dora Circulator
- ☐ Route 6 - Leesburg/Fruitland Park/Lady Lake

(3) Are there any specific changes you would recommend to any of these six route alternatives? Or, are there any other route alternatives that should be considered?

(4) Several aspects of the existing door-to-door (demand-response) service have been identified as needing enhancement and/or improvement. Based on your experience, needs, and/or preferences, please rank the following potential enhancements in priority order from 1 (highest priority for implementation) to 8 (lowest priority), or 1 to 9 if you decide to include an "Other" enhancement.

- ☐ Newer, improved vehicles
- ☐ Increased, improved marketing
- ☐ Travel training program
- ☐ Improved trip scheduling
- ☐ Shorter reservation window requirement (now require 48 hours advance notice)
- ☐ Sensitivity training for customer service representatives and drivers
- ☐ Provision of group trips
- ☐ Provision of weekend service
- ☐ Other _____

(5) Are there any other comments you would like to share with us regarding the current public transportation service being provided in Lake County, or the improvement or enhancement of that service?

Comments and questions received from attendees of this first public workshop are summarized below.

- Connectivity – Make [proposed] Route 5 connect with Lynx.
- Service – Implement a complete mass transit system for Lake County.
- Bus Stops – Route 1 should have stop at LSCC (Lake-Sumter Community College).
- Bus Stops – Route 3 should have stops at LRMC (Lake Regional Medical Center) South.
- Service – Sooner implementation than announced. (It was indicated in discussion that, depending on the availability of funding, it could take at least 6 to 12 months to get fixed-route service operating in the County.)
- Funding – Pay for transport with exception of Medicare.
- Service – The sooner the better.
- Fare – The fee for travel should be reasonable.
- Service – Possible bus route to Orlando International Airport from Leesburg.
- Connectivity – County Road 48 to Lake Harris Square
- Door-to-Door Service – Return pick-up service is inadequate.
- Service – Mt. Dora back and forth to Lake Square Mall three or four times a day.
- Service – Should be more dependable buses that do not arrive to pick me until after promised time, due to poor scheduling.
- Service – Drivers are very friendly and safe.
- Service – Route traveling along Route 44 East and West.

Public Workshop #2

A second public workshop in the second series of public workshops for the TDP and TDSP was held on Thursday, September 9, 2004, from 2:30 p.m. to 4:30 p.m. at the La Hacienda Community Center in The Villages. Three persons representing the general public and a representative of the Sumter County transportation service attended and participated in this workshop. Similar to the first public workshop, display boards were used to present the proposed alternative transit improvements, including fixed-route motorbus routing alternatives, for the public to consider, as well as to facilitate discussion among the attendees. In addition, a brief survey was provided so that all participants would have an opportunity to indicate their preferences for priorities for the improvements to both the County's overall public transportation service and existing TD service, as well for the implementation of the six fixed-route motorbus routing alternatives presented on the display boards. Since fewer persons attended this second workshop, an hour-long discussion between attendees, County staff, and the Consultant took place instead of a more informal workshop format. Comments and questions received from attendees at the second public workshop are summarized below.

- Service – Overall routes are too ambitious to succeed.
- Service – Closer adherence to the former route with reduced frequency.
- Door-to-Door Service – More availability and no need for two-day notice.
- Service – [Need a route from] The Villages direct to Lake Square Mall.

- Service – Bus service soon, rather than next year.
- Service – Minimize the need to transfer as much as possible.
- Service – If it is not fiscally possible to implement bus service on an everyday basis, at least provide service to the mall a few times per week, especially from The Villages.

Public Workshop #3

A third public workshop in the second series of public workshops for the TDP and TDSP was held on Thursday, September 9, 2004, from 6:00 p.m. to 8:00 p.m. at the Lake County Administration Building. However, there were no participants that attended the third public workshop, most probably due to the inclement weather conditions that were occurring in Tavares at the time of the workshop. It should be noted that attendance was lower at these public workshops than the workshops held in May. It is surmised that the residual effects on the area (e.g., power outages, damage to homes, etc.) of Hurricane Charley and Hurricane Frances, as well as the uncertainty of the track of impending Hurricane Ivan, played a significant role in impacting the attendance.

Workshop Survey Results

As mentioned previously, a survey questionnaire was distributed to attendees at the first two workshops in order to provide an additional forum through which they could provide comments and input about the proposed fixed-route motorbus routing alternatives and service improvement concepts for public transportation in Lake County. The results of the surveys from the first two workshops are presented in Figure 7-3.

Figure 7-3
Transit Alternatives Evaluation Public Workshop Survey Results

LAKE COUNTY TRANSIT DEVELOPMENT PLAN

Please take a minute to give us your preferences for transit improvements in Lake County!

(1) Lake County is considering a number of improvements to its overall public transportation service that could possibly be implemented over the next five years. Based on your needs and preferences, please rank the following potential service improvements in priority order from 1 (highest priority for implementation) to 6 (lowest priority).

1.00	The implementation of fixed-route bus service.
3.33	The enhancement of existing door-to-door service.
4.67	The provision of later evening transportation service.
3.58	The provision of weekend transportation service.
4.08	The implementation of Park-n-Ride lots & related express bus service.
5.17	The implementation of a carpool/vanpool program.

(2) The display boards illustrate six potential route alternatives for the provision of fixed-route bus service in particular areas of the County. Based on your needs and preferences, please rank the six route alternatives in priority order from 1 (highest priority for implementation) to 6 (lowest priority).

2.46	Route 1 - Lake Square Mall to Leesburg
3.00	Route 2 - Lake Square Mall to Tavares
2.67	Route 3 - Leesburg Circulator
4.00	Route 4 - Tavares to Eustis
4.09	Route 5 - Mt. Dora Circulator
3.64	Route 6 - Leesburg/Fruitland Park/Lady Lake

(3) Are there any specific changes you would recommend to any of these six route alternatives? Or, are there any other route alternatives that should be considered?

Survey responses have been summarized previously in this section.

(4) Several aspects of the existing door-to-door (demand-response) service have been identified as needing enhancement and/or improvement. Based on your experience, needs, and/or preferences, please rank the following potential enhancements in priority order from 1 (highest priority for implementation) to 9 (lowest priority).

4.00	Newer, improved vehicles
5.00	Increased, improved marketing
5.14	Travel training program
1.63	Improved trip scheduling
3.25	Shorter reservation window requirement (now require 48 hours advance notice)
5.29	Sensitivity training for customer service representatives and drivers
6.17	Provision of group trips
4.38	Provision of weekend service
3.50	Other ___ Connection with Lynx; more hospital stops; bring telephone into 21st Century.

(5) Are there any other comments you would like to share with us regarding the current public transportation service being provided in Lake County, or the improvement or enhancement of that service?

Survey responses have been summarized previously in this section.

Tindale-Oliver & Associates, Inc.

Based on the survey results in the figure, it is clear that the implementation of fixed-route service is extremely important to the citizens in Lake County, as it was given the highest priority by every survey respondent. Also important, though to a lesser degree, is the enhancement of the existing door-to-door service being provided by Lake County Transit and the provision of weekend transportation service. The implementation of a carpool/vanpool program was given the lowest priority among the six transportation improvement options by survey respondents.

For the six fixed-route motorbus routing alternatives presented to the workshop participants, the survey respondents gave the highest overall priority to Route 1, from Lake Square Mall to Leesburg. According to the average priority response data, the next highest-priority routes are Route 3, the Leesburg Circulator, and Route 2, the Lake Square Mall to Tavares route. Route 5, the Mt. Dora circulator, had the lowest overall priority score based on the survey response.

Regarding potential demand-response service improvements, improved trip scheduling received the highest average priority score based on the input of the survey respondents. The next highest priority score is for the need to have a shorter reservation window requirement. Finally, the provision of group trips received the lowest overall average priority score based on the input of the survey respondents.

Copies of public input received through the public involvement process or independently throughout the development of the TDP and TDSP, as well as copies of any responses sent to the public, are included in Appendix. K.

Section 8
Organizational Structure and Funding Options

INTRODUCTION

This section identifies and describes the various governing structures used by the vast majority of public transportation systems throughout Florida and the U.S. This includes five types of governing structures as summarized below. In addition, a review was conducted of existing and potential funding options for public transportation in the Lake-Sumter urban area. The review includes federal, state, and local sources of funding, as well as cost reduction and cash management techniques for public transportation systems.

ORGANIZATIONAL STRUCTURE

The provision of public transportation service is seldom limited to any single jurisdiction or governing body. State, regional, and local governments usually work together in some way to establish a governing structure that meets the needs of multiple jurisdictions. This section identifies and describes the various governing structures used by the vast majority of public transportation systems throughout Florida and the U.S. The five types of governing structures are summarized below.

Local/Regional Government

In this structure, the transit system operates as a department or division within a government entity such as a county or city. Local transit managers in these divisions administer transit services, receive and expend funds from private, local, federal, and state sources, and meet federal, state, and local policies and program requirements.

When transit is a local government responsibility, transit managers in local or regional government must work within budgetary constraints to provide the levels and types of public transportation services required by the local government. The local elected officials define service areas, and transit boards and general managers determine the most efficient routes and schedules. When funds allocated for transit fall short, local governments have the responsibility for providing additional funding to cover the shortfall or agree to reduce costs through service reductions or other mechanisms.

Regional Transportation Authority

Regional transportation authorities in Florida are created pursuant to Chapter 163 of the Florida Statutes. It is a charter of two or more contiguous counties, municipalities, other political subdivisions, or combinations thereof. As mandated, each participating jurisdiction can appoint at least one representative (elected) for the first 100,000 population, then another for the next 50,000, and one additional representative for each additional 100,000 population to the charter

committee. All member jurisdictions must be represented by at least one elected official regardless of population. In addition, two officials are appointed to the board by the Governor of Florida. The charter committee must have a minimum of five elected representatives. Under these population guidelines, jurisdictions may have any number of elected officials.

With certain limitations, regional transportation authorities in Florida have the power to purchase or own transportation facilities, acquire and operate local transportation systems, conduct studies, and contract with other governmental agencies, private companies, and individuals. Also, regional transportation authorities are allowed to acquire, purchase, hold leases, borrow money, and issue bonds to carry out transportation purposes. It is responsible for developing transportation plans, in coordination with participating municipal, county, and state agencies and other political subdivisions of the state. However, these transportation plans are subject to review and approval by the Florida Department of Transportation and the regional planning agency for consistency with programs or planning for the area and region.

Regional transportation authorities, such as Hillsborough Area Regional Transit in Hillsborough County, Florida, are created as special tax districts (Chapter 189 F.S.) with taxing authority to levy ad valorem taxes that are based on the full valuation of real property not to exceed three mills on the taxable real property in the service area. This tax can be levied only after its approval by a majority of the electors of each county, municipality, or other political subdivision that is a part of the special district. In terms of geographic expansion for a regional authority, any neighboring county, municipality, or other political subdivision may join the authority upon a resolution adopted by that governing body contiguous to the authority.

Independent Transit Authority

In Florida, an independent transit authority can be created with a special act, or as a special district without separate legislation. A separate act designates powers and duties for each authority in corresponding chapters. The authority operates as its own public entity, typically having taxing authority. The authority also establishes its own governing Board of Directors. They are allowed the right to own, operate, maintain, and manage a public transportation system in the geographical area specified according to the act. Also, they are allowed to plan, develop, own, purchase, lease, acquire, demolish, construct, improve, relocate, equip, repair, maintain, operate, and manage a regional public transportation system and public transportation facilities. The authorities are authorized to borrow money, issue bonds, and enter into joint development agreements.

The other types of independent transit authorities are created as independent or dependent special districts (Chapter 189 F.S). According to the Florida Special District Handbook, a dependent special district has at least one of the following characteristics:

- Governing body members are identical to the governing body of a single county or a single municipality.

- Governing body members are appointed by the governing body of a single county or a single municipality.
- During unexpired terms, governing body members are subject to removal at will by the governing body of a single county or a single municipality.
- Budget requires approval through an affirmative vote by the governing body of a single county or a single municipality.
- Budget can be vetoed by the governing body of a single county or a single municipality.

A special district that includes more than one county is an independent special district unless the special district lies wholly within the boundaries of a single municipality. Independent special districts do not have any dependent characteristics (*Florida Special District Handbook, 2001)*.

For example, the Lakeland Area Mass Transit District and Pinellas Suncoast Transit Authority are special districts created under sub-section 125.01(5) of the Florida Statutes. Sub-section 125.01 (5) allows the governing body of a county the power to establish an independent authority as a special district. Similar to regional transportation authorities, independent transit authorities also can include both incorporated areas and adjacent unincorporated areas with the approval of the governing body of the incorporated area affected. The governing body includes county commissioners and elected officials from representative jurisdictions. Since an independent transit authority is established as a special district, it can levy taxes authorized for the special district as designated by the respective ordinance.

Private Non-Profit

When this structure is used in Florida, it is typically associated with a non-profit entity (e.g., Council on Aging) that was previously responsible for the provision of paratransit services. It is common for new-start fixed-route bus systems to begin operating under this structure as an extension of paratransit services already provided in the community.

Private For-Profit

This structure is typically a form of the government-based structure, where a public agency contracts with a private for-profit entity to manage and/or operate manage public transportation services. There are several examples of this type of structure in Florida, including transit systems in Ocala and Collier counties. These private non-profit and for-profit governing options are similar in function with the one obvious difference being the profit motive.

TRANSIT FUNDING OPTIONS

A review was conducted of existing and potential funding options for public transportation in Lake County. The review includes federal, state, and local sources of funding, as well as cost reduction and cash management techniques for public transportation systems.

Table 8-1 provides a comprehensive list of transit funding options and cost reduction/cash management techniques. The options are placed into four major categories, as summarized below.

- Federal Sources (Numbers 1-18)
- State Funding Sources (Numbers 19-28)
- Local Funding Sources (Numbers 29-43)
- Cost Reduction and Cash Management Techniques (Numbers 44-53)

The table of funding options and cost reduction/cash management techniques reflects the following information for each item.

- Name of Funding Source/Technique
- Source (federal, state, local, other)
- Description of Source/Technique and Associated Restrictions
- Current or Potential Use in Lake County (yes or no)
- Match Requirement (federal and state sources only)
- Evaluation Criteria (high, medium, or low)
    - Stability
    - Flexibility
    - Ease of Use
    - Equity

As the officially designated Community Transportation Coordinator (CTC) for the County, Lake County Board of County Commissioners contracts with Lifestream Behavioral Center (Lake County Transit), a private non-profit organization, to operate public transportation services in Lake County. Extensive efforts were undertaken to assess and project the overall performance and productivity of Lake County Transit as part of the development of the TDP/TDSP. These efforts were included the Trend and Peer Review Analyses in Section 3

The results of these efforts suggest that Lake County Transit has not performed consistently well over the past several years. Despite the recommendations from the previous TDP, no fixed-route bus service has been implemented and operated. An alternative governing option that may provide more access to additional funding options could be benefit Lake County as it continues to seek to improve its transportation services. However, the detailed assessment of such governing and funding options is beyond the scope of this TDP Update. Nevertheless, governing and funding are key issues related to transportation that should continue to be monitored by Lake County

Table 8-1

Transit Funding Sources and Cost Reduction/Cash Management Techniques

No.	Source/Technique	Source	Description and Restrictions	Current or Potential Use in Lake County	Evaluation Criteria				
					Match Requirement	Stability	Flexibility	Ease of Use	Equity
			Federal Funding Sources						
1	Section 5303 - Metropolitan Planning Program Funding for MPO	Federal	This program supports MPO planning activities, including transit planning activities, identified in the UPWP. It is allocated on the basis of urbanized area population. FDOT provides half the local match, usually as cash. Only those MPOs with transit systems (or developing plans to start one) receive section 5303 funds.	Yes	80% Fed, 10% State, 10% Local	High	Low	High	High
2	Section 5307 - Urbanized Area Formula Grant	Federal	Funds are allocated based upon urbanized area population and density, and only to those urbanized areas with or developing transit systems. Funds are earmarked for transit and related planning. It can be used for capital and operating assistance for areas with population exceeding 50,000 but less than 200,000. Areas with population greater than 200,000 receive capital assistance only.	Yes	Capital- 80% Fed, 20% State/Local, Operating - 50% Fed, 50% State/Local	High	Moderate	Moderate	Moderate
3	Section 5308 - Clean Fuel Formula Grant Program	Federal	Funds projects to increase deployment of advanced bus technologies like low-emission vehicles including assisting transit systems to purchase such buses and related equipment, constructing alternative fuel fueling facilities, modifying existing garage facilities to accommodate clean fuel vehicles and assisting in the utilization of biodiesel fuel. Funds come half from Section 5309 and half from Section 5307 funds.	No	80% Fed,20% State/Local	Low	Low	Moderate	Moderate
4	Section 5309 - Capital Investment Grants (for Bus and Bus Related Projects)	Federal	Funds for bus and bus-related capital projects such as acquisition of buses for fleet and service expansion, bus maintenance and administrative facilities, transfer facilities, bus malls, transportation centers, intermodal terminals, park-and-ride stations, acquisition of replacement vehicles, bus rebuilds, bus preventive maintenance, passenger amenities such as passenger shelters and bus stop signs, accessory and miscellaneous equipment.	Yes	80% Fed,20% State/Local	High	Low	Moderate	Moderate
5	Section 5310 - Elderly and Disabled Grant Program	Federal	Capital projects only. To provide transportation services to meet the special needs of the elderly and persons with disabilities.	Yes	80% Fed, 10% State, 10% Local	High	Low	Moderate	Moderate
6	Section 5311 - Non- Urbanized Area Formula Grants	Federal	Population based funding source for capital and operating projects. This program is designed to enhance the access of people in nonurbanized areas to health care, shopping, education, employment, pubic services, and recreation. In addition, it is intended to improve public transportation systems in rural and small urban areas.	Yes	Capital- 80% Fed, 20% Local, (or 90%, 10%) Operating - 50% Fed, 50% Local	High	Moderate	Moderate	Moderate
7	Section 5311 - (f) Intercity Bus Service	Federal	Fifteen percent of the state's annual Section 5311 apportionment is allocated to carry out a program to develop and support intercity bus transportation, unless intercity bus service needs of the state are being met already. Projects support intercity bus service in rural and small urban areas.	Yes	No Federal Matching Requirement	Moderate	Low	Low	Moderate
8	Section 5311 - (b)(2) Rural Transit Assistance Program	Federal	These funds assist the design and implementation of training and technical assistance projects and other support services designed to meet the needs of transit operators in nonurbanized areas. Funds are disseminated at two stages, a national program for the development of information and materials for local operators and State administering agencies. The program supports research and technical assistance projects of national interest. It also assists States in developing and implementing training and technical assistance programs.	No	No Federal Matching Requirement	High	Low	Moderate	Moderate
9	Over-the-Road Bus Accessibility (Rural Transportation Accessibility Incentive Program)	Federal	There is guaranteed funding under TEA-21 for providers of over-the-road bus services, including local fixed-route service, commuter service, and charter/tour service. This program provides grants to operators of over-the-road buses to help finance the incremental capital and training costs of complying with the DOT over-the-road bus accessibility final rule.	No	90% Fed, 10% State/Local,	High	Low	Moderate	Moderate
10	Project Management Oversight Program	Federal	FTA contracts directly with firms to provide oversight for the construction of major transit projects. This funding is also used to conduct safety, procurement, management, and financial audits. Funds come from not more than one-half of a percent of the funds made available under the Urbanized Area and the Non-Urbanized Area Formula Programs, and three-quarters of a percent of funds under the Capital Investment Program.	No	None	High	Low	Low	Low
11	High Priority Projects Program	Federal	Capital projects only, 1,850 projects specifically earmarked in the Transportation Equity Act for the 21st Century	No	80% Fed,20% State/Local	High	Low	Low	Low
12	Surface Transportation Program (STP) Funds	Federal	This is FHWA program funds that are transferred to FTA for transit projects and is the source of "flexible" funding for both highway and transit projects. STP assistance may be used by States and localities for all eligible projects on any Federal-aid highway, including the National Highway System, bridge projects on any public road, transit capital projects, and public bus terminals and facilities.	No	80% Fed, 20% Local (Toll Credits are Eligible for Match)	High	High	High	Moderate
13	Congestion Mitigation and Air Quality Improvement Program (CMAQ) Funds	Federal	This is FHWA program funds that are transferred to FTA for transit projects. This funding source is available for projects in areas that do not meet the National Ambient Air Quality Standards (non-attainment areas) or former non-attainment areas now in compliance (maintenance areas) for ozone, carbon monoxide, and small particulate matter.	No	80% Fed, 20% Local (Toll Credits are Eligible for Match)	High	Low	Moderate	Moderate
14	National Highway System Program (NHS) Funds	Federal	This is FHWA program funds that are transferred to FTA for transit projects. Eligible transit projects include fringe and corridor parking facilities, bicycle and pedestrian facilities, carpool and vanpool projects, and public transportation facilities in NHS corridors, where they would be cost effective and improve the level of service on a particular NHS limited access facility.	Yes	80% Fed, 20% Local (Toll Credits are Eligible for Match)	High	Moderate	Moderate	Moderate
15	Job Access and Reverse Commute Program	Federal	These funds are used to develop new or expanded transportation services to connect welfare recipients and other low-income persons to jobs.	Yes	80% Fed, 20% State/Local	High	Moderate	Moderate	Moderate

Table 8-1

Transit Funding Sources and Cost Reduction/Cash Management Techniques

No.	Source/Technique	Source	Description and Restrictions	Current or Potential Use in Lake County	Evaluation Criteria				
					Match Requirement	Stability	Flexibility	Ease of Use	Equity
16	Livable Communities	Federal	This funding source supports the planning, design, and construction of pedestrian walkways and transit-oriented developments, as well as feasibility studies, technical assistance, etc.	Yes	N/A	High	Moderate	Moderate	Moderate
17	Ferry Boat Discretionary (FBD) Program	Federal	This funding source provides funding for the construction of ferry boats and ferry terminal facilities. An estimated $18 million is available for open competition. The Federal share of these funds are 80%, with local contribution of 20%, including state.	No	80% Fed, 20% State/Local	Moderate	Low	Low	High
18	The New Freedom Initiative	Federal	The New Freedom Initiative is a comprehensive plan with goals including but not limited to, integrating Americans with disabilities into the workforce and expand their transportation options in order to promote full access to community life.	Yes	N/A	N/A	N/A	N/A	N/A
19	Transportation and Community and System Preservation Pilot (TCSP) Program	Federal	TCSP is a five-year program, extending from 1999 through 2003. Eligible recipients are States, metropolitan planning organizations, city and county governments, planning agencies and other public bodies with projects meeting program requirements. Non-profit, community and civic organizations cannot apply directly for funds but can participate as partners with those who are eligible.	No	80% Fed, 20% State/Local	High	Low	Moderate	Moderate
			State Funding Sources						
20	State Block Grants	State	This funding source is a formula allocation, based on population, ridership, and revenue miles of service; funds can be used for capital and/or operating projects	Yes	50% State, 50% Local	High	High	Moderate	High
21	Transit Corridor Program	State	Corridors eligible for funding under this program are those "included in a local or statewide Congestion Management Plan/Mobility Management Plan (CMP/MMP) where increased traffic congestion and overcrowding are causing an inefficient transportation system. Funds typically require a 50/50 match but may go up to 100% funding based on regional significance.	Yes	Up to 100% State Funding (typically a 50/50 program - See Description)	Low	Moderate	Moderate	Moderate
22	Service Development Grants	State	This program is designed to provide start-up funding for new or innovative techniques or measures for new or expanded services. Funding is limited to the first three years of new service and typically requires a 50/50 match but up to 100% funding available if a project is of statewide significance and approved by the FDOT Central Office.	Yes	50% State, 50% Local (See Description)	Moderate	Moderate	Moderate	Moderate
23	Toll Revenue Credits (Soft Match)	State	Toll revenue credits can be used as soft match for non-Federal matching share of all federal capital projects except for projects funded with FHWA's emergency relief funds.	Yes	None	High	High	High	High
23	Commission for the Transportation Disadvantaged (CTD) Funds	State	This program is administered by the Commission for the Transportation Disadvantaged (CTD). The CTD administers the Transportation Disadvantaged Trust Fund which is funded at approximately $24 million per year. The State government mandates that all transportation disadvantaged funds be allocated to purchase transportation services from the Community Transportation Coordinator (CTC) in each Florida county.	Yes	90% State, 10% Local Funding	High	Low	High	Moderate
24	Transit Urban Capital	State	This is a new program that provides State funding for capital programs. Funds require an equal match as the local contribution.	Yes	50% State, 50% Local Funding	High	Moderate	Moderate	Moderate
25	Urban Transit Clean Fuel Bus Capital Program	State	This is a state funding source for bus capital projects and requires an equal match as the local contribution.	No	50% State, 50% Local Funding	High	Moderate	Moderate	Moderate
26	State Intermodal Program	State	This funding source provides state assistance to intermodal facilities.	Yes	50% State, 50% Local Funding	High	Moderate	Low	Moderate
27	Commuter Assistance Program	State	A Commuter Assistance Program encourages a public/private partnership to provide brokerage services to employers and individuals for: carpools, vanpools, bus pools, express bus service, subscription transit service, group taxi services, heavy and light rail and other systems designed to increase vehicle occupancy. Grants are received by either Local governments, MPOs, Regional Planning Councils, Transportation Authorities, or Community Transportation Coordinators.	Yes	50% State, 50% Local Funding	High	Moderate	Moderate	High
28	Park-and-Ride Lot Program	State	There is a limited Allocation of $1,000,000 for the State of Florida. Each District is allocated a portion of these funds. Projects need to be planned in accordance with the State of Florida Park-and-Ride Lot Program Manual and the project must be programmed for the immediate fiscal year. Projects are determined on a case-by-case basis by the FDOT.	Yes	None	Moderate	Low	Moderate	Moderate
29	State Coordination Grants	State	States participating in the "United We Ride" National Leadership Forum will be eligible to submit an application for State Coordination Grants, to address gaps and needs related to human service transportation in their geographic regions.	Yes	Data Not Available	N/A	N/A	N/A	N/A

Table 8-1

Transit Funding Sources and Cost Reduction/Cash Management Techniques

No.	Source/Technique	Source	Description and Restrictions	Current or Potential Use in Lake County	Evaluation Criteria				
					Match Requirement	Stability	Flexibility	Ease of Use	Equity
			Local Funding Sources						
30	Bus Advertising	Local	This is a program where advertsing is sold for display on buses (internal or external).	Yes	N/A	Low	High	Moderate	High
31	Local Option Gas Tax	Local	Local Option Gas Tax can be used for public transportation. The first local option may be used for transit capital and operating, The second local option may be used for capital only.	Yes	N/A	High	High	Moderate	Moderate
32	Municipal Revenue	Local	Incorporated municipalities may contribute directly to the transit system, usually for a specific service to be provided within the municipality.	Yes	N/A	Moderate	High	High	Moderate
33	Joint Development of Transit Assets	Local	This program is for capital projects only. Options available include selling property as assets for non-transit use which require return of Federal share, lease property for a non-interfering use and retain the proceedings, or build a transit-oriented joint development on the property and retain proceedings.	Yes	N/A	Low	Moderate	Low	Moderate
34	Property Transfer or Swap	Local	In this program, transit agencies transfer FTA interest in one property to another allowing the private development or other use of the property.	Yes	N/A	Low	Low	Low	Moderate
35	Special Tax District	Local	Special taxing districts are used when a transportation project is expected to provide benefits to a specific area. The new tax can be ad valorem-based or based on front footage of property.	Yes	N/A	High	Moderate	Low	High
36	Transit Impact Fees	Local	A transit Impact fee may be adopted to require development to pay for transit infrastructure according to the impact the development has on the area.	Yes	N/A	Moderate	Low	Moderate	High
37	Incremental Tax Areas	Local	Tax Incremental Financing can be used when transit improvements raise the property values in an area and the additional property tax revenue generated goes to fund those same improvements.	Yes	N/A	High	Moderate	Low	High
38	Station Concessions	Local	This revenue source reflects that sale of concessions at transit facilities. This is usually applicable only to large systems with significant transit facilities.	Yes	N/A	Moderate	High	High	Moderate
39	Local Option Sales Tax	Local	A Local Option Sales Tax may be implemented within a given county and requires a county-wide referendum. Stable source and not annually appropriated, so can be counted on from year-to-year. Proceeds are reduced due to state administrative fees for handling theses taxes.	Yes	N/A	High	High	Low	Low
40	Ad Valorem (Property Taxes)	Local	Ad valorem, or property tax, revenue can be used to fund public transportation, either through the general fund or through some type of dedicated revenue source through an authority.	Yes	N/A	Moderate	High	High	Moderate
41	Municipal Service Taxing Unit (MSTU)	Local	An MSTU can be established to specifically collect a property tax dedicated to public transportation. The service area can be selected based on the services provided and may include portions of unincorporated areas and municipalities. The millage collected for an MSTU does not count against a county's general millage cap of ten mills.	Yes	N/A	High	High	High	High
42	Farebox Revenue	Local	Farebox revenue is generated based on the fare policy adopted by the transit system.	Yes	N/A	High	High	High	High
43	Private Contributions/Fees	Local	Contributions or fees may be obtained from commercial businesses, associations, foundations, and charitable organizations.	Yes	N/A	Low	Moderate	High	Moderate
44	Leasing Right of Way	Local	In this program, right-of-way can be leased to utility, telecommunication, or other companies with linear cable networks that need to expand their network service areas.	Yes	N/A	Low	Moderate	Moderate	Moderate

Table 8-1

Transit Funding Sources and Cost Reduction/Cash Management Techniques

No.	Source/Technique	Source	Description and Restrictions	Current or Potential Use in Lake County	Evaluation Criteria				
					Match Requirement	Stability	Flexibility	Ease of Use	Equity
			Cost Reduction and Cash Management Techniques						
44	State Infrastructure Bank (SIB) Loan	State	This program offers zero or low interest loans for all or part of a project.	Yes	None	High	High	Low	Moderate
45	Pool Purchases (Non-FPTA and FPTA assisted)	Local	Programs exist for the pool purchasing of buses or other capital equipment. In Florida, agencies can decide to use or not use the assistance of the Florida Public Transit Association (FPTA) in pool purchases. Pool purchases can offer benefits of bulk purchases such as low unit costs and less paperwork.	Yes	N/A	High	Moderate	Moderate	Moderate
46	Lease Using FTA Funds	Local	Transit agencies sometimes use federal funds to lease rather than purchase capital equipment. Some counties are using this option for leasing office equipment.	Yes	N/A	Moderate	Moderate	Moderate	Moderate
47	GARVEE (Grant Anticipation Revenue Vehicle) Bonds	State/ Local	This is a debt financing instrument for transit agencies to issue bonds secured by future federal revenues. This offers a new way to generate up-front capital on the basis of future Federal funds. Short-term GARVEEs are backed by future obligations of currently authorized Federal-aid funds. Long-term GARVEEs are backed by future obligations of Federal-aid funds for a term that expands beyond the current authorization.	Yes	N/A	High	Moderate	Low	Moderate
48	Cross Border Leases	Local	This procedure is only applicable to large transactions related to capital. A cross-border lease is a mechanism that permits investors in a foreign country to buy assets used in the United States, then lease them to an American entity, and receive tax benefits under the laws of their home country.	No	N/A	High	Moderate	Low	Moderate
49	Leveraged Lease, Sale Leaseback, or Similar Domestic Leases	Local	This procedure involves the sale and leaseback of assets belonging to tax-exempt entities that cannot, in ordinary circumstances, benefit from depreciation on their capital assets. Sale-lease backs are leveraged leases where equity participation is about 25 percent. Equity participants can include foreign investor consortia, U.S. banks, and U.S. subsidiaries of foreign banks.	Yes	N/A	High	Moderate	Low	Moderate
50	Taxable Debt	Local	This can be used for Capital or Operating projects. If federal or state restrictions make GARVEE bonds or tax-exempt COPs unattractive, transit agencies or other government entities may issue taxable debt.	Yes	N/A	Moderate	Moderate	Low	Moderate
51	Turnkey Management	Local	This refers to a transit agency contracting with a third party to design and build (and in some cases operate and maintain) a transit facility. The simplest turnkey contract is called " Build/Transfer," while "Build/Operate/Transfer" is more complex. This is mostly applicable to major transit capital projects. However, turnkey management of operations is often an option for small transit system.	Yes	N/A	Moderate	Moderate	Moderate	Moderate
52	Certificates of Participation	State/ Local	These can be issued by state-authorized tax-exempt finance corporations. Proceeds may be used to purchase transit assets, which are then leased to a transit agency. The transit agency makes lease payments using a combination of federal, state and local revenue, and those lease payments are used by the finance corporation to make the bond payments to bond holders.	Yes	N/A	High	Moderate	Low	Moderate
53	Delayed Local Match	Local	The FTA allows local authorities to defer payment of its local share of transit projects. Local governments may draw down 100% of the eligible 80% of a project cost and cover the local share of the costs at the end of the project. The construction period can be financed with private participation and during this time local funds can be banked or pledged as additional security for construction period financing.	Yes	N/A	High	Moderate	Moderate	Moderate

Section 9
Marketing and Monitoring Activities

INTRODUCTION

This section provides a summary of transit marketing techniques, along with recommendations regarding the applicability of the marketing techniques for use in Lake County. In addition, a performance monitoring program is presented, including various key measures that should be monitored on a regular basis for the fixed-route bus service with deviations. Finally, an outline of the existing plans and documents relevant to the TDP/TDSP summarized earlier in the TDP planning process, is presented.

MARKETING TECHNIQUES AND PROGRAM

Table 9-1 provides a summary of transit marketing techniques, along with recommendations regarding the applicability of the marketing techniques for use in Lake County. This table, which was originally presented in the previous Lake County TDP, was reviewed and modified for this TDP update.

The marketing techniques are organized into four major categories, including pricing, promotional, media advertising, and market research. The extent of use, evidence of success, and perceived success is provided for each technique based on observations of marketing activities of transit systems throughout the United States. The applicability of the techniques is also indicated in the table. This column also indicates a check mark for marketing activities recommended for inclusion in the Lake County Transit marketing program. Primary and secondary marketing activities recommended for the marketing program include the following:

Primary Marketing Activities

- Systems Maps/Schedules (easy to understand)
- Direct Contact Marketing/Community Education
- Free Ride Offers
- Shop and Ride

Secondary Marketing Activities

- Discounted Passes
- Employer Pass Programs
- Merchant Discounts
- On-Board Surveys
- Discussion Groups

Table 9-1
Selected Transit Marketing Techniques

Marketing Technique	Extent of Use	Evidence of Success	Perceived Success	Applicability to Lake County
Pricing Techniques				
Discounted Passes	Wide	Negative	Quite Successful	☑ Some - but potential fares would be reasonable
Employer Pass Programs	Some	Positive	Very Successful	☑ Some - but limited number of large employers
Free Ride Days	Wide	Negative	Very Successful	☑ Limited - does not attract many new riders
Free Ride Offers	Wide	Positive	Very Successful	☑ Some - provides incentive for trying bus service
Shop and Ride	Some	None	Worthwhile	☑ High - expand grocery bus service concept
Free Fare Zones	Some	Positive	Quite Successful	☒ None - service area too small
Peak/Off-Peak Fares	Some	Positive	Worthwhile	☒ None - not applicable for current markets
Promotional Techniques				
Subscription Services	Some	None	Quite Successful	☑ Some - capture niche markets
Merchant Discounts	New	None	Quite Successful	☑ High - services designed to transport customers to commercial businesses
Telephone Info. Service	New	Positive	Quite Successful	☒ None - given rural nature of community
Promotional Items	Wide	None	Worthwhile	☑ Some - may be expensive/seek donations from community
Anniversary Promotions	Wide	None	Quite Successful	☑ Some - may be expensive/seek donations from community
Direct Contact Marketing	New	Positive	Quite Successful	☑ High - presentations to community groups/information booths/transit fairs
Media Advertising				
Newspaper	Wide	Positive	Quite Successful	☑ Limited - cost may be too high
Radio	Wide	Positive	Quite Successful	☑ Limited - cost may be too high
Outdoor	Some	None	Worthwhile	☑ Limited - cost may be too high
Television	Some	Positive	Quite Successful	☑ Limited - cost may be too high
Cable Television	New	New	New	☑ Limited - cost may be too high
Community Education	Wide	None	Quite Successful	☑ High - inexpensive/use with direct marketing
System Maps	Wide	Conflicting	Very Successful	☑ High - understanding of routes and schedules
Newsletters	Some	None	Worthwhile	☑ Some - requires labor commitment but can be inexpensive
Internet	New	None	Worthwhile	☑ High - inexpensive if County has web site
On-Board Surveys	Wide	Positive	Worthwhile	☑ Some - inexpensive with driver cooperation
General Public Surveys	Some	None	Worthwhile	☑ Limited - community perception of transit
Discussion Groups	Some	Positive	Quite Successful	☑ High - special form of direct contact marketing

Source: Lake County 1999-2003 TDP (reviewed and modified for this TDP Update).

MONITORING PROGRAM

Critical to the success of any plan is the development of monitoring procedures to ensure that the plan is implemented, while maintaining specified performance standards. The monitoring program recommended for Lake County Transit includes two major elements, including performance measures and an annual quality of service survey, both of which are discussed below.

A series of performance indicators and measures should be monitored on a monthly basis for the fixed-route bus service with deviations. The report should include selected operating characteristics for the current month, the previous month, the same month in the previous year, and a year-to-date summary. The indicators and measures to be included in the report include the following.

- Vehicle Miles of Service;
- Passenger Trips (Ridership);
- Operating Expense;
- Operating Expense per Vehicle Mile;
- Operating Expense per Passenger Trip; and
- Passenger Trips per Vehicle Mile.

These indicators and measures are illustrated in a sample report without data in Table 9-2.

Table 9-2
Sample Monthly Transit Performance Report, November 2004

Time Period	Vehicle Miles	Passenger Trips	Operating Expense	Cost per Revenue Hour	Cost per Trip	Trips per Revenue Mile
PERFORMANCE STANDARDS						
Year 1	---	---	---	$36.00	$16.00	0.24
Year 2	---	---	---	$36.00	$12.00	0.36
Year 3	---	---	---	$36.00	$8.00	0.48
Route #1						
November 2004						
October 2004						
% Change						
November 2003						
% Change						
Year-to-date						
Route #2						
November 2004						
October 2004						
% Change						
November 2003						
% Change						
Year-to-date						

Table 9-2 (continued)
Sample Monthly Transit Performance Report, November 2004

Time Period	Vehicle Miles	Passenger Trips	Operating Expense	Cost per Revenue Hour	Cost per Trip	Trips per Revenue Mile
Route #3						
November 2004						
October 2004						
% Change						
November 2003						
% Change						
Year-to-date						
Route #4						
November 2004						
October 2004						
% Change						
November 2003						
% Change						
Year-to-date						
Route #5						
November 2004						
October 2004						
% Change						
November 2003						
% Change						
Year-to-date						
Route #6						
November 2004						
October 2004						
% Change						
November 2003						
% Change						
Year-to-date						
SYSTEM-WIDE TOTALS						
November 2004						
October 2004						
% Change						
November 2003						
% Change						
Year-to-date						

Sources: St. Lucie Urban Area MPO TDP (2002-2006) and Lake County TDP (1999-2003).

These indicators and measures are consistent with data already required for the National Transit Database and the FDOT State Block Grant program. Performance standards are also identified in the table to measure the progress of the system's performance in the coming years. The peer performance standards are taken from the 2002 fixed-route peer review analysis conducted as part of Section 3 for this TDP Update. **In most cases, this level of performance cannot be attained until the third year of operation for a new-start transit system; however, the standards do provide a starting point for measuring performance.** As a result, the performance standards are set so that the peer performance can be achieved during the third complete year of service. Standards in the first and second year are set to reflect the gradual increase in ridership over the initial years of operation. The three measures of performance include:

- **Cost per Revenue Hour** – This ratio measures the efficiency with which transit service is delivered. Since this measure does not reflect demand, the performance standard is the same for each of the first three years, $36 per revenue hour. This is the peer performance for fixed-route bus systems in this group.

- **Cost per Passenger Trip** – This ratio measures the efficiency with which a transit system is transporting passengers. This measure reflects both markets demands, as well as the efficiency with which service is supplied. Peer performance is approximately $8 per passenger trip. Interim year standards are set at $16.00 per trip in Year 1 and $12.00 per trip in Year 2.

- **Passenger Trips per Revenue Mile** – This measure is a key indicator of service effectiveness that is influenced by both transit demand and the level of service provided. Peer performance is 0.48 passenger trips per revenue mile. Interim year standards are set at 0.24 trips per mile in Year 1 and 0.36 trips per mile in Year 2.

The second component of the monitoring program involves the use of an annual quality of service survey to obtain input from the users of the transit system. The quality of service survey should be conducted annually to assess the performance of the transit system from the user perspective. Riders will be asked to rate the following aspects of Lake County transit service:

- Days of Service;
- Hours of Service;
- Frequency (how often buses run);
- Convenience of Routes (where buses go);
- Dependability of Buses (on time);
- Travel Time on Bus; and
- Cost of Riding the Bus.

The survey would be inexpensive to administer since it can be distributed by bus drivers over a number of days. The quality of service, as measured by this annual survey, can then be

monitored from year to year. This feedback would be particularly useful in the initial years of operation.

CONSISTENCY WITH LOCAL PLANS

A summary of existing plans and documents relevant to the TDP/TDSP was provided in Section 3 for this TDP. These plans and documents were reviewed to ensure consistency and coordination throughout the development of this Plan. The following documents were reviewed as part of this process:

- Lake County Transportation Disadvantaged Service Plan (2001-2003)
- Lake County Comprehensive Plan
- East Central Florida Strategic Policy Plan
- Florida Commission for the Transportation Disadvantaged 5-Year/20-Year Plan
- Lake County 2020 Long Range Transportation Plan
- Memorandum of Agreement (Transportation Disadvantaged Services In Lake County)
- Annual Performance Report from the FCTD
- 2003 Annual Operations Report
- Lake County Community Transportation Coordinator Operations Manual
- Lake County Public Transportation Substance Abuse Program
- Lake County Public Transportation System Safety Program Plan
- Florida Department of Transportation District Five Emergency Operations Plan

Section 10
Selection of Preferred Alternatives

INTRODUCTION

This section presents the recommended transit alternatives for the next five years in Lake County. The recommendations are based on the evaluation presented in Section 7, as well as subsequent public involvement activities. The following information is presented for the recommended transit alternatives:

- Service Type
- Headways
- Vehicle Types
- General Route Connections
- Estimated Operating Costs

This section also identifies the capital needs associated with the recommendations. Cost and revenue projections are then presented for both operating and capital over the five-year planning horizon.

PREFFERED ALTERNATIVES

Of the six recommendations for new fixed-route transit service presented in Section 7, four were selected to be included as preferred alternatives in the final TDP. Table 10-1 provides an overview of the recommended new services, along with their projected operating characteristics, including the transit improvements/service type, headways for deviated fixed-route services, and estimated annual operating costs. The selection of the preferred alternatives was made based on the three major factors listed below.

- Technical evaluation conducted by the Consultant;
- Public input received through public involvement activities; and
- Input from County and MPO staff.

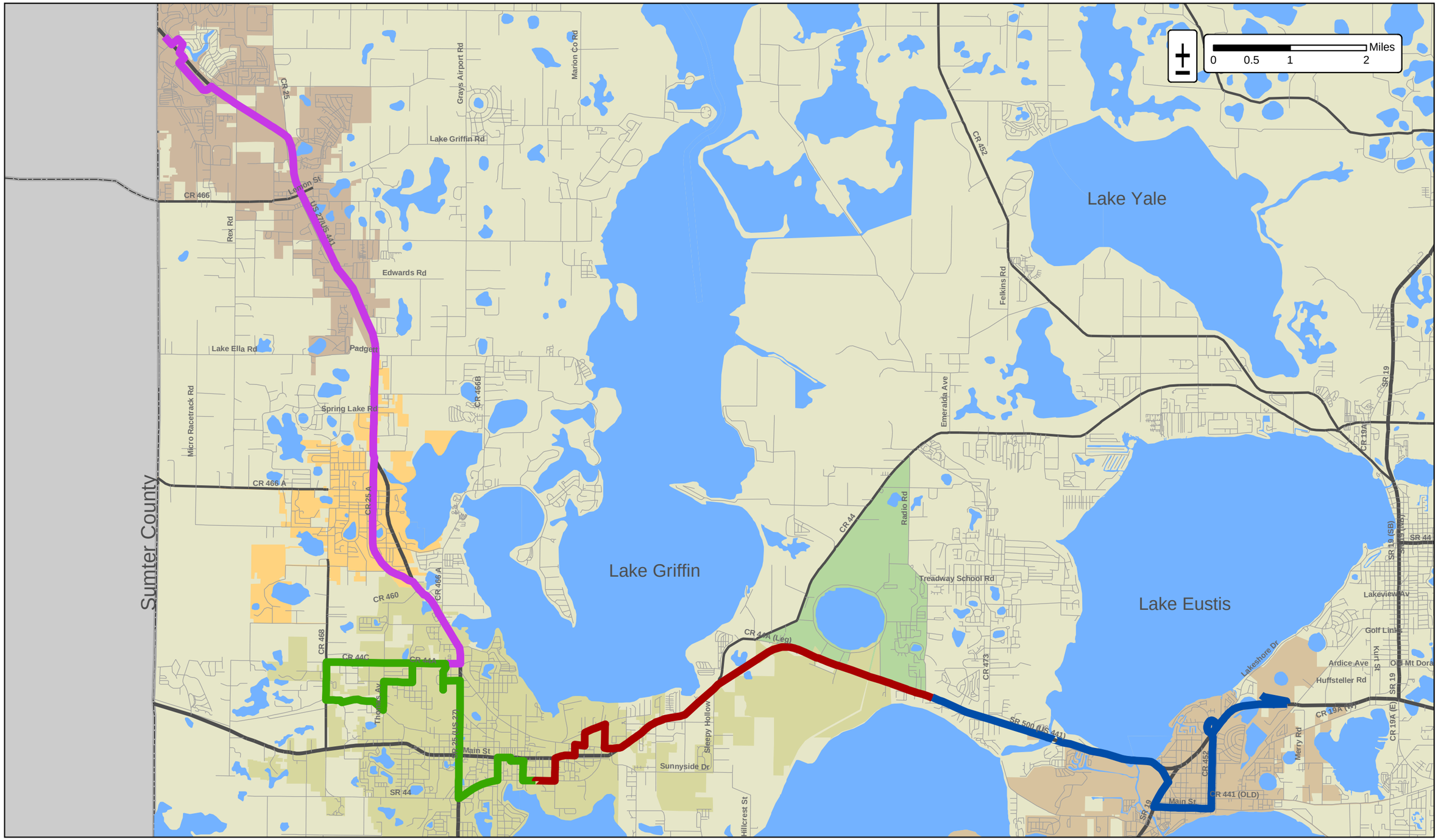
Table 10-1
Recommended New Public Transportation Services and Operating Characteristics

New Service	Annual Revenue Miles	Annual Operating Costs[1]	Start-Up Capital Cost[2]	Days of Service	Hours of Service	Headway (minutes)	One-way Cash Fare
Fixed-Route Service with Deviation							
Route 1 - Lake Square Mall to Leesburg	45,326	$98,811	$258,015	Mon. - Fri.	6 am to 7 pm	60	$1.00
Route 2 - Lake Square Mall to Tavares	50,827	$110,803	$250,500	Mon. - Fri.	6 am to 7 pm	60	$1.00
Route 3 - Leesburg Circulator	38,850	$84,693	$250,500	Mon. - Fri.	6 am to 7 pm	60	$1.00
Route 6 - Leesburg/Fruitland Park/Lady Lake	48,342	$105,386	$250,500	Mon. - Fri.	6 am to 7 pm	60	$1.00

(1) Annual operating costs are presented in 2004 dollars and are based on $2.18 per revenue mile.

(2) Start-up capital cost per route is presented in 2004 dollars and is based on $250,000 for the purchase of a basic 30-foot heavy duty transit bus from Florida Transportation Services, Inc. and $500 per information display (one information display purchased per bus).

The general route connections for fixed-route services with deviations are illustrated in Map 10-1.



Lake County TDP/TDSP

Map 10-1

- Route 1 - Lake Square to Leesburg
- Route 2 - Lake Square to Tavares
- Route 3 - Leesburg Circulator
- Route 6 - Leesburg/Fruitland Park/Lady Lake

- Fruitland Park
- Lady Lake
- Leesburg
- Silver Lake
- Tavares

Proposed Deviated Fixed-Route Services

ADA Complementary Paratransit Service

The Americans with Disabilities Act of 1990 requires all transit agencies that provide fixed-route bus service to provide complimentary paratransit service, as well. The paratransit service must "shadow" the fixed-route service area and provide a comparable level of service for persons who cannot use the fixed-route service. ADA-eligible persons fall into three categories:

Category 1: Persons who are unable to board, ride, or disembark from a vehicle even if they are able to get to the stop and even if the vehicle is accessible.

Category 2: Persons who cannot use vehicles without a lift or other accommodations. These persons are eligible for paratransit service if accessible fixed-route vehicles are not available on the route on which they need to travel when they need to travel.

Category 3: Persons with specific impairment-related conditions who cannot travel to a boarding location or from a disembarking location to their final destination.

Since fixed-route service with deviation is being proposed in Lake County, and since Lake County currently offers paratransit service to the general public and is not experiencing capacity constraints, ADA complimentary service will not need to be provided. In addition, it is assumed that those individuals that would be ADA-eligible for paratransit service in the county are already being served by the current service. Further, as deviated fixed-route service is provided, it will be prudent for Lake County to complete eligibility assessments for any potential TD and/or ADA clients to ensure that persons who are able to utilize the more cost-effective deviated fixed-route service will do so. Eligibility certification also will help maintain the available capacity of the existing paratransit services.

Section 11
Implementation Plan

The recommendations included in Section 10 are summarized in Table 11-1 and are organized in a staged implementation plan over the next five years. The implementation plan includes recommendations for Year 1, Year 2, Year 3, and Year 4, and Year 5. In addition, Table 11-1 indicates the applicable public transportation category and the entity, or entities, responsible for ensuring that the recommendation is implemented. The staged implementation plan illustrates the transition from the existing mix of public transportation services (paratransit only) to a new mix of services (paratransit and deviated fixed-route bus network). The recommended deviated fixed-route bus network is composed of the three bus routes identified in the previous section.

Table 11-1
Staged Implementation Plan for the TDP

Transit Category	Service Improvement/New Services	Responsible Entity
Year 1 or Ongoing		
Paratransit	Purchase and utilize more advanced scheduling software in order to facilitate multi-loading of trips on the demand responsive service and train schedulers/dispatchers to use the software.	CTC
	Ensure that the on-going performance monitoring program recommended in the last TDP is being maintained and utilized on a regular basis.	CTC (refer to Monitoring Program)
	Replace 10 high-mileage and/or non-wheelchair accessible vehicles.	CTC
	Continue to conduct occasional post-trip rider surveys to help monitor performance and customer satisfaction levels.	CTC
	Continue to distribute schedules and information in public places throughout the county for residents and visitors (e.g., shopping centers, Chamber of Commerce, etc.)	CTC/ Lake-Sumter MPO
	Continue to pursue marketing opportunities through community associations and clubs, i.e., newsletters and closed-circuit television in the Villages.	CTC/ Lake-Sumter MPO
	Develop and maintain an on-going public involvement process through surveys, discussion groups, interviews with passengers and drivers, and public workshops.	CTC/ Lake-Sumter MPO
	Continue to encourage marketing assistance from the LCB and the Commission for the Transportation Disadvantaged (CTD) and obtain resources to expand marketing efforts.	CTC/LCB/CTD
	Continue to ensure cooperation between the private sector operators and the CTC.	CTC
	Continue to pursue coordination with transportation providers in other counties (e.g. Sumter, Marion, Orange).	CTC
	Continue to explore opportunities to provide group trips to major employment sites.	CTC
	Improve return trip ride times by coordinating with riders and doctors to schedule appointments during off-peak hours.	CTC
	Decrease requirement for advance reservations from 48 hours to 24 hours.	CTC
	Ensure appropriate levels of regular customer service staffing to handle typical daily demand.	CTC
	Provide customer service representatives and drivers with proper training, including sensitivity training.	CTC
	Seek to minimize customer service representative turnover through pay, benefits, work environment, and training improvements.	CTC

Table 11-1 - Continued
Staged Implementation Plan for the TDP

Transit Category	Service Improvement/New Services	Responsible Entity
Year 1 or Ongoing		
Fixed-Route with Deviation	Implement Route 1, Lake Square Mall to Leesburg, as fixed-route with deviation with 1 hour frequency and service operating from 6 AM to 7 PM.	CTC
	Implement Route 2, Lake Square Mall to Tavares, as fixed-route with deviation with 1 hour frequency and service operating from 6 AM to 7 PM.	CTC
	Implement capital bus acquisition program. Purchase three 30-foot heavy duty buses to provide fixed-route service on Routes 1 and 2.	CTC
	Produce a user-friendly schedule and map for the new service.	CTC
	Develop an on-going performance monitoring program to be maintained and utilized on a regular basis.	CTC/ Lake-Sumter MPO
	Install information display on buses.	CTC
	Implement annual quality of service survey.	CTC
	Adopt and implement formal marketing plan for the fixed-route service, including marketing and educational activities regarding the implementation of the fixed-route network.	CTC/ Lake-Sumter MPO
	Implement bus stop signage program by installing bus stop signs as needed.	CTC
	Implement bus stop shelter and bench program by installing shelters and benches as needed.	CTC
	Coordinate with Lynx Transit regarding the potential park-and-ride, express bus service from Clermont to Downtown Orlando.	CTC/ Lake-Sumter MPO
	Continue to coordinate with the Central Florida Regional Transportation Authority and FDOT District 5 regarding planning for potential commuter rail in the region.	Lake-Sumter MPO
	Seek opportunities to capitalize eligible maintenance functions.	CTC/ Lake-Sumter MPO
	Continue to coordinate with FTA and FDOT District 5 regarding the grant application process for capital and operating funds from the state and federal government.	CTC
General	Improve connectivity of sidewalks and bicycle facilities along existing and future public transportation corridors.	Lake-Sumter MPO
	Support land development regulations that encourage transit-friendly development.	CTC/Lake County Planning/Lake Sumter MPO
	Investigate the provision of impact fee credits to developers who provide transit amenities.	Lake-Sumter MPO
	Capitalize maintenance costs for paratransit and fixed-route service where applicable.	CTC

Table 11-1 - Continued
Staged Implementation Plan for the TDP

Transit Category	Service Improvement/New Services	Responsible Entity
Year 2		
Paratransit	Replace 10 high-mileage and/or non-wheelchair accessible vehicles.	CTC
	Investigate the need for an Automatic Vehicle Locator (AVL) system to be used in conjunction with advanced scheduling software.	CTC
	Implement a travel training program, using volunteers, to assist seniors with the utilization of the service routes.	CTC
	Continue monitoring program.	CTC
	Continue implementing marketing plan/program.	CTC
Fixed-Route with Deviation	Continue operating deviated fixed-route service on Routes 1 and 2.	CTC
	Purchase 1 additional 30-foot heavy duty bus to provide support for existing fixed-route service and to prepare for additional fixed-route service with deviation to be implemented in future years.	CTC
	Continue monitoring program.	CTC
	Continue marketing program.	CTC/ Lake-Sumter MPO
	Implement bus stop shelter and bench program by installing shelters and benches as needed.	CTC
	Investigate opportunity for the provision of special event/shopping service from Lady Lake to Leesburg and Lake Square Mall on selected weekday or weekend days.	CTC
	Continue to coordinate with FTA and FDOT District 5 regarding the grant application process for capital and operating funds from the state and federal government.	CTC
General	Continue to improve connectivity of sidewalks and bicycle facilities along existing and future public transportation corridors.	Lake-Sumter MPO
	Continue to support land development regulations that encourage transit-friendly development.	CTC/Lake County Planning/Lake Sumter MPO
	Continue to investigate the provision of impact fee credits to developers who provide transit amenities.	Lake-Sumter MPO
	Capitalize maintenance costs for paratransit and fixed-route service where applicable.	CTC

Table 11-1 - Continued
Staged Implementation Plan for the TDP

Transit Category	Service Improvement/New Services	Responsible Entity
Year 3		
Paratransit	Replace 10 high-mileage and/or non-wheelchair accessible vehicles.	CTC
	Continue to investigate the need for an Automatic Vehicle Locator (AVL) system to be used in conjunction with advance scheduling software.	CTC
	Continue to provide a travel training program, using volunteers, to assist seniors with the utilization of the service routes.	CTC
	Continue monitoring program.	CTC
	Continue implementing marketing plan/program.	CTC/ Lake-Sumter MPO
Fixed-Route with Deviation	Continue operating deviated fixed-route service on Routes 1 and 2.	CTC
	Implement Route 3, Leesburg Circulator, as fixed-route with deviation with 1 hour frequency and service operating from 6 AM to 7 PM.	CTC
	Purchase 1 additional 30-foot heavy duty bus to provide support for existing fixed-route service and to prepare for additional fixed-route service with deviation to be implemented in future years.	CTC
	Continue monitoring program.	CTC
	Continue marketing program.	CTC
	Implement bus stop shelter and bench program by installing shelters and benches as needed.	CTC
General	Continue to improve connectivity of sidewalks and bicycle facilities along existing and future public transportation corridors.	Lake-Sumter MPO
	Continue to support land development regulations that encourage transit-friendly development.	CTC/Lake County Planning/Lake Sumter MPO
	Continue to investigate the provision of impact fee credits to developers who provide transit amenities.	Lake-Sumter MPO
	Capitalize maintenance costs for paratransit and fixed-route service where applicable.	CTC

Table 11-1 - Continued
Staged Implementation Plan for the TDP

Transit Category	Service Improvement/New Services	Responsible Entity
	Year 4	
Paratransit	Replace 5 high-mileage and/or non-wheelchair accessible vehicles.	CTC
	Continue to provide a travel training program, using volunteers, to assist seniors with the utilization of the service routes.	CTC
	Continue monitoring program.	CTC
	Continue implementing marketing plan/program.	CTC/ Lake-Sumter MPO
Fixed-Route with Deviation	Continue operating deviated fixed-route service on Routes 1, 2, and 3.	CTC
	Purchase 1 additional 30-foot heavy duty bus to provide support for existing fixed-route service and to prepare for additional fixed-route service with deviation to be implemented in future years.	CTC
	Produce a user-friendly schedule and map for the new service.	CTC
	Continue monitoring program.	CTC
	Continue marketing program.	CTC
	Continue to implement bus stop signage program by installing bus stop signs as needed.	CTC
	Implement bus stop shelter and bench program by installing shelters and benches as needed.	CTC
General	Continue to improve connectivity of sidewalks and bicycle facilities along existing and future public transportation corridors.	Lake-Sumter MPO
	Continue to support land development regulations that encourage transit-friendly development.	CTC/Lake County Planning/Lake Sumter MPO
	Continue to investigate the provision of impact fee credits to developers who provide transit amenities.	Lake-Sumter MPO
	Capitalize maintenance costs for paratransit and fixed-route service where applicable.	CTC

Table 11-1 – Continued
Staged Implementation Plan for the TDP

Transit Category	Service Improvement/New Services	Responsible Entity
Year 5		
Paratransit	Replace 5 high-mileage and/or non-wheelchair accessible vehicles.	CTC
	Continue to provide a travel training program, using volunteers, to assist seniors with the utilization of the service routes.	CTC
	Continue monitoring program.	CTC
	Continue implementing marketing plan/program.	CTC/ Lake-Sumter MPO
Fixed-Route with Deviation	Continue operating deviated fixed-route service on Routes 1, 2, and 3.	CTC
	Implement Route 6, with service to Leesburg/Fruitland Park/Lady Lake, as fixed-route with deviation with 1 hour frequency and service operating from 6 AM to 7 PM.	CTC
	Continue monitoring program.	CTC
	Continue marketing program.	CTC
	Implement bus stop shelter and bench program by installing shelters and benches as needed.	CTC
General	Continue to improve connectivity of sidewalks and bicycle facilities along existing and future public transportation corridors.	Lake-Sumter MPO
	Continue to support land development regulations that encourage transit-friendly development.	CTC/Lake County Planning/Lake Sumter MPO
	Continue to investigate the provision of impact fee credits to developers who provide transit amenities.	Lake-Sumter MPO
	Capitalize maintenance costs for paratransit and fixed-route service where applicable.	CTC

Section 12
Financial Plan

Based on the recommendations developed in the TDP, a financial plan was developed for funding public transportation services in Lake County. This financial plan is illustrated in a series of seven tables in this section. Table 12-1 presents Lake County's estimated public transportation expenditures and revenues for FY 2005 through FY 2009. Table 12-2 presents the estimated operating expenditures for the recommendations presented in Table 11-1, the staged implementation plan. Similarly, Table 12-3 presents the estimated capital expenditures for the recommendations presented in the staged implementation plan from the previous section. Both Table 12-2 and Table 12-3 estimate expenditures for FY 2005 through FY 2009. Table 12-4 includes a summary of both the operating and capital expenditures from Table 12-2 and Table 12-3, respectively. Table 12-5 allocates the estimated operating expenditures by operating funding source, while Table 12-6 allocates the estimated capital expenditures by capital funding source. Table 12-7 concludes with a cost and revenue summary for proposed public transportation service in Lake County for FY 2005 through FY 2009.

Table 6-2
Estimated Expenditures of Operating Recommendations[1]

Action	Unit	Unit Cost[2]	FY 2005		FY 2006		FY 2007		FY 2008		FY 2009		Five-Year Total (FY 2005-2009)
			Number of Units	Total Operating Cost	Number of Units	Total Operating Cost	Number of Units	Total Operating Cost	Number of Units	Total Operating Cost	Number of Units	Total Operating Cost	Total Operating Cost
Paratransit													
Annual Quality of Service Survey[3]	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Travel Training Program[4]	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Fixed-Route Marketing Plan and Activities	N/A	$10,000	1	$10,300	1	$10,609	1	$10,927	1	$11,255	1	$11,593	$54,684
Performance Monitoring Program	N/A	$10,000	1	$10,300	1	$10,609	1	$10,927	1	$11,255	1	$11,593	$54,684
Subtotal - Recommended Paratransit Operating Expenditures				*$20,600*		*$21,218*		*$21,855*		*$22,510*		*$23,185*	*$109,368*
Fixed-Route Service with Deviation													
Route 1 - Lake Square to Leesburg[5]	Revenue Mile	$2.18	45,326	$101,775	45,326	$104,828	45,326	$107,973	45,326	$111,212	45,326	$114,549	$540,337
Route 2 - Lake Square to Tavares[5]	Revenue Mile	$2.18	50,827	$114,127	50,827	$117,551	50,827	$121,077	50,827	$124,710	50,827	$128,451	$605,915
Route 3 - Leesburg Circulator[5]	Revenue Mile	$2.18	0	$0	0	$0	38,850	$92,546	38,850	$95,323	38,850	$98,182	$286,051
Route 4 - Leesburg/Fruitland Park/Lady Lake[5]	Revenue Mile	$2.18	0	$0	0	$0	0	$0	0	$0	43,498	$109,929	
Fixed-Route Maps and Schedules	N/A	$5,000	1	$5,150	1	$5,305	1	$5,464	1	$5,628	1	$5,796	$27,342
Install Information Displays on Buses	Display	$500	3	$1,545	1	$1,591	1	$1,639	1	$1,688	0	$0	$6,464
Investigate Need for AVL system[6]	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Subtotal - Recommended Fixed-Route Operating Expenditures				*$222,597*		*$229,275*		*$328,699*		*$338,560*		*$456,907*	*$1,466,110*
Total Expenditures for Operating Recommendations				**$243,197**		**$250,493**		**$350,554**		**$361,071**		**$480,093**	**$1,575,478**

(1) All expenditures have been inflated at a rate of 3 percent per year.
(2) Unit costs are in 2004 dollars.
(3) Cost of Annual Quality of Service Survey is to be funded through existing staff resources.
(4) The Travel Training Program is to be funded annually through volunteers and existing staff resources beginning in FY 2006.
(5) Unit cost per revenue mile from *Lake County Transit Development Plan Technical Memorandum #2, July 2004.*
(6) Investigating a need for an AVL System is to be funded through existing staff resources in FY 2006 and FY 2007.

Table 12-2
Estimated Expenditures of Operating Recommendations[1]

Action	Unit	Unit Cost[2]	FY 2005		FY 2006		FY 2007		FY 2008		FY 2009		Five-Year Total (FY 2005-2009)
			Number of Units	Total Operating Cost	Number of Units	Total Operating Cost	Number of Units	Total Operating Cost	Number of Units	Total Operating Cost	Number of Units	Total Operating Cost	Total Operating Cost
Paratransit													
Annual Quality of Service Survey[3]	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Travel Training Program[4]	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Fixed-Route Marketing Plan and Activities	N/A	$10,000	1	$10,300	1	$10,609	1	$10,927	1	$11,255	1	$11,593	$54,684
Performance Monitoring Program	N/A	$10,000	1	$10,300	1	$10,609	1	$10,927	1	$11,255	1	$11,593	$54,684
Subtotal - Recommended Paratransit Operating Expenditures				*$20,600*		*$21,218*		*$21,855*		*$22,510*		*$23,185*	*$109,368*
Fixed-Route Service with Deviation													
Route 1 - Lake Square to Leesburg[5]	Revenue Mile	$2.18	45,326	$101,775	45,326	$104,828	45,326	$107,973	45,326	$111,212	45,326	$114,549	$540,337
Route 2 - Lake Square to Tavares[5]	Revenue Mile	$2.18	50,827	$114,127	50,827	$117,551	50,827	$121,077	50,827	$124,710	50,827	$128,451	$605,915
Route 3 - Leesburg Circulator[5]	Revenue Mile	$2.18	0	$0	0	$0	38,850	$92,546	38,850	$95,323	38,850	$98,182	$286,051
Route 4 - Leesburg/Fruitland Park/Lady Lake[5]	Revenue Mile	$2.18	0	$0	0	$0	0	$0	0	$0	43,498	$109,929	
Fixed-Route Maps and Schedules	N/A	$5,000	1	$5,150	1	$5,305	1	$5,464	1	$5,628	1	$5,796	$27,342
Install Information Displays on Buses	Display	$500	3	$1,545	1	$1,591	1	$1,639	1	$1,688	0	$0	$6,464
Investigate Need for AVL system[6]	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Subtotal - Recommended Fixed-Route Operating Expenditures				*$222,597*		*$229,275*		*$328,699*		*$338,560*		*$456,907*	*$1,466,110*
Total Expenditures for Operating Recommendations				**$243,197**		**$250,493**		**$350,554**		**$361,071**		**$480,093**	**$1,575,478**

(1) All expenditures have been inflated at a rate of 3 percent per year.
(2) Unit costs are in 2004 dollars.
(3) Cost of Annual Quality of Service Survey is to be funded through existing staff resources.
(4) The Travel Training Program is to be funded annually through volunteers and existing staff resources beginning in FY 2006.
(5) Unit cost per revenue mile from *Lake County Transit Development Plan Technical Memorandum #2, July 2004.*
(6) Investigating a need for an AVL System is to be funded through existing staff resources in FY 2006 and FY 2007.

Table 12-3
Estimated Expenditures of Capital Recommendations[1]

Action	Unit	Unit Cost[2]	FY 2005		FY 2006		FY 2007		FY 2008		FY 2009		Five-Year Total (FY 2005-2009)
			Number of Units	Total Capital Cost	Number of Units	Total Capital Cost	Number of Units	Total Capital Cost	Number of Units	Total Capital Cost	Number of Units	Total Capital Cost	Total Capital Cost
Paratransit													
Replace High-Mileage/Non-ADA Accessible Vehicles[3]	vehicle	$63,864	10	$657,799	10	$677,533	10	$697,859	5	$359,397	5	$370,179	$2,762,768
Scheduling Software	N/A	$10,000	1	$10,300	0	$0	0	$0	0	$0	0	$0	$10,300
Subtotal - Recommended Paratransit Capital Expenditures				*$668,099*		*$677,533*		*$697,859*		*$359,397*		*$370,179*	*$2,773,068*
Fixed-Route Service with Deviatior													
Purchase 30-foot Heavy Duty Bus[4]	bus	$250,000	3	$772,500	1	$265,225	1	$273,182	1	$281,377	0	$0	$1,592,284
Information Displays on Buses	N/A	$500	3	$1,545	1	$530	1	$546	1	$563	0	$0	$3,185
Bus Stop Signage Program[5]	Sign	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Bus Stop Shelter Program[6]	Shelter	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Bus Stop Bench Program[7]	Bench	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Subtotal - Recommended Fixed-Route Capital Expenditures				*$774,045*		*$265,755*		*$273,728*		*$281,940*		*$0*	*$1,595,469*
Total Expenditures for Capital Recommendations				**$1,442,144**		**$943,289**		**$971,587**		**$641,337**		**$370,179**	**$4,368,537**

(1) All expenditures have been inflated at 3 percent per year
(2) Unit costs are in 2004 dollars.
(3) Unit cost based on 2003 purchase price for 23-foot ADA-accessible paratransit bus inflated at 3 percent per year.
(4) Unit cost based on average cost for a basic 30-foot heavy duty transit bus from Florida Transportation Services, Inc.
(5) The bus stop signage program will be implemented as necessary.
(6) The bus stop shelter program will be implemented as necessary.
(7) The bus stop bench program will be implemented as necessary.

Table 12-4
Estimated Operating and Capital Expenditures for All Recommendations by Fiscal Year[1]

Action	FY 2005		FY 2006		FY 2007		FY 2008		FY 2009		Five-Year Total (FY 2005-2009)	
	Operating Costs	Capital Cost	Operating Costs	Capital Cost	Operating Costs	Capital Cost	Operating Costs	Capital Cost	Operating Costs	Capital Cost	Operating Costs	Capital Cost
Paratransit												
Annual Quality of Service Survey[2]	N/A		N/A		N/A		N/A		N/A		N/A	
Travel Training Program[3]	N/A		N/A		N/A		N/A		N/A		N/A	
Fixed-Route Marketing Plan and Activities	$10,300		$10,609		$10,927		$11,255		$11,593		$54,684	
Performance Monitoring Program	$10,300		$10,609		$10,927		$11,255		$11,593		$54,684	
Replace High-Mileage/Non-ADA Accessible Vehicles[4]		$657,799		$677,533		$697,859		$359,397		$370,179		$2,762,768
Fixed-Route Service with Deviation												
Scheduling Software		$10,300		$0		$0		$0		$0		$10,300
Route 1 - Lake Square to Leesburg[5]	$101,775		$104,828		$107,973		$111,212		$114,549		$540,337	
Route 2 - Lake Square to Tavares[5]	$114,127		$117,551		$121,077		$124,710		$128,451		$605,915	
Route 3 - Leesburg Circulator[5]	$0		$0		$92,546		$95,323		$98,182		$286,051	
Route 4 - Lady Lake[5]	$0		$0		$0		$0		$109,929		$0	
Fixed-Route Maps and Schedules	$5,150		$5,305		$5,464		$5,628		$5,796		$27,342	
Install Information Displays on Buses	$1,545		$1,591		$1,639		$1,688		$0		$6,464	
Investigate Need for AVL system[6]	N/A		N/A		N/A		N/A		N/A		N/A	
Purchase 30-foot Heavy Duty Buses[7]		$772,500		$265,225		$273,182		$281,377		$0		$1,592,284
Information Displays on Buses		$1,545		$530		$546		$563		$0		$3,185
Bus Stop Signage Program[8]		N/A		N/A		N/A		N/A		N/A		N/A
Bus Stop Shelter Program[9]		N/A		N/A		N/A		N/A		N/A		N/A
Bus Stop Bench Program[10]		N/A		N/A		N/A		N/A		N/A		N/A
Total Expenditures For All Recommendations[11]	**$243,197**	**$1,442,144**	**$250,493**	**$943,289**	**$350,554**	**$971,587**	**$361,071**	**$641,337**	**$480,093**	**$370,179**	**$1,575,478**	**$4,368,537**

(1) All expenditures been have inflated at a rate of 3 percent per year.
(2) Annual Quality of Service survey is to be funded through existing staff resources.
(3) The Travel Training Program is to be funded annually through volunteers and existing staff resources beginning in FY 2006.
(4) Unit cost based on 2003 purchase price for 23-foot ADA-accessible paratransit bus inflated at 3 percent per year.
(5) Unit cost per revenue mile from *Lake County Transit Development Plan Technical Memorandum #2, July 2004.*
(6) Investigating a need for an AVL System is to be funded thorugh existing staff resources in FY 2006 and FY 2007.
(7) Unit cost based on average cost for a basic 30-foot heavy duty transit bus from Florida Transportation Services, Inc.
(8) The bus stop signage program will be implemented as necessary.
(9) The bus stop shelter program will be implemented as necessary.
(10) The bus stop bench program will be implemented as necessary.
(11) Total cost of capital recommendations less the cost of intermodal center.

Table 12-5
Distribution of Current and Recommended Lake County Public Transportation Operating Expenditures by Revenue Source[1]

Action	Revenue Source	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	Five-Year Total (FY 2005-2009)
Current Operating Revenue							
Revenue Supporting Operating Expenditures for Current Program	Local Operating Revenue	$307,733	$316,965	$326,474	$336,268	$346,356	$1,633,796
	Federal 5307 Funds	$235,532	$235,792	$242,867	$250,153	$257,657	$1,222,001
	State Match 5307 Funds	$60,000	$54,995	$56,645	$58,345	$60,095	$290,080
	Local Match 5307 Funds	$235,532	$235,792	$242,867	$250,153	$257,657	$1,222,001
	FDOT 5311 Funds	$150,000	$180,797	$186,222	$191,808	$197,562	$906,389
	Local Match - FDOT 5311 Funds	$150,000	$180,797	$186,222	$191,808	$197,562	$906,389
	Trip and Equipment Grant	$453,857	$467,472	$481,496	$495,940	$510,818	$2,409,583
	Local Match - Trip and Equipment Grant	$50,429	$51,942	$53,500	$55,105	$56,758	$267,734
Total Operating Expenditure Revenue Available		**$1,643,083**	**$1,724,552**	**$1,776,293**	**$1,829,580**	**$1,884,465**	**$8,857,973**
Total Current Operating Expenditures		**$3,051,343**	**$3,142,883**	**$3,237,170**	**$3,334,285**	**$3,434,314**	**$16,199,995**
Net Revenue Available for Recommended Operating Improvements		**($1,408,260)**	**($1,418,331)**	**($1,460,877)**	**($1,504,705)**	**($1,549,848)**	**($7,342,021)**
Recommended Operating Expenditures							
Annual Quality of Service Survey[2]	Supported by Existing Staff Salary	N/A	N/A	N/A	N/A	N/A	N/A
Travel Training Program[3]	Supported by Existing Staff Salary	N/A	N/A	N/A	N/A	N/A	N/A
Fixed-Route Marketing Plan and Activities	Farebox Revenue[4]	$10,300	$10,609	$10,927	$11,255	$11,593	$54,684
Performance Monitoring Program	State Block Grant	$5,150	$5,305	$5,464	$5,628	$5,796	$27,342
	Local Match - State Block Grant	$5,150	$5,305	$5,464	$5,628	$5,796	$27,342
Route 1 - Lake Square to Leesburg[5]	FDOT Service Development Grant	$50,888	$52,414	$53,987	$0	$0	$157,288
	FDOT Service Development Grant-Local Match	$50,888	$52,414	$53,987	$0	$0	$157,288
	State Block Grant	$0	$0	$0	$55,606	$57,274	$112,880
	Local Match - State Block Grant	$0	$0	$0	$55,606	$57,274	$112,880
Route 2 - Lake Square to Tavares[5]	FDOT Service Development Grant	$57,063	$58,775	$60,539	$0	$0	$176,377
	FDOT Service Development Grant-Local Match	$57,063	$58,775	$60,539	$0	$0	$176,377
	State Block Grant	$0	$0	$0	$62,355	$64,225	$126,580
	Local Match - State Block Grant	$0	$0	$0	$62,355	$64,225	$126,580
Route 3 - Leesburg Circulator[5]	State Block Grant	$0	$0	$46,273	$47,661	$49,091	$143,026
	Local Match - State Block Grant	$0	$0	$46,273	$47,661	$49,091	$143,026
Route 4 - Leesburg/Fruitland/Lady Lake[5]	State Block Grant	$0	$0	$0	$0	$54,964	$54,964
	Local Match - State Block Grant	$0	$0	$0	$0	$54,964	$54,964
Fixed-Route Maps and Schedules	Farebox Revenue[4]	$497	$510	$525	$197	$4,969	$6,698
	Local Match - Unfunded	$4,653	$4,795	$4,939	$5,431	$827	$20,644
Install Information Displays on Buses	Local Match - Unfunded	$1,545	$1,591	$1,639	$1,688	$0	$6,464
Investigate Need for AVL system[6]	Local Match - Unfunded	N/A	N/A	N/A	N/A	N/A	N/A
Total Revenue Required for Recommended Operating Expenditures		**$243,197**	**$250,493**	**$350,554**	**$361,071**	**$480,093**	**$1,685,407**

(1) All expenditures have been inflated at a rate of 3 percent per year.
(2) Annual Quality of Service survey is to be funded through existing staff resources.
(3) The Travel Training Program is to be funded annually through volunteers and existing staff resources beginning in FY 2006.
(4) Based on farebox recovery ratio of 5 percent, the percentage typical for small start-up transit systems.
(5) Unit cost per revenue mile from *Lake County Transit Development Plan Technical Memorandum #2, July 2004.*
(6) Investigating a need for an AVL System is to be funded through existing staff resources in FY 2006 and FY 2007.

Table 12-6
Distribution of Current and Recommended Lake County Public Transportation Capital Expenditures by Revenue Source[1]

Action	Revenue Source	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	Five-Year Total (FY 2005-2009)
Current Capital Expenditures							
Revenue Supporting Capital Expenditures for Current Program	Federal 5307 Funds	$769,765	$744,956	$767,303	$790,322	$814,034	$3,886,380
	State Match - 5307 Funds	$96,221	$93,120	$95,913	$98,790	$101,754	$485,798
	Local Match - 5307 Funds	$96,221	$93,120	$95,913	$98,790	$101,754	$485,798
	TD Service - Rural Capital Assist. Grant	$55,001	$56,654	$58,352	$60,103	$61,906	$292,016
	Local Match - Rural Capital Assist. Grant	$6,111	$6,295	$6,484	$6,678	$6,878	$32,446
	Federal 5310 Funds	$264,000	$271,920	$280,078	$346,175	$356,560	$1,518,733
	Local Match - 5310 Funds	$66,000	$67,980	$70,019	$86,544	$89,140	$379,683
Total Capital Expenditure Revenue Available		**$1,353,318**	**$1,334,044**	**$1,374,062**	**$1,487,402**	**$1,532,027**	**$7,080,853**
Total Current Capital Expenditures		**$1,100,000**	**$1,133,000**	**$1,166,990**	**$1,202,000**	**$1,238,060**	**$10,275,326**
Net Revenue Available for Recommended Capital Improvements		**$253,318**	**$201,044**	**$207,072**	**$285,402**	**$293,967**	**($3,194,473)**
Recommended Capital Expenditures							
Replace High-Mileage/Non-ADA Accessible Vehicles[2]	Rural Capital Assistance Grant	$55,001	$56,654	$58,352	$43,245	$44,542	$257,794
	Rural Capital Assistance Grant - Local Match	$6,111	$6,139	$6,484	$4,683	$4,949	$28,367
	Federal 5310 Funds	$264,000	$271,920	$280,078	$249,078	$256,551	$1,321,626
	Local Match - 5310 Funds	$66,000	$67,980	$70,019	$62,270	$64,138	$330,407
	Local Match - Unfunded	$266,687	$274,840	$282,926	$0	$0	$824,453
Scheduling Software	Federal 5307 Funds	$8,240	$0	$0	$0	$0	$8,240
	State Match - 5307 Funds	$1,030	$0	$0	$0	$0	$1,030
	Local Match - 5307 Funds	$1,030	$0	$0	$0	$0	$1,030
Purchase 30-foot Heavy Duty Buses[3]	Federal 5307 Funds	$618,000	$212,180	$218,545	$225,102	$0	$1,273,827
	State Match - 5307 Funds	$77,250	$26,523	$27,318	$28,138	$0	$159,228
	Local Match - 5307 Funds	$77,250	$26,523	$27,318	$28,138	$0	$159,228
Bus Stop Signage Program[4]	Federal 5307 Funds	N/A	N/A	N/A	N/A	N/A	N/A
	State Match - 5307 Funds	N/A	N/A	N/A	N/A	N/A	N/A
	Local Match - 5307 Funds	N/A	N/A	N/A	N/A	N/A	N/A
Bus Stop Shelter Program[5]	Federal 5307 Funds	N/A	N/A	N/A	N/A	N/A	N/A
	State Match - 5307 Funds	N/A	N/A	N/A	N/A	N/A	N/A
	Local Match - 5307 Funds	N/A	N/A	N/A	N/A	N/A	N/A
Bus Stop Bench Program[6]	Federal 5307 Funds	N/A	N/A	N/A	N/A	N/A	N/A
	State Match - 5307 Funds	N/A	N/A	N/A	N/A	N/A	N/A
	Local Match - 5307 Funds	N/A	N/A	N/A	N/A	N/A	N/A
Information Displays on Buses	Federal 5307 Funds	$1,236	$424	$437	$450	$0	$2,548
	State Match - 5307 Funds	$155	$53	$55	$56	$0	$318
	Local Match - 5307 Funds	$155	$53	$55	$56	$0	$318
Total Revenue Required for Recommended Capital Expenditures		**$1,442,144**	**$943,289**	**$971,587**	**$641,216**	**$370,179**	**$4,368,415**
Intermodal Center							
Intermodal Center	FDOT Work Program	$0	$7,000,000	$0	$0	$0	$7,000,000
	Local Match - FDOT Work Program	$0	$700,000	$0	$0	$0	$700,000

(1) All expenditures have been inflated at a rate of 3 percent per year.
(2) Unit cost based on 2003 purchase price for 23-foot ADA-accessible paratransit bus inflated at 3 percent per year.
(3) Unit cost based on average cost for a basic 30-foot heavy duty transit bus from Florida Transportation Services, Inc.
(4) The bus stop signage program will be implemented as necessary.
(5) The bus stop shelter program will be implemented as necessary.
(6) The bus stop bench program will be implemented as necessary.

Table 12-7
Operating and Capital Budget Summary of Projected Expenditures, Revenues, and Unfunded Needs[1]

Item	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	Five-Year Total (FY 2005-2009)
Operating Program						
Current Lake County Operating Costs	$3,051,343	$3,142,883	$3,237,170	$3,334,285	$3,434,314	$16,199,995
Cost of Recommended Paratransit Service	$20,600	$21,218	$21,855	$22,510	$23,185	$109,368
Cost of Recommended Fixed-Route Service	$222,597	$229,275	$328,699	$338,560	$456,907	$1,576,039
Total Operating Expenditures	*$3,294,540*	*$3,393,376*	*$3,587,724*	*$3,695,356*	*$3,914,406*	*$17,885,402*
Current Lake County Operating Revenue	$1,643,083	$1,724,552	$1,776,293	$1,829,580	$1,884,465	$8,857,973
Additional Operating Funding Required	**$1,651,457**	**$1,668,824**	**$1,811,431**	**$1,865,775**	**$2,029,941**	**$9,027,429**
Capital Program						
Current Lake County Capital Costs	$1,100,000	$1,133,000	$1,166,990	$1,202,000	$1,238,060	$5,840,049
Cost of Recommended Paratransit Service	$668,099	$677,533	$697,859	$359,397	$370,179	$2,773,068
Cost of Recommended Fixed-Route Service	$774,045	$265,755	$273,728	$281,940	$0	$1,595,469
Total Capital Expenditures	*$2,542,144*	*$2,076,289*	*$2,138,577*	*$1,843,337*	*$1,608,239*	*$10,208,586*
Current Lake County Capital Revenue	$1,353,318	$1,334,044	$1,374,062	$1,487,402	$1,532,027	$7,080,853
Additional Capital Funding Required	**$1,188,826**	**$742,245**	**$764,515**	**$355,935**	**$76,212**	**$3,127,733**
Intermodal Center						
Revised Intermodal Center Expenditures	$0	$7,700,000	$0	$0	$0	$7,700,000
Current Revenue for Intermodal Center	$0	$7,700,000	$0	$0	$0	$7,700,000
Additional Intermodal Center Funding Required	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**

(1) All revenues and expenditures have been inflated at a rate of 3 percent per year.

APPENDIX A
VEHICLE INVENTORY

Current Vehicle Inventory

Year	Make	Model	Owner	W/C Lift	# of Seats & W/C Positions	Priority Placment	Service Status
1996	GMC	Safari	FDOT	No	7/0	5	in service
1996	GMC	Safari	FDOT	No	7/0	5	in service
1996	GMC	Safari	FDOT	No	7/0	3	in service
1994	Dodge	Ram	BCC	No	14/0	1	in service
1994	Dodge	Ram	BCC	No	14/0	1	in service
1994	Dodge	Ram	BCC	No	14/0	1	in service
1991	Ford	Van	BCC	No	14/0	3	in service
1995	Dodge	Ram	FDOT	Yes	10/2	3	in service
1995	Dodge	Ram	FDOT	Yes	10/2	1	in service
1989	Chevy	Bluebird	BCC	No	16/0	5	out of service
1990	Chevy	Bluebird	BCC	No	16/0	5	in service
1991	Chevy	Bluebird	BCC	No	8/2	1	in service
1991	Chevy	Bluebird	BCC	Yes	16/0	1	out of service
1991	Chevy	Bluebird	BCC	No	12/2	5	in service
1998	Ford	Supreme	FDOT	Yes	12/2	5	in service
1998	Ford	Supreme	FDOT	Yes	12/2	4	in service
1998	Ford	Supreme	FDOT	Yes	12/2	4	in service
1998	Ford	Supreme	FDOT	Yes	12/2	4	in service
1998	Ford	Supreme	FDOT	Yes	16/2	4	in service
1994	Chevy	Carpenter	FDOT	Yes	16/2	1	in service
1994	Chevy	Carpenter	FDOT	Yes	16/2	2	in service
1994	Chevy	Carpenter	FDOT	Yes	23/0	2	in service
1994	Chevy	Carpenter	FDOT	No	23/0	2	in service
1994	Chevy	Carpenter	FDOT	No	23/0	1	in service
1995	Chevy	Carpenter	FDOT	No	23/0	2	in service
1995	Chevy	Carpenter	FDOT	No	23/0	2	in service
1995	Chevy	Carpenter	FDOT	No	23/0	3	in service
1996	Ford	Bus	FDOT	No	25/0	4	in service
1998	Ford	Supreme	FDOT	No	24/0	4	in service
1998	Ford	Supreme	FDOT	No	16/2	5	in service
2002	Ford	Cutaway E450	FDOT	Yes	12/2	5	in service
2003	Ford	StarTrans E-	FDOT	Yes	10/2	5	in service
2003	Ford	StarTrans E-	FDOT	Yes	10/2	5	in service
2003	Ford	Cutaway E450	FDOT	Yes	12/2	5	in service
2003	Ford	Cutaway E450	FDOT	Yes	12/2	5	in service
2003	Ford	Cutaway E450	FDOT	Yes	12/2	5	in service
2003	Ford	Cutaway E450	CTD	Yes	12/2	5	in service
1999	Ford	Supreme	FDOT	Yes	12/2	5	in service
1999	Ford	Supreme	FDOT	Yes	12/2	5	in service
1999	Ford	Supreme	FDOT	Yes	12/2	5	in service
1999	Ford	Supreme	FDOT	Yes	12/2	5	in service
1999	Ford	Supreme	FDOT	No	24/0	5	in service
1999	Ford	Supreme	FDOT	Yes	16/2	5	in service
1996	Ford	25' Cutaway	BCC	Yes	12/2	5	in service

Current Vehicle Inventory

Year	*Make*	*Model*	*Owner*	*W/C Lift*	*# of Seats & W/C Positions*	*Priority Placment*	*Service Status*
2004	Ford	25' Cutaway	CTD	Yes	12/2	5	in service
2005	Ford	Small Cutaway	FDOT	Yes	9/2	5	in service
2005	Ford	Small Cutaway	FDOT	Yes	9/2	5	in service
2005	Ford	Small Cutaway	FDOT	Yes	9/2	5	in service
2005	Ford	22' Cutaway	FDOT	Yes	12/2	5	
2005	Ford	22' Cutaway	FDOT	Yes	12/2	5	

APPENDIX B
SYSTEM SAFETY PROGRAM PLAN

LAKE COUNTY BOARD OF COUNTY COMMISSIONERS
PUBLIC TRANSPORTATION

SYSTEM SAFETY PROGRAM PLAN

February 2001

LAKE COUNTY PUBLIC WORKS DEPARTMENT
Engineering Division

TABLE OF CONTENTS

1.1 General Information.....02

1.2 System Safety Management.....03

1.3 System Safety Tasks and Implementation.....07

Appendix A.....09

Appendix B.....10

Appendix C.....11

LAKE COUNTY BOARD OF COUNTY COMMISSIONERS
PUBLIC TRANSPORTATION

SYSTEM SAFETY PROGRAM PLAN

1.1 GENERAL

1.1.1 Statement Of Safety Policy

A. This System Safety Program Plan (SSPP) is Lake County's commitment to a safe and efficient transportation system for all transportation users in Lake County. The purpose of the SSPP is to ensure that Lake County Transit (LCT), the transportation operator, develops and maintains a safety plan as mandated by local, state, and federal agencies; and to ensure compliance with same.

B. LCT shall strive to operate as safely as possible. All personnel and contractors are charged with the responsibility of ensuring the safety of passengers, employees, property, and all those who come in contact with the system. This responsibility includes the right to cease any operation(s) that is determined to be hazardous or that creates an unsafe condition.

C. It is the duty and obligation of each LCT employee to provide any requested information necessary to ensure the safest possible transportation services to the residents of Lake County.

1.1.2. Introduction and Purpose

The SSPP outlines the minimum established functions, responsibilities, and obligations that shall be complied with as well as those that shall be implemented in an effort to establish increased levels of safety. The SSPP shall provide for improved communication, documentation, and coordination within the entire system to decrease injuries, property damage, and delays in service. The SSPP applies to all aspects of LCT including design, procurement, administration, operations, and maintenance.

1.1.3. Goals and Objectives

The overall safety goal of LCT is to provide transportation service in a safe, reliable manner, and reduce costs associated with accidents. In an effort to attain this goal, LCT will identify unsafe conditions and develop methods to eliminate or control hazards that could cause unsafe conditions. The most effective solutions to control hazards will be determined in an effort to eliminate any estimated losses as a result of a hazard. These objectives shall be applied to all aspects of the system in reducing accidents and all employees shall be trained accordingly.

1.1.4. Regulatory Agencies

A. Chapter 14-90, Florida Administrative Code, requires Lake County to develop a transit system safety program plan that complies with state minimum equipment and operational

safety standards for Public Transportation Programs. It is the intent of LCT to comply with these standards and to certify that it is operating within its SSPP. Any LCT operation(s) that poses an immediate danger to public safety shall be suspended.

B. LCT shall comply with all applicable Florida laws governing transportation. LCT will inspect all equipment operated in accordance with the established standards and will certify compliance to the Department of Transportation.

1.1.5. System Description

A. Lake County Community Transportation Coordinator (CTC) began operations in January 2001, to provide transportation services for the Transportation Disadvantaged in Lake County. LCT is the transportation operator for the CTC. LCT provides door to door, subscription, reservation, and demand response service. Service is generally available Monday through Friday, 8:00 A.M. to 5:00 P.M.

B. Lake County's current and long-term focus as coordinator is on establishing and maintaining a coordinated transportation system for Lake County. That effort will involve securing the additional purchase of service contracts as appropriate, securing coordination contracts with private nonprofit organizations that currently provide transportation services to county residents in conjunction with their programs, and securing transportation operator contracts with private operators. These contracts will bring existing services into the coordinated transportation system and allow for the expansion of transportation services available to county residents. Lake County's overall objectives in establishing and maintaining a coordinated transportation system are to maximize the use of existing public and private transportation services and to ensure delivery of transportation services in a manner that is cost-effective, efficient and reduces fragmentation and duplication of services.

C. Public transportation is essential to the residents of Lake County. Transportation services provided through LCT are available to the general public. Emphasis, however, is being placed on serving the needs of transportation disadvantaged residents of the county. The transportation disadvantaged include individuals who, because of physical or mental disability, income status or age, are unable to transport themselves or purchase transportation. They also include children up to the age of 5 who are handicapped, "high-risk" as defined in Section 411.202, Florida Statutes.

1.2. SYSTEM SAFETY MANAGEMENT

1.2.1. Administration of System Safety Program Plan

The role of Lake County's staff is to make sure that the LCT implements the SSPP. The LCT Transportation Director is responsible for the implementation, maintenance, update of the SSPP, and all safety related areas of LCT. He shall review and monitor contractors, and subcontractors of service, for compliance with the SSPP in regard to maintenance and operations.

1.2.2. Driver Qualifications and Training

A. The LCT Transportation Director is responsible for pre-employment qualifications for drivers, proof of valid licenses, records of licenses, training and testing, driver's work periods and driving hours, medical examination, and alcohol and drug testing requirements. Operational rules and procedures shall be in compliance with state law and all newly employed drivers shall be instructed on such rules and procedures.

B. The System Safety Program Plan (SSPP) establishes well defined written instructions and safety procedures for all drivers. A file shall be maintained on each driver to ensure proper documentation of all driving records, incidents, and safety concerns. Driver training shall follow those guidelines established within the SSPP.

1.2.3. Operating Requirements

A. Drivers shall not drive more than 12 hours in one 24-hour period, or drive more than 70 hours in any period of seven consecutive calendar days. Drivers shall have a minimum cumulative off-duty time of eight hours within any 24-hour period. The maximum allowed driving hours may be increased if the hours are necessitated by adverse conditions.

B. All LCT drivers shall be responsible for the following:

1. Reporting to the LCT Transportation Director any notice of driver license suspension, cancellation, or revocation, by the end of the business day following the day notice is received;

2. Reporting to the dispatcher any condition(s) resulting in increased driving hazards, i.e., weather, road, traffic conditions or medical emergencies and disasters;

3. Reporting to the operations supervisor any conditions resulting in impaired driving ability, such as dizziness, poor eye sight, fainting, or other medical conditions affecting his/her ability to operate a vehicle safely;

4. Completion of daily inspections and "Operator's Daily Report of Vehicle Inspection" (see Appendix A);

5. Providing interior lighting for passengers boarding and exiting if a vehicle is in operation during darkness;

6. Not permitting passengers to remain in the step wells while in motion or to remain standing on any vehicle without standee provisions;

7. Not refueling vehicles in closed building or while passengers are on board;

8. Securing him/herself by the driver's restraining belt while operating the vehicle;

9. Not leaving an occupied vehicle unattended for more than ten minutes;

10. Stopping at railroad crossings when carrying passengers;

11. Displaying the proper reflective lights and warning devices upon being disabled on the highway;

12. Ensuring that all emergency doors operable by a key are unlocked during passenger operations;

13. Proper lighting of wheelchair lifts when used during darkness;

14. Proper securing of wheelchair passengers in appropriate positions while in motion;

15. Using appropriate safety devices when necessary (back braces are required when moving and securing wheelchair passengers) and are available to all personnel;

16. Ensuring the vehicle entrance step or any other protruding object is not damaged;

17. Ensuring the vehicle does not become endangered, immobilized, or damaged. Such situations include but are not limited to low hanging branches, bad roads including water holes, loose sand, too narrow roads, inadequate turn around area. If a driver has any doubt about a particular situation she/he should contact the dispatcher for guidance;

18. Cleaning assigned vehicle, inside and outside, daily and during the "bug season" applying an extra coat of wax to the front of the vehicle;

19. Staying in contact with the LCT office periodically by two way radio, mobile phone, or telephone, toll free or regular.

1.2.4. Maintenance Requirements

A. Daily Inspection. A daily inspection shall be made of each vehicle prior to use, after use, and appropriate documentation maintained for a minimum of two weeks (see Appendix A - Operator's Daily Report of Vehicle Inspection). Drivers shall report any mechanical problems that may constitute a hazard and not drive a vehicle if safety is questionable. Vehicles should be fueled at the completion of trips each day. The amount fueled shall be recorded on the Daily Report of Vehicle Inspection. The inspection shall include an examination of the following items:

lights, signals, flashers	brakes: parking, and service
horn steering	emergency equipment: first aid kit, fire extinguisher, roadside warning devices
wipers	gauges

tires & wheels	radio
mirrors	seat belt
doors	cleanliness: inside, outside
exhaust system	wheelchair lift
fluids: (fluids are checked at least weekly and filled as needed)	

B. Preventive Maintenance

1. Vehicles are scheduled for preventive maintenance on a bi-monthly basis based on recorded mileage. Service is scheduled at 5,000 miles. Preventive maintenance is conducted in order to maintain vehicles in a manner that conforms to safety regulations and to ensure that all vehicles are properly equipped with all required parts and accessories in good, safe working condition. These bi-monthly services include changing all fluids and filters, inspecting for tire wear, brake wear, and oil leaks.

2. Proper documentation of services performed is recorded by the technician performing the services and verified and maintained by LCT's Transportation Director. All preventive maintenance and repair actions shall be documented and include positive means of vehicle identification, date, mileage, and type and description of maintenance or inspection. Officers or persons designated by the Department of Transportation shall be permitted to perform system reviews for compliance with state law.

1.2.5. Vehicle Equipment and Safety

A. Vehicle Equipment and Devices. All vehicles operated by LCT shall be equipped with all safety equipment necessary and required by local, state, or federal law. It is mandatory that all new equipment procured be specified to include all required safety equipment, at a minimum. This equipment shall include that for transporting wheelchair bound passengers.

B. Equipment Safety Inspection. The following minimum equipment on each vehicle shall receive a safety inspection for compliance with Florida law. This equipment shall be inspected as a part of preventative maintenance and/or when attention is required.

horn	door interlock devices
windshield wipers	step wells and flooring
mirrors	emergency exits
wiring, battery	tires and wheels
service, parking brakes	suspension system
warning devices	steering system

directional signals	exhaust system
hazard warning signals	seat belts
signaling devices	wheelchair transport equipment
handrails and stanchions	

Safety inspections shall be documented and maintained in a file that is readily available for periodic review by the Florida Department of Transportation (FDOT). Persons designated by the FDOT shall be permitted to perform system reviews for compliance with all applicable Florida laws.

1.2.6. Accidents

A. LCT maintains a comprehensive accident reporting, evaluation, and record maintenance system. All accidents are to be reported to the LCT office immediately and an "Incident/Accident Report" must be completed (see Appendix B.). The District Five FDOT office shall be notified immediately by telephone or in person of each accident involving a fatality. A written report shall be made on such accidents and submitted to the FDOT district office within 30 days after the accident occurs. All accidents shall be reviewed by the manager to determine the nature, cause(s) and to determine what actions or procedures should be implemented to prevent any reoccurrence. Accident records will remain a permanent part of the subject driver's personnel file and the Accident / Incident Report file.

B. Immediately upon being notified of an accident, the LCT Transportation Director will convene the accident evaluation board, consisting of the LCT Transportation Director, Operations Supervisor, and other LCT staff as selected by the LCT Transportation Director. The board will separately interview the subject driver, passengers, and witnesses to form a consensus of the accident. If deemed necessary the board will visit the scene and recreate the accident to determine what happened, why it happened, and if a reoccurrence can be prevented. After all the information has been compiled, the board will review current procedures and make changes as needed.

C. The board's findings will be reported to Lake County's safety committee for further review.

D. An accident procedure checklist is provided. (Appendix C)

1.3. SYSTEM SAFETY TASKS AND IMPLEMENTATION

1.3.1. Tasks

The primary task for ensuring the safest operation of LCT is to properly identify and eliminate possible hazards or conditions that could result in accidents. The method of identifying, analyzing, assessing, and removing causes of accidents are done by all sections or areas of the system and all available information and resources are used. Strong efforts shall be made toward remedies for the more severe hazards that result in accidents. Assessment of hazards shall result

in resolution by either removing the hazard, or making the hazard acceptable by the use of safety devices and/or new or improved procedures. Safe operations and a reduction in hazards are accomplished by proper and adequate training for new employees and refresher training courses for existing employees. Random inspections of operational functions shall be made by management to identify hazards not normally identified in day to day activities.

1.3.2. Implementation

It is the responsibility of the LCT Transportation Director to maintain, annually update, and make the necessary revisions to the SSPP on a required basis. The plan shall also be submitted to FDOT for review and to determine compliance with Florida law.

Appendix A

LAKE COUNTY TRANSIT
OPERATOR'S DAILY REPORT OF VEHICLE INSPECTION

VEHICLE # _____ DATE _____

OPERATOR NAME: _____

lights, signals, flashers_____

horn _____

steering _____

wipers _____

tires & wheels _____

mirrors, _____

doors _____

exhaust system_____

fluids: (fluids are checked at least weekly and filled as needed) _____

_____brakes: parking, and service

_____emergency equipment: first aid kit, fire extinguisher, roadside warning devices

_____gauges

_____radio

_____seat belt

_____cleanliness: inside, outside

_____wheelchair lift

APPENDIX B

LAKE COUNTY TRANSIT

File # LCT IAR_____

INCIDENT/ACCIDENT REPORT

Important: This report must be forwarded to the LCT office immediately after the incident. Print all information, use back page if needed.

Subject Information:

Name:_____
Address:_____
_____

Telephone #:_____ Age:_____ Sex:_____

Date of Incident:_____ Time of Incident:_____

Describe Incident and Damage:_____
_____
_____

Doctor or Hospital: (If Applicable):_____
_____

If LCT Vehicle Involved #:_____ Driver's Name:_____

Emergency Units Responding:_____
_____

Witnesses:

1)Name:_____ 2)Name:_____

Address:_____ Address:_____

Phone:_____ Phone:_____

Reporting Person:_____
(Print Name) (Signature)

Supervisor's/Investigator's Comments:_____
_____
_____

Signature:_____ Date:_____

Department Head Comments:_____
_____

Department Head Signature:_____ Date:_____

APPENDIX C

LAKE COUNTY TRANSIT
ACCIDENT CHECK LIST

(For Driver Use)

Accident Date:_____ Time:_____

Location: _____

City:_____ County:_____ State:_____

Driver's Name:_____

_____1. Contact the LCT office.

_____2. Assess accident scene: injuries, fuel leakage, vehicle damage, etc.

_____3. Initiate First Aid and CPR as required.

_____4. If possible, move vehicle to a safe location off of the roadway.

_____5. Complete Incident/Accident Report, include such details as weather conditions, your speed and direction of travel, damage to each vehicle and other property, injuries etc. Also, obtain names of passengers in each vehicle and witnesses, police investigation handled by: Name, Badge Number, State, City, and County Police, anyone arrested.

(For Office Use)

_____1. Contact 911 and relay information.

_____2. Follow procedures prescribed in 1.2.6. of LCT Operations Manual.

_____

_____

_____

_____

APPENDIX C
FORMAL GREVIANCE PROCEDURES

APPENDIX 1

GRIEVANCE PROCEDURES OF THE LAKE COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

ARTICLE I: PREAMBLE

Section 1: Preamble: The following sets forth the grievance procedures, which shall serve to guide the Lake County Transportation Disadvantaged Coordinating Board, serving to assist the Community Transportation Coordinator. The intent is to provide policies and procedures for fulfilling the requirements of Chapter 427, Florida Statutes, Rule 41-2.012 Florida Administrative Code ~~Chapter 41-2 of the Florida Administrative Code (FAC)~~ setting forth requirements for the establishment of grievance procedures and Grievance Subcommittee procedures to resolve grievances or complaints from agencies, users, potential users, sub-contractors, and other interested parties. ~~processes at the local level.~~

ARTICLE II: GRIEVANCE SUBCOMMITTEE NAME, PURPOSE, AND MEMBERSHIP

Section 1: Name: The name of the subcommittee to process grievances or complaints for the Lake County Transportation Disadvantaged Local Coordinating Board shall be the Grievance Subcommittee.

Section 2: Purpose: The primary purpose of the Grievance Subcommittee is to serve as a mediator to process, ~~and~~ investigate, and resolve complaints from agencies, users, potential users of the system and the Community Transportation Coordinator (CTC), and make recommendations to the Local Coordinating Board for improvement of services. The Grievance Subcommittee shall meet as often as necessary to process complaints in a timely manner.

Section 3: Membership: The Grievance Subcommittee shall consist of five (5) ~~three (3)~~ voting members chosen from the Local Coordinating Board. The Local Coordinating Board shall approve the Grievance Subcommittee appointees by a two-thirds (2/3) vote of all members present, if a quorum exists. The Subcommittee shall be appointed at the January meeting and shall serve for a period of one year.

ARTICLE III: DEFINITIONS

Section: 1: Definitions: For the purpose of the Local Coordinating Board and the Grievance Subcommittee, the following definitions shall apply:

1. *Service Complaint*: A complaint is an oral (in person/telephone) or written statement of dissatisfaction of service. Service complaints are routine incidents that occur on a daily basis that are reported to the CTC, drivers or dispatchers, or to other individuals involved with the daily operations, and which are resolved within the course of a reasonable time period suitable to the local complainant. Local service complaints are driven by the inability of the CTC or transportation operators, not local service

standards established by the CTC and the Local Coordinating Board. Service complaints may include, but are not limited to:

a. Late trips (late pickup and/or late drop off)
b. No-show by transportation operator
c. No-show by client
d. Client Behavior
e. Driver Behavior
f. Passenger discomfort
g. Service denial (refused service to client without an explanation as to why, i.e. may not qualify, lack of TD funds, etc).
h. Rude behavior by the driver, dispatcher, or reservationist.

2. *Formal Grievance:* A formal grievance is a written complaint to document any concerns or an unresolved service complaint regarding the operation or administration of Transportation Disadvantaged Program services by the Transportation Operator, Community Transportation Coordinator (CTC), Designated Local Planning Agency (DOPA) or Local Coordinating Board (LCB). The Grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible. Formal Grievances may include but are not limited to:

a. Chronic or recurring or unresolved Service Complaints.
b. 427 F.S., Rule 41-2 FAC and accompanying documents, Sunshine Law and/or ADA.
c. Contract disputes
d. Bidding disputes
e. Agency compliance
f. Conflicts of interest
g. Supplanting of funds
h. Billing and/or accounting procedures
i. A person appealing a suspension or denial of service.

ARTICLE IV: GRIEVANCE PROCEDURES

Section 1: General: The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Subcommittee.

Section 2: Filing a Grievance: Should an interested party wish to file a formal grievance in order to receive improved service from the Transportation Disadvantaged Program, they have two options:

1. The grievance may be filed with the CTC. The CTC's grievance procedure must meet the requirements of Chapter 41 FAC and must be a process, which remains internal to their organization. If a grievance is filed with the CTC, the CTC shall report the filing of the same to the LCB and shall inform the LCB in writing of the action(s) taken. The CTC's grievance process is a separate action independent of the LCB. Nothing however,

shall prevent an interested party from filing a separate grievance on the same issue with the LCB.

2. The grievance may be filed with the Lake County Transportation Disadvantaged Local Coordinating Board.

Formal grievances to be considered by the LCB must be filed in writing with Lake County Department Community Services, Public Transportation Division. Assistance in filing a grievance shall be provided by staff support to the Designated Official Planning Agency, if requested. The complainant should address the grievance to:

Transportation Disadvantaged Program
Public Transportation Division
P.O. Box 7800
Tavares, FL 32778-7800

The grievance shall include:

1. The name, address, and telephone number of the complainant;

2. A statement of the grounds for the grievance, supplemented by supporting documentation, made in a clear and concise manner.

3. An explanation by the complainant of the improvements needed to address the complainant.

Within two (2) working days, following the date of receipt of the formal grievance, the Public Transportation staff shall notify the Grievance Subcommittee and schedule a meeting of the Subcommittee within twenty (20) days of receipt of the grievance. The Subcommittee shall render a response in writing, giving the complainant the factors that entered into the final recommendation within 15 days of the meeting of the Subcommittee. If the Subcommittee determines that more time is necessary, the complainant shall be notified in writing. In no case shall more than sixty (60) days elapse between the date of receipt of the grievance and the Subcommittee response to same. At the time a recommendation is made, the Subcommittee shall submit a copy of the formal grievance and a copy of the final recommendation to each member of the LCB for review at the next regularly scheduled LCB meeting.

Section 3: <u>Appeal to the Local Coordinating Board</u>: The recommendation of the Grievance Subcommittee may be appealed in writing to the LCB, via staff provided by the DOPA, within fifteen (15) working days from the date when the Grievance Subcommittee makes its recommendation.

Once an appeal has been received, the LCB shall meet and render its recommendation within thirty (30) days of the date the appeal was filed. The complainant shall be notified in writing of the date, time, and place of the LCB meeting where the appeal shall be heard. This written notice shall be mailed at least ten (10) days in advance of the meeting. A written copy of the recommendation made by the LCB shall be mailed to all parties involved within ten (10) days of the date of the recommendation.

Section 4: Appeal to the Designated Official Planning Agency: Should the complainant remain dissatisfied with the recommendation of the LCB, an appeal may be made in writing to the DOPA. The appeal shall be addressed to:

Honorable Chairperson
Lake County Board of County Commissioners
P.O. Box 7800
Tavares, FL 32778-7800

Section 5: Appeal to the Florida Commission for the Transportation Disadvantaged: Should the complainant remain dissatisfied with the recommendation of the DOPA, an appeal may be made in writing to the Florida Commission for the Transportation Disadvantaged.

If the complainant is dissatisfied with the decision of the TDCB, he/she may continue the process with the TD Ombudsman Program by calling the following number(s) 1-800-983-2435 or 1-800-648-6084 (TDD).

The appeal may also be addressed to ~~shall be addressed to~~:

Honorable Chairperson
Florida Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450

ARTICLE V: GRIEVANCE SUBCOMMITTEE PROCEDURES

Section 1: Discussion Schedule: After receipt of the formal grievance, the Grievance Subcommittee shall schedule a discussion of the grievance using the procedures set forth earlier.

Section 2: Notification: The Grievance Subcommittee shall send notice of the scheduled discussion in writing to the complainant and other interested parties. The notices shall clearly state:

1. The date, time, and location of the meeting

2. The purpose of the discussion and a statement of issues involved.

Section 3: Written Decision: Written decisions shall include the following information:

1. A statement that a meeting was held in which the involved parties, their representatives, and witnesses were given an opportunity to present their position.

2. A statement that clearly defines the issues discussed.

3. An opinion and reasons for the recommendation based on information presented.

4. A recommendation by the Grievance Subcommittee based on their investigation and findings.

ARTICLE VI: SCHEDULED MEETINGS

Section 1: General: When a meeting of the Grievance Subcommittee is necessary, staff to the DOPA shall schedule a meeting for the Grievance Subcommittee. Grievance Subcommittee meetings shall, if possible, proceed a regularly scheduled Local Coordinating Board meeting.

ARTICLE VII: FILING GRIEVANCES WITH OTHER AGENCIES

Section 1: General: Where appropriate, an interested party may also file a grievance in writing with other agencies, such as the Florida Department of Children and Families, the Florida Department of Transportation, the Florida Division of Vocational Rehabilitation, the local Veterans' Services, the Lake County School Board, and the Lake County Community Action Agency. Apart from these grievance processes, aggrieved parties with proper standing may also have recourse through the Chapter 120, F.S., administrative hearings process or the judicial court system.

ARTICLE VIII: AMENDMENTS

Section 1: General: The Local Coordinating Board Grievance Procedures may be amended by a two-thirds (2/3) vote of members present, if a quorum exists, providing the proposed change (s) is/are mailed to all members at least seven (7) days in advance of the meeting.

ARTICLE IX: CERTIFICATION

The undersigned hereby certifies that he/she is the Chairperson of the Lake County Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Local Coordinating Board as adopted by the Lake County Transportation Disadvantaged Local Coordinating Board on the sixteenth day of September 2002.

Debbie Stivender

Debbie Stivender, Commissioner and Chairperson
Lake County Transportation Disadvantaged
Local Coordinating Board

PASSED AND ADOPTED this 17th day of December, 2002.

BOARD OF COUNTY COMMISSIONERS
OF LAKE COUNTY, FLORIDA

Welton G. Cadwell, Chairman
Commission District 5

ATTEST:

James C. Watkins, Clerk of the
Board of County Commissioners,
Lake County, Florida

Approved as to form and legality:

Sanford A. Minkoff
County Attorney

LAKE COUNTY TRANSIT GRIEVANCE

Name:_____ Today's Date:_____

Physical Address:_____

_____

Mailing Address (if different):_____

_____

Home Telephone:_____ Other Telephone:_____

Date of Grievance:_____ Approximate Time:_____

Grievance Statement:_____

_____

_____

_____

_____

_____

_____

_____

_____

Report Received By:_____ Date:_____

Action/Results:_____

_____

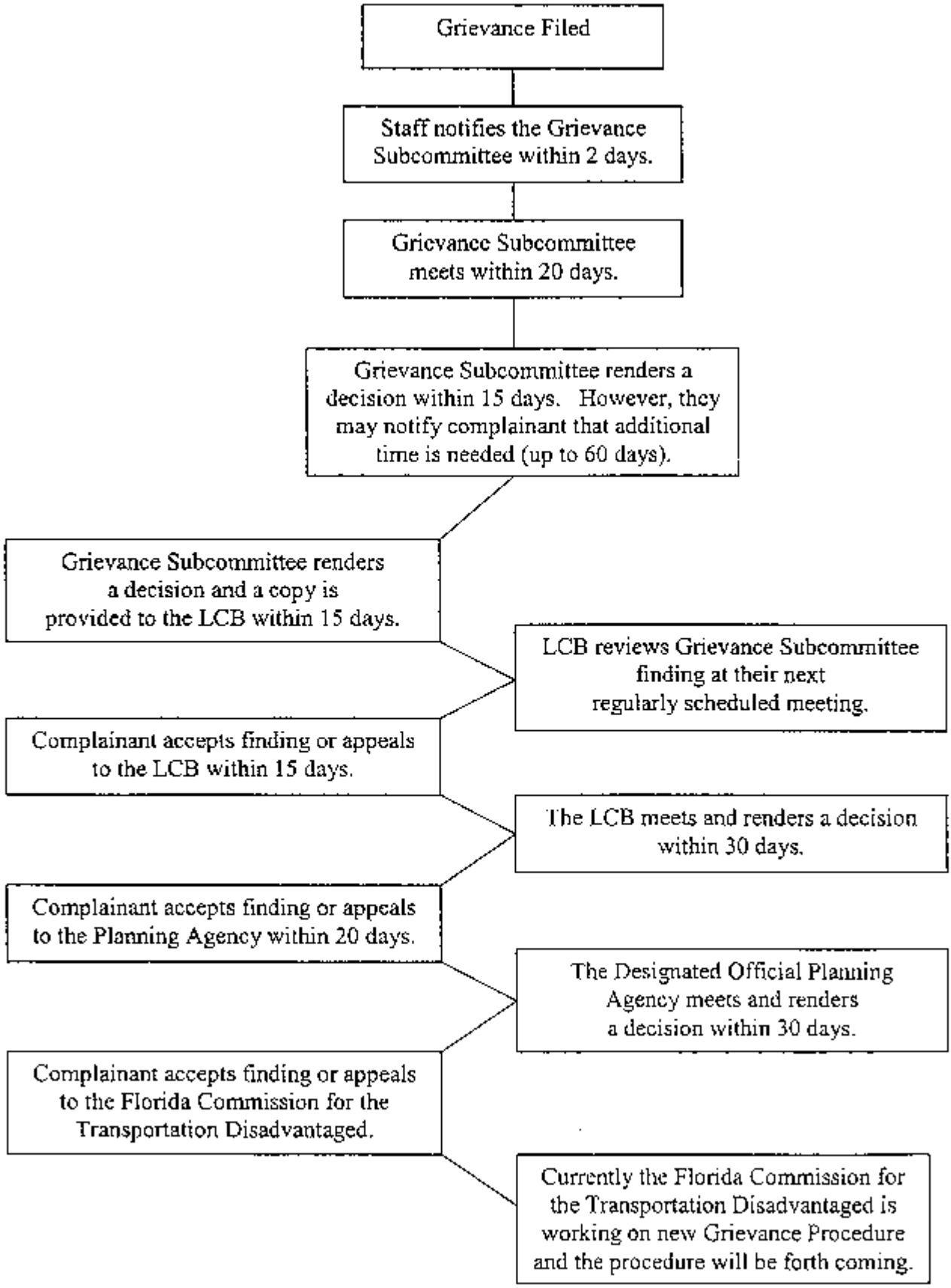
_____

_____

_____

Signature:_____ Date:_____

Grievance Process Flow Chart



APPENDIX D
GLOSSARY OF PERFORMANCE EVALUATION TERMS

PERFORMANCE MEASURES

Service Area Population - County population as reported by the Commission for the Transportation Disadvantaged.

Potential TD Population - (Formerly referred to as TD Category I) Includes persons with disabilities, senior citizens, low income persons, and high risk or at risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.

Passenger Trips - Annual number of passenger boardings on the public transportation vehicles. A trip is counted each time a passenger enters a public transportation vehicle, is transported, and then exits the vehicle. Each different destination would constitute a passenger trip. The unit of service is also known as a one-way passenger trip.

Vehicle Miles - Total distance traveled annually by revenue service vehicles, including both revenue miles and deadhead miles.

Revenue Miles - The total annual number of paratransit service miles driven while TD passengers are actually riding on the vehicles. This figure should be calculated from first passenger pick-up until the last passenger drop-off, excluding any breaks in actual passenger transport. For example: if 10 passengers rode 10 miles together, there would be 10 revenue miles.

Operating Expense - Reported annual spending on operations, including administration, maintenance, and operation of service vehicles.

Operating Revenue - All annual revenues and subsidies used by the operator in the provision of transportation services.

Total Fleet - This includes all revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sale, etc.

EFFECTIVENESS MEASURES

Vehicle Miles Per TD Capita - Total number of annual vehicle miles divided by the potential TD population. This can be characterized as a measure of the extensiveness of service provided in the service area.

Passenger Trips Per TD Capita - Total number of annual passenger trips divided by the potential TD population. This is a measure of the extent to which the public utilizes public transportation in a given service area.

Passenger Trips Per Vehicle Mile - A measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of vehicle miles.

Average Age of Fleet - This is the average age of the total fleet. Traditionally, a standard transit coach is considered to have a useful life of 12 years. However, longer service lives are not uncommon. The vehicle age and the reliability record of the equipment, the number of miles and hours on the equipment, the sophistication and features (i.e., wheelchair lifts, electronic destination signs, etc.), and operating environment (weather, roadway grades, and passenger abuse) all affect the maintenance needs and depreciation of the bus fleet.

Accidents per 100,000 Vehicle Miles - This is derived by dividing the total number of accidents within the fiscal year by every 100,000 annual vehicle miles. Accidents are defined as the number of reportable accidents that occurred through negligence of the transportation provider whereby the result was either property damage of $1,000 or more, or personal injury that required evacuation to a medical facility, or a combination of both.

Vehicle Miles Between Roadcalls - Total annual vehicle miles divided by annual roadcalls. A roadcall is any in-service interruptions caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Roadcalls exclude accidents. The measure reports the average interval, in miles, between roadcalls.

EFFICIENCY MEASURES

Operating Expense Per Passenger Trip - Annual operating expenditures divided by the total annual passenger trips; a measure of the efficiency of transporting riders; one of the key indicators of comparative performance of public transportation properties since it reflects both the efficiency with which service is delivered and the market demands for the service.

Operating Expense Per Vehicle Mile - Annual operating expense divided by the annual vehicle miles of service; a measure of the efficiency with which service is delivered and is another key comparative indicator.

Operating Expense Per Driver Hour - Annual operating expense divided by annual driver hours; a measure of the cost efficiency of delivered service.

Farebox Ratio - This is a ratio of passenger fare revenues to total operating expenses; an indicator of the share of revenues provided by the passengers.

Local Government Revenue Ratio - This is the ratio of total local commitment with respect to total operating expense.

APPENDIX E
DATA FOR THE CTC PEER REVIEW ANALYSIS

Lake County: CTC Peer Review Analysis, FY 2003

CTC Peer Review Analysis Measures/Indicators	Lake	Charlotte	Citrus	Collier	Indian River	Marion	Pasco	St. Lucie	Peer Min	Peer Max	Peer Mean	Lake % From Mean
PERFORMANCE INDICATORS												
Service Area Population	240,212	151,994	125,738	291,902	121,129	281,268	375,266	211,898	121,129	375,266	224,926	6.8%
Potential TD Population	101,236	87,833	68,556	105,333	51,511	123,902	189,146	99,985	51,511	189,146	103,438	-2.1%
Total Passengers Served	17,615	6,851	1,234	1,896	31,628	5,080	7,755	32,995	1,234	32,995	13,132	34.1%
Passenger Trips	234,680	158,710	148,189	122,028	58,635	184,055	289,790	523,097	58,635	523,097	214,898	9.2%
Total Vehicle Miles	2,275,338	542,159	809,644	1,327,845	511,643	2,004,784	1,478,095	1,554,744	511,643	2,275,338	1,313,032	73.3%
Total Revenue Miles	1,735,315	501,898	504,669	1,172,986	454,392	1,522,682	1,298,347	1,332,690	454,392	1,735,315	1,065,372	62.9%
Operating Expense	$2,962,469	$953,973	$1,662,663	$2,117,084	$1,045,525	$2,854,188	$3,469,228	$3,210,009	953,973	3,469,228	$2,284,392	29.7%
Operating Revenue	$3,581,304	$953,973	$1,410,343	$2,210,275	$1,045,525	$2,673,720	$3,469,228	$3,210,009	953,973	3,581,304	$2,319,297	54.4%
Total Fleet	98	46	52	25	22	65	109	82	22	109	62.4	57.1%
Local Non-Gov't Revenue	$68,638	$11,652	$71,052	$146,146	$83,424	$143,651	$553,498	$140,757	11,652	553,498	$152,352	-54.9%
Local Gov't Revenue	$946,641	$100,999	$202,359	$529,183	$119,916	$323,631	$480,990	$634,437	100,999	946,641	$417,270	126.9%
Total Passengers	17,615	6,851	1,234	1,896	31,628	5,080	7,755	32,995	1,234	32,995	13,132	34.1%
Potential TD Population Transported	17.40%	7.80%	1.80%	1.80%	61.40%	4.10%	4.10%	33.00%	1.80%	61.40%	16.43%	5.9%
Driver Hours	129,715	67,186	70,720	71,984	40,813	115,771	97,121	46,956	40,813	129,715	80,033	62.1%
EFFECTIVENESS MEASURES												
Vehicle Miles per TD Capita	22.48	6.17	11.81	12.61	9.93	16.18	7.81	15.55	6.17	22.48	12.82	75.3%
Veh. Miles per Pass Trip	9.70	3.42	5.46	10.88	8.73	10.89	5.10	2.97	2.97	10.89	7.14	35.7%
Pass Trips per TD Capita	2.32	1.81	2.16	1.16	1.14	1.49	1.53	5.23	1.14	5.23	2.10	10.2%
Pass Trips per Veh. Mile	0.10	0.29	0.18	0.09	0.11	0.09	0.20	0.34	0.09	0.34	0.18	-41.5%
Accidents per 100,000 Vehi miles	0.48	2.03	0.00	0.53	0.39	0.40	0.95	0.06	0.00	2.03	0.61	-20.7%
Vehicle Miles between roadcalls	26,769	31,913	115,663	36,885	85,274	117,928	38,897	22,553	22,553	117,928	59,485	-55.0%
EFFICIENCY MEASURES												
Op Expense per Pass Trip	$12.62	$6.01	$11.22	$17.35	$17.83	$15.51	$11.97	$6.14	$6.01	$17.83	$12.33	2.4%
Op Expense per Veh Mile	$1.30	$1.76	$2.05	$1.59	$2.04	$1.42	$2.35	$2.06	$1.30	$2.35	$1.82	-28.6%
Op Expense per Driver Hour	$22.84	$14.20	$23.51	$29.41	$25.62	$24.65	$35.72	$68.36	$14.20	$68.36	$30.54	-25.2%
Local Non-Government Revenue Ratio	2.3%	1.2%	4.3%	6.9%	8.0%	5.0%	16.0%	4.4%	1.2%	16.0%	6.0%	-61.4%
Local Gov't Rev Ratio	32.0%	10.6%	12.2%	25.0%	11.5%	11.3%	13.9%	19.8%	10.6%	32.0%	17.0%	87.8%

^

APPENDIX F
DISCUSSION GROUP SCRIPT
AND
PUBLIC WORKSHOP QUESTIONAIRE

LAKE COUNTY TRANSIT DEVELOPMENT PLAN

Please take a minute to help us plan for transit needs in Lake County!

(1) Have you used Lake County transit service?

- [ ] Yes -- go to Question #2
- [ ] No -- go to Question #5

(2) What do you think of the service?

- [ ] Very Good
- [ ] Good
- [ ] Average
- [ ] Poor
- [ ] Very Poor

(3) How often do you use the service?

- [ ] 3 or more times per week
- [ ] 1 to 2 times per week
- [ ] 1 to 3 times per month
- [ ] Less than once a month

(4) What type(s) of trips do you mostly use the service for? (check all that apply)

- [ ] Work Trips
- [ ] Shopping/Entertainment Trips
- [ ] Medical Trips
- [ ] Other, please specify _____

(5) Have you used public transportation in the past? If so, where?

- [ ] Yes Where? _____
- [ ] No

(6) Do you think there is a need for additional transit service in Lake County?

- [ ] Yes
- [ ] No

(7) If yes, do you like the idea of a bus service that runs on a regular route with a printed schedule? (this service is called fixed-route bus service)

- [ ] Yes
- [ ] No

(8) What transportation issues need to be addressed as transit service is planned for Lake County? (check all that apply)

- [ ] Expanded Door-to-Door Service
- [ ] Start-up of Fixed-Route Bus Service
- [ ] Weekend Service
- [ ] Night Service
- [ ] Express Commuter Service
- [ ] Carpools/Vanpools
- [ ] Other

(9) What do you think is a reasonable one-way fare to pay for transit service?

$ _____

(10) Would you be willing to support more transit service through additional taxes?

- [ ] Yes
- [ ] No

General Comments:

NON-USER DISCUSSION GROUP STRUCTURE
LAKE COUNTY TDP/TDSP

INTRODUCTION

1) Who we are
2) Why we are here
3) Overview of discussion today

QUESTIONS/TOPICS

1) Please introduce yourself and tell us how long you have lived and/or worked in this area and what types of transportation you most often use.

- How do you decide to use these/this type(s) of transportation?
- Where do you go most often? How often?

2) Has anyone ever used public transportation (buses, rail, vans, shuttles, etc.) here or anywhere else?

- What type of transportation?
- How did you find out about it?
- What type of trips did you use it for? Where did you go?
- What did you think of the service - did you like or dislike the experience?
- How did it work for you? Were any problems encountered?
- If you haven't ever used some form of public transportation, can you think of a reason you might want or need to use it at some time in the future? What about other people?

3) Based on your own travel experiences, is it very difficult to get around in the area?

- Is traffic congestion or parking a problem? How significant?
- When and where does traveling in the area become difficult, if at all (time of day/week/year; key attractors and generators)?
- What about traveling to places outside of the area (Orlando, Lakeland)?

4) Do you think there is a need for public transportation in Lake County?

- Within the urbanized area or to other destinations such as Orlando?

5) **Are you aware of the public transportation services currently provided in Lake County?**

6) **If public transportation, such as buses, vans, or shuttles, is implemented, who should it serve and where should it go?**

- Who would use the service? For what purposes?
- How frequent should the service be?
- When should the service be available (particular day and/or hours)?
- Should service be available on weekends - what about church? How late would it be needed - what about for evening activities?
- What trips are usually grouped together? Remember that doctor's appointments are often followed by pharmacy trips.

7) **What might new service in Lake County look like?**

- What do you think about: standard (larger) buses, smaller buses/minibuses, vans?

8) **What type of service would you like to see in the urbanized area?**

- Expanded **door-to-door** service (call in advance to request a ride from your home to a particular destination and back). How far in advance should passengers call for door-to-door service? How long would you be willing to wait for a ride?
- Fully-scheduled, **fixed-route** services (runs on a regular schedule with prescheduled stops and destinations). What about stops - what should they look like? How long would you be willing to wait for the bus? How long would you be willing to ride?
- Fixed-route with **route-deviation** (the vehicle deviates from a scheduled route for a specific pick-up/drop-off). How far in advance should passengers call to schedule a deviation?
- **User-side subsidy**, such as a discount-fare taxi service which could be coordinated with local taxi services.
- **Water-taxi** service on the lakes. Are there any origins/destinations that could be served by waterborne transportation?
- What about work commute alternatives such as **carpools** and **vanpools**?

9) **Public transportation is subsidized by money from federal, state, and local governments. It is provided as a public service and never fully pays for itself. Therefore:**

- What do you think is a reasonable fare to pay for a particular type of service to make it an affordable transportation alternative? How much would you be willing to pay?
- Would you be willing to financially support a system through a gas tax, sales tax, etc.? How would people react to additional taxes?

ENDING QUESTIONS

10) How can we get more information out to the community about existing transportation services and any additional services in the future?

11) What transportation issues in general are important to you?

- traffic congestion
- public transportation
- bicycle/pedestrian facilities
- other transportation issues

12) Are there any final thoughts or comments regarding public transportation in the urbanized area?

BUS SERVICE USER DISCUSSION GROUP STRUCTURE
LAKE COUNTY TDP/TDSP

INTRODUCTION

1) Who we are
2) Why we are here
3) Overview of discussion today

QUESTIONS/TOPICS

1) Please introduce yourself and tell us how long you have lived and/or worked in this area and what types of transportation you most often use.

- How do you decide to use these/this type(s) of transportation?
- Where do you go most often? How often?

2) Tell us about your experience in using the Lake County Transit bus service.

- How did you find out about the bus service you are using now?
- What type of trips do you use it for? Where do you go on the bus?
- What do you think of the current service - do you like or dislike the bus service?
- How do you access the service route, i.e., walk (how far?), get a ride, other?
- Did you ever use the service route that was provided previously?

3) Have you ever used public transportation (buses, rail, vans, shuttles, etc.) anywhere else? How does it compare to public transportation in Lake County?

- What type of transportation?
- How did you find out about it?
- What type of trips did you use it for? Where did you go?
- What did you think of the service - did you like or dislike the experience?

4) Based on your own travel experiences, is it very difficult to get around in the area?

- Is traffic congestion or parking a problem? How significant?
- When and where does traveling in the area become difficult, if at all (time of day/week/year; key attractors and generators)?
- What about traveling to places outside of the urbanized area (Orlando, Lakeland)?

5) Do you think there is a need for additional/expanded public transportation services in Lake County?

- Within the urbanized area or to other destinations such as Orlando?
- What types of transit services are needed?
- Who would use the service? For what purposes?
- When should the service be available (particular day and/or hours)?
- If fixed-route, fixed schedule service is implemented, how frequent should the service be?
- Should service be available on weekends - what about church? How late would it be needed - what about for evening activities?
- What trips are usually grouped together? Remember that doctor's appointments are often followed by pharmacy trips.

6) What might new service in Lake County look like?

- What do you think about: standard (larger) buses, smaller buses/minibuses, vans?

7) What type of transit services would you like to see in Lake County?

- Expanded **door-to-door** service (call in advance to request a ride from your home to a particular destination and back). How far in advance should passengers call for door-to-door service? How long would you be willing to wait for a ride?
- Fully-scheduled, **fixed-route** services (runs on a regular schedule with prescheduled stops and destinations). What about stops - what should they look like? How long would you be willing to wait for the bus? How long would you be willing to ride?
- Fixed-route with **route-deviation** (the vehicle deviates from a scheduled route for a specific pick-up/drop-off). How far in advance should passengers call to schedule a deviation?
- **User-side subsidy**, such as a discount-fare taxi service which could be coordinated with local taxi services.
- **Water-taxi** service on the lakes. Are there any origins/destinations that could be served by waterborne transportation?
- What about work commute alternatives such as **carpools** and **vanpools**?

8) Public transportation is subsidized by money from federal, state, and local governments. It is provided as a public service and never fully pays for itself. Therefore:

- What do you think is a reasonable fare to pay for a particular type of service to make it an affordable transportation alternative? How much would you be willing to pay?
- Would you be willing to financially support a system through a gas tax, sales tax, etc.? How would people react to additional taxes?

ENDING QUESTIONS

9) How can we get more information out to the community about existing transportation services and any additional services in the future?

10) What transportation issues in general are important to you?

- traffic congestion
- public transportation
- bicycle/pedestrian facilities
- other transportation issues

11) Are there any final thoughts or comments regarding public transportation in the County?

APPENDIX G
STAKEHOLDER INTERVIEW QUESTIONAIRE

LAKE COUNTY TDP INTERVIEW QUESTIONS

Existing Conditions

What is your opinion of the existing transit conditions and transportation providers in Lake County?

How well do they meet the needs of the community?

Are there any issues of which you are aware concerning the provision of specialized transportation services throughout the county?

Need for Fixed-Route Transit

To your knowledge, is there public support for, or interest in, a fixed-route public transportation system in Lake County? If so, how much?

What is your perception of the need for fixed-route public transportation in Lake County? Is it a near-term need?

Is traffic congestion perceived to be a problem in Lake County? Is parking perceived to be a problem? Do you believe that a fixed-route transit system would be able to assist with either of these problems?

Have community leaders/elected officials voiced support or opposition to fixed-route public transportation in the county?

Have community leaders/elected officials identified any community goals related to public transportation, in general, or fixed-route transit, in particular?

What community goals might be served by the implementation of fixed-route public transportation in Lake County?

Potential Fixed-Route Service Specifications

Are there any specific major residential and commercial developments or general areas of the county that you think a fixed-route transit system should serve?

Are there any major future developments that should be considered for transit service?

Which is more important: Geographic coverage or more effective/efficient service?

Is there a need for park and ride lots, perhaps in conjunction with express or limited bus service?

Are there any specific areas outside the county that may benefit from transit connectivity?

Transit Funding Issues

Like other public services, public transportation requires a subsidy. In general, how do you think a public transportation system should be funded?

Is there a willingness in the community to consider the allocation of local funds from existing or new sources to match federal and state funding for public transportation?

What existing or new local funding source(s) do you believe are appropriate to help fund public transportation (e.g., ad valorem taxes, motor fuel taxes, etc.)?

APPENDIX H
METHODOLOGY FOR DEVELOPING TRANSIT ORIENTATION INDEX

Methodology for Developing Transit Orientation Index

There are 5 steps to developing the Transit Orientation Index, as summarized below.

Step 1: Compile data by block group for the five demographic characteristics.

The first step involves the compilation of Census demographic data by block group for each of the five characteristics included:

- population density;
- proportion of the population age 60 and over (elderly);
- proportion of the population age 15 and under (youth);
- proportion of households with no vehicle (0-vehicle households);
- proportion of households with income below poverty level.

In particular, the percent distributions for the demographic characteristics are compiled for the 121 block groups in Lake County. These proportions are then ranked in descending order from block groups with the greatest proportion of each characteristic to those with the smallest proportion.

Step 2: Compute an average proportion and standard deviation for each of the demographic characteristics.

An average percent (mean) and standard deviation is then computed for each demographic characteristic. A standard deviation measures the extent to which the actual percent values for each block group vary from the average percent value. With a normal "bell-shaped" distribution, approximately 68 percent of the values will be within one standard deviation of the average percent, while 95 percent will be within two standard deviations of the average.

Step 3: Stratify the proportions into four segments using the following breaks: average percent, average percent plus one standard deviation, and average percent plus two standard deviations.

The resulting percent values for each block group fall into one of four categories for each demographic characteristic, including below average (low), above average but within one standard deviation (medium), above average but between one and two standard deviations (high), and above average but more than two standard deviations (very high).

Step 4: Assign discrete numerical scores to each of the four categories established for each demographic characteristic.

Scores are assigned through the use of a comparative probability distribution methodology. This is done by first estimating the probability that a block group would end up in a given category for a given demographic characteristic. For example, 5 of 121 block groups are above average and more than two standard deviations above the average percent for the elderly

population, which results in a 4.13 percent (5 divided by 121) probability of a given block group falling within this “very high” category. The probability percentage for each group is then divided into the probability percentage for the below average category. The probability percentage for the below average category is placed in the numerator to ensure that this category receives a score of one, while the above average categories will receive a value greater than one. Continuing the previous example, the category score for “very high” elderly population is 14.20 (58.68 percent probability percentage for “below average” category divided by 4.13 probability percentage for “very high” category is equal to 14.20).

Step 5: Sum individual category scores to obtain a composite score for each block group, rank block groups by composite score, and stratify into four levels using the same method applied in Step 3.

Composite scores are computed for each block group by summing the individual category scores for each of the demographic characteristics. The block groups are then ranked in descending order using the composite score and then stratified using the same method applied to individual demographic characteristics in Step 3. Block groups in the highest category are indicated as having a “very high” orientation for transit use based on the five demographic characteristics used to develop the Transit Orientation Index. Other categories are indicated as having a high, medium, and low orientation, respectively.

APPENDIX I
DETAILED RESULTS OF THE TRANSIT ORIENTATION INDEX

Lake County Transit Orientation Index - Five Variable Method

	Youth		Elderly		Poverty		0-Vehicle		Population Density		Composite Rankings	
Block Group	Percent	Absloute	Percent	Absolute	Percent	Absolute	Percent	Absolute	Persons/ Sq. Mile	Population	Scores	Category
BLKGRP	YOUTH1	YOUTH2	ELDERLY1	ELDERLY2	POVERTY1	POVERTY2	NOVEH1	NOVEH2	DENS1	POP	SCORE	RANK
120690301011	19.92%	238	16.32%	195	5.94%	71	2.41%	12	77	1,195	5.26	1
120690301012	11.46%	118	47.38%	488	7.09%	73	5.51%	22	119	1,030	6.22	1
120690301013	17.38%	163	30.81%	289	8.64%	81	9.57%	40	616	938	7.12	1
120690301014	23.34%	382	19.00%	311	10.20%	167	5.79%	34	490	1,637	5.26	1
120690301015	28.41%	622	13.70%	300	6.99%	153	4.53%	32	147	2,189	7.63	1
120690301016	26.33%	390	21.47%	318	17.42%	258	7.07%	41	154	1,481	11.70	1
120690301017	19.41%	79	38.33%	156	2.21%	9	0.00%	0	645	407	6.48	1
120690301021	10.36%	66	27.00%	172	11.15%	71	0.00%	0	22	637	5.00	1
120690301022	19.57%	256	34.02%	445	13.07%	171	2.67%	15	204	1,308	8.44	1
120690301023	26.76%	152	14.26%	81	8.98%	51	0.00%	0	18	568	7.63	1
120690301024	16.12%	123	36.57%	279	9.44%	72	2.22%	7	12	763	6.22	1
120690301031	21.06%	555	20.53%	541	8.20%	216	5.09%	51	96	2,635	5.26	1
120690301032	30.49%	551	12.01%	217	17.71%	320	2.11%	13	46	1,807	9.59	1
120690301033	23.40%	632	18.44%	498	19.44%	525	3.74%	38	150	2,701	7.22	1
120690301034	17.00%	119	35.14%	246	2.86%	20	0.00%	0	1,095	700	6.22	1
120690301035	24.64%	374	16.07%	244	22.46%	341	11.27%	64	28	1,518	11.88	2
120690302011	16.55%	123	25.03%	186	15.21%	113	4.79%	16	2,850	743	10.15	1
120690302012	31.77%	277	19.38%	169	26.95%	235	14.49%	51	2,562	872	22.41	3
120690302013	25.69%	617	26.06%	626	21.86%	525	1.98%	17	1,060	2,402	12.13	2
120690302014	16.33%	275	52.38%	882	18.05%	304	10.90%	92	1,481	1,684	14.51	2
120690302015	20.68%	392	32.12%	609	8.81%	167	1.77%	14	609	1,896	5.26	1
120690302031	20.16%	173	17.02%	146	0.00%	0	0.00%	0	125	858	5.26	1
120690302032	17.38%	730	34.95%	1,468	2.76%	116	1.39%	25	815	4,200	6.22	1
120690302041	16.69%	207	27.90%	346	21.61%	268	0.00%	0	2,640	1,240	12.69	2
120690302042	22.53%	157	21.23%	148	16.21%	113	0.00%	0	2,434	697	10.41	1
120690302043	24.56%	278	17.84%	202	4.86%	55	2.12%	9	2,868	1,132	8.45	1
120690302044	24.07%	200	35.14%	292	23.71%	197	5.31%	13	4,267	831	26.73	3
120690302051	20.48%	409	23.03%	460	6.81%	136	7.73%	66	1,461	1,997	8.35	1
120690302052	15.33%	237	40.94%	633	6.47%	100	19.11%	137	1,575	1,546	14.29	2
120690302053	17.79%	288	31.44%	509	17.11%	277	9.93%	81	1,150	1,619	10.05	1
120690303021	15.04%	63	38.19%	160	25.30%	106	8.33%	14	107	419	12.83	2
120690303022	3.72%	49	75.46%	993	8.66%	114	8.37%	62	654	1,316	20.32	2
120690303023	17.07%	319	29.64%	554	8.72%	163	3.42%	28	717	1,869	5.00	1
120690303031	17.69%	224	37.52%	475	14.22%	180	2.51%	14	1,752	1,266	9.15	1
120690303032	8.93%	343	62.61%	2,406	5.78%	222	5.46%	106	1,433	3,843	10.43	1
120690303033	13.35%	173	33.49%	434	9.18%	119	1.37%	8	1,489	1,296	7.19	1
120690303034	24.84%	198	30.74%	245	16.56%	132	6.27%	21	533	797	7.22	1
120690303041	17.18%	540	39.89%	1,254	4.58%	144	2.45%	33	156	3,144	6.22	1
120690303042	4.59%	110	68.52%	1,641	10.27%	246	10.17%	138	1,449	2,395	12.55	2
120690303043	4.59%	21	61.14%	280	2.84%	13	0.00%	0	1,044	458	9.46	1
120690304021	21.94%	258	20.15%	237	7.40%	87	10.42%	47	1,754	1,176	8.35	1

Lake County Transit Orientation Index - Five Variable Method

	Youth		Elderly		Poverty		0-Vehicle		Population Density		Composite Rankings	
Block Group	Percent	Absloute	Percent	Absolute	Percent	Absolute	Percent	Absolute	Persons/ Sq. Mile	Population	Scores	Category
BLKGRP	YOUTH1	YOUTH2	ELDERLY1	ELDERLY2	POVERTY1	POVERTY2	NOVEH1	NOVEH2	DENS1	POP	SCORE	RANK
120690304022	27.26%	404	18.29%	271	13.02%	193	4.28%	23	1,491	1,482	10.56	1
120690304023	20.90%	334	18.90%	302	6.13%	98	4.75%	26	338	1,598	5.26	1
120690304024	11.00%	175	49.28%	784	4.53%	72	6.10%	51	730	1,591	6.22	1
120690304025	15.93%	380	37.59%	897	5.83%	139	2.40%	24	738	2,386	6.22	1
120690304031	17.36%	267	40.83%	628	18.34%	282	9.75%	67	648	1,538	10.30	1
120690304032	7.46%	150	62.61%	1,259	5.37%	108	4.09%	41	515	2,011	9.46	1
120690304033	20.15%	586	24.83%	722	2.48%	72	1.54%	17	202	2,908	5.26	1
120690304041	29.01%	636	12.96%	284	20.53%	450	6.16%	49	458	2,192	12.13	2
120690304042	1.18%	102	87.13%	7,555	4.82%	418	5.33%	260	1,776	8,671	19.17	2
120690305011	29.02%	379	29.40%	384	32.39%	423	21.49%	121	2,070	1,306	46.10	4
120690305012	36.93%	479	17.96%	233	52.43%	680	14.69%	68	1,664	1,297	88.32	4
120690305013	20.36%	149	16.94%	124	21.86%	160	8.10%	29	1,440	732	12.85	2
120690305014	26.76%	434	14.24%	231	22.75%	369	13.20%	75	936	1,622	19.23	2
120690305015	17.71%	367	45.85%	950	14.77%	306	1.48%	13	347	2,072	8.18	1
120690305021	19.17%	241	20.05%	252	10.10%	127	2.79%	10	2,964	1,257	8.45	1
120690305022	12.05%	140	51.20%	595	6.80%	79	7.25%	45	1,947	1,162	12.55	2
120690305023	22.90%	172	27.96%	210	5.73%	43	6.19%	20	1,563	751	6.23	1
120690305024	12.57%	189	44.75%	673	8.44%	127	8.80%	68	211	1,504	8.33	1
120690306011	18.16%	302	31.27%	520	12.51%	208	10.95%	84	1,518	1,663	10.05	1
120690306012	19.42%	220	35.92%	407	7.33%	83	9.73%	46	2,770	1,133	11.78	2
120690306013	11.91%	176	59.34%	877	6.43%	95	0.00%	0	1,753	1,478	10.43	1
120690306021	19.76%	117	32.60%	193	42.74%	253	28.41%	77	2,158	592	47.17	4
120690306022	23.98%	53	26.70%	59	35.29%	78	44.17%	53	791	221	42.76	4
120690306023	13.24%	108	22.79%	186	15.44%	126	10.29%	36	1,644	816	10.05	1
120690306024	27.74%	276	16.28%	162	23.62%	235	13.21%	49	3,576	995	34.98	4
120690307011	10.63%	140	62.57%	824	5.54%	73	16.58%	99	1,782	1,317	17.53	2
120690307012	20.85%	254	27.09%	330	2.55%	31	4.63%	25	1,474	1,218	6.23	1
120690307021	9.11%	75	47.39%	390	6.32%	52	5.49%	22	238	823	6.22	1
120690307022	19.71%	275	22.15%	309	6.52%	91	0.90%	5	481	1,395	5.26	1
120690308011	4.81%	57	37.47%	444	8.10%	96	8.33%	33	3,407	1,185	24.08	3
120690308012	15.90%	90	43.11%	244	4.95%	28	9.23%	24	1,963	566	9.30	1
120690308013	22.36%	159	20.96%	149	14.91%	106	14.43%	42	1,820	711	15.29	2
120690308014	7.91%	74	56.41%	528	6.09%	57	7.17%	36	1,599	936	12.55	2
120690308015	6.77%	62	52.95%	485	6.44%	59	3.62%	17	1,057	916	9.46	1
120690308016	16.58%	396	41.27%	986	14.32%	342	9.24%	101	1,506	2,389	11.27	1
120690308017	8.92%	76	49.53%	422	1.41%	12	0.00%	0	1,063	852	6.22	1
120690308021	3.17%	52	76.46%	1,254	5.00%	82	2.02%	19	1,076	1,640	18.20	2
120690308022	14.61%	116	31.99%	254	23.17%	184	15.55%	58	566	794	16.60	2
120690308023	17.20%	460	42.95%	1,149	8.07%	216	2.39%	29	598	2,675	6.22	1
120690309021	14.18%	80	19.68%	111	2.84%	16	0.00%	0	1,047	564	5.00	1
120690309022	25.04%	644	17.07%	439	7.43%	191	0.00%	0	156	2,572	5.26	1
120690309023	19.49%	504	17.79%	460	8.20%	212	3.71%	37	103	2,586	5.26	1
120690309024	28.15%	561	12.74%	254	3.76%	75	2.09%	15	222	1,993	7.63	1
120690309111	21.69%	252	15.32%	178	8.43%	98	1.61%	8	1,918	1,162	6.23	1
120690309112	14.36%	79	37.09%	204	2.91%	16	5.59%	16	2,559	550	9.41	1

Lake County Transit Orientation Index - Five Variable Method

	Youth		Elderly		Poverty		0-Vehicle		Population Density		Composite Rankings	
Block Group	Percent	Absloute	Percent	Absolute	Percent	Absolute	Percent	Absolute	Persons/ Sq. Mile	Population	Scores	Category
BLKGRP	YOUTH1	YOUTH2	ELDERLY1	ELDERLY2	POVERTY1	POVERTY2	NOVEH1	NOVEH2	DENS1	POP	SCORE	RANK
120690309113	21.22%	352	25.74%	427	16.46%	273	13.92%	97	2,346	1,659	17.51	2
120690309114	14.61%	191	38.79%	507	21.04%	275	12.00%	81	2,784	1,307	16.02	2
120690309115	18.44%	217	33.22%	391	2.12%	25	5.00%	25	1,882	1,177	7.45	1
120690309116	24.02%	458	35.24%	672	22.23%	424	9.64%	67	1,463	1,907	14.07	2
120690309121	9.64%	61	51.18%	324	5.53%	35	6.03%	19	1,272	633	10.43	1
120690309122	12.63%	97	13.02%	100	9.90%	76	5.20%	18	2,328	768	8.19	1
120690309123	16.76%	288	40.80%	701	13.45%	231	16.36%	134	2,449	1,718	18.47	2
120690309124	22.98%	364	22.73%	360	5.49%	87	2.88%	18	2,570	1,584	8.45	1
120690310001	16.90%	249	25.66%	378	2.24%	33	1.12%	6	195	1,473	5.00	1
120690310002	21.50%	198	21.06%	194	11.83%	109	3.35%	12	39	921	7.22	1
120690310003	21.52%	369	21.81%	374	9.80%	168	4.15%	27	198	1,715	5.26	1
120690311001	17.18%	184	42.11%	451	4.86%	52	0.00%	0	244	1,071	6.22	1
120690311002	4.97%	188	65.94%	2,496	5.60%	212	1.70%	32	159	3,785	9.46	1
120690311003	0.00%	0	95.99%	1,029	5.78%	62	6.00%	38	1,273	1,072	19.17	2
120690311004	0.00%	0	99.03%	813	1.95%	16	5.04%	26	1,820	821	19.17	2
120690311005	10.34%	376	52.86%	1,922	4.48%	163	2.08%	35	134	3,636	9.46	1
120690311006	19.08%	212	25.29%	281	5.13%	57	2.33%	10	310	1,111	5.26	1
120690312011	29.24%	407	11.57%	161	14.80%	206	6.04%	27	84	1,392	9.59	1
120690312012	27.78%	629	9.76%	221	17.84%	404	8.83%	59	514	2,264	11.70	1
120690312013	14.28%	388	40.82%	1,109	3.75%	102	1.83%	21	138	2,717	6.22	1
120690312014	11.52%	446	26.56%	1,028	8.03%	311	3.57%	45	236	3,871	5.00	1
120690312021	23.18%	410	8.54%	151	16.39%	290	3.83%	24	18	1,769	7.22	1
120690312022	24.25%	603	23.48%	584	11.42%	284	5.89%	54	276	2,487	7.22	1
120690312023	21.04%	146	19.45%	135	16.14%	112	3.60%	10	231	694	7.22	1
120690313011	21.12%	509	15.81%	381	6.18%	149	3.15%	28	232	2,410	5.26	1
120690313012	24.62%	405	15.02%	247	7.54%	124	3.79%	21	85	1,645	5.26	1
120690313031	17.74%	968	30.63%	1,671	5.70%	311	2.88%	65	156	5,456	5.00	1
120690313032	23.54%	2,531	11.97%	1,287	2.04%	219	2.86%	115	145	10,752	5.26	1
120690313041	22.78%	485	14.51%	309	10.52%	224	2.54%	21	3,348	2,129	21.01	2
120690313042	26.25%	2,547	12.57%	1,220	3.45%	335	2.30%	79	518	9,702	7.63	1
120690313051	25.32%	274	13.68%	148	16.91%	183	12.77%	54	1,719	1,082	10.31	1
120690313052	17.27%	223	30.52%	394	3.10%	40	3.17%	16	2,870	1,291	8.19	1
120690313053	18.95%	277	18.06%	264	2.74%	40	1.83%	10	1,894	1,462	6.23	1
120690313054	21.69%	282	19.92%	259	7.85%	102	7.58%	40	2,387	1,300	10.56	1
120690313055	27.55%	197	22.80%	163	25.31%	181	33.67%	100	1,747	715	32.35	3

Population Density

Block Group	Persons/ Sq. Mile	Population	Category	Probability	Scores
120690301011	77	1,195	1	55.37%	1.00
120690301012	119	1,030	1	55.37%	1.00
120690301013	616	938	1	55.37%	1.00
120690301014	490	1,637	1	55.37%	1.00
120690301015	147	2,189	1	55.37%	1.00
120690301016	154	1,481	1	55.37%	1.00
120690301017	645	407	1	55.37%	1.00
120690301021	22	637	1	55.37%	1.00
120690301022	204	1,308	1	55.37%	1.00
120690301023	18	568	1	55.37%	1.00
120690301024	12	763	1	55.37%	1.00
120690301031	96	2,635	1	55.37%	1.00
120690301032	46	1,807	1	55.37%	1.00
120690301033	150	2,701	1	55.37%	1.00
120690301034	1,095	700	1	55.37%	1.00
120690301035	28	1,518	1	55.37%	1.00
120690302011	2,850	743	3	13.22%	4.19
120690302012	2,562	872	3	13.22%	4.19
120690302013	1,060	2,402	1	55.37%	1.00
120690302014	1,481	1,684	2	28.10%	1.97
120690302015	609	1,896	1	55.37%	1.00
120690302031	125	858	1	55.37%	1.00
120690302032	815	4,200	1	55.37%	1.00
120690302041	2,640	1,240	3	13.22%	4.19
120690302042	2,434	697	3	13.22%	4.19
120690302043	2,868	1,132	3	13.22%	4.19
120690302044	4,267	831	4	3.31%	16.75
120690302051	1,461	1,997	2	28.10%	1.97
120690302052	1,575	1,546	2	28.10%	1.97
120690302053	1,150	1,619	2	28.10%	1.97
120690303021	107	419	1	55.37%	1.00
120690303022	654	1,316	1	55.37%	1.00
120690303023	717	1,869	1	55.37%	1.00
120690303031	1,752	1,266	2	28.10%	1.97
120690303032	1,433	3,843	2	28.10%	1.97
120690303033	1,489	1,296	2	28.10%	1.97
120690303034	533	797	1	55.37%	1.00
120690303041	156	3,144	1	55.37%	1.00
120690303042	1,449	2,395	2	28.10%	1.97
120690303043	1,044	458	1	55.37%	1.00
120690304021	1,754	1,176	2	28.10%	1.97
120690304022	1,491	1,482	2	28.10%	1.97
120690304023	338	1,598	1	55.37%	1.00
120690304024	730	1,591	1	55.37%	1.00
120690304025	738	2,386	1	55.37%	1.00

Population Density

Block Group	Persons/ Sq. Mile	Population	Category	Probability	Scores
120690304031	648	1,538	1	55.37%	1.00
120690304032	515	2,011	1	55.37%	1.00
120690304033	202	2,908	1	55.37%	1.00
120690304041	458	2,192	1	55.37%	1.00
120690304042	1,776	8,671	2	28.10%	1.97
120690305011	2,070	1,306	2	28.10%	1.97
120690305012	1,664	1,297	2	28.10%	1.97
120690305013	1,440	732	2	28.10%	1.97
120690305014	936	1,622	1	55.37%	1.00
120690305015	347	2,072	1	55.37%	1.00
120690305021	2,964	1,257	3	13.22%	4.19
120690305022	1,947	1,162	2	28.10%	1.97
120690305023	1,563	751	2	28.10%	1.97
120690305024	211	1,504	1	55.37%	1.00
120690306011	1,518	1,663	2	28.10%	1.97
120690306012	2,770	1,133	3	13.22%	4.19
120690306013	1,753	1,478	2	28.10%	1.97
120690306021	2,158	592	3	13.22%	4.19
120690306022	791	221	1	55.37%	1.00
120690306023	1,644	816	2	28.10%	1.97
120690306024	3,576	995	4	3.31%	16.75
120690307011	1,782	1,317	2	28.10%	1.97
120690307012	1,474	1,218	2	28.10%	1.97
120690307021	238	823	1	55.37%	1.00
120690307022	481	1,395	1	55.37%	1.00
120690308011	3,407	1,185	4	3.31%	16.75
120690308012	1,963	566	2	28.10%	1.97
120690308013	1,820	711	2	28.10%	1.97
120690308014	1,599	936	2	28.10%	1.97
120690308015	1,057	916	1	55.37%	1.00
120690308016	1,506	2,389	2	28.10%	1.97
120690308017	1,063	852	1	55.37%	1.00
120690308021	1,076	1,640	1	55.37%	1.00
120690308022	566	794	1	55.37%	1.00
120690308023	598	2,675	1	55.37%	1.00
120690309021	1,047	564	1	55.37%	1.00
120690309022	156	2,572	1	55.37%	1.00
120690309023	103	2,586	1	55.37%	1.00
120690309024	222	1,993	1	55.37%	1.00
120690309111	1,918	1,162	2	28.10%	1.97
120690309112	2,559	550	3	13.22%	4.19
120690309113	2,346	1,659	3	13.22%	4.19
120690309114	2,784	1,307	3	13.22%	4.19
120690309115	1,882	1,177	2	28.10%	1.97
120690309116	1,463	1,907	2	28.10%	1.97

Population Density

Block Group	Persons/ Sq. Mile	Population	Category	Probability	Scores
120690309121	1,272	633	2	28.10%	1.97
120690309122	2,328	768	3	13.22%	4.19
120690309123	2,449	1,718	3	13.22%	4.19
120690309124	2,570	1,584	3	13.22%	4.19
120690310001	195	1,473	1	55.37%	1.00
120690310002	39	921	1	55.37%	1.00
120690310003	198	1,715	1	55.37%	1.00
120690311001	244	1,071	1	55.37%	1.00
120690311002	159	3,785	1	55.37%	1.00
120690311003	1,273	1,072	2	28.10%	1.97
120690311004	1,820	821	2	28.10%	1.97
120690311005	134	3,636	1	55.37%	1.00
120690311006	310	1,111	1	55.37%	1.00
120690312011	84	1,392	1	55.37%	1.00
120690312012	514	2,264	1	55.37%	1.00
120690312013	138	2,717	1	55.37%	1.00
120690312014	236	3,871	1	55.37%	1.00
120690312021	18	1,769	1	55.37%	1.00
120690312022	276	2,487	1	55.37%	1.00
120690312023	231	694	1	55.37%	1.00
120690313011	232	2,410	1	55.37%	1.00
120690313012	85	1,645	1	55.37%	1.00
120690313031	156	5,456	1	55.37%	1.00
120690313032	145	10,752	1	55.37%	1.00
120690313041	3,348	2,129	4	3.31%	16.75
120690313042	518	9,702	1	55.37%	1.00
120690313051	1,719	1,082	2	28.10%	1.97
120690313052	2,870	1,291	3	13.22%	4.19
120690313053	1,894	1,462	2	28.10%	1.97
120690313054	2,387	1,300	3	13.22%	4.19
120690313055	1,747	715	2	28.10%	1.97

121

Average Score	1139
Std Deviation	979
Avg +1 Std Dev	2119
Avg +2 Std Dev	3098

Persons Age of 60 Years and Over

Block Group	Percent	Absolute	Category	Probability	Scores
120690301011	16.32%	195	1	58.68%	1.00
120690301012	47.38%	488	2	26.45%	2.22
120690301013	30.81%	289	1	58.68%	1.00
120690301014	19.00%	311	1	58.68%	1.00
120690301015	13.70%	300	1	58.68%	1.00
120690301016	21.47%	318	1	58.68%	1.00
120690301017	38.33%	156	2	26.45%	2.22
120690301021	27.00%	172	1	58.68%	1.00
120690301022	34.02%	445	2	26.45%	2.22
120690301023	14.26%	81	1	58.68%	1.00
120690301024	36.57%	279	2	26.45%	2.22
120690301031	20.53%	541	1	58.68%	1.00
120690301032	12.01%	217	1	58.68%	1.00
120690301033	18.44%	498	1	58.68%	1.00
120690301034	35.14%	246	2	26.45%	2.22
120690301035	16.07%	244	1	58.68%	1.00
120690302011	25.03%	186	1	58.68%	1.00
120690302012	19.38%	169	1	58.68%	1.00
120690302013	26.06%	626	1	58.68%	1.00
120690302014	52.38%	882	3	10.74%	5.46
120690302015	32.12%	609	1	58.68%	1.00
120690302031	17.02%	146	1	58.68%	1.00
120690302032	34.95%	1,468	2	26.45%	2.22
120690302041	27.90%	346	1	58.68%	1.00
120690302042	21.23%	148	1	58.68%	1.00
120690302043	17.84%	202	1	58.68%	1.00
120690302044	35.14%	292	2	26.45%	2.22
120690302051	23.03%	460	1	58.68%	1.00
120690302052	40.94%	633	2	26.45%	2.22
120690302053	31.44%	509	1	58.68%	1.00
120690303021	38.19%	160	2	26.45%	2.22
120690303022	75.46%	993	4	4.13%	14.20
120690303023	29.64%	554	1	58.68%	1.00
120690303031	37.52%	475	2	26.45%	2.22
120690303032	62.61%	2,406	3	10.74%	5.46
120690303033	33.49%	434	2	26.45%	2.22
120690303034	30.74%	245	1	58.68%	1.00
120690303041	39.89%	1,254	2	26.45%	2.22
120690303042	68.52%	1,641	3	10.74%	5.46
120690303043	61.14%	280	3	10.74%	5.46
120690304021	20.15%	237	1	58.68%	1.00
120690304022	18.29%	271	1	58.68%	1.00
120690304023	18.90%	302	1	58.68%	1.00
120690304024	49.28%	784	2	26.45%	2.22
120690304025	37.59%	897	2	26.45%	2.22

Persons Age of 60 Years and Over

Block Group	Percent	Absolute	Category	Probability	Scores
120690304031	40.83%	628	2	26.45%	2.22
120690304032	62.61%	1,259	3	10.74%	5.46
120690304033	24.83%	722	1	58.68%	1.00
120690304041	12.96%	284	1	58.68%	1.00
120690304042	87.13%	7,555	4	4.13%	14.20
120690305011	29.40%	384	1	58.68%	1.00
120690305012	17.96%	233	1	58.68%	1.00
120690305013	16.94%	124	1	58.68%	1.00
120690305014	14.24%	231	1	58.68%	1.00
120690305015	45.85%	950	2	26.45%	2.22
120690305021	20.05%	252	1	58.68%	1.00
120690305022	51.20%	595	3	10.74%	5.46
120690305023	27.96%	210	1	58.68%	1.00
120690305024	44.75%	673	2	26.45%	2.22
120690306011	31.27%	520	1	58.68%	1.00
120690306012	35.92%	407	2	26.45%	2.22
120690306013	59.34%	877	3	10.74%	5.46
120690306021	32.60%	193	2	26.45%	2.22
120690306022	26.70%	59	1	58.68%	1.00
120690306023	22.79%	186	1	58.68%	1.00
120690306024	16.28%	162	1	58.68%	1.00
120690307011	62.57%	824	3	10.74%	5.46
120690307012	27.09%	330	1	58.68%	1.00
120690307021	47.39%	390	2	26.45%	2.22
120690307022	22.15%	309	1	58.68%	1.00
120690308011	37.47%	444	2	26.45%	2.22
120690308012	43.11%	244	2	26.45%	2.22
120690308013	20.96%	149	1	58.68%	1.00
120690308014	56.41%	528	3	10.74%	5.46
120690308015	52.95%	485	3	10.74%	5.46
120690308016	41.27%	986	2	26.45%	2.22
120690308017	49.53%	422	2	26.45%	2.22
120690308021	76.46%	1,254	4	4.13%	14.20
120690308022	31.99%	254	1	58.68%	1.00
120690308023	42.95%	1,149	2	26.45%	2.22
120690309021	19.68%	111	1	58.68%	1.00
120690309022	17.07%	439	1	58.68%	1.00
120690309023	17.79%	460	1	58.68%	1.00
120690309024	12.74%	254	1	58.68%	1.00
120690309111	15.32%	178	1	58.68%	1.00
120690309112	37.09%	204	2	26.45%	2.22
120690309113	25.74%	427	1	58.68%	1.00
120690309114	38.79%	507	2	26.45%	2.22
120690309115	33.22%	391	2	26.45%	2.22
120690309116	35.24%	672	2	26.45%	2.22

Persons Age of 60 Years and Over

Block Group	Percent	Absolute	Category	Probability	Scores
120690309121	51.18%	324	3	10.74%	5.46
120690309122	13.02%	100	1	58.68%	1.00
120690309123	40.80%	701	2	26.45%	2.22
120690309124	22.73%	360	1	58.68%	1.00
120690310001	25.66%	378	1	58.68%	1.00
120690310002	21.06%	194	1	58.68%	1.00
120690310003	21.81%	374	1	58.68%	1.00
120690311001	42.11%	451	2	26.45%	2.22
120690311002	65.94%	2,496	3	10.74%	5.46
120690311003	95.99%	1,029	4	4.13%	14.20
120690311004	99.03%	813	4	4.13%	14.20
120690311005	52.86%	1,922	3	10.74%	5.46
120690311006	25.29%	281	1	58.68%	1.00
120690312011	11.57%	161	1	58.68%	1.00
120690312012	9.76%	221	1	58.68%	1.00
120690312013	40.82%	1,109	2	26.45%	2.22
120690312014	26.56%	1,028	1	58.68%	1.00
120690312021	8.54%	151	1	58.68%	1.00
120690312022	23.48%	584	1	58.68%	1.00
120690312023	19.45%	135	1	58.68%	1.00
120690313011	15.81%	381	1	58.68%	1.00
120690313012	15.02%	247	1	58.68%	1.00
120690313031	30.63%	1,671	1	58.68%	1.00
120690313032	11.97%	1,287	1	58.68%	1.00
120690313041	14.51%	309	1	58.68%	1.00
120690313042	12.57%	1,220	1	58.68%	1.00
120690313051	13.68%	148	1	58.68%	1.00
120690313052	30.52%	394	1	58.68%	1.00
120690313053	18.06%	264	1	58.68%	1.00
120690313054	19.92%	259	1	58.68%	1.00
120690313055	22.80%	163	1	58.68%	1.00

121

Average Score	32.53%
Std Deviation	18.06%
Avg +1 Std Dev	50.60%
Avg +2 Std Dev	68.66%

Persons Below Poverty Level

Block Group	Percent	Absolute	Category	Probability	Scores
120690301011	5.94%	71	1	63.64%	1.00
120690301012	7.09%	73	1	63.64%	1.00
120690301013	8.64%	81	1	63.64%	1.00
120690301014	10.20%	167	1	63.64%	1.00
120690301015	6.99%	153	1	63.64%	1.00
120690301016	17.42%	258	2	21.49%	2.96
120690301017	2.21%	9	1	63.64%	1.00
120690301021	11.15%	71	1	63.64%	1.00
120690301022	13.07%	171	2	21.49%	2.96
120690301023	8.98%	51	1	63.64%	1.00
120690301024	9.44%	72	1	63.64%	1.00
120690301031	8.20%	216	1	63.64%	1.00
120690301032	17.71%	320	2	21.49%	2.96
120690301033	19.44%	525	2	21.49%	2.96
120690301034	2.86%	20	1	63.64%	1.00
120690301035	22.46%	341	3	11.57%	5.50
120690302011	15.21%	113	2	21.49%	2.96
120690302012	26.95%	235	3	11.57%	5.50
120690302013	21.86%	525	3	11.57%	5.50
120690302014	18.05%	304	2	21.49%	2.96
120690302015	8.81%	167	1	63.64%	1.00
120690302031	0.00%	0	1	63.64%	1.00
120690302032	2.76%	116	1	63.64%	1.00
120690302041	21.61%	268	3	11.57%	5.50
120690302042	16.21%	113	2	21.49%	2.96
120690302043	4.86%	55	1	63.64%	1.00
120690302044	23.71%	197	3	11.57%	5.50
120690302051	6.81%	136	1	63.64%	1.00
120690302052	6.47%	100	1	63.64%	1.00
120690302053	17.11%	277	2	21.49%	2.96
120690303021	25.30%	106	3	11.57%	5.50
120690303022	8.66%	114	1	63.64%	1.00
120690303023	8.72%	163	1	63.64%	1.00
120690303031	14.22%	180	2	21.49%	2.96
120690303032	5.78%	222	1	63.64%	1.00
120690303033	9.18%	119	1	63.64%	1.00
120690303034	16.56%	132	2	21.49%	2.96
120690303041	4.58%	144	1	63.64%	1.00
120690303042	10.27%	246	1	63.64%	1.00
120690303043	2.84%	13	1	63.64%	1.00
120690304021	7.40%	87	1	63.64%	1.00
120690304022	13.02%	193	2	21.49%	2.96
120690304023	6.13%	98	1	63.64%	1.00
120690304024	4.53%	72	1	63.64%	1.00
120690304025	5.83%	139	1	63.64%	1.00

Persons Below Poverty Level

Block Group	Percent	Absolute	Category	Probability	Scores
120690304031	18.34%	282	2	21.49%	2.96
120690304032	5.37%	108	1	63.64%	1.00
120690304033	2.48%	72	1	63.64%	1.00
120690304041	20.53%	450	3	11.57%	5.50
120690304042	4.82%	418	1	63.64%	1.00
120690305011	32.39%	423	4	3.31%	19.25
120690305012	52.43%	680	4	3.31%	19.25
120690305013	21.86%	160	3	11.57%	5.50
120690305014	22.75%	369	3	11.57%	5.50
120690305015	14.77%	306	2	21.49%	2.96
120690305021	10.10%	127	1	63.64%	1.00
120690305022	6.80%	79	1	63.64%	1.00
120690305023	5.73%	43	1	63.64%	1.00
120690305024	8.44%	127	1	63.64%	1.00
120690306011	12.51%	208	2	21.49%	2.96
120690306012	7.33%	83	1	63.64%	1.00
120690306013	6.43%	95	1	63.64%	1.00
120690306021	42.74%	253	4	3.31%	19.25
120690306022	35.29%	78	4	3.31%	19.25
120690306023	15.44%	126	2	21.49%	2.96
120690306024	23.62%	235	3	11.57%	5.50
120690307011	5.54%	73	1	63.64%	1.00
120690307012	2.55%	31	1	63.64%	1.00
120690307021	6.32%	52	1	63.64%	1.00
120690307022	6.52%	91	1	63.64%	1.00
120690308011	8.10%	96	1	63.64%	1.00
120690308012	4.95%	28	1	63.64%	1.00
120690308013	14.91%	106	2	21.49%	2.96
120690308014	6.09%	57	1	63.64%	1.00
120690308015	6.44%	59	1	63.64%	1.00
120690308016	14.32%	342	2	21.49%	2.96
120690308017	1.41%	12	1	63.64%	1.00
120690308021	5.00%	82	1	63.64%	1.00
120690308022	23.17%	184	3	11.57%	5.50
120690308023	8.07%	216	1	63.64%	1.00
120690309021	2.84%	16	1	63.64%	1.00
120690309022	7.43%	191	1	63.64%	1.00
120690309023	8.20%	212	1	63.64%	1.00
120690309024	3.76%	75	1	63.64%	1.00
120690309111	8.43%	98	1	63.64%	1.00
120690309112	2.91%	16	1	63.64%	1.00
120690309113	16.46%	273	2	21.49%	2.96
120690309114	21.04%	275	3	11.57%	5.50
120690309115	2.12%	25	1	63.64%	1.00
120690309116	22.23%	424	3	11.57%	5.50

Persons Below Poverty Level

Block Group	Percent	Absolute	Category	Probability	Scores
120690309121	5.53%	35	1	63.64%	1.00
120690309122	9.90%	76	1	63.64%	1.00
120690309123	13.45%	231	2	21.49%	2.96
120690309124	5.49%	87	1	63.64%	1.00
120690310001	2.24%	33	1	63.64%	1.00
120690310002	11.83%	109	2	21.49%	2.96
120690310003	9.80%	168	1	63.64%	1.00
120690311001	4.86%	52	1	63.64%	1.00
120690311002	5.60%	212	1	63.64%	1.00
120690311003	5.78%	62	1	63.64%	1.00
120690311004	1.95%	16	1	63.64%	1.00
120690311005	4.48%	163	1	63.64%	1.00
120690311006	5.13%	57	1	63.64%	1.00
120690312011	14.80%	206	2	21.49%	2.96
120690312012	17.84%	404	2	21.49%	2.96
120690312013	3.75%	102	1	63.64%	1.00
120690312014	8.03%	311	1	63.64%	1.00
120690312021	16.39%	290	2	21.49%	2.96
120690312022	11.42%	284	2	21.49%	2.96
120690312023	16.14%	112	2	21.49%	2.96
120690313011	6.18%	149	1	63.64%	1.00
120690313012	7.54%	124	1	63.64%	1.00
120690313031	5.70%	311	1	63.64%	1.00
120690313032	2.04%	219	1	63.64%	1.00
120690313041	10.52%	224	1	63.64%	1.00
120690313042	3.45%	335	1	63.64%	1.00
120690313051	16.91%	183	2	21.49%	2.96
120690313052	3.10%	40	1	63.64%	1.00
120690313053	2.74%	40	1	63.64%	1.00
120690313054	7.85%	102	1	63.64%	1.00
120690313055	25.31%	181	3	11.57%	5.50
			121		

Average Score	11.16%
Std Deviation	8.62%
Avg +1 Std Dev	19.77%
Avg +2 Std Dev	28.39%

Zero-Vehicle Households

Block Group	Percent	Absolute	Category	Probability	Scores
120690301011	2.41%	12	1	66.94%	1.00
120690301012	5.51%	22	1	66.94%	1.00
120690301013	9.57%	40	2	21.49%	3.12
120690301014	5.79%	34	1	66.94%	1.00
120690301015	4.53%	32	1	66.94%	1.00
120690301016	7.07%	41	2	21.49%	3.12
120690301017	0.00%	0	1	66.94%	1.00
120690301021	0.00%	0	1	66.94%	1.00
120690301022	2.67%	15	1	66.94%	1.00
120690301023	0.00%	0	1	66.94%	1.00
120690301024	2.22%	7	1	66.94%	1.00
120690301031	5.09%	51	1	66.94%	1.00
120690301032	2.11%	13	1	66.94%	1.00
120690301033	3.74%	38	1	66.94%	1.00
120690301034	0.00%	0	1	66.94%	1.00
120690301035	11.27%	64	2	21.49%	3.12
120690302011	4.79%	16	1	66.94%	1.00
120690302012	14.49%	51	3	8.26%	8.10
120690302013	1.98%	17	1	66.94%	1.00
120690302014	10.90%	92	2	21.49%	3.12
120690302015	1.77%	14	1	66.94%	1.00
120690302031	0.00%	0	1	66.94%	1.00
120690302032	1.39%	25	1	66.94%	1.00
120690302041	0.00%	0	1	66.94%	1.00
120690302042	0.00%	0	1	66.94%	1.00
120690302043	2.12%	9	1	66.94%	1.00
120690302044	5.31%	13	1	66.94%	1.00
120690302051	7.73%	66	2	21.49%	3.12
120690302052	19.11%	137	3	8.26%	8.10
120690302053	9.93%	81	2	21.49%	3.12
120690303021	8.33%	14	2	21.49%	3.12
120690303022	8.37%	62	2	21.49%	3.12
120690303023	3.42%	28	1	66.94%	1.00
120690303031	2.51%	14	1	66.94%	1.00
120690303032	5.46%	106	1	66.94%	1.00
120690303033	1.37%	8	1	66.94%	1.00
120690303034	6.27%	21	1	66.94%	1.00
120690303041	2.45%	33	1	66.94%	1.00
120690303042	10.17%	138	2	21.49%	3.12
120690303043	0.00%	0	1	66.94%	1.00
120690304021	10.42%	47	2	21.49%	3.12
120690304022	4.28%	23	1	66.94%	1.00
120690304023	4.75%	26	1	66.94%	1.00
120690304024	6.10%	51	1	66.94%	1.00
120690304025	2.40%	24	1	66.94%	1.00

Zero-Vehicle Households

Block Group	Percent	Absolute	Category	Probability	Scores
120690304031	9.75%	67	2	21.49%	3.12
120690304032	4.09%	41	1	66.94%	1.00
120690304033	1.54%	17	1	66.94%	1.00
120690304041	6.16%	49	1	66.94%	1.00
120690304042	5.33%	260	1	66.94%	1.00
120690305011	21.49%	121	4	3.31%	20.25
120690305012	14.69%	68	3	8.26%	8.10
120690305013	8.10%	29	2	21.49%	3.12
120690305014	13.20%	75	3	8.26%	8.10
120690305015	1.48%	13	1	66.94%	1.00
120690305021	2.79%	10	1	66.94%	1.00
120690305022	7.25%	45	2	21.49%	3.12
120690305023	6.19%	20	1	66.94%	1.00
120690305024	8.80%	68	2	21.49%	3.12
120690306011	10.95%	84	2	21.49%	3.12
120690306012	9.73%	46	2	21.49%	3.12
120690306013	0.00%	0	1	66.94%	1.00
120690306021	28.41%	77	4	3.31%	20.25
120690306022	44.17%	53	4	3.31%	20.25
120690306023	10.29%	36	2	21.49%	3.12
120690306024	13.21%	49	3	8.26%	8.10
120690307011	16.58%	99	3	8.26%	8.10
120690307012	4.63%	25	1	66.94%	1.00
120690307021	5.49%	22	1	66.94%	1.00
120690307022	0.90%	5	1	66.94%	1.00
120690308011	8.33%	33	2	21.49%	3.12
120690308012	9.23%	24	2	21.49%	3.12
120690308013	14.43%	42	3	8.26%	8.10
120690308014	7.17%	36	2	21.49%	3.12
120690308015	3.62%	17	1	66.94%	1.00
120690308016	9.24%	101	2	21.49%	3.12
120690308017	0.00%	0	1	66.94%	1.00
120690308021	2.02%	19	1	66.94%	1.00
120690308022	15.55%	58	3	8.26%	8.10
120690308023	2.39%	29	1	66.94%	1.00
120690309021	0.00%	0	1	66.94%	1.00
120690309022	0.00%	0	1	66.94%	1.00
120690309023	3.71%	37	1	66.94%	1.00
120690309024	2.09%	15	1	66.94%	1.00
120690309111	1.61%	8	1	66.94%	1.00
120690309112	5.59%	16	1	66.94%	1.00
120690309113	13.92%	97	3	8.26%	8.10
120690309114	12.00%	81	2	21.49%	3.12
120690309115	5.00%	25	1	66.94%	1.00
120690309116	9.64%	67	2	21.49%	3.12

Zero-Vehicle Households

Block Group	Percent	Absolute	Category	Probability	Scores
120690309121	6.03%	19	1	66.94%	1.00
120690309122	5.20%	18	1	66.94%	1.00
120690309123	16.36%	134	3	8.26%	8.10
120690309124	2.88%	18	1	66.94%	1.00
120690310001	1.12%	6	1	66.94%	1.00
120690310002	3.35%	12	1	66.94%	1.00
120690310003	4.15%	27	1	66.94%	1.00
120690311001	0.00%	0	1	66.94%	1.00
120690311002	1.70%	32	1	66.94%	1.00
120690311003	6.00%	38	1	66.94%	1.00
120690311004	5.04%	26	1	66.94%	1.00
120690311005	2.08%	35	1	66.94%	1.00
120690311006	2.33%	10	1	66.94%	1.00
120690312011	6.04%	27	1	66.94%	1.00
120690312012	8.83%	59	2	21.49%	3.12
120690312013	1.83%	21	1	66.94%	1.00
120690312014	3.57%	45	1	66.94%	1.00
120690312021	3.83%	24	1	66.94%	1.00
120690312022	5.89%	54	1	66.94%	1.00
120690312023	3.60%	10	1	66.94%	1.00
120690313011	3.15%	28	1	66.94%	1.00
120690313012	3.79%	21	1	66.94%	1.00
120690313031	2.88%	65	1	66.94%	1.00
120690313032	2.86%	115	1	66.94%	1.00
120690313041	2.54%	21	1	66.94%	1.00
120690313042	2.30%	79	1	66.94%	1.00
120690313051	12.77%	54	2	21.49%	3.12
120690313052	3.17%	16	1	66.94%	1.00
120690313053	1.83%	10	1	66.94%	1.00
120690313054	7.58%	40	2	21.49%	3.12
120690313055	33.67%	100	4	3.31%	20.25
			121		

Average Score	6.32%
Std Deviation	6.59%
Avg +1 Std Dev	12.91%
Avg +2 Std Dev	19.50%

Persons Age of 15 Years and Under

Block Group	Percent	Absloute	Category	Probability	Scores
120690301011	19.92%	238	2	38.02%	1.26
120690301012	11.46%	118	1	47.93%	1.00
120690301013	17.38%	163	1	47.93%	1.00
120690301014	23.34%	382	2	38.02%	1.26
120690301015	28.41%	622	3	13.22%	3.63
120690301016	26.33%	390	3	13.22%	3.63
120690301017	19.41%	79	2	38.02%	1.26
120690301021	10.36%	66	1	47.93%	1.00
120690301022	19.57%	256	2	38.02%	1.26
120690301023	26.76%	152	3	13.22%	3.63
120690301024	16.12%	123	1	47.93%	1.00
120690301031	21.06%	555	2	38.02%	1.26
120690301032	30.49%	551	3	13.22%	3.63
120690301033	23.40%	632	2	38.02%	1.26
120690301034	17.00%	119	1	47.93%	1.00
120690301035	24.64%	374	2	38.02%	1.26
120690302011	16.55%	123	1	47.93%	1.00
120690302012	31.77%	277	3	13.22%	3.63
120690302013	25.69%	617	3	13.22%	3.63
120690302014	16.33%	275	1	47.93%	1.00
120690302015	20.68%	392	2	38.02%	1.26
120690302031	20.16%	173	2	38.02%	1.26
120690302032	17.38%	730	1	47.93%	1.00
120690302041	16.69%	207	1	47.93%	1.00
120690302042	22.53%	157	2	38.02%	1.26
120690302043	24.56%	278	2	38.02%	1.26
120690302044	24.07%	200	2	38.02%	1.26
120690302051	20.48%	409	2	38.02%	1.26
120690302052	15.33%	237	1	47.93%	1.00
120690302053	17.79%	288	1	47.93%	1.00
120690303021	15.04%	63	1	47.93%	1.00
120690303022	3.72%	49	1	47.93%	1.00
120690303023	17.07%	319	1	47.93%	1.00
120690303031	17.69%	224	1	47.93%	1.00
120690303032	8.93%	343	1	47.93%	1.00
120690303033	13.35%	173	1	47.93%	1.00
120690303034	24.84%	198	2	38.02%	1.26
120690303041	17.18%	540	1	47.93%	1.00
120690303042	4.59%	110	1	47.93%	1.00
120690303043	4.59%	21	1	47.93%	1.00
120690304021	21.94%	258	2	38.02%	1.26
120690304022	27.26%	404	3	13.22%	3.63
120690304023	20.90%	334	2	38.02%	1.26
120690304024	11.00%	175	1	47.93%	1.00
120690304025	15.93%	380	1	47.93%	1.00

Persons Age of 15 Years and Under

Block Group	Percent	Absloute	Category	Probability	Scores
120690304031	17.36%	267	1	47.93%	1.00
120690304032	7.46%	150	1	47.93%	1.00
120690304033	20.15%	586	2	38.02%	1.26
120690304041	29.01%	636	3	13.22%	3.63
120690304042	1.18%	102	1	47.93%	1.00
120690305011	29.02%	379	3	13.22%	3.63
120690305012	36.93%	479	4	0.83%	58.00
120690305013	20.36%	149	2	38.02%	1.26
120690305014	26.76%	434	3	13.22%	3.63
120690305015	17.71%	367	1	47.93%	1.00
120690305021	19.17%	241	2	38.02%	1.26
120690305022	12.05%	140	1	47.93%	1.00
120690305023	22.90%	172	2	38.02%	1.26
120690305024	12.57%	189	1	47.93%	1.00
120690306011	18.16%	302	1	47.93%	1.00
120690306012	19.42%	220	2	38.02%	1.26
120690306013	11.91%	176	1	47.93%	1.00
120690306021	19.76%	117	2	38.02%	1.26
120690306022	23.98%	53	2	38.02%	1.26
120690306023	13.24%	108	1	47.93%	1.00
120690306024	27.74%	276	3	13.22%	3.63
120690307011	10.63%	140	1	47.93%	1.00
120690307012	20.85%	254	2	38.02%	1.26
120690307021	9.11%	75	1	47.93%	1.00
120690307022	19.71%	275	2	38.02%	1.26
120690308011	4.81%	57	1	47.93%	1.00
120690308012	15.90%	90	1	47.93%	1.00
120690308013	22.36%	159	2	38.02%	1.26
120690308014	7.91%	74	1	47.93%	1.00
120690308015	6.77%	62	1	47.93%	1.00
120690308016	16.58%	396	1	47.93%	1.00
120690308017	8.92%	76	1	47.93%	1.00
120690308021	3.17%	52	1	47.93%	1.00
120690308022	14.61%	116	1	47.93%	1.00
120690308023	17.20%	460	1	47.93%	1.00
120690309021	14.18%	80	1	47.93%	1.00
120690309022	25.04%	644	2	38.02%	1.26
120690309023	19.49%	504	2	38.02%	1.26
120690309024	28.15%	561	3	13.22%	3.63
120690309111	21.69%	252	2	38.02%	1.26
120690309112	14.36%	79	1	47.93%	1.00
120690309113	21.22%	352	2	38.02%	1.26
120690309114	14.61%	191	1	47.93%	1.00
120690309115	18.44%	217	2	38.02%	1.26
120690309116	24.02%	458	2	38.02%	1.26

Persons Age of 15 Years and Under

Block Group	Percent	Absloute	Category	Probability	Scores
120690309121	9.64%	61	1	47.93%	1.00
120690309122	12.63%	97	1	47.93%	1.00
120690309123	16.76%	288	1	47.93%	1.00
120690309124	22.98%	364	2	38.02%	1.26
120690310001	16.90%	249	1	47.93%	1.00
120690310002	21.50%	198	2	38.02%	1.26
120690310003	21.52%	369	2	38.02%	1.26
120690311001	17.18%	184	1	47.93%	1.00
120690311002	4.97%	188	1	47.93%	1.00
120690311003	0.00%	0	1	47.93%	1.00
120690311004	0.00%	0	1	47.93%	1.00
120690311005	10.34%	376	1	47.93%	1.00
120690311006	19.08%	212	2	38.02%	1.26
120690312011	29.24%	407	3	13.22%	3.63
120690312012	27.78%	629	3	13.22%	3.63
120690312013	14.28%	388	1	47.93%	1.00
120690312014	11.52%	446	1	47.93%	1.00
120690312021	23.18%	410	2	38.02%	1.26
120690312022	24.25%	603	2	38.02%	1.26
120690312023	21.04%	146	2	38.02%	1.26
120690313011	21.12%	509	2	38.02%	1.26
120690313012	24.62%	405	2	38.02%	1.26
120690313031	17.74%	968	1	47.93%	1.00
120690313032	23.54%	2,531	2	38.02%	1.26
120690313041	22.78%	485	2	38.02%	1.26
120690313042	26.25%	2,547	3	13.22%	3.63
120690313051	25.32%	274	2	38.02%	1.26
120690313052	17.27%	223	1	47.93%	1.00
120690313053	18.95%	277	2	38.02%	1.26
120690313054	21.69%	282	2	38.02%	1.26
120690313055	27.55%	197	3	13.22%	3.63
			121		

Average Score	18.25%
Std Deviation	7.14%
Avg +1 Std Dev	25.39%
Avg +2 Std Dev	32.53%

APPENDIX J
TRANSIT ALTERNATIVES ANALYSIS
AND DETAILED SCORING RESULTS

Table 1

Fixed Route Alternative 1

Status Quo

Estimated Corridor Revenue Miles

Alternative Assumptions	Weekday	Saturday	Sunday	Total
Length of Corridor/Estimated Route Miles	0	0	0	n/a
Days of Service per Week	0	0	0	0
Hours of Service per Day	0	0	0	n/a
Headways (in minutes)	0	0	0	n/a
Total Trips per Day	0	0	0	n/a
Estimated Revenues Miles per Day	0	0	0	n/a
Days of Service per Year	0	0	0	0
Estimated Annual Revenue Miles	0	0	0	0

Riders per Revenue Mile

Riders per Day	0	0	0	n/a
Vehicle Miles per Day per Bus	0	0	0	n/a
Revenue Miles per Day per Bus	0	0	0	n/a
Number of Vehicles per Day	0	0	0	n/a
Estimated Revenue Miles per Day	0	0	0	n/a
Days of Service per Year	0	0	0	0
Estimated Annual Revenue Miles	0	0	0	0
Estimated Annual Revenue Hours	0	0	0	0
Estimated Annual Ridership	0	0	0	0
Riders per Revenue Mile	0.00	0.00	0.00	0.00

Operating Cost per Revenue Mile

Operating Cost per Day per Bus	$0	$0	$0	n/a
Number of Vehicle per Day	0	0	0	n/a
Operating Cost per Day	$0	$0	$0	n/a
Days of Service per Year	0	0	0	0
Annual Operating Cost	$0	$0	$0	$0
Operating Cost per Revenue Mile	$0.00	$0.00	$0.00	$0.00
Operating Cost per Passenger Trip	$0.00	$0.00	$0.00	$0.00

Capital Cost

Capital Equipment	Number	Unit Cost	n/a	Total
Buses	0	$100,000	n/a	$0
Shelters	0	$5,000	n/a	$0
Benches	0	$500	n/a	$0
Signs	0	$50	n/a	$0
Total	n/a	n/a	n/a	$0

Farebox Revenue

One-Way Cash Fare	$0.00	$0.00	$0.00	$0.00
Farebox Revenue	$0	$0	$0	$0

Table 2

Fixed Route Alternative 2

Route 1 - Lake Square to Leesburg

Estimated Corridor Revenue Miles

Alternative Assumptions	Weekday	Saturday	Sunday	Total
Length of Corridor/Estimated Route Miles	13.36	n/a	n/a	n/a
Days of Service per Week	5	n/a	n/a	5
Hours of Service per Day	13	n/a	n/a	n/a
Headways (in minutes)	60	n/a	n/a	n/a
Total Trips per Day	13	n/a	n/a	n/a
Estimated Revenues Miles per Day	174	n/a	n/a	n/a
Days of Service per Year	261	n/a	n/a	261
Estimated Annual Revenue Miles	45,326	n/a	n/a	45,326

Riders per Revenue Mile

Riders per Day	83	n/a	n/a	n/a
Vehicle Miles per Day per Bus	n/a	n/a	n/a	n/a
Revenue Miles per Day per Bus	174	n/a	n/a	n/a
Number of Vehicles per Day	1	n/a	n/a	n/a
Estimated Revenue Miles per Day	174	n/a	n/a	n/a
Days of Service per Year	261	n/a	n/a	261
Estimated Annual Revenue Miles	45,326	n/a	n/a	45,326
Estimated Annual Revenue Hours	3,393	n/a	n/a	3393
Estimated Annual Ridership	21,757	n/a	n/a	21,757
Riders per Revenue Mile	0.48	n/a	n/a	0.48

Operating Cost per Revenue Mile

Operating Cost per Day per Bus	n/a	n/a	n/a	n/a
Number of Vehicle per Day	1	n/a	n/a	n/a
Operating Cost per Day	n/a	n/a	n/a	n/a
Days of Service per Year	261	n/a	n/a	261
Annual Operating Cost	$98,812	n/a	n/a	$98,812
Operating Cost per Revenue Mile	$2.18	n/a	n/a	$2.18
Operating Cost per Passenger Trip	$4.54	n/a	n/a	$4.54

Capital Cost

Capital Equipment	Number	Unit Cost	n/a	Total
Buses	1	$180,000	n/a	$180,000
Shelters	7	$5,000	n/a	$33,397
Benches	27	$500	n/a	$13,359
Signs	27	$50	n/a	$1,336
Total	n/a	n/a	n/a	$228,092

Farebox Revenue

One-Way Cash Fare	$1.00	n/a	n/a	$1.00
Farebox Revenue	$21,757	n/a	n/a	$21,757

Table 3

Fixed Route Alternative 3

Route 2 - Lake Square to Tavares

Estimated Corridor Revenue Miles

Alternative Assumptions	Weekday	Saturday	Sunday	Total
Length of Corridor/Estimated Route Miles	14.98	n/a	n/a	n/a
Days of Service per Week	5	n/a	n/a	5
Hours of Service per Day	13	n/a	n/a	n/a
Headways (in minutes)	60	n/a	n/a	n/a
Total Trips per Day	13	n/a	n/a	n/a
Estimated Revenues Miles per Day	195	n/a	n/a	n/a
Days of Service per Year	261	n/a	n/a	261
Estimated Annual Revenue Miles	50,827	n/a	n/a	50,827

Riders per Revenue Mile

Riders per Day	93	n/a	n/a	n/a
Vehicle Miles per Day per Bus	n/a	n/a	n/a	n/a
Revenue Miles per Day per Bus	195	n/a	n/a	n/a
Number of Vehicles per Day	1	n/a	n/a	n/a
Estimated Revenue Miles per Day	195	n/a	n/a	n/a
Days of Service per Year	261	n/a	n/a	261
Estimated Annual Revenue Miles	50,827	n/a	n/a	50,827
Estimated Annual Revenue Hours	3,393	n/a	n/a	3393
Estimated Annual Ridership	24,397	n/a	n/a	24,397
Riders per Revenue Mile	0.48	n/a	n/a	0.48

Operating Cost per Revenue Mile

Operating Cost per Day per Bus	n/a	n/a	n/a	n/a
Number of Vehicle per Day	1	n/a	n/a	n/a
Operating Cost per Day	n/a	n/a	n/a	n/a
Days of Service per Year	261	n/a	n/a	261
Annual Operating Cost	$110,803	n/a	n/a	$110,803
Operating Cost per Revenue Mile	$2.18	n/a	n/a	$2.18
Operating Cost per Passenger Trip	$4.54	n/a	n/a	$4.54

Capital Cost

Capital Equipment	Number	Unit Cost	n/a	Total
Buses	1	$180,000	n/a	$180,000
Shelters	7	$5,000	n/a	$37,450
Benches	30	$500	n/a	$14,980
Signs	30	$50	n/a	$1,498
Total	n/a	n/a	n/a	$233,928

Farebox Revenue

One-Way Cash Fare	$1.00	n/a	n/a	$1.00
Farebox Revenue	$24,397	n/a	n/a	$24,397

See Hidden Notes

NOTES:

(1) Riders per revenue mile is assumed to be 0.48, which is the peer group average for bus systems with 1 to 9 buses in Florida.

(2) Operating cost per revenue mile is assumed to be 2.18, which is the peer group average for bus systems with 1 to 9 buses in Florida.

(3) The one-way cash fare is assumed to be $1.00 on all fixed bus routes.

Table 4

Fixed Route Alternative 4

Route 3 - Leesburg Circulator

Estimated Corridor Revenue Miles

Alternative Assumptions	Weekday	Saturday	Sunday	Total
Length of Corridor/Estimated Route Miles	11.45	n/a	n/a	n/a
Days of Service per Week	5	n/a	n/a	5
Hours of Service per Day	13	n/a	n/a	n/a
Headways (in minutes)	60	n/a	n/a	n/a
Total Trips per Day	13	n/a	n/a	n/a
Estimated Revenues Miles per Day	149	n/a	n/a	n/a
Days of Service per Year	261	n/a	n/a	261
Estimated Annual Revenue Miles	38,850	n/a	n/a	38,850

Riders per Revenue Mile

Riders per Day	71	n/a	n/a	n/a
Vehicle Miles per Day per Bus	n/a	n/a	n/a	n/a
Revenue Miles per Day per Bus	149	n/a	n/a	n/a
Number of Vehicles per Day	1	n/a	n/a	n/a
Estimated Revenue Miles per Day	149	n/a	n/a	n/a
Days of Service per Year	261	n/a	n/a	261
Estimated Annual Revenue Miles	38,850	n/a	n/a	38,850
Estimated Annual Revenue Hours	3,393	n/a	n/a	3393
Estimated Annual Ridership	18,648	n/a	n/a	18,648
Riders per Revenue Mile	0.48	n/a	n/a	0.48

Operating Cost per Revenue Mile

Operating Cost per Day per Bus	n/a	n/a	n/a	n/a
Number of Vehicle per Day	1	n/a	n/a	n/a
Operating Cost per Day	n/a	n/a	n/a	n/a
Days of Service per Year	261	n/a	n/a	261
Annual Operating Cost	$84,693	n/a	n/a	$84,693
Operating Cost per Revenue Mile	$2.18	n/a	n/a	$2.18
Operating Cost per Passenger Trip	$4.54	n/a	n/a	$4.54

Capital Cost

Capital Equipment	Number	Unit Cost	n/a	Total
Buses	1	$180,000	n/a	$180,000
Shelters	6	$5,000	n/a	$28,625
Benches	23	$500	n/a	$11,450
Signs	23	$50	n/a	$1,145
Total	n/a	n/a	n/a	$221,220

Farebox Revenue

One-Way Cash Fare	$1.00	n/a	n/a	$1.00
Farebox Revenue	$18,648	n/a	n/a	$18,648

Table 5

Fixed Route Alternative 5

Route 4 - Tavares to Eustis

Estimated Corridor Revenue Miles

Alternative Assumptions	Weekday	Saturday	Sunday	Total
Length of Corridor/Estimated Route Miles	11.98	n/a	n/a	n/a
Days of Service per Week	5	n/a	n/a	5
Hours of Service per Day	13	n/a	n/a	n/a
Headways (in minutes)	60	n/a	n/a	n/a
Total Trips per Day	13	n/a	n/a	n/a
Estimated Revenues Miles per Day	156	n/a	n/a	n/a
Days of Service per Year	261	n/a	n/a	261
Estimated Annual Revenue Miles	40,648	n/a	n/a	40,648

Riders per Revenue Mile

Riders per Day	75	n/a	n/a	n/a
Vehicle Miles per Day per Bus	n/a	n/a	n/a	n/a
Revenue Miles per Day per Bus	156	n/a	n/a	n/a
Number of Vehicles per Day	1	n/a	n/a	n/a
Estimated Revenue Miles per Day	156	n/a	n/a	n/a
Days of Service per Year	261	n/a	n/a	261
Estimated Annual Revenue Miles	40,648	n/a	n/a	40,648
Estimated Annual Revenue Hours	3,393	n/a	n/a	3393
Estimated Annual Ridership	19,511	n/a	n/a	19,511
Riders per Revenue Mile	0.48	n/a	n/a	0.48

Operating Cost per Revenue Mile

Operating Cost per Day per Bus	n/a	n/a	n/a	n/a
Number of Vehicle per Day	1	n/a	n/a	n/a
Operating Cost per Day	n/a	n/a	n/a	n/a
Days of Service per Year	261	n/a	n/a	261
Annual Operating Cost	$88,613	n/a	n/a	$88,613
Operating Cost per Revenue Mile	$2.18	n/a	n/a	$2.18
Operating Cost per Passenger Trip	$4.54	n/a	n/a	$4.54

Capital Cost

Capital Equipment	Number	Unit Cost	n/a	Total
Buses	1	$180,000	n/a	$180,000
Shelters	6	$5,000	n/a	$29,950
Benches	24	$500	n/a	$11,980
Signs	24	$50	n/a	$1,198
Total	n/a	n/a	n/a	$223,128

Farebox Revenue

One-Way Cash Fare	$1.00	n/a	n/a	$1.00
Farebox Revenue	$19,511	n/a	n/a	$19,511

Table 6

Fixed Route Alternative 6

Route 5 - Mt. Dora Circulator

Estimated Corridor Revenue Miles

Alternative Assumptions	Weekday	Saturday	Sunday	Total
Length of Corridor/Estimated Route Miles	12.82	n/a	n/a	n/a
Days of Service per Week	5	n/a	n/a	5
Hours of Service per Day	13	n/a	n/a	n/a
Headways (in minutes)	60	n/a	n/a	n/a
Total Trips per Day	13	n/a	n/a	n/a
Estimated Revenues Miles per Day	167	n/a	n/a	n/a
Days of Service per Year	261	n/a	n/a	261
Estimated Annual Revenue Miles	43,498	n/a	n/a	43,498

Riders per Revenue Mile

Riders per Day	80	n/a	n/a	n/a
Vehicle Miles per Day per Bus	n/a	n/a	n/a	n/a
Revenue Miles per Day per Bus	167	n/a	n/a	n/a
Number of Vehicles per Day	1	n/a	n/a	n/a
Estimated Revenue Miles per Day	167	n/a	n/a	n/a
Days of Service per Year	261	n/a	n/a	261
Estimated Annual Revenue Miles	43,498	n/a	n/a	43,498
Estimated Annual Revenue Hours	5,090	n/a	n/a	5089.5
Estimated Annual Ridership	20,879	n/a	n/a	20,879
Riders per Revenue Mile	0.48	n/a	n/a	0.48

Operating Cost per Revenue Mile

Operating Cost per Day per Bus	n/a	n/a	n/a	n/a
Number of Vehicle per Day	1	n/a	n/a	n/a
Operating Cost per Day	n/a	n/a	n/a	n/a
Days of Service per Year	261	n/a	n/a	261
Annual Operating Cost	$94,826	n/a	n/a	$94,826
Operating Cost per Revenue Mile	$2.18	n/a	n/a	$2.18
Operating Cost per Passenger Trip	$4.54	n/a	n/a	$4.54

Capital Cost

Capital Equipment	Number	Unit Cost	n/a	Total
Buses	1	$180,000	n/a	$180,000
Shelters	6	$5,000	n/a	$32,050
Benches	26	$500	n/a	$12,820
Signs	26	$50	n/a	$1,282
Total	n/a	n/a	n/a	$226,152

Farebox Revenue

One-Way Cash Fare	$1.00	n/a	n/a	$1.00
Farebox Revenue	$20,879	n/a	n/a	$20,879

Table 7

Fixed Route Alternative 7

Route 6 - Leesburg/Fruitland Park/Lady Lake

Estimated Corridor Revenue Miles

Alternative Assumptions	Weekday	Saturday	Sunday	Total
Length of Corridor/Estimated Route Miles	20.58	n/a	n/a	n/a
Days of Service per Week	5	n/a	n/a	5
Hours of Service per Day	13.5	n/a	n/a	n/a
Headways (in minutes)	90	n/a	n/a	n/a
Total Trips per Day	9	n/a	n/a	n/a
Estimated Revenues Miles per Day	185	n/a	n/a	n/a
Days of Service per Year	261	n/a	n/a	261
Estimated Annual Revenue Miles	48,342	n/a	n/a	48,342

Riders per Revenue Mile

Riders per Day	89	n/a	n/a	n/a
Vehicle Miles per Day per Bus	n/a	n/a	n/a	n/a
Revenue Miles per Day per Bus	185	n/a	n/a	n/a
Number of Vehicles per Day	1	n/a	n/a	n/a
Estimated Revenue Miles per Day	185	n/a	n/a	n/a
Days of Service per Year	261	n/a	n/a	261
Estimated Annual Revenue Miles	48,342	n/a	n/a	48,342
Estimated Annual Revenue Hours	3,524	n/a	n/a	3523.5
Estimated Annual Ridership	23,204	n/a	n/a	23,204
Riders per Revenue Mile	0.48	n/a	n/a	0.48

Operating Cost per Revenue Mile

Operating Cost per Day per Bus	n/a	n/a	n/a	n/a
Number of Vehicle per Day	1	n/a	n/a	n/a
Operating Cost per Day	n/a	n/a	n/a	n/a
Days of Service per Year	261	n/a	n/a	261
Annual Operating Cost	$105,386	n/a	n/a	$105,386
Operating Cost per Revenue Mile	$2.18	n/a	n/a	$2.18
Operating Cost per Passenger Trip	$4.54	n/a	n/a	$4.54

Capital Cost

Capital Equipment	Number	Unit Cost	n/a	Total
Buses	1	$180,000	n/a	$180,000
Shelters	10	$5,000	n/a	$51,450
Benches	41	$500	n/a	$20,580
Signs	41	$50	n/a	$2,058
Total	n/a	n/a	n/a	$254,088

Farebox Revenue

One-Way Cash Fare	$1.00	n/a	n/a	$1.00
Farebox Revenue	$23,204	n/a	n/a	$23,204

Table 8

Fixed Route Alternative 8 - Park-and-Ride

Clermont to Orange County

Estimated Corridor Revenue Miles

Alternative Assumptions	Weekday	Saturday	Sunday	Total
Length of Corridor/Estimated Route Miles	54	0	0	n/a
Days of Service per Week	5	0	0	5
Hours of Service per Day	4	0	0	n/a
Headways (in minutes)	60	0	0	n/a
Total Trips per Day	2	0	0	n/a
Estimated Revenues Miles per Day	108	0	0	n/a
Days of Service per Year	261	0	0	261
Estimated Annual Revenue Miles	28,188	0	0	28,188

Riders per Revenue Mile

Riders per Day	177	0	0	n/a
Vehicle Miles per Day per Bus	n/a	0	0	n/a
Revenue Miles per Day per Bus	54	0	0	n/a
Number of Vehicles	2	0	0	n/a
Estimated Revenue Miles per Day	108	0	0	n/a
Days of Service per Year	261	0	0	261
Estimated Annual Revenue Miles	28,188	0	0	28,188
Estimated Annual Revenue Hours	n/a	n/a	n/a	n/a
Estimated Annual Ridership	46,228	0	0	46,228
Riders per Revenue Mile (LYNX)	1.64	0.00	0.00	1.64

Operating Cost per Revenue Mile

Operating Cost per Day per Bus	n/a	$0	$0	n/a
Number of Vehicle per Day	2	0	0	n/a
Operating Cost per Day	n/a	$0	$0	n/a
Days of Service per Year	261	0	0	261
Annual Operating Cost	$132,484	$0	$0	$132,484
Operating Cost per Revenue Mile (LYNX)	$4.70	$0.00	$0.00	$4.70
Operating Cost per Passenger Trip	$2.87	$0.00	$0.00	$2.87

Capital Cost

Capital Equipment	Number	Unit Cost	n/a	Total
Buses	2	$200,000	n/a	$400,000
Shelters	27	$5,000	n/a	$135,000
Benches	108	$500	n/a	$54,000
Signs	108	$50	n/a	$5,400
Land/Improvements	1	$2,240,000	n/a	$2,240,000
Total	n/a	n/a	n/a	$594,400

Farebox Revenue

One-Way Cash Fare	$1.00	$0.00	$0.00	$1.00
Farebox Revenue	$46,228	$0	$0	$46,228

NOTES:

(1) Estimated length of corridor from Clermont to downtown Orlando is 27 miles.

(2) Park-n-ride bus service provided Monday through Friday; two trips per day in each direction.

(3) Riders per revenue mile assumed to be 1.64 based on the average of LYNX Transit System (20(

(4) The operating cost per revenue mile for Lynx bus service ($4.70 in FY 2001/02) was used since it is anticipated that Lynx would operate this service (yet to be determined).

(5) Capital cost assumes the need for 2 buses, 1 shelter, 2 benches, and 2 signs.

(6) Unit costs for capital are generally accepted in the transit industry.

(7) A one-way cash fare of $1.00 is assumed for this preliminary analysis.

Table 9

Demand Response Alternative 1

Status Quo

Estimated Corridor Revenue Miles

Alternative Assumptions	All Days	Saturday	Sunday	Total
Length of Corridor/Estimated Route Miles	n/a	n/a	n/a	n/a
Days of Service per Week	5	1	1	7
Hours of Service per Day	24	24	24	24
Headways (in minutes)	n/a	n/a	n/a	n/a
Total Trips per Day	n/a	n/a	n/a	n/a
Estimated Revenues Miles per Day	4,754	0	0	n/a
Days of Service per Year	365	0	0	365
Estimated Annual Revenue Miles	1,735,315	n/a	n/a	1,735,315

Riders per Revenue Mile

Riders per Day	643	n/a	n/a	n/a
Vehicle Miles per Day per Bus	n/a	n/a	n/a	n/a
Revenue Miles per Day per Bus	n/a	n/a	n/a	n/a
Number of Vehicles	n/a	n/a	n/a	n/a
Estimated Revenue Miles per Day	4,754	0	0	n/a
Days of Service per Year	365	0	0	365
Estimated Annual Revenue Miles	1,735,315	n/a	n/a	1,735,315
Estimated Annual Revenue Hours	n/a	n/a	n/a	n/a
Estimated Annual Ridership	234,680	0	0	234,680
Riders per Revenue Mile	0.14	0.00	0.00	0.14

Operating Cost per Revenue Mile

Operating Cost per Day per Bus	n/a	n/a	n/a	n/a
Number of Vehicle per Day	n/a	n/a	n/a	n/a
Operating Cost per Day	$8,116	n/a	n/a	n/a
Days of Service per Year	365	n/a	n/a	365
Annual Operating Cost	$2,962,469	n/a	n/a	$2,962,469
Operating Cost per Revenue Mile	$1.71	$0.00	$0.00	$1.71
Operating Cost per Passenger Trip	$12.62	$0.00	$0.00	$12.62

Capital Cost

Capital Equipment	Number	Unit Cost	n/a	Total
Buses	0	$100,000	n/a	$0
Shelters	0	$5,000	n/a	$0
Benches	0	$500	n/a	$0
Signs	0	$50	n/a	$0
Total	n/a	n/a	n/a	$0

Farebox Revenue

Average Fare	$0.10	$0.00	$0.00	$0.10
Farebox Revenue	$23,050	$0	$0	$23,050

NOTES:

(1) All data reflected in this alternative are based on paratransit service currently provided in Lake County.

(2) Riders per revenue mile on existing service is 0.14 (2003 AOR).

(3) Operating cost per revenue mile on existing service routes $1.71. (2003 AOR)

(4) Farebox revenue in fiscal year 1996/97 was reported as $23,050; the average fare paid by users is therefore estimated at $0.10.

Table 10

Demand Response Alternative 2

Scheduling/Service Enhancements

Estimated Corridor Revenue Miles

Alternative Assumptions	Weekday	Saturday	Sunday	Total
Length of Corridor/Estimated Route Miles	n/a	n/a	n/a	n/a
Days of Service per Week	5	1	1	6
Hours of Service per Day	24	24	24	n/a
Headways (in minutes)	n/a	n/a	n/a	n/a
Total Trips per Day	n/a	n/a	n/a	n/a
Estimated Revenues Miles per Day	4,754	0	0	n/a
Days of Service per Year	365	0	0	365
Estimated Annual Revenue Miles	1,735,315	n/a	n/a	1,735,315

Riders per Revenue Mile

Riders per Day	643	n/a	n/a	n/a
Vehicle Miles per Day per Bus	n/a	n/a	n/a	n/a
Revenue Miles per Day per Bus	n/a	n/a	n/a	n/a
Number of Vehicles	n/a	n/a	n/a	n/a
Estimated Revenue Miles per Day	4,754	0	0	n/a
Days of Service per Year	365	0	0	365
Estimated Annual Revenue Miles	1,735,315	n/a	n/a	1,735,315
Estimated Annual Revenue Hours	n/a	n/a	n/a	n/a
Estimated Annual Ridership	234,680	0	0	234,680
Riders per Revenue Mile	0.14	0	0	0.14

Operating Cost per Revenue Mile

Operating Cost per Day per Bus	n/a	n/a	n/a	n/a
Number of Vehicle per Day	n/a	n/a	n/a	n/a
Operating Cost per Day	8,116	n/a	n/a	n/a
Days of Service per Year	365	n/a	n/a	365
Annual Operating Cost	2,962,469	n/a	n/a	$2,962,469
Operating Cost per Revenue Mile	$1.71	0	0	$1.71
Operating Cost per Passenger Trip	$12.62	0	0	$12.62

Capital Cost

Capital Equipment	Number	Unit Cost	n/a	Total
Buses	0	$100,000	n/a	$0
Shelters	0	$5,000	n/a	$0
Benches	0	$500	n/a	$0
Signs	0	$50	n/a	$0
Total	n/a	n/a	n/a	$0

Farebox Revenue

One-Way Cash Fare	$0.10	$0.00	$0.00	$0.10
Farebox Revenue	$23,050	$0	$0	$23,050

NOTES:

(1) This alternative essentially maintains existing paratransit services, but includes a series of scheduling and service enhancements that will enhance user satisfaction and potentially improve system efficiency and effectiveness.

(2) A conservative approach was taken for this alternative by assuming that system performance is the same as the status quo alternative for demand-response.

(3) Riders per revenue mile on existing service is 0.14.

(4) Operating cost per revenue mile on existing service routes $1.71.

(5) Farebox revenue in fiscal year 1996/97 was reported as $23,050; the average fare paid by users is therefore estimated at $0.10.

Table 11

Transportation Demand Management Alternative 1

Status Quo

Estimated Corridor Revenue Miles

Alternative Assumptions	Weekday	Saturday	Sunday	Total
Length of Corridor/Estimated Route Miles	0	0	0	n/a
Days of Service per Week	0	0	0	0
Hours of Service per Day	0	0	0	n/a
Headways (in minutes)	0	0	0	n/a
Total Trips per Day	0	0	0	n/a
Estimated Revenues Miles per Day	0	0	0	n/a
Days of Service per Year	0	0	0	0
Estimated Annual Revenue Miles	0	0	0	0

Riders per Revenue Mile

Riders per Day	0	0	0	n/a
Vehicle Miles per Day per Bus	0	0	0	n/a
Revenue Miles per Day per Bus	0	0	0	n/a
Number of Vehicles	0	0	0	n/a
Estimated Revenue Miles per Day	0	0	0	n/a
Days of Service per Year	0	0	0	0
Estimated Annual Revenue Miles	0	0	0	0
Estimated Annual Revenue Hours	n/a	n/a	n/a	n/a
Estimated Annual Ridership	0	0	0	0
Riders per Revenue Mile	0.00	0.00	0.00	0.00

Operating Cost per Revenue Mile

Operating Cost per Day per Bus	$0	$0	$0	n/a
Number of Vehicle per Day	0	0	0	n/a
Operating Cost per Day	$0	$0	$0	n/a
Days of Service per Year	0	0	0	0
Annual Operating Cost	$0	$0	$0	$0
Operating Cost per Revenue Mile	$0.00	$0.00	$0.00	$0.00
Operating Cost per Passenger Trip	$0.00	$0.00	$0.00	$0.00

Capital Cost

Capital Equipment	Number	Unit Cost	n/a	Total
Buses	0	$100,000	n/a	$0
Shelters	0	$5,000	n/a	$0
Benches	0	$500	n/a	$0
Signs	0	$50	n/a	$0
Total	n/a	n/a	n/a	$0

Farebox Revenue

One-Way Cash Fare	$0.00	$0.00	$0.00	$0.00
Farebox Revenue	$0	$0	$0	$0

NOTES:

(1) Since there is no formal TDM program in Lake County, the status quo alternative requires no data projections.

Table 12

Transportation Demand Management Alternative 2

More Aggressive Carpool/Vanpool Program

Estimated Corridor Revenue Miles

Alternative Assumptions	Weekday	Saturday	Sunday	Total
Number of Weekday Carpools	20	n/a	n/a	n/a
Number of Weekday Vanpools	3	n/a	n/a	3
Estimated Daily Ridership	83	n/a	n/a	n/a
Estimated Annual Ridership	21,663	n/a	n/a	n/a
Days of Service per Year	261	n/a	n/a	n/a
	n/a	n/a	n/a	n/a
	n/a	n/a	n/a	n/a
	n/a	n/a	n/a	n/a

Riders per Revenue Mile

Riders per Day	n/a	n/a	n/a	n/a
Vehicle Miles per Day per Bus	n/a	n/a	n/a	n/a
Revenue Miles per Day per Bus	n/a	n/a	n/a	n/a
Number of Vehicles	n/a	n/a	n/a	n/a
Estimated Revenue Miles per Day	n/a	n/a	n/a	n/a
Days of Service per Year	n/a	n/a	n/a	n/a
Estimated Annual Revenue Miles	n/a	n/a	n/a	n/a
Estimated Annual Revenue Hours	n/a	n/a	n/a	n/a
Estimated Annual Ridership	n/a	n/a	n/a	n/a
Riders per Revenue Mile	n/a	n/a	n/a	0.00

Operating Cost

TDM Annual Program Cost	$0	$0	$0	$15,000
Number of Vehicle per Day	n/a	n/a	n/a	n/a
Operating Cost per Day	n/a	n/a	n/a	n/a
Days of Service per Year	n/a	n/a	n/a	n/a
Annual Operating Cost	n/a	n/a	n/a	n/a
Operating Cost per Revenue Mile	n/a	n/a	n/a	n/a
Operating Cost per Passenger Trip	n/a	n/a	n/a	n/a

Capital Cost

Capital Equipment	Number	Unit Cost	n/a	Total
Buses	0	$100,000	n/a	$0
Shelters	0	$5,000	n/a	$0
Benches	0	$500	n/a	$0
Signs	0	$50	n/a	$0
Total	n/a	n/a	n/a	$0

Farebox Revenue

One-Way Cash Fare	$0.00	$0.00	$0.00	$0.00
Farebox Revenue	$0	$0	$0	$0

NOTES:

(1) This alternative involves a more aggressive approach to carpooling/vanpooling.

(2) Costs are included at $15,000 to cover Lake County staff time to coordinate with the regional commuter assistance program in the development of a more formal program in Lake County.

APPENDIX K
PUBLIC INPUT AND COMMENTS

Public Transit Workshops
Lake County, May 11, 2004

The Lake County Public Transportation Division is pleased to invite you to attend and participate in a public involvement process to discuss the future of public transportation in the County.

This opportunity for public input is an important part of producing a beneficial Transit Development Plan for the County.

The purpose of this Plan is to develop a five-year vision for public transportation in the County that is creative, practical, and implementable. This vision will be based on analysis and, more importantly, your input.

Please join us as we plan for the future public transportation needs of our County!

Tuesday, May 11, 2004

#1 - Lake Square Mall (Food Court)
10401 US Hwy 441, Leesburg
1:00 to 3:00 PM

#2 - Lake County Administration Building
Training Room, Second Floor, Room 233
315 West Main Street, Tavares
5:00 to 7:00 PM

Transportation Will Be Provided Upon Request

Please join us for one of the workshops and let us know your thoughts and ideas!

For more information call 352-253-6115.

IN THE CIRCUIT COURT OF THE FIFTH JUDICIAL CIRCUIT, IN AND FOR LAKE COUNTY, FLORIDA
JUVENILE DIVISION
Case No. 2003-DP-0229-[illegible]

In the interest of: [illegible] minor child

TO: SEAN J. WILEY (FATHER) LAST KNOWN ADDRESS [illegible]

You are hereby notified that a Petition for Termination of Parental Rights under oath has been filed in the above-styled court regarding the above-referenced children, a copy of which is on file with the above-styled Clerk of Court.

You ARE HEREBY COMMANDED to be and appear before the Honorable Mark Hill, Judge of the Circuit Court, 550 West Main Street, Tavares, Lake County, Florida, at 8:30 a.m. on the 20th day of May, 2004, for a TERMINATION OF PARENTAL RIGHTS TRIAL. You must appear on the date and time specified.

FAILURE TO PERSONALLY APPEAR AT THIS ADVISORY HEARING CONSTITUTES CONSENT TO THE TERMINATION OF PARENTAL RIGHTS OF THIS CHILD. IF YOU FAIL TO APPEAR ON THE DATE AND TIME SPECIFIED YOU MAY LOSE ALL LEGAL RIGHTS TO THE CHILD NAMED IN THE PETITION ON FILE WITH THE ABOVE-STYLED CLERK OF COURT.

You are a person with a disability who needs any accommodation in order to participate in this proceeding, you are entitled, at no cost to you, to the provision of certain assistance. Please contact the Office of the Court Administrator at 550 West Main Street; Post Office Box 7800, Tavares, FL 32778, Telephone: 352-742-4150 within 2 working days of your receipt of this summons. If you are hearing impaired or voice impaired call 1-800-955-8771."

This notice shall be published once a week for four consecutive weeks in the Lake Sentinel.

This summons requested by: [illegible] Hediger, FBN: [illegible] Child Welfare Legal Services Department of Children and Families 1300 Duncan Drive Tavares, FL 32778 (352) 742-6084
LAK5601431 Apr 20, 27, May 4, 11, 2004

NOTICE AND NOTICE OF TERMINATION OF PARENTAL RIGHTS AND GUARDIANSHIP
STATE OF FLORIDA
IN THE CIRCUIT COURT THE FIFTH JUDICIAL CIRCUIT, IN AND FOR LAKE COUNTY, FLORIDA
JUVENILE DIVISION
Case No. 1997-DP-1504-D.B.

In the Interest of: D.A. DOB: 11/04/2001, minor child

TO: MANDINA WRIGHT (MOTHER) LAST KNOWN ADDRESS 2394 [illegible] AVENUE #2 LEESBURG, FLORIDA 34748

You are hereby notified that a Petition for Termination of Parental Rights under oath has been filed in the above-styled court regarding the above-referenced children, a copy of which is on file with the above-styled Clerk of Court.

You ARE HEREBY COMMANDED to be and appear before the Honorable Don F. Briggs, Judge of the Circuit Court, 550 West Main Street, Tavares, Lake County, Florida, at 9:15 a.m. on the 14th day of May, 2004, for a TERMINATION OF PARENTAL RIGHTS TRIAL. You must appear on the date and time specified.

FAILURE TO PERSONALLY APPEAR AT THE ADVISORY HEARING CONSTITUTES CONSENT TO THE TERMINATION OF PARENTAL RIGHTS OF THIS CHILD. IF YOU FAIL TO APPEAR ON THE DATE AND TIME SPECIFIED YOU MAY LOSE ALL LEGAL RIGHTS TO THE CHILD NAMED IN THE PETITION ON FILE WITH THE ABOVE-STYLED CLERK OF COURT.

"If you are a person with a disability who needs any accommodation in order to participate in this proceeding, you are entitled, at no cost to you, to the provision of certain assistance. Please contact the Office of the Court Administrator at 550 West Main Street; Post Office Box 7800, Tavares, FL 32778, Telephone: 352-742-4150 within 2 working days of your receipt of this summons. If you are hearing impaired or voice impaired call 1-800-955-8771."

This notice shall be published once a week for four consecutive weeks in the Lake Sentinel.

This summons requested by: Vanessa T. Gordon, FBN: 0231564 Child Welfare Legal Services Department of Children and Families 1300 Duncan Drive Building B, Tavares, FL 32778 (352) 742-6084
LAK5601491 Apr 20, 27, May 4, 11, 2004

NOTICE TO CREDITORS
IN THE CIRCUIT COURT FOR LAKE COUNTY, FLORIDA
PROBATE DIVISION
File No. 2004-CP-000466
IN RE: ESTATE OF WILLIAM A. WELLS
Deceased.

The administration of the estate of WILLIAM A. WELLS deceased, whose date of death was March 13, 2004, is pending in the Circuit Court for Lake County, Florida, Probate Division; File Number 2004-CP-000466, the address of which is 550 West Main Street, P.O. Box 7800 Tavares, Florida 32778. The names and addresses of the personal representative and the personal representative's attorney are set forth below.

All creditors of the decedent and other persons who have claims or demands against decedent's estate, including unmatured, contingent or unliquidated claims, and who have been served a copy of this notice, must file their claims with this Court WITHIN THE LATER OF THREE (3) MONTHS AFTER THE DATE OF THE FIRST PUBLICATION OF THIS NOTICE OR THIRTY (30) DAYS AFTER THE DATE OF SERVICE OF A COPY OF THIS NOTICE ON THEM.

All other creditors of the decedent and other persons who have claims or demands against decedent's estate, including unmatured, contingent or unliquidated claims, must file their claims with this court WITHIN THREE (3) MONTHS AFTER THE DATE OF THE FIRST PUBLICATION OF THIS NOTICE.

ALL CLAIMS NOT SO FILED WILL BE FOREVER BARRED.

NOTWITHSTANDING THE TIME PERIODS SET FORTH ABOVE, ANY CLAIM FILED TWO (2) YEARS OR MORE AFTER THE DECEDENT'S DATE OF DEATH IS BARRED.

THE DATE OF FIRST PUBLICATION OF THIS NOTICE IS: April 27, 2004.

Personal Representative: ROY R. WELLS 918 Oak Trail Canton, Mississippi 39046
Attorney for Personal Representative: MARY M. McDANIEL MARY M. McDANIEL, P.A. Florida Bar No. 303607 1836 Citrus Blvd Suite 302 Leesburg, Florida 34748 Telephone: (352) 316-3311 Fax (352) 326-3150
LAK5610266 4/27, 5/4, 2004

NOTICE TO CREDITORS
(Summary Administration)
IN THE CIRCUIT COURT FOR LAKE COUNTY, FLORIDA
PROBATE DIVISION
File No: 04-CP-14
IN RE: ESTATE OF DOROTHY M. [illegible]
Deceased

TO ALL PERSONS HAVING CLAIMS OR DEMANDS AGAINST THE ABOVE ESTATE:

You are hereby notified that an Order of Summary Administration has been entered in the estate of DOROTHY M. [illegible], deceased, File Number 04-CP-86, by the Circuit Court for Lake County, Florida, Probate Division, the address of which is 550 West Main Street, P.O. Box 7800, Tavares, Florida 32778; that the decedent's date of death was October 24, 2003; that the total value of the estate is $47,020.40 and that the names and addresses of those to whom it has been assigned by such order are:

Name/Address
William G. Barthel, Sr.
3211 Wekiva Road
Tavares, Florida 32778

ALL INTERESTED PERSONS ARE NOTIFIED THAT:

All creditors of the decedent and other persons who have claims or demands against the estate of the decedent other than those for whom provision for full payment was made in the Order of Summary Administration must file their claims with this court WITHIN THE TIME PROVIDED BY LAW.

ALL CLAIMS AND DEMANDS NOT SO FILED WILL BE FOREVER BARRED.

NOTWITHSTANDING THE TIME PERIOD SET FORTH ABOVE, ANY CLAIM FILED TWO (2) YEARS OR MORE AFTER THE DECEDENT'S DATE OF DEATH IS BARRED.

The date of first publication of this Notice is April 27, 2004.

Person Giving Notice: William G. Barthel, Sr. 3211 Wekiva Road Tavares, Florida 32778
Attorney for Person Giving Notice: H. JOHN FELDMAN, ESQ. Attorney for WILLIAM G. BARTHEL, SR. Florida Bar No. 382965 CAUTHEN & FELDMAN, P.A. 215 N. Joanna Avenue, Tavares, Florida 32778 Telephone (352) 343-2225
LAK5610742 4/27, 5/4, 2004

NOTICE TO CREDITORS
IN THE CIRCUIT COURT FOR LAKE COUNTY, FLORIDA
PROBATE DIVISION
File No. 04-CP-466
IN RE: ESTATE OF ANNE LOUISE MOORE
Deceased.

The administration of the estate of ANNE LOUISE MOORE, deceased, whose date of death was March 4, 2004, and whose Social Security Number is 132-26-0812, is pending in the Circuit Court for Lake County, Florida, Probate Division, the address of which is 550 W. Main Street, Tavares, FL 32778. The names and addresses of the personal representative and the personal representative's attorney are set forth below.

All creditors of the decedent and other persons having claims or demands against decedent's estate on whom a copy of this notice has been served must file their claims with this court WITHIN THE LATER OF 3 MONTHS AFTER THE DATE OF THE FIRST PUBLICATION OF THIS NOTICE OR 30 DAYS AFTER THE TIME OF SERVICE OF A COPY OF THIS NOTICE ON THEM.

All other creditors of the decedent and other persons having claims or demands against decedent's estate must file their claims with this court WITHIN 3 MONTHS AFTER THE DATE OF THE FIRST PUBLICATION OF THIS NOTICE.

ALL CLAIMS NOT SO FILED WILL BE FOREVER BARRED.

NOTWITHSTANDING THE TIME PERIOD SET FORTH ABOVE, ANY CLAIM FILED TWO (2) YEARS OR MORE AFTER THE DECEDENT'S DATE OF DEATH IS BARRED.

The date of first publication of this notice is April 27, 2004.

Personal Representative: MICHAEL J. JACUNSKI 1801 Cheshire Ridge Drive Florence, Kentucky 41042
Attorney for Personal Representative: H. JOHN FELDMAN, ESQ. Attorney for MICHAEL J. JACUNSKI Florida Bar No. 382965 Cauthen & Feldman, P.A. 215 N. Joanna Avenue Tavares, Florida 32778-3200 Telephone: (352) 343-2225
LAK5610335 4/27, 5/4, 2004

LEGAL NOTICE

Notice is hereby given that the City Council of the City of Clermont will consider a request for Variances to allow: 1) signage on the rear of a commercial building, where none is permitted by code; 2) to allow a total of 516 square feet of wall signs rather than the 400 square feet allowed by code, at the following location:

GENERAL LOCATION
Out parcel [illegible] at the Target Center on Highway 50 and Hancock Road.

A complete legal description may be obtained in the Planning Department at [illegible] Westgate Plaza, Clermont, Florida.

This request will be heard by the City Council at a public hearing to be held on Tuesday, May 11, 2004, at 7:00 p.m. in Clermont City Hall located at 685 West Montrose Street.

All interested parties will be given an opportunity to express their views on this matter.

Please be advised that, under State law, if you should decide to appeal a decision made with respect to this matter, you may need to ensure that a verbatim record is made.

Tracy Ackroyd
City Clerk
LAK5625530 MAY 4, 2004

LEGAL NOTICE

Notice is hereby given that the City Council of the City of Clermont will consider a request for a Variance to allow the planting of St. Augustine grass rather than a drought tolerant grass as required by code, at the following location:

LOCATION
1130 and 1099 Citrus Tower Blvd.

A complete legal description may be obtained in the Planning Department at [illegible] Westgate Plaza, Clermont, Florida.

This request will be heard by the City Council at a public hearing to be held on Tuesday, May 11, 2004 at 7:00 p.m. in City Hall located at 685 West Montrose Street.

All interested parties will be given an opportunity to express their views on this matter.

Please be advised that, under State law, if you should decide to appeal a decision made with respect to this matter, you may need to ensure that a verbatim record is made.

Tracy Ackroyd
City Clerk
LAK5625496 MAY 4, 2004

PETITION NO. [illegible]
NOTICE OF ADOPTION OF RESOLUTION TO VACATE, DISCONTINUE, AND CLOSE DRAINAGE EASEMENT

TO WHOM IT MAY CONCERN:

YOU WILL TAKE NOTICE that the Board of County Commissioners of Lake County, Florida, upon Petition, after publishing notice thereof, did on the 27th day of April, 2004, at its regular meeting in the Courthouse in Tavares, Lake County, Florida, consider the vacating, discontinuing, and closing of any right of the County and the Public in and to the following described Drainage Easement and did vacate, discontinue, and close any right of Lake County, Florida, and the public in and to the land lying within said portion of said Drainage Easement, situated in Lake County, Florida, lying and being within the property described as follows:

That portion of a 35.00 foot drainage easement lying between lots K91 and K92, Pembrooke Phase IK, Units I & II, according to the plat thereof as recorded in Plat Book 38, Page 85 through 89, inclusive, Public Records, Lake County, Florida, and described as follows:

Commencing at the Southeast Corner of Lot K-91 as shown on the Plat of Pembrooke Phase 1K, Units I & II, recorded in the Public Records of Lake County, Florida in Plat Book 38, Page 85, thence, N 00°16'45" E, along the Easterly line of said Lot K-91, 17.50 feet; thence, N 89°33'15" W, 27.15 feet to the Point of Beginning. From the Point of Beginning thus described continue, N 89°33'15" W, 52.84 feet; thence, S 00°38'03" W 2.33 feet; thence, S 81°41'57" E, 55.84 feet; thence, N 00°38'03" E, 7.10 feet to the Point of Beginning.

AND, it appearing to the Commissioners that the dedication thereof serves no useful purpose and that the general public will benefit from the vacation, discontinuation, and closing, therefore, the Commissioners did vacate, discontinue, and close the above described Drainage Easement on said date.

DATED: 16th day of March, 2004

JAMES C. WATKINS, CLERK
Board of County Commissioners
Lake County, Florida
LAK5625545 MAY 4, 2004

NOTICE OF SALE
IN THE CIRCUIT COURT OF THE 5TH JUDICIAL CIRCUIT, IN AND FOR LAKE COUNTY, FLORIDA.
CASE No. 2004-CA-665
UNION PLANTERS MORTGAGE, INC.
Plaintiff
vs.
AMOS HOWARD, et al.,
Defendants

NOTICE OF SALE

NOTICE is hereby given that pursuant to a Final Judgment of Foreclosure or Order dated April 22, 2004 entered in Civil Case Number 2004-CA-665, in the Circuit Court for LAKE County, Florida, wherein UNION PLANTERS MORTGAGE, INC. is the Plaintiff and AMOS HOWARD, et al., are Defendants, I will sell the property situated in LAKE County, Florida described as:

Lot 59, HIDDEN LAKE ESTATES PHASE II, according to the Plat thereof as recorded in Plat Book, 41, Pages 24 through 25, public records of Lake County, Florida.

at public sale to the highest and best bidder for cash at the Right Inside the Door of the Judicial Center, 550 West Main Street, Tavares, Fl 32778, Florida at 11:00 a.m. on the 21st day of May, 2004.

Dated: April 22, 2004.
JAMES C. WATKINS
CIRCUIT COURT CLERK
(CIRCUIT COURT SEAL)
BY: SUSAN K. SPOONER, D.C.
DEPUTY CLERK
LAK5625585 MAY 4, 11, 2004

NOTICE OF SALE
IN THE CIRCUIT COURT OF THE 5TH JUDICIAL CIRCUIT, IN AND FOR LAKE COUNTY, FLORIDA.
CASE No. 2004-CA-665
UNION PLANTERS MORTGAGE, INC.
Plaintiff
vs.
AMOS HOWARD, et al.,
Defendants

NOTICE OF SALE

NOTICE is hereby given that pursuant to a Final Judgment of Foreclosure or Order dated April 22, 2004 entered in Civil Case Number 2004-CA-665, in the Circuit Court for LAKE County, Florida, wherein UNION PLANTERS MORTGAGE, INC. is the Plaintiff and AMOS HOWARD, et al., are Defendants, I will sell the property situated in LAKE County, Florida described as:

Lot 59, HIDDEN LAKE ESTATES PHASE II, according to the Plat thereof as recorded in Plat Book, 41, Pages 24 through 25, public records of Lake County, Florida.

at public sale to the highest and best bidder for cash at the Right Inside the Door of the Judicial Center, 550 West Main Street, Tavares, Fl 32778, Florida at 11:00 a.m. on the 21st day of May, 2004.

Dated: April 22, 2004.
JAMES C. WATKINS
CIRCUIT COURT CLERK
(CIRCUIT COURT SEAL)
BY: SUSAN K. SPOONER, D.C.
DEPUTY CLERK
William M. Gillam & Associates
1200 South Myrtle Avenue
Suite 145
Clearwater, Florida 3375[illegible]
3445

In accordance with the Americans With Disabilities Act, person in need of a special accommodation to participate in this proceeding shall, within seven (7) days prior to any proceeding, contact the Administrative Office of the Court, Lake County Courthouse, 550 West Main Street, Tavares, FL 32778, telephone 352-742-4346, TDD 1-800-955-8771 or 1-800-955-8770 via Florida Relay Service.

[illegible] Americans With Disabilities Act [illegible] Lake County Courthouse, 550 West Main Street, Tavares, FL 32778 [illegible] 352-742-4346 [illegible] TDD 1-800-955-8771 [illegible] 1-800-955-8770 [illegible] Florida Relay Service.

En accordance avec la Loi des "Americans With Disabilities", Les personnes en besoin d'une accomodation speciale pour participer a ces procedures doivent, dans un temps raisonable, avant d'entreprendre aucune autre démarche, contacter l'office administrative de la Court s'ui au Lake County Courthouse, 550 West Main Street, Tavares, FL 32778 le telephone 352-742-4346, TDD 1-800-955-8771 ou 1-800 955-8770 Via Florida Relay Service.

"De acuerdo con el Acta ó Decreto de los Americanos con Impedimentos, Inhabilitados, personas en necesidad del servicio especial para participar en este procedimiento deberán, dentro de un tiempo razonable, antes de cualquier procedimiento, ponerse en contacto con la oficina Administrativa de la Corte Lake County Courthouse, 550 West Main Street, Tavares, FL 32778, Telefono 352-742-4346, TDD 1-800-955-8770 ó 1-800-955-8771 Via Florida Relay Service".

LEGAL AD

This ad serves as legal notice that the Lake County Board of County Commissioners is conducting a Transportation Disadvantaged Plan – Transportation Disadvantaged Service Plan Study for Lake County. There will be two TDP - TDSP Study Public Meetings on Tuesday, May 11, 2004. The first meeting will be held from 1:00 p.m. to 3:00 p.m. at Lake Square Mall, Food Court, 10401 US Hwy 441, Leesburg, Florida. The second meeting will be held from 5:00 p.m. to 7:00 p.m. at the Lake County Administration Building, 315 West Main Street, 2nd Floor, Room 233, Tavares, Florida. All interested Citizens, City Managers, City Planners, and riders of the Public Transit Services are encouraged and are welcomed to attend.

Persons with disabilities needing assistance to participate in any of the proceedings should contact the Department of Public Works at (352) 343-9760, at least 48 hours in advance of the scheduled meeting. One or more County Commissioners and one or more members of different Committees or Boards may be in attendance and may participate in discussion on any of the committee or board meetings noticed in this ad.

Pursuant to the provisions of Chapter 286, Florida Statutes, Section 286.0105, if a person decides to appeal any decision made by an above name Committee with respect to any matter during any meeting of such Committee, he or she will need a record of the proceedings and that, for such purposes, he or she may need to ensure that a verba-

Orlando Sentinel

Published Daily

State of Flo
COUNTY OF ORAN

OPTIONAL FORM 99 (7-90)

FAX TRANSMITTAL

# of pages ▸ 1

To Joel Kelly	From Amy Bradford
Dept./Agency	Phone #
Fax # 813-276-2100	Fax #

NSN 7540-01-317-7368 5099-101 GENERAL SERVICES ADMINISTRATION

Before the undersigned authority personally appeared Linda Bridgewater, who on oath says that he/she is the Legal Advertising Representative of Orlando Sentinel, a daily newspaper published at TAVARES in LAKE County, Florida; that the attached copy of advertisement, being a LEGAL AD THIS AD in the matter of SEPT 9 in the LAKE Court, was published in said newspaper in the issue; of 09/02/04.

Affiant further says that the said Orlando Sentinel is a newspaper published at TAVARES, in said LAKE County, Florida, and that the said newspaper has heretofore been continuously published in said LAKE County, Florida, each Week Day and has been entered as second-class mail matter at the post office in TAVARES in said LAKE County, Florida, for a period of one year next preceding the first publication of the attached copy of advertisement; and affiant further says that he/she has neither paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in the said newspaper.

Linda Bridgewater

The foregoing instrument was acknowledged before me this 7 day of Sept, 20 04, by Linda Bridgewater, who is personally known to me and who did take an oath.

(SEAL)

BEVERLY C. SIMMONS
My Commission DD102
Expires 07/07/05

LEGAL AD

This ad serves as legal notice that the Lake County Board of County Commissioners, Community Transportation Coordinator will hold three (3) Transportation Development Plan - Transportation Disadvantaged Service Plan Public Meetings on Thursday, September 9, 2004 at the following locations and times:

Lake Square Mall (Food Court), from 11:00 a.m. to 1:00 p.m.

The Villages La Reserva Center, Reserva Recreation Room, from 2:30 p.m. to 4:30 p.m.

Lake County Administration Building, Rooms, 3rd Floor, from 5:00 p.m. to 6:00 p.m.

All interested parties are invited to join the meeting.

Persons with disabilities needing assistance to participate in any of the proceedings should contact the Department of Public Works at (352) 343-9786, at least 48 hours in advance of the scheduled meeting. One or more County Commissioners and one or more members of different Committees or Boards may be in attendance and may participate in discussion on any of the committee or board meetings noticed in this ad.

Pursuant to the provisions of Chapter 286, Florida Statutes, Section 286.0105, if a person decides to appeal any decision made by an above name Committee with respect to any matter during any meeting of such Committee, he or she will need a record of the proceedings and that, for such purposes, he or she may need to ensure that a verbatim record of the proceedings is made, which record may include the testimony and evidence upon which the appeal is to be based.

All Committee meetings will be conducted in a handicapped accessible location. To access a Telecommunication Device for Deaf Persons (TDD), please call (352) 343-9767. For more information about this meeting, please contact Kenneth Harley, Public Transportation Manager for the Office of Program Analysis and Contract Management at (352) 253-4118.

LAK382577 9/2/04

PROGRAM ANALYSIS & CONTRACT MANAGEMENT

MEMORANDUM

TO: Transportation Disadvantaged Local Coordinating Board Members

FROM: Kenneth Harley, Public Transportation Manager

DATE: August 26, 2004

SUBJECT: Transportation Disadvantaged Local Coordinating Board Meeting

---

The next Transit Development Plan/Transportation Disadvantaged Service Plan meeting will be held on Thursday, September 9, 2004 at the following times and locations:

- **Lake Square Mall, 10401 U.S. Hwy. 441, Leesburg, in the food court, from 11 a.m. to 1 p.m.**
- **The Villages, LaHacienda Center, 1200 Avenida Central, The Villages, from 2:30 to 4:30 p.m.**
- **Lake County Administration Building, 315 West Main Street, 2nd Floor Rotunda, Tavares, from 6:00 p.m. to 8:00 p.m.**

This meeting will include all the information compiled from the June 11th discussion group meeting and the comments provided from the draft Technical Memorandum #2.

We truly appreciate your assistance with this project. Should you have any questions, please do not hesitate to contact me at (352) 253-6115.

Thank you!

Orlando Sentinel

Residents can steer bus plan

2 Tuesday workshops to look at needs and desires of community

By Monica Scott
Sentinel Staff Writer

May 10, 2004

TAVARES -- The public will have a chance Tuesday to say what kind of county bus system it wants and needs.

Consultants will have two workshops -- from 1 to 3 p.m. in the food court of Lake Square Mall in Leesburg and from 5 to 7 p.m. at the county administration building, 315 W. Main St., Room 233, in Tavares.

Residents will have at least two more opportunities this summer to weigh in with Tindale-Oliver & Associates of Tampa.

The firm was hired for $60,000 by the county to study a range of issues, including demand and mobility needs, cost analysis, community objectives, current system performance and transit options.

"We want to be able to articulate a clear vision for transportation and need public involvement," said Ken Harley, public transportation manager for Lake County. "Lake County is more an urban than a rural area now, and we need to re-evaluate our long-term needs."

Harley said the information will help produce a plan for the next five years.

He said it will also be used when new proposals for operating the system are sought at the end of the year.

LifeStream Behavioral Center, a nonprofit mental-health agency, runs Lake County Transit. The door-to-door, by-appointment bus service costs $1 for riders and is primarily used by elderly, disabled and low- or fixed-income residents.

A new fixed-route service that travels into neighborhoods and to popular spots is expected to replace the by-appointment service later this month.

The system is more than 20 years old, and the study will update one done in 1998.

Nelson Bolan, 75, of Tavares said he plans to attend a meeting and offer his suggestions for improving the system. He said incorporating vans into the vehicle mix might be more efficient and cheaper.

"Riders just want a dependable, safe and convenient service that offers more destination options," said Bolan, who has arthritis and uses the service for shopping and getting to doctor's appointments.

Tonya Milsap, program coordinator with the Golden Triangle YMCA, said the YMCA is a community destination because of its youth programs such as after-school care and summer day camp.

"They [transit officials] should work more with the community to provide youth transportation to and from various programs in the area," Milsap said.

Joel Rey, senior transportation planner with Tindale-Oliver & Associates, said the firm hopes to give the county a better understanding of its current service and what the public wants.

He said the firm wants feedback from current and potential riders.

"It's not uncommon for communities like Lake to only be served by door-to-door service because people are spread for miles outside city centers," Rey said. "A lot needs to be done to ensure a fixed-route system has the opportunity for success."

The heavily state-subsidized transit system makes about 215,000 trips per year.

Michael Meyer, professor of civil engineering at Georgia Institute of Technology and former director of transportation for Massachusetts, said population growth does not mean there will be a demand for bus service.

"Transit, to a large extent, is not so much based on increased population but where and how the growth is occurring," Meyer said. "This determines what type of services are best and most cost-effective."

Harley said transportation to the workshops can be arranged by calling Lake County Transit, 352-360-6618.

Monica Scott can be reached at mlscott@orlandosentinel.com or 352-742-5919.

Get home delivery - up to 50% off

Orlando Sentinel

County residents voice concerns about bus service

Bus-stop routes to Lake Square Mall are expected soon, but door-to-door service will continue.

By Monica Scott
Sentinel Staff Writer

May 12, 2004

TAVARES -- A steady stream of residents huddled by the food court at Lake Square Mall, studying a map of county bus routes and sharing opinions with county staff and consultants about transportation needs.

The public workshop, one of two Tuesday, drew current users of the county transit system, nonusers who want to see it broadened and improved in case they need it and groups that provide services to people who use it. The county currently has a $1 door-to-door service by appointment.

The other meeting was held in the county administration building.

This spring a new bus-stop system is supposed to run from Lady Lake to the Lake Square Mall and from the Mount Dora, Eustis and Tavares area to the mall. The bus can deviate to pick up those with disabilities within three-fourths of mile of the route. Door-to-door services for those outside the boundaries will still be available to eligible residents.

"Right now, I'm driving, but I may have a life-changing situation in which I may need the service," said retiree Pat Burke of Leesburg. "This service is strongly needed by people for different reasons."

Burke said she thinks a more extensive service is needed to serve residents in the county's numerous adult communities.

Grant and Audrey Belton of Leesburg said they were happy a bus route is being established so their disabled son can have access to other venues, such as the mall. "I am glad they are trying to expand services," Grant Belton said.

Grace Johnson said she's been using the service for about a year to travel to and from the doctor and is thankful for it. She said she thought more people would use it if it were advertised more.

Clermont residents wanted to know why there were no routes in south Lake and were told funding was the primary obstacle to expanding services. The transit program, operated by LifeStream Behavioral System, is heavily subsidized by the state. The county is expected to pump nearly $634,000 into the system this year.

About 40 people offered feedback at the meetings, which will be considered in a five-year transit plan. Tindale-Oliver & Associates of Tampa is doing the transit study to help develop the long-range plan. There will be at least two more workshops in the future.

"Turnout was excellent," said Ken Harley, county public transportation manager. "Many of the comments we received were anticipated."

Consultants still have to go through a 10-question survey that includes questions about which transit services are needed, what reasonable fares would be and if respondents like the idea of fixed-route bus service.

The bus stop, or fixed-route service, was scheduled to start May 17, but a delay is expected because officials are still trying to acquire permission agreements with owners of various stops. A map with times of service and routes is being printed for distribution.

Monica Scott can be reached at 352-742-5919 or mlscott@orlandosentinel.com

Get home delivery - up to 50% off

2 August 2004

Tindale-Oliver & Associates
1000 N. Ashly Drive 100
Tampa, Fl 33602

Re: Lake County Transit Development Plan

Dear Sir:

As a member of the Citizens Advisory Committee of the Lake-Sumter Metropolitan Planning Organization, I have read Technical Memorandum No. 2. Being a CPA, I am very concerned about your operating cost per Revenue Mile estimates.

On Tables 9 and 10, you used the Operating Cost per Revenue Mile of $1.17. It is my understanding that the statewide average was $2.18 per the Florida Commission for the Transportation Disadvantaged website for Fiscal Year 2003. In Fiscal Year 2004, gasoline and fleet insurance increased significantly, plus a 2-1/2 inflation factor.

You use the $2.18 cost per mile in your future projections in Tables 2, 3, 4, 5, 6 and 7, which is Fiscal Year 2003 costs. Those costs will increase each year and by the time of implementation will be much higher.

I noted in Table 8 that you used the cost factor $4.70 per Revenue Mile for the Lynx, which I assume came from Lynx. Why do you assume Lake County's costs will be 46% lower than Orange County's cost per Revenue Mile?

I agree with your conclusions that our county needs fixed routes and Park-and-Ride to Orange County. I worry that your cost numbers are so low that we, as a county, will try to do more than we can afford.

Sincerely,

K. Howard Wiener
P O Box 491000
Leesburg, FL 34749,000

cc: Noble Olasimbo, AICP
Transportation Section Manager
Lake County, Department of Public Works
123 North Sinclair Avenue
Tavares, FL 32778

Tindale-Oliver and Associates, Inc.
Planning and Engineering

August 5, 2004

K. Howard Wiener
P.O. Box 491000
Leesburg, Florida 34749

Re: **Response to 04/02/04 Letter Concerning Lake County TDP Technical Memorandum No. 2**

Mr. Wiener:

Thank you for your review of Technical Memorandum No. 2 for the Lake County TDP. Your interest and assistance in the development of this plan is greatly appreciated. I understand from your letter that you have some concerns regarding various cost assumptions utilized in the document. Let me take this opportunity to address the issues that you have raised.

First, it appears from your comments that you understand the information in the noted tables to reflect "future projections." They are not projections. Instead, they represent estimated annual operating characteristics for each of the alternatives for a single year. To complete a comparison of several transit alternatives using a selection of factors, all of the factors must represent the same length of time and study period (e.g., one year; fiscal year 200x). In this case, the most recent operating data we have for Lake County for a full fiscal year is FY 2003. Therefore, we have elected to use FY 2003 as our base year with which to complete the alternatives analysis. It is important to note that this procedure is used only to assess the comparative merits of the considered alternatives so that the alternatives can be narrowed down to a smaller group for consideration by the public and other project stakeholders. The next step in the TDP process, where the implementation and financial plans are developed, will involve the future projections of operating costs and other related operating characteristics over the 5-year horizon of the plan, and this process will include a more rigorous treatment of the cost estimation process, including factoring to account for inflation.

With regard to the Operating Cost per Revenue Mile figure that was utilized in Tables 9 and 10 for the Demand Response alternatives, you suggest that the $1.17 figure appears to be too low given the statewide average of $2.18 in FY 2003 (per the FCTD website). The figure that we have used is directly from the FY 2003 Annual Operating Report (AOR) from Lake County Transit. For our purpose of completing an alternatives analysis, it is preferable to utilize actual cost inputs based on the experience in the County, not on a statewide average figure that could be impacted by a few systems that have had specific local issues in any given year that may have impacted their costs significantly. The AOR is a document that is submitted to and reviewed by the FCTD annually, and it is widely accepted as being the best source of operating information for a particular CTC in any given year. As I mentioned previously, in the next phase of the study, we will be taking a closer look at the operating characteristics of the preferred alternative(s) so that a more representative future projection can be developed for the system financial plan.

1000 North Ashley Drive Suite 100 Tampa, Florida 33602-3719 Phone: (813) 224-8862 Fax: (813) 226-2106
3660 Maguire Boulevard Suite 103 Orlando, Florida 32803-3059 Phone: (407) 896-9200 Fax: (407) 896-9260

Similarly, you express concern with the Operating Cost per Revenue Mile figure of $2.18 that is assumed in Tables 2 through 7 for the Fixed-Route alternatives. As I discussed previously for the Demand Response cost per mile assumption, this figure is a value that represents a single year and not future projections. In light of the fact that there is no fixed-route bus service currently operating in Lake County, this cost per mile figure was derived using an average from a peer group of bus systems in Florida that operate between 1 to 9 vehicles during their peak service periods. This is about the size that I would expect from a start-up fixed-route system in Lake County. The use of this proxy cost measure is an accepted and widely used demand estimation methodology in the field of transit planning. Again, the purpose of this figure is to provide a mechanism for analyzing comparative alternatives for a single year. You are correct that this cost will continue to increase each year, even if just due to inflation, and the overall cost per mile will be higher by the time any fixed-route implementation occurs. This will be accounted for in the development of the implementation and financial plans for the preferred alternative(s).

Finally, you ask why the Operating Cost per Revenue Mile assumed for Lake County is 46 percent lower than that for LYNX. The cost per mile value of $4.70 does indeed come from LYNX's available operating data. It just happens that larger systems, by the nature and coverage of the fixed-route services they provide, typically have higher cost measures. As an example, in FY 2002, the cost per mile measures for the Florida transit systems ranged from $1.33 (Bay Town Trolley) to $11.22 (Tri-County Commuter Rail), with smaller systems having lower costs per mile (e.g., Pasco, $2.22; Okaloosa County, $2.05; Winter Haven, $1.78) and larger systems having higher costs per mile(e.g., Miami, $7.02; Broward, $4.62; Jacksonville, $4.67).

I hope that this information clears up your questions and concerns. Lake County certainly can benefit from the provision of additional and improved public transportation options to meet the mobility needs of residents and visitors. It is my intention that, once complete, the TDP will serve as a useful plan for taking the preferred public transportation possibilities a step closer to implementation and becoming a reality.

Sincerely,
Tindale-Oliver & Associates, Inc.

Joel R. Rey, AICP
Senior Transportation Planner

Cc: Noble Olasimbo, Lake County Transportation Planning Section Manager
Kenneth Harley, Lake County Public Transportation Manager

CITY OF GROVELAND
156 S. LAKE AVENUE
GROVELAND, FL 34736

PHONE 352-429-2141
FAX 352-429-3852

RECEIVED

LAKE COUNTY PUBLIC WORKS DEPARTMENT

FAO Noble Olasimbo
Lake Sumter MPO
123 North Sinclair Avenue
Tavares, FL 32778

August 19, 2004

Re: Lake-Sumter MPO – Transit Development Plan & Transportation Disadvantaged Service Plan

Dear Sir:

I refer to the Technical Memorandum No. 2 which was recently circulated for comment. I am concerned that the report does not sufficiently recognize the urbanizing nature of South Lake County, nor appear to consider the potential for a fixed-route service.

Although assessments are made on potential ridership and costs for fixed-routes in the north of the county, the only consideration for the South Lake area is in respect of a park and ride to Orange County. No assessment is made of the potential for a fixed-route service connecting the southern cities, nor is an assessment made of the potential for a commuter fixed-route link along SR 50 to Orlando in partnership with LYNX.

Reference is made in the report to input from the general public, but I am not aware of a public workshop being held in the South Lake area and am concerned about the lack of input from the residents living in this part of the county.

The cities of Clermont, Groveland, Mascotte and Minneola currently have a combined population of approximately 30,000 and are projecting this to increase significantly in the next few years. The City of Groveland alone is projecting the population to increase from approximately 4,400 to just over 10,000 by 2010. These figures do not include the large population living in the unincorporated area close to, but outside the cities boundaries. In addition, there are a number of "activity centers" in the area which could be usefully connected to a fixed-route system. For example, the Publix/Belk shopping plaza at the corner of US 27/Citrus Tower Boulevard, the South Lake Hospital and adjacent Wellness Center, Lake Sumter Community College, and the Kash & Karry/Home Depot Plaza all on or close to SR 50.

In view of the above, it is requested that:

1. Tindale-Oliver & Associates, Inc undertake an assessment of the potential for a fixed-route service connecting the 4 cities in South Lake County; and

2. The potential for a partnership with LYNX is investigated for a commuter bus route rather than park and ride.

Sincerely,

Jason Yarborough, ICMA-CM
City Manager

cc Wayne Saunders, City Manager, Clermont
Glenn Irby, City Manager, Mascotte
Lewie Wise, City Manager, Minneola

Post-it® Fax Note 7671

To Joel Kay	Date
Co./Dept.	# of pages ▶
Phone #	From Noble Olasinka
Fax #	Co. Lake-Sumter MPO
	Phone #
	Fax #

Tindale-Oliver and Associates, Inc.
Planning and Engineering

September 1, 2004

Jason Yarborough
City Manager
City of Groveland
156 S. Lake Avenue
Groveland, Florida 34736

Re: **Response to 08/19/04 Letter Concerning Lake County TDP Technical Memorandum No. 2**

Mr. Yarborough:

Thank you for your review of Technical Memorandum No. 2 for the Lake County TDP. Your interest and assistance in the development of this plan is greatly appreciated. I understand from your letter that you are concerned with the alternatives that were considered for analysis in that document, especially regarding the location of potential fixed-route services in the county. Let me take this opportunity to address the issues that you have raised.

First, let me recommend that you review Technical Memorandum No. 1 for the Lake County TDP if you have not already done so. It is in this document that the assessment of the potential for fixed-route transit in Lake County was completed utilizing demographic information and results from the public involvement activities. Specifically, this document contains an assessment analysis that involves both an indexing of transit orientation characteristics for all Census block groups in the county, as well as an evaluation of potential transit corridors. These analyses are included in Section 5 of the document, where you will find that the transit orientation analysis indicated a comparatively low potential for transit utilization in the South Lake area based on the demographic characteristics that are most closely related to transit use (i.e., age, low income, 0-vehicle households, density), while the corridor analysis identified two corridors related to the South Lake area (US 27 from SR 50 to Main Street in Leesburg, and SR 50 from CR 565 in Mascotte to CR 455 in Clermont) with higher potential for transit use.

With regard to the issue of public input, you are correct that a public workshop was not held in the South Lake area. Given the limited budget available for the TDP update effort, it was necessary to decrease the public involvement activities from what was completed during the last update process. As a result, with input from County staff, the two public workshops held during the early part of the TDP effort occurred in the central area of the county, at Lake Square Mall and the County Administration Building. However, it is important to recognize that representatives from the South Lake area were given an opportunity to provide input to the process. The Director of Planning for the City of Clermont is one of the stakeholders selected by County staff who was interviewed for the study. In addition, the recruitment process for the non-user discussion group that was held included members of the Lake Area Planning Forum and the MPO's Technical and Citizen's Advisory Committees. Combined, these groups have 18 different members who live in and/or represent Groveland, Clermont, Mascotte, Minneola, and Montverde. Unfortunately, all of these individuals declined an invitation to participate in the discussion group.

1000 North Ashley Drive | Suite 100 | Tampa, Florida 33602-3719 | Phone: (813) 224-8862 | Fax: (813) 226-2106
3660 Maguire Boulevard | Suite 103 | Orlando, Florida 32803-3059 | Phone: (407) 896-9200 | Fax: (407) 896-9260

Given the results of the transit potential analyses, the public involvement activities, and the evaluation of existing services, and based on professional experience and judgment, the fixed-route alternatives that ultimately were analyzed in Tech Memo 2 are those that appear to have the most potential for immediate utilization and success. This is an important factor to consider because of the recent history of the service route that was provided several years ago in Lake County. This deviated fixed-route service was discontinued because of the belief that it was underutilized and, therefore, not using valuable resources effectively. Therefore, it will be important to the future of fixed-route transit for the entire county that whatever new bus service is implemented is effective, efficient, and well-utilized. With initial success, the likelihood increases that the system will expand eventually to other areas in the county.

Keep in mind that this TDP represents a five-year plan only. The development of a complete fixed-route system can take much longer than that, especially when you consider the resources such an endeavor requires. Many new systems in smaller communities elect to start up small, implementing only a few routes initially, and then adding routes as demand dictates and resources allow. This is the model that is being considered for Lake County. Not all of the route alternatives indicated in Tech Memo 2 will be implemented at the outset. Perhaps only one or two routes will be operated initially, with more being added incrementally in later years. This is why the central area of the county is the focus of the implementation. Due to the unique geographic character and layout of Lake County, it makes the most sense to establish the central core of the route system first, and then add connectors to and circulators within the surrounding communities.

While I understand that the South Lake area is growing at a rapid rate, the demographic statistics of the county indicate that, at this time, the central core overall is more dense in terms of population and employment, has more activity centers, has a greater preponderance of persons with demographics suggesting a higher propensity for transit use, and has more existing corridors with higher potential for transit use. These characteristics provide a more fertile environment for start-up fixed-route service at this time, and also give that start-up service a better opportunity for initial success. Nevertheless, please be assured that the TDP recommendations will include guidance for considering this type of service to other growing areas of Lake County as the system matures and expands.

I hope that this information helps address your concerns. Lake County certainly can benefit from the provision of additional and improved public transportation options to meet the mobility needs of residents and visitors. It is my intention that, once complete, the TDP will serve as a useful plan for taking the preferred public transportation possibilities a step closer to implementation and becoming a reality.

Sincerely,

Tindale-Oliver & Associates, Inc.

Joel R. Rey, AICP
Senior Transportation Planner

Cc: Noble Olasimbo, Lake County Transportation Planning Section Manager
Kenneth Harley, Lake County Public Transportation Manager

OFFICE OF
PROGRAM ANALYSIS
AND
CONTRACT MANAGEMENT

315 West Main Street
P.O. Box 7800
Tavares, FL 32778-7800

Phone: (352) 343-9451
Fax: (352) 343-9668

www.lakegovernment.com

MEMORANDUM

Date: August 10, 2004

To: Noble Olasimbo

From: Jeff Cooper

RE: Technical Memorandum # 2 Comments

I have reviewed the Technical Memorandum # 2 and submit the following comments for your deliberation and review.

The document does not indicate a summary cost of the program. It should include the total cost of the program broken out between start-up and annual operating costs. The costs should include the assumptions used in developing the recommendation including but not limited to:

1. Estimated daily hours of operation
2. Estimated average number of riders per trip
3. Estimated # of round trips per day
4. Ridership fare revenue default rates
5. Estimated useful life of buses in years and miles
6. Capital sinking fund expenditures for bus replacement
7. Detailed breakout of the Estimated Annual Operating Expense including
   a. Number of personnel needed per route and estimated costs
   b. Estimated repair & maintenance costs
   c. Estimated fuel costs

In addition to the above, the summary should include a funding breakout by source. It is imperative that anyone reviewing this proposal has some idea of how the funding will be achieved. Specifically, an estimated detail of funding to include FTA funding, County funding, Fare Revenue and lost collection rates, City funding if any, as well as bus advertising reimbursements that are anticipated to contribute to the cost and any other funding or reimbursements that are anticipated.

Since this program has been delayed more than once, I think it appropriate to provide a complete review and all background information for the decision makers on this program.

I would be happy to discuss my comments with you at your convenience.

Tindale-Oliver and Associates, Inc.
Planning and Engineering

August 30, 2004

Jeff Cooper
Office of Program Analysis & Contract Management
315 West Main Street
P.O. Box 7800
Tavares, Florida 32778-7800

Re: **Response to 08/10/04 Memorandum Concerning Lake County TDP Technical Memorandum No. 2**

Mr. Cooper:

Thank you for your review of Technical Memorandum No. 2 for the Lake County TDP. Your interest and assistance in the development of this plan is greatly appreciated. I understand from your memo that you have some issues regarding summary transit program costs. Let me take this opportunity to address the issues that you have raised.

You stated in your memo that the "document does not indicate a summary cost of the program" and that it "should include the total cost of the program broken out between start-up and annual operating costs," among other references to information you believe to be missing. Let me explain briefly the purpose of this particular technical memorandum so that you will gain a better understanding of the sequencing of the overall TDP process, as well as answer the question of why information you are apparently seeking has not been included in this particular document.

The purpose of Tech Memo 2 is to identify the potential transportation service improvements and options that may have the most applicability to Lake County based on public input thus far, and complete a basic alternatives analysis to determine those improvements and options that are preferred by the public and should move forward to the recommendation stage and resulting implementation plan. This process is not yet complete since we still must present alternatives to the public at the next series of public workshops, which will be held at three different venues on Thursday, September 9, 2004.

The implementation plan I referenced previously will be completed in the next phase of the study and will be documented in Technical Memorandum No. 3. The implementation plan appears to be the sort of documentation that you were expecting to find in Tech Memo 2, since it will detail the operating and capital assumptions and costs for the selected preferred alternatives, along with potential funding sources. This type of analysis is not completed in the current document because the package of transportation improvements and options that ultimately will be recommended for the County has not been determined yet. After the public workshops have been completed, we will have a better idea of what elements will need to go into the final recommendations and, therefore, the implementation plan.

1000 North Ashley Drive Suite 100 Tampa, Florida 33602-3719 Phone: (813) 224-8862 Fax: (813) 226-2106
3660 Maguire Boulevard Suite 103 Orlando, Florida 32803-3059 Phone: (407) 896-9200 Fax: (407) 896-9260

Nevertheless, it is important to recognize that the implementation plan's assumptions and costs will not include the level of detail that your memo seems to indicate that you are seeking. Please keep in mind that a TDP is not an Operations Plan and, as such, does not include detailed information about operational considerations such as you have referenced. For example, the TDP will not be dealing specifically with personnel requirements, maintenance costs, fuel costs, etc. It also will not be estimating specific local revenue efforts such as bus advertising. The purpose of the TDP is to estimate a general cost for the services/improvements being recommended and show the potential funding sources that can be utilized to implement the services/improvements. Once the County chooses to pursue any new services, at that time it will be necessary to develop an operations plan for these services that will provide the detailed operational characteristics needed for actual implementation.

Finally, since it appears from your memo that you also were seeking the assumptions used to develop the costs indicated in Tech Memo 2, it is important to note that the operational and cost assumptions that were used for purposes of the alternatives analysis conducted in Tech Memo 2 are included in Appendix A in the tables shown for each of the alternatives.

I hope that this information helps address your questions and concerns. Lake County certainly can benefit from the provision of additional and improved public transportation options to meet the mobility needs of residents and visitors. It is my intention that, once complete, the TDP will serve as a useful plan for taking the preferred public transportation possibilities a step closer to implementation and becoming a reality.

Sincerely,
Tindale-Oliver & Associates, Inc.

Joel R. Rey, AICP
Senior Transportation Planner

Cc: Noble Olasimbo, Lake County Transportation Planning Section Manager
Kenneth Harley, Lake County Public Transportation Manager

MEMO

August 27, 2004

TO: Noble Olasimbo, AICP Transportation Section Mgr.

FROM: Lee Hokr, Lady Lake CAC Member

SUBJECT: INTEGRATED NETWORK SYSTEM FOR PEOPLE, LAKE, SUMTER MPO

Just a short note as a reminder to everyone that we should seriously consider the Veterans Affaires Clinics when finalizing the People Transportation Routes.

At present one is located in downtown Leesburg at 711 West Main Street and we will soon have a second in Sumter County in the Villages on County Road 466.

CC: Tindale, Oliver & Associates, Inc.

OFFICE OF
PROGRAM ANALYSIS
AND
CONTRACT MANAGEMENT

315 West Main Street
P.O. Box 7800, Room 338
Tavares, Florida 32778-7800

Director's Office
Phone: 352-343-9803
Fax: 352-343-9668

Transportation Disadvantaged
Phone: 352-253-6115
Fax: 352-343-9668

August 31, 2004

Michael W. Delay
4945 St. Andrews Arc
Leesburg, Florida 34748

Dear Mr. Delay:

I would like to thank you for the letter you sent to Commissioner Debbie Stivender dated August 22, 2004. Your letter offered several excellent recommendations about working with Lynx to provide public transportation along the US 441 and the US Highway 27 corridors. I believe it would be beneficial for residents of Lake County to be able to access services into Orange County, especially those individuals who travel to Orlando for employment purposes.

Your suggestions will be provided to our consultant Tindale-Oliver and Associates, Inc. and will be considered as part of the public comments on the Transit Development Plan.

Again, thank you for your comments and if I can be of additional service to you please don't hesitate to contact me at 352-253-6115.

Sincerely,

Kenneth Harley
Public Transportation Manager

c: Debbie Stivender, Chairman, Commission District 3
Noble Olasimbo, AICP, Transportation Planner
Joel Rey, Tindale-Oliver & Associates, Inc.

F:\Letters\Delay 8-31-04.doc

10 September 2004

LLOYD J. BRINK
33845 Crestwood Ave.
Leesburg, Florida 34788

Lake County Public Transportation
315 West Main Street 2nd Floor Suite 118
Tavares, Florida 32778

ATTENTION: Mr. Kenneth Harley

Dear Mr. Harley,

On Thursday 9 Sept.2004 I spent the morning at my neighbors helping him clear trees out of his yard. Therefore I did not see the article in the paper about there being a Bus Transportation meeting at Lake Square Mall until it was too late to go to it. I can't believe you people decided to spring a meeting at such a time when many people are still preoccupied with clean ups from Frances & watching out for Ivan too. If I had known I would of gone to the meeting!! The part of the article I was most interested in & would definitely use a lot of times would be service from the Mall to Mt. Dora with a connecting service into Orlando. Ever since they started 6-laning 441 Greyhound has dropped their service from Leesburg to Orlando for good they say. Now it cost me from Bassville Park $18.00 ($36.00 R.T.) from there by taxi to Leesburg Greyhound Bus Station just to catch the bus to Orlando!! For me it's a MAJOR effort just to go the 32 miles from my house into Orlando. Therefore I'm VERY interested in a route from the Mall to Mt. Dora with connections to Orlando!!!!

I'd appreciate it if you'd add my "vote" to such route.

Thank you for your time, & help in this matter!!

Sincerely,

Lloyd Brink

LAKE COUNTY
Central Florida

RECEIVED
SEP 14 2004

P.S.

One more note. This whole subject of bus service is about people who cannot just jump into a car on the spur of the moment & run down to these meeting locations. People need a good days notice so they can arrange to get to them. Even your current bus service needs a 24 hour notice for pickups, so give the same people the same respect that you people expect. A lot of these people can not hop on a bike & get to the Mall & etc. as easily as I can.

10 September 2004

LLOYD J. BRINK
33845 Crestwood Ave.
Leesburg, Florida 34788

[illegible] I spent the morning at my neighbors helping him

OFFICE OF
PROGRAM ANALYSIS
AND
CONTRACT MANAGEMENT

315 West Main Street
P.O. Box 7800, Room 338
Tavares, Florida 32778-7800

Director's Office
Phone: 352-343-9803
Fax: 352-343-9668

Transportation Disadvantaged
Phone: 352-253-6115
Fax: 352-343-9668

September 15, 2004

Mr. Lloyd J. Brink
33845 Crestwood Avenue
Leesburg, Florida 34788

Dear Mr. Brink

Re: Letter dated September 10, 2004 regarding Public Transportation

Please be advised that I am in receipt of your letter dated September 10, 2004, regarding the Public Transportation Public Meetings. I would like to thank you for taking the time to forward your concerns to us. We regret that you were unable to attend the meeting, but your comments are being forwarded to our consultant Tindale-Oliver and Associates, Inc. so they may be included as part of the public comments.

I would like to advise you that the meetings were planned well in advance of the storms and were noticed to the public. It was extremely unfortunate that Hurricane Frances interrupted our lives and the meeting in the manner that it did.

Again, thank you for your comments and if I can be of additional assistance, please feel free to contact me at 253-6115.

Sincerely,

Kenneth Harley
Public Transportation Manager

KH/adb

c: Noble Olasimbo, AICP, Transportation Engineer
Joel Rey, Tindale-Oliver & Associates, Inc.

T:\Letters\Brink 9-15-04.doc

"Earning Community Confidence through Excellence in Service"

DISTRICT ONE · JENNIFER HILL | DISTRICT TWO · ROBERT A. POOL | DISTRICT THREE · DEBBIE STIVENDER | DISTRICT FOUR · CATHERINE C. HANSON | DISTRICT FIVE · WELTON G. CADWELL