

**Lake County Connection Performance Measures  
as of June 10, 2019**

<i>Valid Complaints</i>	Fiscal Year												Fiscal Year 2017-2018	
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr		2018-2019
<i>Service</i>	2	2	0	3	1	2	2	2	0	1	0	1	16	22
<i>Policy</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Vehicle</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Other</i>	0	0	0	0	0	0	0	0	0	0	0	0	0	1
<b>Total</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>16</b>	<b>23</b>
<b>Total Trips Provided</b>	8,272	7,758	7,948	8,599	7,443	9,014	7,870	7,481	8,158	7,808	8,300	8,431	97,082	90,156
<b>% of Complaints</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

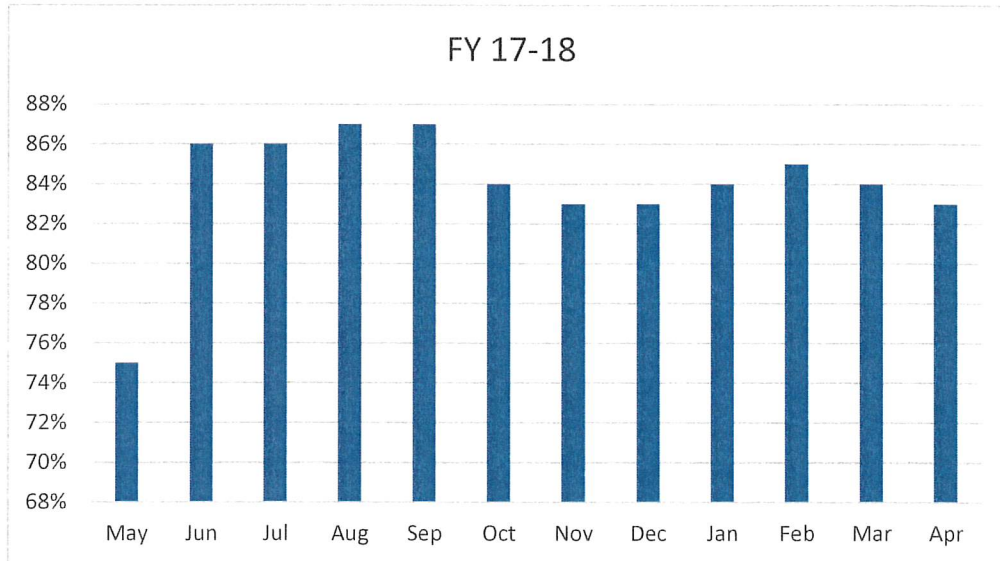
<b>Non Valid Complaints</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>11</b>	<b>14</b>
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**Commendations**

<b>CTC</b>	2	0	0	0	1	0	0	0	1	0	0	0	4	6
<b>Operator</b>	7	3	4	1	3	1	5	1	7	0	5	3	40	30
<b>Contractors</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0

# Lake County Connection On Time Performance as of June 10, 2019

## On-Time Pickups



The Contract requirement for On-Time Performance is 95%

May-18	75%
Jun-18	86%
Jul-18	86%
Aug-18	87%
Sep-18	87%
Oct-18	84%
Nov-18	83%
Dec-18	83%
Jan-18	84%
Feb-19	85%
Mar-19	84%
Apr-19	83%



Lake County Connection - Performance Measures  
as of June 10, 2019

	Monthly Contract Amount - Lake County Connections												Total	
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr		
LCC Budget	\$ 188,067.00	\$ 188,067.00	\$ 188,067.00	\$ 188,067.00	\$ 188,067.00	\$ 188,067.00	\$ 188,067.00	\$ 188,067.00	\$ 188,067.00	\$ 188,067.00	\$ 188,067.00	\$ 188,067.00	\$ 188,067.00	\$ 940,335.00
LCC Requested	\$ 234,812.15	\$ 220,320.78	\$ 225,657.60	\$ 231,109.03	\$ 168,294.56	\$ 199,814.99	\$ 154,844.01	\$ 151,406.95	\$ 166,020.32	\$ 157,366.80				\$ 1,909,647.19
LCC Fuel Cost	\$ 43,312.00	\$ 41,291.03	\$ 42,237.94	\$ 45,306.62	\$ 39,232.40									\$ 211,379.99
LCC Maintenance	\$ 74,178.98	\$ 74,169.30	\$ 71,676.87	\$ 63,616.34	\$ 73,289.03									\$ 356,930.52
Co. Grant Match	\$ 62,756.95	\$ 61,717.05	\$ 59,537.36	\$ 63,391.89	\$ 49,538.38									\$ 296,941.63
Co. Contribution	\$ 81,446.76	\$ 71,052.93	\$ 72,129.75	\$ 84,696.36	\$ 71,354.68									\$ 380,680.48

	Monthly Contract Amount - LakeXpress												Total	
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr		
LX Budget	\$ 124,483.46	\$ 118,888.60	\$ 118,846.33	\$ 130,169.20	\$ 106,457.43									\$ 598,845.02
LX Requested	\$ 124,483.46	\$ 118,888.60	\$ 118,846.33	\$ 130,169.20	\$ 106,457.43									\$ 598,845.02
LX Fuel Cost	\$ 30,521.89	\$ 30,301.67	\$ 30,349.33	\$ 33,023.80	\$ 28,058.62									\$ 152,255.31
LX Maintenance	\$ 102,342.90	\$ 56,329.72	\$ 53,925.21	\$ 40,439.65	\$ 50,685.94									\$ 303,723.42

Comments:

	Trips to Veterans Clinics and Hospitals												Total
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	
Clermont	6	6	2	10	2	11	6	6	4	4	4	5	66
Gainesville	2	0	4	6	8	6	10	6	2	2	2	0	44
Orlando	12	4	12	12	2	6	6	0	12	12	2	4	84
Summerfield	12	4	13	19	4	11	12	11	16	12	11	16	141
Tavares	6	10	18	8	4	8	8	11	10	13	7	20	123
TOTAL	38	24	49	55	20	38	42	34	44	43	26	45	458

	Co-Pays												Total
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	
CTD	\$ 3,783.00	\$ 3,357.00	\$ 3,497.00	\$ 3,751.00	\$ 3,457.15	\$ 3,540.40	\$ 3,403.50	\$ 3,192.00	\$ 3,430.00	\$ 3,444.50	\$ 3,353.00	\$ 3,493.00	\$ 41,701.55
FDOT	\$ 3,101.00	\$ 2,909.00	\$ 2,666.00	\$ 3,015.00	\$ 2,287.00	\$ 3,165.00	\$ 2,692.00	\$ 2,442.00	\$ 2,615.00	\$ 2,557.90	\$ 2,977.00	\$ 2,523.00	\$ 32,949.90
ADA	\$ 2,023.85	\$ 1,958.25	\$ 2,070.00	\$ 2,250.25	\$ 2,086.50	\$ 2,512.40	\$ 2,042.75	\$ 2,037.80	\$ 2,539.50	\$ 2,423.00	\$ 2,347.85	\$ 2,724.50	\$ 27,016.65
Other	\$ 2.00	\$ 2.00	\$ 6.00	\$ 2.00	\$ 4.00	\$ 6.00	\$ 2.00	\$ -	\$ 2.00	\$ 2.00	\$ -	\$ 10.00	\$ 36.00
TOTAL	\$ 8,909.85	\$ 8,226.25	\$ 8,239.00	\$ 9,018.25	\$ 7,834.65	\$ 9,223.80	\$ 8,140.25	\$ 7,671.80	\$ 8,586.50	\$ 8,425.40	\$ 8,677.85	\$ 8,750.50	\$ 101,704.10

	Paratransit Co-pays Expected to Pay												Total
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	
CTD	\$ 4,167.00	\$ 3,925.00	\$ 4,247.00	\$ 4,420.00	\$ 4,299.00	\$ 4,200.00	\$ 4,264.00	\$ 4,168.00	\$ 4,254.00	\$ 4,309.00	\$ 4,126.00	\$ 4,103.00	\$ 50,482.00
FDOT	\$ 5,438.00	\$ 4,842.00	\$ 4,472.00	\$ 5,305.00	\$ 3,976.00	\$ 5,532.00	\$ 4,921.00	\$ 4,718.00	\$ 5,176.00	\$ 4,728.00	\$ 5,504.00	\$ 4,668.00	\$ 59,280.00
ADA	\$ 2,188.00	\$ 2,150.00	\$ 2,334.00	\$ 2,928.00	\$ 2,362.00	\$ 2,846.00	\$ 2,282.00	\$ 2,260.00	\$ 2,804.00	\$ 2,642.00	\$ 2,986.00	\$ 3,446.00	\$ 30,428.00
Other	\$ -	\$ 4.00	\$ 2.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 6.00
TOTAL	\$ 11,793.00	\$ 10,921.00	\$ 11,055.00	\$ 12,253.00	\$ 10,637.00	\$ 12,578.00	\$ 11,467.00	\$ 11,146.00	\$ 12,234.00	\$ 11,679.00	\$ 12,216.00	\$ 12,217.00	\$ 140,196.00

	DIFF. SHORTAGE												Total
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	
DIFF. SHORTAGE	\$ 2,883.15	\$ 2,694.75	\$ 2,816.00	\$ 3,234.75	\$ 2,802.35	\$ 3,354.20	\$ 3,326.75	\$ 3,474.20	\$ 3,647.50	\$ 3,253.60	\$ 3,538.15	\$ 3,466.50	\$ 38,491.90

Comments:

No Shows

	No Shows												Total
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	
# No Shows	259	207	231	246	208	245	249	314	245	212	241	220	2,877
Warnings	0	0	0	0	0	0	0	0	0	0	0	0	0
Suspensions	0	0	0	0	0	0	0	0	0	0	0	0	0

Comments:

Hardship Applications

	Hardship Applications												Total
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	
Approved	3	8	8	9	10	13	9	5	10	6	15	4	105
Declined	0	1	0	2	0	2	0	0	0	0	0	2	10

## Lake County Connection Accident Report FY 18-19

<b>Preventable Accidents</b>	<b>Person Only</b>	<b>Vehicle Only</b>	<b>Person and Vehicle</b>
May-18		1	
June-18		2	
July-18		2	
August-18		2	
September-18			
October-18			
November-18			
December-18	1		
January-19		2	
February-19			
March-19		2	
April-19		2	
<b>Total</b>	<b>1</b>	<b>12</b>	<b>0</b>

<b>Non Preventable Accidents</b>	<b>Person Only</b>	<b>Vehicle Only</b>	<b>Person and Vehicle</b>
May-18		1	
June-18		1	
July-18			
August-18		1	
September-18			
October-18		1	
November-18	1	3	
December-18	1	1	
January-19		1	
February-19		2	
March-19			
April-19		1	
<b>Total</b>	<b>2</b>	<b>12</b>	<b>0</b>



**LAKE COUNTY COMMUNITY TRANSPORTATION COORDINATOR**

May 1, 2018 through April 30, 2019

TRIPS	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
Total Reservations	9,493	8,970	9,270	9,862	8,654	10,409	9,089	8,821	9,513	8,981	9,537	9,743	112,342
Passenger Cancellations	(962)	(1,005)	(1,091)	(1,017)	(1,003)	(1,150)	(970)	(1,026)	(1,110)	(961)	(996)	(1,092)	(12,383)
Passenger No Shows	(259)	(207)	(231)	(246)	(208)	(245)	(249)	(314)	(245)	(212)	(241)	(220)	(2,877)
<b>TOTAL COMPLETED TRIPS</b>	<b>8,272</b>	<b>7,758</b>	<b>7,948</b>	<b>8,599</b>	<b>7,443</b>	<b>9,014</b>	<b>7,870</b>	<b>7,481</b>	<b>8,158</b>	<b>7,808</b>	<b>8,300</b>	<b>8,431</b>	<b>97,082</b>

NO SHOWS BY FUNDING	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
ADA	28	24	24	44	37	27	40	27	25	28	27	53	384
CTD	54	71	70	63	68	75	59	71	78	46	65	47	767
Med Waiver	15	12	19	11	5	19	15	20	14	6	5	19	160
Med Waiver - CDC Plus	2	-	-	-	-	1	-	-	1	1	-	-	5
MFCS (Meal Sites)	50	47	59	60	38	53	62	110	67	64	47	46	703
FDOT 5311	110	53	59	68	60	70	73	86	60	67	97	55	858
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>TOTAL</b>	<b>259</b>	<b>207</b>	<b>231</b>	<b>246</b>	<b>208</b>	<b>245</b>	<b>249</b>	<b>314</b>	<b>245</b>	<b>212</b>	<b>241</b>	<b>220</b>	<b>2,877</b>

FUNDING SOURCE	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
ADA	669	326	1,168	1,266	1,182	1,430	1,141	1,131	1,405	1,322	1,294	1,723	14,057
CTD	2,441	2,374	2,525	2,597	2,533	2,568	2,492	2,436	2,511	2,489	2,463	2,461	29,890
MedWaiver	749	592	689	735	574	769	627	509	638	685	721	716	8,004
MedWaiver - CDC Plus	26	18	20	24	14	24	17	18	20	8	24	18	231
MFCS Contract Services	1,181	1,232	1,276	1,282	1,124	1,411	1,089	989	960	900	999	1,140	13,583
FDOT 5311	3,172	3,172	2,236	2,653	1,982	2,768	2,462	2,360	2,599	2,366	2,749	2,335	30,854
Paisley (Hourly and Deviated)	34	44	34	42	34	44	42	38	25	38	50	38	463
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>TOTAL ACTUAL COUNTY TRIPS</b>	<b>8,272</b>	<b>7,758</b>	<b>7,948</b>	<b>8,599</b>	<b>7,443</b>	<b>9,014</b>	<b>7,870</b>	<b>7,481</b>	<b>8,158</b>	<b>7,808</b>	<b>8,300</b>	<b>8,431</b>	<b>97,082</b>

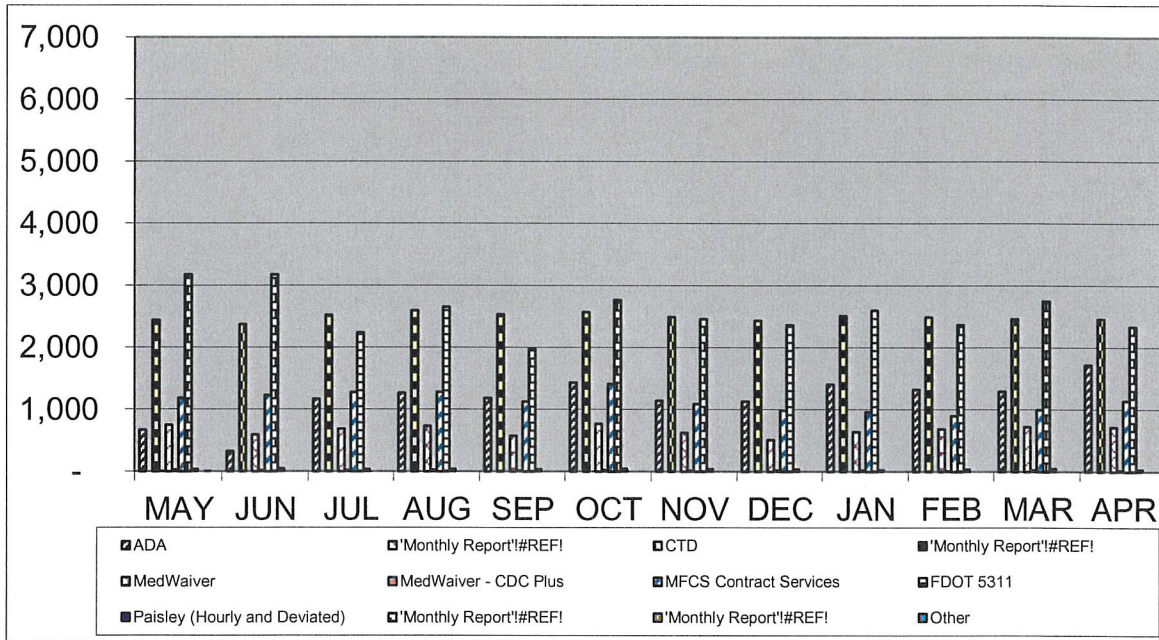
PASSENGER TYPES	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
Elderly - Low Income	2,271	2,179	2,338	2,610	2,391	2,856	2,508	2,403	2,543	2,337	2,322	2,194	28,952
Elderly - Disabled	225	232	195	209	213	273	190	212	196	192	248	386	2,771
Elderly - Low Income & Disabled	631	611	529	528	403	491	437	345	408	346	421	435	5,585
Elderly - Other	1,741	1,886	1,860	1,891	1,601	2,111	1,861	1,798	1,912	1,876	2,019	2,162	22,718
Children - Low Income	-	-	-	-	-	-	-	-	-	-	1	6	7
Children - Disabled	-	-	-	-	-	-	-	-	-	-	-	-	-
Children - Low Income & Disabled	-	-	-	-	-	-	-	-	-	-	-	-	-
Children - Other	28	6	1	30	38	38	28	24	35	29	2	6	265
Other - Low Income	1,234	958	1,098	1,348	1,276	1,417	1,213	1,139	1,220	1,184	1,272	1,270	14,629
Other Disabled	454	336	383	387	288	359	316	333	460	530	574	551	4,971
Other Low Income & Disabled	295	267	263	255	206	228	209	235	275	241	259	260	2,993
Other Other	1,393	1,283	1,281	1,341	1,027	1,241	1,108	992	1,109	1,073	1,182	1,161	14,191
<b>TOTAL</b>	<b>8,272</b>	<b>7,758</b>	<b>7,948</b>	<b>8,599</b>	<b>7,443</b>	<b>9,014</b>	<b>7,870</b>	<b>7,481</b>	<b>8,158</b>	<b>7,808</b>	<b>8,300</b>	<b>8,431</b>	<b>97,082</b>

TRIP PURPOSE	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
MEDICAL	4,305	4,324	4,206	4,438	3,944	4,844	4,352	4,342	4,729	4,427	4,693	4,768	53,372
EMPLOYMENT	914	656	723	904	697	753	633	548	709	709	664	736	8,646
EDUCATION/TRAINING	1,210	926	1,130	1,248	1,032	1,286	1,023	808	1,047	1,034	1,075	1,112	12,931
NUTRITIONAL	1,479	1,474	1,530	1,570	1,390	1,698	1,352	1,236	1,197	1,147	1,263	1,348	16,684
OTHER	364	378	359	439	380	433	510	547	476	491	605	467	5,449
<b>TOTAL</b>	<b>8,272</b>	<b>7,758</b>	<b>7,948</b>	<b>8,599</b>	<b>7,443</b>	<b>9,014</b>	<b>7,870</b>	<b>7,481</b>	<b>8,158</b>	<b>7,808</b>	<b>8,300</b>	<b>8,431</b>	<b>97,082</b>

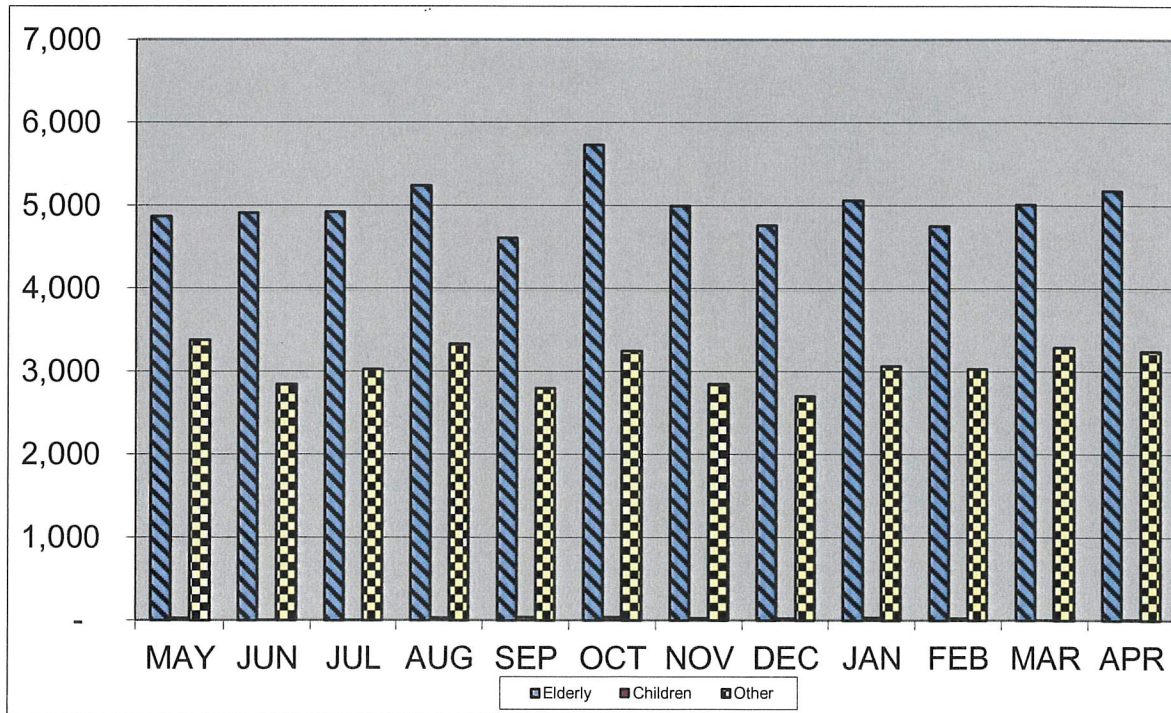
OTHER DATA	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
Unduplicated Trips	604	592	591	659	668	668	658	646	654	641	671	638	7,690
Unmet Trip Requests	-	-	-	-	-	-	-	-	-	-	-	-	-
Number of Roadcalls	2	13	8	6	5	6	6	4	8	15	7	5	85
Total Vehicle Revenue Miles	89,171	80,800	83,246	90,529	79,317	94,019	84,041	80,697	87,907	82,827	86,382	89,533	1,028,469
Total Vehicle Miles	109,313	98,974	100,686	108,919	95,722	113,807	103,065	100,265	109,090	100,898	105,692	109,791	1,256,222
Number of Accidents	2	3	2	3	-	-	4	3	-	2	2	3	24
Number of Vehicles	37	37	38	38	38	38	38	38	38	38	38	38	35
Number of Ambulatory Trips	6,105	5,606	5,784	6,251	5,297	6,507	5,469	5,086	5,606	5,390	5,638	5,656	68,395
Number of Wheelchair Trips	2,167	2,152	2,130	2,306	2,112	2,463	2,359	2,357	2,527	2,380	2,612	2,737	28,302
Number of Stretcher Trips	-	-	-	-	-	-	-	-	-	-	-	-	-
Number of Full-time Drivers	29	26	25	25	27	25	26	26	27	28	29	28	27
Number of Driver Hours	6,628	6,299	5,907	6,408	5,765	6,945	6,447	6,847	6,847	6,236	6,509	6,954	70,945
Number of Reservationists	3	3	3	3	3	3	3	3	3	3	3	3	3
Number of Dispatchers	3	3	3	3	3	3	3	3	3	3	3	3	3
Number of Schedulers	1	1	1	1	1	1	1	1	1	1	1	1	1
Number of Maintenance Personnel	7	7	5	4	4	4	5	5	5	5	6	5	5
Number of Operations	5	5	5	5	5	6	6	6	6	6	6	6	6
Number of Administration Support	1	1	1	1	1	1	1	1	1	1	1	1	1
Number of Management	5	5	5	5	5	5	5	5	4	4	4	4	5
Number of Escorts	1,681	1,542	1,498	1,640	1,537	1,829	1,725	1,686	1,756	1,708	1,877	1,887	20,366



## Community Transportation Coordinator Monthly Report FY 17-18 Funding Source

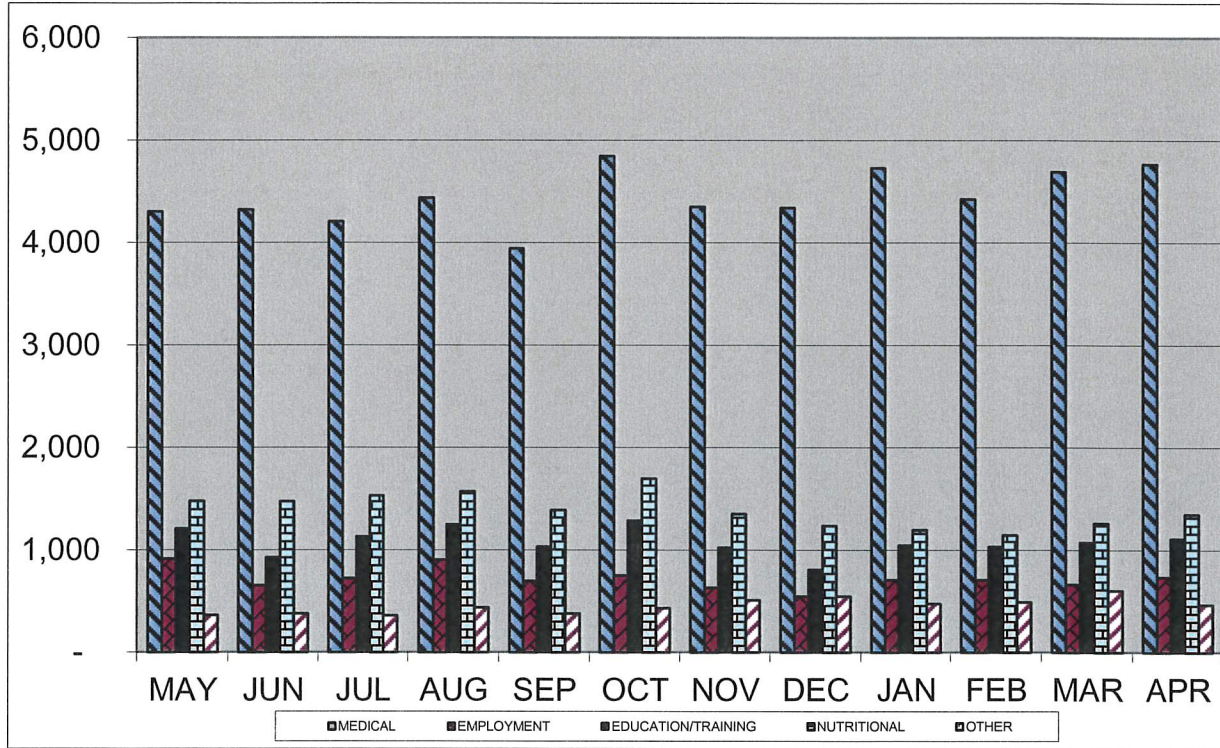


## Passenger Types

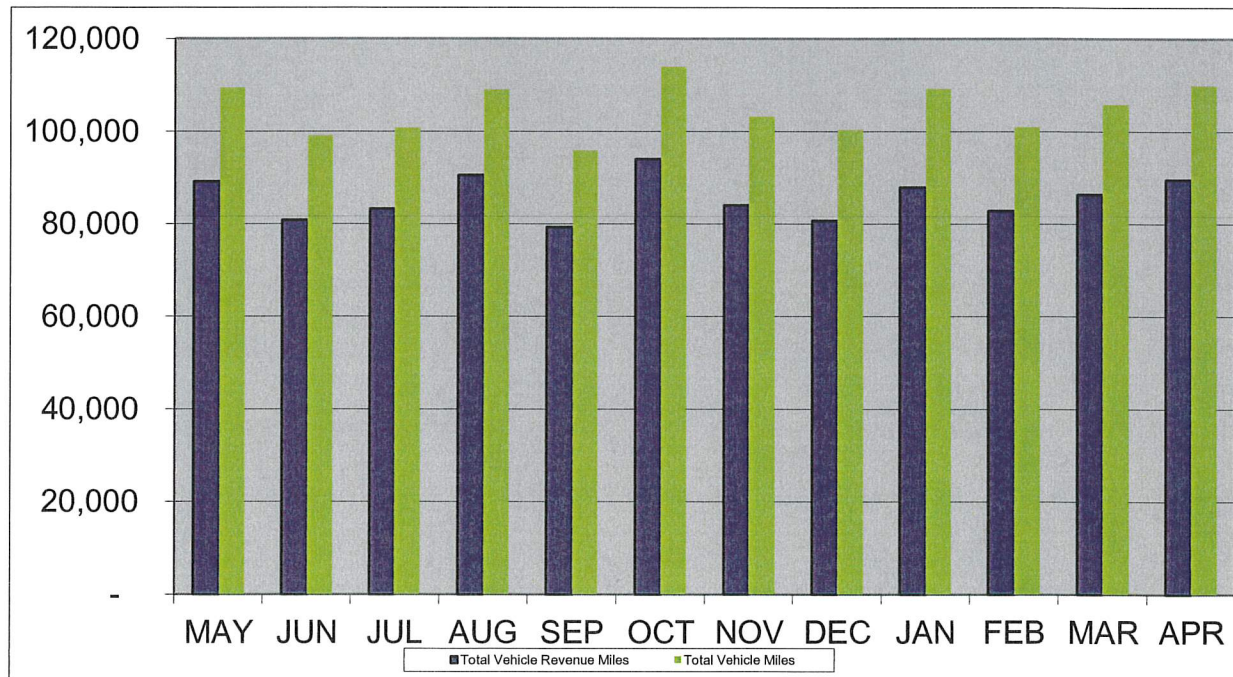




**Community Transportation Coordinator Monthly Report  
FY 17-18  
Trip Purposes**



**Vehicle Miles**

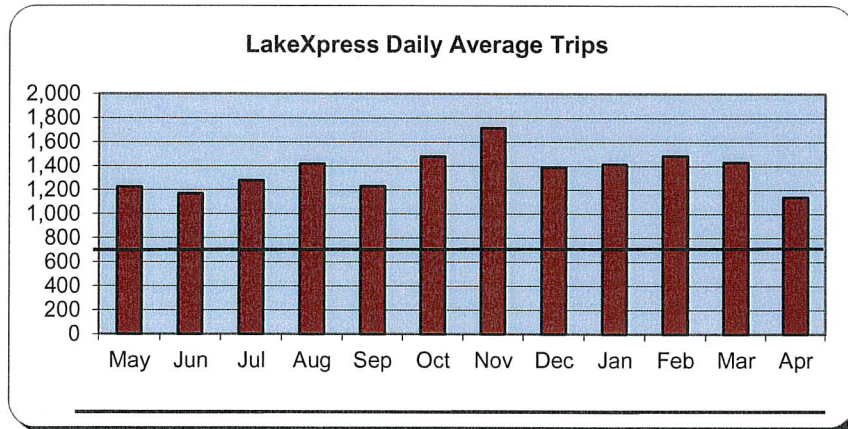
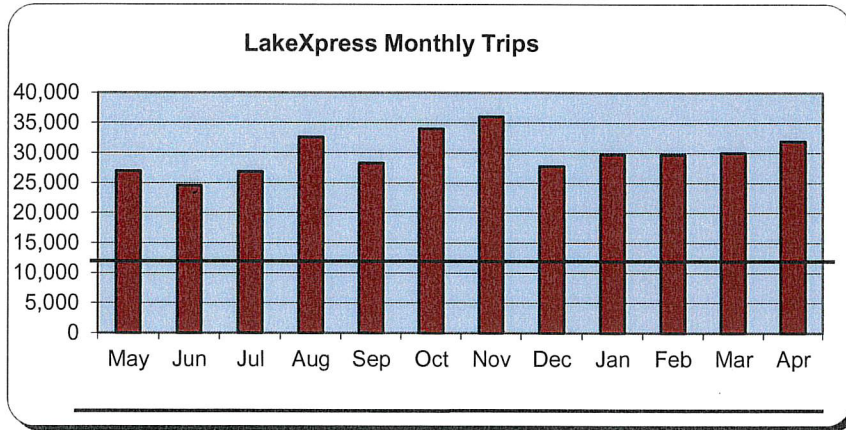


### LakeXpress Daily Averages for FY 18-19

<b>MONTH</b>	<b>TOTAL TRIPS</b>	<b>DAILY TRIP AVERAGE</b>	<b>FARE BOX</b>
May-18	26,973	1,226.05	\$ 11,013.71
Jun-18	24,551	1,169.10	\$ 11,363.72
Jul-18	26,854	1,278.76	\$ 11,042.07
Aug-18	32,596	1,417.22	\$ 13,067.80
Sep-18	28,313	1,231.00	\$ 10,335.65
Oct-18	34,030	1,479.57	\$ 12,990.41
Nov-18	36,037	1,716.05	\$ 11,598.24
Dec-18	27,777	1,388.85	\$ 10,741.96
Jan-19	29,728	1,415.62	\$ 11,409.02
Feb-19	29,663	1,483.15	\$ 11,111.26
Mar-19	30,025	1,429.76	\$ 11,118.45
Apr-19	31,952	1,141.14	\$ 11,192.94
<b>Total</b>	<b>358,499</b>	<b>1,364.69</b>	<b>\$ 136,985.23</b>



## LakeXpress Monthly Reports for FY 18-19







## Lake County Transit Report Comparison Summary for April 2018 and April 2019

Description	Apr-18	Apr-19
Completed Trips	7,748	8,431
Total Vehicle Miles	101,093	109,791
Total Revenue Vehicle Miles	83,777	89,533
Total Revenue Hours	5,547	5,886
Vehicles Operated in Maximum Service	31	28
Accidents/Incidents (Preventative and Non-Preventative)	1-Preventative; 4-Non-Preventative	2-Preventative; 1-Non-Preventative
On Time Performance - Standard 95%	80%	83%
Call Hold Times	1.32 minutes	1.36 minutes
Invoice Amount	\$191,782.82	
Cost per mile	\$1.90	
Cost per trip	\$24.75	
Compliments	2	3
Complaints	1-Valid	1-Valid