

Lake County Transportation Disadvantaged Service Plan

2009-2012

Updated May 3, 2010



Prepared by the Lake-Sumter Metropolitan Planning Organization &
Lake County Board of County Commissioners
with the assistance of the
Lake County Transportation Disadvantaged Coordinating Board

SECTION I DEVELOPMENT PLAN

A. INTRODUCTION TO THE SERVICE PLAN

This document is the fourth comprehensive TDSP prepared for Lake County. It fulfills the requirements of the CTD as it relates to the TDSP, which requires that each 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; and*
- (4) *Cost/Revenue Allocations and Fare Justification.*

The remainder of this document summarizes these components and the updated Lake County TDSP.

1. BACKGROUND OF THE TRANSPORTATION DISADVANTAGED PROGRAM

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 TD 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 TD 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 TD 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 CTD (originally the Transportation Disadvantaged Commission) to accomplish the coordination of transportation services provided to the transportation disadvantaged in the State of Florida. The CTD 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 commission shall consist of seven members, all of whom shall be appointed by the Governor, in accordance with the requirements of s.20.052. Five of the members must have significant experience in the operation of a business, and it is the intent of the Legislature that, when making an appointment, the Governor selects persons who reflect the broad diversity of the business community in this state, as well as the racial, ethnic, geographical, and gender diversity of the population of this state. Two of the members must have a disability and use the transportation disadvantaged system.

Each member shall represent the needs of the transportation disadvantaged throughout the state. A member may not subordinate the needs of the transportation disadvantaged in general in order to favor the needs of others residing in a specific location in the state.

Each member shall be appointed to a term of 4 years. A member may be reappointed for one additional 4-year term.

Each member must be a resident of the state and a registered voter.

At any given time at least one member must be 65 years of age or older.

The Secretary of Transportation, the Secretary of Children and Family Services, the director of Workforce Innovation, the executive director of the Department of Veteran's Affairs, the Secretary of Elderly Affairs, the Secretary of Health Care Administration, the director of the Agency for Persons with Disabilities, and a county manager or administrator who is appointed by the Governor, or a senior management level representative of each, shall serve as ex-officio, nonvoting advisors to the commission.

The Chairperson shall be appointed by the Governor, and the vice chairperson of the commission shall be elected annually from the membership of the commission.

The 1989 revisions to Chapter 427 also established CTC and TDCB 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 1-1 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 CTC's in 2003, a 10 percent increase over the prior year. In addition, the CTD 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 TD (also referred to as "TD Category I") and the TD (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 CTC by the Commission.

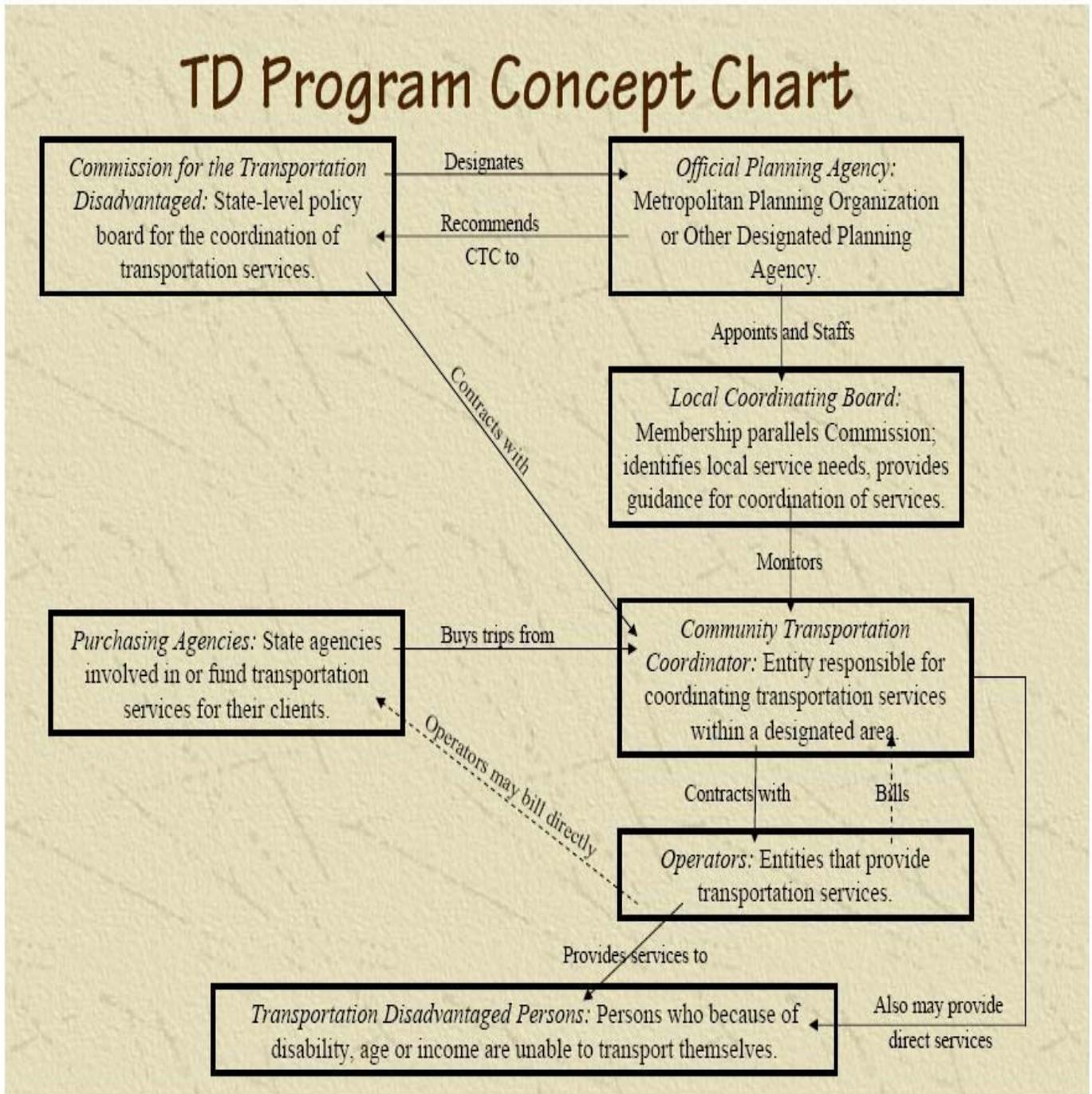
2. DESIGNATION DATE/HISTORY

On June 7, 1983, Lake Sumter Mental Health Center and Hospital was designated as the TD Provider for Lake County by the TD 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 was the County's Designated Official Planning Agency, and approved by the State of Florida CTD to be the CTC 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 CTD extended Lake County's CTC designation until October 30, 2009. The Lake~Sumter Metropolitan Planning Organization began serving as the Planning Agency for Lake County on April 25, 2005.

On May 3, 2005 the Lake County Board of County Commissioners entered into an agreement with MV Transportation to be its transportation provider. MV Transportation continues to serve as the transportation provider to Lake County.

3. ORGANIZATION CHART



4. 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 (2009-2011)

The Lake County TDSP provides the four major components that are required by the CTD, 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 in 2013 and TDSP in 2011.

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 CTD 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 TD 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 CTD will be considered throughout the development of the TDP and updated TDSP.

Lake County Transit Development Plan – (2008-2013)

The Transit Development Plan (TDP) is the strategic guide for public transportation in Lake county over the next five years. The TDP includes an evaluation of existing services, a review of demographic and travel behavior characteristics of the service area, a summary of local transit policies, the development of proposed transit enhancements, and the preparation of a five-year financial plan.

Transportation 2035 Plan (will be completed December 2010)

Transportation Improvement Plan (consistent with the MPO TIP 2009/10-2013/14)

Lake County 2025 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 MPO updated the 2020 with the 2025 LRTP; it 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 2025 LRTP.

Memorandum of Agreement (Transportation Disadvantaged Services In Lake County)

The fully executed Memorandum of Agreement between the CTD and Lake County Board of County Commissioners, which designates the Board as the CTC was also reviewed as part of this task. This agreement specifies the responsibilities pertaining to the provision TD 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 Transportation Disadvantaged Coordinating Board (TDCB) and the CTD. Numerous other requirements are identified in the agreement that is made as a basis for the provision of funding. Lake County executed a new Five (5) year Memorandum of Agreement November, 2008.

Annual Performance Report from the CTD

The annual TD performance report prepared by the CTD was reviewed for Lake County. The performance report provides an overview of the operating environment, the CTC, and other

information related to the TD program in Lake County. Statistics reported by Lake County CTC in their Annual Operations Report are also provided in the CTD 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.

2009 Annual Operations Report

An Annual Operations Report (AOR) is submitted to the CTD. The AOR for fiscal year 2008-2009 was reviewed for this TDP and TDSP update effort. The AOR is compiled by the CTC based on information from Lake County Connection and other Coordination Contractors. Information submitted in the AOR is used to develop the Lake County section of the 2009 Annual Performance Report produced by the CTD, as discussed previously.

Lake County CTC Operations Manual

The Lake County CTC Operations Manual establishes the daily operation guidelines 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. The Lake County Substance Abuse Policy was updated November 4, 2008 to reflect the “return to work” policy adopted by the Federal Transit Administration and the Florida Department of Transportation in October, 2008. 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 (FDOT) 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.

5. PUBLIC PARTICIPATION

Pursuant to Chapter 427, Florida Statutes, the purpose of the Transportation Disadvantaged Coordinating Board (TDCB) is to develop local service needs and to provide information, advice, and direction to the community transportation coordinator on the coordination of services to be provided to the transportation disadvantaged.

In addition to the requirement of meeting on a quarterly basis, the TDCB assists the CTC with many issues related to the delivery of transportation disadvantaged services. The board reviews the TDSP and evaluates the services provided by the CTC.

Representatives of Lake County and Sumter County governments, the 14 municipalities of Lake County, five (5) municipalities in Sumter County, the Central Florida Railroad, Lake County Schools, Sumter County Schools, the Florida Department of Transportation (FDOT) and the U.S. Department of Transportation (USDOT) are involved in the transportation planning process facilitated by the Lake~Sumter Metropolitan Planning Organization (LSMPO). The MPO's purpose is to provide effective leadership in the initiation and development of transportation plans, programs and strategies.

As the governmental body most directly responsible for the guidance of the transportation planning process, the MPO strives to ensure that the recommendations are in keeping with the goals and standards of the Federal Government, the State, Lake County, Sumter County, and the 19 incorporated jurisdictions. The MPO functions include, but are not limited to, the preparation of the tasks required by state rule or by federal policy.

As with all transportation planning legislated by federal and state laws, the MPO is responsible for ensuring adequate representation of and compatibility among state, county, and municipal projects in the transportation planning process. This includes consideration of all modes of transportation with respect to various members of the public. For example, the MPO incorporates into its planning efforts the needs of the elderly and handicapped as outlined in the Americans with Disabilities Act.

As part of the MPO planning process, public involvement is given a major priority. Projects funded through public dollars are to be planned in a manner that encourages public participation and incorporates public comments into planning efforts. As a result, a responsibility is placed on the MPO to develop a plan where the opportunity for public involvement is assured. As part of that plan, a required element is the outlining of the means by which to measure the success of the public involvement activities. By strategizing public involvement techniques and then monitoring and measuring the effectiveness, better planning products emerge that genuinely capture the needs of the public.

The LSMPO efforts to secure participation will target individuals, groups, or entities that could significantly be affected by the transportation plan recommendations or could significantly influence implementation. Stakeholders include but are not limited to: the general public; low-income, minority and disabled communities; neighborhood representatives; chambers of commerce; special transportation interests such as the transportation disadvantaged, freight shippers, transit users,

bicycle and pedestrian organizations; local officials; federal and state transportation agencies.

The LSMPO supports the public's right to have a strong voice in the transportation planning process. Public involvement informs and educates the public about transportation planning and creates an informed community, which in turn leads to better planning. Public involvement also engages the public and encourages meaningful feedback to be incorporated into planning products.

The MPO has an adopted PIP that reflects all aspects of our outreach program; please refer to www.LakeSumterMPO.com/PIP for more information.

B. SERVICE AREA PROFILE AND DEMOGRAPHICS

1. SERVICE AREA DESCRIPTION

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 is 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.

The service area is all of Lake County. Also the CTC does provide services outside of Lake County for medical purposes to Orange, Alachua and Sumter Counties. Other areas are approved when services are not available in the county.

2. DEMOGRAPHICS

a. Land Use

Lake~Sumter MPO plays an active role in merging the needs of public transportation with regional development plans. This includes neighborhoods, shopping centers, and medical facilities.

The transportation of people and goods in a community is one of the most important elements of a community. Without access, land cannot be developed or used for residential, commercial, recreational, or other purposes. While recognizing that automobile transportation is the single most important component of Lake County's transportation system, review of a number of issues outside the simple provision of streets and highways is needed. In order to look at the whole community transportation system, Lake~Sumter MPO includes automobile circulation, parking, airport, railroad, mass transit, transportation disadvantaged, rail, bikeways and pedestrian facilities in all planning efforts

As the population of Lake County continues to increase, it is apparent that significant increases in traffic volume on the County's major roadways will continue, and the expansion and widening of roadways cannot continue indefinitely. The high costs of right-of-way acquisition and concerns related to neighborhood impacts have already become deterrents to roadway expansion. Therefore, the County's future transportation planning will focus on a multi-modal transportation network to reduce the demand for automobile travel and to maximize the efficiency of the transportation system.

The goal of Lake~Sumter MPO is a community that emphasizes more efficient use of the existing transportation system and contributes to the wider National objectives of energy conservation, improved air quality, and increased social and environmental amenity and increased mobility of all residents.

Lake~Sumter MPO shall strive to address the need for a public transit system that serves major trip generators and attractors, and transit-dependent populations and land uses to provide a viable alternative to single-occupant vehicle travel in the urbanized areas of Lake County and within the region. The County shall cooperate with the LSMPO and the municipalities to implement the 2020 Lake County Transit Development Plan and its successor documents.

To ensure the accessibility of the transit system, Lake County will strive to provide to its residents and business community the ability to move from one mode of travel to another with ease using parking strategies such as having available parking at transfer stations and major stops; park and ride lots; parking garages to reduce on-street parking; and locating bus stops at existing, major parking facilities (i.e. malls, shopping centers, and parking garages.). The County will establish, in the Land Development Regulations, land use, site, and building guidelines and requirements for development in public transit corridors to Lake County will work with the Lake-Sumter Metropolitan Planning Organization, CTC, and the Transit Service Provider to determine and help eliminate the inefficiencies in public paratransit service provided for the transportation disadvantaged population and implement recommendations from the Transportation Disadvantaged Service Plan that maximizes the efficient provision of access to facilities required for a healthy lifestyle.

b. Population Profile

Lake County population increased from 152,104 persons in 1990, to 210,527 persons in 2000, to an estimated 291,993 persons in 2009, an overall increase of 92 percent. Lake County ranks as the 23rd fastest growing county in the United States. There are 14 incorporated municipalities and several unincorporated communities in Lake County. Table 1-1 presents population by municipality for the years 1990, 2000, 2003, 2006, and 2009 and percent change from 1990 to 2009.

**Table 1-1
Lake County Population Trends**

Municipality	1990	2000	2003	2006	2009	Percent Change (1990-2009)
Astatula	981	1,298	1,381	1,591	1,630	66.16%
Clermont	6,910	9,338	15,373	21,986	24,199	250.20%
Eustis	12,967	15,106	16,305	17,766	18,275	40.93%
Fruitland Park	2,754	3,186	3,265	3,628	3,978	44.44%
Groveland	2,300	2,394	3,726	5,509	7,135	210.22%
Howey-in-the-Hills	724	956	1,016	1,156	1,221	68.65%
Lady Lake	8,071	11,828	12,556	12,805	14,129	75.06%
Leesburg	14,903	15,956	16,290	18,841	20,506	37.60%
Mascotte	1,761	2,687	3,469	4,270	4,476	154.17%
Minneola	1,515	5,435	7,124	9,440	9,047	497.16%
Montverde	890	882	1,041	1,183	1,192	33.93%
Mount Dora	7,196	9,418	10,594	11,125	11,100	54.25%
Tavares	7,383	9,700	10,699	12,552	13,329	80.54%
Umatilla	2,350	2,214	2,359	2,672	3,047	29.66%
Unincorporated County	81,399	120,129	135,518	151,734	158,729	95.00%
Total	152,104	210,527	240,716	276,258	291,993	91.97%

Source: 1990 and 2000 Census, 2003, 2006 and 2009 Bureau of Economic and Business Research (BEBR) projections

c. 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 1-2 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 1-1 through 1-10 display selected information of Lake County 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.

According to the 2006 American Community Survey, 80 percent of Lake County commuters drove to work alone in 2006 and 13 percent carpooled. The average trip time for commuters to get to work was 27.4 minutes. According to the 2000 Census, 36.4 percent of Lake County residents travel to other counties for work and 28.6 percent of Lake County workers commute from other counties into Lake County.

**Table 1-2
Lake County Demographic and Journey-to-Work Characteristics**

Characteristics	FY 1990	FY 2000	Percent 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 1-2 (continued)
Lake County Demographic and Journey-to-Work Characteristics

Characteristics	FY 1990	FY 2000	Percent 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	0.7513	0.636	-0.115
Worked outside county of residence	0.2437	0.356	0.112
Worked outside state of residence	0.005	0.008	0.003
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.

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 1-3 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 1-4 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 shows 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 1-3
County of Work for Workers Residing in Lake County**

County of Residence		County of Work						Total
		Lake County	Orange County	Seminole County	Sumter County	Osceola County	Other	
Lake County (2000)	Number of Workers	51,842	20,009	2,979	1,214	1,110	4,309	81,463
	% Distribution	63.60%	24.60%	3.70%	1.50%	1.40%	5.30%	100.00%
Lake County (1990)	Number of Workers	42,777	7,948	1,261	510	457	3,981	56,934
	% Distribution	75.10%	14.00%	2.20%	0.90%	0.80%	7.00%	100.00%
Percent Change (1990 - 2000)		21.20%	151.70%	136.20%	138.00%	142.90%	8.20%	43.10%

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.

d. Major Trip Generators / Activity Centers

Major travel generators in Lake County include activity centers such as hospitals, schools, shopping centers, employment centers and central business districts. Map 1-11 shows major activity centers in Lake County. Most of the major activity centers are located along the US 441 corridor. The communities of Clermont, Minneola, Groveland, and Mascotte have experienced significant growth since the 2000 census. As a result, new activity centers are emerging south of Leesburg, along the Florida Turnpike, SR 50, and the Four Corners area in the form of DRIs.

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 2006, 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 1-5 lists major employers in Lake County.

**Table 1-4
Commuting from Neighboring Counties to Lake County**

County of Work		County of Residence						Total
		Lake County	Orange County	Seminole County	Sumter County	Osceola County	Other	
Lake County Lake County (2000)	Number of Workers	51,842	7,063	1,645	3,188	1,628	7,280	72,646
	% Distribution	71.40%	9.70%	2.30%	4.40%	2.20%	10.00%	100.00%
Lake County (1990)	Number of Workers	42,777	1,786	758	2,183	66	3,958	51,528
	% Distribution	83.00%	3.50%	1.50%	4.20%	0.10%	7.70%	100.00%
Percent Change (1990 - 2000)		21.20%	295.50%	117.00%	46.00%	2366.70%	83.90%	41.00%

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.

The top employers in Lake County as of 2006 are listed in Table 1-5, based on information from the Metro Orlando Economic Development Commission. Additionally, major employers in neighboring counties impact commuting patterns. Among Lake County residents commuting to work, 20,009 or 24.6 percent work in Orange County. The Walt Disney Company is the largest employer in Orange County with 56,800 employees. Seminole County employs 2,979 Lake County residents to various major employers through the County. Sumter County employs 1,214 Lake County residents or 1.5 percent of Lake County commuters. Major employers in Sumter County near the Lake County border include Coleman Federal Prison on CR 470 and CR 501, which employs 1,004 employees; The Villages of Lake-Sumter Inc. employs 700 people in Sumter County; T&D Concrete located at The Villages employs 460 employees; The Villages Regional Medical Center has 367 employees; and SECO Energy employs 300 people. Sumter County major employer data is from Enterprise Florida, Inc.

**Table 1-5
Major Employers in Lake County - 2006**

Employer	Number Employed
Lake County Public Schools	4,353
Villages of Lake-Sumter, Inc.	2,220
Leesburg Regional Medical Center	1,870
Florida/Waterman, Inc.	1,400
Embarq (formerly Sprint)	811
Casmin, Inc.	800
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
Cherry Lake Tree Farm	260

Source: Lexis Nexis, Harris InfoSource & Direct Company Contacts - 2006

**Table 1-6
Recent Establishment Activity**

Company	Products and Services	Investment
Blue Rhino	Refurb. Propane Cylinders	\$6,000,000
Dunkin' Brands, Inc.	Distribution Center	\$500,000
ICS of Florida, Inc.	Mfg. Energy Efficient Panels	\$800,000
National Institute of Telehealth (NIT)	Interactive Video Tech/ Research & Dev.	\$5,000,000
PERI Formwork Systems, Inc.	Supplier for Construction	\$3,500,000
QuietFlex Manufacturing, Co., LP	Mfg. Flexible Duct Work	\$1,000,000
The R.A. Siegel	Wholesale Flooring Dist.	\$3,000,000
Southeast Fabricators, Inc.	Mfg. Steel Signage	N/A

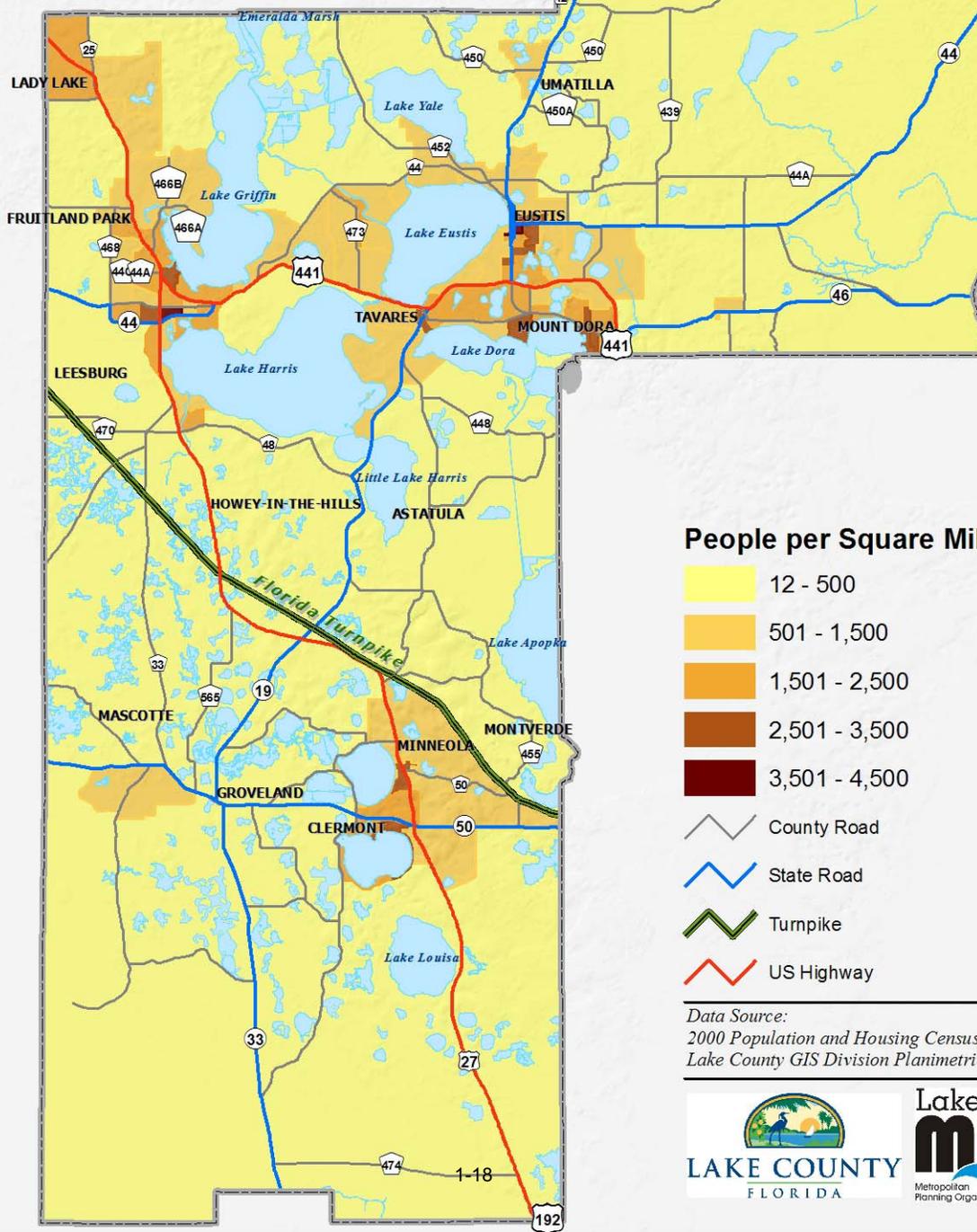
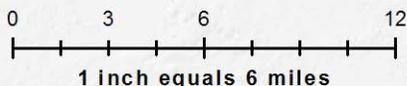
Source: Metro-Orlando Economic Development Commission, <http://www.orlandoedc.com/>, accessed Nov. 2007

TDP/TDSP

MAP 1-1

POPULATION DENSITY BY BLOCK GROUP (2000)

LAKE COUNTY



People per Square Mile

- 12 - 500
- 501 - 1,500
- 1,501 - 2,500
- 2,501 - 3,500
- 3,501 - 4,500

- County Road
- State Road
- Turnpike
- US Highway

Data Source:
2000 Population and Housing Census
Lake County GIS Division Planimetrics.

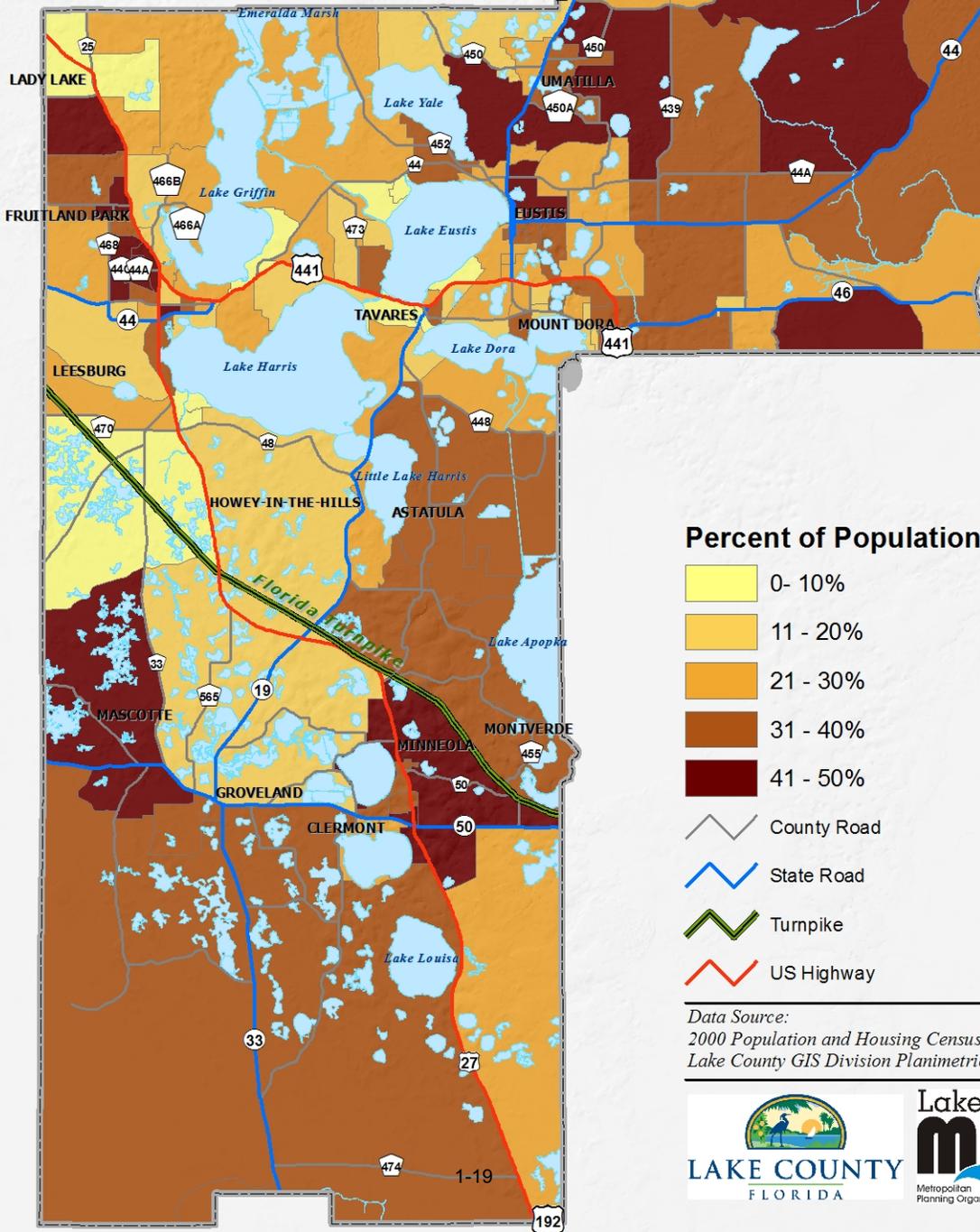
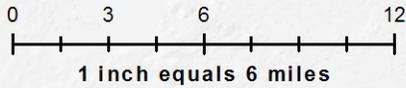


TDP/TDSP

MAP 1-2

PERCENT OF POPULATION UNDER 16 BY BLOCK GROUP (2000)

LAKE COUNTY

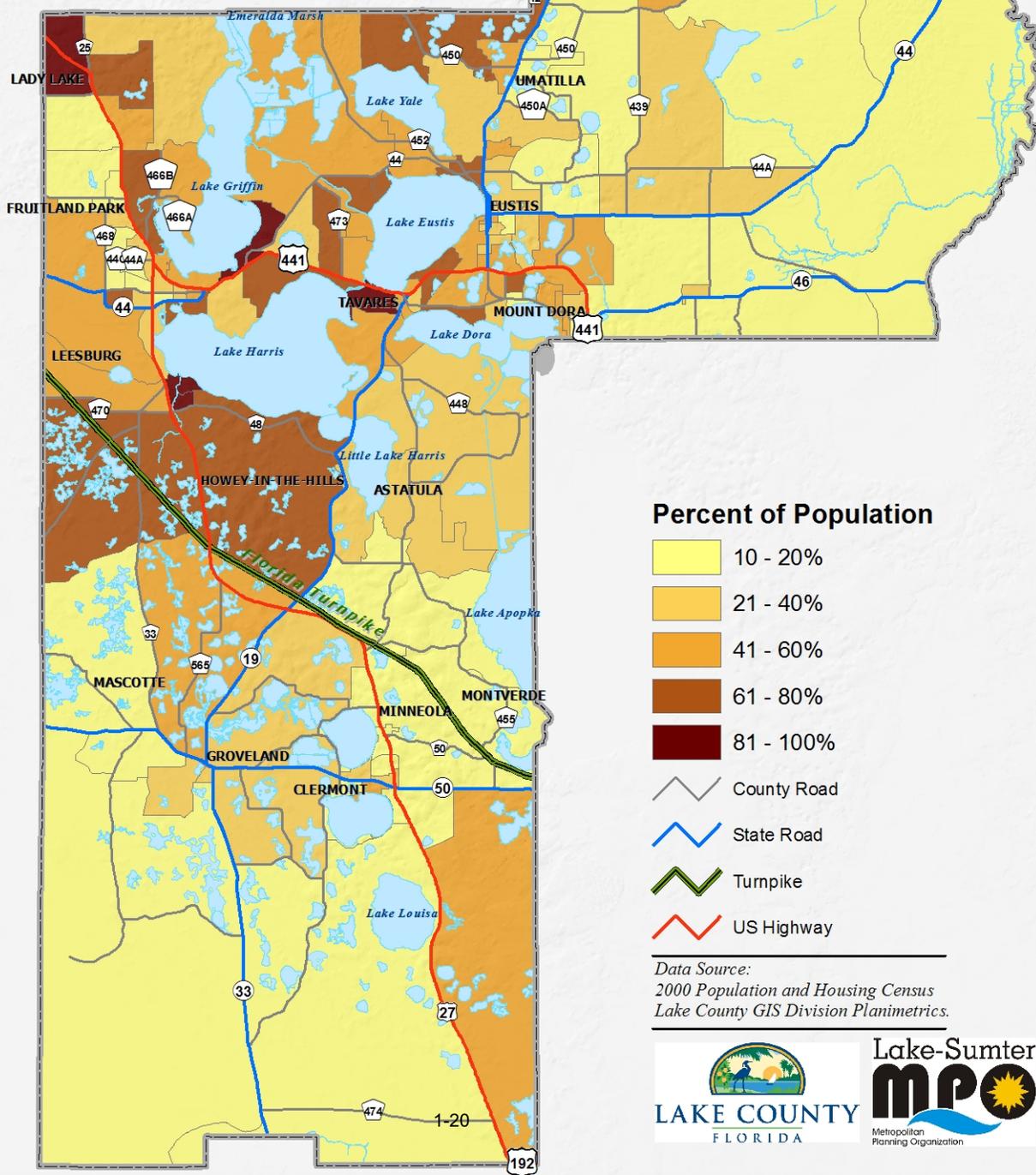
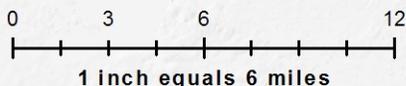


TDP/TDSP

MAP 1-3

PERCENT OF POPULATION OVER 60 BY BLOCK GROUP (2000)

LAKE COUNTY



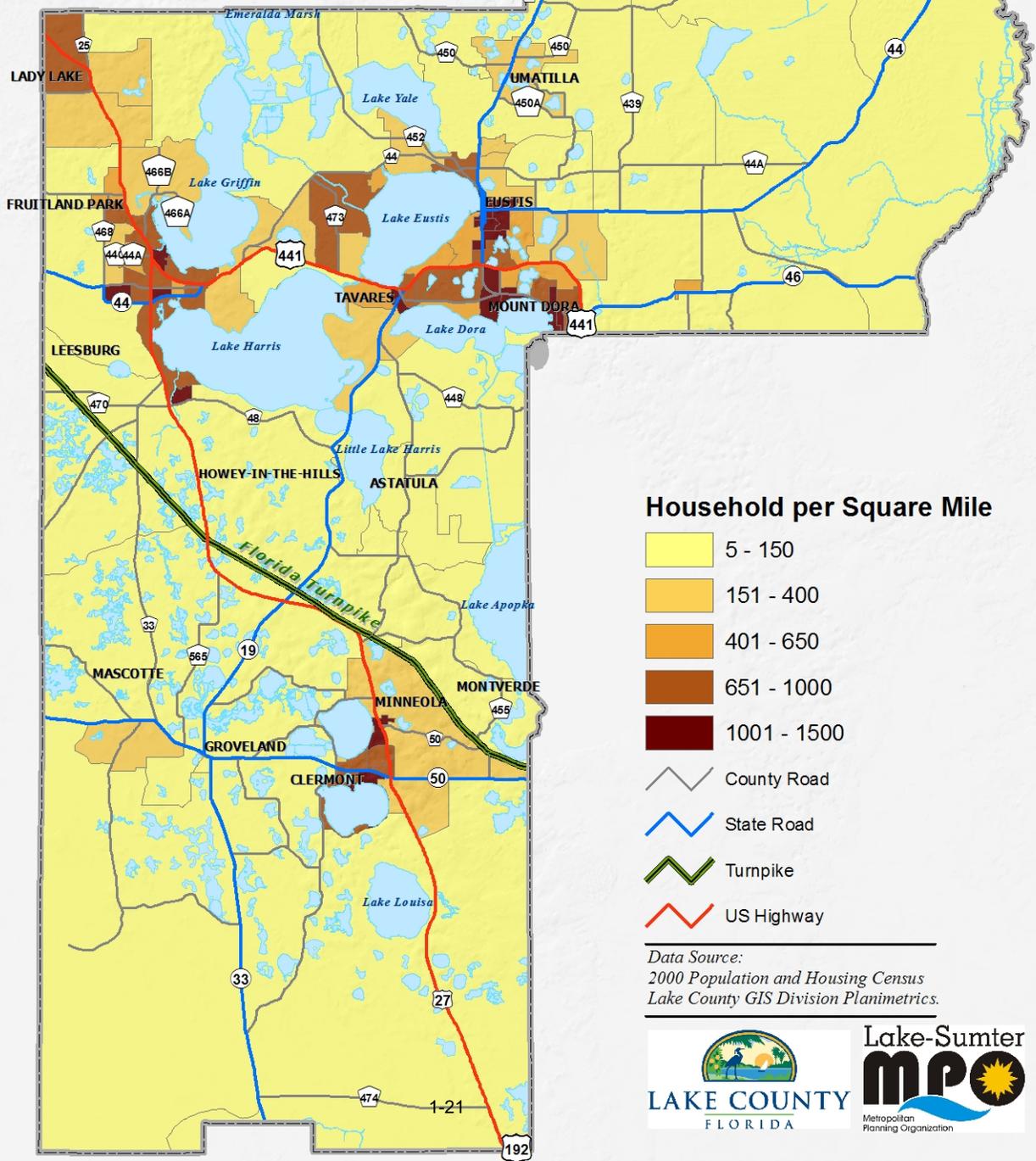
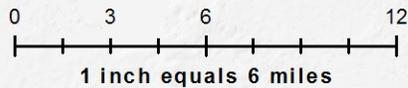
\\LakeSumterMPO\GIS\ProjectSpecificMaps\Transit_TDP\TDP_2008\TDP_MAP1-3_Lake_8x11.mxd - 4/18/2008 @ 11:01:23 AM

TDP/TDSP

MAP 1-4

HOUSEHOLDS PER SQUARE MILE BY BLOCK GROUP (2000)

LAKE COUNTY



Household per Square Mile

-  5 - 150
-  151 - 400
-  401 - 650
-  651 - 1000
-  1001 - 1500

-  County Road
-  State Road
-  Turnpike
-  US Highway

Data Source:
2000 Population and Housing Census
Lake County GIS Division Planimetrics.

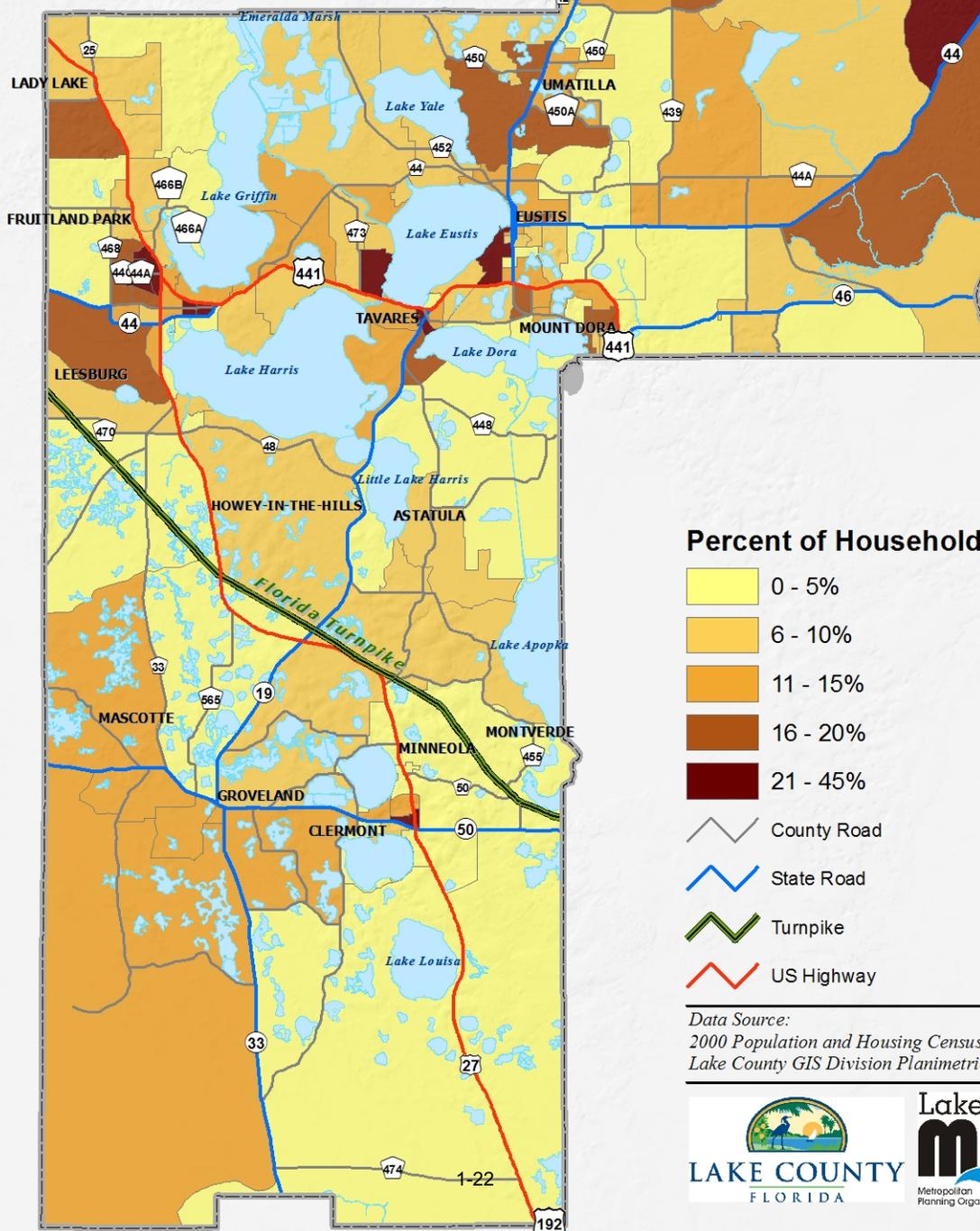
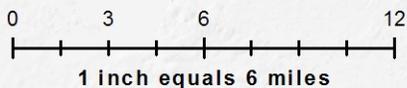


TDP/TDSP

MAP 1-5

PERCENT OF HOUSEHOLDS
WITH INCOME UNDER \$10,000
BY BLOCK GROUP (2000)

LAKE COUNTY



Percent of Households

-  0 - 5%
-  6 - 10%
-  11 - 15%
-  16 - 20%
-  21 - 45%

-  County Road
-  State Road
-  Turnpike
-  US Highway

Data Source:
2000 Population and Housing Census
Lake County GIS Division Planimetrics.

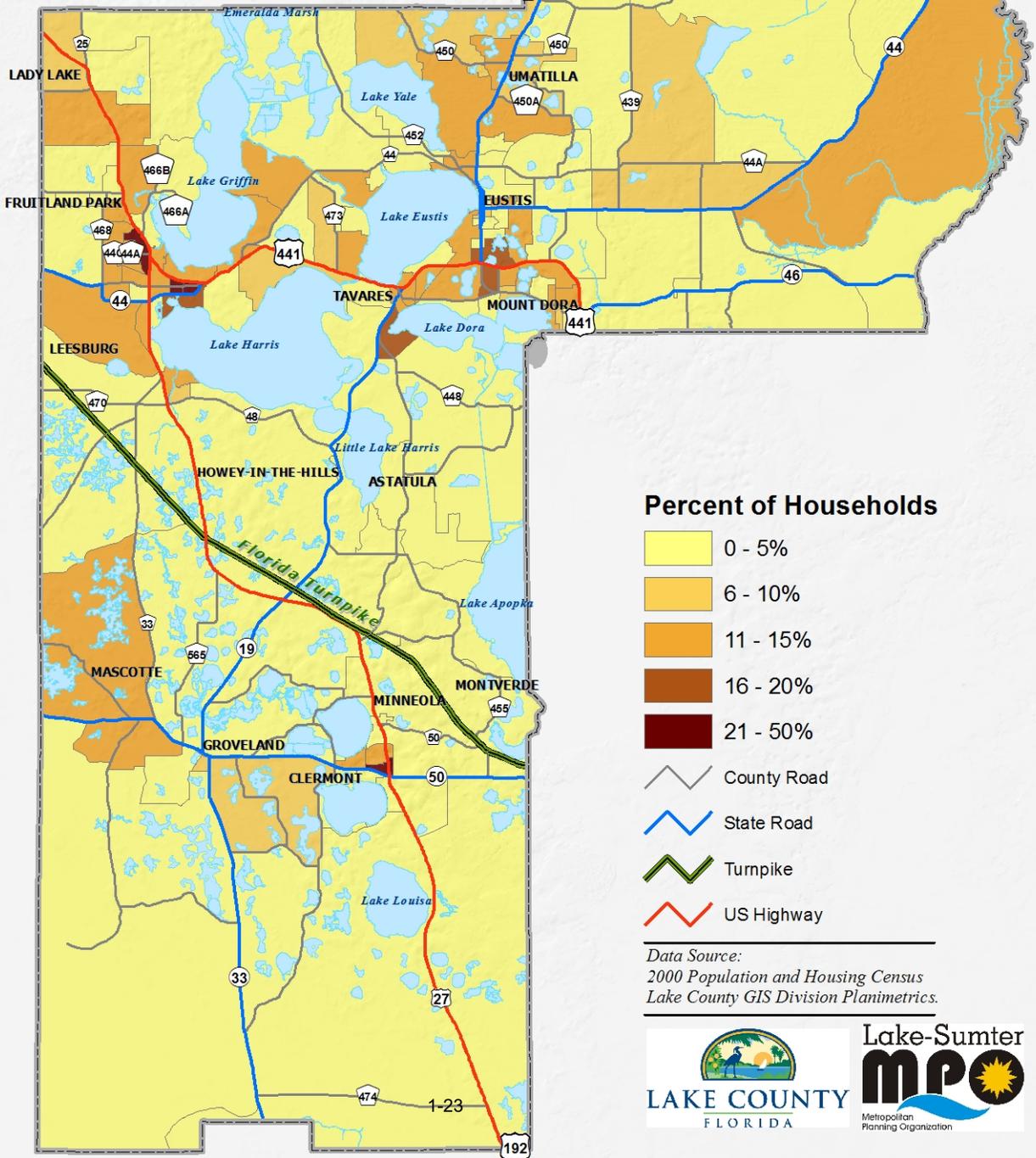
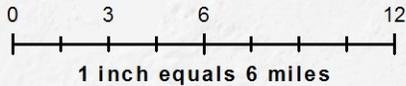


TDP/TDSP

MAP 1-6

PERCENT OF HOUSEHOLDS WITH NO VEHICLE BY BLOCK GROUP (2000)

LAKE COUNTY

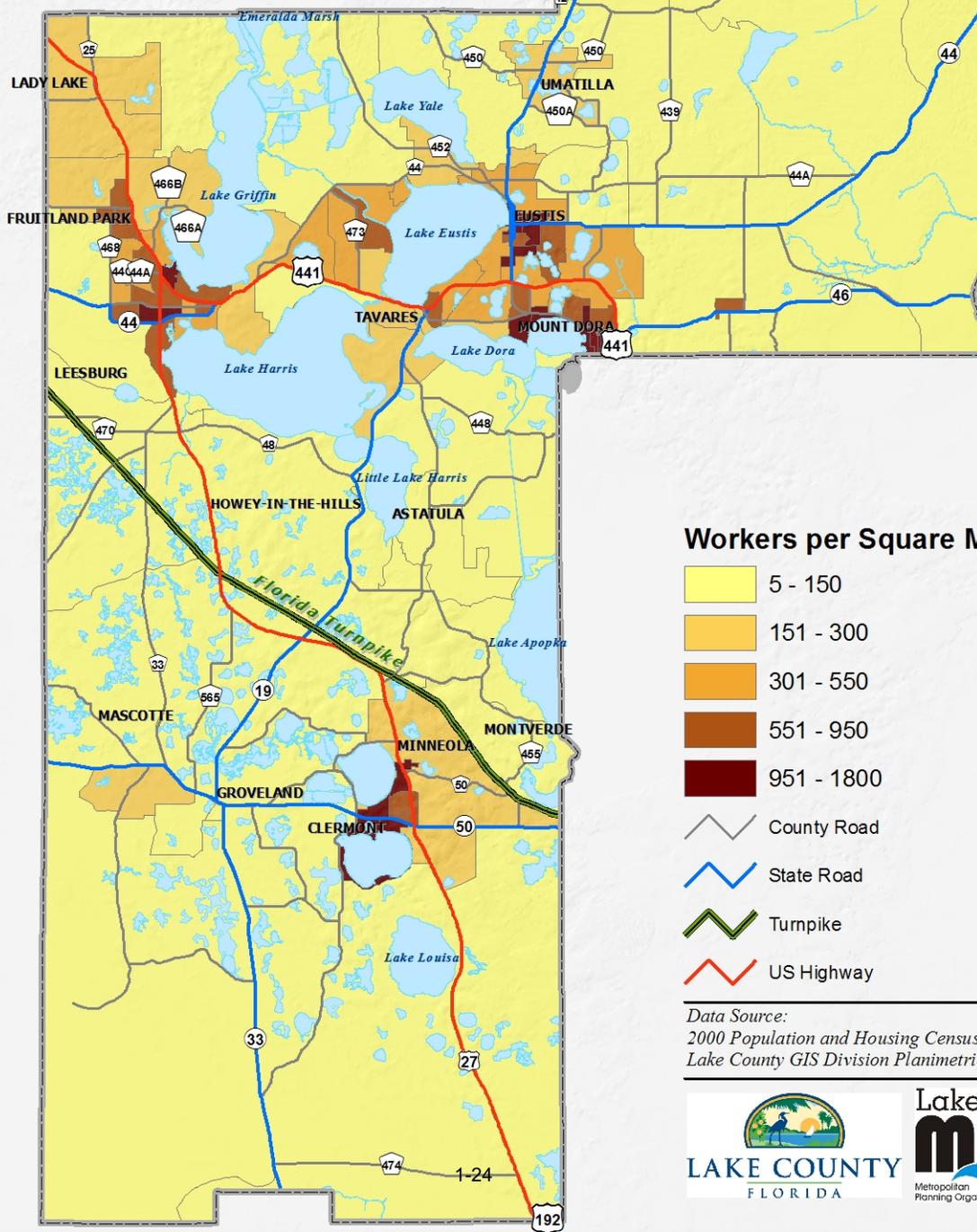
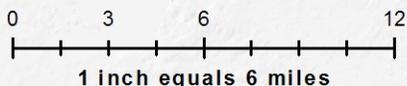


TDP/TDSP

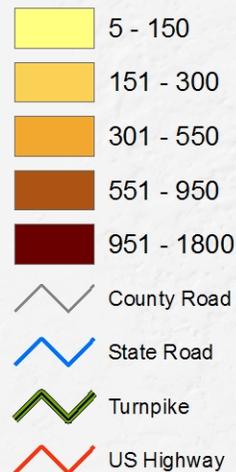
MAP 1-7

EMPLOYMENT DENSITY BY PLACE OF RESIDENCE BY BLOCK GROUP (2000)

LAKE COUNTY



Workers per Square Mile



Data Source:
2000 Population and Housing Census
Lake County GIS Division Planimetrics.

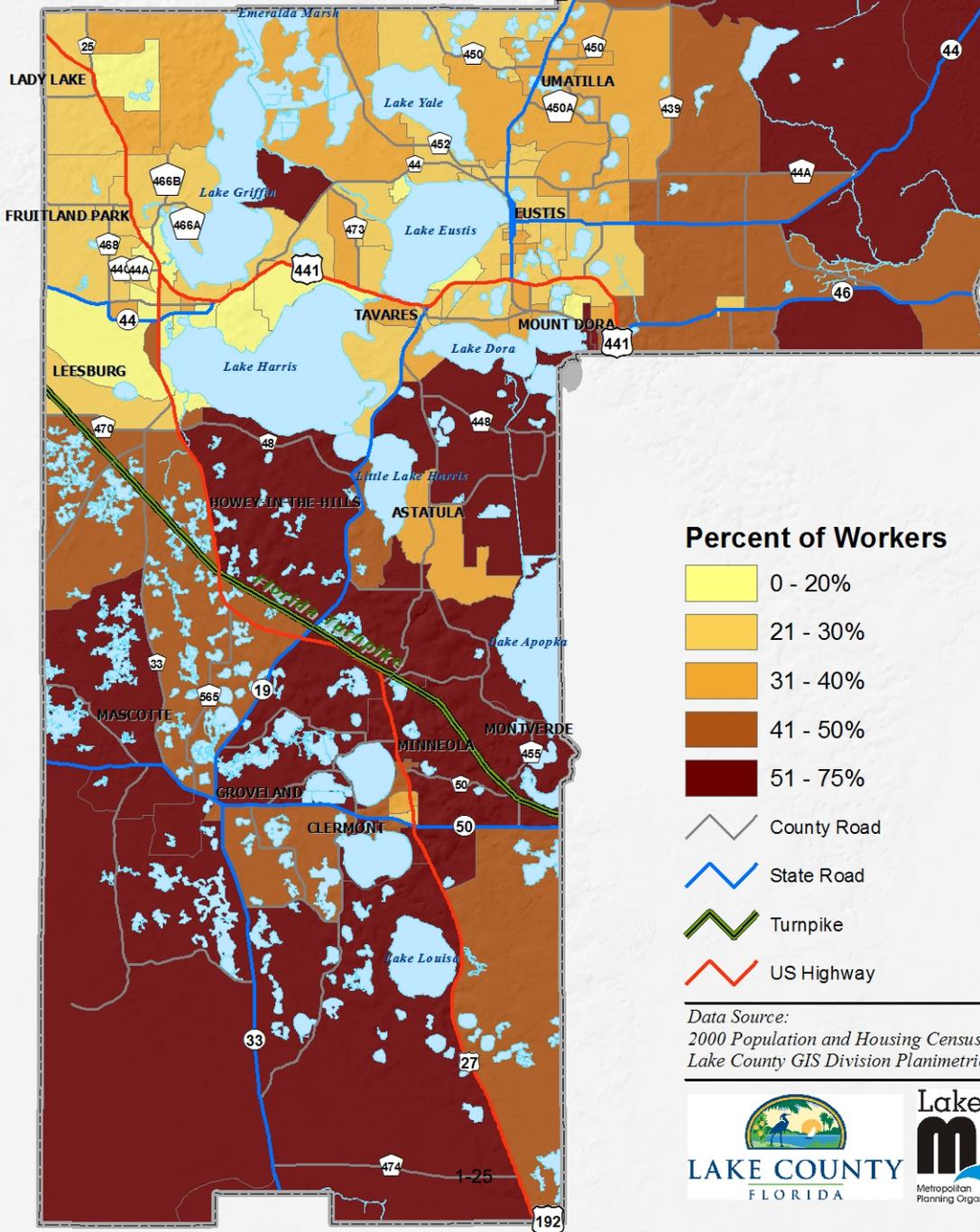
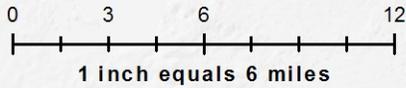


TDP/TDSP

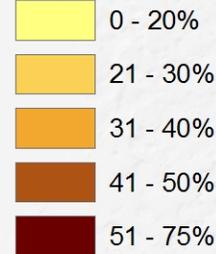
MAP 1-8

PERCENT OF WORKERS WITH COMMUTE TIME GREATER THAN 30 MINUTES BY BLOCK GROUP (2000)

LAKE COUNTY



Percent of Workers



Data Source:
2000 Population and Housing Census
Lake County GIS Division Planimetrics.

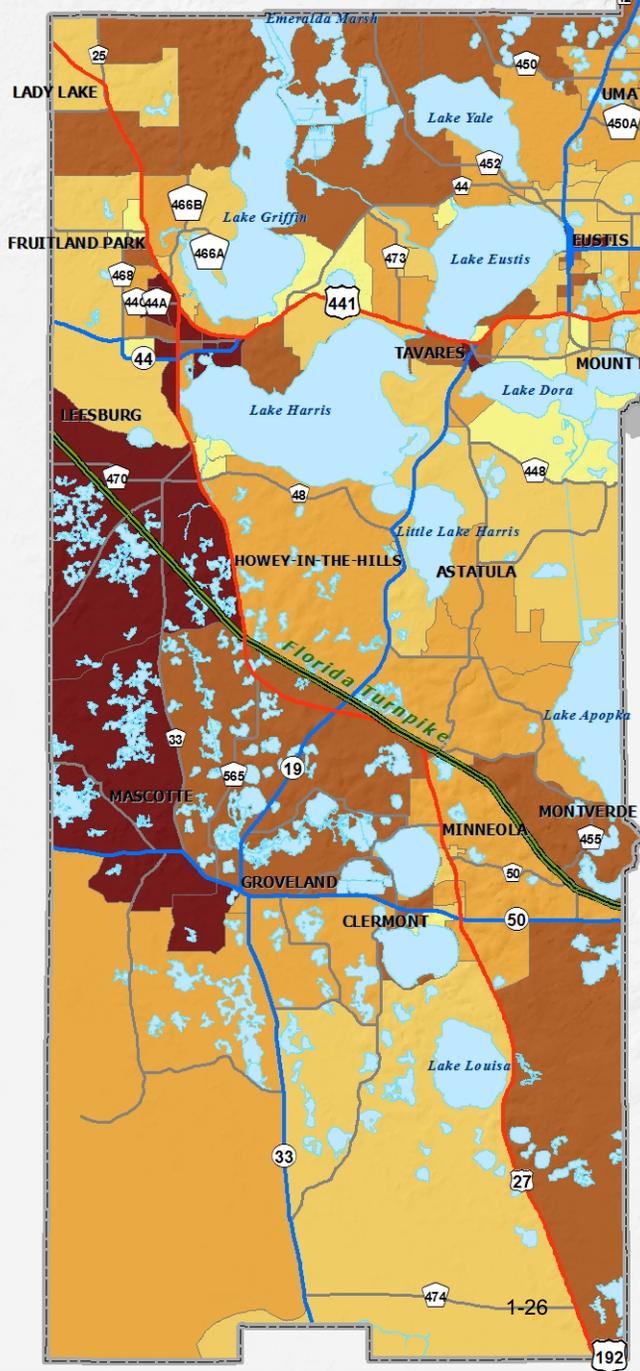
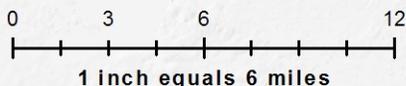


TDP/TDSP

MAP 1-9

PERCENT OF WORKERS USING CAR POOLS BY BLOCK GROUP (2000)

LAKE COUNTY



Percent of Workers

- 0 - 5%
- 6 - 10%
- 11 - 15%
- 16 - 20%
- 21 - 35%

- County Road
- State Road
- Turnpike
- US Highway

Data Source:
2000 Population and Housing Census
Lake County GIS Division Planimetrics.

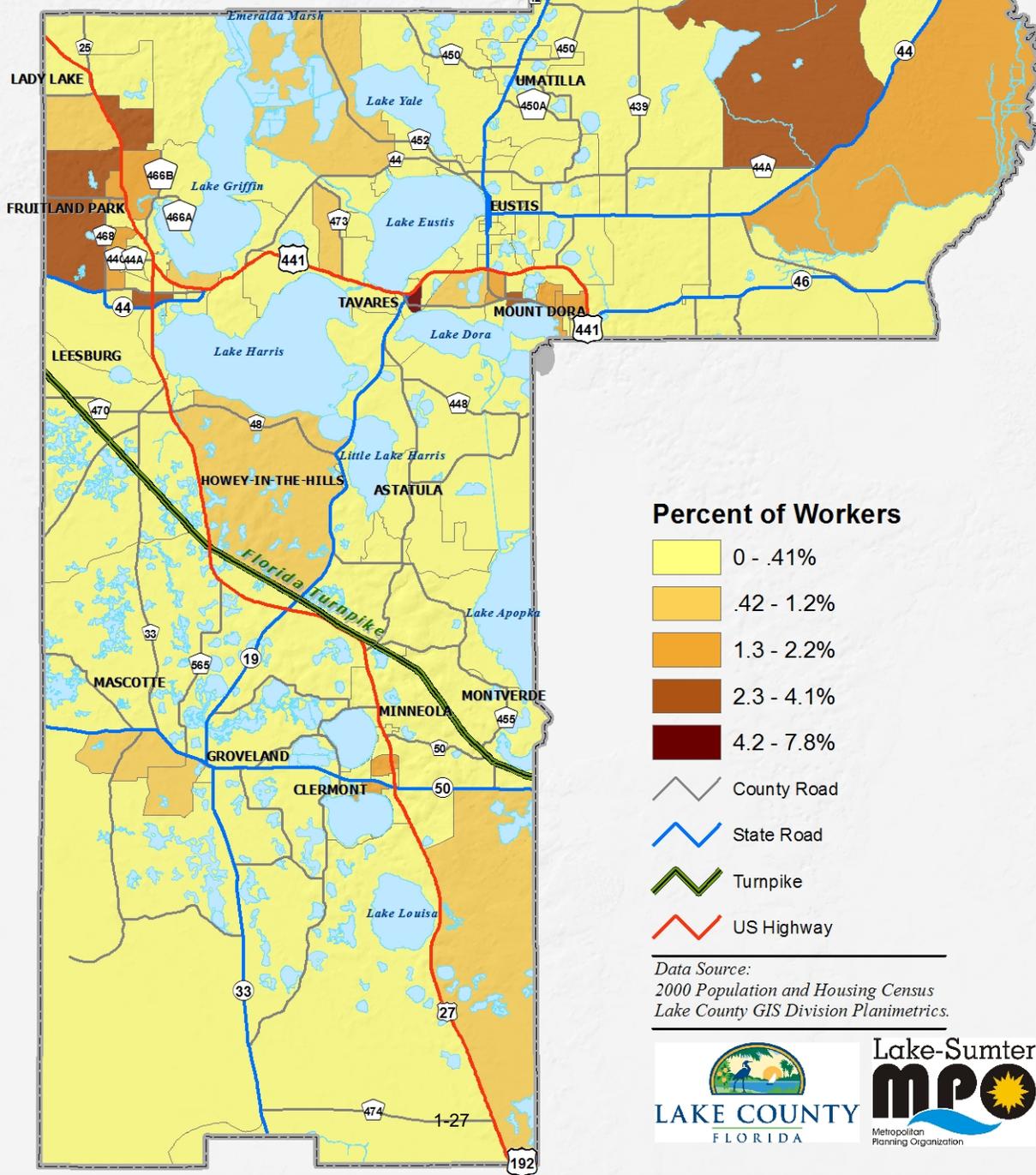
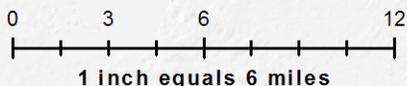


TDP/TDSP

MAP 1-10

PERCENT OF WORKERS USING PUBLIC TRANSPORTATION BY BLOCK GROUP (2000)

LAKE COUNTY



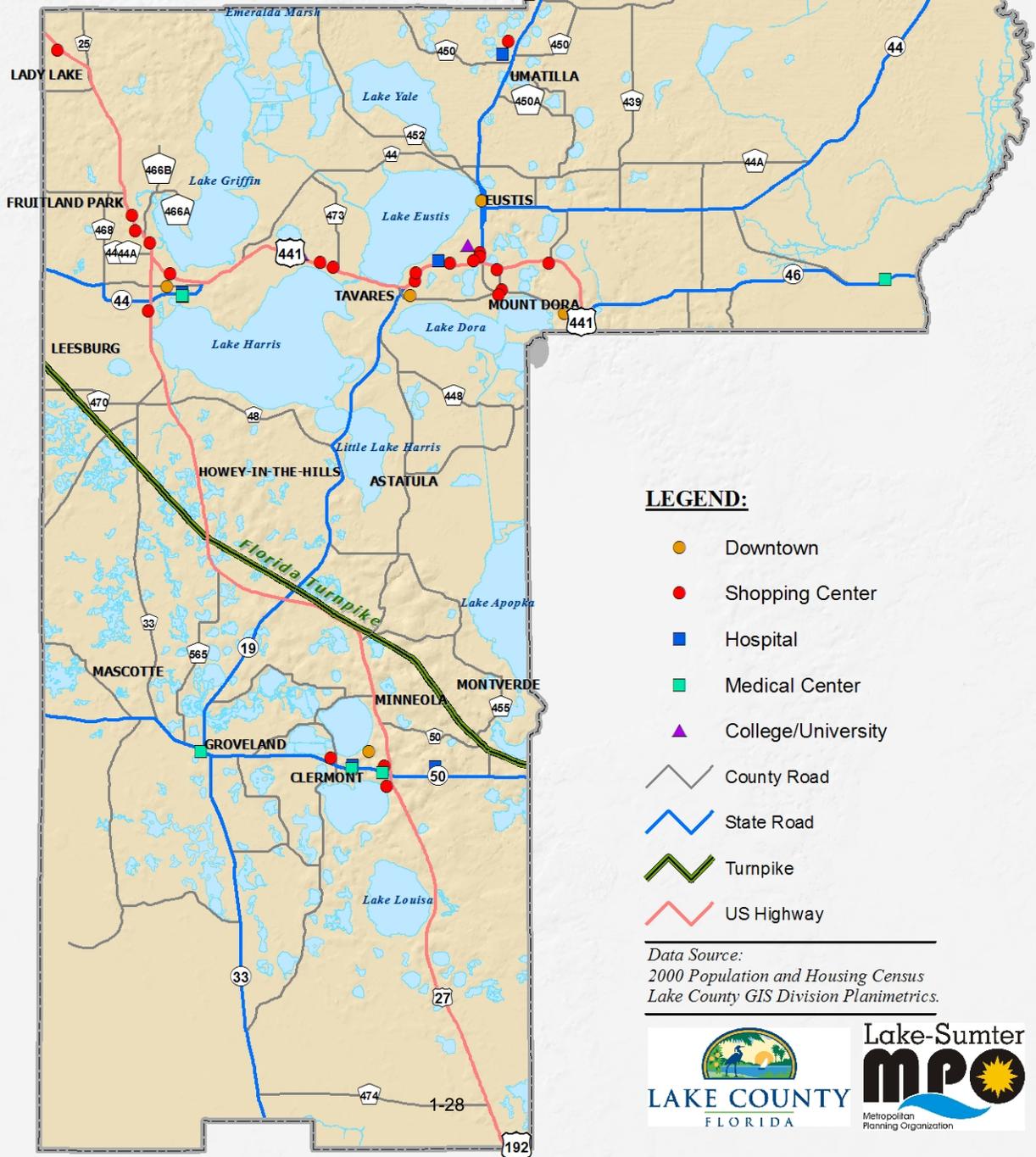
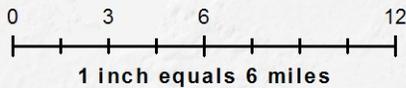
\\LakeSumterMPO\GIS\ProjectSpecificMaps\Transit_TDP\TDP_MAP1-10_Lake_8x11.mxd - 4/18/2008 @ 10:55:26 AM

TDP/TDSP

MAP 1-11

MAJOR ACTIVITY CENTERS

LAKE COUNTY



LEGEND:

-  Downtown
-  Shopping Center
-  Hospital
-  Medical Center
-  College/University
-  County Road
-  State Road
-  Turnpike
-  US Highway

Data Source:
2000 Population and Housing Census
Lake County GIS Division Planimetrics.



e. Inventory of Available Transportation Services

Lake County Paratransit Service:

Lake County Connection
(352) 742-6580

Lake County Fixed Route Service:

LakeXpress
www.LakeXpress.com
(352) 326-8637

There is one private-for-profit operator under contract with Lake County providing transportation services to the coordinated system, and twenty-five (25) coordination contractors.

Private for Profit Operator:

M.V. Transportation Inc.

Coordination Contracts as of 6/1/2010

Barriner, Tia d.b.a. Circle of Life Assisted Care
Brower, Joan
Building Blocks Ministries, Inc.
Bush, Ronald LLC.
Caring Services from the Heart
Christian Home Companionship
Count Your Blessings, Inc.
DOU Transportation, Inc.
Florida Transcare, Inc.
Gift of Love, LLC.
Great Expectations, Inc.
Green, Jennifer d.b.a. Brighter Higher Height
Hines, Bobbie
Kinsman Transportation, Inc.
LifeStream Behavioral Center, Inc.
Love Thy Neighbor
New Seasons Agency
Serenity Holistic Residential Care
Silver Pointe, Inc.
Sunrise Arc
Watkins, Tamara d.b.a. Hanna House of Care
Wings of Love

Other Private Operators:

American Logistics
Godoy Transportation
GT Transportation
Palmetto Transport & Logistic
Sunshine Shuttle & Charter Inc.

Taxicabs

A1 Taxi
AAA Access Taxi of Clermont
AAA Airport Taxi of Clermont
AAA Yellow Cab of Clermont
Ambassador Limousine & Airport Shuttle
Central Taxi
Central Taxi South
Eco Green Airport Taxi
Eustis Taxi
Eutco
Home Town Taxi & Delivery Service
Kings 321 Zoom Taxi & Delivery Service
Mr. Taxi
#1 Cab
Ronny's Ride
Tippy's Taxi
Tri-City Cab
Yellow Cab City Inc.

C. SERVICE ANALYSIS/TREND ANALYSIS

1. FORECASTS OF 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 CTD. The results provide 2009 estimates for the TD population in Lake County. TD population projections also are made for the years through 2013. These population projections also are broken down by population segment to better understand the composition of the TD population.

Chapter 427 of the Florida Statutes defines transportation disadvantaged (TD) persons 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 s.411.202.”

There are two categories of TD population in the State of Florida, the difference between which are specifically related to funding arrangements. The first group is the “potential TD population” (also known as TD Category 1). 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 1, 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 1-7 presents forecasts the TD population for these two categories in Lake County for the next five years. These forecasts were developed using the methodology outlined in the 1993 CUTR report, *Methodology Guidelines for Forecasting TD Transportation Demand at the County Level.*

**Table 1-7
Forecasts of TD Populations in Lake County**

TD Population	Year							
	2006	2007	2008	2009	2010	2011	2012	2013
Category I	108,412	111,097	113,854	116,681	119,583	122,562	125,619	128,755
Category II	20,145	20,610	21,087	21,576	22,078	22,591	23,120	23,659

Tables 1-8 and 1-9 further breaks down 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 1-8
2009 Lake County Potential Transportation
Disadvantaged Population (Category I)**

Segments	Population Estimates	Percent of Total Potential TD
Disabled, Non-Elderly, Low Income	1,410	1.21%
Disabled, Non-Elderly, Non-Low Income	10,161	8.71%
Disabled, Elderly, Low Income	2,110	1.81%
Disabled, Elderly, Non-Low Income	21,712	18.61%
Non-Disabled, Elderly, Low Income	5,495	4.71%
Non-Disabled, Elderly, Non-Low Income	57,697	49.45%
Non-Disabled, Non-Elderly, Low Income	18,095	15.51%
Total Potential Transportation Disadvantaged	116,681	100.0%

**Table 1-9
2009 Lake County Transportation
Disadvantaged Population (Category II)**

Segments	Population Estimates	Percent of Total Potential TD
Transportation Disabled, Non-Elderly, Low Income	452	2.1%
Transportation Disabled, Non-Elderly, Non-Low Income	3,192	14.8%
Transportation Disabled, Elderly, Low Income	1,057	4.9%
Transportation Disabled, Elderly, Non-Low Income	11,112	51.5%
Non-Transportation Disabled, Low Income, No Auto, No Fixed-Route Transit	5,763	26.7%
Total Transportation Disadvantaged Population	21,576	100.0%

A trend analysis from FY 2004 through FY 2009 was conducted to examine the performance of the Lake County CTC over time. This trend analysis includes information for all TD transportation services coordinated through the CTC. However, it is important to recognize that MV Transportation 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 AOR's. Results from the trend analysis are provided in the following paragraphs.

a. Performance Measures

Shown in Table 1-10 and Figures 1-1 through 1-7 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 2004 through FY 2009. Total annual passenger trips have increased since FY 2004, resulting in an overall increase of over 23 percent (from 220,958 trips to 271,154 trips.) Vehicle miles of service over the six-year period have increased by 23 percent. Revenue miles over the six-year period also showed an increase of 34 percent. CTC operating expenses have increased by 76 percent over the six-year period. During this time, operating revenues have increased by 103

percent. In addition, although vehicle fleet size has fluctuated significantly during the review timeframe, overall it decreased from 98 vehicles in FY 2004 to 95 vehicles in FY 2009. This represents a 3 percent decrease over the six-year period.

**Table 1-10
Lake County CTC Trend Analysis**

Performance Measures	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	Percent Change (2004-2009)
Passenger Trips	220,958	229,678	247,177	242,314	251,880	271,154	22.72%
Vehicle Miles	2,115,811	1,730,652	2,060,641	2,362,523	2,399,980	2,595,156	22.66%
Revenue Miles	1,649,860	1,283,006	1,937,089	2,022,152	2,110,042	2,214,628	34.23%
Operating Expenses	3,282,757	3,761,421	4,645,370	5,515,813	4,748,269	5,789,958	76.37%
Operating Revenues	3,402,148	3,734,931	4,347,603	5,515,813	5,044,490	6,912,759	103.19%
Total Fleet	98	87	72	85	84	95	-3.06%

Figure 1-1

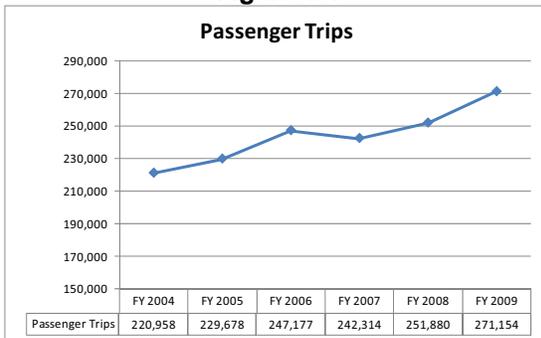


Figure 1-2

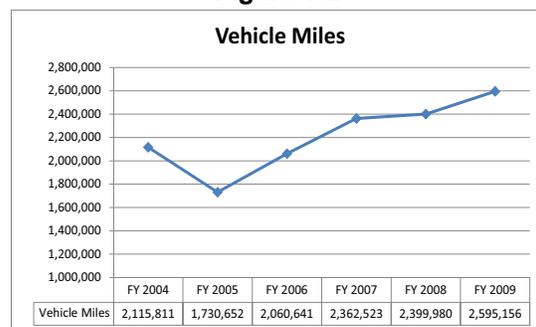


Figure 1-3

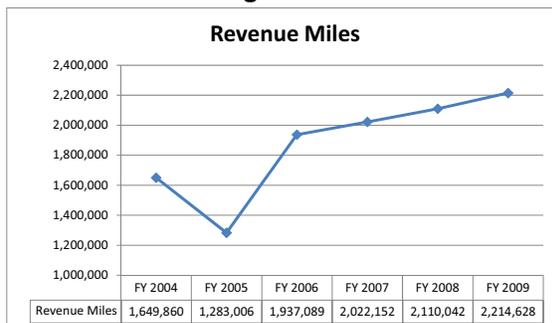


Figure 1-4

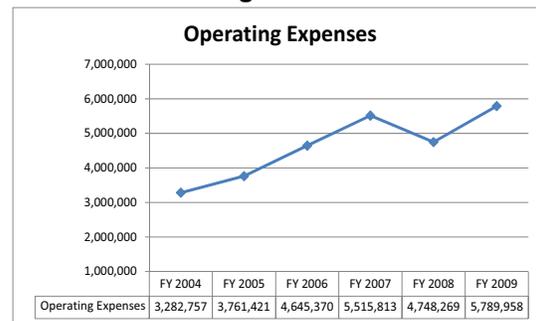


Figure 1-5

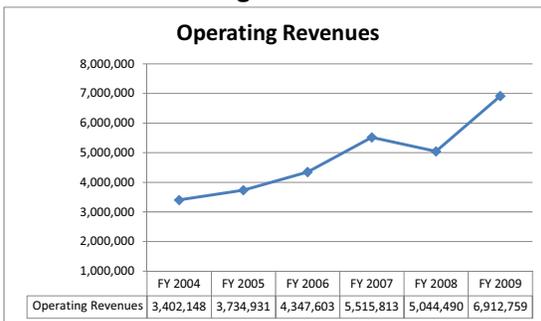
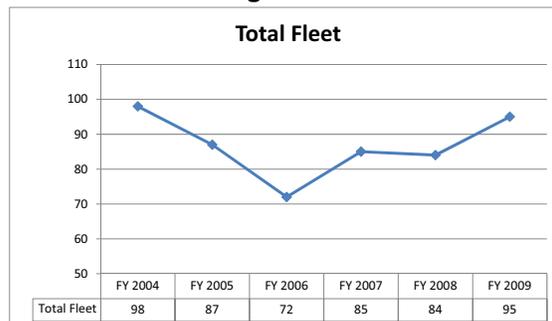


Figure 1-6



b. 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 1-11 and Figures 1-7 through 1-12. The data indicates a slight decrease of .10 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.”

The average number of passenger trips per potential TD customer increased slightly by 6.6 percent over the six-year period, while the average number of passenger trips per vehicle mile stayed the same.

The last two effectiveness measures in Table 1-11 are measures of system safety and service reliability. Accidents per 100,000 vehicle miles logged showed a decrease over the six-year period. The biggest one-year result for this measure occurred in FY 2009, with .19 accidents per every 100,000 vehicle miles traveled. Overall, this measure decreased by nearly 68 percent since FY 2004.

**Table 1-11
Lake County CTC Trend Analysis
Effectiveness Measures**

Performance Measures	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	Percent Change (2004-2009)
Vehicle Miles per TD Capita	19.99	15.96	19.00	21.26	21.08	22.24	11.26%
Vehicle Miles per Passenger Trip	9.58	7.54	8.34	9.75	9.53	9.57	-0.10%
Passenger Trips per TD Capita	2.18	2.17	2.09	2.18	2.21	2.32	6.60%
Passenger Trips per Vehicle Mile	0.10	0.13	0.12	0.10	0.10	0.10	0.05%
Accidents per 100,000 Vehicle Miles	0.61	0.81	0.63	1.90	0.25	0.19	-68.42%
Vehicle Miles between Roadcalls/Failures	45,996	247,236	26,762	25,403	20,339	34,147	-25.76%

Figure 1-7

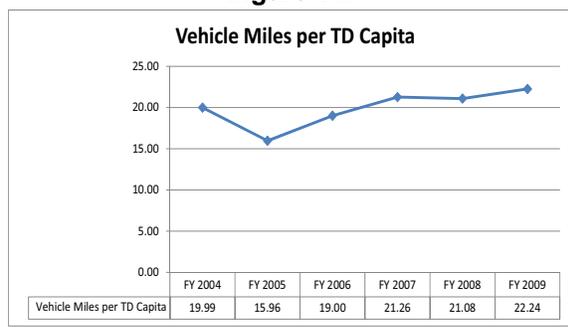


Figure 1-8

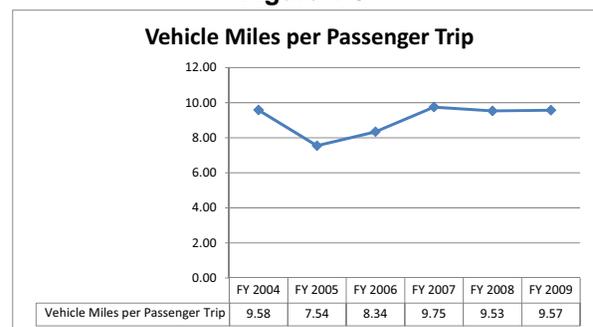


Figure 1-9

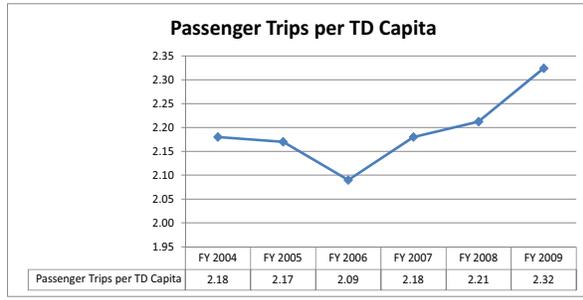


Figure 1-10

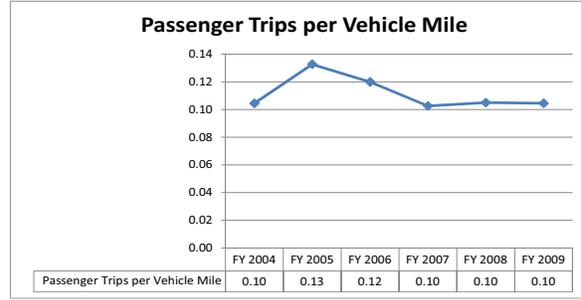


Figure 1-11

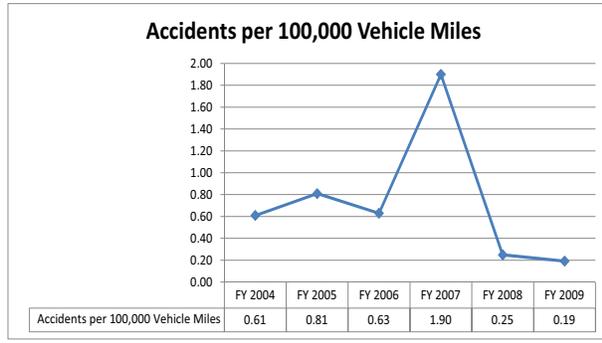
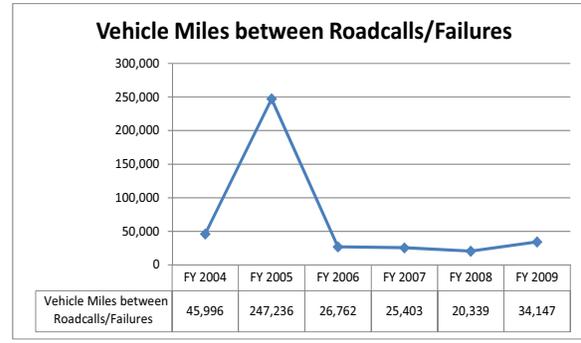


Figure 1-12



c. 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 1-12 and illustrated in Figures 1-14 through 1-18.

The first three 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 and per vehicle mile each showing a significant increase of nearly 44 percent. The operating expense per driver hour also increased by 32 percent for the same period.

**Table 1-12
Lake County CTC Trend Analysis
Efficiency Measures**

Performance Measures	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	Percent Change (2004-2009)
Operating Expense Per Passenger Trip	\$14.86	\$16.38	\$18.79	\$22.76	\$18.85	\$21.35	43.67%
Operating Expense Per Vehicle Mile	\$1.55	\$2.17	\$2.25	\$2.33	\$1.98	\$2.23	43.87%
Operating Expense Per Driver Hour	\$30.00	\$35.30	\$42.00	\$41.00	\$26.73	\$39.72	32.40%
Local Non-Government Revenue Ratio	1.9%	5.0%	1.8%	1.5%	1.7%	1.8%	-5.74%
Local Government Revenue Ratio	19.4%	39.9%	48.8%	43.1%	51.0%	37.0%	90.70%

Source: Annual Performance Reports from 2004-2009, 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 1-14

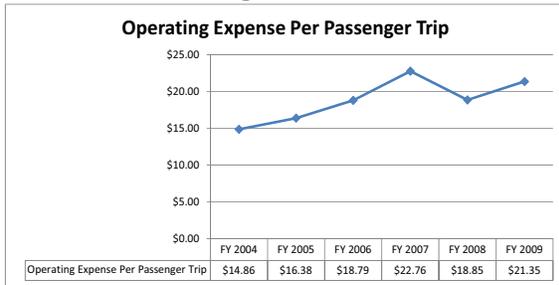


Figure 1-15

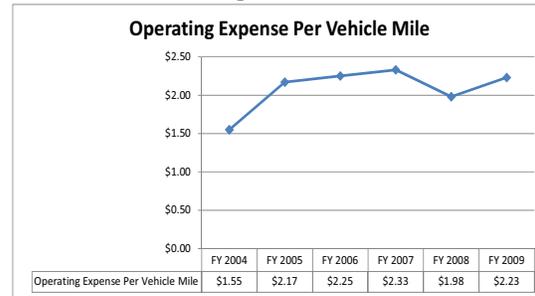


Figure 1-16

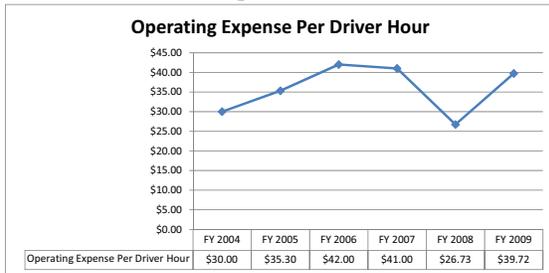


Figure 1-17

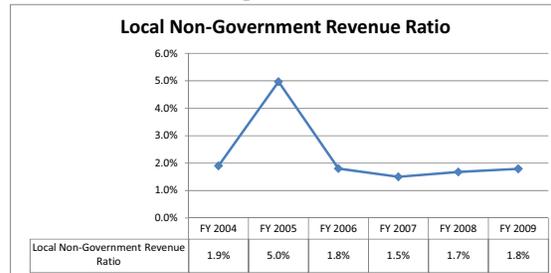
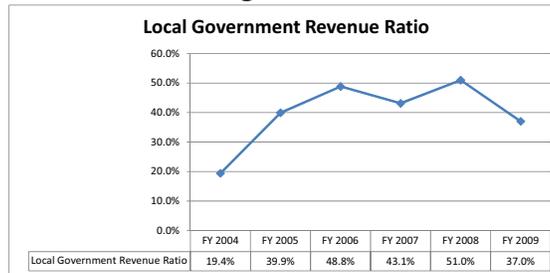


Figure 1-18



The other two efficiency measures listed in Table 1-12 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 nearly 6 percent from FY 2004-2009. 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 nearly 91 percent.

d. 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 1-13 provides a summary of the trend analysis indicating each

performance measure, along with the percent change from 2004-2009.

**Table 1-13
Lake CTC Trend Analysis Summary**

Performance Indicators/Measures	Percent Change (2004-2009)
<i>Performance Measures</i>	
Passenger Trips	22.72%
Total Vehicle Miles	22.66%
Total Revenue Miles	34.23%
Operating Expense	76.37%
Total Fleet Size	-3.06%
<i>Effectiveness Measures</i>	
Vehicle Miles per TD Capita	11.26%
Vehicle Miles per Passenger Trip	-0.10%
Passenger Trips per TD Capita	6.60%
Passenger Trips per Vehicle Mile	0.05%
Accidents per 100,000 Vehicle Miles	-68.42%
Vehicle Miles between Roadcalls	-25.76%
<i>Efficiency Measures</i>	
Operating Expense Per Passenger Trip	43.67%
Operating Expense Per Vehicle Mile	43.87%
Operating Expense Per Driver Hour	32.40%
Local Non-Government Revenue Ratio	-5.74%
Local Government Revenue Ratio	90.70%

e. 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 CTC's included in the analysis are shown in Table 1-14. 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 1-14 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 CTC's 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 2009, the most recent full fiscal year of data available to date. Data used in the peer review analysis is documented in Appendix B.

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, were obtained from the CTD's *2009 Annual Performance Report*, which contains a compilation of the Annual Operating Reports submitted to the CTD for FY 2009 by each local CTC.

**Table 1-14
Lake County CTC System Peers, FY 2009**

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: 2009 Annual Performance Reports, Florida Commission for the Transportation Disadvantaged

f. Performance Measures

Table 1-15 and Figures 1-19 through 1-26 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.

In comparison to the peer group, Lake County TD transit service has provided the fourth highest number of passenger trips in FY 2009 (11% above the peer group mean). In addition, the system

has provided the most vehicle miles and revenue miles of service (89% and 88% 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 third largest vehicle fleet in the group, with a total of 95 vehicles. This fleet size is over nine percent higher than the FY 2009 peer group mean of almost 87 vehicles.

Data related to system total operating expenses and operating revenues also are presented in Table 1-15. These data show that Lake County CTC operating expenses are the highest in the group and 66 percent higher than the peer group mean for FY 2009. Total operating revenue for the Lake County CTC is also higher (92 percent) than the peer group means, and ranks first overall among the peers.

Table 1-15
CTC Peer Analysis
Performance Measures, FY 2009

Performance Measures	Lake	Peer Group Minimum	Peer Group Maximum	Peer Group Mean	Lake: % From Mean
Service Area Population	288,400	141,700	438,700	264,438	9.06%
Potential TD Population	116,681	59,389	217,334	120,594	-3.24%
Passenger Trips	271,154	85,672	351,558	243,745	11.24%
Vehicle Miles	2,595,156	612,366	2,595,156	1,375,627	88.65%
Revenue Miles	2,214,628	439,149	2,214,628	1,178,840	87.87%
Operating Expenses	5,789,958	1,698,807	5,789,958	3,496,967	65.57%
Operating Revenues	6,912,759	1,691,276	6,912,759	3,606,725	91.66%
Total Fleet	95	27	170	87	9.20%

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

Figure 1-19

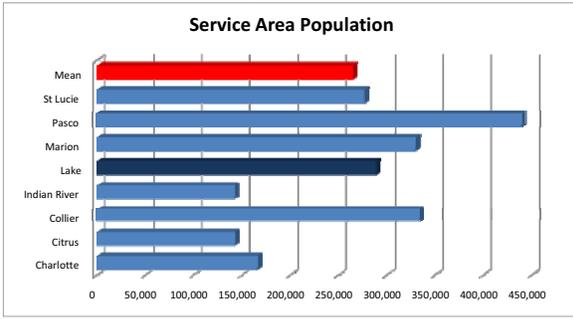


Figure 1-20

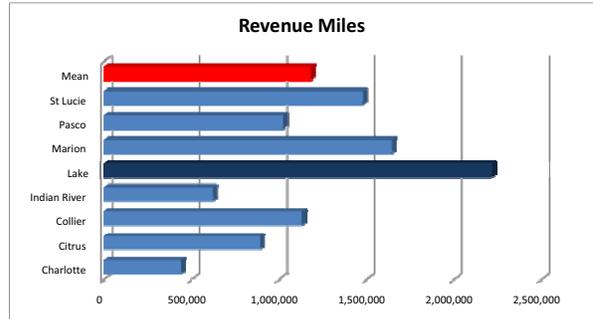


Figure 1-21

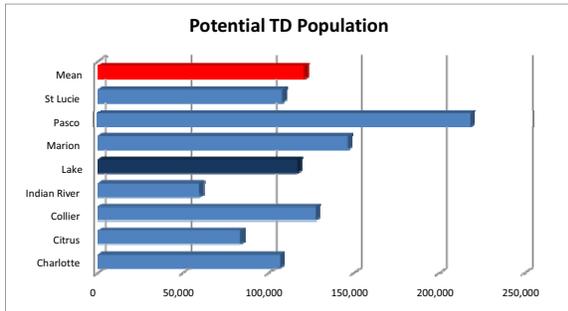


Figure 1-22

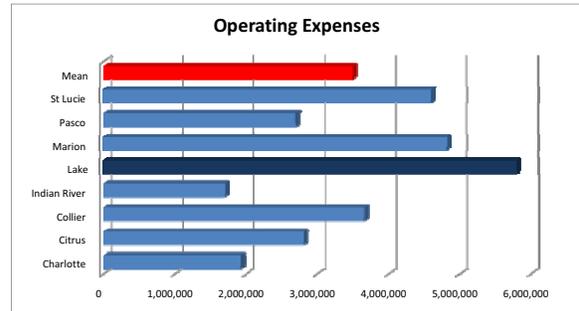


Figure 1-23

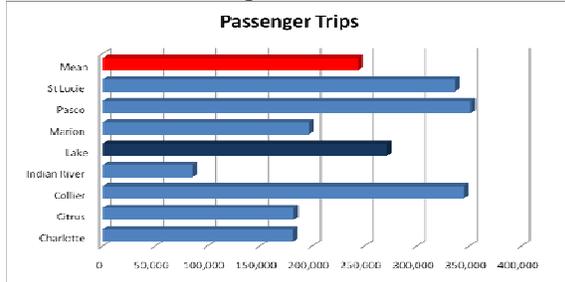


Figure 1-24

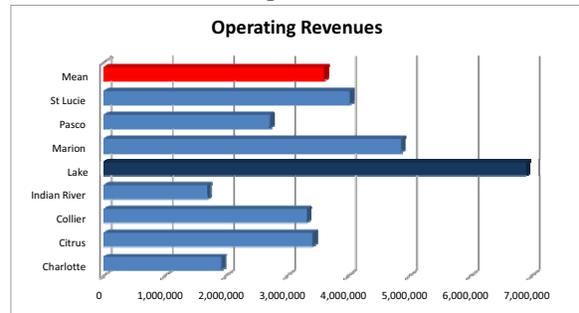


Figure 1-25

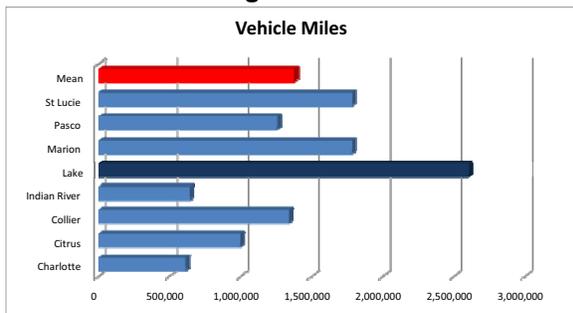
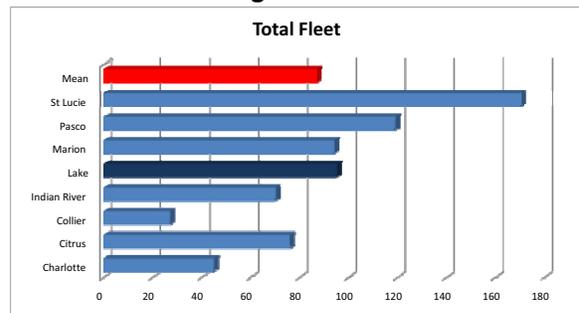


Figure 1-26



g. 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 1-16 and Figures 1-27 through 1-32 are a variety of effectiveness measures for the Lake County CTC and its peer CTC's.

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 (11.97 miles per TD capita) in FY 2009. The Lake County CTC has provided 13 percent more passenger trips per potential TD customer than the group mean when compared to its peers. Nevertheless, the Lake County CTC ranks third 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 2009 was 9.5 miles, which is 60 percent more than the peer group mean of 6 miles. This represents the 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., 48% below) than the peer group average in FY 2009. Specifically, for Lake, there are .12 passenger trips occurring per vehicle mile of service, while the peer group average was 0.23 passenger trips per vehicle mile in FY 2009. Only one peer system performed at a lower level for this measure in FY 2009 than did the Lake County CTC.

The other two effectiveness measures listed in Table 1-16 compare the Lake County CTC to its peers in terms of system safety and service reliability. Comparatively, the Lake County CTC experienced the lowest accident rate (per 100,000 vehicle miles) among the peers in FY 2009. The Lake County CTC had 80 percent less accidents per vehicle mile among the peers. The Lake County CTC's performance in this particular measure is highlighted by the system's increased vehicle mileage FY 2009, which in turn increases overall accident exposure. In terms of reliability, the Lake County CTC logged fewer vehicle miles between roadcalls of its CTC peers. In FY 2009, the CTC logged 34,146 vehicle miles between roadcalls. This rate is 52 percent below the peer group mean of 71,939 miles between roadcalls, suggesting that the CTC is underperforming reliability-wise.

**Table 1-16
CTC Peer Analysis
Effectiveness Measures, FY 2009**

Performance Measures	Lake	Peer Group Minimum	Peer Group Maximum	Peer Group Mean	Lake: % From Mean
Vehicle Miles per TD Capita	22.24	5.75	22.24	11.97	85.74%
Vehicle Miles per Passenger Trip	9.57	3.37	9.57	5.97	60.33%
Passenger Trips per TD Capita	2.32	1.34	3.12	2.06	13.03%
Passenger Trips per Vehicle Mile	0.12	0.12	0.41	0.23	-47.81%
Accidents per 100,000 Vehicle Miles	0.19	0.19	2.32	0.97	-80.31%
Vehicle Miles between Roadcalls	34,146	14,084	161,513	71,939	-52.53%

Figure 1-27

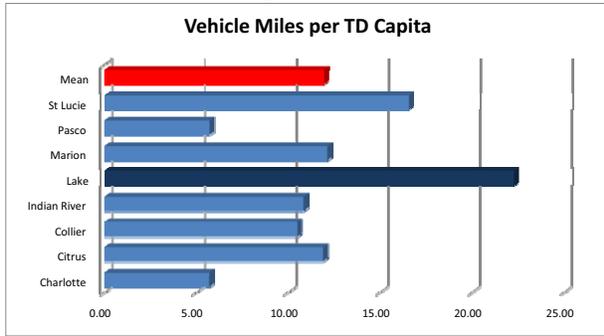


Figure 1-28

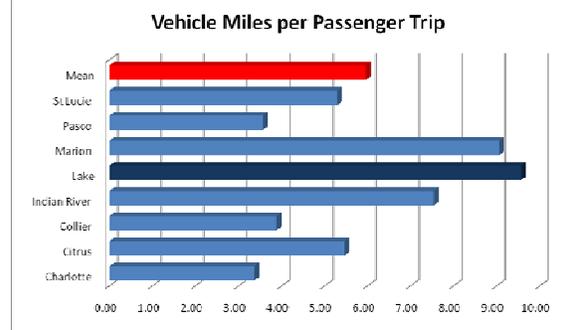


Figure 1-29

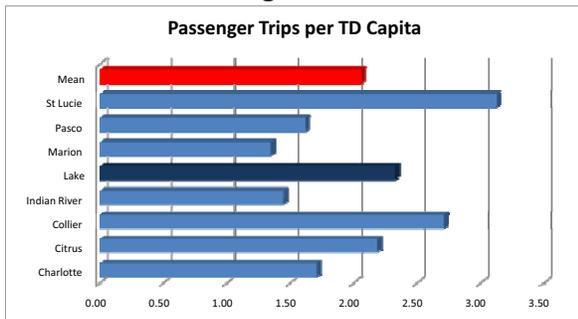


Figure 1-30

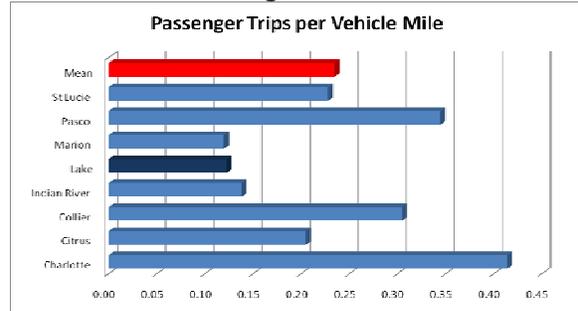


Figure 1-31

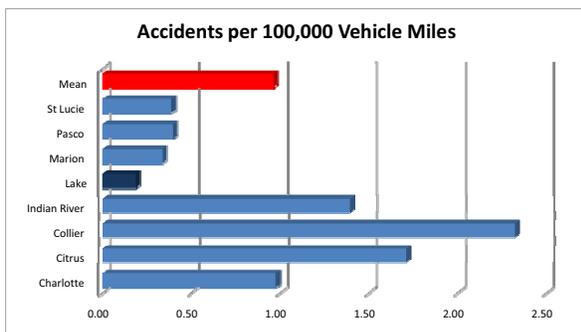
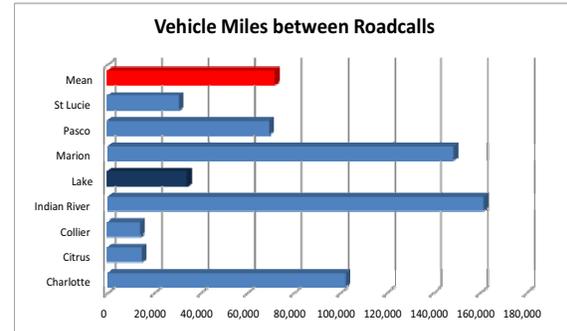


Figure 1-32



h. Efficiency Measures

The final area addressed in the CTC peer analysis concerns system efficiency. The efficiency measures that are reviewed are detailed in Table 1-17 and presented graphically in Figures 1-27 through 1-32.

The first three efficiency measures listed in Table 1-17 pertain to unit costs based on total operating expenses. 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 2009. That is, Lake's average cost per trip of \$21.35 is 40 percent higher than the peer group mean of \$15.29. This cost per trip figure also represents the second highest average value among the peers in FY 2009. Conversely, the data indicate that the Lake County CTC was cost efficient in terms of vehicle miles and driver hours

compared to its peers for FY 2009. The CTC's cost per mile of \$2.23 in FY 2009 is 14 percent lower than the peer group mean for this measure, while its cost per driver hour of \$39.72 is seven percent above the corresponding peer group mean.

Table 1-17 also presents the amount of local non-government revenue collected during FY 2009 from the CTC's in comparison to total operating expense. 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 (.02 percent) is significantly lower than the peer group mean (.07 percent) for FY 2009. In fact, Lake had the third lowest local non-government revenue ratio among the peers in FY 2009. However, the Lake County CTC's ratio of local government revenue collected to total system costs is 20 percent higher than that of the peer group mean in FY 2009. 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 1-17
CTC Peer Analysis
Efficiency Measures, FY 2009**

Performance Measures	Lake	Peer Group Minimum	Peer Group Maximum	Peer Group Mean	Lake: % From Mean
Operating Expense per Passenger Trip	21.35	7.68	24.45	15.29	39.67%
Operating Expense per Vehicle Mile	2.23	2.16	3.13	2.58	-13.65%
Operating Expense per Driver Hour	39.72	26.80	51.26	36.98	7.42%
Local Non-Government Revenue Ratio	0.02	0.00	0.19	0.07	-73.91%
Local Government Revenue Ratio	0.37	0.09	0.52	0.31	20.30%

Figure 1-33

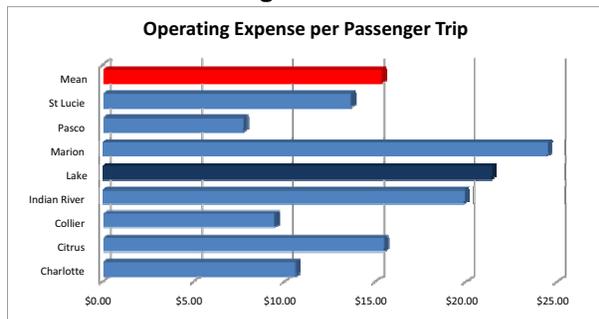


Figure 1-34

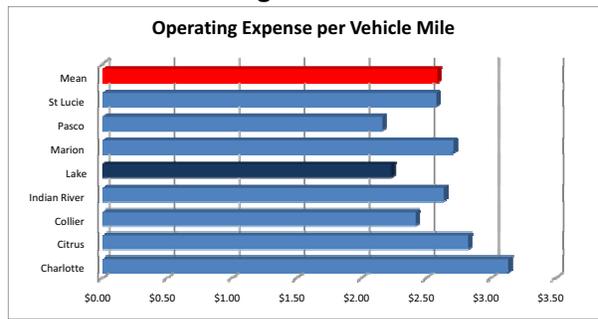


Figure 1-35

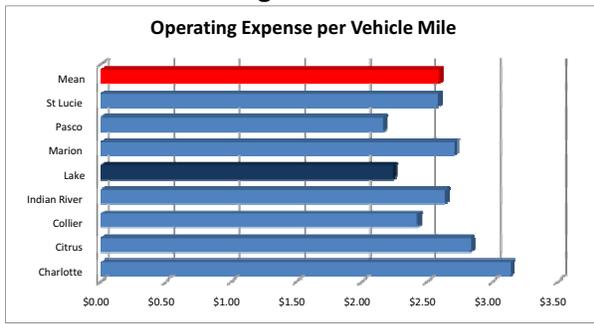


Figure 1-36

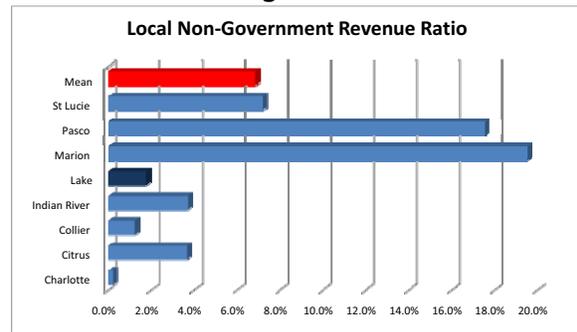
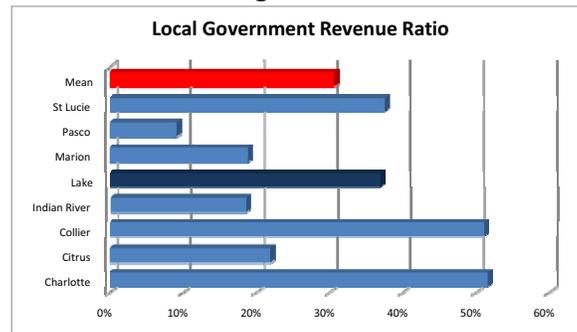


Figure 1-37



i. Summary Results of Peer Review Analysis

Table 1-18 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 2009.

Table 1-18
Lake CTC Peer Analysis Summary, FY 2009

Measures Indicators	Lake: % From Mean
Operating Expense per Passenger Trip	39.67%
Operating Expense per Vehicle Mile	-13.65%
Operating Expense per Driver Hour	7.42%
Local Government Revenue Ratio	20.30%
Potential TD Population Served	-3.24%
Accidents Per 100,000 Miles	-80.31%
Miles Between Roadcalls	-52.53%

2. TRANSPORTATION DISADVANTAGED DEMAND PROJECTIONS/ NEEDS ASSESSMENT

This section contains forecasts of TD trip demand, supply, and unmet demand for Lake County for the time period from 2004 through 2009. A description of the methodologies used to develop these forecasts also is contained in this section. These estimates are based on the TD population forecasts that were presented previously and information from the Lake County CTC Annual Operating Report.

a. 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.

b. 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 1-19. 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 1-19
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
2009	116,681	317,481	317,481

c. Demand for General Trips

General trips are trips made by TD 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 1-20 shows the demand and supply estimates for general trips by the TD population for Lake County for the years 2004 through 2009. 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 1-20
Forecasts of Lake County
TD General Trip Demand and Supply

Year	Potential 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
2009	21,576	310,694	92,025	218,669

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 1-20 are inflated and reflect some duplication in the calculation of trip demand.

3. BARRIERS TO COORDINATION FOR TRANSPORTATION DISADVANTAGED SERVICES

To successfully provide cost efficient transportation for the disadvantaged population it is imperative that the barriers to coordination be identified. Several barriers currently exist that make coordination difficult:

a. Institutional Barriers: Federal and State

One area of common concern to all regions is the role of federal and state funding in promoting coordination. In this regard, this section analyzes to what extent federal funds inhibit coordination. Included in this discussion is a brief review of important transportation funding programs and associated regulations that could affect coordinated transit. Generally these programs do not restrict coordination through regulations. However, there are practical issues that make coordination challenging but not insurmountable.

b. Lack of information

The public and public service agencies need to be aware of the TD program. Using community information resources will help make the information available to the public.

- Elected Officials
- Public Hearings
- County Departments including Human Services, Community Action, Veterans Affairs.
- Community Based Organizations including Salvation Army, Charities,
- Transit Handbooks
- Riders Guide
- Transit Maps
- MPO website

c. Lack of Cooperation within Agencies

If agencies fail to provide required information or documentation to serve their clients then resources are not fully utilized.

One of the major barriers to coordination among different state agencies is turf. Participants may mistakenly believe that they are being pushed into this effort because another participant wants to assume their responsibilities or dictate program outcomes.

Administrative barriers may inhibit cooperative arrangements between human services agencies and transportation agencies. Reporting requirements for public transportation providers are far more stringent than those imposed on human services agencies that fund transportation as an ancillary service. Transportation providers allocate costs on a per-trip basis, while human services providers often do not. One of the major benefits of a coordination working group is that bringing a diverse group together gives participants an opportunity to learn how each agency operates and to develop trust so barriers can be removed.

d. Lack of Sufficient Funding

There is on-going support for state legislators to approve an increase in funding for the Transportation Disadvantaged Trust Fund. There is not enough funding to assist everyone in need.

Funding for transportation services has remained relatively constant over the past several years and has not kept up with the increasing travel demands, resulting in CTCs struggling to maintain their existing service levels.

- To offset the lack of funding a program offering a free monthly bus pass would enable a Transportation Disadvantaged rider to use the public transportation.
- The downturn in Florida economies due to the collapse of the real estate industry has resulted in budget cutbacks at the local government level.
- The lack of adequate pedestrian access to and from the bus stops limits the ability of TD passengers to safely access the fixed route transit services.

e. Conclusion

Transportation coordination holds great potential for addressing multiple needs and goals with limited resources. As basic as it may seem, several dynamics are critical to success, including leadership, participation, and continuity. By establishing and supporting formal transportation coordinating mechanisms, Lake County CTC can leverage state, federal, local, and private resources to provide more effective transportation solutions that can lead to reduced congestion, better access to jobs, and more efficient provision of transportation services in our region.

D. GOALS, OBJECTIVES, AND STRATEGIES

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 2008 Transit Development Plan (TDP) and the TDSP, prepared for the Department of Community Services, Public Transportation Division and approved August 26, 2008. In addition, the Transit Element of the Lake County Comprehensive Plan, amended in 2002, and is in the process of being updated 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 1-21 presents the transit mission statement, goals, and objectives for the Lake County public transportation services.

**Table 1-21
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.
Objective 1.4- Explore the feasibility of commuter assistance programs.
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.

Table 1-21 (continued)
Public Transportation Mission Statement, Goals, and Objectives

<p>Objective 2.2 - Ensure that the system meets the requirements of the Americans with Disabilities Act (ADA).</p> <p>Objective 2.3 - Identify the costs associated with the provision of feasible public transportation services and secure the required funding.</p>
<p>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.</p> <p>Objective 3.1 - Maintain on-time performance of 92 percent for paratransit and 95 percent for fixed route.</p> <p>Objective 3.2 - Establish and maintain a level of service that will meet the public's needs and expand as new markets are identified.</p> <p>Objective 3.3 - Ensure proper and favorable working conditions for all Lake County Public Transportation employees/or contract employees.</p> <p>Objective 3.4 - Develop and maintain a transit capital acquisition/replacement plan.</p>
<p>Goal 4: Increase the visibility and utilization of public transportation services through marketing, education, improvement of existing services, and the development of new services.</p> <p>Objective 4.1 - Educate citizens and visitors regarding the availability and characteristics of existing and near-term future public transportation services.</p> <p>Objective 4.2 - Develop an on-going public involvement process through surveys, discussion groups, interviews, and public workshops.</p> <p>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.</p> <p>Objective 4.4 - Pursue marketing opportunities through community associations and clubs, e.g., newsletters, radio, television, print media and closed-circuit television in the Villages.</p>
<p>Goal 5: Pursue coordination activities with other jurisdictions & transportation providers.</p> <p>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.</p> <p>Objective 5.2 - Ensure cooperation between the private sector transit providers and the CTC in order to expand and increase the productivity of transit services.</p>

**Table 1-21 (continued)
Public Transportation Mission Statement, Goals, and Objectives**

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

Objective 6.1 - Ensure the availability of service to meet the transportation needs of the TD population in Lake County.

Objective 6.2 - Identify and address the transportation needs of other transit dependent populations in the County.

Objective 6.3 - Enter into coordination agreements with agencies that have the ability to provide services to their clients to help reduce costs.

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.

Objective 7.6 - Explore creative means with non-profits entities to share rides and help reduce costs.

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.

Objective 8.6 - Adopt regulations that would require development to pay their fare share for the demands their development will have on transit.

TRANSPORTATION DISADVANTAGED SERVICE GOALS, OBJECTIVES, AND STRATEGIES

Table 1-22 presents the proposed goals, objectives, and strategies that related specifically to the TD 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 1-22
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 TD.

Objectives	Strategies	Measures	Responsible Parties	Timeframe
1. Provide the needed vehicle capacity to meet the demand for transportation disadvantaged services.	<ul style="list-style-type: none"> · Develop and maintain transit capital acquisition/ replacement plan. · Monitor demand versus available vehicle capacity as part of performance monitoring system. 	<ul style="list-style-type: none"> · 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.	<ul style="list-style-type: none"> · 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. 	<ul style="list-style-type: none"> · 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 1-22 (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.	<ul style="list-style-type: none"> Pursue all available funding opportunities at the federal, state, local levels, and from private sources. 	<ul style="list-style-type: none"> Identification of new grants or other funding sources that can be applied to coordinated systems. 	CTC/TDCB	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.	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 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/TDCB	Ongoing
5. Implement fixed route transportation services to provide users with greater transportation options and to reduce operational costs	<ul style="list-style-type: none"> Fixed Route service was started on May 21, 2007 	<ul style="list-style-type: none"> Negotiate with the existing transit provider to provide fixed route services and to annually remove 5% of clients from door to door service to the fixed route 	CTC/MPO	Ongoing Fixed route implemented May 21, 2007

Table 1-22 (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.	<ul style="list-style-type: none"> Establish minimum standards for multi-loading. 	CTC/Service provider	Ongoing
2. Minimize costs required to operate and administer transportation disadvantaged services.	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Establish minimum standards for cost efficiency measures. 	CTC/Service provider	Ongoing

Table 1-22 (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.	<ul style="list-style-type: none"> Maintain a minimum number of drivers to prevent negative consequences when drivers are absent. 	<ul style="list-style-type: none"> Minimum drivers to maintain current level of service. 	CTC/Service provider	Ongoing
	<ul style="list-style-type: none"> Upgrade the reservation and scheduling software to ensure multi-loading and avoid duplication of service. 	<ul style="list-style-type: none"> Implement a new scheduling software 		2010
2. Ensure that all performance criteria are maintained.	<ul style="list-style-type: none"> Develop an on-going performance monitoring program. 	<ul style="list-style-type: none"> Cost-efficiency and ridership measures. Purchase of scheduling and dispatching software. 	CTC/TDCB/Service provider	Ongoing
3. Maintain the quality of vehicles.	<ul style="list-style-type: none"> Replace old, high mileage vehicles with new vehicles. 	<ul style="list-style-type: none"> Replacement of as many vehicles per year that have exceeded their useful life as possible based upon funding. 	CTC/TDCB/Service provider	Ongoing
4. Maximize customer comfort and safety.	<ul style="list-style-type: none"> Randomly select a preset number of riders each month to conduct a post-trip rider phone survey. 	<ul style="list-style-type: none"> Development of survey. Analysis of results. Action on suggestions/complaints from survey. 	CTC/Service provider	Ongoing

Table 1-22 (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.	<ul style="list-style-type: none"> Distribute schedules and system information in public places throughout the County for residents and visitors (e.g., shopping centers, Chambers of Commerce, etc.) 	<ul style="list-style-type: none"> Maintain log of distribution locations. Replenish schedules on a regular basis. 	CTC/TDCB/ Service provider	Ongoing
	<ul style="list-style-type: none"> Pursue marketing opportunities through community associations and clubs, e.g., newsletters, radio, television and print media 	<ul style="list-style-type: none"> Schedule presentations at community associations, civic groups, and Chambers of Commerce's. Use television, radio and print media to disseminate information 		
2. Improve overall public knowledge of the services provided by the CTC or Operator.	<ul style="list-style-type: none"> Develop an on-going public involvement process through surveys, discussion groups, interviews, and public workshops. 	<ul style="list-style-type: none"> 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/TDCB/ Service provider	Ongoing
	<ul style="list-style-type: none"> Encourage marketing assistance from the TDCB and the Commission for Transportation Disadvantaged (CTD) and obtain resources to expand marketing efforts. 	<ul style="list-style-type: none"> Conduct a workshop with TDCB members to develop marketing ideas. 		

Table 1-22 (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.

<p>3. Educate transportation disadvantaged patrons who are capable of using fixed-route transit.</p>	<ul style="list-style-type: none"> · Provide fixed-route travel training courses for transportation disadvantaged patrons wanting to make use of fixed-route services. · Remove at least 3 percent of clients from TD trips to the service route each year. 	<ul style="list-style-type: none"> · 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. 	<p>CTC/TDCB/ Service provider</p>	<p>Ongoing</p>
--	---	---	---------------------------------------	----------------

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
<p>1. Reduce the duplication of transportation disadvantaged services provided within and to areas outside the county.</p>	<ul style="list-style-type: none"> · Pursue coordination with transportation providers within Lake County and in other counties (e.g., Marion, Ocala, and Orange). 	<ul style="list-style-type: none"> · Meet with transportation representatives from neighboring counties. 	<p>CTC</p>	<p>Ongoing</p>
<p>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.</p>	<ul style="list-style-type: none"> · Ensure cooperation between all social service transit providers, including private sector providers, and the CTC. 	<ul style="list-style-type: none"> · Increase coordination contracts with group homes and other organizations that have the ability to provide their own services at a lower cost and meet the required safety standards. 	<p>CTC/TDCB</p>	<p>Ongoing</p>
<p>3. Identify and address actual or perceived barriers to coordination in Lake County.</p>	<ul style="list-style-type: none"> · Discuss potential barriers to coordination with social service transit providers and others. · Ensure that identified barriers are addressed appropriately, whether real or perceived. 	<ul style="list-style-type: none"> · Meet with social service transit providers. · Develop summary of identified barriers, with corresponding solutions for each. 	<p>CTC/TDCB</p>	<p>Ongoing</p>

Table 1-22 (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.	<ul style="list-style-type: none"> Explore opportunities to provide group trips to major employment sites. 	<ul style="list-style-type: none"> Set up meetings with major employers in Lake County and determine ways to meet the needs of their employees. 	CTC/TDCB	Ongoing
2. Examine the needs of current users of the TD services.	<ul style="list-style-type: none"> Identify major trip generators and attractors in the County. 	<ul style="list-style-type: none"> Map the corresponding data for trip generators and attractors. 	CTC/TDCB	Ongoing
	<ul style="list-style-type: none"> Identify origins and destinations of the trips taken by current riders. 	<ul style="list-style-type: none"> Map the corresponding data for trip origins and destinations. 		
	<ul style="list-style-type: none"> Gather information about needs from an on-going public involvement process, including surveys, discussion groups, interviews with passengers and drivers, and public workshops. 	<ul style="list-style-type: none"> 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 1-22 (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.	<ul style="list-style-type: none"> Improve transit-supportive infrastructure along existing and future public transportation corridors. 	<ul style="list-style-type: none"> Increase availability and connectivity of sidewalks and bicycle facilities along routes. 	County/ CTC/MPO/ CTST	Ongoing
2. Improve the local knowledge of the benefits of transit-friendly land use.	<ul style="list-style-type: none"> Support land development regulations that encourage transit-friendly development. 	<ul style="list-style-type: none"> Increased involvement by transit advocates in development approval process. 	County/CTC MPO	Ongoing
3. Develop incentives for developers and major employers to promote public transportation.	<ul style="list-style-type: none"> Provide impact fee credits to developers who provide transit infrastructure. 	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> List of candidate developments with sponsored service needs. Menu of appropriate service options with costs. 	CTC/County/ Service provider	Ongoing

E. IMPLEMENTATION PLAN

5-YEAR TRANSPORTATION DISADVANTAGED PROGRAM

The Five-Year Implementation Plan for the Lake County TDSP is presented in Table I-23. The transportation disadvantaged service recommendations summarized in Table 1-23 are organized in a staged implementation plan over the next five years. In addition, Table 1-23 indicates the entity, or entities, responsible for ensuring that the service recommendation is implemented.

**Table 1-23
Staged Five-Year Implementation Plan for the TDSP**

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 1-23 (continued)
Staged Implementation Plan for the TDSP

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
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
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
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

SECTION II SERVICE PLAN

A. OPERATIONS ELEMENT

1. TYPES, HOURS, AND DAYS OF SERVICE

Lake County's Public Transportation 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; however applicants must meet the requirements of the sponsoring agency. There is no differentiation between age, race, creed, national origin, or disability. 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 TDCB. It should be noted that FDOT Section 5311 funded trips may not be prioritized.

Below is the CTC unmet trip request from 2003 through 2009:

Year	Number of unmet trips
July 1, 2002 - June 30, 2003	2,746
July 1, 2003 - June 30, 2004	2,746
July 1, 2004 - June 30, 2005	0
July 1, 2005 - June 30, 2006	0
July 1, 2006 - June 30, 2007	0
July 1, 2007 - June 30, 2008	18,371
July 1, 2008 - June 30, 2009	45

The zero unmet trips for the 2005, 2006 and 2007 is due to the increase of funding to the program by the CTC.

The CTC operates under the name Lake County Connection and contracts with MV Transportation, Inc. as our provider. Services are provided from 6:00 a.m., until 7:00 p.m., Monday through Friday, with the exception of dialysis and hospital discharges. 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 8:00 a.m. until 5:00 p.m., Monday through Friday, excluding selected holidays.

The current TD vehicle inventory consists of 78 vehicles (64 of the 78 vehicles), or 82 percent are lift-equipped. Most trip origins and destinations (99.2 percent) are within the County.

Out of area trips are regularly provided to 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.

Reservations staff will give you two (2) estimated pick-up time for all round trips. The first estimated pick up time will be from your home to your destination. The second estimated pick up time will be the return time from your destination back home.

- Each pick up time is the start of a one hour window. You should expect the driver to arrive within the one hour window.
- You will need to be ready to travel at any time within this window.
- Schedules are developed to allow passengers to get to destinations when they are picked up within the window.
- This is not a taxi service so the vehicle will have other clients to pick up.

Pick up times may be negotiated with riders to allow more efficient scheduling. Pick up window adjustments of up to one hour may be required for extended trips.

Each estimated pick up time includes:

- The one hour window.
- Additional time for the trip distance.
- Additional time for peak periods (rush hour).
- Additional time for other passengers scheduled on the vehicle.
- Additional “negotiated” time of up to one hour if necessary.

The first pick up window is based on your appointment time at your destination. The second pick up window is based on your requested return time. Multi-legged trips will be treated as round trips with multiple returns (second, third, etc. windows based on requested return times). Please see the following example:

Pick up window based on 10:00 am requested appointment.

Ride time				
Pick up window. One hour (Additional negotiated time up to 60 minutes in window)	Additional time for trip distance	Additional time for peak periods	Additional time for other passengers	Arrive at appointment
Pick up Between:				Drop Off Between:
9:00 - 10:00				9:00 –10:00
8:40 - 9:40	20 min			9:00 –10:00
8:20 - 9:20	20 min	20 min		9:00 –10:00
8:00 - 9:00	20 min	20 min	20 min	9:00 –10:00

Pick up window: One hour before the appointment time plus applicable additional time for trip distance, peak periods and additional passengers.

Pick up window based on 11:00 am requested return

Ride time				
Pick up window. One hour (Additional negotiated time up to 60 minutes in window) Pick up Between:	Additional time for trip distance	Additional time for peak periods	Additional time for other passengers	Arrive Home Drop Off Between:
11:00 - 12:00				11:00–12:00
11:00 - 12:00	20 min			11:20–12:20
11:00 - 12:00	20 min	20 min		11:40–12:40
11:00 - 12:00	20 min	20 min	20 min	12:00–1:00

- (1) Up to 60 minutes in negotiated time may be added to your one hour window to allow more efficient schedules system wide.
- (2) Estimated travel time for trip distance will be included.
- (3) Estimated additional time for peak periods will be included when applicable.
- (4) Up to 20 minutes for additional passengers will be added when applicable.

2. ACCESSING SERVICES

There is a two-day (48-hour) advance reservation requirement, although same-day urgent care service will be accepted on the same day under Medicaid if vehicles and drivers are available. Other service will be considered 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 8:00 a.m. to 5:00 p.m. transportation services are available only for residents of Lake County, unless there is an agreement with another CTC.

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. The CTC may authorize a trip outside these perimeters when extraordinary situations arise.

a. Eligibility

Transportation services are available to anyone who meets the qualifications of the respective sponsoring agency with the exception under FDOT funding which is available to anyone. Medicaid transportation is available to everyone who is authorized by the Medicaid Program. Transportation Disadvantaged services are based upon Chapter 427. The Federal Poverty

Guideline as adopted by the County will be utilized when determining eligibility. Public-pay passengers pay the same fares as the sponsoring agencies.

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

All persons will be required to complete an Eligibility Application and must provide all of the required information, including income. If a person provides false or misleading information they will be denied services.

b. Prioritization

The Transportation Disadvantaged Coordinating Board through a subcommittee sets prioritization guidelines when needed. The following guidelines are currently in effect.

1. Medical
 - a. Kidney Dialysis
 - b. Cancer Treatment
 - c. Doctor Appointments
 - d. Therapy
 - e. Prescriptions
 - f. Children at Risk
2. Nutritional
 - a. Food/Grocery Shopping/ Meal Site/Food Stamps
 - b. Medicaid Recertification
3. Employment (In-County Only)
4. Training/Education
5. Life- Sustaining/Other
 - a. Non-food Shopping
 - b. Banking/Social Security
 - c. Visits to Hospitals/Nursing Homes
 - d. Recreational

FDOT trips cannot be prioritized.

c. The following definitions are used by the Commission for Transportation Disadvantaged.

Medical: Anyone transported for medical reasons. Medical reasons include trips to the doctor, dentist, chiropractor, hospital or to purchase prescriptions.

Employment: Anyone transported to or from a current job, a job related duty, or a job interview, that is related to receiving payment for employment, including sheltered workshops where the riders receive minimal payment.

Education/Training/Day Care: Anyone transported to or from school, college, Vo-tech, or any other facility whose purpose it is to train, teach, or educate people, including day care for children or WAGES/Regional Workforce Boards. Sheltered workshops where payment for employment is not provided would be in this category.

Nutritional: Anyone transported for reasons of receiving a meal, nutritional benefits or grocery shopping. Meals on wheels should not be included in this report.

Life-Sustaining/Other: Anyone transported for the purpose of conducting personal business (e.g. banks, social service offices, visiting spouse/parent in nursing home); and shopping, excluding grocery shopping. Or anyone transported for reasons other than the above. This could include after school programs, transporting persons against their will (e.g. Baker Act, juvenile detention), social, or recreational reasons. Volunteer workers and support groups would also be included in this category.

d. Other Accessibility Policies/Procedures

Door to Door: Service is from the door of the trip origination to the door of the destination.

Passenger Assistance: The driver will provide a passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle.

The assistance may include opening the vehicle door, fastening safety belts or wheel chair securement devices, storage of mobility assistive devices, and closing the vehicle door.

If necessary and the safety of other passengers will not be endangered, drivers will open and close building doors for passengers. Assistance will be provided in a dignified manner.

Upon request, the driver will assist passengers to the door unless doing so would endanger other passengers by leaving the vehicle unattended.

Drivers will not assist a wheelchair passenger up or down more than one step and, in many cases; will not push a wheelchair through sand or mud.

Drivers are required to ring the bell or knock on the door of each client's home if the client is not waiting outside.

Drivers shall not blow the horn of the vehicle unless there is a dangerous dog, an unsafe condition or the fence is locked or other barriers prevent them from accessing the home.

Road way Access: Being a rural county, there are some roads and driveways that a bus cannot navigate due to overhanging tree branches, loose sandy road, or other obstacles. In these cases, the passenger will be required to meet the bus at a predetermined pick-up point.

Drivers will need to report such conditions to the County so appropriate actions may be taken to remedy the problems.

ADA: According to the Americans with Disabilities Act of 1990 (ADA), one escort is allowed to travel at no charge with each disabled passenger. Lake County CTC also allows two children under the age of six to travel with each adult at no charge if prior arrangements are made. Children age 6 to 12 pay 50% (percent) of the fare.

Additional Riders: 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 will be considered.

3. TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS

There is one private-for-profit operator under contract with Lake County providing transportation services to the coordinated system, and twenty-five (25) coordination contractors.

4. PUBLIC TRANSIT UTILIZATION

Lake County currently offers fixed route as well as paratransit service and subscription service.

The CTC initiated fixed route service on May 21, 2007, under the name of LakeXpress. LakeXpress currently operates four routes from the Villages to Zellwood, covering the cities of Lady Lake, Fruitland Park, Leesburg, Tavares, Eustis, Mount Dora and Umatilla.

In December 2006 the CTC entered into an agreement with Lynx to operate an express service (Link 204) from Clermont to downtown Orlando, and to extend Link 55 into the four corners area of South Lake County.

5. SCHOOL BUS UTILIZATION

There is an agreement between LifeStream and MV Transportation, Inc. to provide some school board trips to students going to LifeStream Academy.

The School Board and CTC works together to provide transportation during disasters and other catastrophic events where people must be evacuated.

6. VEHICLE INVENTORY

In FY 2009, there were a total of 74 CTC paratransit vehicles providing TD trips with 62 vehicles being wheelchair equipped.

There were 20 Coordination Contractor vehicles providing transportation services for the developmentally disabled with only 1 vehicle being wheelchair equipped.

The total number of vehicles providing TD trips in Lake County was 94 with a total of 63 vehicles, or 67% (percent) of the vehicles being wheelchair-lift equipped. The Lake County vehicle inventory is included in Appendix C.

7. SYSTEM SAFETY PROGRAM PLAN CERTIFICATION

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

8. INTER-COUNTY SERVICES

Lake County CTC provides passengers with trips to Gainesville on Monday, Wednesday, and Friday, based on demand. On Tuesday and Thursday, passengers are transported to Orlando.

If a Medicaid doctor is not available on the normal out of county days then the passenger may request to be transported the day the doctor can see the patient. The reservationist will request the doctor's telephone number from the passenger and will verify the appointment prior to the reservations being made.

The CTC provides service to other cities such as Tampa, Jacksonville, etc. for Medicaid clients when services are not available in our immediate service area or for Veteran's on special occasions.

Efforts will be made to coordinate out of area trips with Sumter and Marion Counties in order to reduce costs and eliminate the duplication of services. 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 reimbursing more than which they could bill.

We are currently exploring regional maintenance facilities under the program with the Florida Department of Transportation that would be a coordinated effort with Sumter County.

9. NATURAL DISASTER/EMERGENCY PREPAREDNESS

The CTC is the primary agency responsible for transporting clients during a natural disaster or other emergency. The CTC is part of the County Emergency Management Plan and is part of the Logistic Team as ESF 1.

10. 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.

The CTC conducts satisfaction survey through the assistance of a volunteer who happens to also use the service. The surveys request customer's feedback regarding all aspects of the transportation services we provide. This marketing/diagnostic tool will continue to be utilized on a regular basis, with the results serving as a real change agent for the improvement of all transportation services.

11. ACCEPTABLE ALTERNATIVES

Any agency that purchases or provides transportation for persons who are transportation disadvantaged utilizing TD funds are 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 MV Transportation, Inc. for all passengers sponsored by Transportation Disadvantaged funds.

12. FUTURE NEEDS

As part of the Human Service Plan we have identified some of the future needs which we will need to implement in order to provide transportation services to our welfare recipients and eligible low income individuals. Such programs will be designed so that individuals will be able to access employment and related activities from the urbanized areas to the non-urbanized areas.

We also want to be able to identify new public transportation services for agencies to assist individuals with disabilities. In addition we want to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society. Among some of the programs we would explore implementing are as follows:

1. To add late night and weekend services.
2. Institute a guaranteed ride home program.

3. Institute a commuter assistance program.
4. Implement a voucher program.
5. To implement shuttle service.
6. To implement rapid bus transit.
7. Implement a van pool program.
8. Enhancing paratransit services beyond the ADA $\frac{3}{4}$ mile requirement, expansion of hours, provide escorts or rider assistance.
9. Institute ridesharing and carpooling programs.
10. Accessibility improvements to stops and stations.
11. Purchase of vehicles for new programs.
12. Implement new feeder services which provide access to commuter rail, commuter bus and intercity stations.

These are a few programs that we will seek funding from the FDOT Section 5316 Job Access and Reverse Commute (JARC) and FDOT Section 5317 New Freedom Grants.

SECTION III QUALITY ASSURANCE

A. SERVICE STANDARDS

This section includes the standards currently in place for providers in Lake County. Service is door-to-door.

Door-to-door services are offered to individuals who are transportation disadvantaged according to Florida Statutes Chapter 427 and who cannot navigate the fixed route.

The driver will assist the customer within multi-floor medical buildings to the door of the suite, unless the client is on a stretcher in such case the driver will transport the client to his/her destination in the building.

At the customer's residence, the customer is expected to be waiting on the first floor. The driver will not enter the residence, unless it is for a stretcher client.

For the safety of our drivers and passengers drivers, will not assist wheelchair customers up or down more than one step, nor will they attempt to push a wheelchair through grass, sand or mud.

- 1. Substance Abuse Testing:** The Provider shall implement and maintain a drug and alcohol-testing program for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, reasonable suspicion and return to work as required by the Federal Highway Administration and the Federal Transit Administration.
- 2. Escorts:** One escort of a passenger and dependent children are to be transported at no additional fare. Escorts must be at least 15 years of age.
- 3. Child Restraint Devices:** Child restraint devices must be used in accordance with Florida Law. Parents will be responsible for providing the child restraint device. The driver will insure that the child seat is properly installed.
- 4. Personal Belongings:** Personal belongings are the sole responsibility of the passenger. Only those items that passengers can personally carry (usually up to five bags) will be transported at the risk of the passenger. Drivers are not responsible for, nor are they expected to load and unload belongings of passengers they transport. Drivers may assist but are not required to do so. Passenger's personal belongings do not include wheelchairs, child seats, stretchers, secured oxygen, personal assistance devices, or intravenous devices.

5. **Transfer Points:** To the best possible extent, the Provider shall provide shelter, security, and safety to its passengers at all transfer points.
6. **Complaints/Compliments:** The CTC and TD Ombudsman toll free phone number for compliments, complaints, comments or grievances shall be posted inside all vehicles.
7. **Complaints:** Our goal is to have no more than one (1) per 1,000 complaints of our total rides annually. Complaints are handled on an individual basis. Every complaint received through the CTC or MV Office shall be recorded on a standardized complaint form. It is then investigated and findings are annotated on the complaint form. The person filing the complaint will receive a written reply of the complaint, findings, and resolution.
8. **Service Area:** The service area is all of Lake County. Trips are made to Gainesville on Mondays, Wednesdays and Fridays and to Orlando on Tuesdays and Thursdays. Service to other areas will be provided only if Medicaid services are not available in the normal service area. Other request for Out of Service Area trips shall be provided when approved by the sponsoring agency or CTC.
9. **Vehicle Interiors:** The interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.
10. **Payments:** All bills shall be paid in accordance with the Prompt Payment Act.
11. **Passenger Database:** A Passenger/trip database must be maintained and be accessible to the CTC on each rider being transported within the system.
12. **Passenger Seating:** Adequate seating for paratransit services shall be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating and standing capacity shall be scheduled or transported in a vehicle at any time.
13. **Driver's Responsibilities:** Drivers for the Provider's of paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to effective communication with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis.

14. Photo Identification: Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.

15. Boarding Assistance: The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle.

The assistance shall include opening the vehicle door, fastening safety belts or wheel chair securement devices, storage of mobility assistive devices, and closing the vehicle door.

If necessary and as long as the safety of other passengers on the vehicle are not endangered, the driver may open and close building doors for passengers.

Passenger assistance must be provided in a dignified manner. Drivers may not assist wheelchair up or down more than one step.

16. Two way communication: All vehicles within the coordinated system shall be equipped with two-way communication devices that provide audible communications between the driver and base at all times. Nextel radios will be acceptable to meet this requirement.

17. Heating and Air Conditioner: All vehicles used within the coordinated system shall have working air conditioners and heaters. If an air conditioner or heater fails, the vehicle will be scheduled for repair or replacement as soon as possible. In extreme weather condition the vehicle shall be removed from service until the problem is remedied.

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

19. Fire Extinguisher: Each vehicle must have an un-expired workable fire extinguisher in the vehicle.

20. Safety Equipment: Each vehicle must be equipped with safety reflectors.

21. Eating in vehicles: Drivers and Passengers are prohibited from eating, drinking, or smoking on the vehicle. Exceptions to these vehicle operation policies would be made for persons who, for a medically necessary reason, must eat or drink on

a strict time frame or nutritional regimen. Exceptions may be made for individuals on extended trips.

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

23 Background Checks: The CTC requires that an FBI Background Check be completed on all drivers. The background check shall be an FBI Background Check as well as an FDLE Background check to meet the requirements of the Jessica Lunsford Act for school board service.

24. On Time Performance: The CTC has established a standard of 92% on-time performance for all completed trips.

25. Accidents: The CTC has established a standard of no more than one preventable accident per 100,000 miles. In the event of an accident or emergency, please remain calm and follow the instructions of the driver.

26. Road Calls: The CTC has established a standard of no more than one (1) road call per 15,100 miles.

27. Phones: The CTC requires that all calls will be answered within three rings and the average hold per call will not be more than three (3 minutes). Music or announcements must also be played in the background while clients are on hold.

28. Hospital discharges: The CTC has set a standard those clients being discharged from hospitals are to be picked up within three (3) hours of the Operator receiving a call from the hospital regarding the discharge.

29. Trip Cancellation: Individuals, their guardian or agency must cancel trips at least two (2) hours in advance of their scheduled trip. If the trip is not cancelled at least two hours in advance the trip will be considered a "No-Show". If the driver arrives late in picking up a client the client cannot be considered a "No-Show".

a. **Untimely Cancellation Notice:** Any trip scheduled but not taken due to passenger error, a suspension will be imposed as described below.

- 10 Cancellations in calendar month---Written Warning via letter.
- 11 Cancellations in calendar month---fourteen (14) day suspension.
- 12 Cancellations in calendar month---thirty (30) day suspension.

Suspensions will not be imposed for circumstances that are beyond your control. Examples of situations not within your control are:

- A sudden personal emergency.
- Sudden or worsening illness.
- Inability to get through on Lake County Connection phone lines.
- Late arrival of the vehicle.
- Disruptive behavior caused by a disability.

30. Minimum Age: A person must be at least 15 years of age to ride without an escort.

31. Will Calls: If the customer is not ready at the requested return we will make every effort to return for the customer within ninety (90) minutes. If the client is a dialysis patient or taking chemotherapy treatment, efforts will be made to pick them up as soon as possible.

If the customer cannot be found at the scheduled destination then they will be considered a “No-Show”. If the customer requests a return trip after the “No-Show” has been issued then the return will be scheduled with no set timeframe.

32. “No-Show” Policy: Due to the fact Lake County Connection is a shared ride system, it is important each customer is ready to go when the vehicle arrives.

Lake County Connection will wait only five minutes because there are other customers either on board or waiting for their scheduled ride. For nursing homes the wait time may be adjusted to take in consideration the population that is being served.

If a vehicle arrives to pick up a customer and he or she is not there or does not board the vehicle by the scheduled time, the customer will be considered a “No-Show”.

If a customer places a child or other property on a vehicle and returns to their house and causes the bus to wait longer than five minutes, then the customer’s transportation services will be suspended for ten (10) days.

Drivers must exit their vehicle and make the door bell ring or knock on the door. If the driver does not physically go the client home and ring the bell or knock on the door the passenger cannot be considered a no-show.

Multiple “No-Show’s” will result in a suspension of service. The steps leading up to a suspension of service are:

- a. First “No-Show” recorded in passenger file and a door hanger left at the residence..
- b. Second “No-Show” within ninety (90) days of the first “No-Show” will result in a letter to the passenger stating that the next “No-Show” will result in a suspension for thirty (30) days.

- c. Third “No-Show” within ninety (90) days of the first will result in a thirty (30) day suspension.
- d. Fourth “No-Show” within ninety (90) days of the first will result in a sixty (60) day suspension.

Customers may appeal this process if they have information that is contrary to that noted above. In addition, if a customer is a “No-Show” for the out going trip then their return trip will automatically be cancelled.

The driver will be given the same information a customer supplies to reservation staff. A client should not leave their pick up area. If a driver is not able to find a customer within five minutes of arriving, or the customer did not cancel at least two hours before the scheduled pick-up time, the customer will be considered a “No-Show”.

If the driver is late arriving at the destination the client cannot be considered a no-show.

33. Mobility Devices: Common wheelchairs and mobility devices that are no wider than thirty (30) inches and no longer than forty-eight (48) inches in length and do not exceed six hundred (600) pounds combined mobility device/person weight can be accommodated by our vehicles.

34. Bariatric Transportation: Our vehicles are designed to meet the Americans with Disabilities weight requirements. When a persons and their equipment exceed the lift requirements this places them and the driver at risk and as a result we will not be able to transport them.

Attempts may be made to get Lake-Sumter Emergency Medical Services to provide such services.

35. Personal Hygiene: Passengers are requested to respect fellow passengers and maintain good standards of personal cleanliness and hygiene as well as to practice common health courtesies when traveling while suffering from ailments such as the common cold.

Passengers are expected to maintain cleanliness and health standards that do not jeopardize the health of drivers, themselves, or other passengers.

Passengers are requested to not wear strongly scented personal care products while on board. This will help insure that vans are accessible for passengers with multiple chemical sensitivity or environmental illness.

Shirts and shoes or other footwear must be worn when being transported.

36. Designated Vehicles; Lake County Connection uses a variety of vehicles. You must ride in the vehicle that is sent to transport you. Special requests for specific vehicles and drivers cannot be honored. Passengers should understand they may also be scheduled to ride with service animals of other clients.

37. Transporting Service Animals: Under Federal law persons with disabilities may travel with service animals.

Service animals shall always be permitted to accompany their users in any system vehicle. If the driver may ask if an animal is a service animal or ask what tasks the animal has been trained to perform, but cannot require special ID cards for the animal or ask about the person's disability

Please inform the reservationists when you book trips that you will be traveling with a service animal.

38. Day Care Trips: Day care trips shall only be provided when the parent is gainfully employed, going to school, or the child has been court ordered to attend a day care program. No minor child can be transported without an adult escort.

39. Rider Being Met: Some riders, due to their disabilities, need to be met when they are dropped off. If the person meeting the rider is not at the site when the driver arrives, the rider will be transported to the local police department or other safe place. We will notify the rider's guardian or caregiver and require that the rider be picked up at the local police department or other safe location.

40. Delays. Everyone has occasional circumstances outside their control that can cause delays at scheduled medical appointments. If your appointment is running later than you expected, and there is a chance you will not be ready for your scheduled return trip, please contact Lake County Connection by phone as soon as possible to inform them of your status.

41. Reporting an Incident. To allow us to follow-up on incidents, please be specific and provide us with the following information:

- a. Your name, address, and phone number.
- b. The date, time, and location of the incident.
- c. The vehicle number and driver's name.
- d. If it is concerning office staff, please provide the name of the employee and the date and time of your contact with that person.
- e. A detailed explanation of the incident or suggestion.

42. Replacement bus: In case of a bus breakdown, Lake County Connection will send a replacement vehicle to transport you to your destination.

43. Suspension from Service: Clients may be suspended from service for violating the following conditions and any other condition that may be detrimental to the welfare of the program, other passengers, staff, or the general public.

- b. **Verbal abuse:** Verbal abuse is defined as any oral presentation that is

offensive to a passenger, driver, operator or CTC staff.

- c. **Disruptive Behavior:** Disruptive behavior is defined as a passenger who engages in violent, seriously disruptive, or illegal conduct directed at other riders, transit employees or CTC staff.

Such conduct includes, but is not limited to; threats or fear of physical or verbal abuse, unlawful harassment, including unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations, unauthorized use of equipment on the vehicle, voluntarily and repeatedly violating vehicle-riding rules, including smoking in the vehicle, eating or drinking without medical indication, or defacing equipment.

Failure to exit a vehicle shall also be described as disruptive behavior and will result in the suspension of services.

- d. **Dangerous behavior:** Dangerous behavior is defined as any threat or action that could cause direct or indirect physical harm to the driver, vehicle, other passengers, or to the person.
- e. **Physical abuse:** Is defined as any action that may cause direct or indirect physical harm to a passenger, driver, or other staff. Possessing a weapon or firearm. Throwing objects out the windows of the vehicle. Placing your feet on the seats, seat backs or walls.

The driver may refuse transportation to an individual or group of individuals who defy these rules, behave offensively or could imperil the safety or comfort of other passengers.

- f. **Providing False Information:** Providing false information on the application for service or regarding the nature of a trip.
- g. **Service animals:** Interfering or harming a service animal.
- h. **Other actions:** Other actions not specified but that are determined by the CTC to be an interruption to services.
- i. **Failing to submit an application.** Clients may be suspended for not recertifying or providing additional information to determine if the client qualifies for services.

44. Illness: If you become ill, or notice another rider who appears ill please immediately inform the driver.

45. Surveys: Customers are required to assist in surveys as a condition of participating in the program.

46. Hardship Waivers: Hardship waivers may be granted to riders who cannot afford their co-pay who are on prolonged medical treatment programs such as dialysis.

B. LOCAL GRIEVANCE PROCEDURES / PROCESS

COMPLAINT PROCEDURES

Definition of Complaint: Any customer concern involving timeliness, vehicle condition, quality of service, personal behavior, and other operational policies should be considered a complaint and should be addressed by the appropriate personnel.

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

1. For any complaint received directly by the Coordinator, the complaint follow-up shall be handled in the following manner:
 - a. Complaint forms shall be filled out for all complaints received.
 - b. The Coordinator shall notify the Operator of the said complaint either by phone, e-mail or fax to initiate an investigation into the complaint. When a complaint is made by phone a written report shall also be sent.
 - c. On any written complaint or voice mail complaint received a verbal acknowledgment will be made within twenty-four (24) hours to the customer to inform the person that their complaint is being investigated.
 - d. Further, a written record of the complaint will describe and explain the remedial action taken within three (3) days of the date that the complaint was received and mailed to the customer.
 - e. Within five (5) working days a follow-up letter will be sent to the individual filing the complaint to determine if the problem has been resolved to the person's satisfaction.
 - f. At the discretion of the CTC and depending on the severity of the complaint, a verbal response may replace the written response, but the complaint will still be documented in the Monthly Report.
2. For any complaint received directly by the Operator, the Operator shall log the call into the system under the customer's file and resolve the complaint as soon as possible or no longer than five days of receipt of the complaint.

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

The Operator shall provide the CTC with a list of all such complaints on a monthly basis, along with resolution of the complaint.

The Complete Grievance Procedures and Process can be found under Appendix E.

C. EVALUATION PROCESS

The TDCB has established a sub-committee to monitor and evaluate the services provided by the CTC. Each year the Evaluation Subcommittee conducts an extensive evaluation of the CTC.

The TDCB also monitors the provision of TD services by reviewing quarterly statistical reports provided by the CTC or its operator. The TDCB annual evaluation of the CTC will include completed cost, cost effectiveness and efficiency, competition and availability modules from the CTD Evaluation Workbook for CTC and Providers in Florida.

The Evaluation is also based on data from the Memorandum of Agreement between the CTD and the CTC. Such standards include at a minimum the following.

A. SERVICE STANDARDS

Accidents	The CTC has established a standard of no more than one preventable accident per 100,000 miles.
Advance Reservations Requirements	Reservations are taken on a 14-day advance notice basis.
Air Conditioning & Heating	All Provider vehicles used to provide transportation services within the coordinated system shall have working air conditioners and heaters. If an air conditioner or heater fails, the vehicle will be scheduled for repair or replacement as soon as possible. If it is inclement weather conditions then the vehicle needs to be removed from service.
Billing Requirements	All bills shall be paid in accordance with the Prompt Pay Act.
Call Hold Time	Call hold time should be kept to three (3) minutes or under per call on average.
Complaints	All complaints shall be responded to within 72 hours of receipt, unless factors within the investigation process are unavoidable. Our goal is to have no more than one (1) complaint per 1,000 total rides annually.
Contract Monitoring	The CTC performs bi-annual evaluations and contract monitoring of the contracted operators. The monitoring accomplishes reviews of System Safety Program Plan (SSPP) compliance, driver qualifications and certification, and maintenance of vehicles and equipment.
Driver Criminal Background Screening	All drivers in the Coordinated System must undergo an FBI Background Check and a FDLE Level 2 Background Check.
Driver Identification	All drivers are trained in defensive driving and passenger

	assistance, they are tested, certified, and upon completion drivers are provided with photo identification.
Drug and Alcohol Policy	The CTC has a Drug and Alcohol policy which complies with FDOT regulations. All contractors must comply with these regulations.
Local Toll Free Phone Number	Residents have access to a local toll-free number in order to contact the Operator for service. CTC 352-742-6580 and the TD Ombudsman Helpline 1-800-983-2435.
No-Show Policy	<p>If a customer is not there when the vehicle arrives this will be counted as a "No-Show". Multiple "No-Show's will result in a suspension of services. The steps leading to a suspension of services are:</p> <p><u>First "No-Show"</u> – Recorded in passenger file. <u>Second "No-Show"</u> – Within ninety (90) days of the first "No-Show" will result in a letter to the passenger stating that the next "No-Show" will result in a suspension for thirty (30) days. <u>Third "No-Show"</u> – within ninety (90) days of the first will result in a thirty (30) day suspension. <u>Fourth "No-Show"</u> – within ninety (90) days of the first will result in a sixty (60) day suspension.</p>
On-time Performance	Currently, the CTC uses the minimum standard of 92% (percent) on time performance.
Out-of-Service Area Trips	Out-of-Service Area Trips are provided to Orlando and Gainesville each week. Medicaid trips are provided out of the area when no doctor can be found in the Lake County Service area.
Passenger Assistance	<p>All drivers are required to be certified in Passenger Assistance Training. At a minimum, drivers are required to open the vehicle door, fasten a passenger's seat belt, secure wheelchairs, and close the door when necessary.</p> <p>Service is door-to-door. Door-through-door services are available for stretcher passengers only.</p> <p>Drivers will not go to the second floor or higher at residential buildings. Customers are expected to be waiting on the first floor. Drivers will assist customers to the suite of their appointments within multi floor buildings, and go within buildings to retrieve customers with prior arrangements.</p> <p>Drivers cannot assist a wheelchair customer down more than one step, nor pull a wheelchair through grass, sand or mud.</p> <p>Passengers may be transported with portable oxygen, as long as driver assistance is not required in administering the oxygen and the container is no bigger than two liters.</p>

<p>Passenger Property</p>	<p>Personal belongings are the sole responsibility of the passenger. Only those items that passengers can personally carry (usually up to five (5) bags) will be transported at the risk of the passenger. Drivers are not responsible for, nor are they expected to load and unload belongings of passengers they transport. Drivers may assist passengers with their bags.</p>
<p>Passenger/Trip Database</p>	<p>The CTC maintains a database of all customers within the program. This database tracks information such as Social Security Number, Medicaid Number, home address, mailing address, passenger type, passenger needs, birth date, language, sponsors, and trip history.</p>
<p>Pick-up windows</p>	<p>Reservation staff will give the passenger two estimated pick up times for all round trips. The first estimated pick up time will be from the passenger's residence to the destination. The second estimated pick up time will be the return from the destination back to the passenger's residence.</p> <ul style="list-style-type: none"> • Each <u>pick up time</u> is the start of a one hour window. Passengers should expect the driver to arrive with the one hour window. • Passengers will need to <u>be ready</u> to travel at any time within this window. • Schedules are developed to allow passengers to get to their destination when they are picked up within the window. <p>Pick up times may be negotiated with the passengers to allow more efficient scheduling. Pick up window adjustments of <u>up to one hour</u> may be required.</p> <p>Estimated pick up times include:</p> <ul style="list-style-type: none"> • The one hour window. • Additional time for the trip distance. • Additional time for peak periods (rush hour). • Additional time for other passengers scheduled on the vehicle. • Additional "negotiated" time of up to one hour if necessary. <p>The first pick up window is based on the passenger appointment time at the passenger's destination. The second pick up window is based on the passengers requested return time. Multi-legged trips will be treated as round trips with multiple returns (second, third, etc. windows based on requested return times).</p>
<p>Public Transit Ridership</p>	<p>The CTC does have a fixed route transportation system called LakeXpress. This service operates from Spanish Springs in The Villages south on the US 441 through Lady Lake, Fruitland Park, Leesburg, Tavares, Eustis, Umatilla Mount Dora and connects to Lynx in Zellwood with</p>

	<p>circulator routes in Leesburg and Mount Dora. This service operates Monday through Friday from 6:00 a.m. until 8:00 p.m. For more details LakeXpress can be reached at 352-326-8637 or at the website www.ridelakexpress.com.</p> <p>We also have contracted service with Lynx for an express service from the Park and Ride Lot on SR 50 and US 27 and the Four Corners area in South Lake. For more information about Lynx services please call 407-841-2279-Option 8 or their website: www.golynx.com</p>
Reservation Hours	Reservations are accepted from 8:00 a.m. to 5:00 p.m. Monday through Friday. Reservation may be taken 14 days in advance, and must be made 48 hours in advance of the scheduled trip.
Road Calls	The CTC has established a policy of no more than one road call per 15,100 miles.
Service Animals	<p>Under Federal law persons with disabilities may travel with service animals.</p> <p>Service animals shall always be permitted to accompany their users in any system vehicle. If the driver may ask if an animal is a service animal or ask what tasks the animal has been trained to perform, but cannot require special ID cards for the animal or ask about the person's disability.</p>
Service Hours	Reservations can be made between 8:00 a.m. and 5:00 p.m., Monday through Friday at 352-326-2278. If you have an emergency, dial 911. For Medicaid service after hours, such as late hospital discharges, please call 352-617-7029.
Smoking, Eating, and Drinking	Drivers, Providers, and Passengers are prohibited from eating, drinking, or smoking in the vehicle. Exceptions to these vehicle operation policies would be made for persons who, for a medically necessary reason, must eat or drink on a strict time frame or nutritional regimen, or for those who are traveling for an extended period of time.
Transport of Escorts and Dependent Children Policy	<p>One escort per passenger. The escort must be necessary for the safety of the rider or needed for assistance to the rider.</p> <p>All children under the age of fifteen (15) must be accompanied by an escort. Only one escort may travel with children who have appointments or with adults who need assistance while traveling. Parents may also take one child who does not have an appointment with prior arrangements.</p> <p>When traveling in a sedan due to safety reasons all children under thirteen years of age are required to ride in the back seat.</p>

	With prior approval, a minor may act as an escort for an adult eligible rider.
Two-Way Communications	All vehicles are required to have working two-way communication devices. This is confirmed through safety inspections and monitoring.
Use and Responsibility of Child Restraint Devices	All children under five (5) years of age are required to use child restraint devices. Child restraint devices must be used in accordance with Florida Law. Parents will be responsible for providing the child restraint device. The driver will insure that the child seat is properly installed.
Vehicle Cleanliness	The interior and exterior of all vehicles must be kept clean. This is monitored both through street supervision and periodic inspections.
Vehicle Transfer Points	No policies exist on transfer points, since the CTC does not transfer any paratransit passengers.

In addition, the CTC is evaluated based upon the CTD Quality Assurance and Program Evaluation (QAPE). It is also evaluated under the Medicaid Guidelines by the CTD.

The FDOT also reviews the performance of the CTC by conducting a Section 5310/5311 Monitoring Review, a Substance Abuse Review, and a System Safety Program Plan Review. The CTC successfully completed all of the CTD and FDOT evaluations in 2009.

CTC MONITORING PROCEDURES OF THE OPERATOR AND COORDINATION CONTRACTORS

CTC Monitoring Procedures of Operators

Semi-annual site visits of the operator and coordination contractors are done to review maintenance, driver records, performance standards, and daily operational procedures as well as annual site visits to providers to ensure fiscal responsibility.

Sub-contractor and coordinated contractor monitoring procedures reflect contract and performance checklists with written reports including corrective action requirements if necessary.

The CTC staff, MPO staff and Operator hold weekly meetings to discuss concerns and issues regarding transportation services. The CTC direct involvement in the day-to-day operations of the service shall include, but not be limited to, on-street monitoring of drivers and vehicles, inspection of equipment, customer service functions, contract compliance oversight, and quality control.

CTC conduct unannounced periodic inspections to determine whether the Operator meets the required specifications and make sure the vehicles are in compliance with standards. Additional quality surveys and monitoring may occur through the use of a “mystery rider” program under the direction of CTC.

The CTC as well as the Contractor shall perform on-street monitoring of actual trips to include, but not be limited to:

1. On-time performance.
2. Knowledge of service area and routing.
3. Driver assistance.
4. Manifest accuracy and completeness.
5. Driver appearance.
6. Vehicle appearance.
7. Wheelchair lift condition and operation.
8. Wheelchair securement systems condition and use thereof.
9. Safety equipment.
10. Driving habits.
11. Compliance with Florida Motor Vehicle Regulations.
12. Substance abuse review.
13. Compliance with Chapter 14-90.
14. Review of driver records.
15. Customer courtesy.
16. Alcohol and Substance Abuse requirements
17. System Safety
18. Driver records
19. Accidents and incidents
20. Criminal history background checks

The CTC conducts system performance monitoring on a daily and monthly basis. Each day, a Daily Operations Report is produced showing the number of trips, trip type and mileage for trips provided under each funding source, such as Medicaid, TD, and other community sponsored programs.

On a monthly basis, the Operator produces a report detailing trip origins and destinations, trips provided with cancellations and no-shows, trips by type, complaints about service with resolutions, and trips by sponsor. This report is presented to the TDCB at each meeting.

All operators within the Coordinated System are evaluated annually for contract compliance. Areas reviewed include, but are not limited to, System Safety Program

Plan, driver records, Drug Free Workplace, insurance, and local standards. Monitoring is done on site and conducted by CTC staff.

COORDINATION CONTRACTOR EVALUATION

Each Coordination Contractor shall be evaluated on an annual basis. The review will at a minimum consist of the following items:

1. A quarterly Year to Date Operating Report (from the Annual Operating Report) detailing demographic, operational, and financial data regarding coordination activities in the designated service area. The report shall include the following information:
 - A. Number of unduplicated passengers.
 - B. Number of vehicle miles while operating under the coordinated system.
 - C. Number of revenue miles, if different from (B).
 - E. Types of passengers transported, i.e. wheelchair, elderly, low income.
 - F. Trips reasons, i.e. medical, nutritional, employment, and educational.
 - G. Total dollars billed while operating under the coordinated system.
 - H. Total accidents and road calls.
2. Driver records.
3. Compliance with Section 341.061, Florida Statutes and Rule 14-90, Florida Administrative Code concerning System Safety.
4. Compliance with local, state, and federal laws, and Commission policies relating to drug testing.
5. Compliance with the System Safety Program Plan (SSPP).
6. Compliance with the insurance requirements of maintaining at least minimum liability insurance coverage in the amount of \$100,000 for any one person and \$200,000 per occurrence.
7. Comply with all standards and performance requirements of the:
 - A. The CTD (Attachment II).
 - B. The TDCB approved TDSP.

PLANNING AGENCY EVALUATION PROCESS

It is the intention of the CTD to evaluate the performance of the Designated Official Planning Agency (DOPA). The performance of the planning staff has yet to be

evaluated.

The responsibilities of the DOPA are:

Program Management

1. Provide and process for the appointment and reappointment of voting and non-voting members to the TDCB.
2. Prepare agendas for TDCB meetings.
3. Prepare official minutes of TDCB meetings. Keep records of all meetings for at least three years.
4. Provide at least one public hearing annually.
5. Provide staff support for committees and subcommittees.
6. Develop and update by-laws for approval of the local board.
7. Develop, update, and implement the adopted grievance procedures.
8. Maintain a current membership roster and mailing list of board members.
9. Provide public notice of board meetings.
10. Review and comment on the Annual Operating Report for submittal to the local board and the Commission.
11. Jointly develop the TDSP with the CTC.
12. Review and comment on the TD Plan.
13. Report the actual expenditures of direct federal and local government transportation funds to the Commission.
14. Report the annual budget estimates for direct federal and local government transportation funds to the Commission.

Service Development

1. Prepare the planning section of the TDSP.
2. Encourage integration of "TD" issues into local and regional comprehensive plans. Ensure activities of TDCB and CTC are consistent with local comprehensive planning activities.

Technical Assistance, Training, and Evaluation

1. Provide the TDCB with quarterly reports of planning accomplishments as outline in the planning grant agreement or any other activities related to the transportation-disadvantaged program including but not limited to consultant contracts, special studies, and marketing efforts.
2. Attend Commission sponsored training, the Commission's quarterly regional meetings, and the Commission's annual training workshop, within budget/staff/schedule availability.
3. Attend at least one Commission meeting each year within budget/staff/schedule availability.
4. Notify Commission staff of local concerns that may require special investigations.

5. Provide training for newly appointed TDCB members.
6. To the extent feasible, collect and review proposed funding applications involving “TD” funds consistent with Chapter 427, *Florida Statutes*, and Rule 41-2, *Florida Administrative Code*, and provide recommendation to the TDCB.
7. Ensure the TDCB conducts, at a minimum, an annual evaluation of the CTC. The TDCB shall evaluate the coordinator based on local standards and issuing the Commission’s *Evaluation Workbook for CTC and Providers in Florida* (at a minimum, using the modules concerning Competition in Use of Transportation Provider, Cost-Effectiveness and Efficiency, and Availability of Service).
8. Assist the CTD in any requested joint reviews of the CTC within budget/staff/schedule availability.
9. Ensure the TDCB annually reviews coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, *Florida Administrative Code*.

SECTION IV COST / REVENUE ALLOCATION AND FARE STRUCTURE JUSTIFICATION

This section provides information about how the overall costs of the CTC's operations will be allocated, and an explanation of the fare structure. The Lake County CTC issued a Request for Proposal for a Transportation Operator for a full brokerage system, which invited firms to submit proposals based on a Scope of Services that included provisions for the following:

- Service operations
- Service area
- Hours and days of service
- Response time scheduling and dispatching
- Minimum service delivery
- Location of waiting passenger
- Travel time
- Trip reservations
- Customer services
- Passenger assistance
- Eligibility determinations
- Radio communications
- Personnel
- Training
- Alcohol, narcotics and dangerous drugs
- Facilities/equipment/supplies
- Vehicle minimum standards
- Maintenance
- Accident response/road calls
- Safety inspections
- Vehicle records
- Reporting/record keeping
- Response to complaints
- Accident reporting
- Fares and reimbursement

As CTC the Lake County Board of County Commissioners absorbs all cost for:

- Program Oversight
- Coordination and Contractor Inspection
- Coordination and Contractor Monitoring
- Coordination and Contractor Reporting

A. RATES

Fully Allocated Operating Cost	\$6,912,675
Total System Vehicle Miles	2,595,156
Total System Passenger Trips	271,154

Source 2008-2009 Annual Operating Report (AOR).

Cost per passenger mile	\$ 2.66
Cost per passenger trip	\$16.56

Cost/Revenue Allocation – Rates charged to individual agencies that either subsidize or purchase transportation for their clients are based on the cost of providing service to that agency's clients. Each contract is negotiated separately. In some cases, authorized rates are less than the fully allocated cost of providing the service. In those cases general public support must cover the remaining costs, or the service cannot be provided.

The CTC expenses are itemized below.

Labor	\$ 264,474
Fringe Benefits	\$ 85,505
Services	\$ 190,784
Material and Supplies	\$ 644,572
Utilities	\$ 54
Casualty and Liability	\$ 0
Taxes	\$ 0
Miscellaneous	\$ 4,480
Interest	\$ 0
Annual Depreciation	\$ 513,807
Indirect Expense	\$ 0
Contracted Transportation Svcs.	\$3,809,562
Total Expenditure	\$5,513,238
Excluded Subsidy Revenue	-\$2,226,987
Adjusted Expenditures	\$3,174,818

1. CTD Trip Rate

CURRENT RATE STRUCTURE

<u>TYPE</u>		<u>RATE</u>
CTD Trips	Ambulatory	\$ 20.20
	Wheelchair	\$ 34.63
	Stretcher	\$ 72.14
Medicaid Trips	Ambulatory	\$ 31.31
	Wheelchair	\$ 53.67
	Stretcher	\$111.81
CTC Rate	Per Trip	\$ 16.56
Agency for Persons with Disabilities*	Short Trip	\$ 8.49
	Medium Trip	\$ 10.61
	Long Trip	\$ 15.92

*APD sets all the rates and mileage for their trips. The County is working with APD on a rate increase.

The CTC does not directly provide transportation. The CTC contracts with our operator, MV Transportation, Inc. at a trip rate for most trips and an hourly rate for special group trips and stretcher service.

APPENDIX A

**LAKE COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD
CERTIFICATION – MAY 3, 2010**

Transportation Disadvantaged Coordinating Board Certification

The Lake County Transportation Disadvantaged Coordinating Board (TDCB) hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Florida Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan. We further certify that the rates contained herein have been thoroughly reviewed, evaluated, and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on:

5/3/10
Date

Linda Stewart
Chairman, TDCB

Approved by the Florida Commission for the Transportation Disadvantaged

Date

Executive Director

5. LAKE COUNTY COORDINATING BOARD MEMBERSHIP CERTIFICATION

Name (MPO/DOPA): Lake~Sumter Metropolitan Planning Organization

Address: 1616 South 14th Street
Leesburg, Florida 34748

The Metropolitan Planning Organization/Designated Official Planning Agency named above hereby certifies to the following:

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012(3), F.A.C., does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

POSITION/REPRESENTATION	VOTING MEMBER	ALTERNATE	TERM
1. LAKE~SUMTER MPO	Comm. Linda Stewart, Chairman		1 Year
2. ELDERLY 60+	Mary Link Bennett		3 Years
3. HANDICAPPED	Priscilla Weeks		3 Years
4. CITIZEN ADVOCATE	Vacant		3 Years
5. CITIZEN ADVOCATE/USER	Vacant		3 Years
6. VETERANS	Tom Osebold		NT
7. COMMUNITY ACTION AGENCY	Jim Lowe	Helen Ellis	NT
8. PUBLIC EDUCATION	John Davis	Aurelia Cole	NT
9. FDOT	Jo Santiago	Shayla Brown	NT
10. FDCF	Vacant		NT
11. FDE-DIV. OF VOCATIONAL REHAB.	Sarah Reuter		NT
12. DOEA	George Popovich		NT
13. AHCA	Donna Mitchell		NT
14. CHILDREN AT RISK	Lesha Buchbinder	Laura Close	NT
15. LOCAL PRIVATE FOR-PROFIT TRANSPORTATION INDUSTRY	Shannon Heathcock		3 Years
16. MASS TRANSIT/PUBLIC TRANSIT	N/A		NA
17. Medical Community/Sunrise Arc	John Askew	Judith Burke	NT

NT - no term

APPENDIX B

**LAKE COUNTY
PEER GROUP ANALYSIS DATA FY 2009**

County	Service Area Population	Potential TD Population	Passenger Trips	Vehicle Miles	Revenue Miles	Operating Expenses	Operating Revenues	Total Fleet
Charlotte	165,800	106,500	181,785	612,366	439,149	1,919,743	1,919,743	45
Citrus	142,000	83,378	182,285	995,633	888,649	2,807,148	3,416,677	76
Collier	332,900	127,163	344,566	1,337,980	1,130,544	3,652,743	3,317,988	27
Indian River	141,700	59,389	85,672	646,055	619,745	1,698,807	1,691,276	70
Lake	288,400	116,681	271,154	2,595,156	2,214,628	5,789,958	6,912,759	95
Marion	329,400	146,433	196,613	1,782,006	1,642,589	4,807,039	4,863,785	94
Pasco	438,700	217,334	351,558	1,252,971	1,020,520	2,703,184	2,703,184	119
St Lucie	276,600	107,875	336,327	1,782,847	1,474,894	4,597,114	4,028,391	170
Mean	264,438	120,594	243,745	1,375,627	1,178,840	3,496,967	3,606,725	87

APPENDIX C

**LAKE COUNTY
VEHICLE INVENTORY FY 09/10**

**Community Transportation Coordinator
Odometer Readings for FY 09-10
Month Ending 01/31/10**

Fixed Route Vehicles

No. Of Veh.	PCR No.	FDOT No.	NTD Number	Tag No.	Status	Year	Make	Model	Size	Vehicle Type	Manu- fac- ture	VIN	Fuel Type	Amb Cap	W/C Cap	Stand ing Cap	Lift or Ramp	Purchase Price of Vehicle	County Match	Funding Source	Mileage Dec 2009	Mileage Jan 2010	Total Monthly Miles
1	24793	FTA-1	29006	239156	Active	2006	Bluebird	Ultra LF	30'	Bus	BBB	1BAGEBPA96W100477	Diesel	18	2	16	Ramp	\$246,300.00	\$24,630.00	FTA	122,265	124,498	2,233
2	24794	FTA-2	29006	239157	Active	2006	Bluebird	Ultra LF	30'	Bus	BBB	1BAGEBPA66W100484	Diesel	18	2	16	Ramp	\$246,300.00	\$24,630.00	FTA	111,832	114,561	2,729
3	24795	FTA-3	29006	239158	Active	2006	Bluebird	Ultra LF	30'	Bus	BBB	1BAGEBPAX6W100486	Diesel	18	2	16	Ramp	\$246,300.00	\$24,630.00	FTA	91,046	94,224	3,178
4	24797	FTA-4	29006	239159	Active	2006	Bluebird	Ultra LF	30'	Bus	BBB	1BAGEBPA86W100485	Diesel	18	2	16	Ramp	\$246,300.00	\$24,630.00	FTA	126,802	131,024	4,222
5	24798	FTA-5	29006	TA4885	Active	2006	Bluebird	Ultra LF	30'	Bus	BBB	1BAGEBPA16W100487	Diesel	18	2	16	Ramp	\$246,300.00	\$24,630.00	FTA	99,476	101,378	1,902
6	24831	90561	29149	TA1024	Active	2007	Chevy	3500	25'	Cutaway	CMC	1GBE4V1267F404682	Diesel	16	2	0	Lift	\$75,438.00	\$7,543.80	FDOT 5310	86,006	87,101	1,095
7	24890	90564	29124	TA2123	Active	2006	Int'l	VT365	30'	Bus	INT	1HVBTAFM36W325192	Diesel	24	2	16	Ramp	\$137,565.00	\$13,756.50	FDOT 5310	88,602	90,468	1,866
8	25411	90589	33662	TB5328	Active	2008	Int'l	VT365	30'	Bus	INT	1HVBTAFM27W384901	Diesel	24	2	16	Ramp	\$145,327.00	\$14,732.70	FDOT 5310	25,831	26,761	930
9	25734	FTA-6	33663	TB7556	Active	2008	Eldorado	EZ Rider II	29'	Bus	EBC	1N9MNAC688C084085	Diesel	29	2	16	Ramp	\$242,000.00	\$24,200.00	FTA	72,760	73,500	740
10	23217	90505	29007	230482	Active	2005	Chevy	Impala	16'	Sedan	CMD	2G1WF52E559357162	Unleaded	4	N/A	0	N/A	\$14,212.00	\$1,421.20	FDOT 5310	75,768	75,768	0
11	23220	90507	29007	230488	Active	2005	Chevy	Impala	16'	Sedan	CMD	2G1WF52E159358096	Unleaded	4	N/A	0	N/A	\$14,212.00	\$1,421.20	FDOT 5310	72,703	73,257	554
12	24363	90539	29148	X83299	Active	2006	Chevy	C3500	23'	Cutaway	TTT	1GBJG31U161225196	Unleaded	6	2	0	Lift	\$50,990.00	\$5,099.00	FDOT 5310	93,247	93,247	0
13	25445	CTD-6	33656	TB5327	Active	2008	Chevy	C4500	26'	Cutaway	CMC	1GBE4V1G27F424505	Unleaded	16	2	0	Lift	\$73,504.00	\$8,596.00	CTD	60,929	63,443	2,514
14	25956	FTA-17	36303	TB7975	Active	2009	Eldorado	EZ Rider II	30'	Bus	EBC	1N9MNAC679C084225	Diesel	29	2	16	Ramp	\$278,279.00	\$27,828.00	FTA	42,648	46,022	3,374
15	25957	FTA-18	36303	TB7974	Active	2009	Eldorado	EZ Rider II	30'	Bus	EBC	1N9MNAC659C084224	Diesel	29	2	16	Ramp	\$278,279.00	\$27,828.00	FTA	39,970	42,551	2,581
16	26118				Active	2010	Eldorado	EZ Rider II	31'	Bus	EBC	1N9MNA6L6AC084100	Diesel	29	2	16	Ramp	\$310,006.00	\$31,000.60	FTA			

300 26 160

27,918

Paratransit Vehicles

No. Of Veh.	PCR No.	FDOT No.	NTD Number	Tag No.	Status	Year	Make	Model	Size	Vehicle Type	Manu- fac- ture	VIN	Fuel Type	Amb Cap	W/C Cap	Stand ing Cap	Lift or Ramp	Purchase Price of Vehicle	County Match	Funding Source	Mileage Dec 2009	Mileage Jan 2010	Total Monthly Miles
1	21735	92549	29176	203064	UNA	1999	Ford	E450	25'	Cutaway	SPC	1FDXE40F3XHC23278	Diesel	24	0	0	N/A	\$45,397.00	\$4,539.70	FDOT 5310	295,642	295,642	0
2	21736	92550	29174	203063	UNA	1999	Ford	E450	25'	Cutaway	SPC	1FDXE40F5XHC23279	Diesel	16	2	0	Lift	\$45,397.00	\$4,539.70	FDOT 5310	354,127	354,127	0
3	21737	92551	29151	203076	UNA	1999	Ford	E450	25'	Cutaway	SPC	1FDXE45F7YHA23076	Diesel	12	2	0	Lift	\$45,397.00	\$4,539.70	FDOT 5310	348,002	348,002	0
4	21738	92552	29151	203061	UNA	1999	Ford	E450	25'	Cutaway	SPC	1FDXE40FXXHC23259	Diesel	12	2	0	Lift	\$45,397.00	\$4,539.70	FDOT 5310	361,329	361,329	0
5	21739	92553	29151	203060	UNA	1999	Ford	E450	25'	Cutaway	SPC	1FDXE40F6XHC23257	Diesel	12	2	0	Lift	\$45,397.00	\$4,539.70	FDOT 5310	326,327	326,327	0
6	21740	92554	29151	203059	Active	1999	Ford	E450	25'	Cutaway	SPC	1FDXE40F6XHC23260	Diesel	12	2	0	Lift	\$45,397.00	\$4,539.70	FDOT 5310	396,685	397,882	1,197
7	21750	185848	29158	207140	Active	1996	Ford	E450	25'	Cutaway	SPC	1FDLE40F5THB57423	Diesel	25	0	0	N/A	\$48,000.00	\$4,800.00	FDOT 5310	418,136	421,056	2,920
8	21751	185859	29159	207144	Active	1998	Ford	E450	25'	Cutaway	SPC	1FDXE40F8WHB46048	Diesel	24	0	0	N/A	\$48,951.00	\$4,895.10	FDOT 5310	385,645	385,711	66
9	21752	185860	29160	207145	Active	1998	Ford	E450	25'	Cutaway	SPC	1FDXE40F3WHB50914	Diesel	12	2	0	Lift	\$44,182.00	\$4,418.20	FDOT 5310	338,295	340,509	2,214
10	21753	185861	29160	200644	UNA	1998	Ford	E450	25'	Cutaway	SPC	1FDXE40F1WHB50913	Diesel	12	2	0	Lift	\$44,182.00	\$4,418.20	FDOT 5310	345,312	345,312	0
11	21755	185863	29160	207147	Active	1998	Ford	E450	25'	Cutaway	SPC	1FDXE40F7WHB50916	Diesel	12	2	0	Lift	\$44,182.00	\$4,418.20	FDOT 5310	332,063	333,779	1,716
12	21756	185864	29161	207141	UNA	1998	Ford	E450	25'	Cutaway	SPC	1FDXE40F5WHB19079	Diesel	16	2	0	Lift	\$53,907.00	\$5,390.70	FDOT 5310	342,195	342,195	0
13	21757	185865	29161	200645	Active	1998	Ford	E450	25'	Cutaway	SPC	1FDXE40F6WHB50924	Diesel	16	2	0	Lift	\$38,565.00	\$3,856.50	FDOT 5310	394,858	394,858	0
14	21822	93518	29152	213383	UNA	2003	Ford	E450	25'	Cutaway	TTT	1FDXE45F52HB65594	Diesel	14	2	0	Lift	\$52,907.00	\$5,290.70	FDOT 5310	287,495	287,495	0
15	21934	93520	29153	212922	Active	2003	Ford	E350	22'	Cutaway	SPC	1FTSS34L53HA11428	Unleaded	10	2	0	Lift	\$40,430.00	\$4,043.00	FDOT 5310	173,411	173,467	56
16	21935	93519	29153	212923	Active	2003	Ford	E350	22'	Cutaway	SPC	1FTSS34L73HA11429	Unleaded	10	2	0	Lift	\$40,430.00	\$4,043.00	FDOT 5310	167,712	167,712	0
17	22032	93525	29154	216897	Active	2003	Ford	E450	25'	Cutaway	CMC	1FDXE45F43HA62278	Diesel	12	2	0	Lift	\$60,198.00	\$6,019.80	FDOT 5310	239,770	242,746	2,976
18	22033	93524	29154	216896	Active	2003	Ford	E450	25'	Cutaway	CMC	1FDXE45F03HA62276	Diesel	12	2	0	Lift	\$60,198.00	\$6,019.80	FDOT 5310	272,587	274,827	2,240
19	22217	CTD-1	29163	216901	Active	2003	Ford	E450	25'	Cutaway	CMC	1FDXE45S43HB39941	Unleaded	12	2	0	Lift	\$50,910.00	\$5,091.00	CTD	197,325	198,341	1,016
20	22810	BCC	29162	221847	Active	1996	Ford	E450	25'	Cutaway	SPC	1FDLE40G3THB57381	Unleaded	12	2	0	Lift	\$9,500.00	\$9,500.00	LCBOCC	231,141	232,379	1,238
21	23062	CTD-2	29164	224819	Active	2005	Ford	E450	25'	Cutaway	TTT	1FDXE45P44HA74473	Diesel	12	2	0	Lift	\$62,538.00	\$6,253.80	CTD	197,675	199,156	1,481
22	23104	93574	29155	225628	Active	2005	Ford	E350	22'	Cutaway	TTT	1FDWE35F43HB88114	Diesel	9	2	0	Lift	\$51,878.00	\$5,187.80	FDOT 5310	230,065	231,641	1,576

No. Of Veh.	PCR No.	FDOT No.	NTD Number	Tag No.	Status	Year	Make	Model	Size	Vehicle Type	Manu- fac- ture	VIN	Fuel Type	Amb Cap	W/C Cap	Stand ing Cap	Lift or Ramp	Purchase Price of Vehicle	County Match	Funding Source	Mileage Dec 2009	Mileage Jan 2010	Total Monthly Miles
23	23122	93575	29157	221630	Active	2005	Ford	E350	22'	Cutaway	TTT	1FDWE35L44HA33991	Unleaded	9	2	0	Lift	\$44,774.00	\$4,477.40	FDOT 5310	195,295	197,321	2,026
24	23126	93580	29157	221269	Active	2005	Ford	E350	22'	Cutaway	TTT	1FDWE35L44HA37036	Unleaded	9	2	0	Lift	\$44,774.00	\$4,477.40	FDOT 5310	211,174	211,174	0
25	23138	93581	29156	221632	Active	2005	Ford	E450	25'	Cutaway	TTT	1FDXE45S74HA92244	Unleaded	12	2	0	Lift	\$49,859.00	\$4,985.90	FDOT 5310	210,327	212,087	1,760
26	23139	93582	29156	221631	Active	2005	Ford	E450	25'	Cutaway	TTT	1FDXE45S44HA92248	Unleaded	12	2	0	Lift	\$49,859.00	\$4,985.90	FDOT 5310	242,733	243,850	1,117
27	23214	90502	29007	230479	UNA	2005	Chevy	Impala	16'	Sedan	CMC	2G1WF52E5X59357366	Unleaded	4	0	0	N/A	\$14,212.00	\$1,421.20	FDOT 5310	122,125	122,125	0
28	23215	90503	29007	230480	Active	2005	Chevy	Impala	16'	Sedan	CMC	2G1WF52E759356479	Unleaded	4	0	0	N/A	\$14,212.00	\$1,421.20	FDOT 5310	86,448	89,485	3,037
29	23216	90504	29007	230481	Active	2005	Chevy	Impala	16'	Sedan	CMC	2G1WF52E959356628	Unleaded	4	0	0	N/A	\$14,212.00	\$1,421.20	FDOT 5310	114,013	114,013	0
30	23219	90506	29007	230485	Active	2005	Chevy	Impala	16'	Sedan	CMC	2G1WF52EX59362101	Unleaded	4	0	0	N/A	\$14,212.00	\$1,421.20	FDOT 5310	76,522	81,893	5,371
31	23221	90508	29007	230487	Active	2005	Chevy	Impala	16'	Sedan	CMC	2G1WF52E859360279	Unleaded	4	0	0	N/A	\$14,212.00	\$1,421.20	FDOT 5310	122,699	123,470	771
32	23222	90509	29007	230488	Active	2005	Chevy	Impala	16'	Sedan	CMC	2G1WF52E659357252	Unleaded	4	0	0	N/A	\$14,212.00	\$1,421.20	FDOT 5310	120,087	120,087	0
33	23223	90510	29007	230484	Active	2005	Chevy	Impala	16'	Sedan	CMC	2G1WF52E559360143	Unleaded	4	0	0	N/A	\$14,212.00	\$1,421.20	FDOT 5310	134,053	137,037	2,984
34	23479	90514	29147	230906	Active	2005	Ford	E350	18'	Van	TTT	1FDWE35L05HB24824	Unleaded	6	2	0	Lift	\$46,805.00	\$4,680.50	FDOT 5310	187,158	189,284	2,126
35	23480	90515	29147	230907	Active	2005	Ford	E350	18'	Van	TTT	1FDWE35L55HB24821	Unleaded	6	2	0	Lift	\$46,805.00	\$4,680.50	FDOT 5310	190,034	192,300	2,266
36	23481	90516	29147	231424	Active	2005	Ford	E350	18'	Van	TTT	1FDWE35L25HB19897	Unleaded	6	2	0	Lift	\$46,805.00	\$4,680.50	FDOT 5310	161,935	163,034	1,099
37	23482	90517	29147	231425	Active	2005	Ford	E350	18'	Van	TTT	1FDWE35L75HB24822	Unleaded	6	2	0	Lift	\$46,805.00	\$4,680.50	FDOT 5310	201,546	202,926	1,380
38	23483	90518	29147	231426	Active	2005	Ford	E350	18'	Van	TTT	1FDWE35L45HB19898	Unleaded	6	2	0	Lift	\$46,805.00	\$4,680.50	FDOT 5310	185,155	187,985	2,800
39	23484	90513	29147	231427	Active	2005	Ford	E350	18'	Van	TTT	1FDWE35L95HB24823	Unleaded	6	2	0	Lift	\$46,805.00	\$4,680.50	FDOT 5310	165,239	167,924	2,685
40	23611	CTD-3	29165	231189	Active	2006	Ford	E450	25'	Cutaway	CMC	1FDXE45S96HA09335	Unleaded	16	2	0	Lift	\$54,260.00	\$5,426.00	CTD	201,940	204,094	2,154
41	24577	CTD-4	29167	240299	Active	2007	Chevy	C4500	23'	Cutaway	CMC	1GBE4V12X7F404247	Diesel	12	2	0	Lift	\$70,438.00	\$7,043.80	CTD	111,699	112,785	1,086
42	24896	CTD-5	29167	TA2125	Active	2007	Chevy	C4500	23'	Cutaway	CMC	1GBE4V1267F404262	Diesel	12	4	0	Lift	\$73,380.00	\$7,338.00	CTD	127,594	129,582	1,988
43	25002	90572	29150	TA2128	Active	2007	Chevy	C4500	23'	Cutaway	CMC	1GBE4V1947F424510	Diesel	12	2	0	Lift	\$72,678.00	\$7,267.80	FDOT 5310	75,868	75,896	28
44	25003	90573	29150	TA2129	Active	2007	Chevy	C4500	23'	Cutaway	CMC	1GBE4V1917F424755	Diesel	12	2	0	Lift	\$72,678.00	\$7,267.80	FDOT 5310	74,739	75,968	1,229
45	25004	90571	29150	TA2127	Active	2007	Chevy	C4500	23'	Cutaway	CMC	1GBE4V1927F424487	Diesel	12	2	0	Lift	\$72,678.00	\$7,267.80	FDOT 5310	70,597	72,885	2,288
46	25798	FTA-7	33657	TB8228	Active	2008	Chevy	Crusader	21'	Cutaway	CMC	1GBJG31K381153838	Unleaded	9	2	0	Lift	\$63,793.00	\$6,379.30	FDOT 5310	56,920	59,889	2,969
47	25799	FTA-8	33657	TB8227	Active	2008	Chevy	Crusader	21'	Cutaway	CMC	1GBJG31K781153938	Unleaded	9	2	0	Lift	\$61,513.00	\$6,151.30	FDOT 5310	60,740	63,261	2,521
48	25812	91506	36302	TB8231	Active	2009	Chevy	General	21'	Coach	GMC	1GBJG31K181233249	Unleaded	9	2	0	Lift	\$64,358.00	\$11,995.61	FDOT 5310	49,351	51,728	2,377
49	25813	91505	36302	TB8232	Active	2009	Chevy	General	21'	Coach	GMC	1GBJG31K081231122	Unleaded	9	2	0	Lift	\$64,358.00	\$11,995.61	FDOT 5310	55,652	58,971	3,319
50	25825	91507	36302	TB8233	Active	2009	Chevy	General	21'	Coach	GMC	1GBJG31K181232294	Unleaded	9	2	0	Lift	\$64,358.00	\$11,995.61	FDOT 5310	47,988	50,252	2,264
51	25892	FTA-9	36390	TB9626	Active	2009	Chevy	General	21'	Coach	GMC	1GBJG31K781234079	Unleaded	9	2	0	Lift	\$63,668.00	\$6,367.00	FTA	43,443	45,357	1,914
52	25893	FTA-10	36390	TB9133	Active	2009	Chevy	General	21'	Coach	GMC	1GBJG31KX81231872	Unleaded	9	2	0	Lift	\$63,668.00	\$6,367.00	FTA	56,588	60,657	4,069
53	25894	FTA-11	36390	TB9132	Active	2009	Chevy	General	21'	Coach	GMC	1GBJG31K381233107	Unleaded	9	2	0	Lift	\$63,668.00	\$6,367.00	FTA	47,605	49,970	2,365
54	25895	FTA-12	36390	TB9625	Active	2009	Chevy	General	21'	Coach	GMC	1GBJG31K281232563	Unleaded	9	2	0	Lift	\$63,668.00	\$6,367.00	FTA	49,099	58,971	9,872
55	25896	FTA-13	36390	TB9627	Active	2009	Chevy	General	21'	Coach	GMC	1GBJG31K781234261	Unleaded	9	2	0	Lift	\$63,668.00	\$6,367.00	FTA	54,580	58,973	4,393
56	25897	FTA-14	36390	TB9628	Active	2009	Chevy	General	21'	Coach	GMC	1GBJG31K781234504	Unleaded	9	2	0	Lift	\$63,668.00	\$6,367.00	FTA	46,107	48,579	2,472
57	25898	FTA-15	36390	TB9131	Active	2009	Chevy	General	21'	Coach	GMC	1GBJB31K881234317	Unleaded	9	2	0	Lift	\$63,668.00	\$6,367.00	FTA	40,647	43,898	3,251
58	25951	FTA-16	36390	TB7599	Active	2009	Chevy	General	21'	Coach	GMC	1GBJG31K391129797	Unleaded	9	2	0	Lift			FTA	32,016	35,293	3,277
59	25977	200	33658	X88PLP	UNA	2003	Ford	E350	18'	Cutaway	FRD	1FTSS34L63HB39936	Unleaded	10	2	0	Lift			BOCC	241,300	241,300	0
60	25975	202	33659	X40UGH	Active	2003	Ford	E350	18'	Cutaway	FRD	1FTSS34L13HB72942	Unleaded	10	2	0	Lift			BOCC	284,905	286,520	1,615
61	25974	207	33660	917WMQ	Active	2003	Ford	E350	18'	Cutaway	FRD	1FBSS31L43HA77509	Unleaded	10	2	0	Lift			BOCC	253,407	256,112	2,705
62	25968	21118		296WET	UNA	1998	Ford	E350		Cutaway	FRD	1FBSS31L8WVHB01427	Unleaded	9	0	0	N/A			BOCC	438,846	438,846	0
63	25969	21119	36391	L299UC	Active	1998	Ford	E350		Cutaway	FRD	1FBSS31S0VHB71236	Unleaded	9	0	0	N/A			BOCC	346,432	346,432	0
64	25970	21122	36392	J75JYZ	Active	1998	Ford	E350		Cutaway	FRD	1FBSS31L5WVHA90774	Unleaded	7	2	0	Lift			BOCC	347,924	349,417	1,493
65	25972	21123	36398	L298UC	Active	2001	Ford	E350		Cutaway	FRD	1FBSS31L71HA92583	Unleaded	7	2	0	Lift			BOCC	347,683	349,992	2,309
66	25976	216	33661	X40UGH	UNA	2001	Ford	E350	18'	Cutaway	FRD	1FTSS34L71HB38582	Unleaded	9	2	0	Lift			BOCC	209,872	209,872	0
67	25973	301	33658	X88PLP	Active	2003	Ford	E350	18'	Cutaway	FRD	1FTSS34L23HB63067	Unleaded	10	2	0	Lift			BOCC	215,450	215,450	0
68	25971	31001	29170	J45PZI	Active	2002	Ford	E350	18'	High Top	FRD	1FTSS34L02HA91039	Unleaded	6	2	0	Lift			BOCC	385,306	385,306	0
69	25966	31025		B121NQ	UNA	2002	Ford	E350		High Top	FRD	1FTSS34L62HA50088	Unleaded	9	2	0	Lift			BOCC	329,988	329,988	0
70	25967	31135	33655	J64PYQ	Active	2002	Ford	E350	18'	Cutaway	SPC	1FBSS31L92HA28501	Unleaded	6	2	0	Lift			BOCC	346,074	346,074	0
71	25965	31137		TB0345	UNA	2002	Ford	E350		Cutaway	SPC	1FTNS24112HA10072	Unleaded	6	2	0	Lift			BOCC	281,880	281,880	0
72	25964	31139		J68PYQ	UNA	2002	Ford	E350		Cutaway	SPC	1FTSS34LX1HB66893	Unleaded	6	2	0	Lift			BOCC	343,969	343,969	0

No. Of Veh.	PCR No.	FDOT No.	NTD Number	Tag No.	Status	Year	Make	Model	Size	Vehicle Type	Manu- fac- ture	VIN	Fuel Type	Amb Cap	W/C Cap	Stand ing Cap	Lift or Ramp	Purchase Price of Vehicle	County Match	Funding Source	Mileage Dec 2009	Mileage Jan 2010	Total Monthly Miles				
73	25992	CTD-7	36399	TC2409	Active	2009	Chevy	E4500	25'	Champion	CMC	1GBE4V1G69F409735	Unleaded	12	2	0	Lift	\$69,161.00	\$6,916.10	CTD	17,444	19,762	2,318				
74	26024	91535	36400	TC2638	Active	2009	Chevy	E4500	25'	Champion	CMC	1GBE4V1G49F412245	Unleaded	12	2	0	Lift	\$70,638.00	\$7,063.80	FDOT 5310	21,473	24,230	2,757				
75	26025	91536	36400	TC2637	Active	2009	Chevy	E4500	25'	Champion	CMC	1GBE4V1GX9F412184	Unleaded	12	2	0	Lift	\$70,638.00	\$7,063.80	FDOT 5310	20,025	23,214	3,189				
76	26042	BCC2		TB0349	Active	2005	Chevy	E4500	20'	Champion	CMC	1GBJG31U451197652	Unleaded	8	2	0	Lift	\$14,127.60	\$14,127.60	BOCC	59,809	61,882	2,073				
77	26095			TC2646	Active	2010	Chevy	E4500	26'	Champion	CMC	1GBE4V1G49F412228	Unleaded	16	2	0	Lift	\$75,072.00	\$0.00	FDOT ARRA	1,363	2,539	1,176				
78	26110			TC3719	Active	2010	Chevy	E4500	26'	Crusader	CMC	1GBE4V1G79F412188	Unleaded	16	2	0	Lift	\$75,072.00	\$0.00	FDOT ARRA	1,347	1,347	0				
79	26111			TC3714	Active	2010	Chevy	E4500	26'	Crusader	CMC	1GBE4V1G09F412257	Unleaded	16	2	0	Lift	\$75,072.00	\$0.00	FDOT ARRA	1,409	1,409	0				
80	26112			TC2749	Active	2010	Chevy	E4500	26'	Crusader	CMC	1GBE4V1G19F413059	Unleaded	16	2	0	Lift	\$75,072.00	\$0.00	FDOT ARRA	1,359	1,359	0				
81	26113			TC3712	Active	2010	Chevy	E4500	26'	Crusader	CMC	1GBE4V1G19F412199	Unleaded	16	2	0	Lift	\$75,072.00	\$0.00	FDOT ARRA	1,328	1,328	0				
82	26114			TC3722	Active	2010	Chevy	E4500	26'	Crusader	CMC	1GBE4V1G29F412180	Unleaded	16	2	0	Lift	\$75,072.00	\$0.00	FDOT ARRA	1,378	1,378	0				
83	26115			TC3713	Active	2010	Chevy	E4500	26'	Crusader	CMC	1GBE4V1GX9F412265	Unleaded	16	2	0	Lift	\$75,072.00	\$0.00	FDOT ARRA	1,316	1,316	0				
84	26116			TC2750	Active	2010	Chevy	E4500	26'	Crusader	CMC	1GBE4V1G89F413110	Unleaded	16	2	0	Lift	\$75,072.00	\$0.00	FDOT ARRA	1,338	1,338	0				
85	26117			TC2751	Active	2010	Chevy	E4500	26'	Crusader	CMC	1GBE4V1G99F412192	Unleaded	16	2	0	Lift	\$75,072.00	\$0.00	FDOT ARRA	1,352	1,352	0				
86	26119			TC3723	Active	2010	Chevy	E4500	26'	Crusader	CMC	1GBE4V1G39F413094	Unleaded	16	2	0	Lift	\$75,072.00	\$0.00	FDOT ARRA	1,366	1,366	0				
87	26120			TC3720	Active	2010	Chevy	E4500	26'	Crusader	CMC	1GBE4V1G99F412175	Unleaded	16	2	0	Lift	\$75,072.00	\$0.00	FDOT ARRA	1,383	1,383	0				
88	26121			TC3721	Active	2010	Chevy	E4500	26'	Crusader	CMC	1GBE4V1G49F412283	Unleaded	16	2	0	Lift	\$75,072.00	\$0.00	FDOT ARRA	1,346	1,346	0				
89	26122			TC3724	Active	2010	Chevy	E4500	26'	Challenger	CMC	1GBE4V1G19F412249	Unleaded	16	2	0	Lift	\$75,072.00	\$0.00	FDOT ARRA	0	1,378	1,378				
90	26123			TC3726	Active	2010	Chevy	E4500	26'	Challenger	CMC	1GBE4V1G99F413133	Unleaded	16	2	0	Lift	\$75,072.00	\$0.00	FDOT ARRA	0	1,438	1,438				
91	26124			TC3725	Active	2010	Chevy	E4500	26'	Challenger	CMC	1GBE4V1909F413118	Unleaded	16	2	0	Lift	\$75,195.00	\$7,519.50	FDOT 5310	0	1,348	1,348				
92	26130			TC3727	Active	2010	Chevy	E4500	26'	Champion	CMC	1GBE4V1G79F413082	Unleaded	16	2	0	Lift	\$75,195.00	\$7,519.50	FDOT 5310	0	1,359	1,359				
														757	82	0											127,112

APPENDIX D

**LAKE COUNTY
SYSTEM SAFETY PROGRAM PLAN
UPDATE APRIL 2010**



LAKE COUNTY

FLORIDA

SYSTEM SAFETY PROGRAM PLAN

LAKE COUNTY PUBLIC TRANSPORTATION

LAKE COUNTY, FLORIDA



Revised April, 2010

SECTION 1 - GENERAL	4
1.1 PURPOSE	4
1.2 SCOPE	5
1.3 GUIDELINES.....	6
1.4 GOALS	6
1.5 OBJECTIVES	6
1.6 REGULATORY AGENCIES	7
1.6.1 U.S. Department of Transportation;	7
1.6.2 U.S. Environmental Protection Agency;.....	7
1.6.3 Florida Statutes;	7
1.6.4 Florida Department of Transportation;.....	7
SECTION 2 - SYSTEM DESCRIPTION	8
2.1 SCOPE OF TRANSPORTATION SERVICES.....	8
2.2 SYSTEM DESCRIPTION	8
SECTION 3 - SYSTEM SAFETY MANAGEMENT.....	8
3.1 INTRODUCTION.....	8
3.2 SYSTEM SAFETY MANAGEMENT	9
3.2.1 Organization	9
3.2.2 Safety Officers.....	9
3.3 TRAINING.....	10
3.4 MAINTENANCE	11
SECTION 4 - SAFETY REQUIREMENTS.....	11
4.1 INTRODUCTION.....	11
4.2 SAFETY DATA	12
4.3 DEVELOP AND PERFORM TRAINING	13
4.4 CONDUCT SAFETY INSPECTIONS.....	13
4.5 INTERFACE AND COORDINATION.....	14
4.6 SAFETY CERTIFICATION.....	15
SECTION 5 – IMPLEMENTATION AND MAINTENANCE	15
5.1 PROGRAM SCHEDULES	15
5.2 PROGRAM UPDATES	15
5.3 PROGRAM AUDITS.....	15
5.3.1 Audit Functions.....	15
5.3.2 Scope	16
5.3.3 Authority	16
5.3.4 Audit Procedures.....	16
SECTION 6 – CARRIER REQUIREMENTS.....	16
6.1 RESPONSIBILITIES	16
6.2 REPORTING REQUIREMENTS	16
6.2.1 Training Attendance Report	17
6.2.2 Accident/Incident Notification Report	17
6.2.3 Accident Evaluation Report.....	17
6.2.4 Vehicle Information Report.....	17
6.2.5 Annual Safety Inspection Report.....	17
6.2.6 Other Reports.....	18
6.3 GENERAL REQUIREMENTS	18
SECTION 7 – DRIVER REQUIREMENTS	20
7.1 PURPOSE	20
7.2 DRIVER APPLICANT REQUIREMENTS	20
7.3 DRIVER HIRING REQUIREMENTS	21
7.4 DRIVER TRAINING REQUIREMENTS.....	21
7.4.1 Remedial Training	22
7.5 DRIVER APPEARANCE	22

7.6	DRIVER CONDUCT.....	22
7.7	DRIVER DUTIES	23
SECTION 8 - VEHICLES AND EQUIPMENT.....		25
8.1	VEHICLE MANUFACTURING STANDARDS	25
8.2	VEHICLE FLEET INVENTORY	25
8.3	SAFETY RELATED EQUIPMENT	25
SECTION 9 – ACCIDENT AND INCIDENT REPORTING		26
9.1	TRAFFIC ACCIDENT REPORTING.....	26
9.2	TRAFFIC ACCIDENT REPORTING PROCEDURES.....	26
9.3	INCIDENT REPORTING	27
9.4	INCIDENT REPORTING PROCEDURES.....	27
SECTION 10 - DISPATCHING REQUIREMENTS.....		28
10.1	DISPATCHING HOURS.....	28
10.2	GENERAL RESPONSIBILITIES OF DISPATCHERS.....	28

Lake County Public Transportation System Safety Program Plan

SECTION 1 - GENERAL

1.1 PURPOSE

This System Safety Program Plan (SSPP) describes Lake County Public Transportation policies regarding system safety. The SSPP provides the means for implementing those policies throughout the bus transit system.

It has been developed specifically to:

- a. establish the System Safety Program systemwide;
- b. identify the relations and responsibilities of Lake County Public Transportation Division and contracted service providers;
- c. provide formal documentation of the County's commitment to system safety;
- d. provide a framework for implementing safety policy and achieving safety goals and objectives; and,
- e. satisfy Federal, State and Local laws, codes, ordinances and regulations.

This SSPP is a description of the methods to be used to implement the requirements of Section 341.061, Florida Statutes, "Transit Safety Standards; Inspections and System Safety Reviews", and Rule Chapter 14-90, Florida Administrative Code, "Equipment and Operational Safety Standards Governing Public Sector Bus Transit Systems". Chapter 316, State Uniform Traffic Control, Chapter 318 Disposition of Traffic Infractions and Chapter 322 Driver's Licenses. It also included US Department of Transportation Standards [49 CFR, Parts 27, 37 and 38] Americans with Disabilities Act, [49 CFR, Part 29] Drug Free Workplace Act, [49 CFR, Part 655] Prevention of Prohibited Drug Use in Transit Operations, [49 CFR, Part 655] Prevention of Alcohol Misuse in Transit Operations, and U.S. Environmental Protection Agency [40 CFR, Part 261] Hazardous Waste. These requirements constitute the minimum standards of the system safety program.

Lake County Public Transportation System Safety Program Plan

The SSPP describes what each service provider is to do to implement and comply with the SSPP; how and when it will be done; and the lines of authority and responsibilities. In the performance of an audit, it will be easier to verify that the approved SSPP is being implemented.

The methods to be used by Lake County Public Transportation will include both direct and indirect observation of:

- a. training classes and materials;
- b. driver performance;
- c. maintenance and repair work.

Lake County Public Transportation will conduct periodic announced and unannounced inspections and audits of records regarding;

- a. training;
- b. maintenance and repairs; and,
- c. vehicle inspections.

1.2 SCOPE

In order to implement the County's safety policy goals and objectives, this SSPP:

- a. addresses and applies to all of Lake County Public Transportation contractors;
- b. applies to all activities involving procurement, testing of equipment and maintenance and support activities;
- c. charges each manager and employee with responsibility for the SSPP implementation and success;
- d. requires coordination, integration, communication and cooperation among all managers and employees relative to matters of safety;
- e. encompasses all equipment, vehicles and employee activities;
- f. includes interfaces with Local, State and Federal governmental entities, regulatory agencies and departments, professional organizations and citizen's groups regarding safety.

Lake County Public Transportation System Safety Program Plan

1.3 GUIDELINES

As the designated Public Transportation Agency for Lake County, this SSPP was developed to comply with:

- a. Section 341.061, Florida Statutes, "Transit safety standards; inspections and system safety reviews";
- b. Rule Chapter 14-90 , "Equipment and Operational Safety Standards Governing Public-Sector Bus Transit Systems";

1.4 GOALS

The goals of this SSPP are to achieve and maintain a level of safety equal to or better than comparable bus transit systems. The following considerations are given for the achievement of this goal:

- a. safety of passengers, service provider employees and all who come into contact with the system;
- b. identifying potential vehicle hazards through a program of regular preventive maintenance and safety inspections;
- c. eliminate or minimize traffic accidents or other incidents by a formal driver training program and evaluation of accidents or incidents when they occur;
- d. increase passenger safety by training drivers in proper passenger handling techniques; and,
- e. instructing all employees in, and requiring compliance with, all applicable standards of the SSPP.

1.5 OBJECTIVES

The objectives of this SSPP are to:

- a. publish, implement and revise Lake County Public Transportation System Safety Program Plan;
- b. identify hazards in a timely and appropriate manner;
- c. eliminate, control or minimize hazards;
- d. comply with all applicable Federal, State and Local laws and regulations;

Lake County Public Transportation System Safety Program Plan

- e. increase awareness of vehicle or driver hazards which, if left uncorrected, may lead to safety-related accidents or incidents;
- f. organize and formalize systems for providing regular vehicle maintenance and repairs;
- g. provide for formal driver and employee training in all safety related areas;
- h. safety certify the implementation of the SSPP; and,
- i. develop and maintain documentation of all activities related to the goals and objectives of the System Safety Program Plan and implementation of the SSPP.

1.6 REGULATORY AGENCIES

The following list represents the primary regulatory agencies, and their regulations, governing the operation of bus transit systems. Omissions do not imply acceptability of non-compliance with other agencies' rules or regulations:

1.6.1 U.S. DEPARTMENT OF TRANSPORTATION;

[49 CFR, Parts 27, 37 and 38], "Americans With Disabilities Act",
[49 CFR, Part 29], "Drug Free Workplace Act",
[49 CFR, Part 655], "Prevention of Prohibited Drug Use in Transit Operations",
[49 CFR, Part 655], "Prevention of Alcohol Misuse in Transit Operations",

1.6.2 U.S. ENVIRONMENTAL PROTECTION AGENCY;

[40 CFR, Part 261], "Hazardous Waste".

1.6.3 FLORIDA STATUTES;

Statute 341.061,
Chapter 316, "State Uniform Traffic Control",
Chapter 318, "Disposition of Traffic Infractions",
Chapter 322, "Driver's Licenses".

1.6.4 FLORIDA DEPARTMENT OF TRANSPORTATION;

Rule Chapter 14-90, Florida Administrative Code, "Equipment and Operational Safety Standards Governing Public-Sector Bus Transit Systems".

Lake County Public Transportation System Safety Program Plan

SECTION 2 - SYSTEM DESCRIPTION

2.1 SCOPE OF TRANSPORTATION SERVICES

This bus transit system is an advance reservation pre-scheduled service to provide door-to-door transportation for the economically and physically challenged who are unable to use regular public transit services.

2.2 SYSTEM DESCRIPTION

This transit system is a full brokerage system wherein Lake County as the transit agency, is the broker. As a broker, the County does not directly provide any transportation service. Lake County Public Transportation contracts with public and/or private entities to provide transportation services. Currently the service provider is MV Transportation.

Each service provider is responsible for their day to day operations and is responsible for meeting all of the requirements of this SSPP including:

- a. driver training;
- b. vehicle procurement;
- c. vehicle maintenance;
- d. vehicle repairs;
- e. accident and incident reporting;
- f. maintenance of all required records;
- g. compliance with all applicable laws and regulations, whether listed herein or not; and,
- h. compliance with all alcohol and drug testing requirements.

SECTION 3 - SYSTEM SAFETY MANAGEMENT

3.1 INTRODUCTION

This section describes Lake County Public Transportation Division responsibilities and those of the service providers to help assure system safety as defined in this SSPP.

Lake County Public Transportation System Safety Program Plan

Formal system safety management, implementation of and accountability for this SSPP is vested in designated Safety Officers reporting to Lake County's Transportation Director. All other service providers have equal responsibility and accountability for system safety.

System safety cannot be accomplished by any one individual. Everyone involved in the system must promote safety by being knowledgeable and observant. Ultimately, all employees are responsible for their own safety and, through their actions, the safety of others.

3.2 SYSTEM SAFETY MANAGEMENT

System Safety is a recognized discipline and a separate organizational unit within the transportation industry involving complex man-machine systems. Lake County Public Transportation Division and each service provider is responsible for organizing, developing and implementing a System Safety Program Plan. This plan was developed by Lake County Public Transportation to fulfil its responsibilities concerning the organization, development, and implementation of system safety.

3.2.1 ORGANIZATION

Monitoring and control begins with the Florida Department of Transportation, then passes to Lake County Public Transportation Division and extends down to all service providers and subcontractors.

Lake County Public Transportation Division, has charged and delegated the authority necessary for the management and implementation of this SSPP to the General Manager of MV Transportation.

3.2.2 SAFETY OFFICERS

Lake County Public Transportation Division uses its designated personell for monitoring compliance with this SSPP and other required regulations.

Lake County Public Transportation System Safety Program Plan

Each service provider shall designate one or more Safety Officers to ensure compliance with this SSPP as well as their own SSPP and other safety related issues. The names and contact phone numbers of such designees shall be provided to Lake County Public Transportation Division.

This SSPP is the primary tool and charter for insuring that all regulatory and critical requirements and tasks identified in the Plan are satisfied, and that no safety measures are overlooked.

Each Safety Officer shall have the qualifications and authority to inspect vehicles and drivers for compliance and the authority to prevent a vehicle or driver from operating if the vehicle or driver is not in compliance.

The service provider's Safety Officers shall make regular inspections, monitor training, investigate complaints of safety violations or other rules and regulations and shall investigate vehicle or rider accidents and make reports of their findings with appropriate supporting documentation.

3.3 TRAINING

Safety training is an integral part of system safety. Detailed written rules and procedures shall be issued to all employees as part of the training process.

Such training shall include instruction in all safety rules and regulations as well as training in the use of all special equipment. Appropriate documentation shall be maintained documenting what training has been given including training in using the proper documents for record keeping.

Training topics shall include, as a minimum, the following:

- a. Drug Abuse and Alcohol Misuse as required by FTA regulations;
- b. Passenger Assistance Techniques and Sensitivity;

Lake County Public Transportation System Safety Program Plan

- c. Defensive Driving;
- d. On road training and testing to evaluate the skill of the driver to handle the bus and associated equipment;
- e. Accident and Incident Reporting and On-Road Emergency Procedures; and,
- f. Red Cross certified CPR if required by Lake County Public Transportation Division.
- g. Proper use of safety equipment
- h. Proper fueling of vehicles
- I Post of pre vehicle inspections
- J. How to handle and dispose of hazardous waste

3.4 MAINTENANCE

Appropriate documentation shall be maintained showing the following:

- a. the content and schedule for regular periodic preventive maintenance;
- b. regular repairs to vehicles; and,
- c. repairs made as a result of accident involvement; and,
- d. repairs made as a result of daily inspection reports

SECTION 4 - SAFETY REQUIREMENTS

4.1 INTRODUCTION

Section 341.061, Florida Statutes, requires an SSPP to be developed that complies with Rule Chapter 14-90, Florida Administrative Code. This rule chapter outlines various requirements that must be met by bus transit systems operating in Florida.

This SSPP has been developed in compliance with Rule Chapter 14-90 and will remain in full force and effect throughout the life of any contract between Lake County Public Transportation Division and all service providers. Strict compliance is required.

Lake County Public Transportation System Safety Program Plan

4.2 SAFETY DATA

Documentation of safety data must be maintained, at a minimum, in accordance with the requirements of all contracts, laws and regulations. If any conflicting time periods for maintaining these records exists, the longest time period shall be observed for all records.

Safety training shall be given to all applicable employees and records of such training shall be maintained in the employees' records.

Documentation of qualifications for instructors, trainers and inspectors shall be maintained in a file for that purpose and shall be made available for inspection when requested.

Safety inspections shall be performed in accordance with the minimum schedules required and documentation of such safety inspections shall be maintained in the vehicles' records.

Accidents and incidents involving vehicles and/or people shall be reported to Lake County Public Transportation Division on the required forms, including final reports prepared by an investigating agency within 24 hours except when involving a fatality or medical transport in such cases shall be reported immediately. Lake County shall notify such accidents to the Florida Department of Transportation, Federal Transit Administration, Commission for Transportation Disadvantaged and any other applicable funding partner.

All accidents shall be evaluated to determine if they were avoidable or not and the results of this evaluation shall be provided to Lake County Public Transportation Division.

Lake County Public Transportation System Safety Program Plan

Safety related issues and/or requirements may be updated from time to time and such updates shall become effective as if originally included in this SSPP.

Investigations shall be conducted periodically to ensure that safety inspections and/or safety related repairs or maintenance services are being performed and documented properly and the required records are being kept.

4.3 DEVELOP AND PERFORM TRAINING

Each service provider shall develop a safety training program. Such program shall include instruction in the following areas:

- a. the requirements of this SSPP;
- b. the requirements of all related laws and regulations;
- c. skill in handling the vehicle(s) the provider intends the driver to operate including all associated equipment;
- d. how to determine safety related problems;
- e. how to report safety related problems including traffic accidents and incidents with passengers;
- f. procedures for handling and reporting emergencies while in service away from the service provider's facility; and,
- g. the proper completion of appropriate forms for documentation.
- h. procedures for using all safety equipment.

4.4 CONDUCT SAFETY INSPECTIONS

Each service provider shall have performed safety inspections on all vehicles performing service covered by this SSPP, at a minimum, once annually in accordance with the minimum standards established in Rule Chapter 14-90.

These safety inspections shall be performed by an individual or entity qualified, as defined by 14-90.009(4), to perform such inspections. Documentation of safety inspections shall be maintained a minimum of four years.

Lake County Public Transportation System Safety Program Plan

4.5 INTERFACE AND COORDINATION

Lake County Public Transportation Division, through its Safety Officers, shall participate in safety related reviews or discussions involving Local, State and Federal agencies; service providers; and with professional and social service organizations. These activities provide for a comprehensive involvement in all areas where meaningful system safety contributions can be made.

Principal functional interfaces between Lake County Public Transportation Division and the Service Providers are displayed in the table below:

TABLE 1

Safety Requirement	Implementing Organization	Implementing Action
Develop and revise SSPP.	Lake County Public Transportation Division	Develop, revise and distribute SSPP to Service Providers.
Implement and comply with SSPP during the operation of the system.	Lake County Public Transportation and Service Providers	Develop SSPP and certify compliance. Lake County Public Transportation planned and unannounced audits of contractors to ensure compliance.
Establish and maintain a comprehensive accident reporting, evaluation and record maintenance system.	Service Providers	Document accidents and incidents. Lake County Public Transportation maintains a duplicate file requiring contractors to report accidents and incidents to County. Accidents/incidents will be judged as Preventable/Non-Preventable.
Take corrective action when necessary.	Lake County Public Transportation Division	Require documentation to ensure compliance. Give written notification of non-compliance when deficiencies are observed. Terminate contract as last resort to maintain system integrity.

Lake County Public Transportation System Safety Program Plan

4.6 SAFETY CERTIFICATION

Each service provider shall certify to the Florida Department of Transportation, through Lake County Public Transportation Division, at least annually, that all required safety inspections and safety related training has been provided in accordance with the required minimum standards.

SECTION 5 – IMPLEMENTATION AND MAINTENANCE

5.1 PROGRAM SCHEDULES

The schedule for implementing the safety related activities in accordance with the requirements of this plan will be determined on the basis of priority for achieving the purpose of the SSPP including conformance to applicable laws and available resources.

The schedule for implementing this SSPP is as follows:

- a. Annually revise and publish this SSPP;
- b. Annually safety certify the Bus Transit System and compliance with Rule Chapter 14-90, Florida Administrative Code.
- c. Annually, at a minimum, conduct announced complete audits of service providers records for compliance with this SSPP and Rule Chapter 14-90FAC.

5.2 PROGRAM UPDATES

It is the responsibility of the Lake County Public Transportation Division to update this SSPP periodically. Participation and input will be sought from all service providers and other interested parties.

5.3 PROGRAM AUDITS

Techniques and procedures shall be implemented to ensure that the objectives and requirements of the SSPP are being accomplished. Procedures shall also be included for ensuring adequate on-the-job safety surveillance during checkouts, maintenance and operating activities.

5.3.1 AUDIT FUNCTIONS

Lake County Public Transportation Division shall conduct periodic audits in order to:

Lake County Public Transportation System Safety Program Plan

- a. determine compliance with all safety policies contained in this SSPP as well as compliance with applicable laws, rules, regulations, standards, codes and procedures.
- b. recommend specific action plans for correcting any deviations from compliance.

5.3.2 SCOPE

All service providers are subject to both planned and unplanned periodic audits by the Lake County Public Transportation Division with participation from other organizations as determined by the County.

5.3.3 AUTHORITY

The designated Safety Officers shall have the authority and responsibility to conduct audits of system safety support activities and shall provide formal reports of findings to Lake County Public Transportation Division, to ensure that effective corrective action is taken to resolve deficiencies.

5.3.4 AUDIT PROCEDURES

A copy of the audit form to be used to monitor compliance with this SSPP shall be provided to each service provider prior to any announced audit. A copy of the final audit report shall be provided to the service provider subsequent to any compliance audit.

SECTION 6 – PROVIDER REQUIREMENTS

6.1 RESPONSIBILITIES

All Providers are responsible for their day to day operations. This includes compliance with their current contract, this SSPP, all related laws and regulations, whether listed herein or not, and the policies of Lake County Public Transportation Division.

6.2 REPORTING REQUIREMENTS

All Providers are responsible for providing required reports within the time periods allowed.

Lake County Public Transportation System Safety Program Plan

6.2.1 TRAINING ATTENDANCE REPORT

A "Training Attendance Report" form must be completed for all training provided by all Providers. Providers shall maintain these reports as documentation that the required training has been provided by an individual qualified to provide such training. A copy of this report shall be provided to Lake County Public Transportation Division within five (5) days of the completion of the training.

6.2.2 ACCIDENT/INCIDENT NOTIFICATION REPORT

An "Accident/Incident Notification Report" form must be completed for each accident or incident involving a provider's vehicle or driver. A copy of this report shall be provided to Lake County Public Transportation Division within twenty four (24) hours of the occurrence.

6.2.3 ACCIDENT EVALUATION REPORT

Every accident shall be evaluated by the provider to determine whether or not the accident was preventable without regards to the determination of fault. A copy of this report shall be provided to Lake County Public Transportation Division within three (3) days of the accident.

6.2.4 VEHICLE INFORMATION REPORT

Specific information pertaining to each newly acquired vehicle must be provided to the County on the form provided. A copy of this report shall be provided to Lake County Public Transportation Division within five (5) days of acquisition of the vehicle. This applies to all vehicles whether part of the regular fleet or back-up vehicles.

6.2.5 ANNUAL SAFETY INSPECTION REPORT

Each service provider shall have performed safety inspections on all vehicles performing service covered by this SSPP, at a minimum, once annually in accordance with the minimum standards established in Rule Chapter 14-90. Documentation of this inspection must be reported on the form required. A copy of this report shall be provided to Lake County Public Transportation Division within five (5) days of completion of the inspection.

Lake County Public Transportation System Safety Program Plan

6.2.6 OTHER REPORTS

Other reports may be required from time to time. In such cases, the time allowed for responding shall be stipulated in the request for the report.

6.3 GENERAL REQUIREMENTS

- a. Each provider shall submit to Lake County Public Transportation Division their annual safety certification within thirty (30) days of publication of this System Safety Program Plan.
- b. Providers shall adhere to Lake County Public Transportation Division instituted methods for reviewing, evaluating and recommending policies established to resolve potential safety hazards relating to transportation operations.
- c. Providers shall adopt those recommendations resulting from investigations of any safety hazards identified or safety related complaints filed, including those requiring the retirement of vehicles or the suspension of drivers deemed to pose a danger to public safety.
- d. Lake County Public Transportation Division staff will review the hiring practices of Providers; approve their training programs and policies; and, where no training program exists, provide training for drivers; review all company policies and employee handbooks; issue driver and provider accident policies and guidelines regarding the operation and safety of vehicles.
- e. Lake County Public Transportation Division will provide all Passenger Assistance Techniques training.
- f. All Providers must adopt changes resulting from this process and confirm that their employees receive the required training.
- g. Providers are responsible for compliance with, and adherence to, all safety related policies, guidelines and procedures.
- h. Providers shall adopt Lake County Public Transportation Division issued substance abuse policies, unless otherwise agreed upon. If other policies are used they must be approved by the County and FDOT.

Lake County Public Transportation System Safety Program Plan

- i. Providers shall require physical examinations for drivers certifying their ability to perform their required duties. This physical must be given before employment and, at a minimum, every two (2) years thereafter or as required by Rule Chapter 14-90FAC.
- j. Providers shall require pre-employment drug tests verifying a negative result as required by USDOT regulations, 49 CFR Part 655.
- k. Providers shall require a criminal records check through the Florida Department of Law Enforcement. The criminal background check shall be a Level 2 Background Screening.
- l. Providers shall provide Lake County Public Transportation Division with a copy of each driver's Moving Violation Record at least once every six months.
- m. Providers shall maintain employee records including the following:
 - 1. copy of MVR dated within the immediate past 6 months;
 - 2. photocopy of current driver's license;
 - 3. proof of physical exam dated within the immediate past 24 months;
 - 4. documentation of Drug Abuse and Alcohol Misuse training;
 - 5. documentation of Passenger Assistance Training (PAT);
 - 6. documentation of Defensive Driving training;
 - 7. a listing of the types of vehicles and special equipment driver can operate;
 - 8. criminal records check results;
 - 9. drug and alcohol testing results;
 - 10. drivers' daily and weekly work periods including time reporting for duty, time driving started, time driving ended and time off duty.
- n. Providers shall maintain written daily pre-trip vehicle safety inspections performed by drivers as required in Rule Chapter 14-90FAC. Providers shall also maintain records of their responses to such inspections and a record of any resulting maintenance or repairs performed.

Lake County Public Transportation System Safety Program Plan

- o. Providers shall submit to Lake County Public Transportation Division for approval a preventive maintenance program to ensure dependable and safe performance of all passenger vehicles. The preventive maintenance program shall include all major vehicle components and systems and shall require inspection and servicing intervals of not less than the minimum recommended by the original equipment manufacturer. Lake County Public Transportation Division reserves the right to require implementation of its own preventive maintenance schedule if the submitted program is deemed inadequate.
- p. All vehicles used for Community Transportation Service shall be inspected twice annually in accordance with established policies.
- q. Providers shall adopt policies to ensure that Lake County Public Transportation Division staff are authorized and allowed to monitor all drivers and staff to verify the safe operation of vehicles and to prevent the movement of any vehicle found in an unsafe condition.

SECTION 7 – DRIVER REQUIREMENTS

7.1 PURPOSE

The purpose of this section is to describe the policies of Lake County Public Transportation Division concerning drivers. Revisions will be published as policies are added or changed. These policies apply to all Providers or service providers providing service for the County. These policies have been developed to ensure compliance with various Federal, State and Local laws and regulations.

7.2 DRIVER APPLICANT REQUIREMENTS

Driver applicants must meet the following minimum requirements for consideration:

- a. must be at least 21 years of age;
- b. must possess a valid Florida driving license of a class permitting the operation of the vehicle the provider intends to be driven;

Lake County Public Transportation System Safety Program Plan

- c. may not have had a conviction for DWI or DUI within the immediate past five (5) years, nor more than once during the immediate past seven (7) years;
- d. may not have had a chargeable accident within the immediate past three (3) years; unless such person attended a driving improve class and had no points deducted from their driving record.
- e. may not have more than five (5) points against their driving license within the immediate past three (3) years;
- f. meets the Level 2 background screening / Jessica Lungsburg Act
- g. not have had a misdemeanor conviction, for any crime against person, within the immediate past five (5) years;
- h. vision must be correctable to at least 20/50;
- i. must be able to read, write and speak English as well as any other language.

7.3 DRIVER HIRING REQUIREMENTS

Under no circumstances may a driver be hired prior to the receipt of the following information:

- a. Pre-employment Information Sheet;
- b. copy of Moving Violation Record (MVR);
- c. copy of Criminal Record Check;
- d. copy of Physical Examination Report certifying applicant's ability to perform the required duties;
- e. Chain of Custody Form for Pre-employment drug test;
- f. pre-employment drug test verifying negative results;
- g. certification of completion of Drug Abuse and Alcohol Misuse training; and,
- h. passing the Driver Training Manual test and be issued a Photo ID card.

7.4 DRIVER TRAINING REQUIREMENTS

Drivers are required to complete specified elements of training. In order to maintain certification, retraining must be completed according to the elements involved. The required elements of training and schedule of retraining are as follows:

- a. Passenger Assistance Techniques and Sensitivity Training, every two (2) years;

Lake County Public Transportation System Safety Program Plan

- b. Defensive Driving, every two (2) years;
- c. Drug Abuse and Alcohol Misuse, prior to performing Safety Sensitive duties; and,
- d. A road test to evaluate the skill of the driver to handle the bus and all associated equipment that the provider intends to be driven.

7.4.1 REMEDIAL TRAINING

Drivers may be required to attend remedial training in one or more elements if circumstances warrant such retraining as determined by the employer or Lake County Public Transportation Division.

7.5 DRIVER APPEARANCE

Drivers are required to be neat and clean. Drivers are expected to wear uniforms consisting of a shirt or blouse with a collar; slacks, skirts or shorts; and shoes with low heels and closed toes. The shirt or blouse color shall be white or an established company color. Slacks, skirts or shorts shall be dark blue or black or an established company color. Tennis or running type shoes may be worn as long as they are clean and the laces are tied. High heels, open toed shoes or sandals are not acceptable.

7.6 DRIVER CONDUCT

Drivers are expected to conduct themselves in a professional manner at all times. The following is a list of actions specifically prohibited. This list is not to be considered as containing all prohibited actions, but as guidance for what is not allowed:

- a. Drivers are not to ask for nor accept tips for any reason;
- b. Drivers are not to smoke or eat in their vehicles;
- c. Drivers are not to yell or curse at or around passengers;
- d. Drivers are not to rush passengers on or off of vehicles;
- e. Drivers are not to pull away while anyone is near their vehicle;
- f. Drivers are not to be rude to passengers or others with whom they may come into contact;
- g. Drivers are not to go into clients homes, unless approved by Lake County Public Transportation Division;

Lake County Public Transportation System Safety Program Plan

- h. Drivers are not to develop a personal relationship with any client.
- i. Drivers are to assist passengers boarding and alighting vehicles as needed.
- j. Drivers are not to blow their horns to alert the clients, unless there are dogs or other hazzardous conditions.

7.7 DRIVER DUTIES

Drivers are expected to perform their duties in a professional manner at all times. The following is a list of actions specifically required. This list is not to be considered as containing all required duties, but as guidance for what is expected:

- a. Drivers are required to obey all traffic laws and ordinances;
- b. Drivers who receive notification that their license has been (or will be) suspended, cancelled or revoked are required to notify their employer of the contents of the notice immediately, or no later than the end of the business day following the day the notice was received.
- c. Drivers are required to use correct radio procedures;
- d. Drivers are required to conduct a Daily Pre-Trip Inspection of their vehicle;
- e. Drivers are required to keep their vehicle clean;
- f. Drivers are required to assist passengers, when necessary;
- g. Drivers are required to keep their manifests, timesheets, etc. accurate and legible;
- h. Drivers are required to collect all fares as indicated on their manifest or as otherwise instructed. If any doubt exists as to whether or not a fare is to be collected, drivers must contact their dispatcher who must contact Lake County Public Transportaion Division for instructions;
- i. Drivers must have passengers sign any required forms;
- j. Drivers must report all traffic accidents or other incidents immediately. Accident and incident reports must be written as soon as possible after the occurrence and forwarded to Lake County Public Transportaion Division immediately on the required forms.

Lake County Public Transportation System Safety Program Plan

- k. Drivers are required to report to their supervisor any traffic accidents in which they are involved and any citations or tickets they receive, whether on or off duty and whether in a company vehicle or a private vehicle;
- l. Drivers are required to radio their dispatcher and receive permission before leaving the location of a client who is to be marked as a "No-Show".
- m. Drivers are required to report, and receive permission to make, any change in drop off location from the location listed on the manifest.
- n. Driver shall not refuel vehicles in closed building or while passengers are on board;
- o. Driver shall not permit passengers to remain in the step wells while in motion or to remain standing on any vehicle without standee provisions;
- p. Drivers shall report to the operations manager 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.
- q. Driver shall ensure 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 operations manager for guidance;
- r. Reporting to the dispatcher any condition(s) resulting in increased driving hazards, i.e., weather, road, traffic conditions or medical emergencies and disasters;

Lake County Public Transportation System Safety Program Plan

SECTION 8 - VEHICLES AND EQUIPMENT

8.1 VEHICLE MANUFACTURING STANDARDS

Vehicles must be certified by the original chassis manufacturer to conform to all applicable Federal Motor Vehicle Safety Standards (FMVSS) in effect on the date of manufacture as required by 49 CFR Part 567. A decal or plate shall be affixed to the vehicle stating this certification.

Vehicles that have been altered must also be certified by the company or individual making alterations that the alterations conform to all applicable FMVSS in effect on the date of alteration as required by 49 CFR Part 567. A decal or plate shall be affixed to the vehicle stating this certification.

8.2 VEHICLE FLEET INVENTORY

Providers shall provide an inventory of their vehicles detailing all information required on the forms provided. The provider may use its own forms as long as all required information is provided.

8.3 SAFETY RELATED EQUIPMENT

All vehicles operating in this system must be equipped with the following safety equipment as specified:

- a. working seat belts for all ambulatory seat positions except in school buses;
- b. at least 1 child restraint seat;
- c. wheelchair accessible vehicles must have a wheelchair securement system and restraining devices for each wheelchair position;
- d. each wheelchair position shall have a seatbelt and shoulder harness assembly as required by the ADA Accessibility Specifications For Transportation Vehicles;
- e. wheelchair accessible vehicles shall have 1 wheelchair for use as a boarding chair when necessary;

Lake County Public Transportation System Safety Program Plan

- f. One fully charged dry chemical fire extinguisher having, at least, a 1A:BC rating and bearing the label of Underwriter's Laboratory, Inc. and having some means of determining if it is fully charged;
- g. a sufficient supply of safety reflectors and/or flares, as required; and,
- h. two-way radios to permit direct communication with provider dispatchers and/or supervisory staff.
- i. the requirements of Chapter 14-90 and the Commission for Transportation Disadvantaged.

SECTION 9 – ACCIDENT AND INCIDENT REPORTING

9.1 TRAFFIC ACCIDENT REPORTING

Providers shall ensure that all traffic accidents are properly investigated and reported to Lake County Public Transportation Division. Initial reports of accidents shall be reported to Lake County Public Transportation Division on the forms provided.

9.2 TRAFFIC ACCIDENT REPORTING PROCEDURES

- a. All traffic accidents shall be reported to Lake County Public Transportation Division whether or not they are reported to a law enforcement or accident investigating agency.
- b. Providers shall, whenever possible, send a supervisor to investigate any accident in which its vehicle has become involved as soon as the provider is made aware that a traffic accident has occurred.
- c. Providers shall require their dispatchers to notify the appropriate law enforcement or accident investigation agency immediately upon becoming aware of an accident. 9-1-1 should be used to call for an ambulance or rescue unit if injuries are involved or suspected.

Lake County Public Transportation System Safety Program Plan

- d. Providers shall require their dispatchers to notify Lake County Public Transportation Division during regular business hours, immediately after they notify 9-1-1 or any law enforcement or accident investigation agency. If the accident occurs after regular business hours and injuries are involved or suspected, Lake County Public Transportation Division shall be notified by telephone or pager.
- e. The Provider shall complete an "Accident/Incident Review Form". This form shall be faxed to Lake County Public Transportation Division within 24 hours of any traffic accident. The original shall be delivered to the Public Transportation office within one week.
- f. Providers shall provide one original copy of the final report of any official law enforcement or accident investigation agency. The copy of this report shall be delivered to Lake County Public Transportation Division office as soon as it becomes available.

9.3 INCIDENT REPORTING

An incident is any event involving injury or suspected injury to any passenger, employee or other bystander; where there has been a criminal offense committed against any passenger or employee; or any dispute, argument or complaint involving any passenger, employee or other person which may result in a police report or a complaint being filed. Such incidents shall be reported immediately to Lake County Public Transportation Division.

Providers shall ensure that all incidents are properly investigated and reported to Lake County Public Transportation Division. Incidents shall be reported to Lake County Public Transportation on the forms provided.

9.4 INCIDENT REPORTING PROCEDURES

- a. Providers shall, whenever possible, send a supervisor to investigate any incident in which its driver or vehicle has become involved as soon as the provider is made aware that an incident has occurred.

Lake County Public Transportation System Safety Program Plan

- b. All incidents shall be reported to Lake County Public Transportation Division whether or not they are reported to a law enforcement or security agency.
- c. Providers shall require their dispatchers to notify the Lake County Public Transportation Division during regular business hours, immediately of an incident involving its driver or vehicle. If the incident occurs after regular business hours and injuries are involved or suspected, Lake County Public Transportation Division shall be notified by telephone or pager.
- d. The Provider shall complete an "Accident/Incident Review Form". This form shall be faxed to Lake County Public Transportation Division office within 24 hours of any incident. The original shall be delivered to Lake County Public Transportation Division office within one week.
- e. Providers shall provide one original copy of the final report of any official law enforcement or security agency if a report has been filed. The copy of this report shall be delivered to Lake County Public Transportation office as soon as it becomes available.

SECTION 10 - DISPATCHING REQUIREMENTS

10.1 DISPATCHING HOURS

Maintaining contact with vehicles is a critical safety factor. One or more dispatchers whose primary responsibility is communicating with drivers are required to be on duty during all hours that drivers are performing services in this system.

10.2 GENERAL RESPONSIBILITIES OF DISPATCHERS

- a. Dispatchers are responsible for monitoring driver performance regarding passenger pick-ups and drop-offs. Dispatchers should be aware when drivers are not operating on schedule.
- b. Dispatchers are responsible for advising the operations manager of runs that are behind schedule and what efforts are being made to get the run back on schedule.

***Lake County Public Transportation
System Safety Program Plan***

- c. Dispatchers are responsible for advising operations manager, as soon as possible, of any traffic accidents, incidents or breakdowns in which any of their drivers or vehicles are involved.
- d. Dispatchers are responsible for making efforts to contact clients, when telephone numbers are available, before allowing drivers to list a client as a no-show and leaving the location.
- e. Dispatchers are responsible for ensuring that accurate information is provided regarding ETA's, reassigned trips, location changes for clients, etc.

APPENDIX E

**LAKE COUNTY
GRIEVANCE PROCEDURES
AMENDED MAY 3, 2010**

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 (TDCB), serving to assist the Lake-Sumter Metropolitan Planning Organization (LSMPO). The intent is to provide policies and procedures pursuant to Chapter 427, Florida Statutes, and Rule 41-2.012, Florida Administrative Code, for the resolution of formal grievances from agencies, users, potential users, sub-contractors, and other interested parties.

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 TDCB shall be the Grievance Subcommittee.

Section 2: Purpose: The primary purpose of the Grievance Subcommittee is to process and investigate complaints from agencies, users, transportation operators, potential users of the system and the Community Transportation Coordinator (CTC), and to make recommendations to the TDCB 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) voting members chosen from the TDCB. The TDCB 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 first quarterly meeting and shall serve for a period of one year.

ARTICLE III: DEFINITIONS

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

1. The Lake County Board of County commissioners serves as the CTC for Lake County.
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, CTC, Lake-Sumter Metropolitan Planning Organization (MPO) or Transportation Disadvantaged Coordinating Board (TDCB). 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. Violations of specific laws governing the provision of Transportation Disadvantaged services (i.e., Chapter 427 of the Florida Statutes, Chapter 41-2 of the Florida Administrative Code and accompanying documents, Sunshine Law and/or ADA violations).
 - c. Contract disputes (Agencies/Operators)
 - d. Bidding disputes
 - e. Agency compliance
 - f. Conflicts of interest
 - g. Supplanting of funds
 - h. Billing and/or accounting procedure violation
- 3 Service complaints are routine incidents that occur on a daily basis that are reported to the CTC, Operator, drivers or dispatchers, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. Service standards are established by the CTC and the TDCB. Service complaints are generally received when the Transportation Operator did not satisfy the customer's request. Service complaints may include, but are not limited to:
- a. Late trips (late pickup, late drop off, and/or late returns)
 - 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).

ARTICLE IV: GRIEVANCE AND COMPLAINT 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 a grievant wish to file a formal grievance they have two options:

A grievance may be filed with the CTC. The grievance must be in writing and must contain the name and address of the grievant, a clear and concise statement of the grounds for the grievance and supplemented by supporting documentation, if any, and an explanation of the relief desired by the grievant. If a grievance is filed with the CTC, the Public Transportation Director for the CTC will render a decision in writing within fifteen (15) days of receipt of the grievance, giving the grievant an explanation of the facts that lead to the CTC's decision and providing any suggestions for resolution. If the grievant is not satisfied with the proposed resolution, the grievant may take the written grievance to the Grievance Subcommittee for the TDCB. The Grievance Subcommittee shall receive a copy of the written grievance, with any additional documentation the

grievant wishes to add, and shall make a written recommendation to the TDCB as to the resolution of the grievance within sixty (60) days of receipt of the grievance.

1. The grievance may also be filed with the TDCB. Formal grievances to be considered by the TDCB must be filed in writing with MPO. Assistance in filing a grievance shall be provided by staff to the MPO, if requested. The complainant should address the grievance to:

Lake~Sumter Metropolitan Planning Organization
1616 S 14th Street
Leesburg, FL 34748

The grievance shall include:

1. The name, address, and telephone number of the grievant.
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 grievant of the improvements needed to address the grievance.

Within seven (7) working days following the date of receipt of the formal grievance, the MPO shall notify the Grievance Subcommittee and schedule a meeting of the Subcommittee within thirty (30) 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 fifteen (15) days of the meeting of the Subcommittee. If the Subcommittee determines that more time is necessary, the complainant shall be notified in writing. However, in no case shall more than sixty (60) days elapse between the date of receipt of the grievance and the Subcommittee's 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 TDCB for review at the next regularly scheduled TDCB meeting.

Section 3: Appeal to the TDCB: The recommendation of the Grievance Subcommittee may be appealed in writing to the TDCB, via staff provided by the MPO.

The grievant shall be notified in writing of the date, time, and place of the TDCB meeting where the appeal shall be heard. This written notice shall be mailed at least ten (10) days in advance of the meeting. The TDCB shall render its written recommendation as to the grievance within sixty (60) days of the receipt of the grievance appeal. A copy of the written recommendation made by the TDCB shall be mailed to the grievant.

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).

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 grievant. 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. A response, a recommendation and reasons for the recommendation based on information presented.

ARTICLE VI: SCHEDULED MEETINGS

Section 1: General: When a meeting of the Grievance Subcommittee is necessary, staff to the MPO shall schedule a meeting for the Grievance Subcommittee.

ARTICLE VII: AMENDMENTS

Section 1: General: The TDCB 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 Chairman of the TDCB and that the foregoing is a full, true and correct copy of the Grievance procedures of this TDCB as adopted by the TDCB on the third day of May, 2010.



Linda Stewart, Chairman
Lake County Transportation Disadvantaged
Coordinating Board

PASSED AND ADOPTED this 26th day of May, 2010.

**LAKE-SUMTER METROPOLITAN
PLANNING ORGANIZATION**



Sanna Henderson, MPO Chairman

Approved as to form and legality:



Melanie Marsh
County Attorney

LAKE COUNTY CONNECTION 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: _____

APPENDIX F

**AGREEMENT WITH
MV TRANSPORTATION, INC.**

1 427.011, Florida Statutes, Rule 14-90 of the Florida Administrative Code and
2 Rule 41-2 of the Florida Administrative Code, and to the general public of
3 Lake County in conformance with local sponsoring agency requirements,
4 policies, procedures and standards as prescribed by the COUNTY. The
5 CONTRACTOR shall comply with the minimum performance standards as
6 described in the Transportation Disadvantaged Service Plan ("TDSP") as it
7 may be amended from time to time. The CONTRACTOR shall provide
8 transportation to ambulatory, wheelchair and stretcher clients. The Contractor
9 shall also comply with the applicable provisions of the master agreement
10 between the County and the Federal Transit Administration. CONTRACTOR
11 shall comply with the following:

- 12 a. Maintain sufficient office staff to perform required administrative
13 activities.
- 14 b. Provide an onsite General Manager who is authorized to make all day-
15 to-day operational decisions and be available by telephone or pager
16 twenty-four (24) hours a day, seven (7) days a week.
- 17 c. Staff vehicle operations to geographically assigned areas. Provide
18 door-to-door service from the pick-up points to the destinations and at
19 the times specified on the manifest. Provide fixed route services as
20 directed by County.
- 21 d. Fixed route supervision with a minimum of two employees working in
22 supervision any time that fixed route services are being provided.
- 23 e. Staff and perform scheduling services including but not limited to call
24 intake, screening for eligibility, and complaint resolution. Contractor will
25 provide all scheduling software, licenses, and hardware until January
26 1, 2009 or a date when the County will provide such software, licenses
27 and hardware, whichever comes first.
- 28 f. Staff and perform all vehicle dispatch functions.
- 29 g. Maintain a staff that is adequate to handle all incoming calls,
30 particularly during peak times, in accordance with the services
31 standard specified in the TDSP.

- 1 h. Provide safe, courteous, efficient, and cost-effective service in
2 accordance with all applicable laws, ordinances and regulations
3 including compliance with the Federal Transit Administration, Alcohol
4 and Substance Abuse Policies and Procedures.
- 5 i. Comply with the Health Insurance Portability and Accountability Act
6 (HIPAA) to protect the personally identifiable health information of
7 clients be transported.
- 8 j. In the event that the COUNTY has declared a state of emergency, the
9 CONTRACTOR shall transport persons with special needs to
10 appropriate shelters or other medical facilities as determined by the
11 Health Department Director or designee. CONTRACTOR shall provide
12 at least one (1) staff member per Emergency Operations Center (EOC)
13 shift to reside in the COUNTY'S Emergency Operations Center during
14 the emergency event to coordinate transportation services. The
15 CONTRACTOR may also be required to transport others at the
16 direction of the Emergency Management Director. CONTRACTOR
17 shall provide any information required for the COUNTY to claim
18 emergency or disaster grants or reimbursements from the State and/or
19 Federal government.
- 20 k. Assist the COUNTY in determining future requirements for vehicles
21 that may be procured under Federal Transit Administration (FTA) or
22 other agency grant programs.
- 23 l. Comply with all standards under the Transportation Disadvantaged
24 Program, TDSP, FDOT, sponsoring agencies and the FTA standards
25 for public transportation providers.
- 26 m. Assure compliance with Title VI, Equal Employment Opportunity,
27 Disadvantaged Business Enterprise, and Section 504 program
28 requirements as described in the Memorandum of Agreement between
29 the COUNTY and the Commission for Transportation Disadvantaged
30 (CTD), and other applicable laws, rules and regulations.

- 1 n. Contractor shall provide the following reports. Monthly reports shall be
2 provided by the 15th day of the following month, quarterly reports shall
3 be provided by the 15th day of the month following the end of the
4 quarter, and annual reports shall be provided by the 15th day of the
5 month following the end of the year.
- 6 i. Identify, record, and report to the COUNTY, and the Local
7 Coordinating Board (LCB) on a monthly basis the number of all
8 paratransit trips made. The report shall identify the number of
9 riders by program or grant, trip purpose, and trip type. The
10 report shall include monthly expenditure of funds by program or
11 grant, and shall detail demographic, operational, and financial
12 data regarding coordination activities in the designated service
13 area. The report shall indicate whether the number of trips is
14 less than or exceeds the monthly budget and the year to date
15 budget.
 - 16 ii. The CONTRACTOR shall compile and present, on a monthly
17 basis, the required data to complete the Annual Operating
18 Report (AOR) and National Transit Database (NTD) reports, in
19 the properly specified format.
 - 20 iii. The CONTRACTOR shall submit consolidated annual data
21 for the AOR on an annual basis for the year ending June 30 to
22 the County and the LCB for submission to the Commission for
23 Transportation Disadvantaged (CTD).
 - 24 iv. The CONTRACTOR shall provide other reports deemed
25 necessary by the COUNTY to monitor the performance of the
26 CONTRACTOR.
 - 27 v. The CONTRACTOR shall submit a monthly detailed
28 complaint report which includes date, time, nature of complaint
29 (i.e., late pickup, late delivery, driver conduct, etc.) and
30 resolution/corrective measures.

1 vi. The CONTRACTOR shall attend all meetings of the
2 Transportation Disadvantaged Local Coordinating Board, the
3 MPO, the MPO TAC and shall make presentations to the
4 COUNTY as requested by the COUNTY.

5 vii. The CONTRACTOR shall provide the COUNTY a written
6 performance report reflecting the operations of the prior month
7 (collectively referred to as "Performance Measures"). Each
8 monthly report will include the following items:

- 9 1. The scheduled and actual hours for each fixed route.
- 10 2. The actual ridership by transportation mode (Fixed Route
11 bus, door to door, ADA complimentary services, charter,
12 and special events in the form of the official
13 CONTRACTOR Monthly Ridership Reports.
- 14 3. A comparison of actual revenue and expenditures to
15 budgeted revenues and expenditures with explanations
16 for variances for fixed route.
- 17 4. CONTRACTOR Fixed Route Performance report which
18 reports and ranks each route monthly based on the
19 following:
 - 20 a. Subsidy per passenger trip
 - 21 b. Passengers per revenue hour
 - 22 c. Passengers per revenue mile
 - 23 d. Vehicle miles
 - 24 e. Percent farebox return (percent of operating cost
25 recovered through farebox)
 - 26 f. Scheduled and actual Revenue Miles.
 - 27 g. Scheduled and actual Revenue Hours.
 - 28 h. Schedule of unanticipated extraordinary expenses
29 for the prior quarter.
 - 30 i. Changes to authorized staffing.

- 1 j. A historical record describing route changes
2 including, but not limited to:
3 i. Addition of Route(s)
4 ii. Elimination of Route(s)
5 iii. Combination of Routes
6 iv. Addition of Evening Service
7 v. Addition of Weekend Service
8 vi. Other Route Scheduling Changes
9 vii. Running Time Adjustments
10 viii. Fuel consumption per mode
11 ix. Any other information the COUNTY
12 reasonably requests.

13 o. The CONTRACTOR shall adhere to a minimum on time performance
14 standard of 92% for paratransit services. Passengers are to be picked
15 up within the one-hour window under normal operating conditions.
16 However, ADA clients and Dialysis patients must be picked up within
17 30 minutes of their scheduled pick-up time. CONTRACTOR shall
18 maintain an on time performance standard of 92% for fixed route
19 services. CONTRACTOR shall provide a monthly report on the status
20 of on-time performance.

21 p. At the direction of County provide transportation services for Special
22 Group/Special Event Trips to large groups, whether or not such groups
23 qualify for transportation services under transportation disadvantaged
24 programs, for transportation to events including but limit to sporting
25 events, art shows, tourist attractions, etc.

26 q. Maintain an accounting system in accordance with acceptable
27 accounting principles. Utilize the TD Commission's recognized Chart
28 of Accounts defined in the Transportation Accounting Consortium
29 Model Uniform Accounting System for Rural and Specialized
30 Transportation Providers (uniform accounting system) for all
31 Transportation Disadvantaged accounting and reporting purposes.

- 1 r. Maintain all records regarding the contractual arrangement between
2 the CONTRACTOR and COUNTY for review, inspection and audit by
3 the COUNTY, its designee, and state and federal officials. The
4 COUNTY shall have the right to conduct finance and compliance audits
5 during normal business hours with forty-eight (48) hours notice.
- 6 s. Retain all financial records supporting documents, statistical records,
7 and other documents pertinent to this Agreement for a period of five (5)
8 years, the records shall be retained until resolution of audit findings.
9 The CONTRACTOR shall assure that these records shall be subject to
10 inspection, review, or audit at all reasonable times by persons duly
11 authorized by Lake County, the TD Commission or the contract. The
12 TD Commission and the COUNTY and other funding partners shall
13 have full access to and the right to examine any of the records and
14 documents pertinent to the Agreement during the retention period.
- 15 t. Provide data in an appropriate format to allow COUNTY to perform all
16 third-party billing. In instances where the COUNTY is required by the
17 third-party payer (i.e. Medicaid, FDOT) to submit the invoice, the
18 CONTRACTOR shall prepare the invoice for the COUNTY'S review,
19 approval and submittal. COUNTY and CONTRACTOR agree that
20 CONTRACTOR shall only invoice the COUNTY for its services and
21 that COUNTY is responsible for invoicing any and all third party
22 payers. Such data shall be provided on a timely basis in order to meet
23 deadlines required by third party billers.
- 24 u. CONTRACTOR shall not place advertising on any vehicle used to
25 provide services under this Agreement without the written consent of
26 COUNTY. CONTRACTOR agrees that at the request of COUNTY, it
27 will allow advertising to be placed on all vehicles used in this
28 Agreement so long as COUNTY bears all costs incurred in connection
29 with such advertising to include the time, cost and expense of affixing
30 and removing advertising from the vehicles. COUNTY shall receive all
31 revenues from advertising on vehicles.

- 1 v. Adhere to the Medicaid and other Guidelines and contracts between
2 the COUNTY and funding agencies with the exception that the
3 reimbursement mechanism between COUNTY and funding agencies
4 shall not impact the amount paid by COUNTY to CONTRACTOR.
5 CONTRACTOR shall not be paid for any trip in violation of these
6 guidelines and contracts if such violation is caused by CONTRACTOR
7 error.
- 8 w. CONTRACTOR shall provide dispatch coverage from the operating
9 base and maintain a driver pool adequate to ensure that daily service
10 demands are met.
- 11 x. Contractor shall provide emergency phone numbers to COUNTY for
12 all key administrative/management personnel. Also, COUNTY shall
13 designate a Transportation Manager to serve as the COUNTY's
14 primary contact and will provide emergency phone numbers if needed.
- 15 y. Contractor shall be responsible for communication, coordination and
16 management needed for the operation of an efficient and effective
17 service.
- 18 z. Contractor shall maintain a daily operations record which shall be
19 provided to COUNTY upon request.
- 20 aa. To the extent applicable, CONTRACTOR shall meet the requirements
21 of COUNTY'S SSPP and SSEPP.
- 22 bb. Contractor shall have a written Drug-Free Workplace Policy that
23 meets Federal Transit Administration requirements for Drug/Alcohol
24 testing of all safety sensitive employees to include pre-employment,
25 random, post-accident, and probable cause, return to duty, and follow-
26 up testing.
- 27 cc. Contractor shall randomly test safety sensitive employees using
28 CONTRACTOR's internal program as approved by FTA.
- 29 dd. Contractor shall have the right to refuse service to a passenger only if
30 it is believed that the passenger cannot be transported safely or the
31 passenger is disruptive or abusive. All service denials will be recorded

1 on the Daily Operations Report and provided to COUNTY's
2 Transportation Manager immediately.

3 ee. Contractor shall collect fares consistent with COUNTY's approved fare
4 policy. CONTRACTOR shall collect fares from passengers of the
5 service at rates at the rates specified by COUNTY in the COUNTY fee
6 schedule. The actual cash fares collected by CONTRACTOR shall be
7 deposited in CONTRACTOR's bank account and shall be a credit on
8 each month's invoice to COUNTY. CONTRACTOR shall not be
9 responsible for fares not collected by passengers due to Medicaid or
10 COUNTY policies. If the patron cannot pay the fare, the
11 CONTRACTOR shall immediately contact the COUNTY for instructions
12 but shall not refuse transportation. The COUNTY may issue a waiver
13 to a patron for an extraordinary circumstance. CONTRACTOR shall
14 not be penalized for transporting a passenger without a fare unless it
15 does so after COUNTY instructs CONTRACTOR to not transport a
16 passenger who does not pay.

17 ff. Contractor shall meet all Service Availability requirements under this
18 contract except in case of vehicle breakdown or unavailability,
19 accident, or similar service interruptions beyond CONTRACTOR's
20 control. In such cases CONTRACTOR shall immediately contact
21 COUNTY. Upon the County's determination that the vehicle is not
22 operational or drivable, the County shall contact the dispatch office and
23 CONTRACTOR shall send a relief vehicle and/or driver to resume
24 service as soon as possible.

25 gg. Contractor shall be responsible for responding to, investigating and
26 notifying COUNTY of an accident that involves vehicles or drivers
27 providing service under this Agreement. The CONTRACTOR shall
28 immediately notify County of all accidents involving injury or death.
29 Accidents involving injury where a client is transported to a medical
30 facility, death, or where an employee is subject to a post accident
31 substance abuse test must be accompanied by a written report. The

1 CONTRACTOR shall provide COUNTY with a summary of accidents
2 every thirty (30) days.

3 hh. Contractor shall be responsible for responding to and notifying
4 COUNTY of any complaints that involve vehicles or drivers providing
5 service under this Agreement. The CONTRACTOR shall provide
6 COUNTY with a summary of complaints every thirty (30) days.

7 ii. Contractor shall assist COUNTY in developing and maintaining a
8 marketing program throughout the term of this Agreement in order to
9 maintain the ridership base as well as attracting new riders to the
10 proposed service.

11 jj. Fuel Card Policy. CONTRACTOR shall comply with COUNTY policy
12 and rules regarding use of fuel cards including, but not limited to,
13 monthly reconciliation of fuel card use. CONTRACTOR shall provide
14 sufficient justification to support fuel charges not associated with the
15 use of fuel cards or use of County fueling facility.

16 kk. CONTRACTOR shall be responsible for repair and replacement of all
17 passenger bus stops, benches and shelters damaged by
18 CONTRACTOR fault.

19 ll. CONTRACTOR shall wash vehicle exteriors at least once per week, in
20 all seasons. CONTRACTOR shall sweep and clean up vehicle
21 interiors each day and be thoroughly cleaned once per week. Interior
22 cleaning agents shall be fragrance free and shall not be offensive or
23 injurious to individuals with heightened sensitivity to environmental
24 toxins or fragrances. No air fresheners shall be used in the vehicles.
25 Washing of the TD vehicles may be completed at the County
26 maintenance facility using County-provided water, hoses, and
27 consumable supplies.

28 mm. CONTRACTOR shall be responsible for all costs of repair to
29 vehicles for damage from collision, vandalism, or any other cause
30 other than normal maintenance, which occur while such vehicle is in
31 the possession of CONTRACTOR or its employees or agents,

1 excluding normal mechanical maintenance problems, or damage
2 resulting from improper vehicle maintenance. County shall be
3 responsible for all costs of repair to vehicles from damage from any
4 cause which occurs while such vehicle is in the possession of County
5 or its employees or agents (other than CONTRACTOR).

6 nn. CONTRACTOR shall provide each driver who operates a vehicle with
7 an operable two-way radio or alternate communication system
8 approved by COUNTY.

9 oo. CONTRACTOR shall insure that all drivers and passengers must be
10 secured in seats with seat belts at all times the vehicle is in operation,
11 unless exempt by law.

12 pp. CONTRACTOR shall insure that common wheelchairs and other
13 mobility aids shall be secured with a securement system meeting the
14 standards established by the Americans with Disabilities Act and its
15 applicable regulations. Adequate securement materials shall be carried
16 in the vehicle at all times for all wheelchair or other mobility aid
17 positions in the vehicle.

18 qq. CONTRACTOR shall insure that drivers and passengers shall not be
19 allowed to smoke, eat or drink in the vehicle and a sign shall be
20 prominently posted inside the vehicle advising passengers of this
21 prohibition. The only exception will be as indicated in the TDSP.

22 rr. CONTRACTOR shall insure that neither drivers nor passengers shall
23 be allowed to play loud music in the vehicle. Passengers may use
24 personal radios and CD players if they use headphones.

25 ss. CONTRACTOR shall be responsible for any fines incurred in the
26 operation of the vehicle, including parking violations.

27 tt. CONTRACTOR shall pay its employees who drive vehicles and who
28 have a CDL a minimum of \$10.50 per hour and shall pay its employees
29 who drive vehicles where a CDL is not required a minimum of \$8.00
30 per hour.

1 3. DRIVER STANDARDS AND DUTIES. CONTRACTOR shall insure that all
2 drivers assigned to service under the agreement comply with the following
3 standards of eligibility and performance.

- 4 a. Each driver shall possess a valid driver's license for the class of
5 vehicle operated and shall be trained in the proper operation of the
6 vehicle and its accessories.
- 7 b. Each driver shall possess all locally required licenses and /or permits.
- 8 c. Driver must be a licensed driver for a minimum of three (3) years, and
9 meet the requirements of the Contractor insurance requirements.
- 10 d. While on duty, driver shall wear a name tag and picture identification
11 visible at all times. Fixed route drivers shall be required to wear a
12 standardized uniform while working.
- 13 e. Drivers shall at all times maintain proper grooming and personal
14 hygiene.
- 15 f. Drivers shall collect all data required by the COUNTY to be used in
16 preparing reports and passenger surveys.
- 17 g. Driver shall collect and safeguard all fares in accordance with the
18 Agreement.
- 19 h. Before hiring or assigning a driver to service the CONTRACTOR shall
20 conduct or have conducted a Level II background check based on the
21 driver's social security number. No driver shall be hired or assigned to
22 the Agreement if a violation of Fl.Stat. 435.04 would occur.
- 23 i. Driver shall not solicit or accept gratuities or any other money or
24 favors from passengers ~~excepting~~ except the fare they are directed to
25 collect.
- 26 j. CONTRACTOR agrees to follow all federal and state standards which
27 govern its drivers. CONTRACTOR agrees to maintain a file on each
28 driver that includes copies of annual motor vehicle records, record of
29 complaints, commendations and accident reports, and documentation
30 of training completed. In compliance with the Florida Department of

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30

Transportation, CONTRACTOR agrees to maintain a separate confidential physical and drug screen file.

- k. CONTRACTOR shall provide a driver training program which shall conform to all state and federal requirements.

4. OPERATING STANDARDS. The CONTRACTOR shall render transportation in accordance with the following operating standards and procedures:

- a. Door-to-door service and door-through-door services for stretchers in accordance with guidance provided by the County.
- b. Safe, courteous service in accordance with all applicable laws, ordinances and regulations.
- c. Shared rides must be utilized whenever possible.
- d. A wheelchair accessible vehicle must be used when requested by clients in wheelchairs who require transportation.
- e. Make every effort to minimize rider time on board the vehicle consistent with the goal of increasing efficiency and shared riding.
- f. Passengers shall be allowed 5 minutes to report for boarding measured from the time the driver notifies the client that he/she has arrived. If rider fails to acknowledge the vehicle presence and report for boarding within 5 minutes, driver may report the trip as a no show. In the event that driver arrives at the address more than 5 minutes before the scheduled pick-up time, customer shall have until the scheduled time to report for boarding. However, the CONTRACTOR must ascertain any special needs of the person in providing them with services.
- g. Flag Stops. CONTRACTOR will ensure that all drivers along the fixed route allow flag stops at safe locations until instructed otherwise.

5. PROVISION OF SPACE FOR CONTRACTOR PERSONNEL

- a. County will provide space for CONTRACTOR dispatchers at the County provided Transportation Facility.

1 b. Contractor shall provide all administrative space and utilities for its staff
2 (other than dispatchers). Such space and facility shall be located in
3 Lake County.

4 c. County shall provide a facility with sufficient parking area to store and
5 park the entire fleet on site.

6 6. VEHICLES, VEHICLE MAINTENANCE, VEHICLE LICENSES, FEES AND
7 TAXES.

8 a. COUNTY shall be responsible for the provision of all vehicles to
9 CONTRACTOR for the paratransit program and the fixed route system.
10 COUNTY shall assume at no charge to the COUNTY, ownership of the
11 fourteen (14) vehicles previously provided by the CONTRACTOR
12 subject to County review and approval prior to, and subsequent to,
13 assumption of maintenance responsibility by County. All such vehicles
14 shall be in compliance with Federal Transit Authority (FTA) Section
15 5310 and Section 5311 requirements as identified in Florida
16 Department of Transportation (FDOT) procedure Topic No. 725-030-
17 025-h, addressing vehicle useful life standards under section A through
18 F.

19 b. COUNTY shall provide vehicle licensing, motor vehicle fees and taxes,
20 if any, on the vehicles COUNTY provides under this Agreement.
21 CONTRACTOR shall be responsible for the vehicle licensing, motor
22 vehicles fees and taxes, if any, on vehicles CONTRACTOR provides
23 under this Agreement.

24 c. CONTRACTOR shall use COUNTY owned vehicles only for purposes
25 allowed by this Agreement. CONTRACTOR can utilize only vehicles
26 previously provided by CONTRACTOR, or COUNTY provided vehicles
27 as specifically authorized, to provide service for School Trips under a
28 separate agreement between CONTRACTOR and Life Stream.

29 d. Title to COUNTY vehicles shall remain with COUNTY at all times, and
30 CONTRACTOR shall have no right, title or interest therein except the
31 possessory rights expressly set forth in this Agreement,

1 CONTRACTOR agrees to, at all times, to keep the vehicles free and
2 clear of any and all claims, liens and encumbrances, and shall, at its
3 sole expense, protect and defend COUNTY'S title to the vehicles and
4 right of possession against all others. This Agreement is intended only
5 to be an agreement for assignment of the vehicles and is not and shall
6 not be deemed a sale and security agreement, conditional sale
7 contract, or other such instrument of conveyance.

8 e. CONTRACTOR assumes the entire risk of loss, from any and every
9 cause whatsoever, of the COUNTY owned vehicles in the event of loss
10 which occurs while such vehicle is in the possession and control of
11 CONTRACTOR other than any loss caused by the negligence of
12 County. If any or all of the COUNTY owned vehicles shall be damaged
13 or destroyed while in the possession and control of CONTRACTOR
14 during the term of this Agreement, CONTRACTOR at its expense and
15 at COUNTY'S option shall either repair the vehicles or pay to COUNTY
16 the fair market value of the vehicles.

17 f. COUNTY Provided Maintenance and Repair. The COUNTY will
18 maintain all vehicles utilized by the CONTRACTOR in support of this
19 agreement. The COUNTY will perform service and repairs in
20 accordance with the following standards. Repairs shall include major
21 repairs unless a vehicle has exceeded its allowable mileage under
22 customary industry standards, in which case COUNTY shall not be
23 required to make major repairs. COUNTY shall not be responsible to
24 repair damage to vehicles caused by accident or vandalism which
25 occurs while the vehicles are in the possession and control of
26 CONTRACTOR. This service specifically includes but is not limited to:

- 27 i. Purchase of parts for any vehicle repairs.
- 28 ii. Purchase of tires, fluids and batteries.
- 29 iii. Purchase of any shop tools and equipment.

- 1 iv. Purchase of first aid kits, spill kits, fire extinguishers and
- 2 warning triangles for new vehicles with replacement of such
- 3 items being the responsibility of the CONTRACTOR.
- 4 v. Recertification of fire extinguishers.
- 5 vi. Provision of towing services.
- 6 vii. Pay for fluid or environmental disposal fees.
- 7 viii. Outside services related to vehicle maintenance or cosmetic
- 8 damage occurring prior to the effective date of the Agreement,
- 9 and for which the County is otherwise responsible.
- 10 ix. Update MSDS sheets.
- 11 x. Prepare maintenance reports.
- 12 xi. Perform maintenance duties related to road calls in
- 13 coordination with CONTRACTOR.
- 14 xii. Provide reports directly related to vehicle maintenance.
- 15 xiii. Repair inoperable interior and exterior lights, doors and latching
- 16 devices, wheel chair lifts, seat belts and securing devices, horn
- 17 and all standard safety features such as hazard flashers.
- 18 xiv. Repair all broken mirrors, windows, and body damage.
- 19 xv. Repair broken seats and upholstery.
- 20 xvi. Repair vehicle leaks and defects in exhaust system.
- 21 xvii. Perform preventative maintenance every 5,000 miles.
- 22 xviii. Keep complete vehicle maintenance records for each vehicle.
- 23 xix. Remove graffiti from vehicles.
- 24 xx. Provide and affix decals.
- 25 xxi. Paint vehicle numbers.
- 26 g. CONTRACTOR shall provide all vehicle maintenance records to
- 27 COUNTY for all vehicles which are used in providing service under this
- 28 agreement.
- 29 h. County shall make every effort to employ as many of
- 30 CONTRACTOR'S mechanics as reasonably possible.

31 7. CONSIDERATION.

1 a. RATES. Upon the COUNTY assuming responsibility and performing
2 vehicle maintenance services under this Agreement, and
3 CONTRACTOR moving to the new facility, COUNTY will pay to
4 Contractor the rates specified in Exhibit A attached hereto and
5 incorporated herein by reference.

6 b. RATE ADJUSTMENTS. CONTRACTOR or COUNTY shall be entitled
7 to immediate re-negotiation of rates contained in Exhibit A of this
8 Agreement in the event of the following occurrence during the term of
9 this Agreement or any extensions thereof. If either party requests re-
10 negotiation and successful re-negotiation does not occur, such party
11 may terminate this agreement with thirty (30) days written notice to the
12 other. Any re-negotiated rates shall occur prospectively only. The
13 following occurrences shall entitle the parties to re-negotiation:

14 i. If the number of TD trips in any twelve (12) month period is
15 greater than One Hundred Seventy-eight Thousand Two
16 Hundred (178,200) or less than One Hundred and Forty-Five
17 Thousand (145,000).

18 ii. If the average number of total vehicle miles per passenger in
19 the TD program in any twelve (12) month period is greater than
20 eleven (11) or less than nine (9).

21 iii. Changes in laws or regulations adopted by Federal, State,
22 Regional or Local governmental bodies that result in increases
23 or decreases in CONTRACTOR's operating costs.

24 c. INVOICES. Contractor shall provide an invoice to COUNTY each
25 month. The invoice shall consist of six sections with a summary total
26 at the end of the invoice.

27 i. Transportation Disadvantaged Trips. The first section of the
28 invoice shall be for Transportation Disadvantaged trips (other
29 than stretcher trips). The CONTRACTOR shall invoice
30 COUNTY each month the sum of Two Hundred and Nineteen
31 Thousand One Hundred and Forty Dollars (\$219,140.00) for

1 each month during the Agreement term for Transportation
2 Disadvantaged Trips. At the end of each month,
3 CONTRACTOR shall provide a reconciliation showing the actual
4 number of trips and the actual fees for the preceding month
5 using the fee schedule set forth in Exhibit "A". Should the actual
6 billing be greater or lesser than what has been paid by
7 COUNTY, that amount should be added to or deducted from the
8 next month's invoice. TD bills shall be reconciled every month
9 during the term of the Agreement and within thirty (30) days of
10 termination of the Agreement for any reason.

- 11 ii. Transportation Disadvantaged Trips - Stretcher Trips. The
12 second section of the invoice shall be for Transportation
13 Disadvantaged Trips - Stretcher Trips. The CONTRACTOR
14 shall invoice COUNTY each month for the transportation
15 disadvantaged stretcher trips provided during the previous
16 month, using the fee schedule set forth in Exhibit "A".
- 17 iii. State of Emergency Services. The third section of the invoice
18 shall be for services provided during a declared state of
19 emergency. The CONTRACTOR shall invoice COUNTY each
20 month for the services provided during a declared state of
21 emergency in the previous month, using the fee schedule set
22 forth in Exhibit "A".
- 23 iv. Special Group/Special Event Trips. The fourth section of the
24 invoice shall be for services provided for special group/special
25 event trips. The CONTRACTOR shall invoice COUNTY each
26 month for the special group/special event trips provided during
27 the previous month, using the fee schedule set forth in Exhibit
28 "A".
- 29 v. Fixed Route Services. The fifth section of the invoice shall be
30 for services provided for fixed route services. The
31 CONTRACTOR shall invoice COUNTY each month the sum

1 Sixty-One Thousand Five Hundred and Twenty-six Dollars
2 (\$61,526.00) for each month during the Agreement term for
3 Fixed Route Services. It is anticipated that the fixed route
4 amount will change with the implementation of Route 4. At the
5 end of each month, CONTRACTOR shall provide a
6 reconciliation showing the actual number of platform hours and
7 the actual fees for the preceding month using the fee schedule
8 set forth in Exhibit "A". Should the actual billing be greater or
9 lesser than what has been paid by COUNTY, that amount
10 should be added to or deducted from the next month's invoice.
11 Fixed Route bills shall be reconciled every month during the
12 term of the Agreement and within thirty (30) days of termination
13 of the Agreement for any reason.

14 vi. Credits and miscellaneous charges. The sixth section of the
15 invoice shall be for credits or debits arising from provisions of
16 this agreement; credits to COUNTY for fares collected by
17 CONTRACTOR; and credit to COUNTY for office space charge.

18 d. PAYMENT TERMS. COUNTY shall pay CONTRACTOR Within
19 fourteen (14) days of receipt of the invoice from CONTRACTOR unless
20 all or part of the invoice is disputed as provided below. If the invoice is
21 not received by the 15th day of the month, it will delay the next month's
22 payment.

23 e. DISPUTED INVOICES. In the event COUNTY disputes any portion of
24 CONTRACTOR's invoice, COUNTY shall notify CONTRACTOR in
25 writing within fourteen (14) days of receipt of CONTRACTOR's invoice.
26 COUNTY shall pay the undisputed portion of the invoice within
27 fourteen (14) days of receipt of CONTRACTOR's invoice.

28 f. All such invoices shall be submitted to County by the fifteenth (15th) of
29 the following month.

30 8. GENERAL PROVISIONS.

- 1 a. Amendments to this Agreement shall be effective only upon written
2 agreement between the parties.
- 3 b. Disputes. In the event that either party to this Agreement claims that
4 the other party has violated any provision of this Agreement, the
5 following procedures shall apply:
- 6 i. The party claiming a violation of the Agreement shall notify the
7 other party to this Agreement, in writing, citing the specific
8 portion(s) of the Agreement that it claims the other party has
9 violated and the specific remedy requested.
- 10 ii. After receipt of written notice, the parties shall meet within ten
11 days to discuss the dispute. In the event that the dispute cannot
12 be settled at the local level, and if either party is dissatisfied with
13 the results of the meeting, it may, by notifying the other party,
14 require that the dispute be mediated before a Florida Supreme
15 Court certified mediator. No litigation shall begin between the
16 parties before the discussion and mediation described in this
17 section occurs.
- 18 iii. Venue. Venue for any litigation involving this Agreement shall
19 be in state court in the County or Circuit Court located in Lake
20 County, Florida.
- 21 c. Force Majeure. Either party shall be excused from performing its
22 obligations under this Agreement during the time and to the extent that
23 it is prevented from performing by a cause beyond its control,
24 including, but not limited to: any incidence of fire, flood, or strike; acts
25 of God; acts of the Government; war or civil disorder; violence or the
26 threat thereof; severe weather; commandeering of material, products,
27 plants, or facilities by the federal, state, or local government; national
28 fuel shortage; or a rational act or omission by the other party, when
29 satisfactory evidence of such cause is presented to the other party,
30 and provided further that such nonperformance is beyond the

1 reasonable control of, and is not due to the fault or negligence of, the
2 party not performing.

3 d. Audit. The records, books, documents, data, and accounting and
4 operating procedures of CONTRACTOR as it related specifically to the
5 performance of this Agreement are subject to audit and examination by
6 the COUNTY or its representatives, the designated Regional
7 Transportation Planning COUNTY, the Comptroller General of the
8 United States and the state auditor until the expiration of three (3)
9 years from the date of final payment under this Agreement. Such audit
10 shall be conducted after reasonable notice to CONTRACTOR and at
11 CONTRACTOR's accounting center where such records are
12 maintained.

13 e. Records. CONTRACTOR shall maintain (in accordance with generally
14 accepted accounting procedures) and make available for inspection,
15 audit and /or reproduction by any authorized representative of Lake
16 County, the Funding entity, or any other authorized governmental
17 agency; adequate books, documents and other evidence pertinent to
18 the costs and expenses of this contract. This shall include direct and
19 indirect costs of labor, material, equipment, supplies, services, and all
20 other costs and expenses of whatever nature for which reimbursement
21 is claimed under or which is included in the calculation of overhead
22 under the provisions of this Contract. Overhead rates shall be subject
23 to audit and final approval of Lake County. All records required by this
24 Agreement or by law shall be maintained until an audit is completed
25 and all questions arising therefrom are resolved or five (5) years after
26 completion of this contract, whichever occurs first; except that records
27 will be retained beyond the fifth year if an audit is in progress and/or
28 the findings of a completed audit have not been resolved satisfactorily.

29 f. Insurance. During the term of this Agreement, CONTRACTOR agrees
30 to provide insurance as follows:

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29

- i. CONTRACTOR shall provide insurance on all vehicles associated with this contract.
- ii. CONTRACTOR shall secure and maintain at all times during the term of any contract, without cost or expense to the County, policies of insurance insuring the CONTRACTOR against any and all claims, demands or causes of action whatsoever, for injuries received or damage to property relating to the performance or non-performance of duties, services and/or obligations of the CONTRACTOR, or by anyone directly or indirectly employed by it, or by anyone for whose acts it may be liable, under the terms and provisions of the contract. Such insurance shall be with a company or companies authorized to do business in the State of Florida, and which are acceptable to the County.
- iii. Such policies of insurance shall insure the CONTRACTOR in accordance with the following minimum limits:
 - 1. General Liability insurance on forms no more restrictive than the latest edition of the Commercial General Liability policy (CG 00 01 or CG 00 02) of the Insurance Services Office or equivalent without restrictive endorsements, with the following minimum limits and coverage:

(x)	Each Occurrence/General Aggregate	\$5,000,000/\$5,000,000
(x)	Products-Completed Operations	\$5,000,000
(x)	Personal & Adv. Injury	\$5,000,000
(x)	Fire Damage	\$50,000
(x)	Medical Expense	\$5,000
(x)	Contractual Liability	Included
(x)	Medical Malpractice	Included

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30

2. Automobile liability insurance, including owned, non-owned and hired autos with the following minimum limits and coverage: Combined Single Limit \$5,000,000
3. Comprehensive and Collision coverage for the value of all vehicles utilized in this contract.
4. Workers' compensation insurance based on proper reporting of classification codes and payroll amounts in accordance with Chapter 440, Florida Statutes, and/or any other applicable law requiring workers' compensation (Federal, maritime, etc). If not required by law to maintain workers compensation insurance, the vendor must provide a notarized statement that if he or she is injured, he or she will not hold the County responsible for any payment or compensation.
5. Employers Liability with the following minimum limits and coverage:

Each Accident	\$100,000
Disease-Each Employee	\$100,000
Disease-Policy Limit	\$500,000

iv. Lake County, A Political Subdivision Of The State Of Florida, And The Board Of County Commissioners, shall be named as additional insured as their interest may appear on all applicable liability insurance policies.

v. Certificates of insurance shall provide for a minimum of ~~sixty~~ ~~(60)~~ thirty (30) days prior written notice to the County of any change, cancellation, or nonrenewal of the required insurance. Certificates of insurance shall evidence a waiver of subrogation in favor of the County, that coverage shall be primary and noncontributory, and that each evidenced policy includes a

1 Cross Liability or Severability of Interests provision, with no
2 requirement of premium payment by the County.

- 3 vi. Certificates of insurance shall identify the RFP number,
4 contract, project, etc. in the Description of Operations section of
5 the Certificate.
- 6 vii. Certificate holder shall be: LAKE COUNTY, A POLITICAL
7 SUBDIVISION OF THE STATE OF FLORIDA, AND THE
8 BOARD OF COUNTY COMMISSIONERS. P.O. BOX 7800
9 TAVARES, FL 32778-7800.
- 10 viii. CONTRACTOR shall be responsible for subcontractors and
11 their insurance. Subcontractors are to provide certificates of
12 insurance to the County evidencing coverage and terms in
13 accordance with CONTRACTOR'S requirements.
- 14 ix. All deductibles or self-insured retention(s) shall appear on the
15 certificate(s) of insurance and shall be subject to approval by
16 the County. At the option of the County, the insurer shall reduce
17 or eliminate such deductible or self-insured retention(s); or the
18 CONTRACTOR shall be required to procure a bond
19 guaranteeing payment of losses and related claims expenses.
20 The CONTRACTOR has a \$1,000,000 self insured retention
21 which is acceptable to COUNTY.
- 22 x. All insurance companies must be authorized to transact
23 business in the State of Florida.
- 24 xi. The County shall be exempt from, and in no way liable for, any
25 sums of money which may represent a deductible or self-
26 insured retention in any insurance policy. The payment of such
27 deductible or self-insured retention shall be the sole
28 responsibility of the CONTRACTOR and/or subcontractor
29 providing such insurance.
- 30 xii. Failure to obtain and maintain such insurance as set out above
31 will be considered a breach of Agreement and may result in

1 termination of the Agreement for default. Neither approval by
2 the County of any insurance supplied by the vendor, nor a
3 failure to disapprove that insurance, shall relieve the vendor of
4 full responsibility of liability, damages, and accidents as set forth
5 herein.

6 g. Termination. This Agreement may be terminated under the following
7 conditions:

- 8 i. If either COUNTY or CONTRACTOR fails to fulfill their
9 respective obligations under this Agreement, the other party
10 may serve written notice of the failure to perform. In the event
11 the party failing to perform does not correct its performance or
12 make substantial progress to correct its performance within
13 thirty days of receipt of said notice, then the other party may
14 immediately terminate this Agreement for cause.
15 CONTRACTOR shall be paid for all work satisfactorily
16 completed prior to the effective date of such termination.
- 17 ii. COUNTY may terminate this Agreement for convenience by
18 notifying the CONTRACTOR in writing thirty (30) days in
19 advance of the date of termination. CONTRACTOR shall be
20 paid for all work satisfactorily completed prior to the effective
21 date of such termination.
- 22 iii. County may terminate this Agreement due to Unavailability of
23 Funds in Succeeding Fiscal Years - When funds are not
24 appropriated or otherwise made available to support
25 continuation of performance in a subsequent fiscal year, this
26 Agreement may be terminated by COUNTY by providing written
27 notice to CONTRACTOR thirty (30) days in advance of the date
28 of termination.

29 h. Order of Preference. In the event of conflicting language between the
30 various portions of this Agreement, the following order of precedence

1 shall apply: Change Orders to this Agreement, this Agreement, and
2 the Exhibits to this Agreement.

- 3 i. Publicity Releases. CONTRACTOR shall promptly notify the COUNTY
4 of all inquiries it receives from members of the media regarding the
5 performance of the work under this contract. The COUNTY shall have
6 unrestricted authority to reproduce, distribute, or use in whole or in
7 part, without payment of any kind, photos of the CONTRACTOR'S
8 employees and vehicles and any reports, data or materials submitted
9 by CONTRACTOR associated with any services provided under this
10 Agreement.
- 11 j. Independent Contractor. In performing under this Agreement,
12 CONTRACTOR shall act at all times as an independent
13 CONTRACTOR. Nothing contained in this Agreement shall be
14 construed or applied to create the relationship of principal and agent,
15 or of employer and employee, between CONTRACTOR and COUNTY.
16 Employees of CONTRACTOR shall not under any circumstances be
17 considered employees of COUNTY.
- 18 k. Waiver. Failure of either party to assert any right, which it has under
19 this Agreement, or to assess penalties as provided, shall not act as a
20 waiver as to that party's right to enforce the provisions of said
21 Agreement, or assess penalties in the future.
- 22 l. Control. All services provided under this Agreement shall be governed
23 by the operating policies established by the COUNTY, unless
24 otherwise specified in this Agreement.
- 25 m. Management of CONTRACTOR's employees shall rest exclusively
26 with CONTRACTOR. COUNTY shall not attempt to directly or
27 indirectly manage, discipline or direct employees of CONTRACTOR.
- 28 n. Communications. All communications and notices required hereunder
29 shall be made by personal delivery or by certified mail, return receipt
30 requested. Notices shall be effective upon the date of receipt. Notices
31 shall be delivered to the following persons:

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30

- i. To COUNTY: County Manager, P.O. Box 7800, Tavares, Florida 32778.
- ii. To CONTRACTOR: Chief Executive Officer, MV Contract Transportation, Inc., 360 Campus Lane, Suite 201, Fairfield, California 94585.
- iii. Either party may change the address of notification by notifying the either party in writing.
- o. Severability. In the event any provision of this Agreement is declared or determined to be unlawful, invalid or unconstitutional, such declaration shall not affect, in any manner, the legality of the remaining provisions of this Agreement and each provision of the Agreement will be and is deemed to be separate and severable from each other provision.
- p. Jurisdiction. This Agreement is made in and subject to the laws of the State of Florida. Venue for any action involving this Agreement shall be in state court in Lake County, Florida.
- q. Assignment and Subcontracting. The CONTRACTOR may subcontract portions of the services under this Agreement upon written approval of COUNTY; such approval shall not be reasonably withheld.
- r. Indemnity. In consideration of the sum of One Thousand Dollars (\$1,000.00) (such sum being included in the overall cost shown on Exhibit "A" and not as an addition to the sums shown on such Exhibit), CONTRACTOR agrees to indemnify, defend and save harmless COUNTY, its officers, agents and employees, from and against any and all claims and losses whatsoever arising out of, or in any way related to, CONTRACTOR'S performance under this Agreement, including, but not limited to, claims for property damage, personal injury, death, and any legal expenses (such as attorneys fees, court costs, investigation costs, and experts fees) incurring by COUNTY in connection with such claims or losses. CONTRACTOR'S performance

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38

includes its action or inaction and the action or inaction if its officers, agents and employees.

s. Scope of Agreement. This Agreement is intended by the parties to be the final expression of their Agreement, and it constitutes the full and entire understanding between the parties with respect to the subject hereof, notwithstanding any representations, statements, or agreements to contrary heretofore made.

t. This Agreement contains the following Exhibit: Exhibit A, Rate Schedule.

IN WITNESS WHEREOF, the parties hereto have made and executed this Agreement on the respective dates under each signature: COUNTY through its Board of County Commissioners, signing by and through its Chairman, authorized to execute same by Board Action on the 16 day of December, 2008 and by CONTRACTOR through duly authorized representative.

MV CONTRACT TRANSPORTATION, INC.

Wm. Pille David Smith This 9th day of DECEMBER 2008.
Print Name: Wm. Pille David Smith
vice president Vice President
Title

Witnesses:

Print Name:

Print Name:

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44

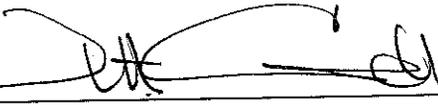
State of _____
County of _____

The foregoing instrument was acknowledged before me this ____ day of _____, 2008, by _____, _____,
(name of officer or agent) (title of officer or agent)
on behalf of MV Contract Transportation., a California corporation. He/She is personally known to me or has produced _____ as identification. (type of identification)

Signature of Notary

(Seal)

**BOARD OF COUNTY COMMISSIONERS
LAKE COUNTY, FLORIDA**



Welton G. Cadwell, Chairman

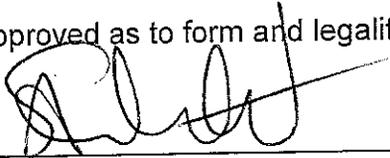
This 18th day of December 2008.

ATTEST:



Neil Kelly, Clerk of the
Board of County Commissioners
of Lake County, Florida

Approved as to form and legality:



Sanford A. Minkoff
County Attorney

EXHIBIT A

RATE SCHEDULE

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31

Transportation Disadvantaged Trips:

COUNTY shall pay CONTRACTOR a per trip rate of \$16.85 per trip.

Transportation Disadvantaged Stretcher trips:

On trips involving use of stretchers, the vendor shall be paid an hourly price of \$38.00 for the full period of the trip that two attendants are required. This calculated charge shall be the full charge for each such trip and no flat fee trip rate shall be paid. This rate shall be in lieu of the normal per trip rate.

Emergency Operations Center Service:

The COUNTY will reimburse the CONTRACTOR at a rate of Thirty-eight Dollars (\$38.00) per driver hour for standby and/or transportation services. There shall be no charge for providing staffing at the EOC.

Paratransit Special Group and Special Event trips:

The COUNTY will reimburse the CONTRACTOR at a rate of \$38.00 per hour for Special Group/Special Event Trips, beginning at the time of pick up of the group and ending at the time of discharge of the group. In the event of multiple pickups and discharges, the rate will start at the first pickup of the first person and end at the last discharge of the last person.

Fixed Route Service:

The CONTRACTOR shall be paid a base hourly price of \$37.70 per Platform Hour: The Federal Transportation Administration, National Transportation Database Reporting Manual defines Platform Hours as: "The time during which an operator operates the revenue vehicle a) in line service or in deadheading (including layover periods in the

1 vehicle at a rest point) or b) for charter, contract, and special non-contract service, or is
2 deadheading or laying over as a result of such service.

3
4 The COUNTY will also pay, upon receipt of an appropriate invoice, the sum of \$200.00
5 per week, for the CONTRACTOR to complete the required "bus wash" services for the
6 transit buses until such time the County provides a wash system at the County
7 maintenance facility.

8
9 Fuel:

10 COUNTY shall provide all fuel for CONTRACTOR provided Transportation Services
11 within the scope of this Contract. Fuel in support of school trips is specifically excluded.

12
13 Fuel may be provided by COUNTY, at its option, by use of a COUNTY fuel card, at
14 COUNTY facilities, or purchased by CONTRACTOR at public outlets.

15
16 In the event CONTRACTOR must purchase and pay for fuel, the CONTRACTOR shall
17 invoice COUNTY, the actual CONTRACTOR cost, for all fuel purchased from public
18 outlets in the next monthly billing. COUNTY will only reimburse CONTRACTOR for fuel
19 purchases when the CONTRACTOR has provided documentation that the purchase
20 was declined by ComData for a reason outside of the control of the CONTRACTOR.

21
22 Cost of Living Adjustment:

23 COUNTY agrees to an annual Cost of Living Adjustment (COLA) for CONTRACTOR.
24 Rates will be adjusted based on the lower of three percent (3%) or the Consumer Price
25 Index for Urban Wage Earners and Clerical Workers (CPI-W) available from the Social
26 security Administration <http://www.ssa.gov/OACT/COLA/colasummary.html> . Rates will
27 be adjusted for fixed route, paratransit trip rate, Group/Special Events hourly rate,
28 Special Needs hourly rate, and Stretcher. Rate changes will be effective October 1,
29 2009; October 1, 2010, October 1, 2011 and October 1, 2012, and October 1, 2013
30 based on the most recent quarter COLA available on the Social Security Administration
31 web site.

1

2 Reimbursement for CONTRACTOR Software Training:

3 COUNTY agrees to reimburse CONTRACTOR a fee not to exceed \$6,000.00 for Route

4 Match Software Training.

5

6 Modifications to Software for reports beyond the standard capabilities of the software

7 will be the responsibility of the COUNTY. Standard queries shall be the responsibility of

8 the CONTRACTOR.

SUPPLEMENTAL AGREEMENT

WHEREAS, on December 16, 2008, Lake County, Florida ("COUNTY") and MV Contract Transportation, Inc., ("CONTRACTOR") entered into an Agreement for Provision of Public Transit Services for the provision of transportation services to the County for the Transportation Disadvantaged Program (the "Contract");

WHEREAS, under the terms of the Contract, CONTRACTOR is required to transfer ownership of the vehicles provided by CONTRACTOR under the previous contract to the COUNTY and the COUNTY is required to assume maintenance responsibility for the entire vehicle fleet;

WHEREAS, COUNTY has requested reimbursement from CONTRACTOR for the cost of certain repairs and additional maintenance to certain vehicles;

WHEREAS, CONTRACTOR agreed to sell to COUNTY and COUNTY agreed to purchase from CONTRACTOR the parts inventory and tools subject to the parties mutually agreeing to an equitable purchase price;

WHEREAS, COUNTY is required to provide a facility with sufficient parking area to store and park the vehicle fleet on site, and with space to house CONTRACTOR dispatchers;

WHEREAS, COUNTY and CONTRACTOR have negotiated an agreement to certain matters in dispute and desire to memorialize and settle the matters in dispute;

NOW THEREFORE, COUNTY and CONTRACTOR mutually agree as follows:

CONTRACTOR agrees to reimburse COUNTY in the amount of \$29,624.37 for costs incurred by COUNTY to repair defects in the vehicle fleet identified during the transition of the vehicle fleet from CONTRACTOR to COUNTY.

CONTRACTOR agrees to sell to COUNTY and COUNTY agrees to purchase from CONTRACTOR the parts inventory and tools identified in Exhibit A, attached hereto, for the purchase price of \$16,136.00. The parts inventory and tools are accepted in an "as is" "where is" without any express or implied warranties or conditions of merchantability or quality of fitness of any kind.

In consideration of the foregoing, CONTRACTOR shall credit COUNTY in the amount of \$13,488.37 on CONTRACTOR's next invoice for services performed under the Contract;

CONTRACTOR shall be responsible for the production of the Driver Vehicle Inspection books, the cost to be born entirely by CONTRACTOR without additional reimbursement from COUNTY.

CONTRACTOR accepts responsibility for the handling of fareboxes without additional reimbursement from COUNTY.

COUNTY hereby accepts the vehicle fleet from CONTRACTOR in an "as is" "where is" condition and absolves CONTRACTOR of any further obligation to pay for repairs or maintenance of defects identified as part of or pertaining to the transition of the fleet from CONTRACTOR to COUNTY.

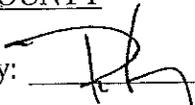
In consideration of the promises contained herein, CONTRACTOR hereby discharges COUNTY, and all County officers and employees, and COUNTY hereby discharges CONTRACTOR its subsidiaries, officers, directors, and employees, from any and all claims, demands, or causes of action, known or unknown, which CONTRACTOR or COUNTY may now have or may hereafter have regarding the dispute described above.

It is expressly understood, acknowledged and agreed that settlement under this agreement is the compromise of disputed claims, causes of action, losses, damages, or rights arising out of the dispute described herein, and therefore is not intended, nor to be construed, as an admission of liability on the part of CONTRACTOR or COUNTY, the parties hereby discharged, or such party's principals, officers, agents, or employees.

It is expressly understood, acknowledged and agreed that this is the full and final supplemental agreement applying to all known and unknown or unanticipated claims, causes of action, losses, damages, or rights arising out of such disputes described above.

IN WITNESS WHEREOF, the Parties hereto, upon the signature date for the County representative designated below, through their duly-appointed representatives, execute this Supplemental Agreement.

COUNTY

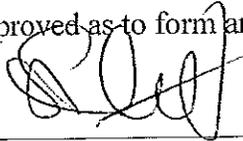
By: 

Printed Name: Barnett Schwartzman

Title: Procurement Services Director

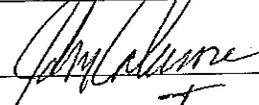
Date: 30 Jun 09

Approved as to form and legality:



Sanford A. Minkoff, County Attorney

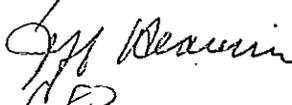
MV CONTRACT TRANSPORTATION, INC.

By: 

Printed Name: John James

Title: E.V.P. of Maint.

Date: 7/22/09

By 
CSO
7/22/09

APPENDIX G

LAKE COUNTY CO-PAYS

One way trips to Lake County \$2.00

One way trips to Orlando \$5.00

One way trips to Gainesville \$10.00