

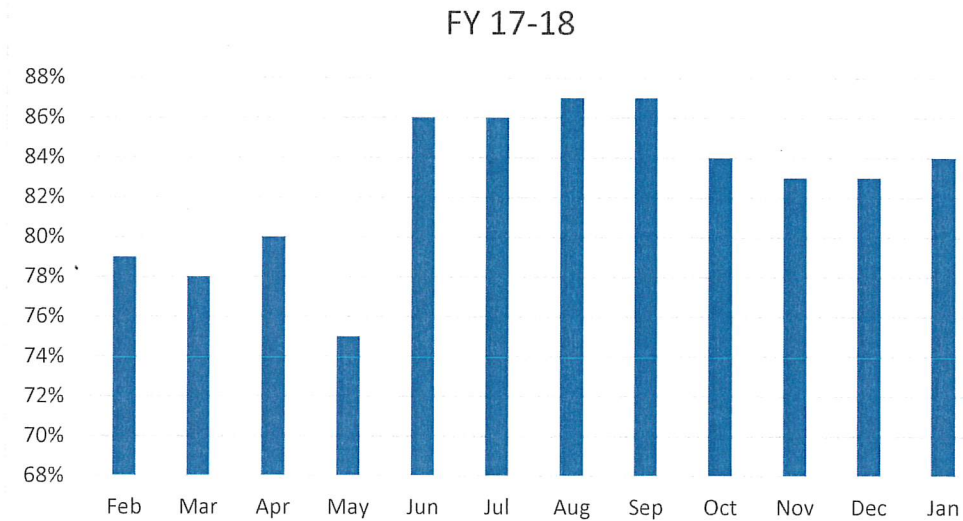
**Lake County Connection Performance Measures
as of March 11, 2019**

<i>Valid Complaints</i>	Fiscal Year												Fiscal Year 2017-2018	
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan		2018-2019
<i>Service</i>	3	3	5	2	2	0	3	1	2	2	2	0	25	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>	1	0	0	0	0	0	0	0	0	0	0	0	1	1
Total	4	3	5	2	2	0	3	1	2	2	2	0	26	23
Total Trips Provided	7,023	7,809	7,748	8,272	7,758	7,948	8,599	7,443	7,758	7,948	8,599	7,443	94,348	90,156
% of Complaints	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%
Non Valid Complaints	2	0	4	2	0	0	1	0	0	4	2	1	16	14

<i>Commendations</i>														
CTC	0	1	2	2	0	0	0	1	0	0	0	1	7	6
Operator	3	3	4	7	3	4	1	3	1	5	1	7	42	30
Contractors	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Lake County Connection On Time Performance as of March 11, 2019

On-Time Pickups



The Contract requirement for On-Time Performance is 95%

Feb-18	79%
Mar-18	78%
Apr-18	80%
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%

Lake County Connection - Performance Measures
as of March 11, 2019

	Monthly Contract Amount - Lake County Connections												
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Total
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				\$ 1,504,536.00
LCC Requested	\$ 194,943.18	\$ 222,066.66	\$ 219,850.14	\$ 234,812.15	\$ 220,320.78	\$ 225,657.60	\$ 231,109.03	\$ 168,294.56					\$ 1,717,054.10
LCC Fuel Cost	\$ 32,743.34	\$ 35,290.40	\$ 37,919.85	\$ 43,312.00	\$ 41,291.03	\$ 42,237.94	\$ 45,306.62	\$ 39,232.40					\$ 317,333.58
LCC Maintenance	\$ 64,587.05	\$ 75,666.88	\$ 68,555.84	\$ 74,178.98	\$ 74,169.30	\$ 71,676.87	\$ 63,616.34	\$ 73,289.03					\$ 565,740.29
Co. Grant Match	\$ 51,017.54	\$ 58,652.16	\$ 58,816.90	\$ 62,756.95	\$ 61,717.05	\$ 59,557.36	\$ 63,391.89	\$ 49,538.38					\$ 465,428.23
Co. Contribution	\$ 61,636.93	\$ 75,420.29	\$ 72,737.51	\$ 81,446.76	\$ 71,052.93	\$ 72,129.75	\$ 84,696.36	\$ 71,364.68					\$ 590,475.21

	Monthly Contract Amount - LakeXpress												
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Total
LX Budget	\$ 110,813.68	\$ 124,546.86	\$ 132,244.37	\$ 124,483.46	\$ 118,888.60	\$ 118,846.33	\$ 130,169.20	\$ 106,457.43					\$ 966,449.93
LX Requested	\$ 110,813.68	\$ 124,546.86	\$ 132,244.37	\$ 124,483.46	\$ 118,888.60	\$ 118,846.33	\$ 130,169.20	\$ 106,457.43					\$ 966,449.93
LX Fuel Cost	\$ 25,395.39	\$ 27,940.45	\$ 30,838.75	\$ 30,521.89	\$ 30,349.33	\$ 30,349.33	\$ 33,023.80	\$ 28,058.62					\$ 236,429.90
LX Maintenance	\$ 74,479.39	\$ 69,199.52	\$ 78,790.05	\$ 102,342.90	\$ 56,329.72	\$ 53,925.21	\$ 40,439.65	\$ 50,685.94					\$ 526,192.38

Comments:

	Trips to Veterans Clinics and Hospitals												
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Total
Clermont	6	10	2	6	6	2	10	2	11	6	6	4	71
Gainesville	0	0	0	2	0	4	6	8	2	10	6	2	40
Orlando	6	6	4	12	4	12	12	2	6	6	0	12	82
Summerfield	30	18	16	12	4	13	19	4	11	12	11	16	166
Tavares	0	8	4	6	10	18	8	4	8	8	11	10	95
TOTAL	42	42	26	38	24	49	55	20	38	42	34	44	454

	Co-Pays												
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Total
CTD	\$ 3,684.00	\$ 3,649.60	\$ 3,717.00	\$ 3,763.00	\$ 3,357.00	\$ 3,501.00	\$ 3,763.00	\$ 3,461.15	\$ 3,540.40	\$ 3,403.50	\$ 3,192.00	\$ 3,430.00	\$ 35,138.05
FDOT	\$ 4,019.50	\$ 4,081.00	\$ 3,877.00	\$ 3,883.00	\$ 4,251.00	\$ 4,095.00	\$ 3,910.50	\$ 3,804.00	\$ 3,165.00	\$ 2,692.00	\$ 2,442.00	\$ 2,615.00	\$ 34,734.50
ADA	\$ 220.00	\$ 1,216.75	\$ 1,064.50	\$ 1,241.85	\$ 616.25	\$ 641.00	\$ 1,354.75	\$ 569.50	\$ 2,512.40	\$ 2,042.75	\$ 2,037.80	\$ 2,539.50	\$ 14,620.30
Other	\$ 234.00	\$ -	\$ -	\$ 2.00	\$ 2.00	\$ 2.00	\$ -	\$ -	\$ 6.00	\$ 2.00	\$ -	\$ 2.00	\$ 16.00
TOTAL	\$ 8,157.50	\$ 8,947.35	\$ 8,658.50	\$ 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	\$ 84,508.85

	Paratransit Co-pays Not Collected												
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Total
CTD	\$ -	\$ 480.40	\$ 387.00	\$ 386.00	\$ 572.00	\$ 746.00	\$ 643.00	\$ 624.00	\$ 4,200.00	\$ 4,264.00	\$ 4,168.00	\$ 4,254.00	\$ 20,244.00
FDOT	\$ 1,354.50	\$ 1,905.00	\$ 2,059.00	\$ 2,413.00	\$ 2,089.00	\$ 1,997.00	\$ 2,429.50	\$ 4,304.00	\$ 5,532.00	\$ 4,921.00	\$ 4,718.00	\$ 5,176.00	\$ 36,638.50
ADA	\$ 4.00	\$ 53.25	\$ 67.50	\$ 96.15	\$ 35.75	\$ 75.00	\$ 143.25	\$ 5,716.00	\$ 2,846.00	\$ 2,282.00	\$ 2,260.00	\$ 2,804.00	\$ 16,325.65
Other	\$ 150.00	\$ -	\$ -	\$ (2.00)	\$ (2.00)	\$ (2.00)	\$ (2.00)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (6.00)
TOTAL	\$ 1,508.50	\$ 2,438.65	\$ 2,513.50	\$ 2,893.15	\$ 2,694.75	\$ 2,816.00	\$ 3,215.75	\$ 10,644.00	\$ 12,578.00	\$ 11,467.00	\$ 11,146.00	\$ 12,234.00	\$ 72,202.15

	TOTAL CO-PAYS												
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Total
TOTAL CO-PAYS	\$ 9,666.00	\$ 11,386.00	\$ 11,172.00	\$ 11,803.00	\$ 10,921.00	\$ 11,055.00	\$ 12,234.00	\$ 18,478.65	\$ 21,801.80	\$ 19,607.25	\$ 18,817.80	\$ 20,820.50	\$ 156,711.00

Comments:

	No Shows												
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Total
# No Shows	177	203	231	259	207	231	246	208	245	249	314	245	2,815
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:

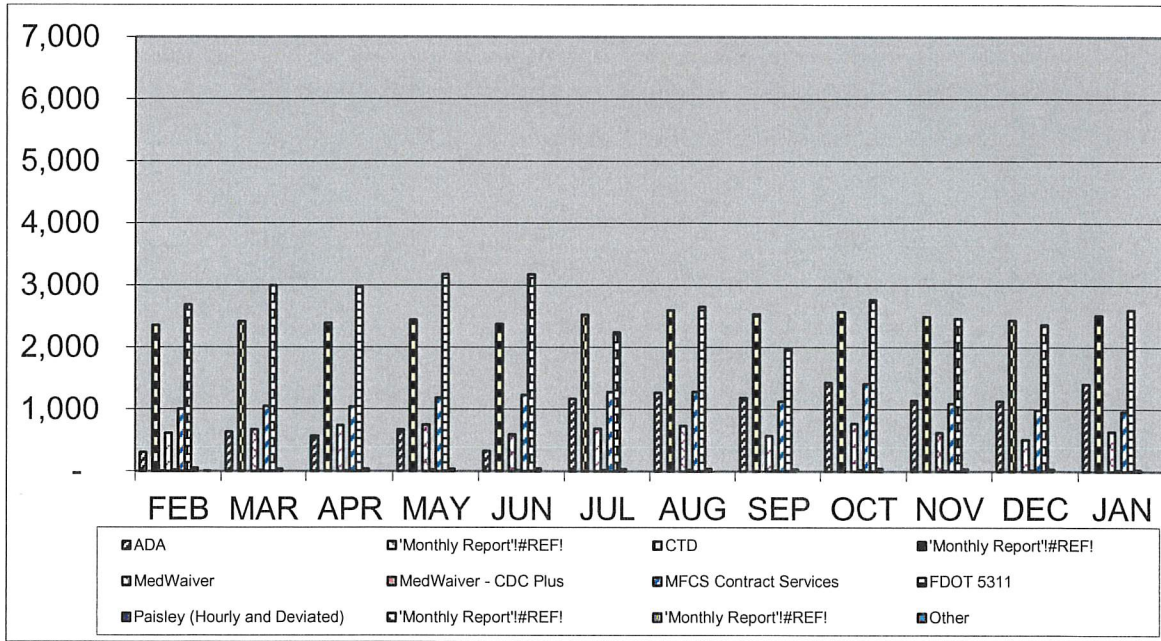
	Hardship Applications												
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Total
Approved	4	15	2	8	8	8	9	10	13	9	5	10	101
Declined	4	1	0	3	1	0	2	0	2	0	0	0	13

Lake County Connection Accident Report FY 18-19

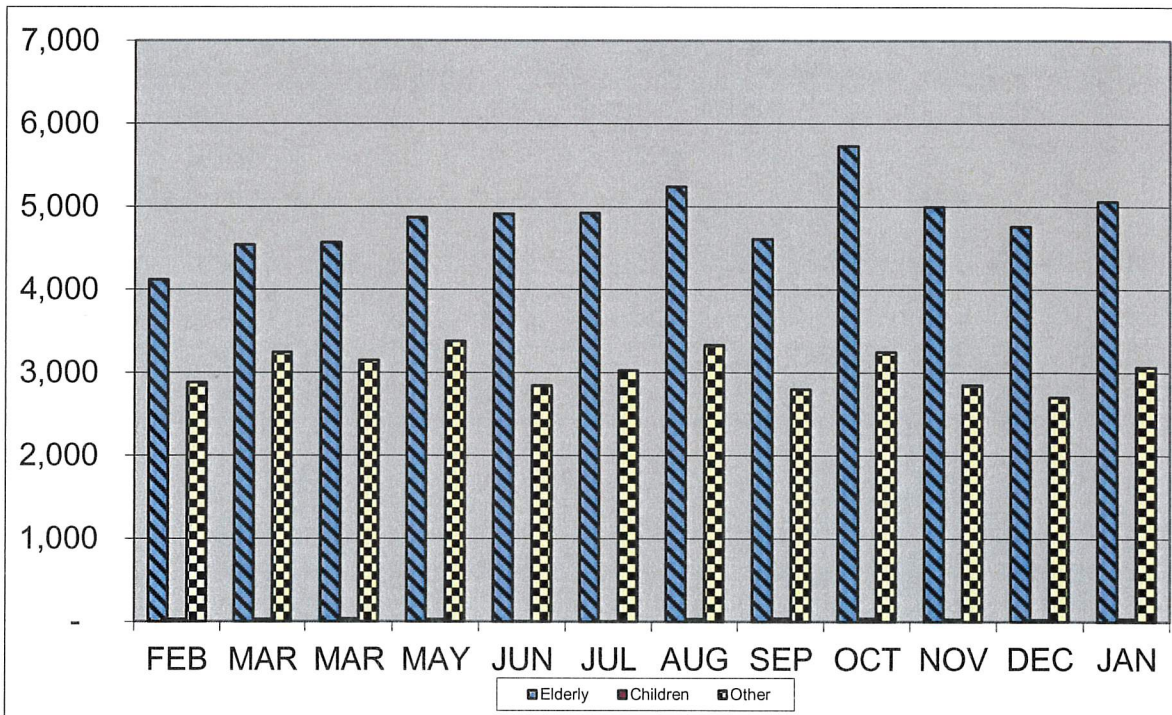
Preventable Accidents	Person Only	Vehicle Only	Person and Vehicle
February-18	1	2	
March-18		2	
April-18		1	
May-18		1	
June-18		2	
July-18		2	
August-18		2	
September-18			
October-18			
November-18			
December-18	1		
January-19		2	
Total	2	12	0

Non Preventable Accidents	Person Only	Vehicle Only	Person and Vehicle
February-18			1
March-18			
April-18		1	
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	
Total	2	10	1

Community Transportation Coordinator Monthly Report FY 17-18 Funding Source

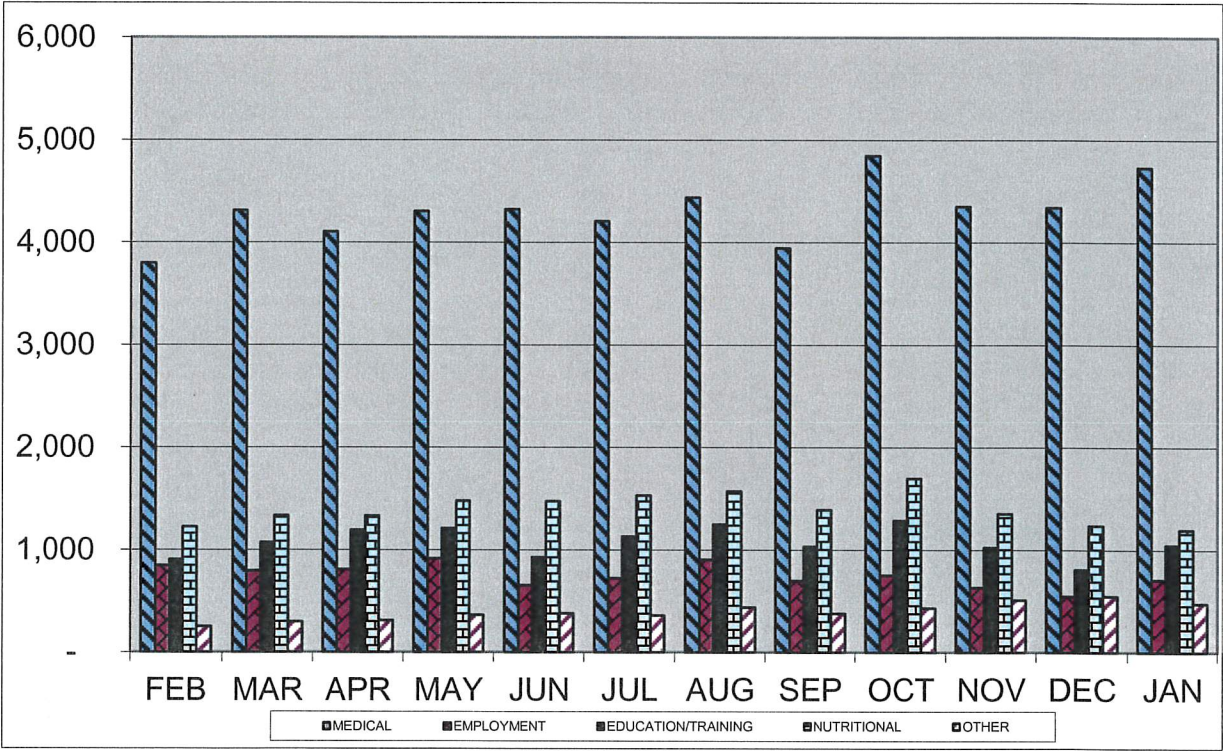


Passenger Types

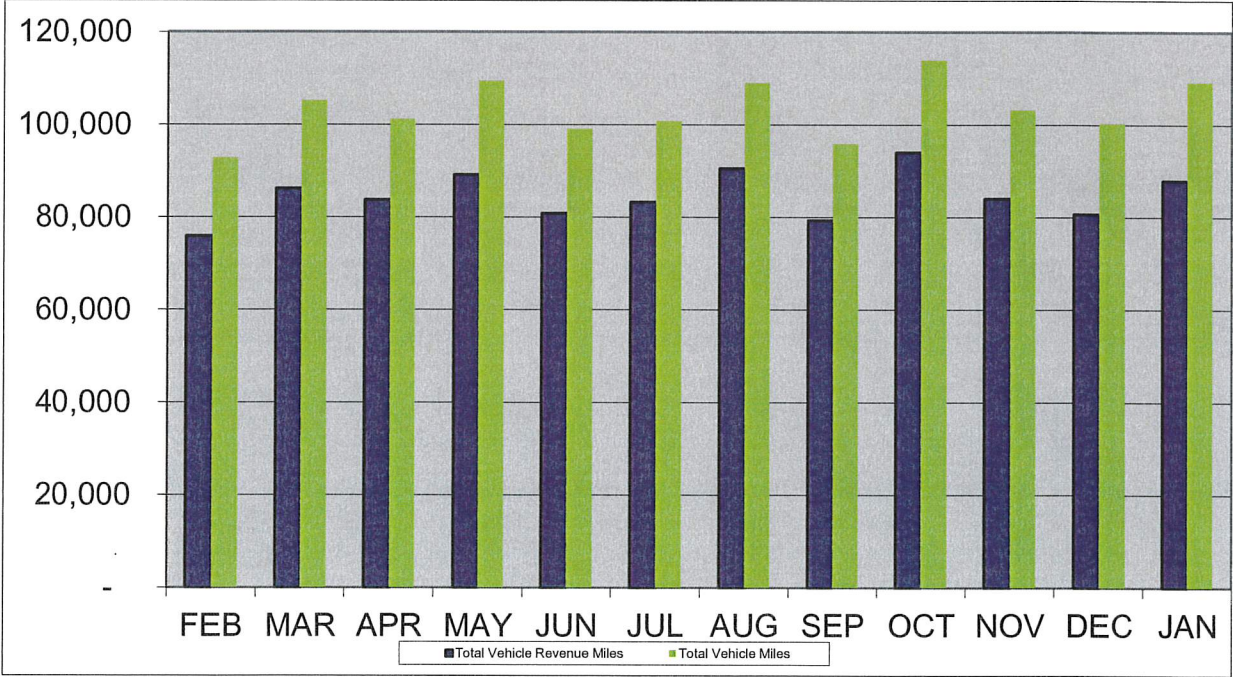


Community Transportation Coordinator Monthly Report
FY 17-18
Funding Source

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



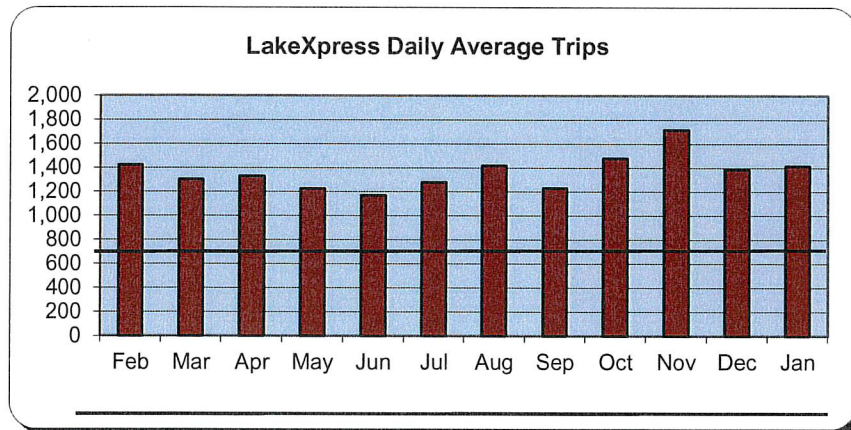
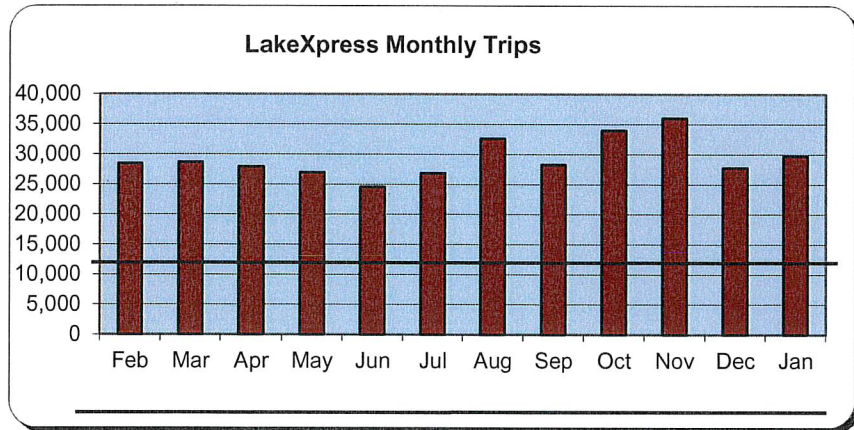
Vehicle Miles



LakeXpress Daily Averages for FY 18-19

MONTH	TOTAL TRIPS	DAILY TRIP AVERAGE	FARE BOX
Feb-18	28,482	1,424.10	\$ 11,451.52
Mar-18	28,661	1,302.77	\$ 11,514.05
Apr-18	27,920	1,329.52	\$ 13,990.22
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
Total	351,922	1,348.46	\$ 140,518.37

LakeXpress Monthly Reports for FY 18-19



**Lake County Transit Report Comparison Summary
for January 2018 and January 2019**

Description	Jan-18	Jan-19
Completed Trips	7,005	8,158
Number of Medicaid Trips	0	0
Total Vehicle Miles	95,244	109,090
Total Revenue Vehicle Miles	77,617	87,907
Total Revenue Hours	5,085	5,812
Vehicles Operated in Maximum Service	28	29
Accidents/Incidents (Preventative and Non-Preventative)	1 Non Preventable Accident	0 Preventable and Non Preventable Accidents
On Time Performance - Standard 95%	72%	84%
Call Hold Times	Average hold time is 1 minute	Average hold time is 1.42 minutes
Invoice Amount	\$166,666.67	
Cost per mile	\$1.75	
Cost per trip	\$23.79	
Compliments	0	7
Complaints	0 Valid Complaints	0 Valid Complaints