

A.D.A. Rider's Guide



Lake County Public
Transit Services for
A.D.A. Paratransit

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I. Welcome

The Rider’s Guide is designed to help you better understand the Lake County Connection (LCC) Program. In this guide you will find information that will help you to easily schedule a trip and learn of the various policies and procedures that are in place for your safety and convenience. Please take the time to read this guide so you may learn of all the services offered by this program. This guide is also available online at www.RidelakeXpress.com or accessible formats upon request.

II. Introduction

Lake County Connection (LCC), also known as the Paratransit Program, is a shared-ride, door-to-door transportation service provided for individuals who do not have access to any other means of transportation including Lake County’s Fixed Route Service (LakeXpress). LCC provides transportation service for eligible individuals through several funding programs, including the Florida Commission for the Transportation Disadvantaged (TD), Florida Department of Transportation (FDOT), Agency for Persons with Disability (APD), Mid Florida Community Services (Elder Affairs) and Lake County Board of County Commissioners (LCBCC). LCC can be used for medical appointments, nutritional, employment, education, life sustaining and other trips depending on the funding program the individual qualified under.

III. Eligibility

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

American with Disability Act (ADA): Individuals whose physical or mental impairment prevent use of the LakeXpress bus service (fixed route). In addition, the individual's origin and destination must be within the ADA corridor, which is defined as a service corridor that extends three-quarter ($\frac{3}{4}$) of a mile on either side of LakeXpress bus service (fixed route).

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

Category 1

Eligibility includes persons, who, because of their disability, cannot independently use a regular, accessible bus.

Category 2

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

Category 3

Eligibility pertains to situations in which a person cannot travel independently to or from a bus stop.

A person can be given "conditional" eligibility for ADA paratransit service if they are able to use the bus under certain conditions, but not others; in those situations, eligibility will be determined according to a particular set of circumstances or conditions which pertain to a person's disability.

If you are approved for ADA paratransit transportation, you will receive a Certificate of Eligibility ID Card and a letter outlining how to use the services.

ADA Eligibility Appeal Process:

Under the provision of the Americans with Disabilities Act of 1990, you have the right to appeal any determination stating that you are not eligible for the Lake County Connection service or any restrictions which may have been placed upon your use of the service. You must make your appeal within sixty (60) calendar days of receiving your determination letter. A copy of the Appeals Procedures, along with the Request for Appeal form, will be included with your letter.

Mail your Request for Appeal form to:

Lake County Transit

C/O A.D.A. Appeals

560 East Burleigh Blvd.

Tavares, FL 32778

You will be contacted to schedule the hearing. If necessary, transportation can be provided to the hearing at no cost to you.

Visitors: Individuals who are eligible for ADA service in other areas and have documentation may use the LCC service during their visit to Lake County. Visitors who do not have documentation of ADA eligibility from another transit agency, but can provide documentation of a disability, may be eligible to use the service for up to twenty-one (21) days. For service beyond the 21 days, an application will be required. For more information please contact LCC Customer Service Department.

Transportation Disadvantaged (TD): Individuals who because of mental or physical disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to healthcare, employment, education, shopping, social activities, or other life-sustaining activities, or children who are disabled, or high risk or at risk (as defined in §411.202). In addition, the individuals' trip origin and/or destination must reside outside the three-quarter (¾) mile ADA corridor.

Agencies: Individuals whose trips are funded under a negotiated agency contract.

LCC is prohibited by federal regulations from providing school transportation to schools or related activities.

LCC is also prohibited from providing charter or private group services.

IV. Destination and Hours of Operation

LCC provides services exclusively to Lake County. In accordance with federal and/or state regulations, certain restrictions may apply to the trips provided related to the times of travel or destination based upon the program eligibility.

ADA recipients may only schedule trips that begin and end within the ADA Corridor which is three-quarters ($\frac{3}{4}$) of a mile of an established LakeXpress bus service (fixed route). Hours of operation for ADA are the same as the LakeXpress published bus schedule. While you may be certified to ride LCC, all destinations in Lake County may not be within the ADA corridor. If the origin or destination of a trip is outside of the ADA corridor, the trip will be considered ineligible for the ADA Program and will be classified as a TD trip.

Transportation Disadvantaged recipients are permitted to travel Monday through Friday from 6:00a.m. to 7:00p.m. Only Dialysis trips are provided on Saturday.

Agency sponsored trips must be prearranged by the particular agency sponsoring the trip.

Please keep in mind that LCC operates on the public roads and highways and occasionally our vehicles will run behind schedule during periods of peak travel such as special events, rush hour, or inclement weather. To mitigate opportunities for delays, try to avoid peak travel periods between 8:00 a.m. to 10:00 a.m. and 2:00 p.m. to 5:00 p.m. Monday through Friday.

The LCC Program **does not operate** on the following holidays: New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

V. Reservations

All trips require prior reservation; please contact LCC Monday through Friday between the hours of 8:00am and 5:00 pm to make your reservations. For ADA weekend and/or holiday, please follow voicemail instructions. Transportation Disadvantaged Trips must be scheduled two days prior to the trip date and not more than two weeks in advance. ADA trips must be scheduled at least the day before the requested trip date and not more than two weeks in advance.

When making a reservation for service, please keep in mind that travel time for your trips will vary based on the distance of the trip. Travel times are as follows:

- 9 miles or less – up to 60-minutes travel time.
- 9 miles to 18 miles – up to 75-minutes travel time.
- 18 miles or longer – up to 120-minutes.

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

- Rider's name, date of trip and exact appointment time.
- Pick up location – address including building and apartment number, or city and zip code. Pick up location phone number (work, home or cell phone).
- Destination – Name of facility if applicable or doctor's name, phone number and street address (including: suite number, city & zip code).
- Date of Birth (an adult must accompany any child age 15 and under).
- Whether a wheelchair or other mobility device will be utilized by the rider.
- Whether a personal care attendant (PCA) and/or guest will be traveling.
- Whether the PCA / guest uses a wheelchair or other mobility device.
- Whether the customer has a service animal.

- Any other special consideration for the customer to travel.

Return trip information – please provide same information as the destination above. The return trip **MUST** be scheduled at the time of reservation or they will not be accepted.

Subscription (Standing Order) Service

A standing order or subscription service can be established when a customer regularly travels to and from the same destination (two or more times a week) at the same times. You will save time by submitting a standing order. However, you must contact LCC Customer Service immediately if your plans change to avoid being charged as a no-show. Frequent cancellations and no-shows could result in termination of a subscription.

Negotiated Trip Times

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

Example

- Caller requests a trip to get to work by 9:30 a.m. If there is no availability for the exact time requested, the Customer Service Representative may offer a drop-off time option based on vehicle availability and the distance of the trip anywhere from 8:30 a.m. to 10:30 a.m. If the negotiated scheduled time is 8:30 a.m., the passenger **MUST** be ready to board the vehicle between 7:30 a.m. to 8:30 a.m.
- Caller requests a 5:00 p.m. pick-up. If there is no availability for the exact time requested, the Customer Service Representative may offer a pick-up time option based on vehicle availability anywhere from 4:00 p.m. to 6:00 p.m. The

passenger must be ready to board the vehicle upon arrival. The vehicle is considered on time if it arrives up to 1 hour from the scheduled pick up time.

VI. Fares, Multiple Destinations & Refusal to Pay

All trips require a fare. The passenger will be informed about their required fare at the time of approval for the Paratransit service. Payment of proper fare is required upon boarding the vehicle. The driver will collect the fare from you when you board the vehicle. You must have the **exact change**; drivers do not carry money. If the passenger does not have a Hardship Application on file, they must pay the assigned fare. Failure to pay the appropriate fare will result in your trip being denied. Fares will depend upon your funding source. See details below:

American with Disabilities Act (ADA):

- The current fare for ADA trips is \$2.00 per trip.
- The fare charged to an ADA eligible user shall not be more than twice the fare that would be charged to an individual paying full fare (without regard to discounts) for a trip of similar length, at a similar time of day, on the LakeXpress fixed route system.
- ADA regulations 49 CFR, Part 37, Section 37.131 allow transit agencies to charge a higher fare to a social service or other organization for agency trips.
- The fares for any passengers accompanying ADA eligible individuals shall be the same as for the ADA eligible individuals they are accompanying, except for Personal Care Attendants. PCA's do not have to pay a fare to ride LCC.

Transportation Disadvantaged (TD): The fare for TD trips are as follows:

- Within Lake County - \$2.00
- Orlando - \$5.00 each way (This service is provided for medical appointments only on Tuesday and Thursday. The bus will depart Orlando at 2:00 p.m.)
- Gainesville - \$10.00 each way (Effective January 1, 2022, this service will be provided on Tuesday and Thursday for medical appointments only. The bus will depart Gainesville at 2:00 p.m.)

VII. Travel Assistance

Many of our customers require assistance during their travel. While drivers are able to provide limited assistance to and from the vehicle, some customers may require more personalized care. This section of the Guide will address customer's needs that extend beyond the responsibility of the driver. Customers needing additional assistance upon reaching their destination are required to travel with a Personal Care Attendant who can provide the added help the customer requires.

Personal Care Attendant (PCA)

A PCA travels with the customer to assist with life-functions and to facilitate travel. A PCA request must be approved on the initial application in order to be eligible to travel with a customer. Medical documentation stating the reason an attendant is needed will be required. Only one PCA may ride free of charge per customer.

If you now require a PCA, and your application approval does not include a PCA, please contact LCC Customer Service to let them know and to update your application.

Children

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

Children under the age of 5 and/or under the weight of 45 lbs will be required to use a child restraint device that must be provided by the accompanying adult or PCA.

Guest for ADA Passengers

- ADA passengers may be accompanied by a single guest.
- Guests are required to pay the same fare as the ADA passenger.

- Guests must also get on and off the vehicle at the same place and time as ADA passenger.

Service Animals

A service animal is defined as an animal trained to work or perform tasks for an individual with a disability. Service animals may ride at no additional charge, but must be properly controlled. Service animals must remain at the owner's feet or on the owner's lap. A service animal cannot sit on a vehicle seat or obstruct aisles, doors and steps in order to facilitate safe boarding. Passengers are responsible for the behavior and hygiene needs of the service animal. Service can be refused or discontinued if a service animal is seriously disruptive or violent.

VIII. Ready Early, Will Call, Cancellations or No-Show

Lake County Transportation Disadvantaged and ADA Programs are a shared-ride system; therefore, it is important that each passenger is ready to board the vehicle when it arrives.

Ready Early

Customers who are ready prior to their scheduled pick-up time should contact LCC customer service. Customers will be picked up as a vehicle becomes available.

Will Call

If the customer is not ready to make the return trip when the service vehicle arrives, the customer is placed into "will call" status. This means customers "will call" LCC customer service when ready. Reasonable efforts will be made to pick the passenger up within 90 minutes.

Cancellations

All cancellations must be made at least two hours prior to the pickup time in order to avoid having a trip categorized as a "No Show". A cancellation made at the door (unable to pay the required fare or refusal to board a vehicle that has arrived within

the pick-up window) is also considered a late cancellation/no show. Passengers are not responsible for “no-shows” resulting from their sudden illness, family or personal emergency, or other unforeseen reasons for which a timely cancellation notice cannot be made.

Additionally, transit connection or appointment delays, extreme weather conditions, operator error, or any other unexpected events that may create a significant delay that prohibits taking the trip as scheduled.

No-Show

A no-show is defined as the failure of a passenger to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the prescribed pick-up location within the pick-up time and the passenger is not present for the appointment or fails to respond within five (5) minutes of the vehicle’s arrival time. Passengers that do not timely cancel trips create an undue hardship for other passengers of the ride-share program and create an unnecessary expense for the program.

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

- Medical emergency/hospitalization;
- Family emergency;
- Sudden illness or change in condition; or
- Appointment that runs unexpectedly late without sufficient notice

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

- Drivers arriving and departing before the pickup window begins
- Drivers arriving late (after the end of the pickup window)
- Drivers arriving within the pickup window, but departing without waiting the required five minutes.

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

The third no-show within a 30-day period will trigger a review of the rider’s record to allow for a more detailed look before a suspension is proposed. Frequency of trips

along with the number of missed trips will be used to determine a no-show percentage rate.

For the number of no-shows to be considered excessive, it must be at least two (2) times the current year's average no-show percentage. For example, if the transit system average no-show rate is currently 5%, an excessive amount would be considered at 10% or greater.

At the end of the month, those passengers who have been recorded as having 3 (three) or more no-shows will be reviewed to identify the passenger's trip and no-show history as well as their frequency of travel. Each no-show will be verified to determine circumstances of the missed trip.

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

- First Suspension will be for five days;
- Second Suspension, within 1 year, will be for 10 days;
- Third Suspension, within 1 year, will be for 15 days; and
- Four and any subsequent Suspensions, within 1 year, will be for 30 days.

Policy for Disputing Specific No Shows or Late Cancellations

Passengers wishing to dispute specific No-Shows or late cancellations must do so within 30 days of receiving the initial warning letter. Passengers should contact the LCC Office Manager to explain the circumstance, and request the removal of the No-Show or late cancellation.

Policy for Appealing Proposed Suspensions

Passengers wishing to appeal suspensions under this policy have the right to file an appeal request, which must be in writing by letter or via email. Passengers must submit written appeal requests within 60 days of receiving suspension letters. Passengers who miss the appeal request deadline will be suspended from LCC on the date listed on the suspension notice. All suspension appeals follow LCC's appeal policy.

How to Avoid No Show/Late Cancellation Situations

- Review times and dates with the LCC reservationist or dispatcher to be sure you understand the 60 minute pickup window and when to expect the bus.
- When you no longer need the ride, call LCC, 352-742-2612, immediately to let them know the ride is no longer needed.
- Remember to cancel all trips scheduled for that day. If all trips are not cancelled, you will be charged a No-Show for the remaining trips on the schedule.
- Be prepared to board within 5 minutes of the arrival of the vehicle.

IX. Drivers

Lake County Board of County Commissioners have contracted with a private transportation provider to provide door-to-door Paratransit transportation services. The provider uses minivans and lift equipped vehicles to transport passengers. All vehicles are plainly marked with the name of the company in a prominent location (LAKE COUNTY CONNECTION).

Drivers are trained to help those who require assistance to and from the vehicle. Driver's are not required to assist wheelchairs up or down more than one step, push wheelchairs through grass or sand or to lift the passenger into or out of their mobility device. Driver's do not enter a person's home or a person's room at a living facility. Driver's are not required to assist the passenger with the passengers personal belongings. In addition, driver's do not go above the first floor of a multi-level building.

Drivers are expected to:

- Be properly uniformed and carry photographic identification badges
- Be courteous
- Drive safely
- Wear a seat belt
- Securely tie down wheelchairs
- Make a good faith effort to find a client (horn honking to notify a customer of arrival is not acceptable unless there is a dangerous animal or unsafe condition,

a fence is locked or other barriers that may prevent them from accessing the passenger's home.)

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

If a driver or passenger acts in an unreasonable manner (or contrary to company policies and procedures) it should be reported immediately by calling LCC Customer Service.

X. Customer Rights and Responsibilities

The Florida Commission for the Transportation Disadvantaged has established the following Customer Rights and Responsibilities for when utilizing transportation disadvantaged services.

Customers have the right to:

Safety

- Trips in air-conditioned and heated vehicles;
- Safe, clean, properly equipped and smoke-free vehicles;
- Properly fastened seatbelts and/or mobility device tie-downs;
- Vehicle transfer points that are sheltered, secure and safe;
- A properly identified driver;
- Adequate seating, to include ample space for service animals;
- Assistance in maneuvering mobility devices up and down a maximum of one step; and

Courtesy

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

Complaints

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

Service

- Pick-ups within the establish pick-up window;
- Expect the driver to wait up to five minutes at the time of arrival in the pick-up window;
- Be delivered to an appointment on time;
- LCC's policy on standing orders/subscription service; and
- LCC's policy on no-shows.

Customers are responsible for:

Safety

- Be ready and waiting for the vehicle in a safe location prior to the pick-up window for your scheduled appointment time;
- Keep seat belts and mobility device tie-downs secure until the vehicle stops;
- Remain seated until the vehicle comes to a complete stop at place of destination;
- Report any safety hazards;
- Keep wheelchairs or other mobility aids in good condition;
- Do not tamper with or operate vehicle equipment;
- Child restraint device must be provided by the accompanying adult or attendant;
- Make LCC aware of customer's physical and/or mental conditions/limitations prior to transport; and
- Adhere to policy for violent and/or disruptive behavior.

Courtesy

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

Complaints

File complaints in a timely manner, providing LCC with pertinent information. (Refer to complaint section).

Service

- Advise the reservationist of appointment times;
- Advise the reservationist of the intent to utilize a guest, personal care attendant or service animal;
- Accept a shared-ride service on vehicles provided;
- Schedule trip requests at least one day in advance; and
- Provide own mobility device / car seat, and/or personal care attendant.

Florida State law has determined that all customers on Paratransit vehicles **MUST WEAR SEAT BELTS**. A customer who refuses to remain seated with the seat belt in place will be denied service. If you have medical documentation stating that the use of seat belts may be detrimental to your health, the seat belt regulation will be waived. Please inform the reservationist of your situation when you schedule your first trip, you will be required to provide LCC with written documentation to have the seat belt requirement waived.

Inappropriate or Disruptive Behavior

Customers may not eat, drink, smoke or spit in/on the bus. Exceptions will be made for passengers with medical needs requiring drinks or food. Customers are responsible

for being considerate of other customers in sharing rides, to refrain from excessive noise, constantly changing seats, throwing objects, fighting, sticking heads or arms out of the windows, lewd behavior and speech, etc. This behavior will not be tolerated and customers that behave in such a manner may be subject to suspension.

In accordance with LCC Policy, service may be terminated due to threats, violent or abusive treatment toward the provider or other customers. Service may be refused if a customer engages in violent, seriously disruptive or illegal conduct. Seriously disruptive conduct does not include behavior or appearance that only offends, annoys, or inconveniences other customers or employees.

When it has been determined by the Transit Director that suspension will be initiated, communication of the suspension of service will be made by phone and/or mail to the Customer or Parent/Guardian of the Customer with a copy to the appropriate agency (if applicable).

XI. Other Considerations

Wheelchair Service

LCC vehicles are designed to accommodate wheelchairs and other mobility devices. As long as the passenger is able to safely navigate the manual or motorized mobility aid on and off of the ramp or lift without exceeding the manufacturer's maximum weight limit, LCC can transport the device. Passengers that are able to, may board separately than their device in instances where the weight limit may be exceeded. If your wheelchair or mobility device exceeds the size that can be accommodated on a wheelchair lift or ramp or cannot fit within the securement area in the vehicle, transportation with LCC service may be denied until you are able to obtain a mobility device that meets these criteria.

In addition, customers in wheelchairs must have an accessible boarding area on which the lift can safely be deployed and the area leading up to the boarding area must be firm to accommodate the approach to the wheelchair lift. Grass, gravel and soft sand are not acceptable surfaces.

Oxygen Transport

Travel with oxygen equipment is permitted providing that the safety and use of it is the sole responsibility of the customer and can be stowed when the vehicle is en-route. Drivers are not permitted to supply, connect or disconnect oxygen.

Personal Belongings

Customer property that can be carried by the customer and/or the guest/attendant in one trip and can be safely stored in the vehicle shall be allowed. However, there is a five-bag limit and the bags cannot weigh more than 20 pounds each. Drivers are not allowed to assist riders with personal belongings. If you have difficulty handling your packages, please bring a personal care attendant or guest to assist you. Under limited circumstances the passenger may request the driver to assist with their belongings. However, the driver must be able assist the passenger and carry the items in one trip. Personal, two-wheeled, collapsible grocery carts are permitted and encouraged. Large coolers are not permitted. Small animals in designed pet travel cases are permitted, as long as the passenger is able to carry the pet travel case. Any packages or objects belonging to passengers cannot block aisles or emergency exits. It is important to remember that LCC is a shared-ride system. Passengers may not transport potentially dangerous items, explosives, flammable liquids or materials that are hazardous to themselves, drivers or other passengers. Passengers possessing or using illegal drugs may be denied or terminated from transportation.

Reasonable Modification Request

A Reasonable Modification Request is a request that is out of the ordinary to the current service, which would result in a modification to our policies, practices, and/or procedures to allow program accessibility. A request can be made electronically through LCC or mailed to our offices.

LCC Title VI Notice

LCC hereby gives public notice of its policy to assure full compliance with Title VI of the Civil Rights Act of 1964. LCC is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the bases of race, color or national origin. Any person who believes that they have, individually, or as a member of any specific class of person, has been subjected to discrimination on the basis of race, color, or national origin may file a complaint with LCC.

For more information visit our website at www.ridelakexpress.com or contact LCC Customer Service.

XII. Contact Information

To obtain an application, schedule a trip or any other questions please contact Lake County Connection (LCC) Customer Service at (352) 742-2612 [Florida Relay Voice: 800-955-8770; TTY: 800-955-8771] Trip requests may be made Monday through Friday between 8:00 a.m. and 5:00 p.m. For all emergencies dial 911.

Complaints:

If you experience a problem with any aspect of the service, you may call The Office of Transit Services at 352-323-5733 or by logging into www.ridelakexpress.com, go to Paratransit and download and complete the complaint form.

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

You may also visit Lake County Connection at:
Lake County Transit Management
560 East Burleigh Blvd.
Tavares, FL 32778

XIII. Customer Feedback

What if I'm not satisfied with the services provided?

If you experience a problem with any aspect of the service, you may call or write to LCC Customer Service Department.

To send your complaint in writing, direct your correspondence to:

Lake County Transit
Customer Service

560 East Burleigh Blvd.
Tavares, FL 32778

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

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

If your complaint cannot be resolved, you may obtain information on the grievance process by contacting the Lake County Office of Transit Services and requesting a copy of our adopted Grievance Procedures.

Lake County Office of Transit Services
352-323-5733

OR

You may call the Florida Commission for the Transportation Disadvantaged Ombudsman Hot Line: 1(800) 983-2435



Lake County
connection



Lake Xpress

Lake County
Office of Transit Services
352-323-5733
www.lakecountyfl.gov

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